

Memorandum

Memorandum No: 24-136

Date: October 18, 2024

To: The Honorable City Council

From: Ryan Henderson, City Manager

Re: Fiscal Year 2024 Accomplishments

The 2023-2024 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
 - Community Enhancement and Compliance
 - Public Affairs
- Unique
 - Development Services
- Vibrant
 - Economic Development
- Safe
 - Fire
 - Police
- Resilient
 - Capital Projects
 - Public Works
- Active
 - Parks Maintenance and Capital Projects
 - Recreation and Library Services
- Excellent
 - City Manager's Office
 - City Secretary's Office
 - Finance
 - Information Technology
 - Human Resources
 - Organizational Developments
- FY 25 Objectives

Noteworthy City Council Activities and Special Projects

- Moody's upgraded the Anna Community Development Corporation's credit rating from Aa3 to Aa2.
- The City of Anna maintained its Aa2 credit rating with Moody's.
- Attended Texas Municipal League's 113th Annual Conference.
- Received Silver Scenic City Texas designation.
- Attended the Texas Municipal League's New Elected Officials' Orientation.
- Held a facilitated retreat focused on collaborative leadership, development of a vision statement and reviewing the Governance Guide.
- Made 19 appointments and reappointments to volunteer boards and commissions.
- Updated boards and commissions appointment dates, moving appointments to the city election to January.
- Celebrated graduation of the 4th and 5th Neighbor Academy cohorts.
- Appointed Ryan Henderson as City Manager.

- **Neighborly**
 - Community Enhancement and Compliance
 - Keep Anna Beautiful received the Category 5 Governor's Community Achievement Award for efforts in community improvement.
 - Provided 9 environmental education classes in collaboration with Texas A&M Agri-Life & Grace Place Community Garden.
 - Hosted Earth Day celebration in collaboration with Household Hazardous Waste and Drug Take Back.
 - Expanded the rental registration program by an increase in registrations of 39%.
 - Hosted first Service and Leadership Symposium w/ local non-profits.
 - Hosted the first North Collin County HOA Legal Clinic and continued the North Collin County Neighborhood Conference.
 - Handed out 100 veterans recognition yard signs.
 - Provided 100 tree saplings to neighbors for Arbor Day.
 - Expanded student art contests to include both AISD middle schools and high school students. Selected pieces are hanging on a new display within the Municipal Complex.
 - Public Affairs
 - Awarded 1st place for Best Strategic Plan and Best Use of Humor, 2nd Place in Aware of Excellence for Best Electronic Report for the City Manager's Report and 3^d Place Aware of Honor for Best Short-Form Videos from the Texas Association of Municipal Information Officers (TAMIO).
 - Awarded three Savvy Awards from 3CMA: 1st in social media campaign category for Touch-a-Truck promotion, 3rd for specific use website for the police department, and 3rd in digital interactive electronic news for the City Manager Monthly Report.
 - Developed Anna Community Library logo and brand standards.
 - Provided monthly report organized by Success Statement.
 - Created citywide brand standards guide to provide rules for consistency.
 - Launched weekly YouTube programming featuring updates from the City Manager, and City Council and Parks Advisory Board meetings.

- Collected 471 pounds of peanut butter to benefit the North Texas Food Bank. This is an increase of almost 400 pounds from last year's Peanut Butter Drive.

- **Unique**

- Development Services

- Adopted downtown development standards and regulations to ensure high-quality development.
 - Created innovative and flexible land development techniques that permit a variety of lot sizes and housing types that will promote context-sensitive development.
 - Incorporated standards for new residential development proposals requiring outdoor open space with amenities and community gathering places.
 - Added standards that preserve the aesthetic quality of the city and ensure trees with historic value are preserved.
 - Streamlined Plan Review processes to reduce the platting approval time.
 - Adopted the 2021 International Code Council (ICC) family Building and 2020 National Electric Codes.

