



# City of Irving YEAR IN REVIEW

Strategic thinking, planning and data-informed decision making play a strong role in the City of Irving's organizational culture. The city's organizational strategy, Future in Focus, consists of five focus areas and 18 operating strategies. Based on input from city leadership and key stakeholders, the plan works in tandem with the city's five-year capital plans, City Council priorities and annual budgets. Future in Focus encompasses key initiatives that allow the city to stay focused on what matters most which is to deliver exceptional services and promote a high quality of life for residents, businesses and visitors.



### **VIBRANT ECONOMY**



- Support strategic development and redevelopment including revitalization of targeted areas.
- Support business retention and recruitment.
- Effectively plan and manage land use.
- Market Irving as a destination.

#### **Highlights**

Irving recognized by CVENT as a **Top 50 List of Meeting Destinations in North America** 

Launched the Small Business Recovery and Resiliency Grant Program and **awarded 36 grants** to Irving small businesses





Provided \$30,000 in façade and sign improvements for downtown properties, including a new mural

Launched the Small Business Resource Guide with information on starting a small business in Irving

Completed multiyear construction of 12 mixed-use townhome projects in the Heritage District which provided 4 affordable units sold to first-time homebuyers



Adopted the **updated Imagine Irving future land use categories** and map designations

**Approved an agreement** to provide recommendations and develop a Toyota Music Factory Venue Assessment & Maintenance Plan

Continued operation of **20 subtenant leases at the Toyota Music Factory**, including 11 full-service restaurants



#### By the Numbers

- Hosted 209 events at the Irving Convention Center with 178,919 attendees
- Retained/added 4,661 jobs and approximately
   \$190 million in new private investments
- Provided \$190,000 to assist 19 small
   businesses in recovery and resiliency efforts
- Conducted 7,906 plan reviews, 5,024 health inspections and 26,682 building-related inspections
- Processed 188 zoning changes, variances and development plan cases and plats
- Reached \$1.344 billion in construction valuation with 8,259 permits issued

# INFRASTRUCTURE INVESTMENT



- Maintain roadways, sidewalks and transportation infrastructure.
- Maintain water, wastewater and drainage infrastructure.
- Provide an adequate water supply now and in the future.
- Support strategic investment in city facilities.



#### **Highlights**

Started construction on the \$6.9 million Central Fire Station

Started construction on the \$26.7 million
Cottonwood Hackberry Wastewater Interceptor
project

Started construction on MacArthur Boulevard,
Campion Trail center section, Embassy Channel
drainage improvements

and various ADA projects totaling **over \$45.5 million** 

Completed 23 drainage,

water, wastewater and parks & recreation improvement **projects totaling \$23.9 million** 

Executed 2 Affordable Housing Agreements to convey

8 city-owned lots for the development of
affordable housing, 3 with Habitat for Humanity and
5 with Bear Creek Development Corporation



**Reduced Sanitary Sewer Overflows by 65%** through
preventative maintenance, focused
cleaning, repairs and public education

for ICTN

Inspected over half of approximately 50,000 water service lines for lead and copper, and no lead lines have been found to date

#### By the Numbers

- Completed \$22 million in capital improvement
- \$265 million in capital improvement projects under construction
- \$42 million in capital improvement projects in design
- Tested 1,899 water samples to ensure it meets and exceeds water quality
- Completed 482 water main and 2,877 water service repairs

standards







#### **SENSE OF COMMUNITY**



- Provide exceptional recreational, cultural and educational opportunities.
- Actively engage and communicate with the community.
- Foster a culture of diversity and inclusion.

#### **Highlights**

Implemented 'Let's Play Irving – Elevating
Aquatics and Recreation' plan to rebuild Lee Park
and Senter Park pools, re-envision Lively Park Pool area

with teen input and build Irving's first multigenerational mixed-use recreation and aquatics community center



Increased number of active neighborhood associations from 72 to 92 since 2020

**Provided over \$1.48 million in rental assistance**, mitigating eviction for over 694 Irving households

Approved HOME-ARP Plan allocating \$2 million for the development of a noncongregate shelter and \$492,000 for supportive services

**Expanded public Wi-Fi access** at Lively Point Youth Center, Senter Park Recreation Center, Georgia Farrow Recreation Center, West Irving Aquatic Center, Heritage Park and Levy Event Plaza



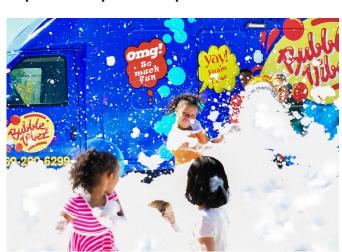
Returned to fully staffed aquatic facilities with regular schedule for the first time since the COVID-19 pandemic, serving more than 213,000 guests and teaching 5,630 people to swim

Offered **3,800 classes and programs** with more than **176,000 participants** 

Served 23,103 meals to seniors

Allocated \$1,084,706 in grant funds for public improvements at King Square, West Park, East Branch Library, Georgia Farrow Recreation Center and Lively Pointe Youth Center

Replaced 110 public computers at all libraries



#### By the Numbers

- 1,260,006 unique visitors to CityofIrving.org
- 426,154 library visits
- Keep Irving Beautiful picked up 24,305 pounds of litter and collected 7,691 pounds of recycling
- 391,144 recreation, aquatic and therapeutic day program participants
- **Published** 455 videos with 409,924 views on YouTube





# City of Irving YEAR IN REVIEW



#### GOVERNMENT SUSTAINABILITY



- Protect the city's financial integrity and credibility.
- Recruit, retain and develop a qualified, competent and diverse workforce.
- Improve efficiency through data, technology, and thoughtful, innovative approaches.
- Ensure government transparency.

