

**TYLER 21 PUBLIC FACILITIES AND SERVICES ACTION PLAN**

<b>GOAL</b>	<b>WHAT</b>	<b>HOW</b>	<b>WHO</b>	<b>ASSIGNED TO</b>	<b>TARGET TIMELINE</b>	<b>POTENTIAL RESOURCES</b>	<b>STATUS</b>
<i>Continue improvements and extension of public safety facilities and services to keep pace with growth.</i>	Plan for future public safety facilities.	Continue five-year planning cycles for facilities and services in coordination with the Capital Improvement Program.	Staff designated by City Manager	Police and Fire Chiefs and City Engineer	2007 and ongoing	Current staff time	Six year Fire Planning updated each year. Load for relocation of Fire Station #5 and new Fire Station #11 continues. Land identified for South Tyler Police Substation, and grant being written to potentially fund construction as part of a hurricane evacuation reception center in Faulkner Park. Public Safety projects will be evaluated and prioritized each year as part of the City's CIP prioritization project and development of an extended 10 year CIP.
	Recruit a diverse workforce that reflects Tyler's citizenry to the police force and fire departments	Make affirmative efforts to recruit and hire Hispanic and African American public safety staff.	Staff designated by City Manager	Police and Fire Chiefs and Budget/HR Director	2007 and ongoing	Current staff time	Attend career fairs, advertise entrance exams on website & thru local media. Send recruiters to minority colleges and military bases. Recruit through Explorer and PSO programs.
		Fund and recruit additional public safety officers as entry level training positions for noncertified personnel.	Mayor and City Council; Staff designated by City Manager	Police Chief	2007 and ongoing	General funding; current staff time	Allowing PSOs to attend Police Academy.
		Fund and implement fire department reorganization plan.	Mayor and City Council; Staff designated by City Manager	Fire Chief	2007 and ongoing	General funding; current staff time	Hiring six(6) additional entry level firefighters in October, 2009 to complete staffing plan.
		Fund and implement pay plan adjustments for sworn personnel in police department by adding additional steps for Sergeants and Lieutenants.	Mayor and City Council; Staff designated by City Manager	Police Chief	2007 and ongoing	General funding; current staff time	Steps added in the 2007-2008 Budget.
	Build new facilities for service and training	Construct and staff two replacement fire stations (5 & 7) and a new tenth fire station.	Mayor and City Council; Half Cent Sales Tax Board; Staff designated by City Manager	Fire Chief & City Engineer	2007-2008	Current staff time; Half Cent funding; general funding	Stations 10 & 7 are complete. Relocation of Station 5 scheduled in Half Cent CIP following construction of New Sunnybrook.

		Locate and purchase property for eleventh fire station and a third police substation in South Tyler.	Mayor and City Council; Half Cent Sales Tax Board; Staff designated by City Manager	Fire Chief & City Engineer	2008-2011	Current staff time; Half Cent funding; general funding	Property search underway for Fire Station 11. Police substation pending CIP prioritization project, unless earlier funded by a grant. Existing City land for future South Tyler Police Substation identified.
		Build the proposed eleventh fire station and a third police substation in South Tyler.	Mayor and City Council; Half Cent Sales Tax Board; Staff designated by City Manager	Police and Fire Chiefs and City Engineer	2012	Current staff time; Half Cent funding; general funding	Construction of Station 11 programmed in Half Cent CIP.
		Where practical, locate stations at recommended village commercial centers in growth areas in order to use public facilities to promote clustered growth.	Mayor and City Council; Half Cent Sales Tax Board; Staff designated by City Manager	Planning & Zoning Director	2008 and ongoing	Current staff time; Half Cent funding; general funding	Considered as part of location assessment. Station 7 rebuilt in neighborhood center.
		Identify a location and funding for a new fire and police training field.	Staff designated by City Manager	Police and Fire Chiefs and City Engineer	2012-2017	Current staff time; Half Cent funding; general funding	Other than some preliminary planning discussion, no action to date.
		Create wireless hotspots in downtown and along major corridors to permit police officers to transmit information and data efficiently.	Staff designated by City Manager; Private service provider	City Information Technology Director	2007 and ongoing	Current staff time; grant funding; general funding; partnerships with private service providers	City facilities and Fire Stations serve as hotspots. New Downtown Main Street office will also serve as a hotspot.
<i>Become the regional water provider for Smith County</i>	Actively examine acquisition of investor-owned water utilities.	Identify, rank and negotiate for acquisition when possible.	Staff designated by City Manager	Director of Public Works & Utilities	2007 and ongoing	Current staff time	Completing acquisition of Briarwood Estates water system from Southern Utilities Company and identifying location and infrastructure cost to acquire remaining 204 Southern customers within city limits. Currently negotiating with Algonquin Water Resources for the purchase of Tall Timber Utility Company.
	Expand infrastructure as an incentive for compact growth.	Issue infrastructure revenue bonds to extend facilities.	Mayor and City Council; Staff designated by City Manager	Finance Director	2007 and ongoing	Utility funding	Issued first \$5 million of three planned bond issues totalling \$25 million for expansion of utilities into historically underserved areas, such as North Broadway and the US 69/I-20 corridor.

