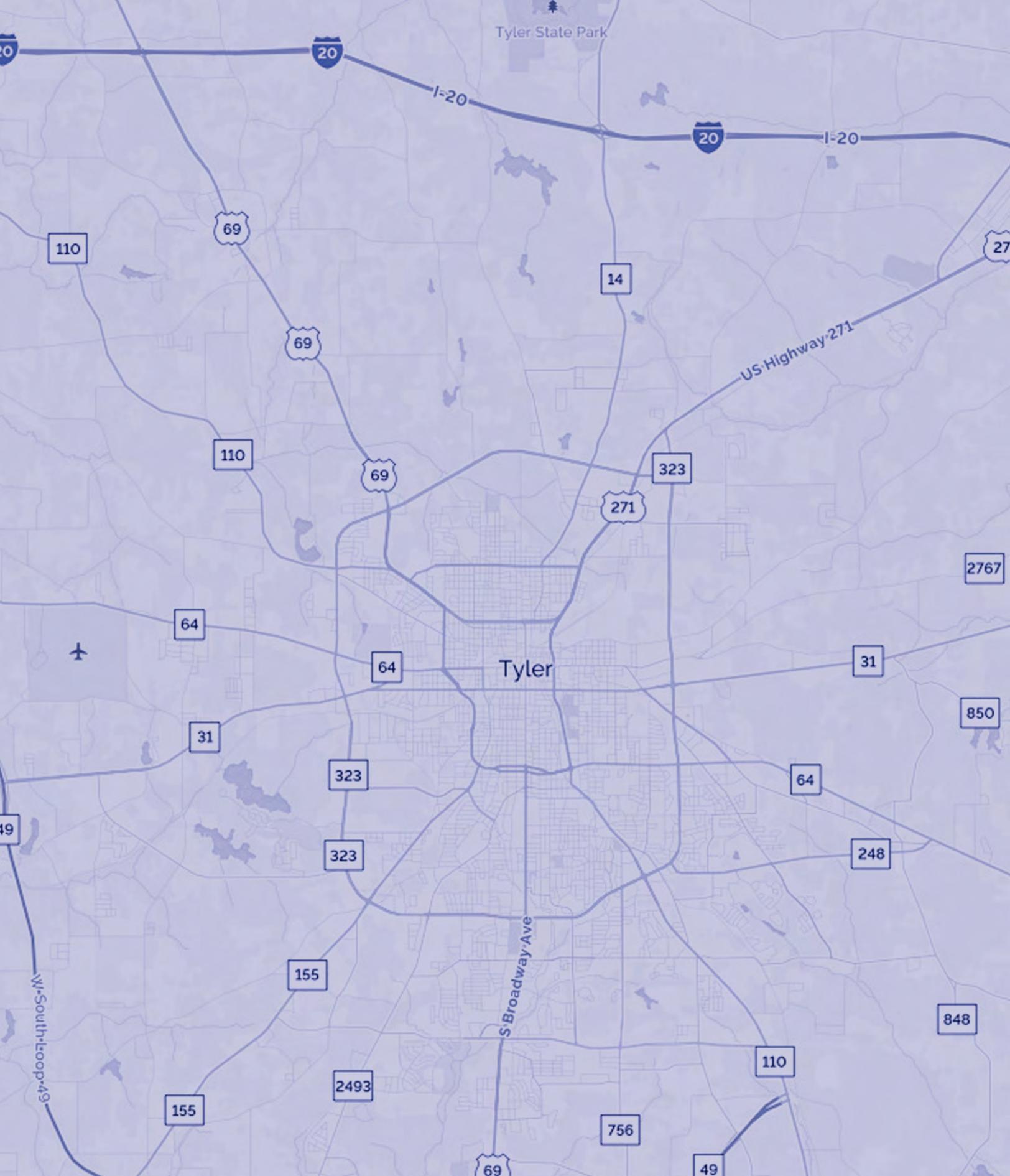




REVITALIZE. REINVEST. RENEW.

2016

ANNUAL REPORT



Tyler State Park

Tyler



Tyler Morning Telegraph
TylerPaper.com

**Special thanks to the Tyler Morning Telegraph
for helping to provide photos and content.**

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WELCOME FROM MAYOR MARTIN HEINES



2016 has been both rewarding and challenging. I am incredibly proud of the City Council and staff who, through their continued commitment to performance excellence, have found new and better ways to serve our citizens even during times of economic uncertainty. This report is a testament to their training, dedication and commitment to the citizens of Tyler.

Our focus for this past year has been City's infrastructure. As you know, Tyler's legacy is one of innovation, change and growth. It is up to us to honor this past by strategically planning for the future. We must continue this renewed investment in our infrastructure, some of which dates back to the early 20th century. This includes investment in both the things we can see, such as parks and streets, as well as the nuts and bolts of our community that are just as important,

District 1: LINDA SELLERS

A Tyler native, Linda Sellers' commitment to the community runs deep. Her experience in the many facets of the City exemplifies her dedication to its continued improvement.



District 2: DARRYL BOWDRE

A resident of Tyler for more than 30 years, Darryl Bowdre is known to be vocal on issues affecting our community. He has been instrumental in leading community efforts for effective change.



District 3: ED MOORE

A native of Tyler, Ed Moore is a passionate and dedicated civic and community leader. He has a stellar record as a champion for growing the economic tax base to provide enhanced services to citizens.



TYLER CITY COUNCIL

Councilmembers are elected for two-year terms within a particular district. Tyler has term limits restricting members to three consecutive terms.





VISION:

The City of Tyler's vision is to be the standard for performance excellence in local government.



MISSION:

We SERVE our community to make a positive difference.

but not quite as visible, like water and wastewater lines. To not only sustain, but improve our quality of life in the 21st century, we must be willing to make these investments now and in the years to come.