#### **Highlights**

Passed structurally balanced budget with **no change to the tax rate** 



Received \$45 million in grant dollars with zero percent financing from the Texas Water Development Board, which is expected to save the city \$26.3 million in interest

Completed a year-long public safety suicide awareness and prevention campaign called 'Let's Talk About It' to destignatize mental health conversations

Funded all employee positions at the 70th percentile of the market, and approved moving to the 80th percentile in 2024, as part of the city's recruitment and retention strategy



Planned, organized and executed the **inaugural Irving Values YOU! Employee Development Day** and the
Supervisor Accelerator Workshop

**Implemented open records management software, JustFOIA,** to provide a more user-friendly online platform for the public to submit requests

Modernized the City Council Chambers and Conference Room with next-generation audiovisual technologies to improve meeting capabilities and broadcast viewing experience



#### By the Numbers

- Filled 35% of eligible positions with internal promotions
- Out of 21,897 applicants that applied for a job at the city, about 58% were of diverse backgrounds
- Irving's overall turnover rate was the 2nd lowest among comparator cities at 10.61%
- Managed \$54 million in ARPA COVID-19 relief funds
- 16% of contract dollars awarded to M/WBE vendors

## SAFE AND BEAUTIFUL CITY



- Safeguard public safety, security and health.
- Improve property conditions and overall appearance of the city.
- Promote environmental stewardship.



#### **Highlights**

**Deployed Flock Cameras at 16 locations throughout the city** that provide real-time police intelligence resulting in 107 arrests and 69 recovered stolen vehicles

Homeless Outreach Team responded to 561 calls, made 900 contacts, and connected 110 individuals to resources/services, including 10 who were permanently housed

**Purchased a Police Department Gaming Trailer** to deploy at community events to positively engage and interact with the community

Renovated and reopened new Police Athletic League (PAL) Facility, which provides sports and fitness programs for youth ages 8-18

Stuffed more than 7,000 backpacks collected





and distributed through
Supplies for Success that
help Irving's underprivileged
children

Conducted over 109,000 code enforcement property inspections resulting in more than 8,500 improved properties

Implemented the Short-term Rental Registration program with over 160 short-term rentals registered in year one

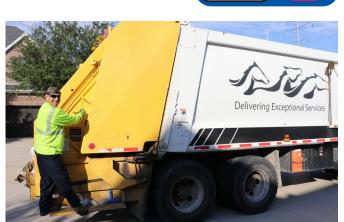
Saved \$1,485,791,230 in property from fire loss



#### By the Numbers

- 91% of 911 calls were answered within 15 seconds
- Responded to 17,241 EMS and 6,480 fire calls for service
- Returned 424 pets to their owners
- Maintained 1,452 city vehicles 897 on-road and 555 off-road
- Collected 109 million pounds of residential waste material







### **2023 AWARDS**

Irving Convention Center & Visitors Bureau received **three Bronze Adrian Awards** – Hospitality Sales & Marketing Association International

Irving Convention Center & Visitors Bureau is a **Platinum Choice Award winner** – Smart Meetings

Irving Archives and Museum and the Irving
Black Arts Council received the **Award for Excellence for "A Local Green Book" exhibition** – American Association for State
and Local History

Irving Archives and Museum was awarded the **John L. Nau III Award for Excellence in Museums** for its exhibit "The Irving Story" – Texas Historical Commission

Public Safety Wellness Unit won the **Destination Zero Award** in the Comprehensive Wellness
Program category – National Law Enforcement
Officers Memorial Fund

Received **certification as a Mother Friendly Workplace** – Texas Department of
State Health Services

Fleet received the **Clean Cities Silver Award** for six consecutive years – Dallas-Fort Worth Clean Cities Coalition



Irving Communication Television Network **won 9 awards** – National Association of Telecommunications Officers and Advisors

Irving Communication Television Network **won 17 awards** – Texas Association of Telecommunications Officers and Advisors

Communications won 3 Awards of Excellence – Texas Association of Municipal Information Officers

Received Certificate of Achievement for Excellence in Financial Reporting for 39 consecutive years – Government Finance Officers Association

Received the **Distinguished Budget Presentation Award** for 36 consecutive years

– Government Finance Officers Association

Heritage Park received **President's Award for Best Public Improvement** – Texas

Downtown



Keep Irving Beautiful won the **President's**Circle Award and First Place National

Affiliate Innovation Award – Keep America
Beautiful

Water Utilities received the **Gold Award for Exceptional Utility Performance** –
Association of Metropolitan Water Agencies