The City of Irving in Review provides a snapshot of accomplishments from Fiscal Year 2019-20: Oct. 1 through Sept. 30, as well as how the city continued to provide excellent service during the COVID-19 pandemic.

At the onset of the COVID-19 pandemic, the city committed to providing essential services while adhering to federal, state and county orders, to ensure the health, safety and welfare of Irving's residents and employees. The city implemented health and safety protocols, strategically reopened facilities and managed $13.2 million in CARES Act funding to assist residents and businesses who experienced economic hardship.

**Goal 1: Financial Sustainability**
- Contain costs and increase operational efficiency.
- Maintain adequate financial reserves.
- Develop and deploy a long-range financial planning process.
- Establish appropriate equipment replacement funding levels.
- Manage long-term pension liabilities.

**Highlights:**
- The city began FY 2020 in a strong financial position, which helped absorb the economic impacts from the pandemic compared to other municipalities. Irving's diverse tax base and sales tax categories also played an important role in lessening the pandemic's effects.
- The city used and approved allocations of the Coronavirus Aid, Relief and Economic Security (CARES) Act funds to assist Irving residents and businesses that were impacted by COVID-19. The city collaborated with various partners to facilitate CARES programs, including Dallas County, Catholic Charities Dallas, Workforce Solutions of Greater Dallas and National Development Council.

**Irving CARES Funding Breakdown**
- $6,973,100 for City of Irving Operational and Service Impacts
- $6,250,000 for Irving Economic Incentive Initiatives
- $1.1 million for Irving's Emergency Housing Assistance Program
- $3.5 million for Irving's Emergency Business Assistance Program
- $500,000 for Irving's Childcare Center Assistance Program
- $750,000 for Irving's Childcare Payment Assistance Program

**By the Numbers:**
- $21.2 million in construction valuation
- $29.3 million in completed Capital Improvement Program projects
- $1.4 million of drainage improvements and maintenance
- 10,046 lane miles swept
- 4,546 street signs replaced

**Goal 2: Systematic Infrastructure Investment**
- Secure a reliable future water supply.
- Develop and fund an aggressive multiyear capital improvement program.
- Expand, extend and maintain the major thoroughfare network.
- Maintain and extend water, wastewater and storm water systems.
- Support strategic investments in city facilities.

**Highlights:**
- The Traffic Operations Center extended communication to an additional 40 intersections, and now approximately 80% of the Traffic Signal System is managed online. The team also transitioned 34 intersections to video vehicle detection for more efficient service.
- The Water System Master Plan was completed, which evaluates the adequacy of the water distribution system facilities and helps identify the improvements needed to meet projected water use in the future.
- The city approved an Interlocal Agreement with Irving Flood Control District No. 1 to participate in Tax Increment Reinvestment Zone Number Six to fund various drainage and flood control projects.
- The city approved a $12 million advance funding agreement with Texas Department of Transportation for the construction of Irving Boulevard, from Strickland Plaza to Sowers Road, to stimulate and sustain the revitalization effort for a more diversified, pedestrian friendly, mixed-use neighborhood in the area.

**By the Numbers:**
- $21.2 million in utility improvements
- $29.3 million in completed Capital Improvement Program projects
- $1.4 million of drainage improvements and maintenance
- 10,046 lane miles swept
- 4,546 street signs replaced

**Goal 3: Vibrant Economy**
- Promote revitalization of targeted areas.
- Create a thriving downtown.
- Develop a comprehensive economic development strategy and funding model.
- Complete “signature projects” (i.e., the former stadium site, Heritage Crossing and Las Colinas Urban Center).
- Effectively plan and manage land use.

**Highlights:**
- Economic Incentive Agreements
  - Created 345 new jobs
  - Retained 737 current jobs
  - $36.3 million in new investment
  - $20 million in new annual taxable sales sourced to the city
  - Combined $324.5 million in net new taxable value on real property and business personal property

The city approved a development agreement for the sale of a vacant 0.45 acre tract of property to allow for proposed redevelopment of the land into a national brand coffee store.

The city approved a development agreement and Economic Incentive Agreement for the sale of a vacant 4.45 acre tract of property. The transaction provided incentives for the redevelopment of the land with a new high-quality, mixed-use development within the downtown area.

