



# City of Irving *City Manager's Report*

**December 2, 2009**

## **Strategic Goal No. 2: Vibrant Neighborhoods**

**Heritage District Improvements** – Streets Operations has enhanced the appearance of the downtown Heritage District by painting guardrails. Locations include Rock Island Road at Sowers Road, and State Highway 356 at Sowers Road. Since a contractor was not used, the city experienced a cost savings of nearly \$20,000.

**City Staff Volunteer Assistance** – Planning and Inspections Department employees assisted an Irving family with a 13-year-old son battling cancer. Inspections staff partnered with D&G Properties and the Elks Lodge of Irving to make the family's home accessible. They also installed a new roof and provided a new bed to aid the family in the care of their son.

**Home Restoration Projects** – Housing and Human Services has received funding as part of the American Recovery and Reinvestment Act for home restoration projects. The stimulus funds allow the city to provide assistance to residents in need. One-third of the funding has already been identified for use during the first quarter of the two-year program. All projects will use American-made products, meet Energy Star requirements, and will create more than 580 hours of work. Home repairs also contribute to the overall economic well-being of the city. Research shows that city-sponsored home restoration projects have led to an average 37.6 percent increase in the value of repaired homes as well as the neighboring properties.

**Sign Ordinance Update** – Staff has worked 762 cases to enforce the sign ordinance requirements that went into effect this past summer. To date, 468 addresses are in compliance with 294 pending. In addition, Neighborhood Services staff continues to focus on main corridor projects, which includes cleanup and mowing.

**Crime Free Multi-Housing Program** – Neighborhood Services conducted two thorough reviews of multifamily properties in conjunction with the Police Department for compliance with the Crime Free Multi-Housing Program. A total of 25 properties were visited and 13 citations were issued.

## **Strategic Goal No. 3: Economic Development**

**Economic Growth** – For every \$1 the city invested in the Greater Irving-Las Colinas Chamber of Commerce for fiscal year 2008-09, the chamber generated for the city:

- \$1,664 in economic activity
- \$632 in wages and income
- \$125 in retail spending
- \$73 in local sales tax
- \$64 in local property tax

In addition, the chamber contributed to 26 job creation and retention projects, and is responsible for introducing more than 3,100 new jobs and retaining approximately 780 jobs.

**The Noon Network** – The Irving Public Library's Job Center offers a new monthly networking opportunity for job seekers. The Noon Network will meet the first Monday of every month at the Central Library, 801 W. Irving Blvd. Attendees are invited to bring their lunches, business cards and to share job hunting tips, leads, interview stories and encouragement at noon Dec. 7. For more information, call (972) 721-2606 or visit the Job Center online at [www.cityofirving.org/library](http://www.cityofirving.org/library).

#### **Strategic Goal No. 4: Safe and Secure City**

**Pink T-Shirt Program** – Fire Department staff participated in the Pink T-shirt program and raised \$15,000 to help fund cancer research. Shirts were sold to firefighters, city employees and Irving residents. Fire departments across the state wore the shirts to spread the word about the fight against cancer.

**H1N1 Tabletop Exercise** – The City of Irving hosted an H1N1 Tabletop Exercise—organized by local, state and federal agencies—to discuss continuity of operations procedures associated with a pandemic flu event. Employees reviewed and evaluated the city's Pandemic Influenza Response Plan and will use the knowledge gained to create future plans.

**Vaccination Clinic** – To celebrate National Animal Shelter Appreciation Week, Animal Services hosted its 3rd annual rabies vaccination clinic for Irving residents. Hundreds of vaccines were administered to companion animals by Dr. Cobb-Sinnie and shelter staff, making this event the most successful to date.

#### **Strategic Goal No. 5: Diversity**

**Kwanzaa Celebration** – The Valley Ranch Live programming series will feature a Kwanzaa Celebration with Rochelle Rabouin at 7 p.m. Dec. 3 at the Valley Ranch Library, 401 Cimarron Trail. Children under age 8 must be accompanied by a parent or guardian. Call (972) 721-4669 for more information.

