



# City of Irving *City Manager's Report*

October 15, 2008

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

**Minimum Building Standards Implementation** – In order to enhance community knowledge and compliance of newly adopted building regulations, city staff will be hosting a workshop for multifamily businesses and builders in early December. During the next several weeks, Code Enforcement staff is reviewing and finalizing the ratings for all multifamily properties in the city. The new building amendments call for specific standards for multifamily properties. The workshop will be held at 2 p.m. Dec. 2 in the Council Chambers at City Hall, 825 W. Irving Blvd.

**Removal of Damaged and Abandoned Poles** – A total of 64 damaged and abandoned poles have been removed in the right-of-way since last November through a partnership with city engineering staff, Oncor and Verizon.

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

**Annual Construction Valuation** – The Planning and Inspections Department issued 15,526 permits, with a total construction valuation of nearly \$610 million during Fiscal Year 2007-08. This total includes permits for 512 new homes and represents the second highest annual construction valuation in the history of Irving.

**Job Fair and Job Center Workshops** – The Irving Public Library's Job Center will host a job fair from 1 to 4 p.m. Oct. 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. In addition, a series of free workshops are being offered to help residents with necessary skills to find a job in today's marketplace. Classes will take place daily at 2 p.m. Oct. 28-31. Topics include writing résumés, interviewing, online job searching and company research. No registration is needed.

**Flowserve Makes Standard & Poor's 500** – Irving-based Flowserve Corp. has been selected to replace Washington Mutual in the Standard & Poor's (S&P) 500 Index, a group of 500 stocks chosen for their size and liquidity. Flowserve's move into the S&P 500 was effective Oct. 1. Flowserve is the world's largest provider of pumps for the chemical, petroleum and power industries. It provides products and services to more than 10,000 customers around the world.

**New Stores, Green Renovations at Irving Mall** – New retailers KT Candles and Soda, a junior girls' apparel shop, have opened at Irving Mall. La Mariposa and Maybee, also junior apparel girls' stores, are set to open Nov. 1. Irving Mall is undergoing significant renovations including environmentally friendly green features such as waterless urinals and automatic sink faucets in restroom facilities, installation of energy-efficient compact fluorescent lights, new paint with low levels of volatile organic compounds and carpeting from a green manufacturer. For the exterior, Irving Mall is planting new grass and flowers and installing pathways of decomposed granite.

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

**TexasSure Program for Law Enforcement Officers** – To reduce the number of uninsured motorists in Texas, a new tool called TexasSure allows law enforcement officers to confirm electronically whether a registered vehicle or motorist has insurance coverage. The verification program became effective Oct. 1.

**Animal Shelter Groundbreaking** – The City of Irving will host a groundbreaking ceremony for the new animal shelter at 9:30 a.m. Oct. 16 at 4140 Valley View Lane. The \$6.2 million, state-of-the-art facility will be located on Valley View Lane, between Northgate Drive and Walnut Hill Lane, and will be funded through capital improvement bond funds and gas lease revenues. Scheduled to open summer 2009, the animal shelter will be a joint project housing the city's Animal Services operation and the DFW Humane Society. In addition, the city has designated \$325,000 for the development of a dog park to be built adjacent to the new animal shelter. Preliminary development plans include two fenced areas that will allow dogs to exercise off of a leash and interact with other dogs. The dog park is projected to be ready for use in conjunction with the opening of the new animal shelter.

**Police Athletic League Boxing Tournament** – Officer Rosario Solis won first place in the 141-pound master 35-45 open division at the 2008 Ringside World Championships. More than 1,400 boxers participated in the tournament from all over the United States, Canada, Mexico, Puerto Rico, Ireland and Japan. In addition, Vergil Ortiz won the 75-pound bantam 9-10 open division; Arnold Alejandro won the 80-pound junior 11-12 open division; George Rincon won the 141-pound senior 15-16 open division; and Joshua Berrelleza won the USA under 19 boxing championship in the 119-pound category. They all train at the Irving Police Athletic Center.

