
Memorandum

Memorandum No: 23-163

Date: October 11, 2023

To: Honorable Mayor and City Council

From: Ryan Henderson, Interim City Manager



Re: Fiscal Year 2023 Accomplishments

The 2022-2023 fiscal year resulted in the completion of numerous key accomplishments, of which the City of Anna can be proud. To organize these accomplishments, the following sections are included herein:

- Noteworthy City Council Activities and Special Projects
- Neighborly
 - Communications
 - Community Enhancement and Compliance
- Unique
 - Development Services
- Vibrant
 - Economic Development
- Safe
 - Fire
 - Police
- Resilient
 - Public Works
- Active
 - Neighborhood Services
- Excellent
 - City Secretary's Office
 - Finance
 - Information Technology
 - Human Resources
 - Organizational Developments
- FY 24 Objectives

Noteworthy City Council Activities and Special Projects

- Led strategic plan workshop resulting in seven Strategic Outcome Areas that help define Anna's future identity. Subsequently adopted the City of Anna Success Statements.
- Maintained Aa2 credit rating with Moody's.
- Increased General Optional Homestead Tax Exemption to 3%.
- Initiated Disabled Person Exemption of \$30,000.
- Attended 111th Texas Municipal League Annual Conference.
- Made 21 appointments and reappointments to volunteer boards and commissions, including naming the Parks Advisory Board as the Recreation Center Task Force.

- **Neighborly**
 - Communications
 - Redesigned City website and migrated Police website back into the main site.
 - Integrated SeeClickFix with Brightly and launched service portal to community.
 - Community Enhancement and Compliance
 - Received Excellence in Code Enforcement Award by the Building Officials Association of Texas.
 - Received 2nd Place Governor's Community Achievement Award by Keep Texas Beautiful.
 - Designated Tree City USA.
 - Held first Arbor Day giveaway, providing neighbors 100 trees.
 - Held first adoption event with Collin County Animal Shelter.
 - Held first new neighbor social.
 - Held first nonprofit vendor fair.
 - Co-hosted first Neighborhood Summit with the City of McKinney.

- **Unique**
 - Development Services
 - Rewrote the City's development-related ordinances to align with the vision expressed in the Anna 2050 Comprehensive Plan and to accommodate the vision of the Future Land Use Plan. Some of the key features included:
 - Adopting Downtown development standards and regulations to ensure high-quality development.
 - Creation of innovative and flexible land development techniques that permit a variety of lot sizes and housing types that will promote context-sensitive development.
 - Incorporating standards for new residential development proposals requiring outdoor open space with amenities and community gathering places.
 - Simplifying the development approval process.
 - Added standards that preserve aesthetic quality of the city and ensure trees with historic value are preserved.

- **Vibrant**
 - Issued 38 Certificates of Occupancy:

▪ Nanda's Tex Mex Restaurant	▪ Cloud Smoke Shop	▪ City of Anna
▪ Multipurpose Facility	▪ DQ	▪ Artistic Cutz Barber Shop
▪ Dollar General	▪ Rosamond Elementary School	▪ Acai Bowls
		▪ Jersey Mikes

- Anna Grand Liquor
- Sydoni Skincare
- Pizza Hut
- QualGear LLC
- Allstate (The Heatherly Agency)
- Popeyes Louisiana Kitchen
- Beyond Beauty
- Chilis Grill and Bar
- Magnet Realty
- Smoke Rings
- Cantina Lime
- Deborah Fisher, MD
- Nelson Brothers Ready Mix
- Dollar General
- Coldstone Creamery
- Hotworx
- Tri County Air Care
- Tri County Air Care
- Brakes Plus Temp
- Lamar National Bank
- Clemons Creek Middle School
- Just Smoke
- Kumon Math
- Rainbow Dance Company
- Caliber Collision
- Tropical Illusion Tanning
- Life Storage
- 3 Nations Brewery

- Economic Development

- Applied for two Downtown CDBG Grants—first application submitted for CDBG grants since 2004.
- Created a Public Improvement District (PID) for Meadow Vista and The Woods at Lindsey Place.
- Funded a Wayfinding and Signage Analysis performed by Merje Design and Lee Engineering and Downtown Drainage Study performed by TNP.
- Executed new Incentive Agreements with Megatel AnaCapri, Home Depot, Wyndham Garden Hotels, and 3 Nations Brewing Company.
- Hosted North Texas Job Fair in partnership with Grayson College and Anna ISD.
- Sponsored DCEO Real Estate and Dallas Business Journal BRED awards.
- Held 3rd Annual Development Forum and Business Appreciation Luncheon.
- Attended and/or hosted 33 events.
- Held 180 meetings with retailers, restaurants, and/or developers.
- Increased LinkedIn following to 1,301 and over 36,000 visitors to the OpportunityAnnaTX website.
- EDC executed a lease with 3 Nations Brewing Company to occupy the 101 S. Powell Pkwy. Building.
- Awarded a \$5,000 Anice Read Downtown Grant that was used for the new mural on the 101 S. Powell Pkwy. Building.