**Irving Chautauqua** – The Chautauqua performance series will continue at 2 p.m. Dec. 12 in the Central Library Auditorium, 801 W. Irving Blvd., with Holiday in the Alps, a demonstration of traditional Bavarian and Austrian folk dances by the Alpine Dancers of Garland. Call (972) 721-2606 for more information.

#### **Strategic Goal No. 6: Effective Communications**

**2010 Eco-Calendar** – An eco-calendar has been produced for Irving residents for 2010. It features a different environmental topic each month—providing readers with tips on how to be better stewards of the planet. The city will host a variety of classes and events throughout the year to further educate residents about energy and water conservation, recycling, alternative forms of transportation, building green and being eco-conscious consumers. Free copies of the eco-calendar will be available at City Hall, public libraries and recreation centers. For more information, call Corporate Communications at (972) 721-2533.

**Language-Learning Database** – The Irving Public Library introduces Mango Languages, a database designed to teach linguistics through vocabulary building exercises taught from real life conversations. Mango Languages includes Spanish, French, Mandarin Chinese, Japanese and Italian, as well as English for Spanish-speakers. Users can access Mango Languages at any Irving library location or remotely with a valid library card. For more information, call (972) 721-2606 or visit the "Online Databases" page at [www.cityofirving.org/library](http://www.cityofirving.org/library).

**ICTN on iTunes** – Irving Community Television Network (ICTN) programming is available for free download on iTunes. Those with iTunes may download videos and episodes of ICTN's award-winning programming. Once a video is selected, users can click on the "Subscribe" tab and choose "Podcast."

**Expansion of ICTN Hours** – Residents can watch Irving Community Television Network (ICTN) programming 24/7, thanks to a new automation system that allows shows to be aired without manual assistance and monitoring by staff. ICTN programming also continues to be streamed on the Internet and programs are available on demand. Log on to [www.ictn.tv](http://www.ictn.tv) for details.

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

**Holiday Extravaganza** – Usher in the holiday season with the city's Holiday Extravaganza on Dec. 5. A fun-filled schedule includes the following:

- **Blue Christmas Chili Cook-off:** Sponsored by the Irving Police and Fire departments, the cook-off will be held from 8 a.m. to 1 p.m. at Heritage Park, 217 Main St. Proceeds will benefit Blue Christmas. Entry fee is \$20 and an unwrapped toy. Call (972) 523-8849 for details.
- **Holiday Parade:** The parade will be held at 4 p.m. at Heritage Park, 217 Main St., featuring festive floats, holiday music and Santa. The route will begin at the Rock Island Road and O'Connor Road intersection, travel southbound on O'Connor Road, eastbound on Second Street, northbound on Lucille Street, westbound on Irving Boulevard and northbound on O'Connor Road.
- **Tree Lighting Ceremony:** The annual Tree Lighting Ceremony will be held at 5:30 p.m. at City Hall, 825 W. Irving Blvd. The event will feature music by the Irving Bible Church Choir and the Irving Symphonic Band. Festivities will include a special visit by Santa Claus and a spectacular fireworks display following the ceremony. Food, games and free hot chocolate also will be available.

**Holiday Lights at Centennial Park** – The Holiday Lights at Centennial Park will be on display from dusk to 10 p.m. Dec. 5-28. The lights will include a number of displays along the trail. The park is located at 444 W. Second St. For more information, call (972) 721-2501.

**Holiday Open House and Tree Decorating Competition** – The Irving Arts Center will host its annual Holiday Open House from 5:30 to 7:30 p.m. Dec. 4. This year's theme is Celebrate the Harlem Renaissance. The free family event will include complimentary cookies and a variety of activities such as art projects, train rides, photos with Santa Claus, greeting card workshops and performances. Following the Holiday Open House, the Arts Center will present a free concert with Tapestry Dance in Carpenter Performance Hall. *The Souls of our Feet: A Celebration of American Tap Dance* starts at 7:30 p.m. and will feature tap masters Acia Gray and Arthur Duncan from "The Lawrence Welk Show." The Main Gallery will be filled with 20 trees decorated by Irving parent-teacher organizations as part of the 17th Annual Holiday Exhibition and Tree Decorating Competition. Patrons are invited to vote for their favorite tree through Dec. 15. The Viewer's Choice Award winner will be announced Dec. 19, prior to the Las Colinas Symphony Orchestra's holiday concert. For more information and a full list of holiday events at the Arts Center, visit [www.irvingartscenter.com](http://www.irvingartscenter.com).