**Hurricane Ike Assistance** – Five Irving police dispatchers were deployed to the Galveston/Pasadena area to provide relief efforts in response to Hurricane Ike. Communications Manager Lisa Atkins, Communications Supervisor Kendall Dickerman, Senior Dispatcher Shantelle Oliver and Dispatchers Stephanie Barnes and Cassandra James assisted two area police departments. The communications and records sections, along with the jail, collected and delivered food, clothing, toiletries and water to residents of the affected areas.

**Police Recruit Graduation** – Six recruits from the Police Department graduated from the North Central Texas Council of Governments Police Academy. The officers are Jay Grant, Douglas Holbert Jr., Jay Montanez, Shane Peniston, Charles Phillips and Mark Williams. Officer Williams was the class salutatorian and Officer Peniston received honorable mention. Officer Holbert received a physical fitness award.

**Disability Expo 2008** – The Irving Advisory Committee on Disabilities hosted a free Disability Expo on Oct. 11 that was attended by almost 200 people. The expo, which included 45 exhibitors, was established to improve the health and wellbeing of the community by highlighting services from local, county, state and federal agencies that serve area residents with disabilities. The Corporate Communications Department provides staff support to the committee and assisted with planning the event.

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

**Bilingual Storytimes** – The Irving Public Library invites families to enjoy stories and music in both English and in Spanish. Family bilingual storytimes are offered at the East Branch Library on Tuesdays at 1 p.m., the Southwest Branch Library on Wednesdays at 4:30 p.m., and the Irving Central Library on Thursdays at 7:30 p.m. For more information, call (972) 721-2458.

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

**Live Reference Help Online** – Irving Public Library now offers live reference help online through instant messaging. Live Help is available from 6 to 8 p.m. Monday through Thursday. Customers are able to chat online with a reference librarian who will help find answers to factual questions, guide customers through catalog and database searches, and help identify and search reliable, authoritative Web sites.

**School Involvement** – City employees are working with students to teach them about careers with the City of Irving. On Oct. 15, representatives from Code Enforcement, Corporate Communications, Irving Public Library, Fire, Police, Water Utilities and Municipal Courts participated in the Lamar Middle School Career Fair held for 405 eighth-grade students. In September, the Fire Department conducted a total of 48 programs for 3,368 people. Thirty-one of those programs were in Irving ISD schools, and two were in Carrollton-Farmers Branch ISD schools for a total of 2,489 students. The department also conducted three station tours for kindergarten classes with a total of 132 students. There also were 72 fire drills conducted in the schools in September.

**Citizen Inquiries** – The Corporate Communications Department responded to 406 inquiries during the months of July, August and September. There were 121 inquiries addressed through the inquiry system, 147 Web-based inquiries that were answered directly without departmental assistance, and 138 inquiries that were immediately addressed. The primary concerns consisted of high grass and weeds, trash and debris, and loose animals. Residents who initiate concerns are provided regular updates about how and when the issue is being addressed.

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

**ADA Playground and Miracle League Field** – Construction documents for the ADA Accessible Playground and Miracle League Baseball Field are complete and out for bidding. The playground and baseball field will be located in Cottonwood Creek Park on Story Road. It will be fully accessible for both disabled and able-bodied children. Designed with a tree house theme, the playground will include access ramps and wider play decks to accommodate mobility impaired children. The Miracle League Field also will be fully accessible, which will allow disabled children to participate in baseball games with the aid of a partner. The field will house the Disabled Softball League, which currently plays at the Southwest Park softball fields. Bids are targeted to be awarded in November and construction is set to begin in January.