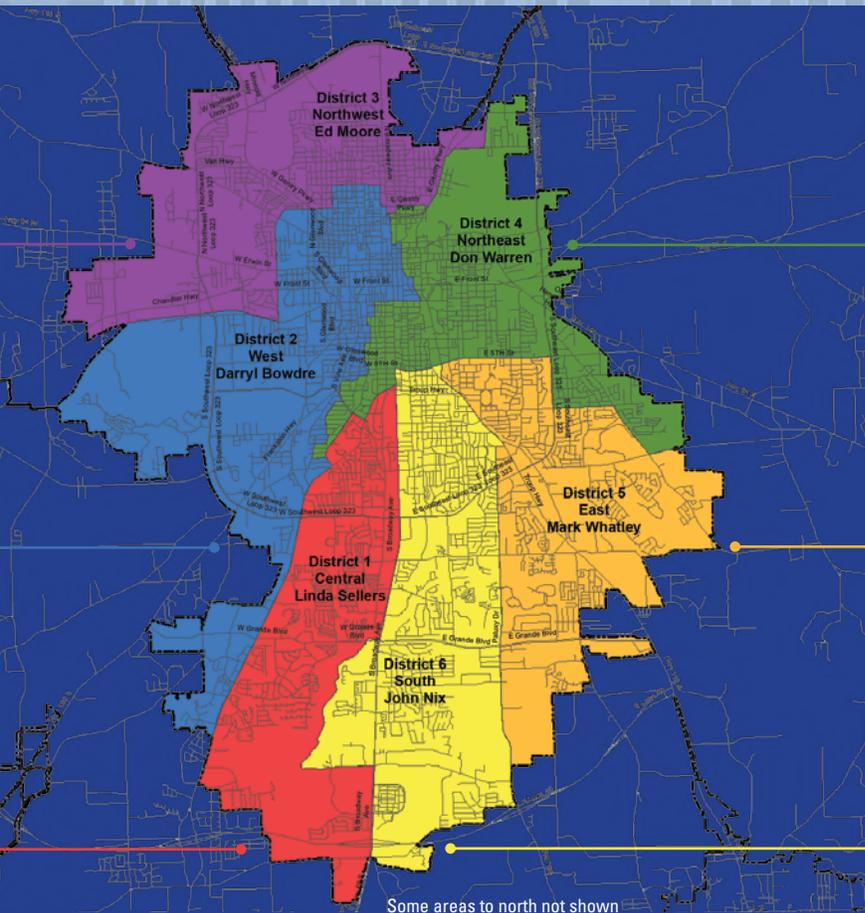
We must also continue to revitalize our Downtown core. It is both the home of our history and the heart of our community. We've seen significant success in this regard during 2016, as more individuals, and especially millennials, are moving back into the area, bringing with them new ideas and entrepreneurial energy that is a driving small business development in Downtown Tyler. To this end, it is with great pleasure that we announce the opening of the Tyler Innovation

Pipeline, a small business incubator and makerspace to spur business innovation and foster collaboration within our community. This exciting project is housed in Downtown Tyler.

By reinvesting in our infrastructure and revitalizing our Downtown core, we renew our commitment to this path of excellence, paving the way for generations to come. Ours will be a legacy of ingenuity, efficiency and effectiveness. Thank you for your commitment to this journey.



Mayor Martin Heines



Some areas to north not shown



District 4: DON WARREN

Don Warren wants to ensure that Tyler remains a great place to live, work, raise a family and retire. He believes that with good relationships and friendships comes the ability to make decisions to move the City forward.



District 5: MARK WHATLEY

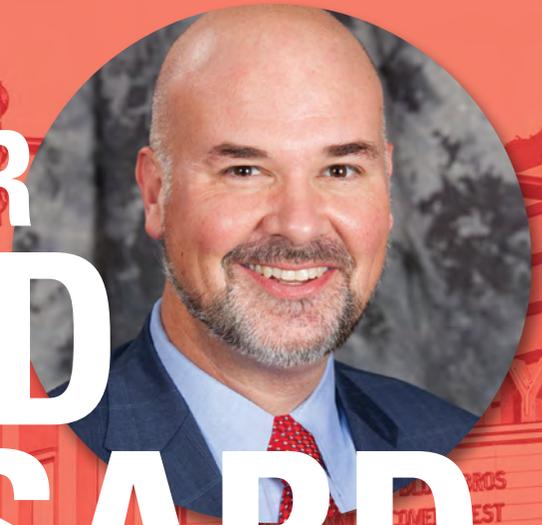
Mark Whatley's experience in the commercial real estate business, in addition to his diverse community and leadership roles, continues to benefit the Tyler community. He keeps the momentum going to make Tyler the best City it can be.



District 6: JOHN NIX

John Nix has worked passionately over the years mentoring young up-and-coming leaders to give them confidence and the necessary tools to make a positive impact on Tyler for years to come.

A WORD FROM CITY MANAGER EDWARD BROUSSARD



“ I firmly believe in the “Called to SERVE” motto. It is so much more than a catch phrase. It is an ideology. ”

It has been such an honor and challenge to work with City staff and go through the budgeting process. The City of Tyler staff has proven how resilient they are by working through a challenging budget cycle and delivering quality services and doing so as efficiently as possible.

As City Manager, I firmly believe in the “Called to SERVE” motto. It is so much more than a catch phrase. It is an ideology. We all have a true calling to **SERVE** our community while **STREAMLINING** processes, **EMPOWERING** employees and customers, **RESPONDING** to the needs of external and internal customers, **VENTURING** to find the best solutions to problems and **EVALUATING** our overall performance.

Recently, our organization shifted to a new mission statement that embraces this mentality. Our mission, as City employees, is to serve our community to make a positive difference.

I love working in an organization with clearly defined goals and business principles like the City of Tyler. Led by the comprehensive Tyler 1st plan, we are able to focus on long-term goals while keeping the present in clear focus. For this upcoming year, we will be continuing our journey toward achieving the vision articulated in the Tyler 1st plan while addressing infrastructure needs, maintaining fiscal discipline, and providing a high quality of life for those choosing to make Tyler home.

I am proud to work with a City who is citizen-minded and I look forward to continuing to build relationships with our citizens and staff.