- **Safe**

- Fire

- Completed long-range master plan, Community Risk Assessment (CRA), Standards of Cover, and strategic plan.
- Finalized design concepts and began construction of Fire Station 2.
- Took delivery of new ladder truck and began aerial operations training.
- Initiated joint agency Active Attack Integrated Response (AAIR) training.

- Police

- Answered 13,200 calls for service.
- Became fully Criminal Justice Information Services (CJIS) compliant; joint project with IT.
- Application accepted for Texas Police Chiefs Association (TPCA) accreditation.
- All supervisors attended ILEA Leadership course as of the end of FY2023.
- Targeted community engagement opportunities and expanded social media interactions including Back to School Bash, Cruisin with Clause, Chillin with Cops, National Night Out, Anna ISD Career Day and Coffee with Cops.

- Implemented on-duty workout availability, attended job fairs, and enlisted the help of all Texas police academies to improve recruitment, retention, and morale.
- **Resilient**
 - Public Works
 - Completed 6 CIP projects including the Hurricane Creek Line B Sewer Extension, Downtown Utility Rehab Phase 1, City Hall Parking Lot Expansion, Collin Pump Station Phase 1 expansion and the Sherley Heritage Park Historic Train.
 - 6 CIP projects are under construction including the Hackberry Drive Paving and Utility, Fire Station #2, Hurricane Creek Wastewater Treatment Plant, Central Fire Station Oasis, Central Police Station Fence and John Geren Wastewater Treatment Plant rehabilitation.
 - 12 CIP projects under design including the Leonard Avenue extension to the Collin County Outer Loop, Finley Boulevard widening from Sharp to SH 5, Ferguson Parkway southern extension, Collin Pump Station Phase 2 expansion, FM 455 Waterline Improvements, SH 5 Utility Relocation Phase A, and Hurricane Creek Interceptor Sanitary Sewer Line.
 - Engineering reinspected 85 public and private projects, including Coyote Meadows, Arden Parc, Texas Roadhouse, Anacapri, and Hurricane Creek.
 - Engineering reviewed 65 projects, including Crystal Park, Leonard Trails, and Hendricks Elementary School.
 - Managed rehabilitation of water damage portions of City Hall.
 - Moved custodial services 100% in-house and ended contract services.
 - Resurfaced and repaved over 3 miles of City streets.
 - Initiated street sign replacement program.
 - Completed North Pointe Subdivision and Oak Hollow Subdivision erosion protection and drainage improvement projects.
 - Completed 20 main break repairs.
 - Completed 30 leak repairs.
 - Replaced 150 ft of public water main.
 - Implemented valve and hydrant program to increase maintenance levels.
 - Jetted 9.5 miles of sewer main.
 - Replaced 50 feet of public sewer main.
 - Initiated Stormwater Utility Program.
- **Active**
 - Neighborhood Services
 - Hosted eight Special Events, including Boots and Booms, AnnaFest, Touch-a-Truck, 12 Days of Anna Tree Lighting and Ice Skating, and Easter Eggstravaganza.
 - Provided 75 youth recreation programs, including Summer ShenANNAGans and Summer Rec-ess weekly programming, National Train Day Celebration, monthly themed pop-up recreation, archery, and art camp.
 - Provided 7 teen programs, including Easter Glow Party, End of the Year Water Balloon Bash and Ice Cream Party, Blacklight Paint Party and Teen Game Nights.
 - Provided 48 adult programs, including adult softball, Fitness at the Park, trivia and game nights, and painting nights.
 - Provided 56 senior programs, including trips, foodie troop, crafting corner, luncheons, and book club.

- Completed 9 Parks maintenance projects, including Natural Springs Paw Park Renovation and Prairie Garden and Slayter Creek Park bridge revamp.
 - Installed 36 new tee signs for the disc golf course at Slayter Creek Park.
 - Replaced 88 linear feet of trail.
- **Excellent**
 - City Secretary's Office
 - Enrolled 227 Resolutions and 60 Ordinances.
 - Processed 659 Public Information Requests.
 - Held 2023 General Election and Runoff Election after negotiated contracts with Collin County Elections Administration with 5 candidates for two positions.
 - Received and processed 12 applications for Boards and Commissions.
 - Processed 21 reappointments and new appointments for Boards and Commissions.
 - Making electronic records and reorganizing Municipal Complex allowed staff to empty and close the off-site records storage unit.
 - Issued 24 alcoholic beverage permits (six new and 18 renewals).
 - Finance
 - Updated and maintained Transparency Stars with information from 2022 ACFR.
 - Maintained and improved usage of Incode software for core financials.
 - Received the GFOA Certificate of Achievement for Excellence in Financial Reporting for the FY2021 Annual Report.
 - Municipal Court filed 4,129 citations (a 50% increase over last year) and cleared 62.3%.
 - Municipal Court issued 766 warrants (a 138% increase over last year's 123 warrants issued) and cleared 27%.
 - Utility Billing went remote; all files are scanned into financial software.
 - Lock Box payments initiated and finalized with all mailed checks processing through the bank.
 - Updated Utility Billing procedures including Service Order Technician procedures.
 - Utility Billing implemented WaterSmart system for leak or high use alert notifications.
 - Information Technology
 - Received over 2,000 help desk requests with 67% resolved within four work hours.
 - Implementation of new cloud-based VoIP phone system.
 - Improved cellular asset management and reporting.
 - Implemented Asset Essentials software.
 - Began transitioning all public safety vehicles to a uniformed communications solution.
 - Implementation of cybersecurity training and phishing campaigns.
 - Human Resources
 - Implemented EmpowerYou, Anna Way Supervisory Toolkit and Anna Ambassador Leadership Academy training programs.
 - Revised personnel Policy to include tuition reimbursement, sick leave payout and conversion, and vacation leave.
 - Collaborated with Communications Division to improve internal communications and increase employee engagement.

