



City of Irving *City Manager's Report*

July 9, 2008

Strategic Goal No. 2: Vibrant Neighborhoods

Overflowing Dumpster Enforcement – To promote a higher quality of life and protect the health and safety of Irving residents, the Code Enforcement Department is taking a zero-tolerance approach to overflowing dumpsters. Garbage and litter creates a harborage and breeding ground for rodents, mosquitoes and other vermin. Commercial properties and apartment complexes failing to maintain their trash dumpsters from overflowing garbage will be cited without warning.

Townsell Court Block Party – The Irving Housing Finance Corporation celebrated the completion of four homes on Townsell Court on June 21 by hosting a block party and open house. Council members Allan Meagher, Lewis Patrick, Joe Philipp and Rick Stopfer congratulated homebuyers during the key ceremony. The homes were constructed with the assistance of federal funding and were made available as workforce housing to qualified families in Irving. Approximately 100 participants toured the homes and enjoyed the celebration.

Foreclosure Prevention Counseling – Since March, the Housing and Human Services staff has assisted seven families with foreclosure prevention counseling, which has enabled these families to stay in their homes. The counseling consists of speaking with the families and negotiating payment plans with the lenders. For more information on foreclosure prevention counseling, contact the Housing and Human Services Department at (972) 721-4800.

Strategic Goal No. 3: Economic Development

Job Fair – The Irving Public Library's Job Center will host a job fair from 1 to 4 p.m. July 17 in the Central Library Auditorium, 801 W. Irving Blvd. Recruiters from local companies will meet with job seekers to discuss employment openings, collect résumés and schedule interviews. Call (972) 721-2606.

Construction Valuation – The Planning and Inspections Department has issued 11,526 permits with a total construction valuation of \$413 million since last October. This includes permits for 392 new homes.

Parc/114 Groundbreaking – Jackson-Shaw Company has broken ground on Parc/114, a 600,000-square-foot development consisting of nine buildings on 52 acres on Belt Line Road near Cabell Road (adjacent to DFW International Airport). The first phase of five buildings will consist of 380,000 square feet. The project is estimated to cost \$30 million.

New Irving Office Building – Opus is completing construction on two office buildings near Hackberry Creek Country Club on State Highway 114 and has begun construction on a new, 55,000-square-foot office building south of Interstate Highway 635 in the DFW Freeport area. The new building, Regent Office II, will be adjacent to DeVry University, which also was built by Opus. Stream Realty will be leasing the new two-story facility, which should be ready for occupancy in December.

Entrepreneur of the Year – Clinton Howard, CEO of RBC Life Sciences, has been recognized as an Ernst & Young Entrepreneur of the Year. Howard created and sold two public companies prior to founding RBC at age 62. These include a medical testing lab and Carrington Laboratories. RBC, a publicly traded nutritional and wellness company, has been in business for the past 17 years.

Fluor Corporation Recognized – Irving-based Fluor Corporation has been recognized by *Ethisphere* magazine as one of the world's most ethical companies. *Ethisphere* stated that companies selected for the list adhere to the following practices: (1) proactively engage with the communities in which they serve, affect or operate, (2) invest in innovation, quality and sustainable practices, (3) use their influence for positive industry change, and (4) look to profit fairly from ethical leadership practices. Fluor provides engineering and construction services to the oil and gas, industrial and power industries.

Fortune's Small Business List – Irving-based consulting firm Thomas Group has made *Fortune* magazine's list of the 100 fastest-growing companies in the country. Thomas Group was ranked 12th on the list. To be eligible, companies had to have revenues of less than \$200 million and a stock price greater than \$1. They were ranked based on growth in earnings per share, revenues and stock performance during the past three years.

Strategic Goal No. 4: Safe and Secure City

New Ambulances – Two new ambulances have been delivered and put into service. Fire Station No. 6, located at 2601 Esters Road, and Fire Station No. 4, located at 3303 N. MacArthur Blvd., each received one of the new ambulances. The units are state-of-the-art and were designed by the firefighters who use them.

Firefighter Testing – Physical assessments and body scans will be administered to all firefighters during the next two months. Half of the fire employees will receive traditional physicals, while the other half will receive body scans. This testing has proven to be helpful in determining if an individual has a potential health problem.

Recruit Graduation – The Police Department had six recruits graduate from the North Central Texas Council of Governments Police Academy Class No. 193. The officers are Kyle Carrasco, Derrick Davis, Bradley Higgins, Chinh Nguyen, David Stump and Alex Terry. Officer Higgins was the class valedictorian. Officer Davis was the class salutatorian and placed first in physical fitness. Officer Carrasco won first place in the firearms competition. There were 51 students in the graduating class representing 24 area police agencies.