Edward Broussard

Edward Broussard

LEADERSHIP TEAM



David Coble
Managing Director of
Emergency Services



Stephanie Franklin
Managing Director of Culture,
Recreation & Tourism



Greg Morgan
Managing Director for
Utilities & Public Works



Heather Nick
Managing Director of Planning
& Economic Development



Jimmy Toler
Managing Director of
Public Safety



ReNissa Wade
Managing Director of
Administration & Human Resources



Carter Delleney
Engineering
Executive Team



Russ Jackson
Solid Waste
Executive Team



Deborah Pullum
Legal
Executive Team



Keidric Trimble
CFO
Executive Team



Benny Yazdanpanahi
Information Technology
Executive Team



Beverly Abell
Main Street



Dan Allee
GIS



Kristi Boyett
Performance
Excellence



Veronica Brady
City U / Innovation
Pipeline



Lisa Crossman
Water



Davis Dickson
Airport



Julie Goodgame
Communications /
Downtown



Bill Johnson
Building &
Development Services



Nicole Johnson
Municipal Court



Chris Lennon
Code Enforcement



Shawn Markmann
Animal Services



Kevin Olson
Water Services



Marlon Pacheco
Transit



Sherry Pettit
Purchasing



Robin Smart
Streets



Gary Smith
Facility Services



Leroy Sparrow
Vehicle Services



Mary Vernau
Library



Jim Yanker
Water Business Office

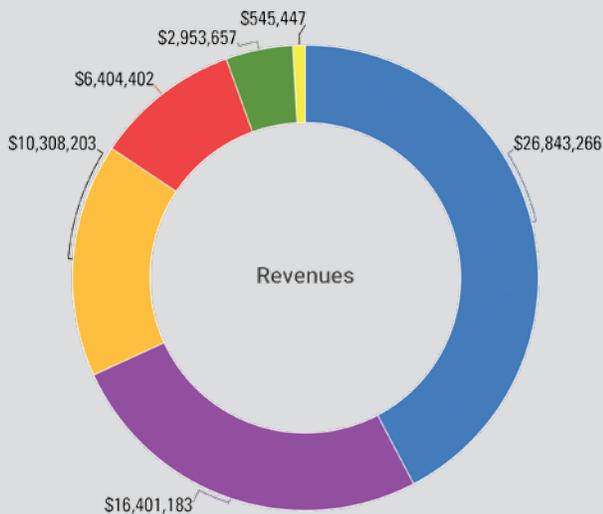
29 YEARS OF EXCELLENCE IN FINANCE

The City was awarded its 29th consecutive Certificate of Achievement for Excellence in Finance from the Government Finance Officers Association of the United States and Canada and its 10th consecutive Distinguished Budget Presentation Award from the Government Finance Officers Association of the United States and Canada. While managing budgets for multiple different departments with multiple accounts in each department, the City Finance team exudes diligence and personifies hard work.



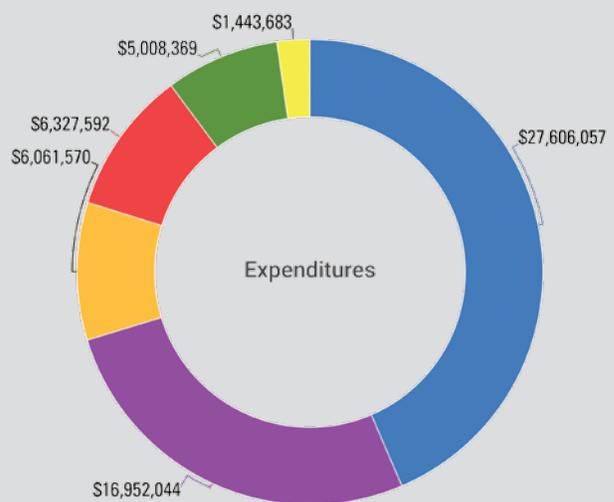
The City also won its 10th Distinguished Budget Presentation Award from the GFOA of the US & Canada

General Fund Revenues **\$63,456,158**

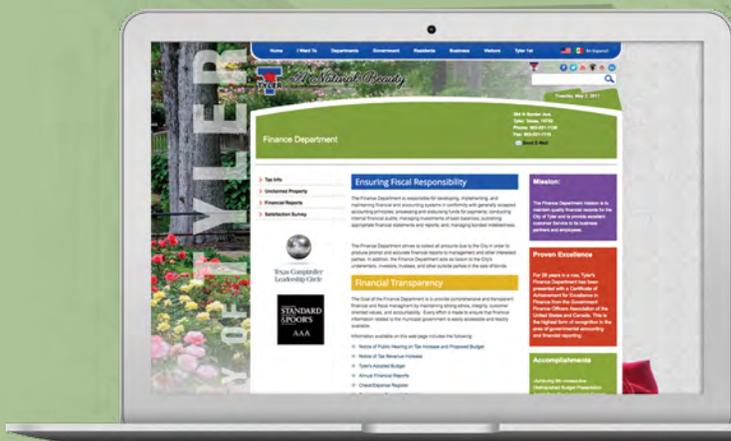


- Sales & Use Taxes
- Property Taxes
- Franchise Fees
- Licenses, Permits, Fees, Fines
- Use of Property & Money, Misc
- Intergovernmental Funds & Grants

General Fund Expenditures **\$61,955,632**



- Police & Municipal Court
- Fire
- Engineering Streets, Traffic, Animal Services
- General Gov. Services
- Parks & Library
- Transfers



23¢ TAX RATE



AAA BOND RATING



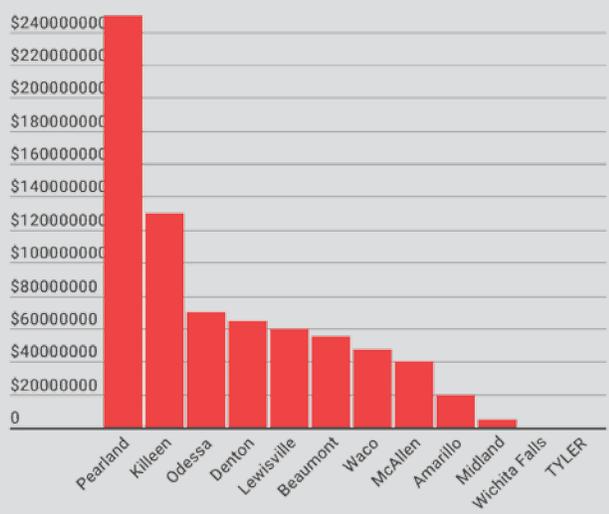
ZERO TAX SUPPORTED DEBT

City Finance employees are tasked with work that encompasses the past, current and future fiscal years. They balance accounts and budgets daily and make adjustments according to trends seen with the City budget and revenue sources. In addition, they are responsible for ensuring the City lands in the “black” each fiscal year, especially when revenue funds are lower than previous years.