- **Vibrant**

- Issued 33 Certificates of Occupancy, including, but not limited to:

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| ▪ Peak Physical Therapy | ▪ Palladium East Foster multi-family | ▪ Dallas Pain Institute |
| ▪ Roma's Italian Bistro | ▪ 1989 Lash and Spa | ▪ Plush Aesthetics |
| ▪ Salad and Go | ▪ Chipotle | ▪ Parmore Anna Senior Living |
| ▪ Integrity Urgent Care | ▪ Ricky's Automotive | ▪ Dental Wellness of Anna |
| ▪ Anna Foot and Ankle Specialists | ▪ Hanger Round Resale Shop | ▪ Country Charm Coffee Shop |
| ▪ ENT Centers of North Texas | ▪ Fire Station #2 | ▪ Kalamaki Greek Eatery |
| ▪ Texas Roadhouse | ▪ Hu Happy Feet | ▪ Life Storage |
| ▪ Texoma Physicians Group | ▪ K Bite | ▪ Jelsma Orthopedics |
| ▪ Clinic Hispana El Milagro | ▪ Walgreens | ▪ Brake Plus |
| ▪ Parmore multi-family | ▪ Elevate Title | ▪ Baylor Scott & White Outpatient Physical Therapy |
| | ▪ Anna Islamic Center | |
| | ▪ Total Body Training | |

- Economic Development

- Awarded Gold MarCom for tradeshow booth and banners
 - Sponsored DCEO Real Estate and Dallas Business Journal BRED awards.
 - Held 4th Annual Development Forum and Downtown Business Breakfast.
 - Received a CBDG Grant in the amount of \$500,000 for Downtown infrastructure improvements.
 - Created Public Improvement Districts (PID) for AnaCapri North, Rockhill and Liberty Hills.
 - Executed incentive agreement with Chipotle.
 - Co-sponsored the Anna Senior Coyotes Career Fair at the Anna High School.
 - Acquired 5 acres for future downtown development.
 - \$61,324,239 increase in net commercial property value over last year.
 - Over 1,000 followers on LinkedIn.
 - Held 180 meetings with prospective and targeted primary employers, partners and landowners.

- **Safe**
 - Fire
 - Baylor Scott & White Recognitions: Life Saving Award, Stroke Award, Outstanding EMS Documentation Award, EMS Partner of the Year.
 - Released Long-Range Master Plan, Community Risk Assessment (CRA), Standards of Cover, and Strategic Plan.
 - Completed Fire Station 2 construction project and began operations.
 - Completed all aerial training and began Quint operations.
 - Placed Medic 2 into service.
 - Reached 2,461 elementary students during Fire Prevention Week (October 9-13)
 - Police
 - Answered 12,042 calls for service.
 - Implemented on-duty workout availability, attended job fairs, and enlisted the help of all Texas police academies to improve recruitment, retention, and morale.
 - Implemented a departmental drone program.
 - Implemented a bicycle unit for use in neighborhood patrols and special events.
 - Created the Joint Agency Accident Investigation Team with City of Melissa Police Department & obtained signed MOU.
 - Prioritized officer mental and physical health and resilience by expanding the Peer Support Program and partnering with F1RST.
 - Developed a Civilian Response to Active Shooter (CRASE) curriculum and made training available to the public.
 - Launched a women's self-defense course and completed the first block of training.
 - Targeted community engagement opportunities and expanded social media interactions including Back to School Bash, Cruisin with Claus, National Night Out, Anna ISD Career Day, Pizza with Police and Coffee with Cops.
 - Continued focus on employee recruitment, retention, and morale with new programs such as on-duty workouts, attended job fairs, and enlisted the help of additional police academies.
- **Resilient**
 - Capital Projects
 - Completed Leonard Avenue lanes and installed street lighting conduit.
 - Completed Downtown Street Expansion of Riggins, 5th and 7th.
 - Completed FM 455 Water Line project.
 - Completed Slater Creek Water Line Improvement.
 - Installed lights on Sherley Water Tower downtown.
 - Completed Hurricane Creek Trunk Sewer line.
 - Public Works
 - Fleet and Facilities implemented preventative maintenance programs to increase vehicle longevity and reduce unexpected breakdowns.
 - Streets
 - Resurfaced and repaved over three miles of city streets.

