



# 2015

## YEAR *in* REVIEW

### Community Results

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 residents, countless visitors and a 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 2015 contained in this special Year in Review insert.

#### NEIGHBORHOOD IMPROVEMENTS

The city continues to intensify 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 12 home-restoration projects and emergency repairs
- Conducted 32 financial counseling sessions
- Conducted four training classes for nonprofit agencies
- Constructed four new single-family homes
- Constructed and opened La Buena Vida House for homeless youth
- Coordinated the Annual Homeless Count and Survey
- Managed a caseload that included eight neighborhood housing improvement projects
- Provided down payment assistance to 10 first-time homebuyers
- Provided homebuyer education classes to 23 clients
- Provided in-house homeless assistance programs to 64 homeless or near-homeless individuals

#### CAPITAL IMPROVEMENTS

Placing emphasis on infrastructure, the city had \$246.6 million in capital improvement projects underway at the end of 2015. Funding supports the reconstruction and expansion of major thoroughfares and new parks, libraries and other infrastructure.

- 19 projects were under construction, and 30 projects were under design by year's end
- Received \$2.5 million trail grant from Dallas County for North Campión MacArthur Connection construction
- Completed 24 construction projects totaling \$36.5 million including streets, parks, trails, drainage, water, wastewater and facilities
- Completed the 2.4 mile Lone Star Campión Trail Connection, making Irving and Grand Prairie the first two cities to connect along Dallas County's Trinity Trail System
- Completed renovations and improvement projects at Irving Arts Center
- Expended approximately \$29 million for infrastructure and facility improvements
- Opened South Irving Library
- Reconstructed Victoria Park playground
- Reviewed utility plans and construction management for city utilities related to the Midtown Express

#### PUBLIC SAFETY

Public safety enhancements continue in police, fire and animal services. Various initiatives helped to continue the city's reduction in the crime rate, and further extend transparency and increase outreach programs with the community.

- Achieved 10 consecutive years of crime reduction
- Animal Services facilitated an 18% increase in dogs and cats returned to owners
- Began construction of a joint fire training facility with Grand Prairie
- Continued EMT ride-out program with high school and college students that now includes nurses and doctors
- Fire Department reached more than 32,000 residents through public education efforts
- Funding was approved for construction of Fire Station No. 12
- Implemented Juntos con Irving, Coffee with a Cop and other community outreach programs
- Obtained approval for 9 firefighter positions to staff the new Medic 1
- Partnered with NAACP for Law Enforcement and You training
- Piloted body-worn camera products for implementation in FY 2016
- Police conducted 54 community outreach programs
- Saved 98.7% of property from fire loss valued at \$413,269,310
- Trained 282 women through RAD (Rape Aggression Defense) in personal defense strategies
- Received signal timing grant from North Central Texas Council of Government for \$300,000

#### COMMUNICATIONS, CUSTOMER SERVICE AND RESIDENT ENGAGEMENT

Communications, customer service and resident engagement are a strong focus. Several programs were implemented to enhance communication, increase transparency and encourage public input.

- Developed public relations campaign to increase awareness of Irving Arts Center
- Experienced more than 31,900 interactions with Facebook users; and more than 6,700 interactions with Twitter users
- Facilitated development of new strategic plan and implemented business planning process to focus city initiatives on resident needs
- Launched new Irving Convention and Visitors Bureau website

- Negotiated a contract to outsource bill printing and mailing to allow Print Services staff to perform other duties; the contract saves as much as \$20,000 annually in labor costs alone
- The second Taste of Irving event highlighted nearly 24 Irving restaurants as thousands enjoyed food, music and rides
- The Citywide Egg Hunt was expanded to a second date and location, doubling the number of Irving children participating
- The Irving Concert Series featured a variety of tribute bands, bringing crowds to the Heritage District

#### 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 stadium site.

- Approved first amended and restated incentive agreement with Michaels Stores Procurement Company and Michaels Stores to maintain corporate headquarters and procurement center in Irving – 200 new jobs and 307 existing jobs; 10-year extension of both leases occupying 280,000 square feet; \$1.5 million investment; \$20 million taxable sales
- Executed letter of support for DMG Mori Seiki, U.S.A. to receive Foreign Trade Zone Designation
- Approved incentive agreement with American College of Emergency Physicians to retain headquarters in Irving – 125 employees; new 55,000 square-foot facility; \$41,000 new tax revenue
- Approved incentive agreement with ArtFX to establish operations in Irving – 50 new jobs; 80,000 square-foot facility; \$83,000 new tax revenue
- Approved incentive agreement with Preferred Office Products to establish operations in Irving – 45 new jobs; 40,000 square-foot facility; \$10 million taxable sales
- Developed the City of Irving Economic Development Strategic Plan
- Hosted 2015 North Texas LPGA Shootout Tournament and 2015 Association of Tennis Professionals Irving Tennis Classic
- Managed construction of the Irving Music Factory
- Managed development incentives for Ranchview and Parkside construction projects, valuing \$23.5 million
- Participated in development agreement for the construction of a convention center hotel