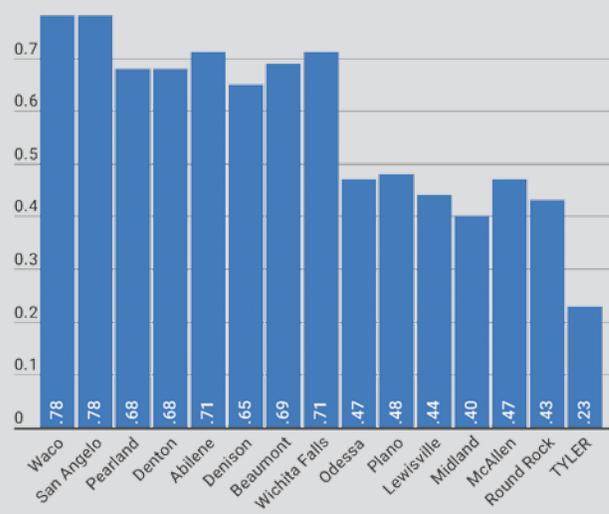
Visit www.CityofTyler.org to see how transparent we are! Click the Open Data tab on the front page of the City of Tyler’s website to access links to see graphs, charts and financial information.

Go to the Finance Department’s webpage at www.cityoftyler.org/Departments/FinanceDepartment.aspx to look at current and past financial reports to see why Tyler Finance is a winning team.

Debt Comparison (General Obligation)



2016 Property Taxes (Similar Sized Cities)





REFRESHINGLY INNOVATIVE & WILDLY CREATIVE

After two years of work, the Innovation Pipeline, a small business incubator, is at last, a reality. A center for innovation and creativity, the unassuming building is nestled on East Oakwood Street across from the Tyler Transit Depot. The building was formerly used for storage, and from the outside, looked abandoned. It keeps its historic look with a front facade of aged brick, but inside, state of the art equipment will help entrepreneurs and artists create and try new concepts.

The building includes a sound and audio production room and a mini film studio with a green screen. It also has gathering spaces and a designated area with computers for teaching classes and editing work. There is a textile area with an embroidery machine. Available equipment include 3-D printers, laser cutters, a vinyl cutter and an area for making

or repairing electronic equipment, including a solder. In addition to space, the program will include mentoring and educational classes as well as an Innovators' Lab, with equipment to create art or prototypes.

This project came to fruition as a result of partnerships with UT Tyler, Suddenlink, Historic Tyler, Inc. (See complete sponsor list) The Pipeline will have two staff members, one dedicate from the City and a staff member from The University of Texas at Tyler. The makerspace will be operated similar to a gym, with members paying a fee to access the equipment inside. Before a person can use the equipment, they must first be tested and pass an exam ensuring they are competent. This requirement is two-fold - to sustain the life of the machines and to help prevent injury to the user.



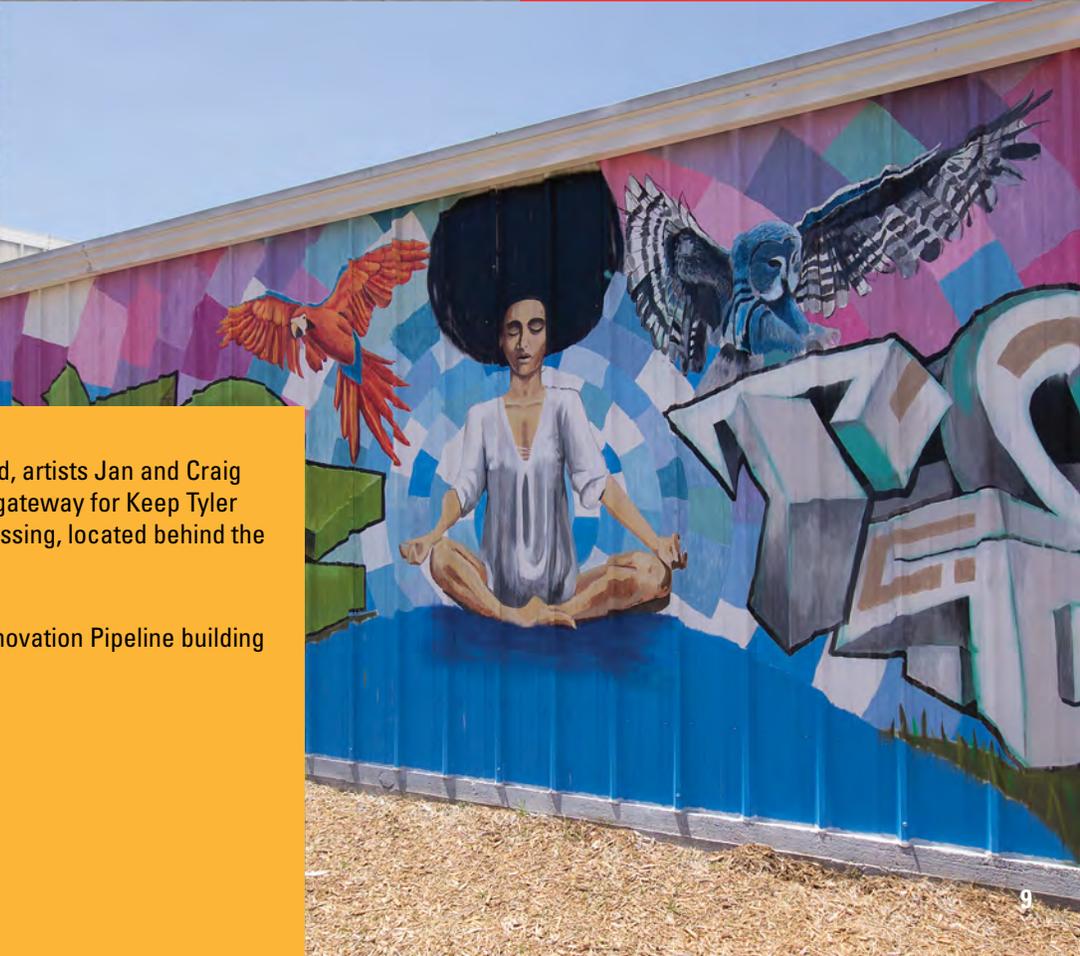
TYLER INNOVATION PIPELINE SPONSORS

- A.E.SHULL & CO.
- AUSTIN BANK
- CISCO
- FLAIR DATA SYSTEMS
- GENESIS
- HISTORIC TYLER, INC.
- JOHN SOULES FOODS
- ONCOR
- SUDDENLINK
- TYLER JUNIOR COLLEGE
- UT TYLER



