

## **IRVING CONVENTION AND VISITORS BUREAU**

## **Board of Directors Meeting**

Monday, November 18, 2019 @ 11:45 a.m.

Irving Convention Center Junior Ballroom C-D Third Floor

500 W. Las Colinas Blvd.

(Lunch Served 11:15 a.m.)

#### **IRVING CONVENTION AND VISITORS BUREAU BOARD OF DIRECTORS REGULAR/SPECIAL MEETINGS OCTOBER 2018 - SEPTEMBER 2019**

NAME	OCT 19	NOV 26	DEC 17	JAN 28	FEB 25	MAR 25	APR 22	MAY 20	JUN 24	JULY 22	AUG 26	SEPT 23
CLEM LEAR	Х	Х	Х	Х	X	Х	Х	X	X	Х	X	X
RON MATHAI	x	x	x	x	x	x	#	+	x	x	#	x
BOB BETTIS	Х	Х	X	X	X	Х	X	Х	X	Х	X	X
BOB BOURGEOIS	X	Х	Х	Х	Х	X	#	Х	X	X	X	X
BETH BOWMAN	Х	Х	Х	+	Х	X	X	Þ	X	X	Þ	X
JO-ANN BRESOWAR	Х	Х	+	Х	Х	X	#	+	X	X	X	X
DIRK BURGHARTZ	+	+	+	+	+	+	+	+	X	+	X	+
DAVID COLE	X	X	Х	X	X	X	X	X	#	X	X	X
KAREN COOPERSTEIN	X	X	X	X	Х	X	X	X	X	X	X	X
DEBBI HAACKE	X	X	X	X	X	X	X	X	X	X	X	+
TODD HAWKINS	+	Х	+	X	X	X	X	+	X	X	X	X
CHRIS HILLMAN	+	Х	Х	X	X	X	Х	X	X	#	X	X
JULIA KANG	X	X	X	X	+	X	X	Х	X	X	X	X
JACKY KNOX	+	Х	+	Х	Х	X	+	X	X	Х	X	+
KIM LIMON	+	Х	X	X	X	X	X	X	X	X	X	X
RICK LINDSEY	X	X	X	X	Х	X	X	Х	X	X	X	X
GREG MALCOLM	X	X	X	X	Х	X	X	X	#	#	X	X
JOE MARSHALL	X	Х	X	X	Х	X	X	Х	X	Х	X	X
HAMMOND PEROT	+	X	X	X	Х	X	X	Х	X	+	X	X
JOE PHILIPP	X	Х	Х	X	X	X	#	Х	X	X	#	#
JUDY PIERSON	+	Х	Х	Х	X	Х	X	Х	X	X	X	X
MICHAEL RANDALL	=	=	=	=	=	Х	Х	#	#	X	X	X
KAREN RILLEY	+	#	х	X	+	+	+	+	#	X	X	X
MICHAEL RILLEY	+	#	x	X	+	+	+	+	#	+	X	+
LARS ROSENE	=	+	+	X	+	+	+	+	+	+	+	+
HOLLY TURNER	X	X	+	+	X	+	X	+	+	=	=	=
‡ JOHN DANISH	+	X	+	X	X	X	X	X	X	X	X	x
JOHN HAIGLER	X	X	#	X	X	=	=	=	=	=	=	=

X - PRESENT \* - ABSENT-BUREAU/CITY/COUNTY BUSINESS + - ABSENT-COMPANY BUSINESS

# - ABSENT-OTHER

= - Not Member At Time

+ - Council Liaisons
 + - Represented

∞ - Budget Retreat



## AGENDA Irving Convention and Visitors Bureau Board of Directors Monday, November 18, 2019 at 11:45 AM Irving Convention Center, Third Floor Junior Ballroom C-D 500 W. Las Colinas Blvd. Irving, Texas 75039

NOTE: A possible quorum of the Irving City Council may be present at this committee meeting.

1. Citizen Comments on Items Listed on the Agenda

#### 2. Election of Officers

- a. Chair
- b. Vice Chair

#### **Consent Agenda**

- 3. Approving ICVB Board Minutes for September 23 and October 25, 2019
- 4. Accepting the Irving Convention Center Financial Report for September 2019
- 5. Review of 2018-19 Fourth Quarter Hotel Occupancy Tax Collections

#### Individual Consideration

- 6. Accepting Irving Convention Center Audit Results for FY 2018-19 and Year End 2018-19
- **7.** Approving the Budget Adjustment Transfer Achieved from Convention Center FY 2018-19 Operational Savings to the Convention Center Reserve/Capital Projects Fund
- **8.** Approving Destination Development Committee Recommendations for Changes to the City's Hotel Development Ordinance
- 9. 2019-20 Performance Priorities and Weightings for the ICVB Executive Director

#### **CERTIFICATION**

I, the undersigned authority, do hereby certify that this notice of meeting was posted on the kiosk at City Hall of the City of Irving, Texas, a place readily accessible to the general public at all times, and said notice was posted by the following date and time:

at \_\_\_\_\_\_ and will remain so posted at least 72 hours before said meeting convened.

#### Deputy Clerk, City Secretary's Office

This meeting can be adjourned and reconvened, if necessary, the following regular business day.

Any item on this posted agenda could be discussed in executive session as long as it is within one of the permitted categories under sections 551.071 through 551.076 and section 551.087 of the Texas Government Code.

A member of the public may address the governing body regarding an item on the agenda either before or during the body's consideration of the item, upon being recognized by the presiding officer or the consent of the body.