**Barnes & Noble Book Voucher Fundraiser** – The Valley Ranch Library and Barnes & Noble Booksellers will hold a book voucher fundraiser Dec. 7-13 at its North Irving location, 7615 N. MacArthur Blvd. Stock up on books for holiday gift giving; a portion of each sale will help the Valley Ranch Library whenever a voucher is used. Vouchers will be available at the Valley Ranch Library, 401 Cimarron Trail. Barnes & Noble also will make them available upon request at the check-out counter. For details, call (972) 721-4669.

**All Wrapped Up** – Irving Central Library, 801 W. Irving Blvd., will sponsor All Wrapped Up from noon to 5 p.m. Dec. 19. Enjoy free holiday gift wrapping services, entertainment and snacks provided by the Young Adult Action Council and student volunteers. Choose from a unique selection of tags and gift wrap for a limit of five small- to medium-sized items per person. Boxes will not be provided. Call (972) 721-2606 for additional information.

## **Strategic Goal No. 8: Sound Governance**

**2010 Census Outreach Efforts** – The Irving Counts Committee has begun its educational and promotional outreach efforts on the 2010 Census. Team members have been assigned to schedule speaking engagements with local PTAs, Civic Clubs and other organizations. Based on feedback from Census Bureau representatives and other attendees, the City of Irving has one of the most active outreach programs in the region.

**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 recently received On-the-Spot Awards for their performance: Mitchell Adams (Corporate Communications), Jaime Aguado (Parks and Building Maintenance), John Allen (Parks and Building Maintenance), Jorge Argueta (Parks and Building Maintenance), Gayle Averitt (Parks and Building Maintenance), Mitchell Barker (Parks and Building Maintenance), Oscar Blanco (Parks and Building Maintenance), John Brogan (Parks and Building Maintenance), Danny Bryd (Parks and Building Maintenance), Chuck Chambers (Parks and Building Maintenance), Laura Combs (Financial Services), Rick DeOrdio (Financial Services), Mariano Enriquez (Parks and Building Maintenance), Arturo Estrada (Parks and Building Maintenance), Mark Estrello (Parks and Building Maintenance), Jose Flores (Parks and Building Maintenance), Julio Flores (Parks and Building Maintenance), Nathan Frettoloso (Parks and Building Maintenance), Carlos Fuentes (Parks and Building Maintenance), Mark Funderburk (Intergovernmental Services and Public Works), George Gillespie (Parks and Building Maintenance), Priscilla Gonzalez (Performance Team), Paul Gooch (Community Services), Mike Griffith (Parks and Building Maintenance), Josh Henkel (Parks and Building Maintenance), Carlos Hernandez (Parks and Building Maintenance), David Hernandez (Parks and Building Maintenance), Rene Hidalgo (Parks and Building Maintenance), Jim Holland (Intergovernmental Services and Public Works), Al Johnson (Parks and Building Maintenance), Della Jones (Parks and Building Maintenance), Mark Landrey (Parks and Building Maintenance), Robert Lawhorn (Capital Improvement Projects), Elmer Lazo (Parks and Building Maintenance), Brian Loose (Parks and Building Maintenance), Jose Lopez (Parks and Building Maintenance), Jackie Madden (Parks and Building Maintenance), Mark Massey (Intergovernmental Services and Public Works), Ed Matthews (Intergovernmental Services and Public Works), Kevin McAllister (Parks and Building Maintenance), Eugene McKenzie (Parks and Building Maintenance), Chris Michalski (Parks and Building Maintenance), Vicki Miller (Parks and Building Maintenance), Alfredo Morales (Parks and Building Maintenance), Jim Morrison (Parks and Building Maintenance), Gene Moulden (Capital Improvement Projects), Rusty Murphey (Parks and Building Maintenance), Russ New (Parks and Building Maintenance), Austin Owen (Parks and Building Maintenance), Francisco Penate (Parks and Building Maintenance), Stephen Perkins (Parks and Building Maintenance), George Pitones (Parks and Building Maintenance), Tim Pringle (Parks and Building Maintenance), Clifford Ramber (Parks and Building Maintenance), Ricardo Ramires-Torres (Parks and Building Maintenance), Terry Read (Capital Improvement Projects), Glen Richey (Intergovernmental Services and Public Works), Walter Ritchie (Parks and Building Maintenance), Corey Rivers (Intergovernmental Services and Public Works), Alvin Robertson (Parks and Building Maintenance), Rigoberto Romero (Parks and Building Maintenance), Susan Rose (Corporate Communications), Mario Sanchez (Parks and Building Maintenance), Jason Schulze (Parks and Building Maintenance), Shirley Smith (Capital Improvement Projects), Linda Spencer (Parks and Building Maintenance), Laureano Tamez (Parks and Building Maintenance), Casey Tate (Capital Improvement Projects), Heather Taylor (Corporate Communications), Cornelius Thompson (Parks and Building Maintenance), Tommy Tovar (Parks and Building Maintenance), Randy Turner (Parks and Building Maintenance), Charles Usrey (Parks and Building Maintenance), Carmelita Vaughn (Financial Services), Steve Welch (Parks and Building Maintenance), Doug West (Parks and Building Maintenance), Mike Wicks (Parks and Building Maintenance) and Jeff Young (Parks and Building Maintenance). All staff in the Information Technology Department also received an award for the city placing third in the Digital Cities Survey for the 125,000-249,999 population category.