**By the Numbers:**
- 14,448 high wage jobs added and retained
- 81 live shows and 14,644 attendees at Toyota Music Factory
- $36.3 million in new investment
- $582.9 million in construction valuation
- 14,032 permits issued
- $20 million in new annual taxable sales sourced to the city
- Combined $324.5 million in net new taxable value on real property and business personal property

The city approved a development agreement and authorized the conveyance of real property to construct three single-family homes on vacant properties, fulfilling a public purpose of providing mortgage-free homes occupied by low-to moderate-income, permanently disabled, combat-wounded veterans.

**By the Numbers:**
- 345 new jobs
- $36.3 million in new investment
- $20 million in new annual taxable sales sourced to the city
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**$355 million Irving Interchange Project (Phase II)**
- Assisted with more than 40 real estate transactions and economic incentive agreements relating to Microsoft Corp., Michaels Corp., Lafferty Project and Starbucks.

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Goal 4 Service Excellence
- Safeguard public safety, security and health.
- Leverage information technology to drive efficient and responsive service delivery.
- Improve community appearance and protect neighborhood integrity.
- Clearly define service levels and the associated resource requirements.
- Implement enhancements to cultural and recreational facilities.

Highlights:
- Participated in the 2020 UrbanLeap Cohort to identify innovative approaches using technology to strengthen the city’s response to COVID-19. This resulted in the implementation of a pilot program that enabled the municipal court to queue its customers virtually to enhance safety for visitors.

Irving Police Department was the first Texas police agency to complete all requirements through the International Association of Chiefs of Police (IACP). The IACP One Mind Campaign weeks pledges from law enforcement agencies to implement promising practices to improve mental health response. To accomplish this, the city established formal partnerships with mental health services providers represented on the Irving Behavioral Health Leadership Team and adopted a model policy for interacting with high-risk people and faith-based leaders, as well as various city managers and police chiefs from the North Texas region. The group discussed solutions to social injustice and how to improve interactions between the police and communities of color. Subsequently, the city proposed adding one clinician to the mental health response team, one social worker to the domestic violence crisis response team, and earmarking dollar to address homelessness in Irving to the FY 2021 budget.

The city promoted the 2020 Census through the Complete Count Committee and coordinated outreach with the Census Bureau and Dallas County Campaign. Irving’s self-response rate for the 2020 Census was 61.9%.

The city implemented an updated background check which provides the capability to perform a more thorough background check on candidates. The city gave New Directions for Public Safety and Positive Community Change Task Force assembled by Dallas County Judge Clay Jenkins. The task force included community and faith-based leaders, as well as various city managers and police chiefs from the North Texas region. The group discussed solutions to social injustice and how to improve interactions between the police and communities of color. Subsequently, the city proposed adding one clinician to the mental health response team, one social worker to the domestic violence crisis response team, and earmarking dollar to address homelessness in Irving to the FY 2021 budget.

The city rolled out a large content package for employees which provides the capability to perform a more thorough background check on candidates. The city gave New Directions for Public Safety and Positive Community Change Task Force assembled by Dallas County Judge Clay Jenkins. The task force included community and faith-based leaders, as well as various city managers and police chiefs from the North Texas region. The group discussed solutions to social injustice and how to improve interactions between the police and communities of color. Subsequently, the city proposed adding one clinician to the mental health response team, one social worker to the domestic violence crisis response team, and earmarking dollar to address homelessness in Irving to the FY 2021 budget.

The city developed a Citywide Diversity and Inclusion Initiative to examine both internal and external approaches to develop inclusive and collaborative relationships with the community to support Irving’s diverse population.

By the Numbers:
1,371 COVID-19 posts shared
1,144,471 visitors to the city’s website
1,946 open records requests were processed
468,105 library active users
1,144,471 visitors to the city’s website
4,190 Irving Open Data users

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Goal 5 Inclusive and Collaborative Governance
- Actively engage and communicate with the community.
- Ensure transparent and inclusive governance.