**Quilt Mania II** – The Irving Arts Center is participating in Quilt Mania II, a collaborative program featuring quilting exhibitions and events at 17 Dallas-area institutions. Participating institutions include the Crow Collection, the Women's Museum, Cavanaugh Flight Museum and Latino Cultural Center. Quilt Mania II began in September and will run through April 1. The Irving Arts Center has three Quilt Mania II exhibitions on display: *Blending the Old and the New: Quilts by Paul D. Pilgrim* (through Nov. 16); *Quilts by Irving Quilt Guild Members* (through Nov. 30); and *New Beginnings: Quilts by Texas Quilt Artists* (through April 1).

**Genealogy Society Program** – Professional genealogist Tresa Tatyred will be the guest speaker for the next genealogy program at 7 p.m. Oct. 20 at the Irving Central Library, 801 W. Irving Blvd. Tatyred will present Genealogy on the Internet: the Good, the Bad and the Ugly, and will discuss recommended genealogy-related Web sites and share tips and warnings about online family research. The library and the Irving Genealogical Society cosponsor the program, which is free and open to the public.

**Ms. Mature Irving Winner** – Jody Smith-Jones was crowned Ms. Mature Irving 2009 in front of a crowd of 350 people during the Ms. Mature Irving Pageant, held Oct. 2 at Carpenter Performance Hall. This is the 26<sup>th</sup> year that the Heritage Senior Center has sponsored the event. She will represent Irving at the State Ms. Mature Pageant next August in Dallas.

**Main Street Event Successful** – Approximately 5,000 visitors and more than 70 local vendors and businesses participated in Irving's Main Street Event. The Irving Downtown Association and Keep Irving Beautiful, along with the Corporate Communications and Solid Waste Services departments, partnered to make the event environmentally friendly and one of the cleanest festivals in city history. Collection units for plastic and aluminum containers were provided, as well as blue recycling bags for booth recyclables. In addition, 600 Go Green shopping bags were distributed to promote green shopping, recycling and conservation.

**Heritage Art Gallery** – The Heritage Senior Center has transformed its lobby area into an art gallery for senior artists to display their talents. The initial show features the photos of Sue Banfield. The area is open to the public during the operating hours of the senior center, located at 200 S. Jefferson St.

**Fall Carnivals at Recreation Centers** – Children of all ages are invited to enjoy games and contests during the Fall Carnival Series organized by the Parks and Recreation Department. The fall carnivals will be held at various recreation centers as indicated below. Activities will include carnival games, cakewalks, jump houses, bingo and concessions. Call each recreation center for details.

- Oct. 18 – 8 a.m. to 1 p.m. at Cimarron Park Recreation Center, (972) 910-0702
- Oct. 23 – 6 to 8 p.m. at Senter Park Recreation Center, (972) 721-2641
- Oct. 24 – 6 to 8 p.m. at Georgia Farrow Recreation Center at West Park, (972) 721-2519
- Oct. 24 – 6 to 9 p.m. at Mustang Park Recreation Center, (972) 556-1334
- Oct. 24 – 6:30 to 8:30 p.m. at Lee Park Recreation Center, (972) 721-2508
- Oct. 30 – 6:30 to 8:30 p.m. at Northwest Recreation Center, (972) 721-2529
- Oct. 31 – 6:30 to 8:30 p.m. at Cimarron Park Recreation Center, (972) 910-0702

**Big Read Programs: 'The Maltese Falcon' Book Discussions** – Opportunities to discuss this year's Big Read selection, Dashiell Hammett's novel *The Maltese Falcon*, include:

- Oct. 18, 10 a.m. – The Mustangs of Las Colinas Museum, (located at Williams Square) 5205 N. O'Connor Road, Suite 155
- Oct. 18, 10:30 a.m. – Northwest Branch Library, 2928 N. Belt Line Road
- Oct. 23, 7 p.m. – Valley Ranch Library, 401 Cimarron Trail

Each book discussion will be moderated by a local mystery author. For more information, call (972) 721-2606 or visit [www.cityofirving.org/library/bigread](http://www.cityofirving.org/library/bigread).

