Customer service is the hallmark of operations at the City of Irving. From police and fire protection to the delivery of safe drinking water, employees in nearly 30 specialized city departments are responsible for maintaining a high quality of life for Irving’s 217,000-plus residents, countless visitors and thriving business community. In the area of fiscal responsibility, Irving continues to receive recognition on local, state and national levels. Moreover, Irving maintains the second-lowest tax rate among 10 benchmark cities in North Texas. Enjoy a look at many other accomplishments achieved in the past year in this special 2013 Year in Review insert.
Cost Savings & Efficiencies

The City of Irving constantly looks for ways to streamline processes, save money and make sure residents get as much value as possible from their tax dollars. During the past fiscal year, the city has saved $1.56 million dollars and 3,619 staff hours through cost savings or avoidance. Ongoing process improvements have been achieved by eliminating waste and enhancing services.

Capital Improvements

Funding supports the reconstruction and expansion of major thoroughfares, water and wastewater improvements, new parks, libraries and other infrastructure. Placing emphasis on infrastructure, the city had $110 million in capital improvement projects under way at the end of 2013.

- Completed 28 capital improvement projects totaling $19.6 million including water and wastewater improvements, street improvements, sidewalk improvements, drainage improvements, and parks and trails improvements.
- Continued focus on the replacement of aging water and wastewater infrastructure throughout the city.
- Opened the Ruth Paine House Museum.
- Completed North Lake College South Campus Trail.
- Approved a memorandum of understanding with Ark Development to construct a $165 million entertainment center with a 6,500 seat amphitheater and nine restaurant venues.
- Finished street and utility construction on Elwood Road, Joffre Drive, and Mimosa and Willow streets.

Communications & Customer Service

Communications and customer service are of paramount importance. Both internal and external communication efforts have increased and several programs were implemented to enhance communication, increase transparency and encourage public input.

- Conducted five Town Hall and informational meetings.
- Posted more than 300 videos on demand, more than 275 videos on YouTube.
- Produced more than 400 videos about key focus areas.
- Provided live television coverage of city election and runoff election.
- Addressed more than 2,100 resident inquiries.
- Expanded online input opportunities for residents via the city website.
- Posted more than 1,696 Facebook and Twitter messages and promoted social media opportunities to increase fans and followers.
- Administered 17 customer surveys as well as 34 point-of-service surveys to obtain actionable feedback.
- Implemented citywide customer service standards and developed corresponding training required for all employees.
- Reached more than 2,100 residents through Speaker’s Bureau presentations.

Code Enforcement

Code enforcement initiatives continue to be a key focus area. This department helps to maintain the physical appearance of the city and to ensure stable property values.

- Increased enforcement initiatives in 14 neighborhoods with excessive code violations.
- Removed 7,460 temporary signs.
- Supervised community service workers on 144 cleanup projects.
- Enhanced proactive code enforcement along city’s most traveled corridors.
- Participated in Great Days of Service Program with faith-based community and other volunteer groups.
- Partnered with Keep Irving Beautiful (KIB) to assist code on cleanup projects.
- Sponsored 76 green events, cleanups, beautifications and school events with KIB.
- Created a strong base of KIB volunteers who donated 3,200 hours to collect 16,655 pounds of trash and 4,400 pounds of recyclables.
- Increased code violation awareness through expanded public education efforts.

Corridor Enhancements

Corridor improvements are enhancing Irving’s visual appeal and identity. City staff is addressing issues and completing projects using a comprehensive approach. This includes items such as landscaping, street/median improvements, new signage, building façade updates, public art, utility undergrounding, monument signs, and the addition of signals and street lighting.

MacArthur Boulevard
- Completed construction on the MacArthur Boulevard utility undergrounding project from Melker Street to Northgate Road. Relocated aerial crossings for telephone, cable and electric lines from overhead to underground helping make service more reliable.
Development

Economic Development

Transit-oriented development along the rail corridor and redevelopment of targeted areas are a continued focus. Key development projects include the Irving Convention Center at Las Colinas, Heritage Crossing, Irving Boulevard, State Highway 183 and the former Texas Stadium site.

- Completed convention center hotel agreement.
- Initiated the Las Colinas Urban Center parking study.
- Selected by the Quebec Ministry of Economic Development as part of their Texas Trade Mission.
- Launched the Bridges of Las Colinas and Campion Hollows residential developments assisted through the formation of special districts.
- Completed Urban Center Master Plan.
- Engaged Gateway Planning Group to assist in developing an integrated downtown vision and implementation plan for Heritage Crossing.
- Adopted downtown façade and sign enhancement incentive programs for Irving Boulevard.
- Adopted a neighborhood housing incentive program to encourage re-investment in existing housing and expanded pilot program.
- Amended the alcoholic beverage regulations to allow up to 50% alcohol sales in majority of city, 70% alcohol sales in Las Colinas Urban Center, and streamlined the application process for restaurants wanting to sell alcoholic beverages.
- Worked with developers to enhance and gain approval of many projects including Water Street, Las Colinas Station, TDI Las Colinas, AMLI/InTown Homes, FRAM North Shore, Kroger at Sixth/MacArthur, Parkside, Villas at The Studios, Las Colinas Station and Spanos II.
- Coordinated effort with property owners and businesses to mitigate the impacts of the State Highway 183 Expansion Project focused on retention and redevelopment.
- Used $600,000 in EPA Brownfields Grant Funding to enhance the development potential of the city’s Heritage Crossing Revitalization Initiative by identifying solutions to environmental concerns typical of a downtown area.