This facility is physically accessible and parking spaces for the disabled are available. Accommodations for people with disabilities are available upon request. Requests for accommodations must be made 48 hours prior to the meeting. Contact the City Secretary's Office at 972-721-2493 or Relay Texas at 7-1-1 or 1-800-735-2988.



## AGENDA - Continued

### Reports

10. Board Chair Report

- a. Employee Service Awards
  - David Gisler
  - Peggy Masters
  - Pat Nicks
  - Jonathan Smith
- b. Schedule of Upcoming Meetings and Activities
  - Next Executive Committee Meeting December 13, 2019
  - Next Board Meeting December 16, 2019
  - Committee Sign-Up for 2020
- **11.** Board Committee Reports
  - a. Board & Business Development Debbi Haacke
    - Bylaws Review
    - Next Meeting December 6
  - b. Community Engagement Rick Lindsey
    - Recap of Chuck Kirk High Spirited Citizen Presentation at October 28, 2019 City Council
    - Next Meeting TBD
  - c. Destination Development Greg Malcolm
    - Recap of November 5 Meeting
    - Next Meeting TBD
- 12. City Reports
  - a. Council Liaison Councilman John Danish
  - b. Mayor & Other Council Members
  - c. City Manager Chris Hillman
    - Visitor Development Updates
    - Toyota Music Factory
    - Other City Updates

#### **CERTIFICATION**

I, the undersigned authority, do hereby certify that this notice of meeting was posted on the kiosk at City Hall of the City of Irving, Texas, a place readily accessible to the general public at all times, and said notice was posted by the following date and time:

\_\_\_\_\_ and will remain so posted at least 72 hours before said meeting convened.

#### Deputy Clerk, City Secretary's Office

This meeting can be adjourned and reconvened, if necessary, the following regular business day.

Any item on this posted agenda could be discussed in executive session as long as it is within one of the permitted categories under sections 551.071 through 551.076 and section 551.087 of the Texas Government Code.

A member of the public may address the governing body regarding an item on the agenda either before or during the body's consideration of the item, upon being recognized by the presiding officer or the consent of the body.

This facility is physically accessible and parking spaces for the disabled are available. Accommodations for people with disabilities are available upon request. Requests for accommodations must be made 48 hours prior to the meeting. Contact the City Secretary's Office at 972-721-2493 or Relay Texas at 7-1-1 or 1-800-735-2988.

## AGENDA - Continued

- **13.** Bureau Monthly Management Reports
  - a. Executive Director Maura Gast
  - b. Sales and Services Lori Fojtasek
  - c. Marketing and Communications Diana Pfaff
  - d. Finance and Administration Maura Gast/Susan Rose
    - Smith Travel Research and AirDNA Monthly Reports
- 14. Convention Center Management Report Tom Meehan
- **15.** Industry Partner Reports
  - a. The Pavilion at the Music Factory/Live Nation Report Mike Rilley
  - b. Hotel Industry Updates Greg Malcolm, Dirk Burghartz, Kim Limon
  - c. Restaurant Industry Update David Cole
- 16. Partner Organization & Stakeholder Reports
  - a. DART/Transportation and Infrastructure Mayor Rick Stopfer
  - b. DCURD and Irving Flood Control Districts Jacky Knox
  - c. Chamber of Commerce David Pfaff/Beth Bowman
  - d. Irving Arts and Culture Todd Hawkins/Judy Pierson
  - e. TIF Michael Randall
  - f. The Las Colinas Association Hammond Perot
  - g. University of Dallas Karin Rilley/Dr. Thomas Hibbs

#### **CERTIFICATION**

I, the undersigned authority, do hereby certify that this notice of meeting was posted on the kiosk at City Hall of the City of Irving, Texas, a place readily accessible to the general public at all times, and said notice was posted by the following date and time:

\_\_\_\_\_ and will remain so posted at least 72 hours before said meeting convened.

#### Deputy Clerk, City Secretary's Office

This meeting can be adjourned and reconvened, if necessary, the following regular business day.

Any item on this posted agenda could be discussed in executive session as long as it is within one of the permitted categories under sections 551.071 through 551.076 and section 551.087 of the Texas Government Code.

A member of the public may address the governing body regarding an item on the agenda either before or during the body's consideration of the item, upon being recognized by the presiding officer or the consent of the body.

This facility is physically accessible and parking spaces for the disabled are available. Accommodations for people with disabilities are available upon request. Requests for accommodations must be made 48 hours prior to the meeting. Contact the City Secretary's Office at 972-721-2493 or Relay Texas at 7-1-1 or 1-800-735-2988.

IRVING CONVENTION AND VISITORS BUREAU BOARD OF DIRECTORS MONDAY, NOVEMBER 18, 2019

## **AGENDA ITEMS**



#### IRVING CONVENTION AND VISITORS BUREAU BOARD OF DIRECTORS MEETING IRVING CONVENTION CENTER SEPTEMBER 23,2019

Those present for the meeting were: Clem Lear – Chair, Ron Mathai – Vice Chair, Bob Bettis, Bob Bourgeois, Beth Bowman, Jo-Ann Bresowar, David Cole, Karen Cooperstein, Todd Hawkins, City Manager Chris Hillman, Julia Kang, Kim Limon, Rick Lindsey, Greg Malcolm, Joe Marshall, Hammond Perot, Judy Pierson, Michael Randall, and Karin Rilley – Members of the Board; Councilman John Danish, Assistant City Manager Philip Sanders, Mayor Rick Stopfer, Councilman Kyle Taylor, Mayor Pro Tem Oscar Ward, City Attorney Christina Weber – City of Irving; General Manager Tom Meehan and Director of Sales Matt Tungett – SMG/Irving Convention Center; Maura Gast, Carol Boyer, Lori Fojtasek, Diana Pfaff, and Monty White – ICVB Staff.

