



February 22, 2012

Strategic Goal No. 2: Vibrant Neighborhoods

U.S. Customs and Border Protection Donation – The City of Irving partnered with the U.S. Customs and Border Protection agency to donate items to Brighter Tomorrows. The items included girls’ jeans, thermal undershirts, T-shirts, dresses, adult jackets, pillowcases/shams, women’s suits, men’s casual shirts, shawls, adult leather sandals, and wheelchairs. Brighter Tomorrows will distribute these items to Irving residents in need.

Strategic Goal No. 3: Economic Development

New Jobs for Irving – CHRISTUS Health has announced to its Houston and San Antonio associates that the company will consolidate its corporate offices in Irving. City of Irving and Greater Irving-Las Colinas Chamber of Commerce staff assisted the company with the initiative. CHRISTUS representatives specifically commented that Irving’s efforts to bolster its initial incentive offer and the personal involvement by City Manager Tommy Gonzalez and Mayor Beth Van Duyne were instrumental in the company’s decision. The company is expected to lease 175,000 to 200,000 square feet of office space in Irving. CHRISTUS will bring more than 600 jobs to Irving and the region. The company expects to save more than \$60 million over the course of 10 years by making the move. The consolidation will be staggered starting this summer and is expected to be completed by mid-2013.

Strategic Goal No. 4: Safe and Secure City

Enhanced Customer Service – Starting this month, the Municipal Court began doubling the number of pre-docket reminder calls made to defendants. An automated reminder call is now made four days prior to a scheduled event with a second, final courtesy call made the day before the event. The added reminders are expected to assist defendants in managing their schedules more efficiently and also result in further reducing the court’s failure to appear rate. Defendants who have provided the court with their email addresses also receive electronic reminders.

Golden Apple Award – Assistant Police Chief Jeff Spivey will be presented with a Golden Apple Award on Feb. 23 for his outstanding service to Irving ISD students. There are only two awards presented annually from the Irving ISD; Spivey will be honored with the individual award.

Singley Academy Teen CERT – Members of the Office of Emergency Management (OEM) and the Irving Certified Emergency Response Team (CERT) trained teens from the Singley Academy to take part in a CERT competition that consisted of all adult teams. The two teen teams participating in the Harris County CERT Rodeo placed among the top five in the challenges. In addition, Irving OEM and CERT members helped the teens practice their skills and prepare for the competition. Supplies were provided to the teen program to fill gaps in their training equipment.

Strategic Goal No. 6: Effective Communications

ICTN Live Talk Show – Irving Community Television Network (ICTN) hosted representatives from the Irving Convention and Visitors Bureau (ICVB) on the live talk show, “Open Line,” to discuss the first year successes of the Irving Convention Center at Las Colinas. ICVB staff highlighted some of the big events hosted at the new facility, as well as the number of visitors and what residents can expect in the near future. The episode can be viewed via ICTN on Demand at www.cityofirving.org/video-on-demand under the “Shows” tab.

Strategic Goal No. 7: Cultural, Recreational and Educational Environments

Book Club Results – The Central Library introduced a new book club, the Book Lovers’ Happy Hour, for readers of general fiction. At the first meeting in January, attendees brought 24 books to share with other members and helped to select upcoming themes for future meetings. Book Lovers’ Happy Hour will meet once every two months.

Irving Art Association Partnerships – This winter, the Irving Public Library and Irving Art Association partnered to promote local artists through events and exhibits. The West Irving Library held an artists’ reception attended by 53 individuals and hosted an exhibit of local artists enjoyed by 18,500 library visitors. Through March 16, the Central Library is hosting the VSA Texas Distinguished Artist Veterans statewide traveling exhibit, which already has been seen by almost 30,000 library visitors.

Library Process Improvements – The Irving Public Library completed process improvements to create a more efficient and streamlined work flow for checking in and sorting materials, while also assisting customers with payments and general questions. The Central Circulation Services staff receives and shelves approximately 60,000 returned items each month.

Spring Break Events for Children – The Irving Public Library is hosting a variety of free programs for children during spring break, March 12-17.

- March 12 – 2:30 p.m., East Branch Library, 440 S. Nursery Road. Celebrate Dora the Explorer with storytelling and games.
- March 14 – 2:30 p.m., East Branch Library, 440 S. Nursery Road. Children will be amazed as they take a trip around the world with a mad scientist in this interactive, educational show.
- March 14 – 2:30 p.m., West Irving Library, 4444 W. Rochelle Road. Learn about a variety of reptiles from around the world, including boas, pythons, tortoises and the bearded dragon.

For more information, visit www.cityofirving.org/library and select “Events and Classes.”