- Initiated a street sign replacement program.
 - Filled 1,600 potholes.
 - Water
 - Completed 23 main break repairs.
 - Completed 24 leak repairs.
 - Replaced 75 feet of public water main.
 - Wastewater
 - Completed 18 main break repairs.
 - Completed 14 lateral repairs.
 - Jetted 10 miles of sewer main.
 - Replaced 40 feet of public sewer main.
 - Initiated Stormwater Utility program:
 - Cleared 63 culverts.
 - Cleared two 100' box culverts.
 - Cleaned 450' of drainage.
 - Cleared North Pointe detention pond and culvert.
 - Regraded Oak Hollow drainage.
- **Active**
 - Parks Maintenance and Capital Projects
 - Completed Henry Clay “Yank” Washington Park development.
 - Completed Bryant Park Master Plan.
 - Completed Slayter Creek Park improvements: fitness court and shade structure, pickleball courts, basketball courts and lighting, restroom.
 - Maintained, mowed, and treated over 576 acres of parks and facilities.
 - Cleaned and inspected 5.5 miles of trails each week.
 - Placed third of more than 25 cities in the DFW Directors Six Pack Event, hosted by the City of Southlake. Our team placed first in golf cart polo.
 - Replaced the train depot decking at Sherley Heritage Park.
 - Implemented asset management and work order system.
 - Replaced trail at Natural Springs Park.
 - Replaced Natural Springs Park Fountain and added aerators to the back pond.
 - Recreation and Library Services
 - Hosted seven Special Events, including Easter Eggstravaganza, Touch-a-Truck, Summer Splash, Juneteenth, Boots and Booms, AnnaFest, 12 Days of Anna Tree Lighting and Ice Skating.
 - Enhanced the adaptive Easter Egg Hunt, hosting the event at the splash pad.
 - Partnered with Anna ISD for the first Multicultural Night.
 - Provided logistical support to the Greater Anna Chamber of Commerce for Boo Bash, Veterans Day Parade, and Santa's Village and Parade.
 - Offered programs for youth, teens and adults, including soccer and baseball leagues, teen Easter Glow Party, softball, cornhole, pickle ball and tennis.
 - Provided 56 senior programs, including trips, foodie troop, crafting corner, luncheons, and book club.
 - Increased number of programs per 1,000 population from 5.6 to 9.1.
- **Excellent**

- City Manager’s Office
 - Planned and implemented the first Youth in Government Day.
 - Held the first Youth Employment Program, employing three interns in various departments over the summer.
 - Hosted three Best Buddies from Anna High School, providing job training with various departments throughout the school year.
 - Hosted eight AISD teacher “externs,” providing real life examples to take back to the Anna classrooms.
- City Secretary’s Office
 - Enrolled 170 Resolutions and 50 Ordinances.
 - Processed over 600 Public Information Requests.
 - Received and processed 25 applications for Boards and Commissions.
 - Issued 29 alcoholic beverage permits.
 - Conducted the Mayoral and Council election and runoff election.
 - Promoted voter registration by attending city events.
- Finance
 - Received the GFOA Certificate of Achievement for Excellence in Financial Reporting for the FY2022 Annual Report.
 - Utility Billing worked with Development Services to enhance permitting customer service.
 - Created mobile services for Public Works to operate work orders while in the field.
 - Municipal Court filed 3,932 citations and cleared 71%.
 - Municipal Court issued 2,032 warrants and cleared 15%.
 - Completed Municipal Justice software implementation.
 - Worked with Code Compliance on citation processing and court support.
- Information Technology
 - Received over 4,000 help desk requests with 85% resolved within four work hours.
 - Installation of new server infrastructure at the Municipal Complex.
 - Installation of network infrastructure at the new Fire Station #2.
 - Completed the transition of all public safety vehicles to a uniform communications solution.
 - Implementation of Mobile Device Manager software.
 - Installation of disaster recovery equipment at Central Fire Station.
- Human Resources
 - Implemented NEOGOV Insight applicant tracking system for greater efficiency.
 - Developed Human Resources Department Strategic Plan 2024 – 2027.
 - Implemented performance evaluations guide and action plan for FY2023/2024, ensuring sustainability for the future.
 - Created a competitive compensation and benefits package to recruit and retain highly skilled talent.
 - Implemented first “Beat the Heat” safety campaign.

FY 25 Objectives (Alphabetical by Department/Division)

- Capital Projects
 - Complete County Road 289 Waterline project.
 - Complete SH 5 Utility Relocation Phase 1.