Board Chair Clem Lear called the meeting to order at 11:49 a.m.

#### CONSENT AGENDA:

- 1. APPROVING MINUTES AUGUST 26, 2019
- 2. ACCEPTING ICC FINANCIAL REPORTS: AUGUST 2019
- 3. ACCEPTING ICVB FINANCIAL REPORTS: AUGUST 2019
- 4. REVIEW OF 2018-29 THIRD QUARTER HOTEL OCCUPANCY TAX COLLECTIONS

Lear asked for a motion to accept the Consent Agenda as presented. Board member Rick Lindsey made a motion to approve and accept; second by Board member Karen Cooperstein. With no opposition and no further discussion, the Consent Agenda was unanimously approved.

#### INDIVIDUAL CONSIDERATION - LIVE NATION SEAT USE POLICY UPDATES

ICVB Executive Director Maura Gast reviewed the policy updates and noted the original version of the seat use policy assumed the right to use the box seat tickets for promotional giveaways, which is not allowed. She noted that if there is no client or industry guest utilizing the tickets, it will then become a waitlist for other interested parties or staff. Formalized internal practice and procedures policy has been put into place.

Lear asked for a motion to accept the Live Nation Seat Use Policy Updates as presented. Cooperstein made a motion to approve and accept; second by Board Member Jo-Ann Bresowar. With no opposition and no further discussion, the policy updates were unanimously approved.

#### **BOARD CHAIR REPORT**

Special recognition was paid to ICC Executive Chef Eduardo Alvarez for his recent award. General Manager Tom Meehan reported that while the building has won many architectural awards for design since its opening, its food and beverage has always been recognized as outstanding. Chef Alvarez was recognized at the IMEX Show in Las Vegas and presented with the Unsung Hero Award from Northstar Meetings Group in the "Passion Made Your Event Possible" category. There were three U.S. based winners who were recognized for the behind the scenes excellence and passion to take successful business events to the highest level of customer satisfaction. Meehan stated he was honored to attend the ceremony with Chef Alvarez and noted that a large part of the ICC repeat business started with Chef Alvarez ten years ago. A video was shown from the event. Meehan presented Chef Alvarez to the Board for recognition.

Lear thanked Mayor Rick Stopfer, City Council and staff for their hard work on the 2019-20 budget. The ICVB budget was approved by City Council. Gast will present an update for the ICVB at the December City Council Work Session and all Board members are invited to attend and support.

Lear noted there will be a special Board meeting on Friday, October 25 for the ICVB Executive Director performance evaluation. The meeting will begin at 9:00 a.m. at the Irving Convention Center. The changes to State legislation regarding citizen comments at public meetings were reviewed.

#### BOARD AND BUSINESS DEVELOPMENT COMMITTEE

Committee Vice Chair Karen Cooperstein gave a recap of the September 13 Committee meeting and noted the focus of the meeting was the Tourism Public Improvement District (TPID). Public Affairs/Public Relations consultant Ken Benson was a guest speaker and gave a briefing of the Dallas TPID history. He noted the TPID was designed to provide marketing dollars for hotels and drive guest room nights. The two-step process among hotels includes 60% approval from hotels with 75 rooms or higher and 60% of taxable value of the property. One-on-one meetings with local hoteliers will be taking place and voting in late spring with hopes to be functional by Fall 2020. Bensen noted it is a tremendous economic benefit and he appreciates City Council support. He is looking forward to delivering the results. Discussions were held on the Live Nation Seat Use Policy, a review of the Hotel Occupancy Tax, and a brief update on the Bond Taskforce. The next Committee meeting will be held on December 6.

#### COMMUNITY ENGAGEMENT COMMITTEE

Committee Chair Rick Lindsey reported the next Committee meeting will be held on October 1 to review any High Spirited Citizen nominations and discuss citizen bus tour of Irving. Lindsey reported Chuck Kirk will be recognized at the October 24 City Council meeting as a High Spirited Citizen and encouraged all Board members to attend and support Kirk and the HSC program.

#### DESTINATION DEVELOPMENT COMMITTEE

Committee Chair Greg Malcolm reported the next Committee meeting will be held on November 5 at 11:30 a.m.

#### **CITY REPORTS**

Council Liaison John Danish reported he and Mayor Stopfer attended a luncheon at the Dallas-Fort Worth Airport to commemorate the DART Silver Line, formerly Cotton Belt Rail Line. He reported cars will come from the Irving Rail Yard.

Mayor Pro Tem Oscar Ward reported City Council passed the budget and tax rate proposal. He reminded the Board of upcoming election on November 5 and noted there is one item on the ballot for state income tax. Current law says an income tax can be proposed but must be voted on before going into effect. In the

past, voters have blocked such attempts at the ballot box. Proposition 4 would impose an explicit ban on an income tax. If legislators want to remove that ban at any point in the future, they need another constitutional amendment to do it. Also, charter amendment regarding the City's retirement contribution limits is also on the ballot for Irving residents.

Councilman Kyle Taylor the Destination Development Committee will review the Hotel Development Ordinance to make some policy recommendations. He thanked everyone who attended the Irving Cares event and specifically thanked the F&B and Event staff at the ICC who worked so hard for the success of the event.