Irving Chautauqua – The Irving Office of Emergency Management will provide information on preparing for natural and man-made disasters covering home and office emergency planning at 2 p.m. March 10 at the Central Library, 801 W. Irving Blvd. Attendees also will learn actions to take during and after an emergency or disaster. Call (972) 721-2606 for more information.

Bookmark Design Contest – This year’s Design-a-Bookmark Contest focuses on the theme, Book Your Next Adventure. The contest will run from March 1 to April 30 and is open to all ages. Entries must be original artwork and suitable for public display. Entry forms are available at all Irving libraries and recreation centers. For rules, visit www.cityofirving.org/library and select “Events & Classes.” For more information, call (972) 721-2458.

Strategic Goal No. 8: Sound Governance

Employee Health and Wellness Recognition – The American Heart Association (AHA) has named the city a Start! Fit Friendly employer for the third time. This year, Irving is the only city in the Dallas region to receive Platinum level recognition. Criteria needed to earn this top honor includes offering employees physical activity support, promoting a wellness culture and achieving a cost savings based on improved employee health. The award recognizes the city's I Win wellness initiatives as an investment in the health and well-being of city employees. Since the I Win program's inception, the city has lowered risk factors and employee insurance costs, improved employee productivity and has increased the number of participants by 300 percent. This past year, 225 employees earned a Wellness Day Off.

Highest Opinion on Annual Audit – The 2011 Comprehensive Annual Financial Report, which details the city's financial operations and position, received the highest opinion from external auditor, Grant Thornton LLP. In addition, the auditor indicated that there were no reportable findings. A comprehensive audit includes verification of financial information, assessment of procedures and review of internal controls to determine if enhancements are needed to improve the integrity of the financial system.

Pharmacy Benefit Program – Risk Management has implemented a Pharmacy Benefit Managed (PBM) program for first responder communicable disease exposure medication needs. The selected PBM worked with the Dallas County Health Office and local pharmacies to identify availability of these medications. One local 24-hour pharmacy has agreed to maintain stock of these medications and partner with the city to ensure that medical needs of Irving's first responders are met. First fill cards necessary to access medications through the program have been distributed to fire and police personnel.

Online Permits – The Inspections Department now offers online permits for plumbing, electrical and mechanical work. To date more than 60 contractors have used this new eTrakit feature to save trips to City Hall. The link for this service is <https://ecs.ci.irving.tx.us/etrakit2>.

On-the-Spot Awards – City of Irving employees continue to provide excellent customer service and perform above and beyond their normal job responsibilities. The following employees have received On-the-Spot Awards for their performance: Karen Brophy (City Attorney's Office), Doug Janeway (Development Services), Jackie Madden (Parks and Recreation), David Springob (Capital Improvement Program) and all Police Department employees.

1099 Reporting – Financial Services successfully mailed 537 vendor tax forms on Jan. 31. Form 1099 is required for reporting various types of income other than salaries, wages and tips (which are reported on a Form W-2) if \$600 or more is paid to a vendor during the calendar year.

Strategic Goal No. 9: Infrastructure

Water System Technology Upgrade – Water Utilities, in conjunction with the GIS/Technology team, has completed the upgrade of the computer systems that control the flow and distribution of water throughout the city. This new supervisory control and data acquisition system (SCADA) is now fully operational and in production. In addition, city personnel have completed additional training that will allow them to manage and repair field components of this system that were previously reliant upon outside consulting services to maintain.

Emergency Sewer Line Repair – A cyclist using the bike paths on the east side of the Trinity River reported a sink hole that Water Utilities crews were quickly able to repair. The sink hole turned out to be a collapsed 30-inch reinforced concrete sewer main. Water Utilities crews were able to develop a creative repair solution that saved time, money, prevented sewer overflows and saved bypass pumping across the Elm Fork of the Trinity River.

Hunter Ferrell Landfill Public Outreach – On Feb. 18, Solid Waste Services hosted a tour for participants in the Master Composting Training Course. The tour focused on the Hunter Ferrell Landfill's efforts to maximize the diversion and beneficial reuse of yard waste. In addition, students from North Hills Preparatory School are scheduled to tour the landfill on April 25. Approximately 90 students will learn how trash is buried, and the importance of recycling and diverting trash from the landfill.

Strategic Goal No. 10: Environmentally Sustainable Community

Green Fleet Demonstration – Solid Waste Services partnered with a local truck distributor to demonstrate a new hybrid waste collection truck. The vehicle was fitted with a hybrid system that uses hydraulic pumps to slow the vehicle during braking and then recovers the kinetic energy and stores it in an accumulator in the form of pressurized liquid. The stored energy is then used when the vehicle is at idle to drive auxiliary equipment such as the compactor blade. The information gathered will be used to continue the city's research for more fuel-efficient and environmentally friendly collection vehicles.