		Construct utility infrastructure.	Staff designated by City Manager	Director of Public Works & Utilities	2008 and ongoing	Utility funding	Conducting final review of construction plans for North Broadway water and sanitary sewer improvements, with an anticipated bid date of early February; US 69/I-20 water and sanitary sewer improvements currently in the design phase.
<i>Protect the quality and quantity of Tyler's drinking water supply.</i>	Preserve public land for nature-based recreation at Lake Tyler and promote long-term watershed planning.	Seek local or regional nonprofit partners for raising public awareness about long-term watershed planning.	Staff designated by City Manager; Regional nonprofit partners	Director of Public Works & Utilities	2008 and ongoing	Utility funding	Mayor appointed Lake Tyler Roundtable to provide feedback on Lake issues, including development and management of watershed. Also partnering with Tyler Audabon Society for the preservation and enhancement of Langley Island.
		Ensure monitoring of septic systems near lakes to avoid failure and excess nutrients in the lakes.	Staff designated by City Manager	Director of Public Works & Utilities	2007 and ongoing	Utility funding	Ongoing; Utilizing Lake Patrol to inspect septic systems surrounding Lake Tyler and Lake Tyler East.
		Continue to implement water conservation by raising public awareness.	Staff designated by City Manager	Director of Public Works & Utilities	2007 and ongoing	Utility funding	Ongoing; Providing water conservation brochures to customers through TWU Business Office.
	Implement water conservation measures in all public facilities.	Create a water conservation plan for public facilities.	Staff designated by City Manager	Director of Public Works & Utilities	2012	Current staff time; consulting services; utility funding	Ongoing; Developed Water Conservation Plan which has been adopted in ordinance form and available on City of Tyler web site.
<i>Become the regional sewer/wastewater treatment utility for Smith County.</i>	Plan for expansion and to fund acquisition of existing utilities and construction of new facilities.	Issue infrastructure revenue bonds to extend facilities.	Mayor and City Council; Staff designated by City Manager	Finance Director	2007 and ongoing	Utility funding	Issued revenue bonds in March 2008 for acquisition of regional treatment plant site.
		Acquire a location in the southern part of the county for a new wastewater treatment plant and land for additional plants as needed.	Mayor and City Council; Staff designated by City Manager	Director of Public Works & Utilities	2007 and ongoing	Utility funding	Currently identifying suitable location.
		Extend or improve infrastructure to the south only within the city limits (existing or through future annexation) and acquire investor-owned utilities.	Mayor and City Council; Staff designated by City Manager	Director of Public Works & Utilities	2008 and ongoing	Utility funding	Ongoing; investigating and negotiating for acquisition of Southern Utility Company and Tall timber Utility Company system within city limits.