Mayor Rick Stopfer reported the Bond Committee is working diligently to address big issues within the City. He noted the charter election will be a big issue and will influence bond ratings. Hotel standards are also an item for review and has a major effect on the City as a whole. He encouraged everyone to participate on National Night Out on October 1. Neighborhoods, Irving Police and Fire Departments are all working together to make it a great annual event.

City Manager Chris Hillman thanked the City Council for passing the budget. The challenge for the Bond Taskforce will be to identify projects and marry that with the \$283 million capacity. Recommendations will be brought forward at the November City Council meeting. He thanked everyone who attended the recent ribbon cutting for Campion Trails and thanked Dallas County for their assistance in completing the project. It will be another great amenity for residents and visitors. He reported Verizon is providing five Irving middle schools mobile devices and wireless data plans with a full technology coach. Share Tank is another unique opportunity for charitable Irving businesses to collaborate with and support nonprofits in the community. The project has begun, and he is looking forward to reporting on the results. He noted DFW Airport is investing millions of dollars in smart technology for its restroom experience. Digital signage outside the restrooms lets travelers know how many stalls are open. Inside, people will see occupancy lights above each stall letting them know which ones are available. The concept is similar to what many parking garages are using. Hillman reported Irving is #2 in national labor statistics and #1 in employment and 3.9% year-over-year employment gain. Mama Tried restaurant in the Toyota Music Factory will open October 10 and Pacheco Taco Bar will open soon. The first Fall Fest in Whistle Stop Plaza will be October 12. He congratulated newly hired ICVB Assistant Executive Director Administration/Finance Susan Rose and thanked her for her tremendous service to the City over the past 28 years.

#### BUREAU MANAGEMENT AND STAFF

Executive Director Maura Gast added her delight in hiring Rose and noted she had been with the City Corporate Communications Department as Director most recently. She will start at the ICVB on October 21 and everyone is delighted to have her on staff. Gast reviewed the STR report, which was distributed as a handout, and noted there was a data glitch in the report this month and is noted in the summary report. She reported once gain demand is up 3% which is incredible with the added hotel inventory in the City and will be a factor to consider for the Hotel Ordinance discussions.

Assistant Executive Director/Sales and Services Lori Fojtasek reported the Sales team achieved their goal for the year at 106%. She noted their hard work and dedication as a team. Convention Services is also working on servicing clients for the Texas/Oklahoma football game, and Texas Lottery Plaza will hold several events over the weekend centered around the game. Sales is also diligently working on the

Religious Conference Management Association (RCMA) event for February 2020. RCMA is expecting 800-1,000 attendees. It is a rare opportunity to have a large number of planners in our backyard and show off the City. Sponsorship for the event is costly, and in order to offset costs, ICVB will partner with surrounding destinations and give them an opportunity to promote their city one afternoon in exchange for a sponsorship fee. An Event Trust Fund application to the State has also been submitted to offset costs. Staffing and volunteer opportunities will be available. She looks forward to updating the Board with more information at the next meeting.

Assistant Executive Director/Marketing and Communications Diana Pfaff reported a 43% increase in web traffic to the ICC website. There were also 2,000 new Facebook followers, which is currently at 64,000. She noted an article regarding Chef Alvarez is included in the packet and complimented Marketing Communications Manager Lori Sirmen for the nomination she submitted about Alvarez. Also included is a copy of the D-CEO Magazine, "Irving's Next Act" article. She also reported ICVB partnered with the Irving-Las Colinas Chamber of Commerce for an ad insert in American Way magazine, which showcases quotes from Gast and Chamber President Beth Bowman and spotlights the Irving Arts Center. This weekend is the Park Place Luxury and Super Car Showcase at the Four Seasons Resort and the ICVB is partnered with the Chamber for sponsorship.

#### CONVENTION CENTER MANAGEMENT REPORT

General Manager Tom Meehan reported this is year-end and very busy with the audit process, evaluations and closing out the year's financials. It was another good and similar year to last year. He noted the ICC is balancing out at a very good pace to achieve financial goals. Event dates on the calendar are full and the challenge becomes balancing revenue and expenses in keeping a nine-year old building looking like new. Next year's budget numbers are being fine-tuned to achieve those things. He reported at the beginning of October, SMG Global will merge with a division of AEG Facilities. He reported it does not change the day to day operations, but a new logo will be implemented. Director of Sales Matt Tungett reported it was an interesting month in the building with a tattoo event, fencing event and the Lucky Leaf Expo. Fan Days will return at the end of the month with one of the biggest programs of the year in terms of attendance. The annual program for Texas Society of Association Executives in 2022 will host approximately 300 meeting planners at the ICC. They were last in Irving in 2012 and it will be nice to show them the changes in the immediate area. ICC Sales is working on the second annual sales blitz with ICVB Sales at the end of October. Tungett reported there were 3,577 room nights booked for the month and 39,668 year-to-date, which is approximately a 200% increase in goal from last year.

#### INDUSTRY PARTNER REPORTS

#### HOTEL REPORTS

Board Member Greg Malcolm reported the STR report for August shows Occupancy is flat at 69.5% and Average Daily Rate is up slightly at \$105, RevPAR is \$73.09. He reported 410 available listings in August for AirBNB properties. He noted these listings online and will be a competitor. Imposing Hotel Occupancy Tax on those properties is becoming important.

General Manager Kim Limon reported the Hampton Inn Las Colinas finished August at 66.9% in Occupancy, Average Daily Rate of \$114 and RevPAR is \$77.26. She reported being excited about being 1 of 7 against her competitor set on the YTD STR report for the first time ever.

