

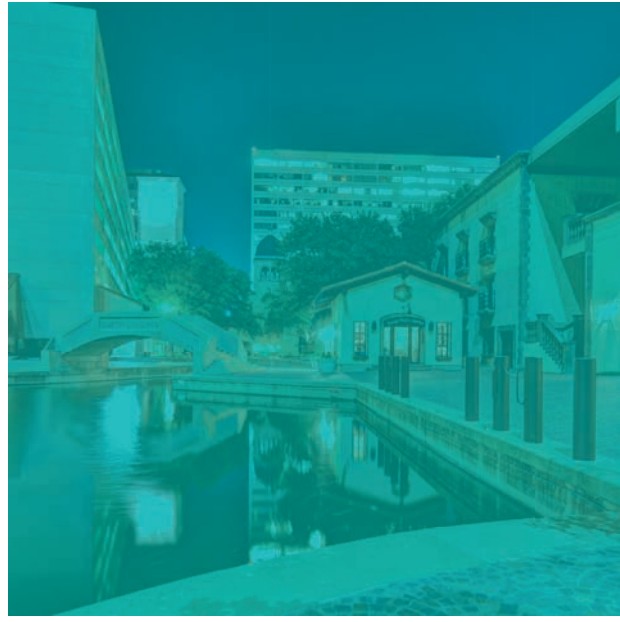


Community Results

# Year In Review

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 are responsible for maintaining a high quality of life for more than 230,000-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 continues to maintain the second-lowest tax rate among 10 benchmark cities in North Texas. Enjoy a look at many other accomplishments achieved in the past year contained in this special 2014 Year in Review insert.

# 2014



## Cost Savings and Efficiencies

The City of Irving is constantly looking for ways to streamline processes, save money and ensure residents are getting as much value as possible from their tax dollars. As such, during the past fiscal year, the city has been able to save more than \$758,000 and 12,400 staff hours through cost savings or avoidances. Eliminating waste and enhancing service levels have been achieved through process improvement efforts.

## Capital Improvements

Placing emphasis on infrastructure, the city had \$163.2 million in capital improvement projects under way at the end of 2014. Funding supports the reconstruction and expansion of major thoroughfares and new parks, libraries and other infrastructure.

- Expended approximately \$20.5 million for infrastructure and facility improvements.
- Completed construction on the following projects totaling \$35,743,792 million:
  - 3 Street Projects
  - 13 Water and Wastewater Projects
  - 7 Drainage Projects
  - 1 Library (Valley Ranch renovation)
  - 1 Facility
- Completed roof replacements at Fire Station 10, the Fire Prevention Building and Records Building. Installed a new metal roof at Fire Station 2.
- Completed a partial roof replacement at Georgia Farrow Recreation Center.
- Completed the design for the replacement of the Hackberry Pump Station retaining wall.
- Completed renovations at Fire Station 8, including the removal of an interior apparatus bay wall and a new overhead storage area in preparation for new apparatus.
- Completed the construction of a steel carport structure at Irving Community Television Network facility.

## Code Enforcement

Code enforcement initiatives remain a key focus area for Irving. These efforts help to maintain the physical appearance of the city and to ensure stable property values.

- Resolved 9,267 code enforcement cases.
- Achieved 97 percent voluntary compliance.
- Removed 7,088 temporary signs.
- Achieved 98 percent compliance on dumpster enclosure enforcement.
- Corridor focus (88 percent proactive) continue to enhance appearance of major roads.
- Expanded hours for after-hours lighted signs inspections.
- Assisted Keep Irving Beautiful (KIB) on cleanup projects.
- Sponsored 59 green events, cleanups, beautifications and school events.
- Reported 3,366 KIB volunteer hours to collect 15,579 pounds of trash and 3,400 pounds of recyclables.
- Received Governor's Community Award (First Place: \$310,000 for Landscaping Use).
- Prioritized enforcement on lowest rated subdistricts — sweeps completed on all 14 targeted for the year.
- Improved conditions in aging neighborhoods through targeted initiatives.
- Improved risk rating at 46 apartment complexes.

## 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.

### O'Connor Boulevard/Road

- Construction was completed on O'Connor Road from State Highway 183 to Metker Street, including the construction of the greenspace along the east side of O'Connor Road.
- Construction began on O'Connor Boulevard, from State Highway 114 to Riverside Drive, and is scheduled to be completed early 2015.

### MacArthur Boulevard

- Construction began on MacArthur Boulevard, from SH 183 to Grauwlyer Road.
- Construction began on utility undergrounding along MacArthur Boulevard from Grauwlyer Road to Pioneer Drive.

### Irving Boulevard

- Presented new schematic design during the Deep in the Heart of Irving Event in April 2014.

### Northgate Drive

- Construction began on the Northgate Drive Gateway project.

### Belt Line Road

- The Belt Line Corridor Unified Redevelopment Plan was presented to the Planning and Development Committee.