**Operational Proficiency** – City staff is dedicated to operating efficiently and enhancing service levels. Thirty-nine city employees attended Lean Six Sigma training and will use this methodology to improve processes in their departments. Simplifying processes increases the level of service provided to customers and lowers operating costs.

**Customer Service Enhancements** – Fleet Services has implemented several customer service enhancements since October. These include:

- Conducted approximately 358 preventative maintenance checks
- Installed a computer for customer use in the waiting area
- Revamped its customer survey to ensure timely and accurate feedback

Fleet Services also has completed the initial rollout of the pre- and post-trip inspection manuals for customer vehicles, and staff audits this past month revealed full compliance by user departments.

**Customer Telephone Call Enhancements** – An automatic call distribution system has been installed to allow Planning and Inspections staff to answer incoming customer calls more efficiently and to improve overall customer service. The new system answers the calls and directs them to the appropriate personnel. Information Technology worked with Planning and Inspections to complete the installation.

### **Strategic Goal No. 9: Infrastructure**

**Intersection Improvements** – Transportation has updated the intersection of Las Colinas Boulevard and O'Connor Road with new thermoplastic crosswalks, lane striping and raised pavement markers. In response to an increase in motor vehicle accidents at the intersection of Story and Oakdale roads, the following improvements also have been completed: removed visibility obstructing vegetation, utility pole and utility box; installed additional traffic warning signs; applied "stop" bars to Oakdale Road approaches; upgraded an existing streetlight and installed an additional streetlight; and, in cooperation with the Police Department, advised motorists of their speed using a Smart Trailer.

**Improvement Project Completion** – Construction was completed on the French Street/Grauwyler Road Sanitary Sewer Basin. This project included the installation of approximately 7,426 linear feet of 8- to 10-inch sanitary sewer main. It also included the milling and asphalt overlaying of Britain and Union Bower roads along the limits of the sewer main replacement installed in these streets. The contractor completed the project 24 percent ahead of schedule and 3 percent under the original contract award. The final construction cost was \$1.3 million.

### **Strategic Goal No. 10: Environmentally Sustainable Community**

**Home Chemical Collection Day** – Approximately 1,120 pounds of materials were recycled during the city's annual Home Chemical Collection event in November. Thirty-seven volunteers worked more than 185 hours surveying approximately 800 residents who dropped off home chemicals for proper disposal including paint, automotive fluids and lawn care products.