Highlights:
- The city launched Irving 360° 2.0, a program to empower civic academy graduates to use data to solve a pressing community issue. The inaugural cohort was challenged to identify 15 ways in which the city can engage residents who have not historically participated in local government.
- The city participated in the New Directions for Public Safety and Positive Community Change Task Force assembled by Dallas County Judge Clay Jenkins. The task force included community and faith-based leaders, as well as various city managers and police chiefs from the North Texas region. The group discussed solutions to social injustice and how to improve interactions between the police and communities of color. Subsequently, the city proposed adding one clinician to the mental health response team, one social worker to the domestic violence crisis response team, and earmarking dollar to address homelessness in Irving to the FY 2021 budget.

The city promoted the 2020 Census through the Complete Count Committee and coordinated outreach with the Census Bureau and Dallas County Campaign. Irving’s self-response rate for the 2020 Census was 61.9%.

The city facilitated an Innovation Fund, which provides the capability to perform a more thorough background check on candidates. The city gave New Directions for Public Safety and Positive Community Change Task Force assembled by Dallas County Judge Clay Jenkins. The task force included community and faith-based leaders, as well as various city managers and police chiefs from the North Texas region. The group discussed solutions to social injustice and how to improve interactions between the police and communities of color. Subsequently, the city proposed adding one clinician to the mental health response team, one social worker to the domestic violence crisis response team, and earmarking dollar to address homelessness in Irving to the FY 2021 budget.

The city implemented a new utility billing system with a customer portal allowing users to access their account information and make real-time online payments in one place. This new portal allows customers to view current and past bills on-demand, hourly meter readings, and daily and monthly use history.

By the Numbers:
1,940 contacts made through the Mental Health Response Team
$528,305,360 in property saved from fire loss
8,000 stuffed backpacks for local schools’ drive-through for Success
$235,000 assistance for social service programs

Goal 6 Talented and Energized Workforce
- Encourage and reward employee innovation and creativity.
- Recruit, retain and develop a diverse municipal workforce.
- Develop a succession plan and succession management process.

Highlights:
- The city implemented NEOGOV, an online application that automatically posts positions on external job boards and is more accessible for applicants to navigate.
- The city updated the background check provider, which provides the capability to perform a more thorough background check on candidates.
- The city rolled out a large content package for employees through a new online learning platform for Irving University. The training offers a range of classes to improve communication and customer service skills, as well as technical training for software packages including Microsoft Office.

By the Numbers:
30% employee positions filled by promotion
7% turnover rate

For more information on Irving’s Year in Review, call (972) 721-2521.

ENGAGING RESIDENTS DURING COVID PANDEMIC

Many efforts were made to ensure the public was aware of COVID-19 updates, available resources and ways to stay engaged with the city.

- Established a COVID-19 hotline and email to answer questions and provide information to residents.
- Developed a COVID-19 website dedicated to information for housing, businesses, childcare assistance and confirmed cases, as well as around the clock notices.
- Website activity increased 30% from the prior year when the pandemic initially impacted Dallas County in March, as well as a social media engagement increase of 35% increase on Facebook, 75% increase on Twitter and 84% increase on YouTube.

ICVB hosted StaffMeal for several weeks to feed (food) insecure Irving industry workers and their families, created a Dine-Around Bingo to support Irving’s local restaurants, and hosted a webinar to show clients how to shift to digital and hybrid events.

The city enhanced library digital services and expanded convenience by adding the Overdrive app that allows residents to download e-books, audiobooks, and expanded convenience by adding the Overdrive app that allows residents to download e-books, audiobooks, and music to their devices.

The city introduced new ways for residents to stay connected through virtual and socially distant community engagement events, pop-up events and a variety of new programs and classes for free using Zoom and Facebook. The Virtual Fourth of July program received more than 10,000 views and Chalk the Block provided more than 35,000 pieces of chalk for community members to decorate their sidewalks and driveways.

Irving Arts and Culture provided continuity of programming by re-opening virtual and online exhibits, virtual summer camp classes and other outreach programming.

The city expanded their free meal service offered at the Heritage Senior Center as a result of COVID-19 to include weekend meals, as well as home delivery for those unable to arrange regular pick-ups. Supplemented with food donations, an additional 11,000 meals were served between March and September for an annual total of 22,984 meals.

JANUARY 2021