ABOVE: Paid for by the Heart of Tyler board, artists Jan and Craig Blackmon designed and created the new gateway for Keep Tyler Beautiful's newest parklet, Cotton Belt Crossing, located behind the Innovation Pipeline building.

RIGHT: Mural on the outside wall of the Innovation Pipeline building by artist Claudio "Beto" Sanchez.



KEEP TYLER BEAUTIFUL



With its red brick streets, azalea trails and rose-filled gardens, the Tyler community is a natural beauty. But even natural beauties can benefit from a little extra TLC now and then. Keep Tyler Beautiful is a City board that consists of eleven community volunteers and two dedicated City staff who are committed to inspiring their neighbors to take daily action to revitalize, renew and beautify Tyler, Texas.

Recent accomplishments include:

- Hosting Tyler Recycles Day, where Keep Tyler Beautiful volunteers collected more than 12,000 pounds of recyclables.
- As part of the Great American Cleanup initiative, Keep Tyler Beautiful volunteers gathered at Rose Rudman and Downtown Tyler to clean litter out of creek beds, parks, trails and the Downtown Square. Far from a chore, these events are full of fun and good-natured rivalry, including giveaways and prizes for things like the most unique piece of trash found or the most trash collected. This past year, 360 volunteers participated. Five major parks were canvassed and more than 200 bags of trash were collected.
- Partnered with the Main Street program, Solid Waste and other City departments decided to wrap ordinary traffic control boxes in vibrant artwork created by local artists. This project, called "Beauty and the Box," was awarded the Texas Municipal League's 2016 Excellence Award for City Spirit, a top honor for Texas communities.
- Began the installation of a railroad-themed garden and picnic area next to the Innovation Pipeline. The space will include a historic cotton belt business car as a mini-museum and is a nod to Tyler's rich railroad history.

Beauty & the Box

Texas Municipal League presented the City of Tyler with the City Spirit award for the “Beauty and the Box” project. This award recognizes projects focused on neighborhood clean-up, beautification, economic development, historic preservation and other projects supported by broad-based city efforts. The project took utilitarian traffic boxes and transformed them into pieces of local art.



Some of the boxes you may see around Tyler...



WE ARE MAKING HISTORY

The City of Tyler has six national historic districts and 22 individual buildings listed in the National Register of Historic Places. The districts alone encompass more than 2,400 buildings, sites and structures, and a variety of building types and architectural styles. More than 6,900 historic and cultural resources within the central area of Tyler have been documented through multiple historic resource surveys. There are also over 100 designated City Landmarks and two Local Historic Overlay Districts, providing a level of design and demolition review for the City's most important historic resources. More than 50 Half Mile of

History markers line the sidewalks Downtown and eleven subject markers share the history of important structures lost through the years.

Tyler's historic resources are key elements to the community's aesthetics and physical environment, economic diversity and sustainability, tourism and overall quality of life. Historic preservation is also an effective tool for revitalizing downtowns, stabilizing older neighborhoods, attracting new businesses and homeowners, and for encouraging reinvestment in a community's underlying infrastructure systems.

12 SUBJECT
MARKERS

8,846
PROPERTIES
SURVEYED

\$17,544

TEXAS HISTORICAL COMMISSION
GRANT MONEY
RECEIVED THIS YEAR

3 MAJOR PROJECTS IN 2016
POLLARD FARM RESOURCE SURVEY
COMMUNITY STRATEGIC PLAN
DOWNTOWN, TX

2016

Accomplishments include:

- Hosted National/Local Historic District Events
- Held inaugural Local Historic Landmark Owner Appreciation Event
- Received national recognition as a newly designated Preserve America Community
- Four new voluntary Local Landmark designations
- Developed draft version of a Strategic Plan for Historic Preservation
- Created a digital Half Mile of History Tour with QR Codes
- Completed a Historic Resource Survey for the Pollard Farm Area
- Partnered with local artists through Gallery Main Street to produce the 2017 Landmark Calendar

The benefits of preservation are substantial and contribute to the local economy in the following ways:

- New jobs created when buildings are rehabilitated and occupied by new businesses, especially in historic downtowns and traditional commercial districts.
- Stabilized and improved residential property values when historic districts are created and maintained.
- Additional housing choices through maintained and rehabilitated housing stock.
- Additional arts, cultural and tourism-related activities generated in association with landmarks and historic districts.
- Conserved building resources that reduce the environmental impact of new development.