- Complete Finley Blvd. project.
- Complete County Road 289 Waterline project.
- Complete Hurricane Creek Interceptor Line North project.
- City Manager's Office
 - Refresh and implement City of Anna Strategic Success Statements annual work plan.
 - Update ADA Transition Plan.
 - Complete facilities space study to ensure high efficiency workplaces now and into the future.
 - Review future bond authorization to fund capital improvements.
- City Secretary's Office
 - Hold a Boards/Volunteer's recognition event.
 - Receive the TMCA's Municipal Clerks Office Achievement of Excellence Award.
 - Review and prepare for Charter Review Commission.
- Community Enhancement and Compliance
 - Refresh the Mobile Food Establishment permitting process.
 - Increase rental inspection efforts regarding multi-family properties.
 - Utilize new payment system for Health Services.
 - Implement new volunteer management software.
 - Evaluate and enhance Keep Anna Beautiful initiative.
- Development Services
 - Review and update Anna 2050 Comprehensive Plan Land Use related sections and Future Land Use Map to reflect City Council's goals and objectives for land development.
 - Prepare amendments to the Zoning Ordinance and Subdivision Regulations to address issues and to implement results from the Anna 2050 Comprehensive Plan update.
 - Begin public outreach for a city initiated rezoning effort for the Anna Downtown District.
 - Complete digitalization and electronic filing of zoning & platting records.
 - Prepare for implementation of electronic plan review software application.
- Economic Development
 - Recruit additional tenants to the Anna Business Park.
 - Continue implementation of the Anna CDC/EDC Marketing Strategy.
 - Recruit medical and primary care businesses.
 - Continue implementation of the Downtown Master Plan, including design of the Interurban Pedestrian Corridor, and attract additional retailers and restaurants.
- Finance
 - Receive the GFOA Certificate of Achievement for Excellence in Financial Reporting for the FY2023 Annual Report.
 - Improve payment processes for neighbors.
 - Implement Municipal Court Juvenile Justice Program.
 - Maintain Transparency Stars.
- Fire
 - Take delivery of Emergency Medical Services utility vehicle and place into service.
 - Take delivery of Engine 3 and place into service.
 - Continue joint agency training to include all fire personnel.
 - Begin structured field training officer program for all Paramedics.
 - Initiate department software conversion to include appropriate time management and scheduling module.

- Continue to improve training processes through collaboration with Collin College and neighboring fire departments.
- Human Resources
 - Implement internal employee recognition program for remote access and updates.
 - Enhance the efficiency and effectiveness of the HR department by leveraging technology for better service delivery.
 - Expand risk and safety programs.
- Information Technology
 - Implement endpoint management software and additional security tools.
 - Implement internal employee facing knowledge base and complete strategic work plan.
- Parks Maintenance and Capital Projects
 - Open the new playground at Natural Springs Park.
 - Finalize design and begin construction of Anna Crossing Park.
 - Open John Flavel Greer Park within the Woods at Lindsey Place neighborhood.
 - Complete construction of Pecan Grove Trail.
 - Complete construction of Bryant Park.
 - Install updated parks signage and wayfinding.
- Police
 - Obtain Texas Police Chief's Association Accreditation.
 - Implement changes to recently passed CJIS compliance guidelines.
 - Develop a new and updated five-year staffing plan.
- Public Affairs
 - Monitor and report on State of Texas 89th Legislative Session.
 - Conduct second community survey.
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- Public Works
 - Complete restoration of historic fire truck.
 - Replace 100 sidewalk panels, 30 street name signs and 40 regulatory street signs.
 - Successfully complete 20 water leak repairs.
 - Implement water valve and hydrant program to increase maintenance levels.
 - Successfully jet 10 miles of sewer main.
 - Complete 3 drainage improvement and 3 drainage maintenance projects.
 - Complete maintenance and clearing of 50 drainage culverts.
 - Complete 1 drainage improvement project in partnership with Parks Maintenance staff.
- Recreation and Library Services
 - Increase participation in youth sports.
 - Complete facility enhancements and additions such as the Natural Springs playground, trails, and plaza.
 - Open Anna Community Library.

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