#### **RESTAURANT REPORT**

Board Member David Cole reported the Paid Sick Leave lawsuit has been delayed. He noted there are several "hidden gem" restaurants in Irving. He recently ate at Magdaleno's Mexican Restaurant on Shady Grove, which has been there for 14 years with great service and food. These restaurants are all around the City and he encouraged Board members to search out the "hidden gems" and support local owners.

#### LAS COLINAS CHAMBER OF COMMERCE

Irving-Las Colinas Chamber President Beth Bowman reported Chair Lars Rosene will conduct his last Chamber Board meeting tomorrow. She reported fiscal year economic development results were 32 project wins, 21 recruitment projects, 11 retention and expansion, with 8,600 jobs and \$306 million in capital investment. She thanked City Manager Hillman, Gast, Mayor Stopfer, City Council and Las Colinas Association for working together to provide solutions and keep business assets at home in Irving. The team generated 87 active projects, 23,000 jobs and \$6.6 million in potential commercial real estate. The unemployment rate is consistent for the third month at 3.2% in August, Texas is 3.4% and the national rate is 3.7%. She reported public schools in Irving are succeeding with a 94% graduation rate and the Texas Education Agency provided statistics showing an accountability rating of B. She noted the community needs to amplify this story of success. The Chamber welcomed the 39<sup>th</sup> class for Leadership Irving in September. She noted it is an incredible class and they will learn the behind the scenes of the community and broaden their understanding of business. The 2019 Irving Chamber of Commerce Annual Meeting will be held on October 24 at the Westin Irving Convention Center Hotel and will celebrate the accomplishments under Chair Rosene and recognize incoming Chair David Pfaff. She added Share Tank will start its second session this week at The Study and encouraged Board members who wish to support the initiative to contact her. Non-profit organizations in the community participate in the program and have provided over \$100,000. The Chamber Business Mixer will be held tomorrow at the Westin Irving Convention Center Hotel at 4:30 p.m.

#### **IRVING ARTS CENTER**

Arts and Culture Executive Director Todd Hawkins noted the calendar of events at the Irving Arts Center was distributed as a handout. Ruth Paine event at the Irving Archives and Museum is sold out for October 1. The Spark!Lab volunteer training will be October 4-5. Hawkins noted the Spark!Lab will be available for teambuilding events in the off hours of the museum for corporations. The Billie Holiday photography exhibit will be in the Main Gallery until November 17. The Kingdom Choir will be performing on October 11 at 7:30 p.m. TAJ Express: The Bollywood Musical Revenue will be performing on October 18 at the Irving Arts Center. Irving Arts Board Chair Judy Pierson asked Hawkins to share his experience at a recent leadership forum. Hawkins reported attending the Sundance Executive Leadership Forum with 12 Art Executive Directors from across the country to work together on leadership challenges in communities. There was also a National Arts Policy Roundtable discussing the environment and how Arts can spread the

word. He was excited to attend and spread the word about Irving and everything that is happening in the City and have an opportunity to be a global champion for Irving. There was an abundance of ideas and he looks forward to sharing initiatives in the next few months. Pierson added the forum was by invitation only for Hawkins to attend. It was a great honor.

TIF

TIF Board Chair Michael Randall shared there were no TIF Board meetings since last month and no update to share at this time.

#### LAS COLINAS ASSOCIATION

Las Colinas Association President Hammond Perot reported The Las Colinas Association is hosting the first Working Wednesday at Water Street on October 2. There will be raffles, entertainment, free WiFi. The intent is to get people out in the neighborhood and meet. Signage for commercial office buildings will be discussed on October 22. Christmas lighting in the Urban Center is being tested and in the process of installation; should be completed by November. Bids for the dog park in Las Colinas are being reviewed. Toyota Music Factory garage painting project was approved last week. He noted that re-sales are in line over the last several years; garage door open calls are down, and false alarms are down 40%.

#### UNIVERSITY OF DALLAS

Board member Karin Rilley distributed an infographic handout for University of Dallas class of 2023. She reported there are approximately 380 new Freshmen on campus, 19 students from Irving, 22 from Houston and the largest number are from California. She reported she is looking forward to Councilman Al Zapanta being on the UD Board of Trustees and providing his insights.

Lear reminded everyone to support the ICVB at the Wednesday, September 4 Work Session budget presentation. The next Board meeting is scheduled for September 23.

With no further discussion, Lear adjourned the meeting at 1:09 p.m.

Respectfully submitted,

Maura Slee Jast

Maura Allen Gast, FCDME Executive Director

#### **IRVING CONVENTION AND VISITORS BUREAU**

#### **DRAFT MINUTES – SPECIAL BOARD OF DIRECTORS MEETING**

#### **IRVING CONVENTION CENTER AT LAS COLINAS, FIRST FLOOR BOARDROOM**

#### FRIDAY, OCTOBER 25, 2019

Those present for the meeting were: Clem Lear, Chair; Bob Bourgeois, Beth Bowman, David Cole, Karen Cooperstein, Debbi Haacke, Rick Lindsey, Greg Malcolm, Joe Marshall, Hammond Perot, Joe Philipp - Board Members. Guest: Al Zapanta, Irving City Council

Board and Committee Chair Clem Lear called the meeting to order at 9:00 a.m. and welcomed those in attendance. Lear then indicated the agenda for today's meeting is to conduct the annual performance review of the executive director.

Executive Director Maura Gast then reviewed highlights from her 2018-19 Year-End Report, distributed in advance to the full board.