		Expand infrastructure to the north and west in areas proposed for compact growth.	Mayor and City Council; Staff designated by City Manager	Director of Public Works & Utilities	2008 and ongoing	Utility funding	Extension on North Loop begins early 2009.
<i>Maintain the City's role as the regional landfill provider.</i>	Continue and expand services to enhance programs and capacity.	Continue permitted phased landfill expansion.	Staff designated by City Manager	Director of Solid Waste	2008 and ongoing	Solid waste funding	Of the 640 acres the city owns on Farm-to-Market Road 2767, 400 acres is permitted as a Sub-Title D sanitary landfill. The remaining area acts as a buffer zone to neighbors and provides wetlands mitigation. The City owns the land, while Allied Waste Systems owns the permit to operate the landfill. In May 2006, Allied Waste Systems announce the permit extension of the landfill that will allow it to serve the citizens of Tyler and surrounding areas for more than 100 years.
		Continue reasonable pricing to discourage dumping.	City Council; Staff designated by City Manager; Landfill operator	Director of Solid Waste	2008 and ongoing	Solid waste funding	Pricing remains very competitive.
		Continue customized premium curbside services for residential customers on a subscription basis.	Staff designated by City Manager	Director of Solid Waste	2007 and ongoing	Solid waste funding	Residential packout (non-curb) and driveout (more than 150 feet from curb) garbage service continues to be available. Due to rising costs for operation, pricing for packout increased from \$6 to \$7 per month and pricing for driveout increased from \$9 to \$10.50 per month on January 1, 2009.
		Continue annual household hazardous waste events.	Keep Tyler Beautiful Board; Staff designated by City Manager	Director of Solid Waste	2007 and ongoing	Solid waste funding; ETCOG funding; County funding	Program continues to be funded by grants or City funds/funding partnerships.

	Work towards programs for community mulch and curbside recycling.	Continue and enhance program for subscription curbside recycling.	Keep Tyler Beautiful Board; Staff designated by City Manager	Director of Solid Waste	2008 and ongoing	Solid waste funding	Marketing of the curbside recycling program in April 2008 tripled the number of customers who recycle. Curbside recycling saw an increase from three percent to 10 percent of customers. Keep Tyler Beautiful created a recycling committee in October 2007. Keep Tyler Beautiful hosted 543 people at Tyler Recycles Day on November 15, 2008. Recycling promotion continues at all KTyB events.
		Further promote workplace and commercial recycling.	Keep Tyler Beautiful Board; Staff designated by City Manager	Director of Solid Waste	2008 and ongoing	Solid waste funding	City offers separate dumpster service for cardboard. Office paper recycling attempted in 1995 with poor results due to problems with source contamination. Former blue and red recycling bins donated to schools to collect recyclables that can be brought to the Recycling Center. Additional initiatives in this area will be considered as opportunities arise.
		Study and develop plans for community mulch program through collection and processing of yard waste for reuse.	Keep Tyler Beautiful Board; Staff designated by City Manager	Director of Solid Waste	2008 and ongoing	Solid waste funding; ETCOG funding	Consulted with several landscape companies that are interested in a yard waste collection program. Have also talked to a company that installs an on-site generation plant at the landfill to turn wood waste into electricity. Buried yard waste is an important part of the methane gas collection program at the Landfill. Need to do further research to decide the best course of action for yard waste, being careful not to adversely affect the new landfill methane gas collection project.
		Implement plans for community mulch program.	Keep Tyler Beautiful Board; Staff designated by City Manager	Director of Solid Waste	2012 and ongoing	Solid waste funding; ETCOG funding	No action to date.