54 HALF MILE OF HISTORY
MARKERS

\$112,833
TOTAL THC* GRANT
MONEY RECEIVED

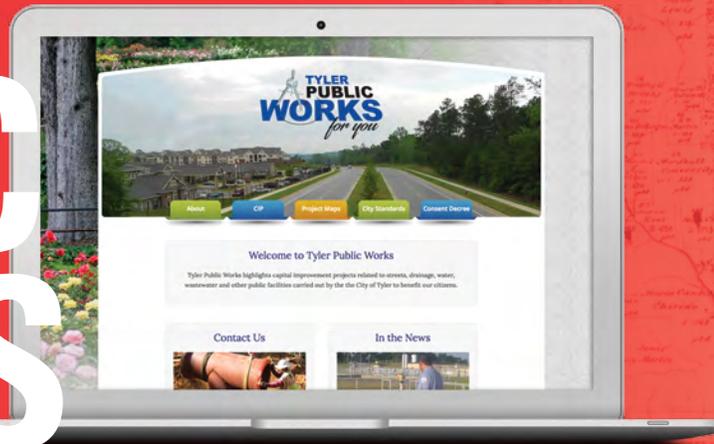
CERTIFIED LOCAL
GOVERNMENT SINCE

1994

NEWLY DESIGNATED AS A
**PRESERVE AMERICA
COMMUNITY**

120 LOCALLY DESIGNATED
LANDMARKS

TYLER PUBLIC WORKS



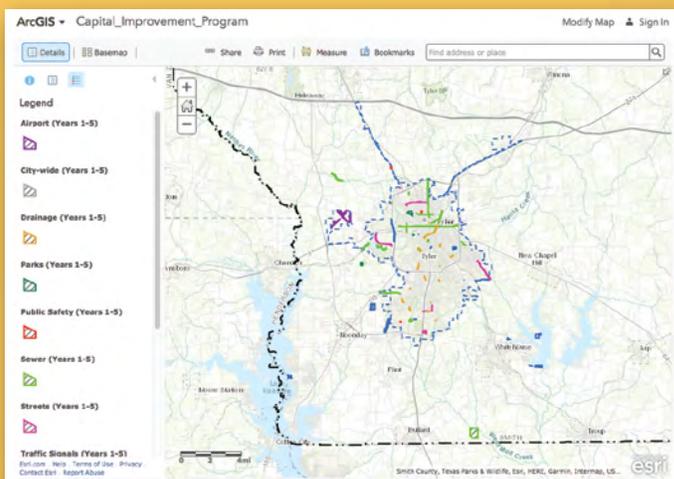
On April 11, the City of Tyler introduced a new website that gives the public better access to information about public works projects around the City. This website, TylerPublicWorks.com, includes new content features and a simple and easy-to-navigate format.

The website features a “project map” section, where users can access information about active projects around the City, including those that may be close to home. By clicking on a project in the map window, users will be able to access more information about each project including a one-page report. The map

also has a search-by-address feature, allowing users to view projects close to their home or business.

The site features public works projects across both enterprise fund and general fund departments, including water and wastewater projects from Tyler Water Utilities, and streets and drainage projects from the Tyler Engineering Department. The site also features information for contractors and developers, including information on the Capital Improvements Program (CIP), City Standards and information on the City’s consent decree with the EPA.

TylerPublicWorks.com Project Map



2016 PROJECT REPORT

The following projects represent \$45,236,257 in the reinvestment of Tyler's infrastructure.

PROJECT	DESCRIPTION	FUNDING	PROJECT COST
Cumberland Road	Extension of Cumberland Road from Old Jacksonville to Broadway. Roadway extension is approximately 2.4 miles long and includes four (4) traffic lanes, three (3) bridges, sidewalks, and landscaped medians. The will serve as a relief route for traffic along Broadway and Old Jacksonville	Half Cent	\$17,295,144
Annual Asphalt Enhancement Program	This program provides mill and asphalt overlay to various streets around the city and is funded by the Half Cent Sales Tax	Half Cent	\$3,457,908
Palace, 26th, and Grand	As part of the Area Development Plan, this project includes sidewalk, street lighting, district signage, asphalt overlay, and a culvert extension for 26th Street	Half Cent	\$1,972,836
Annual Pavement Maintenance Program	This Program provides a roadway maintenance product, typically a seal coat, to various streets around the city. This program is funded by the General Fund	General Fund	\$424,026
Fleishel Drainage Project	This project will be realigning a drainage system that currently runs underneath houses along Fleishel from E. 8th Street to E. 6th Street	Half Cent	\$680,000
Ashmore Emergency Channel Repair	Replace and reconstruct a failed drainage channel in the Ashmore subdivision to allow stormwater to flow as designed	Half Cent	\$2,100,000
Lake St Culvert Replacement	Replacing a failed culvert and associated utilities allowing the road to be opened again. This project was designed in 2016 with bid and construction in 2017	Storm Water Utility	\$385,000
Transportation Enhancement Grant Sidewalk Project	Construct and/or replace 5.5 miles of sidewalk creating ADA accessible routes at select locations around town. Construction began June 2016 and is slated for completion June 2017	Half Cent/Grant	\$2,130,000
2016 Citywide Sidewalk Improvements	Construct 900 feet of new sidewalk along Garden Valley (Boulter M.S. to Loop 323) and repair failed sidewalk at 3414 Blanco. Combined annual \$50k budget from 2015 and 2016	General Fund	\$90,000
2016 CDBG	Construct concrete curb and gutter along McCain Ave. and along the north side of the 500 block of West Harmony St	Grant	\$245,000
Loop 323 Utility Relocations	Relocation of existing utilities in Loop 323 from Bellwood Road to Hwy 31 to avoid conflicts with construction due to widening of Loop 323 by TxDOT	TWU	\$704,536
Lake Tyler Southpoint Road Drainage Improvements	Repair of asphalt road, including spot base repairs and overlay of cul-de-sac at end of street, and installation of area inlets inside culde-sac and 18" RCP drain pipe to improve drainage away from cul-de-sac	TWU	\$193,126
Hwy 31 Lift Station	Construction of a lift station and force main on Hwy 31 W	TWU	\$744,735
Lake Palestine WTP Automatic Chlorine System Shutoff	Construction of an automatic shutoff system for the chlorination system at the Lake Palestine Water Treatment Plant	TWU	\$210,795
South Paluxy and East Grande Sewer Improvements	Extension of sewer system to South Paluxy and to the intersection of E. Grande and Hwy. 110	TWU	\$1,496,125
Grande Sewer Lift Station	Construction of a lift station at the intersection of W. Grande and Hwy 155, as well as a gravity main and force main along W. Grande to Old Jacksonville Hwy	TWU	\$1,717,200
Golden Road WTP Backwash Pump Station & Clearwell Baffles	Design of pump station to backwash filter media and installation of baffles inside both clearwells at the Golden Road Water Treatment Plant	TWU	\$4,852,700
Troup Hwy Booster Pump Station	Construction of a booster pump station to be located at the Troup Standpipe facility, as well as distribution system piping improvements and installation of 30+ check valve stations to isolate a new pressure zone	TWU	\$3,801,137
Lake Palestine Bridge Abutment Erosion Control	Drainage improvements, including repair of erosion and sinkholes, at the Lake Palestine Raw Water Pump Station facility	TWU	\$364,892
Southside WWTP Sludge Facility	Expansion of the sludge processing facility at the Southside WWTP, including installation of a second belt filter press unit	TWU	\$1,988,929
Hillcreek Rd Erosion Control	Repair of creek bank erosion for stream downstream of Hillcreek Road, as well as erosion that is undermining Hillcreek Road	TWU	\$382,168

VISIT DOWNTOWN- TYLER



Downtown Tyler has had a net gain of more than 50 businesses since 2007

It's an exciting time to visit Downtown Tyler. Over the last year, new businesses have begun popping up in service of more people who are choosing to live, work and play there. With its ongoing revitalization, Downtown Tyler is brimming with new faces, energy and ideas.