# 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 things that need to get done. The results of their work provide facts and figures about how the city is built, maintained and operated. Each department has its own tasks it focuses on, but all city employees play such an important role in managing operations. During **2015**, city employees performed **38,043** field inspections, **5,601** health inspections and **5,825** fire inspections. Public Safety staff responded to **18,397** EMS calls, Police Department received and responded to **368,501** calls for service, and Fire Department personnel responded to **6,551** calls. Road crews swept **7,623** miles of street, fabricated **4,815** signs and decals, repaired **837** potholes and contributed more than **900** labor hours while disbursing **5,000** pounds of ice melt. This year, **29** miles of roadway cracks were sealed, **164** lane miles were striped and **5,000** feet of bicycle lanes were added. Animal Services employees helped adopt **1,708** animals and administered **10,156** animal vaccines. Parks and Recreation Department's Independence Day Fireworks Show saw the largest ever recorded attendance, exceeding **10,000** people. Employees cleared **23,987** warrants, addressed more than **3,300** resident inquiries and processed **1,468** Open Records Requests. Irving Arts Center hosted **519** programs and events. The city provided recreation classes for **293,403** participants, while Irving libraries hosted programs for **68,722** participants. Employees removed **650** incidents of graffiti with **100** percent removed within **48** hours. The city sponsored **195** environmental outreach programs attracting **29,951** attendees and **1,397** volunteers. The city produced and distributed **509** Green Seam reusable shopping bags, and benefited from **4,714** Environmental Outreach volunteer hours.

## CORRIDOR ENHANCEMENTS

Corridor improvements are enhancing Irving's visual appeal and identity. City staff address issues and complete 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

- Construction was completed on O'Connor Boulevard from State Highway 114 to Riverside Drive
- Construction was completed on the O'Connor Boulevard Median Landscape project

### MacArthur Boulevard

- Construction was completed on MacArthur Boulevard Utility Undergrounding from Grauwlyer Road to Pioneer Drive
- Construction continues on MacArthur Boulevard from State Highway 183 to Grauwlyer and is scheduled for completion in early 2016

### Northgate Drive

- Construction was completed on the Northgate Drive Corridor Monument project

### State Highway 183

- Construction began on the Midtown Express Project, scheduled for completion in September 2018

## 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.

- Achieved 98.3% voluntary compliance
- Assisted Keep Irving Beautiful (KIB) on cleanup projects
- Improved conditions in aging neighborhoods through targeted initiatives
- Managed 137 community service workers for 109 projects collecting 8,357 pounds of trash
- Managed 77% proactive property code case activity
- Multifamily complaints reduced by 20%
- Participated in Adopt-A-Spot program through Keep Irving Beautiful
- Property code complaints reduced by 18%
- Removed 4,932 illegal temporary signs
- Reported 4,061 KIB volunteer hours to collect 12,702 pounds of trash and 4,191 pounds of recyclables
- Resolved 14,149 code enforcement cases
- Sponsored 40 green events, cleanups, beautifications and school events

## ENVIRONMENTAL

The city must take steps that involve planning and prepping for future demands, and the city must take steps that ensure its vitality. With this comes environmental awareness and protection efforts.

- Added electronics recycling to document shredding and home chemical collection events
- Completed the first phase of the Long-Range Water Supply Plan
- Facilitated linkage with leveraged purchasing fuel contracts to ensure best pricing
- Opened a drop-off recycling center at the Hunter Ferrell Landfill
- Secured \$2.3 million in funding for earthquake research



## Awards and Recognitions

### LEADERSHIP AND MANAGEMENT EXCELLENCE

- Excellence in Maintenance Award for their Emergency Operations Center
- Excellence in Programming for Canal Fest
- Committee's Choice Award for Cimarron's Indian Heritage Celebration
- Lone Star Programming Award for 2015 Laughs by the Lake event (Texas Recreation and Parks Society)
- Award of Excellence for Code Enforcement (Building Officials Association of Texas)
- Printed Materials Award (American Association of Code Enforcement)

### FISCAL RESPONSIBILITY

- AAA Bond Rating (Moody's Investors Services, Standard and Poor's)
- Distinguished Budget Presentation Award (Government Finance Officers Association)
- Platinum Transparency Award (Texas Comptrollers' Office)

### HEALTH

- Fit-Friendly Employer Platinum Award (American Heart Association)
- Healthiest Employer Award (Dallas Business Journal)

### QUALITY OF LIFE

- Hardest Working Cities in America (WalletHub)
- Silver Certification (Scenic City Texas)
- 20th Best City for Families (WalletHub)
- No. 1 Place to Live in Your 20s (WalletHub)
- Top 35 Best Places to Live in the U.S., if Under 35 (MindBodyGreen)
- 2015 Best Cities to Start a Career (WalletHub)

### IRVING AS A DESTINATION

- Best City to Stay for 2015 (Trivago)

### EFFECTIVE COMMUNICATION

- Received 6 awards from the Texas Association of Municipal Information Officers including:
  - TAMI Award for Best One-Time Special Event "Clear the Shelters"
  - Award of Excellence for External Newsletter "City Spectrum"
  - Award of Honor for City of Irving Website
- Received 3 National Association of Telecommunications Officers and Advisors awards including:
  - First Place for News Series, ICTN's "City Source"
- Received 3 Texas Association of Telecommunications Officers and Advisors awards including:
  - Second Place for Magazine Format Series, ICTN's "About Towne"
- Texas Municipal League Spirit Award for Clear the Shelters event

### TECHNOLOGY ADVANCEMENT

- Center for Digital Government Finalist

### SAFETY

- 2014 Teen Court Spotlight Achievement Award (Teen Court Association of Texas)
- Municipal Traffic Safety Award (National Safety Council)
- Outstanding Participation Award (National Night Out Committee)
- Top Ten Safest City (movoto.com; lawstreetmedia.com)
- Victim Services Award (International Association of Chiefs of Police)