<i>Minimize flooding, erosion and water quality degradation</i>	Make improvements to existing infrastructure and implement best management practices in growth areas.	Establish a priority ranking system to resolve existing drainage problems.	Staff designated by City Manager	City Engineer	2008	Current staff time; consulting services; utility funding	Development of priority ranking system underway and to be completed in early to mid 2009.
		Review drainage plans and regulations and make changes as needed to promote preservation of natural drainage and use of natural channel design rather than hard-armored channels, when possible.	Mayor and City Council; Planning & Zoning Commission; Joint Committee on Code Review; Staff Designated by City Manager	City Engineer and Development Services Engineer	2007 and ongoing	Current staff time; consulting services; general funding	Developing scope of services for updating drainage criteria manual to provide alternates to hard-armored channels.
		Encourage protection and integration of natural drainage features into the community through park systems and planned land use.	Mayor and City Council; Planning & Zoning Commission; Staff Designated by City Manager	Development Services Engineer, City Engineer, Parks & Recreation Director & Planning & Zoning Director	2007 and ongoing	Current staff time	Ongoing by encouraging use of expanded plan under Unified Development Code (UDC).
		Amend subdivision regulations to allow strategies that encourage infiltration of stormwater, such as pervious surfaces and directing rooftop runoff, where feasible.	Mayor and City Council; Planning & Zoning Commission; Joint Committee on Code Review; Staff Designated by City Manager	Development Services Engineer and Planning & Zoning Director	2007 and ongoing	Current staff time; consulting services; general funding	Completed with the adoption of the City's new Unified Development Code (UDC) in April, 2008.
		Seek local or regional nonprofit partners for raising public awareness about watershed planning.	Staff designated by City Manager	Director of Public Works & Utilities	2009 and ongoing	Current staff time; regional nonprofit resources	Mayor appointed Lake Tyler Roundtable to provide feedback on Lake issues, including development and management of watershed. Also partnering with Tyler Audubon Society for the preservation and enhancement of Langley Island.
<i>Keep existing streets and public places well-maintained.</i>	Develop a pavement management program	Evaluate and purchase a pavement management program connected to GIS with criteria for priority ranking and clarity of criteria for greater public understanding.	Staff designated by City Manager	City Engineer	2009	General funding; current staff time	Ongoing; Inspect and evaluate street conditions annually for develop annual overlay program. Investigating available computer modeling opportunities for pavement maintenance.
		Continue to maintain brick streets.	Staff designated by City Manager	Director of Public Works & Utilities	2007 and ongoing	General funding; current staff time	Ongoing through us of dedicated brick street repair crew. Reconstructed 27,921 sq. ft. of brick street in 2008.

	Create a Sidewalk Improvement and Continuity Plan.	Work with the pedestrian plan recommended in the Transportation Element to inventory and rank sidewalks for improvements.	Staff designated by City Manager	City Engineer	2012-2015	Current staff time; consultant services; MPO funding	No action to date.
<i>Enhance code enforcement.</i>	Increase the amount of resources dedicated to a more proactive code enforcement effort.	Commission city employees in various field service departments to report offenses.	Staff designated by City Manager	Solid Waste Director & Code Enforcement Manager	2008 and ongoing	New staff resources and current staff time; solid waste funding.	Recruited and trained city employees who work in the field to participate in the Code Enforcement Task Force. Task Force employees are each assigned a zone, which they examine street by street and complete reports of the top 10 violations: trash lots, high weeds and grass, substandard structures, junk vehicles, graffiti, litter/illegal dumping, oversized commercial vehicle storage, improper signage and loose fowl. Reports are turned into code officers, who then work the most critical violations first.
		Provide more proactive code enforcement through additional manpower and funding.	City Council; Staff designated by City Manager	Solid Waste Director & Code Enforcement Manager	2007	New staff resources and current staff time; solid waste funding.	Increased the amount of code enforcement officers from two to seven over the past two years.
		Enhance the use of technology in the monitoring and execution of code enforcement efforts.	City Council; Staff designated by City Manager	Solid Waste Director & Code Enforcement Manager	2007	Current staff time; solid waste funding	Use of technology has made code enforcement more efficient. Every officer has a truck with a laptop and wireless internet so they can look up owner information on the property in GIS and H.T.E. Mobile printers allow officers to print letters on site. Each truck also has a GPS device showing the officer's location in the field on a GIS layer. This helps with dispatching. The department began using an electronic certified letter mailing program. The city received a grant from the East Texas Council of Governments to buy specially designed surveillance equipment to apprehend illegal dumping violators.