Rain or shine, there is always food, fun and family in the heart of the city - Downtown.

Some of Downtown's newest additions



Notable Downtown Accomplishments include:

- The launch of the Hit the Bricks 2nd Saturday event. Now, the second Saturday of every month in Downtown Tyler is guaranteed to be buzzing with entertainment, music, food and tours.
- The Downtown Tyler Film Festival celebrated its sixth year, and was a finalist for the Texas Downtown Association's 2016 Best Promotional Event. We were also named a Texas Film Friendly community.
- The Downtown Ambassador program was launched.
- Tyler's Main Street Program was again named an Accredited National Main Street Program.
- The Downtown Tyler Wine Swirl, 6x6@110 Art Show, East Texas Comedy Festival and many other events continued to bring thousands to the Downtown Tyler Square.
- Opening of the Tyler Innovation Pipeline, Tyler's first makerspace.



The façade of the New York Store was "Heart Bombed," on Valentine's Day. What are Heart Bombs? They are love letters to historic places that appear at historic sites nationwide, on local landmarks and around places both safe and threatened. Heart bombing is the act of showering an older or historic place with tangible expressions of affection and devotion. The Heart Bomb initiative is part of the "This Place Matters" program through the National Trust for Historic Preservation.

TYLER PUBLIC LIBRARY

The Tyler Public Library helps meet the information, education and recreation needs of a diverse and growing community by providing a full range of print, audiovisual and digital resources along with assistance and programming to promote the use of those resources.

Over the last year, the Tyler Public Library has:

- Opened a new Makerspace for Kids,
- Expanded its adult programming to include meditation and gentle yoga, and
- Hosted multiple author meet and greets.



2015 Volunteer of the Year Marvin Mayer

Marvin Mayer was selected as the 2015 Volunteer of the Year. He has been volunteering since 2013 at the Tyler Public Library as a Book Buddy. After his retirement in 2007 from the banking and financial industry, Marvin enrolled in a correspondence course at the Institute for Children's Literature. He has since published five children's picture books entitled "Sammy Squirrel and the Sunflower Seeds," "The Day X Ran Away," "Ferdinand, Frogs, and Flight," "Case of the Stolen Stash" and "The Queen's Tea." He also volunteers at several different organizations in Tyler such as the Children's Advocacy Center of Smith County and the Cowan Performing Arts Center. Marvin enjoys reading to children and believes that is an important component of their education. Marvin has received both the KTBB Someone Special Award and the Shining Star Award.



CITY OF TYLER POLICE DEPT.



Jimmy Toler,
Chief of Police

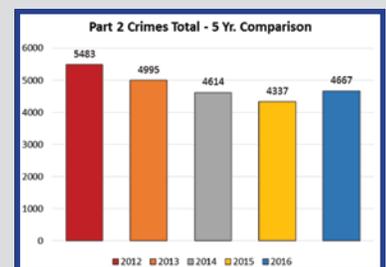
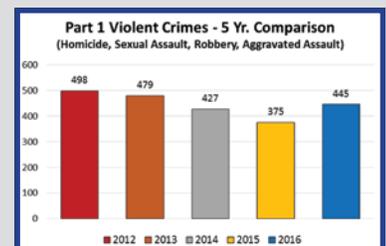
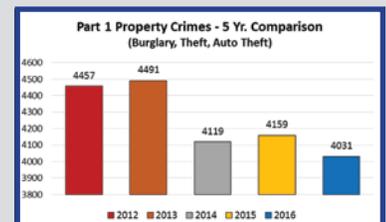
In 2016, the City of Tyler selected Jimmy Toler as Chief of Police. Part of the process for selecting the new chief required Toler to submit a plan of action he would put into place if selected. Toler, being familiar with the organization's structure and its inherent strengths and weaknesses, centered his plan on the restructuring of the Support Services function into its own division, managed by an Assistant Chief who would become responsible for its daily operations. All civilian services provided by the police department will be centralized into this division. Until now, these services were spread out throughout the department, some under the patrol division, others under criminal investigations and so forth.



“We are there every day, giving people advice on personal issues, traffic enforcement – trying to get people to slow down and keep the streets safer. We participate in everything that goes on in our City. When there is a run or a walk, we are there; we help implement child ID programs, bicycle safety education programs... a lot of things that are outside of regular police service activities. Twenty-four hours a day, if you call the Police Department, we'll come out. It may be something criminal in nature, but it could be you just need advice on how to handle a personal matter. - Jimmy Toler, Chief of Police”

2016 Tyler PD Accomplishments:

- The grand opening of the Faulkner Park police Station which serves its citizens more efficiently and creates a rapid response to the needs of the community.
- Created an online training academy through PoliceOne.com to be able to reach more officers during his or her scheduled work hours to provide a wider range of training option to employees.
- Participated in over 100 Texas Against Crime meetings expanding departmental and community involvement.
- Reorganized the departmental divisions to streamline services and work efficiency to better serve the citizens and employees.
- Upgraded the Downtown police station and MLK police station's security system.
- Purchased upgraded rifle resistant body armor for all departmental sworn officers.
- Implemented and installed the video WatchGuard system in departmental vehicles.
- Replaced six fleet patrol vehicles.
- Finished and received the CALEA national re-accreditation for the 22nd year.



Thank you to *TylerToday Magazine* for providing this information.

CITY OF TYLER FIRE DEPT.