### State Highway 183 Gateway

- Coordinated effort focused on retention and redevelopment by working with property and business owners to mitigate the impacts of the SH 183 Expansion Project.
- Coordinated with Texas Department of Transportation regarding demolition of numerous structures related to the SH 183 Expansion Project.
- Coordinated meeting of multiple property owners at the northwest corner of SH 183 and O'Connor Road to facilitate development among the individually owned properties to gain compliance with the SH 183 Overlay District.



## Communications and Customer Service

Communications and customer service remain a strong focus. Communication efforts have been increased and several programs were implemented to enhance communication, increase transparency and encourage public input.

- Redesigned website to increase community engagement.
- Posted more than 2,500 Facebook and Twitter messages on city's primary social media sites. Also increased Twitter followers by 52 percent, from 1,745 to 2,651. Increased Facebook page likes by 25 percent, from 2,557 to 3,190.
- Addressed more than 1,200 resident inquiries.
- Posted more than 250 videos on demand and more than 400 videos on YouTube.
- Produced more than 400 videos about key focus areas.
- Provided live television coverage of city election.
- Completed more than 800 graphic design projects to promote various city events and activities.
- Reached more than 500 people through Speaker's Bureau presentations.
- Conducted four Mayor/Council-led Town Hall meetings.

## 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.

- Approved incentive agreement with 7-Eleven to relocate its North American corporate headquarters to Irving — 800 new jobs, 300,000 square foot facility with 500 space garage, \$35 million investment, \$15 million in taxable sales.
- Approved incentive agreement with Crow-Billingsley 635 Beltline for public improvements for Cypress Waters development related to relocation of 7-Eleven.
- Approved incentive agreement with Nokia Solutions and Networks US to retain their headquarters in Irving — retaining 1,000 high-paying jobs and adding 150 new jobs with a commitment to invest \$10 million annually in their equipment and facilities.
- Approved incentive agreement with Envoy Air (American Eagle Airlines) to relocate corporate headquarters to Irving — 500 new jobs, 142,000 square foot facility, \$2.4 million investment.
- Approved incentive agreement with Crawford Electric Supply Company to relocate operations to Irving — 130 new jobs, \$8 million investment, 160,000 square foot facility, \$8 million investment, \$50 million taxable sales.
- Approved incentive agreement with Kroger to expand and upgrade an existing store — \$9.4 million investment, \$4 million in taxable sales.
- Approved abandonment of right of way for the realignment of Cabell Road for the Parkside Development, an 864 single-family residential development with an estimated build-out value of \$341 million.
- Approved abandonment of easement for Bridges of Las Colinas Development, a 400 single-family residential development with an estimated build-out value of \$203 million.
- Used Environmental Protection Agency Brownfield Hazardous and Petroleum Grants to assess former Central Freight site for potential development.
- Hosted 2014 North Texas LPGA Shootout Tournament, 2014 Texas Wild World Tennis Team, and 2014 ATP Irving Tennis Classic.

## Awards and Recognition

### Leadership and Management Excellence

- Excellence in Code Enforcement Award
- Best Community Event Award (Parks and Recreation)
- Crystal Award (Water Utilities)
- Irving Celebrates Excellence Award (Water Utilities)

### Fiscal Responsibility

- Double AAA Bond Rating
- Gold Transparency Award

### Health and Cost Savings

- Healthiest Employers in North Texas (Dallas Business Journal)

### Quality of Life

- Best City to Start a Career (WalletHub)

### Environmental Practices

- Governors Community Achievement Award (Keep Irving Beautiful)
- Keep America Beautiful Affiliate Award: Second Place

### Irving as a Destination

- Top 50 Meeting Destinations in the U.S.
- Second Fastest Growing City Recognition (WalletHub)
- 3 Gold Adrian Awards

### Effective Communication

- National and State Awards for Excellence in Government Programming
- TAMI Awards for Excellence in Communication Strategies