Correctional Officer Certification Pilot Program – The Police Department has been selected as the pilot site for a national high school internship program for recruiting students interested in a career in corrections/detentions and police work. The internship consists of 300 hours of training. Six Irving high school students have been selected and will begin their internship this fall.

Strategic Goal No. 6: Effective Communications

ICTN Award Nominations – Irving Community Television Network (ICTN) has received nine finalist nominations for its local television programming from the Texas Association of Telecommunications Officers and Advisors. This is the largest number of nominations received for this year's awards program. The awards will be announced Aug. 7 in Fort Worth. In addition, two nominations have been received from the National Association of Telecommunications Officers and Advisors for ICTN programming. These awards will be presented Sept. 20 in Atlanta, Ga.

Citizen Inquiries – The Corporate Communications Department responded to 458 inquiries during the months of April, May and June. There were 137 inquiries addressed through the inquiry system, 210 Web-based inquiries that were answered directly without departmental assistance, and 111 inquiries that were immediately addressed. The primary questions and concerns consisted of outside storage, barking and loose dogs, and high grass and weeds. Residents who initiate concerns are provided regular updates about how and when the issue is being addressed.

Meet and Greet the Troops – More than 25 city staff and family members welcomed the troops home from Iraq as they arrived at DFW International Airport on July 1 as part of the military's Rest and Recuperation program. The city contingency greeted the soldiers as soon as they walked through the doors at the international gate with cheers, handshakes, heartfelt thanks and welcome home sentiments. Staff members from the City Manager's Office, Municipal Court, Irving Convention and Visitors Bureau (ICVB), Code Enforcement, Museum, Planning and Inspections, Fire, Library, Real Estate Services and Police participated in the event. The ICVB staff provided snacks for the soldiers and the City Manager's Office distributed bottled water.

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

Irving Chautauqua – The Irving Public Library offers the Irving Chautauqua series on the second Saturday of each month at 2 p.m. The program, intended to bring the community together to enjoy a variety of cultural performances, continues on July 12 at the Irving Central Library, 801 W. Irving Blvd., with a celebration of summer by the four-part harmony of the Smooth Brew quartet and the Texas Harmony Chorus. A traditional barbershop quartet, Smooth Brew, has been delighting audiences for the past two years. Texas Harmony is an award-winning women's chorus founded in Irving in 1968.

Martial Arts Demonstration – Valley Ranch Library, 401 Cimarron Trail, encourages teens in grades 6-12, to celebrate the Texas Teens Read summer program with a Kenpo Karate demonstration by local martial artist Sifu (Rick) Fowler at 3 p.m. July 11. For more information, call (972) 721-4669.

Valley Ranch Game Club – Valley Ranch Library's gaming club will continue at 4 p.m. July 18 at 401 Cimarron Trail. The club meets on the third Friday of every month for a friendly competition of chess, checkers, backgammon or Scrabble. It is open to all ages. Call (972) 721-4669 for details.

Traveling Performance Groups – The Irving Arts Center will bring in two traveling performance groups for summer camp residencies: Ball in the House and Catskill Puppet Theater. The two groups will work with campers to teach them how to sing a cappella and how to work with puppets. Ball in the House residency week is July 14-18 and Catskill Puppet Theater residency week is July 21-25. The two groups also will perform live at the conclusion of each camp, with campers as guest artists. Ball in the House, a five-man a cappella band from Boston, will perform at 7 p.m. July 18 in Carpenter Performance Hall. Tickets are \$8, and audiences will be treated to Ball in the House's positive, personal stories and their pop/R&B inspired sounds. Catskill Puppet Theater will present *The Lion's Whiskers*, based on an Ethiopian folktale at 10 a.m. July 25 and 11 a.m. July 26. Tickets are \$6. Catskill performs musical puppet shows that focus on international folktales for families across the world.

Strategic Goal No. 8: Sound Governance

Military Leave – The City of Irving has recognized the following employees for service to our country: Teddie L. Brown, Pablo ColonVega, John Cullison, Brian Johnson and Brian Taft. Each of these men is currently deployed on military leave. A small token of appreciation was sent to each team member to recognize their service, dedication, patriotism and commitment to our country.

Briery Road Garage Renovation – To help improve the efficiency and work environment for fleet services, the Construction and Building Services Department is renovating the garage at Briery Road. The in-house staff has renovated several spaces within the garage for the new fleet services maintenance vendor. Work has started on upgrading and improving the electrical system and installing new efficient lighting. Bids are being finalized for the interior painting and roof repairs. In addition, staff is working on bids for the new safety surfacing for the shop floor, renovations to the existing restroom, and installation of a canopy along the work bays to cover service operations for large equipment.