Gast noted that the Performance Evaluation process for the Executive Director has two components. One component is the Annual Merit Review, which allows for adjustments to the position's base pay. Department heads of the City are on an "open range" plan with no pre-defined steps between a position's starting pay and its top range. City staff are eligible for a 3.5% percent "step" merit increase for all city department heads, there are no "steps." The second component is the Incentive Compensation/Performance Management Review, which is based on specific Performance Categories and Weightings established by the Board each year. The maximum established for the incentive payout is 35%. It is the combined components of the base pay and incentive opportunity that make the total compensation competitive with the market.

#### ITEM I. PERSONNEL – EXECUTIVE DIRECTOR

#### **TEXAS OPEN MEETINGS ACT § 551.074**

At 9:42 a.m., Gast read the meeting into Executive Section. Pursuant to Section 551.074, Chapter 551 Texas Government Code, the Irving Convention and Visitors Bureau Board of Directors entered Executive Session to discuss personnel matters relative to Item I – Personnel – Executive Director.

At 11:05 a.m., the ICVB Board of Directors adjourned from Executive Session and entered the open meeting.

A motion was made by Rick Lindsey, and seconded by Karen Cooperstein, that based upon the performance criteria set and associated point allocations achieved, a rating of 93 for an incentive of 30.92% be awarded. The motion was approved unanimously.

Discussion then took place regarding the annual merit increase for which the position is eligible. Cooperstein made a motion for a 2% merit increase, and added that while it is not as much as the standard 3.5% step for which city employees are eligible, that is not a reflection on Gast's performance, but an acknowledgment of the current fiscal issues impacting the ICVB operating budget, and the recognition that the City budget that has been authorized includes a 2% Cost-Of-Living Adjustment effective in January 2020. It was seconded by Debbi Haacke. After a question regarding clarification of the city's merit raise process, the vote was approved unanimously.

Further discussion took place regarding the performance evaluation criteria and weightings for 2019-20. Based on the wide range of input provided from the attendees, a finalization of the criteria was postponed until the November executive committee meeting, with a vote by the full board at its November meeting, so that additional input could be gathered.

Gast thanked the board members for their support and commitment, and noted her gratefulness for the ability to work with this board and the ICVB and ICC staffs.

There being no further discussion, the meeting was adjourned at 11:21 a.m.

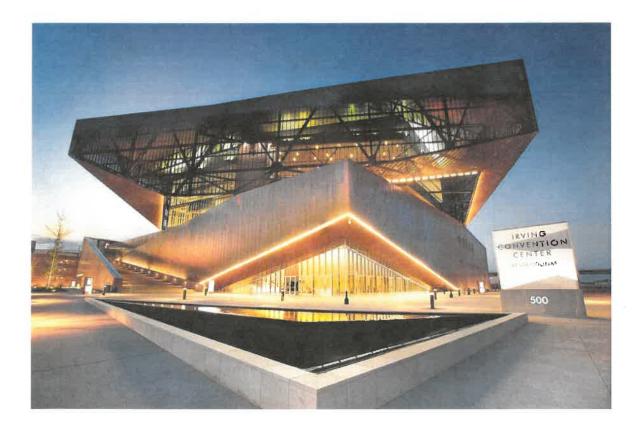
Respectfully submitted,

Maura Allen Gast, FCDME Executive Director

Draft Approved







Date Distributed: November 12, 2019 Monthly Financial Summary For Period Ending September 30, 2019 Board Lead Income Statement - Monthly FY 2019