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

**Purchasing Card Program** – Purchasing card policies and procedures have been revised and are available to staff on the city's intranet. Cardholders are currently being trained to ensure that all purchases are made in compliance with new city procedures and policies.

**Water Meter Billing** – Cycle 4 of the city's utility billing system has been adjusted to provide better service to water customers and to allow for a more manageable reading and auditing process. Nearly 4,000 customers have been moved to Cycle 3 and will receive their bills one week earlier. The change was made due to population growth in North Irving. All customers affected by the change in distribution date were notified.

**Six Sigma Training** – Strategic Resources and Budget conducted a Lean Six Sigma class for 101 library staff members during their in-service training day. The training provided staff with a basic understanding of the process-improvement methodology and how it can be applied in the workplace to eliminate non-value added activities and increase productivity. Success stories of current and recently completed projects were shared with participants.

**On-the-Spot Awards** – City Manager Tommy Gonzalez presented On-the-Spot Awards to the following city employees in recognition of their excellent customer service and/or going above and beyond the performance of their normal job duties: Teresa Adrian (Code Enforcement), Charles Anderson (City Attorney's Office), James Biddle (Solid Waste Services), Larry Boyd (Police), Bill Collins (Police), Donald Harrison (Solid Waste Services), Laurie Kunke (Corporate Communications), Linda Marlow (City Attorney's Office), Brenda McDonald (Real Estate and Development Services), Kuruvilla Oommen (City Attorney's Office), Gary Miller (Planning and Inspections), Les Moore (Police), Steve Ramsey (Police), Michele Ritter (City Attorney's Office), Jason Rodgers (Police), Belinda Rowlett (City Attorney's Office) and Linda Velazquez (Planning and Inspections).

**Employee Training Program** – Strategic Resources and Budget will launch a new employee training program at the end of October. The program will foster the development of job and workplace skills, and serve as a vehicle for disseminating organizational culture. It will incorporate the city's Strategic Plan, Lean Six Sigma and the new mission, vision and value statements. The training will offer several disciplines and development tracks from which employees can choose that are aligned with specific career goals. In addition, many of the courses will be offered in a variety of formats such as in the classroom or online.

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

**Irving Cares Renovations** – Recent office renovations now provide Irving Cares employees with more room to work and serve their customers. Construction and Building Services staff managed the project, which added approximately 840 square feet of office space to the rental area. Two offices and a receptionist area also were created at the Human Services Building, which is owned by the City of Irving.

**Technology Infrastructure Consolidation** – The replacement of aging servers and the reorganization of stored information by the Information Technology Department has improved the efficiency of the city's servers. The city has saved nearly \$84,000 in database software licensing expenses, in addition to other savings due to the reduction of energy consumption. In addition, the changes have provided GIS users with a sharper display, improved map labeling, faster address look up and quicker work order retrieval.

**Completed Public Works Projects** – Public Works completed 26 capital improvement projects in the amount of \$22 million. These street and drainage projects were completed under budget by 5 percent and 90 percent of the projects were completed early or on schedule.

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

**Recycling Results** – Solid Waste Services diverted approximately 11,500 tons of material for recycling during Fiscal Year 2007-08. This material was collected from the curbside recycling program, the drop-off recycling centers, and materials diverted from the landfill for recycling. This tonnage is equal to 23 percent of the residential waste stream.

**Community Outreach Initiatives** – City employee Fran Witte hosted a two-hour backyard composting class on Oct. 9. The class taught the basics of composting, including how to build a compost pile, troubleshooting, worm composting and compost application. All participants received a guide to yard care produced by the Texas Commission on Environmental Quality. She also addressed students at the University of North Texas' first Environmental Forum on Oct. 11 about the importance of environmental participation. The focus of the presentation was about the need for the college community to be involved in helping to promote environmental programs through innovation, participation and activism.