Customer Service Training – The Municipal Court has implemented a department-wide training program using the 17-session customer service training series purchased by the Customer Service Division. Court clerks in all four court divisions will participate, on a rotational schedule, until the entire series has been completed and employees have passed the accompanying tests. Court management estimates that it will take approximately one year to finish the program. The court has received assistance from Susan Adams in Customer Service. So far, 20 court clerks have completed the first cycle and the remaining six clerks will complete the cycle during their next session.

Service Desk Software – City staff is in the process of evaluating potential vendors for its service desk software. The software will be used to report, track and manage Information Technology issues reported by users and also provide management with tools to increase accountability and efficiency.

On-the-Spot Awards – Detrick Burns (Parks and Recreation), Kyle Carrasco (Police), Danny Crosby (Parks and Recreation), Derrick Davis Jr. (Police), Bobby Eggins (Arts Center), Bradley Higgins (Police), Al Johnson (Parks and Recreation), Brian King (Parks and Recreation), Joanna Meyer (Code Enforcement), Chris Michalski (Parks and Recreation), Joe Perez (Parks and Recreation) and Eric Stewart (Parks and Recreation) were honored recently with On-the-Spot Awards by city management. These awards are presented to city employees who either exhibit outstanding customer service or go above and beyond their normal job duties.

Strategic Goal No. 9: Infrastructure

Staff Emergency Drill – City staff from several departments conducted a public safety emergency drill on June 22 to help ensure the continued use of technology equipment during a disaster. The drill tested the use of an alternate location for the city's 911 phone and radio system should the primary equipment become nonoperational. This drill also ensured that all critical staff is aware of the process should a disaster occur and a back-up plan need to be put in service. Those participating in the drill were Information Technology, Construction and Building Services, Police, Fire and Emergency Management.

Strategic Goal No. 10: Environmentally Sustainable Community

Recycling Education – Solid Waste Services will offer a Recycle Boot Camp for decision makers on July 12. Attendees will learn more about Irving's recycling programs such as materials accepted, collection methods and proper disposal of challenging items such as electronics, televisions and compact fluorescent light bulbs. Attendees also will have an opportunity to tour Vista Fibers' new material recovery facility and learn firsthand about recycling markets from industry professionals.

Think Green Initiative – Solid Waste Services participated in the city's Fourth of July parade to promote recycling and environmental stewardship with a float carrying the theme, Think Green ... Be Green. Approximately 30 volunteers handed out 1,500 fans with the Think Green message. The fans were made to be environmentally friendly—the message board was made from 100 percent recycled paperboard and was printed with soy ink, and the stick handles were made from sustainably harvested wood.

Cans for Cash Award – Brenda Haney, solid waste services director, accepted the Cans for Cash award from Keep America Beautiful CEO Matt McKenna during the Keep Texas Beautiful conference held in Irving the week of June 26. Solid Waste Services participated in the annual Cans for Cash: City Recycling Challenge sponsored by the U.S. Conference of Mayors, Novelis and Keep America Beautiful. The city won first place for its innovative education and marketing idea and received a \$5,000 cash award. In addition, Keep Irving Beautiful received a \$2,500 cash award as a partner in the 2007 project.

Pooch Fest 2008 – Public Works received 57 resident pledges to pick up after their dogs, in order to prevent storm water runoff pollution, as part of this year's Pooch Fest. Residents who made the pledge received a bone-shaped, pet waste dispenser or a leash that says "Irving Struts Their Mutts."

Green Fleet Efforts – DFW Clean Cities invited the City of Irving to participate in this year's Federal Fleet National Motor Vehicle and Aviation Workshops and Exposition, held June 24-26 in Dallas. One of the workshops included speakers from the North Central Texas Council of Governments' Clean Air Coalition, DFW Airport Fleet, and a presentation on the City of Irving's initiatives on the "greening" of its fleet. The workshop provided an opportunity to share valuable information about alternative fuel programs with fleet managers throughout the country. Irving's presentation was well received and demonstrated how a successful alternative fuel program is implemented, ingredients for success and resulting benefits through emission reductions, fuel savings and reducing dependence on foreign oil.

Irving Convention and Visitors Bureau Office Renovation – The Construction and Building Services Department completed renovations to the office space for the Irving Convention and Visitors Bureau (ICVB), which is located in The Urban Towers in Las Colinas. Staff installed new walls in an old server room to create two new offices and modified the storage room to make the office space more functional for ICVB operations. The work was completed with in-house staff and included sheetrock walls, painting, carpeting, new office doors and windows, and cabinets in the work room.