- Enhanced employee benefit package to include additional paid time off and ancillary optional benefits.

FY 24 Objectives (Alphabetical by Department/Division)

- City Manager's Office
 - Implement event to engage and educate youth on local government.
 - Prepare for 2024 community survey.
 - Review and submit application for Scenic City Texas certification program.
- City Secretary's Office
 - Conduct May 2024 Mayoral Election.
 - Voter Registration Push.
 - Host Staff Records Management Training.
 - Digitize City Bonds.
 - Complete citywide Records Inventory.
- Community Enhancement and Compliance
 - Update Property Maintenance Code to 2021 International property Maintenance Code (IPMC) model code update.
- Development Services
 - Adopt the 2021 International Code Council (ICC) family Building and 2020 National Electric Codes.
 - Implement standard Development Agreement language associated with Planned Development zoning requests.
 - Review and update the Anna 2050 Future Land Use Map and make revisions necessary to promote development goals identified in the Comprehensive Plan and to address evolving market conditions.
 - Begin public outreach for a city initiated rezoning effort for the Anna Downtown District.
- Economic Development
 - Recruit additional retail and industrial projects.
 - Host medical attraction event.
 - Design Interurban pedestrian corridor.
- Finance
 - Receive the GFOA Certificate of Achievement for Excellence in Financial Reporting for the FY2022 Annual Report.
 - Finalize implementation of new court software.
- Fire
 - Complete construction of and move into Anna Fire Station #2
 - Expand and enhance the Fire Prevention Division to streamline and expedite code enforcement and engineering processes as well as increase life-safety educational programs.
- Human Resources
 - Continue training series for emergent leaders, leadership development, and supervisor toolkit.
 - Develop safety property and implement a safety committee.
 - Expand the C.A.R.E.S. Employee Recognition program.
- Information Technology
 - Installation of new server infrastructure at the Municipal Complex
 - Implementation of network infrastructure at the new Fire Station #2.

- Continue to transition all public safety vehicles to a uniform communications solution.
- Implementation of managed print services.
- Installation of disaster recovery equipment at Central Fire Station.
- Neighborhood Services
 - Add Juneteenth and Splash Bash as new special events.
 - Evaluate, enhance and restructure current youth/adult/senior programs.
 - Revamp teen programs to better achieve recreation goals.
 - Partner with ASG/Anna ISD to run practices for youth basketball.
 - Implement Brightly Asset Management for Park Maintenance operations.
 - Revamp Municipal Complex landscaping.
- Police
 - Implement a bicycle unit for use in neighborhood patrols and special events.
 - Substantially complete Texas Police Chief's Association Accreditation process.
 - Expand community outreach and agency partnerships.
- Public Works
 - Complete construction of Hackberry Drive improvements, Leonard Avenue extension, and Finley Boulevard widening.
 - Complete re-construction of 5th Street, 7th Street, and Riggins and the utility improvement project in Downtown.
 - Complete installation of temporary treatment plant at Hurricane Creek Wastewater Treatment Plant.
 - Reduce plan review backlog, issuing first round comments in two weeks, and 2nd and 3rd round comments in one week.
 - Issue substantial completion letters and acceptance letters within 48 hours of the project meeting compliance requirements.
 - Complete restoration of historic fire truck.
 - Respond to all work orders for vehicle service within 24 hours.
 - Respond to all work orders for facility needs within 48 hours.
 - Fill 2,500 potholes.
 - Replace 100 sidewalk panels.
 - Replace 30 street name signs.
 - Replace 40 regulatory street signs.
- Stormwater
 - Complete 3 drainage improvement projects.
 - Complete 3 drainage maintenance projects.
 - Complete maintenance and clearing of 50 drainage culverts.
 - Complete 1 drainage improvement project in partnership with Parks Maintenance staff.

c: Taylor Lough, Assistant City Manager
 Greg Peters, Interim Assistant City Manager
 Carrie Land, City Secretary
 Clark McCoy, City Attorney
 Management Team