### Technology Advancement

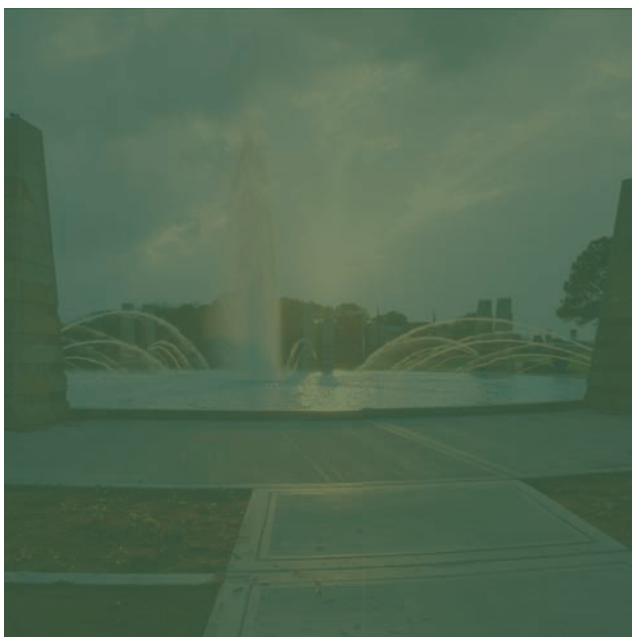
- Digital Cities Award for Technology

### Safety

- Fifth Safest City in America

# Year In Review

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# 2014

## Year in Numbers

Ever wondered what it takes to run and maintain the city? Throughout the year, city departments are busy not only with big projects, but also with the hundreds of other smaller things that need to get done. The results of their work provide for some interesting facts and figures about how the city is built, maintained and operated. During 2014, city employees completed **4,894 fire safety inspections** and answered **168,005** emergency calls for service. Employees completed **6,700 asphalt repairs** and delivered **12 billion gallons of water**. Road crews **swept 8,998 miles of streets** and fabricated **3,742 signs and decals**. Employees helped residents to **adopt 1,681 pets** and administered **8,676 animal vaccines**. Employees **cleared 25,305 warrants**. The Irving Arts Center hosted **475 programs and events**, and the city received **1,446 open records requests**. The City of Irving hosted **169 environmental events and classes** with more than **21,680 participants**, and **1,588 volunteers** gave more than **3,200 hours of service** to date. There were **11,174 tons** of debris diverted from the landfill through recycling and other efforts. The city provided recreation classes for **283,317 participants**, while Irving libraries hosted programs for **62,758 participants**. Employees removed **721 incidents of graffiti** with 100 percent removed within 48 hours of reporting. More than **408 ICTN videos** were posted on YouTube, which received more than **427,836 views**.

## 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 quality of life for residents.

- Completed 13 home restoration projects and emergency repairs.
- Provided down payment assistance to 15 first-time homebuyers.
- Constructed 10 new homes in partnership with a community organization.
- Provided in-house case management services to 50 homeless or near-homeless individuals.
- Provided rental and utility assistance to 50 homeless and near-homeless residents.
- Provided replacement weight room equipment to two recreation centers in low-income sections of the city.
- Coordinated the Annual Homeless Count and survey.
- Funded significant renovations to the Brighter Tomorrows transitional housing facilities.
- Contracted for the construction of a transitional housing facility for homeless young men in partnership with Bear Creek Development Corporation, La Buena Vida Youth Leadership Foundation and the Irving Independent School District.

## 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.

- Achieved record low crime rate for nine consecutive years.
- Continued Rape Aggression Defense classes to educate and instruct women in personal defense strategies and tactics.
- First Offender Program graduated 18 juveniles from the Families 4 Change program.
- The Problem Solving Unit completed an 18-month Belt Line/Northgate Initiative, which resulted in a 28 percent reduction in Part I Crimes.
- Irving Citizens on Patrol volunteers donated 6,583 hours.
- Conducted the grant-funded No Refusal initiative during major holidays and Spring Break to deter impaired drivers.
- Narcotics Unit investigators, in conjunction with agents from the IRS and FBI, completed a two-and-one-half year investigation into the Zeta international drug cartel. The investigation resulted in 15 indictments and the seizure of more than \$15 million in assets.
- Participated in the Urban Shield Full-Scale Regional Exercise at Stipes Elementary and at the TRE Rail Yard on Rock Island Road to enhance the skills and abilities of first responders to a large-scale event such as a terrorist attack.
- Retrained all sworn personnel in the Advanced Law Enforcement Rapid Response Training, during FY 2013-14 to ensure every department member had the most up-to-date training on responding to an active shooter event.
- Saved 97 percent of the community's property that was involved in a structure fire. According to Dallas County Appraisal District's website, the approximate value of property saved was equal to \$237,000,000.
- Presented 322 safety education programs to more than 20,000 residents, performed more than 14,000 building inspections and conducted two Citizen Fire Academies.
- Irving Fire Department and Citizens Fire Academy alumni participated in: Special Olympics (500 volunteer hours); Fill the Boot MDA fundraiser (\$85,478 collected); and delivered Christmas dinner and toys to more than 1,000 children in conjunction with Irving Police Department through the Blue Christmas program.
- Animal Services continued improvement in overall live release rate achieving 82 percent — one of the highest live-release rates in the region.
- Animal Services received a grant from the American Society for the Prevention of Cruelty to Animals to purchase technology to improve veterinary services treatment of shelter animals.
- Spearheaded the largest pet adoption event in DFW history. Empty the Shelter was a collaborative effort between 33 municipal and nonprofit animal shelters to adopt pets to families and empty overflowing shelters.

Scan the code using a QR application for a look at the some of the biggest and most memorable Irving stories of 2014 in this special edition of ICTN's "City Source."