Aurent Locome         Houses         Houses <thhouses< th=""> <thho< th=""><th></th><th>October</th><th>November</th><th>December</th><th>January</th><th>February</th><th>March</th><th>April</th><th>May</th><th>June</th><th>July</th><th>August</th><th>September</th><th>Total</th><th></th></thho<></thhouses<>		October	November	December	January	February	March	April	May	June	July	August	September	Total	
Brancial Income         149,333         09,313         39,370         69,975         114,400         158,373         182,875         120,075         09,393         114,725         173,400         123,574           Sarvie Income         109,4233         112,020         (33,660         (24,841)         (108,775)         (126,053)         (126,053)         (126,053)         (126,053)         (128,050)         (64,527)         (14,448)         78,450         (11,108,891)           Total Direct feature Income         95,840         14,448         78,450         (11,108,891)         (11,108,910) <t< td=""><td>Event Income</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>indexed and the</td><td></td><td></td><td></td><td></td><td></td></t<>	Event Income									indexed and the					
Service Income         54/972         43,30         39,186         20,278         127,079         127,079         266,822         55,508         61,545         43,583         40,144         493,567           Service Spennes         99,584         2,511         13,085         9,070         106,0211         127,079         266,822         25,083         10,483         126,485         144,486         78,856         144,850           Ancillary Income         95,843         2,511         13,490         16,272         23,917         31,979         22,922         5,404         (6,421         30,341         32,852         144,486         78,856         1,443,506           Ancillary Income         95,683         4,464         31,031         14,307         14,273         20,074         36,203         31,558         106,472         30,343         32,559         106,472         30,343         32,599         106,472         30,343         32,599         106,483         35,500         106,482         32,599         106,482         32,599         106,482         32,599         106,482         32,599         106,482         32,599         106,482         32,599         106,482         32,591         32,599         106,482         32,591         32,591	Direct Event Income														
Service Income         54,972         4(3,312         35,180         20,276         30,979         4(7,78)         127,771         266,822         55,508         61,345         34,583         4(7,480)         (1,16,8,86)           Total Direct Fvent Income         95,594         2,521         136,660         142,621         127,674         106,212         153,202         124,466         73,656         1,643,51         127,674         106,212         153,202         144,465         78,856         1,443,505           Ancillary Income         95,594         2,521         13,467         14,6273         23,179         23,222         5,404         (2,44a)         6,551         15,520         177,859         127,767         106,021         25,820         12,443         6,515         15,520         12,423         12,424         6,515         15,520         12,424         6,515         15,520         12,424         6,515         15,520         12,424         12,427         12,017         12,412         12,412         12,427         12,428         14,417         12,017         126,128         12,428         12,428         12,428         14,424         12,428         14,428         12,428         14,417         12,010         14,685         14,428         12,4		149.333	68.131	33,970	63.975	124,800	158,913	182.875	120.075	60.395	114.725	173.450	109.102	1.359.743	
Service Spreames         [10,721]         [10,920]         [15,660]         [14,835]         [12,62,714]         [10,62,72]         [10,4350]         [14,485]           Total Direct went income         9,534         2,521         19,496         9,670         67,064         11,6605         142,331         227,881         10,691         55,860         144,485         78,856         1043,500           Andllary income         F & Carcessions         5,608         4,466         3,101         14,607         15,273         23,917         31,379         23,522         5,604         (2,444)         6,6631         15,820         170,898           P & Carcessions         73,950         5,613         (83,440         45,260         162,713         11,040         5,522         6,553         12,742,42         19,497           Parking Self Parking         47,350         5,613         (83,440         42,2297         2,521         16,403         5,522         2,744         25,493         32,28,28           Parking Self Parking         47,350         5,51         12,5         -         0         1,4477         22,277         2,227         2,297         2,297         2,297         2,297         2,297         2,297         2,297         2,297	Service Income			,											
Total Direct Funct income         99,584         2.521         19,496         9,870         67,064         116,605         142,531         237,083         10,091         95,820         141,466         79,856         1,045,506           Ancillary income         F & Concessions         36,085         4,486         51,107         16,273         23,917         31,379         23,322         5,404         (2,444)         6,651         15,820         177,859           P & & Concessions         25,9688         13,546         34,188         384,440         142,213         20,1074         387,322         55,512         33,816         140,472         20,89,82         3,228,28         124,486         79,852         3,239,82         3,228,28         124,440         6,651         15,820         144,486         79,852         1,242,03         86,78         37,525         18,110         14,065         8,445         5,200         9,005         128,440         104,128,109         126,820         128,440         106,112         26,905         10,02,320         243,427         130,320,244         243,500         436,500         33,320         243,427         105,849         302,224         33,320,240         128,300         128,300         128,300         128,300         128,300	Service Expenses				CORD Contention	Charles Areas and a second second				101 102			122		
F & Concessiona         56,068         4,466         3,101         1,6,07         16,273         23,317         23,322         5,4,44         (1,444)         6,651         15,820         172,899           P & Cheng Parking: Self Parking         259,668         125,548         341,383         384,540         452,380         162,213         201,075         398,380         5,522         8,550         22,744         254,487           Electrical Services         15,776         2,883         63,315         14,715         12,200         8,878         37,252         18,110         14,603         5,222         8,550         22,744         254,487           Internet Services         155         12         -         2,297         2,742         350         805,057         300         0         25,564           Internet Services         359,102         223,661         342,055         498,844         264,515         300,267         455,009         435,056         71,049         160,482         385,501         3.82,028           Total Ancillary Income         21,305         339,34         25,594         76,44         43,d62         15,852         402,01         41,810         102,476         10,700         31,890         37,266         360,	Total Direct Event Income														
F & Concessions         36,083         4,486         3,101         14,077         16,273         23,317         31,379         23,322         5,644         (1,444)         6,651         15,820         178,899           Parking         259,080         218,544         341,388         384,540         452,828         162,213         201,074         367,005         342,09         18,818         16,4072         309,882         3,282,4797           Electrical Services         155,772         2,831         1,477         1,280         18,878         37,222         8,560         22,744         25,4497           Internet Services         555         125         -         -         2,297         2,7742         350         805         350         0         25,564           Internet Services         355,102         236,4953         432,055         498,844         264,153         303,267         455,009         455,005         71,049         160,482         388,550         382,501         382,022           ther Operating Lincome         21,305         33,334         25,594         76,44         43,662         15,652         402,01         41,810         102,476         19,700         31,899         57,269         342,55         436	nellen Income														
