Dear Residents,

Every two years, the City of Irving conducts an anonymous survey to gauge how you feel about the city’s programs and services. As we strive to enhance the quality of life for all Irving residents, we are seeking your input. Your feedback is critical in shaping the future of our community and guiding the decisions made by your local government.

The Resident Survey is a vital tool that allows us to better understand your needs, concerns, and aspirations. By participating, you contribute to the development of policies and initiatives that reflect the values and priorities of our diverse community. Your opinions help us allocate resources effectively, prioritize projects, and ensure that our services meet your expectations.

For the first time since the introduction of the Resident Survey in 1999, the City of Irving has partnered with a consultant to assist with planning, engagement, data collection, and response analysis. Elite Research, LLC is an Irving-based company with experts in survey design, statistics, and research. Using an external consultant allows us to leverage specialized knowledge, while ensuring the survey meets the highest standards of validity and reliability.

We understand the importance of transparency and accountability in municipal governance. Therefore, your responses will be treated with the utmost confidentiality and used solely for the purposes of improving city services and operations. Your anonymity is guaranteed, allowing you to express your views openly and honestly.

Your participation in the Resident Survey is an opportunity to make your voice heard and to actively participate in the democratic process. Together, we can continue to make Irving a vibrant and thriving place to live, work, and play.

As part of the selected sample, you will be receiving the survey via email from cityofirving@eliteresearch.com. Please take a few moments to complete the survey when you receive it. The survey is open until May 1, 2024. Your feedback is instrumental in shaping the future of our city, and we are immensely grateful for your participation.

Thank you for your continued support and collaboration. Together, we can build a brighter future for Irving.

Warm regards,

Chris Hillman
City Manager
City of Irving