In Fall 2016, the City of Tyler welcomed new Fire Chief David Coble. Chief Coble leads a team of roughly 160 people operating ten strategically placed fire stations throughout the city. He oversees a budget of \$17.7 million annually.

The City of Tyler's search for a new fire chief began in April 2016. Ultimately, 45 individuals applied for the position. After six months, the City's search ended when City Council and staff overwhelmingly voted to approve David Coble as the City of Tyler's new Fire Chief.

“David stood out very quickly,” said City Manager Ed Broussard. “His length of service and exceptional accomplishments, coupled with his down-to-earth manner and the ease with which he communicated to staff at all levels within the organization put him at the top of our list quickly. The firefighters were overwhelmingly in favor of David becoming their new leader.”

2016 Tyler FD Accomplishments:

- Secured a Federal Disaster Declaration for flood damage
- Partnered with Tyler Jr. College for Fire Academy
- Completed all state-mandated inspections
- Completed all school inspections (public, private and higher education)
- Completed all restaurant inspections
- Conducted Safety Survey of more than 6,000 businesses
- Completed Emergency / Disaster Plan Review for all nursing homes and assisted living facilities
- Met the benchmark for Building Plan reviews and Fire Protection Plan reviews
- Eighty-eight firefighters received advanced training/certifications



TYLER ANIMAL SERVICES

In January of 2017, Tyler Animal Services cut the ribbon for their new facility and the public was invited to tour the new 18,165 square foot facility. In March, animals were moved to the new shelter and doors opened to the public.

The new facility boasts a complex HVAC system that replaces air 20 times per hour instead of recycling air. This allows the facility to focus on disease control and the health and safety of the animals in the City's custody.

In addition, the design of the shelter is tailored for disease control. Other features and designs include:

- resilient flooring that is easily cleaned and sanitized,
- a built-in pressure washing system to clean kennels efficiently and effectively,
- a trench drainage system for all dog kennels, and
- the flow of the shelter is structured to protect animals from intake to the general population to the adoptable population.

Best Use of Social Media

In June of 2016, Animal Services was awarded the TAMI Award for Best Use of Social Media. The City of Tyler Animal Services Department utilizes Facebook to reunite families with their lost pets and help families adopt dogs and cats. By utilizing social media, Animal Control has been able to connect with citizens, reuniting 725 animals with their families, adopting out 535 dogs and cats, transferring 924 dogs and cats to registered animal rescues and microchip 1975 pets since January 2015.



PLANS & PROGRAMS

M.A.P.

At the 2016 annual State of the City address, Tyler Mayor Martin Heines announced his vision for a mentorship program that would help students prepare for education beyond high school. This vision turned into the Mayor's Mentorship Achievement Program, a business mentoring program matching 45 students with 45 mentors from the City of Tyler and other community organizations and businesses. The goal of MAP is to connect the business world to students and to empower them to achieve their full potential by furthering their education.

Beginning in September 2016, the mentors began to meet with students at the Tyler ISD Career and Technology Center. Mentors and students meet once per month throughout the school year. The sessions include a variety of informational breakout sessions, instructional workshops on college admissions and the financial aid process, guided college campus visits and more. In its inaugural year, 100% of participants applied for post-secondary credentials. The impact of MAP will be felt for generations as these TISD students move on to universities and colleges, which they once may have felt were out of reach.

Amphitheater

The City of Tyler mobilized equipment to Bergfeld Park to begin construction at the historic amphitheater. The Tyler City Council approved acceptance of a \$325,000 donation from Centene Charitable Foundation (Centene) to be used toward Phase II of the Bergfeld Park Master Plan: the reconstruction of the park's stage at the amphitheater in 2016. Additional funding includes \$100,000 in private donations, \$162,000 from the Parks and Tourism budget and \$400,000 from Half-Cent Sales Tax. Changes to the amphitheater include:

- Bringing the lighting and sound features up to date,
- Fixing drainage issues,
- Adding shade over seats and

- Removing the back section of seats into a grassy area for blanket and lawn chair seating.

The amphitheater was originally built in 1936 by a donation received from Sears-Roebuck & Co. The Tyler Sears was the only store to turn a profit during the Great Depression, leading them to give back to the Tyler community. The scope includes renovating the stage, seating area and correcting long-standing drainage issues. The schematics were completed by Fitzpatrick Architects and approved by local and state historical commissions, allowing the park and the stage to keep their historical markers.

Rose Complex Master Plan

In September 2016, Tyler Parks and Recreation began work on a master plan of the Rose Complex area. This includes Harvey Convention Center, the Rose Garden and Rose Garden Center, the East Texas State Fairgrounds, Tyler ISD's football and baseball facilities, Windsor Grove Park and the surrounding areas. Based on the opinions and suggestions of the Tyler community, the final vision for the area includes a trio

of ball fields for softball, baseball and football, as well as nature trails and a new Convention Center. The plan to reinvest, revitalize and renew this important cultural and tourism site spans 20 to 25 years and will be implemented in phases. Plans also include space for a proposed Tyler sports museum between Harvey and the Mayfair, and the addition of greenspace for food trucks and farmers' markets.

CITY OF TYLER KEY PHONE NUMBERS

City Information Line
(903) 531-1100

City Mayor
(903) 531-1253

City Manager
(903) 531-1253

Airport
(903) 531-2343

Animal Control
(903) 535-0045

Animal Shelter & Adoption
(903) 426-7317

Communications
(903) 533-7444

Environmental / Code Enforcement
(903) 531-1312

Fire (Non-Emergency)
(903) 535-0005

Gallery Main Street
(903) 593-6905

Inspection / Permits
(903) 531-1151

Liberty Hall
(903) 595-7274

Library
(903) 593-READ (7323)

Municipal Court
(903) 531-1266

Neighborhood Services / Housing
(903) 531-1303

Parks & Recreation
(903) 531-1370

Planning
(903) 531-1175

Police (Non-Emergency)
(903) 531-1000

Solid Waste
(903) 531-1388

Solid Waste (24 Hour Info Line)
(903) 531-1392

Traffic Engineering
(903) 531-1201

Tyler Transit
(903) 533-8057

Water (Business Office)
(903) 531-1230

Water (After Hours / Emergencies)
(903) 597-6541

EMERGENCY
911



2016 ANNUAL REPORT



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