Awards & Recognition

Effective Communications
- National and State Awards for Excellence in Government Programming

Environmental Practices
- Governors Community Achievement Award (Keep Irving Beautiful)
- Keep America Beautiful Affiliate Award: Second Place
- Rick Fuszek Memorial Award for Outstanding Sustainable Materials Management

Fiscal Responsibility
- Double AAA Bond Rating
- Gold Transparency Award

Health and Cost Savings
- Healthiest Employers in North Texas (Dallas Business Journal)

Irving as a Destination
- Seventh Fastest Growing U.S. City (Forbes)
- Three Gold Adrian Awards
- Top 50 Meeting Destinations in the U.S.

Leadership and Management Excellence
- Certificate of Achievement for Planning Excellence (Planning Department)
- Excellence in Programming Award – Special Event (Parks and Recreation)
- Irving Celebrates Excellence Award (Water Utilities)
- Workforce Development Award (Water Utilities)

Quality of Life
- Sixth Best U.S. City for Jobs (Forbes)

Safety
- Fifth Safest City in America

Technology Advancement
- Digital Cities Award for Technology
Improvements

Positive change and improve the quality partnership with the community to affect involves all city departments working in.

The city has intensified its focus on

- Created the Irving Community Network
- Provided funding for 3,230 shelter days for
- Provided rental and utility assistance to
- Created the Irving Community Network through the consolidation of the Poverty and Homeless Coalition, and the Human Services Council.

Neighborhood Improvements

The city has intensified its focus on strengthening neighborhoods. This effort involves all city departments working in partnership with the community to affect positive change and improve the quality of life for residents. Here are some of the results from Housing and Human Services.

- Completed 10 home restoration projects.
- Provided down payment assistance to six first-time homebuyers.
- Constructed 16 new homes in partnership with a community organization.
- Offered in-house case management services to 189 homeless or near-homeless individuals.
- Provided rental and utility assistance to 549 homeless and near-homeless residents.
- Provided funding for 3,230 shelter days for Irving’s homeless population.
- Created the Irving Community Network through the consolidation of the Poverty and Homeless Coalition, and the Human Services Council.

Non-Compliant Apartments

Apartment and property owners are held accountable for substandard housing and non-compliant building conditions. This effort cleans up properties to increase resident safety. A four-tiered rating system on all multifamily complexes ensures that the lowest rated are made a priority focus for improvements. The Code Enforcement Department has experienced significant results in addressing non-compliant structures.

- Reduced number of multifamily properties with a Level 3 risk rating by 30% resulting in safer living conditions and improved quality of life for tenants.
- Received a 94% good or better customer service rating.
- Achieved 97% compliance on dumpster enclosure ordinance.
- Expanded educational outreach efforts to multifamily communities.

Public Safety

Public safety enhancements continue in police, fire and animal services. These initiatives helped to continue the city’s reduction in the crime rate.

- Set record low crime rate for 8 consecutive years.
- Continued Rape Aggression Defense classes to educate and instruct women in personal defense strategies and tactics.
- Reduced crime by 15% with the Belt Line/ Northgate Initiative (BNI).
- Received the “Rookie of the Year Award” from the National Association of Town Watch for BNI Team’s National Night Out event.
- Benefited from the donation of 6,959 hours from Irving Citizens on Patrol volunteers.
- Continued the grant funded “No Refusal” initiatives during major holidays and spring break week to deter impaired drivers.
- Continued growth of the Hispanic Citizens Police Academy.
- Held an active shooter exercise in March 2013 with cooperation from the Office of Emergency Management, the Fire Department, Irving ISD, Las Colinas Medical Center and the Texas Division of Emergency Management.
- Presented more than 310 fire safety education programs to 18,286 residents; conducted 690 school fire drills; performed 12,315 building inspections; and conducted two Citizen Fire Academies.
- Achieved below-national benchmark response time for fire equipment and EMS.
- Achieved 53% Cardiac Arrest Return of Spontaneous Circulation through Fire/EMS response.
- Inspected 99% of high-hazard occupancies for fire safety.
- Visited by 1,543 people during Animal Services’ third annual Wags and Whiskers Week ending with the Pet Pawlooza event.
- Established benchmark for live-release rate with municipal agencies to an average of 84%.