	Provide a simple way for citizens and City employees to report code infractions	Advertise the reporting options to the public and provide a mechanism to learn what action was taken by the city	Staff designated by City Manager	Solid Waste Director & Code Enforcement Manager	2008 and ongoing	Current staff time	Purchased the domain name www.TylerCodes.com for quick access to the code enforcement web site. Held 10 public meetings to educate citizens about code violations. Had numerous newspaper articles and television news stories about the PACE program. Continue to update the media with impressive case numbers.
<i>Continue and enhance efforts to assure compliance with accessibility standards in both public and private facilities.</i>	Provide guidance to the private sector for ADA/TX Accesssibility Standards compliance.	Make brochures and other materials available to developers and builders as they make applications for projects.	Staff designated by City Manager	Development Services Engineer	2008 and ongoing	Current staff time; general funding	Ongoing through the City's Building Inspection function in the Tyler Development Center.
<i>Develop Tyler's library system and resources as an innovative source of information services and culture.</i>	Develop a Master Plan for library services and the library buildings.	Write and RFP and hire a consultant.	Mayor and City Council; Library Board; Staff designated by City Manager	Library Director	2010	Current staff time; consulting services; general funding	RFP already developed for development of Library Master Plan. Outside funding source for study identified.
	Make the library a key asset in the downtown Arts, Culture and Business District.	Consult with Library Board and library staff in downtown planning.	Staff designated by City Manager; Major stakeholders; Heart of Tyler Main Street	Library Director & Main Street Director	2008 and ongoing	Current staff time	Ongoing. Board consulted during development of Tyler 21 Plan.
<i>Strengthen the tourism value of the Rose Center, Harvey Convention Center and East Texas Fairgrounds site.</i>	Study the potential to create a horticulture center/ botanical garden and environmental education center on the parking lot and fairgrounds site adjacent to the Rose Garden.	Explore potential partnerships with nonprofit or for-profit garden and horticulture groups.	Mayor and City Council; Park and Recreation Board; Staff designated by City Manager; Master Gardeners; Educational and research institutions	Parks & Recreation Director and Redevelopment Specialist	2010-2011	Current staff time	No action to date.
		Commission and develop a site master plan including alternatives for expanded horticulture uses while accommodating parking and circulation for the stadium and athletic fields.	Mayor and City Council; Staff designated by City Manager; TISD staff	Parks & Recreation Director and Redevelopment Specialist	2012	Current staff time; consulting services; general funding	No action to date.
		Fund short to medium-term interior improvements to Harvey Center while other options are under review.	Mayor and City Council; Park and Recreation Board; Staff designated by City Manager	Parks & Recreation Director	2008 and ongoing	Current staff time; general funding; HOT funding	Ongoing. Various improvements programmed each year on a pay as you go basis as funding is available.

<i>Continue partnerships with nonprofit organizations in social services, arts and culture.</i>	Continue HUD (CDBG and HOME) pass-through funding, as feasible.	Consider implementation of a competitive process for a portion of available funding to promote innovation in qualified areas.	Mayor and City Council; Staff designated by City Manager	City Neighborhood Services Director	2009 and ongoing	Current staff time; HUD funding	Annual funding process and decisions are extremely competitive, with fewer agencies funded over the past few years due to significant cut backs in federal funding.
		Facilitate accountability and avoid duplication of services.	Staff designated by City Manager; Nonprofit and for-profit partners	City Neighborhood Services Director	2007 and ongoing	Current staff time; outside organization staff time	Annual funding process extremely competitive, focusing greatly on accountability and the avoidance of duplicating services in the community.
		Coordinate funding to support key City objectives, such as revitalization of downtown.	Staff designated by City Manager	City Neighborhood Services Director	2007 and ongoing	Current staff time; HUD funding	Annual funding plans take into account many key objectives and programs in the Tyler 21 Plan. Among these are revitalization of the North End and Housing & Neighborhood goals.
<i>Provide services and opportunities for senior citizens.</i>	Develop a comprehensive plan with nonprofit partners for senior services.	Survey retirees and senior citizens about needs.	Staff designated by City Manager; Tyler Area Chamber of Commerce; Educational Institutions	Communications Director	2012	Current staff time; Chamber staff and volunteer time; consulting services; general funding	No separate survey to date, although senior needs are communicated via the annual senior expo and other Chamber venues.
	Promote Tyler as a retirement destination	Assist with efforts of educational and medical institutions and the Senior Resource Committee of the Chamber of Commerce.	Staff designated by City Manager; Tyler Area Chamber of Commerce; Major stakeholders	Communications Director	2008 and ongoing	Current staff time; Chamber staff and volunteer time; partnerships with major stakeholders	Several City staff participate in related Chamber activities.