F & & Charling       259,698       219,548       341,388       389,400       452,880       162,213       201,074       367,302       399,301       31,836       140,472       309,382       3,269,283         Parking: Self Parking       15,77       2,883       6,315       14,773       113,818       354,774       37,523       18,110       14,065       8,465       5,200       9,305       350       0       25,500       9,305       350       0       25,902       9,305       350       0       25,902       0       0       25,801       0       0       25,801       0       0       25,801       0       0       25,801       0       0       25,801       0       0       25,801       0       0       25,801       0       0       25,801       0       0       25,801       0       0       25,801       0       0       25,801       0       0       25,801       39,010       445,978       710.99       447,983       300,366       439,837       4963,979       445,978       710.99       447,983       300,366       438,837       4963,979       50,377       31,890       37,268       300,366       438,837       4963,979       50,377       50,377       50,	•	26 003	A A 96	2 101	14 007	16 372	22 017	21 270	22 222	E 404	(2 444)	C CE1	15 010	178 800	
Parking         147,590         15,619         (684)         11.787         18,818         15,477         10,605         44,269         18,403         5,922         6,559         12,744         10,540           Bietrical Sivivies         15,176         2,883         6,315         14,715         12,820         38,478         37,525         18,110         14,065         8,445         5,200         9,005         9,005         150,007           Audio Visual         15,176         2,883         6,315         14,715         12,820         38,478         37,525         18,110         14,065         8,445         5,000         9,005         350         0         225,001         0         225,001         9,002         225,021         34,9,053         432,0265         498,844         264,153         903,267         453,009         436,806         71,049         160,882         358,501         3,920,294           tal Event Income         458,686         235,182         369,449         441,935         565,908         380,758         442,797         165,809         302,368         438,857         4,983,77         4,983,77         4,983,77         4,983,799         502,026         198,246         10,022,76         10,9700         31,890         5															
Electrical Services         15,776         2,883         6,315         14,775         12,820         38,878         97,525         18,110         14,0651         24,850         9,005         39,005															
Audio Visual Internet Services         No.         N															
Internet Services         555         125         1         2,397         2,742         360         805         350         650         7,973           Total Ancillary Income         3559,102         232,661         349,953         432,065         498,844         264,153         303,267         453,009         436,806         71,049         160,882         355,501         3902,268         438,357         4,963,799           otal Event Income         21,305         333.34         25,594         76,444         43,462         15,852         40,201         41,810         102,476         10,700         31,890         57,268         500,337           Twho Operating Subsidy         348,070         348,070         348,750         348,750         348,250         348,250         198,250         198,500         199,464         190,225         5,893,98         889,723         177,569         314,258         443,875         6,859,196         199,100         199,150         200,441         445,998         752,802         989,723         177,569         314,258         443,047         158,007         158,023         198,057         198,946         198,464         198,245         198,950         198,464         198,046         198,045         198,045         198,946		15,176	2,883									5,200			
Total Ancillary Income         359,102         232,661         349,953         432,065         498,844         264,153         303,267         453,009         436,806         71,049         160,882         358,501         3.920,294           otal Event Income         458,686         235,182         369,449         441,935         566,508         380,758         445,798         710,992         447,497         165,869         302,368         438,357         4,963,799           ther Operating Income         21,205         33,334         25,594         76,444         43,462         15,852         40,201         41,810         102,476         10,700         31,890         572,268         500,337           vib Operating Subsidy         348,000         346,750         346,250         348,255         348,250         348,250         348,250         348,250         348,250         348,250         348,250         348,250         348,250         348,250         348,255         6,859,386           genetins         479,991         268,516         743,043         518,379         609,370         746,611         469,984         60,616         60,773         62,549         159,624         149,641         199,445         198,445         198,445         198,445         1		-	*:-	3	30	(1,447)									
At 1         At 2         At 3         At 3 <th< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></th<>															
her Operating Income         21,305         33,334         25,594         76,444         43,462         15,852         40,201         41,810         102,476         10,700         31,890         57,268         500,337           V8 Operating Subsidy         348,000         350,000         348,750         348,250         1,395,000           Justed Gross Income         479,991         266,516         743,043         518,379         609,370         746,611         485,999         752,802         898,723         177,569         334,258         843,875         6,859,336           benefits         230,208         211,994         295,950         228,291         199,150         205,064         203,447         234,362         198,945         198,990         193,464         150,222         2,598,389           Benefits         10,77266         150,205         61,618         66,098         66,299         64,558         64,418         65,044         64,864         61,861         60,773         62,249         167,523         860,745           Less:         Event Labor Allocations         (67,492)         (77,786         150,025         156,264         (46,077)         (43,141)         (23,999)         (31,937)         128,64,065           Contracted	Total Ancillary Income	359,102	232,661	349,953	432,065	498,844	264,153	303,267	453,009	436,806	71,049	160,882	358,501	3,920,294	
ther Operating Income         21,205         33,334         25,594         76,444         43,462         15,852         40,201         41,810         102,476         10,700         31,890         57,268         500,337           VB Operating Subsidy         348,000         350,000         348,750         348,250         1,395,000           Jjusted Gross Income         479,991         266,516         743,043         518,379         609,370         746,611         485,999         752,802         898,723         177,569         334,258         843,875         6,859,386           Employee Salarles and Wages         230,208         211,994         295,950         228,291         199,150         205,064         203,447         234,362         198,945         198,990         193,464         150,222         2,589,389           Benefits         10,77266         150,228         21,796         150,228         167,523         860,745           Less: Event Labor Allocations         (67,492)         (77,786         150,207,084         223,405         210,695         224,076         319,112         2,864,065         10,713         62,549         167,523         860,7145           Contracted Sarvices         63,247         63,778         70,975         62,066	tal Event Income	AED COC	235 182	260.440	441.025	EKE 000	200 750	A45 700	710.000	447.407	105.950	202.202	425.052	4 000 700	
VB Operating Subsidy         348,000         350,000         348,750         348,250         1,395,000           djusted Gross Income         479,991         266,516         743,043         518,379         609,370         746,611         485,999         752,802         898,723         177,569         334,258         843,875         6,859,136           perating Expenses         Employee Stalaries and Wages         55,020         61,618         66,098         66,299         64,558         64,418         65,044         64,984         61,861         60,773         62,549         167,523         860,745           Less: Event Labor Allocations         (67,492)         (77,786)         (50,423)         (164,077)         (48,150)         (15,1497)         (43,141)         (123,999)         (131,937)         (139,807)         (386,099)           Contracted Services         63,247         63,778         70,975         62,066         53,814         55,954         57,982         62,602         68,109         66,637         62,971         59,128         742,642         274,993         443,154         54,642         34,403         35,600         37,285         55,555         52,776         32,642         27,499         449,358           Contracted Services         63,632 <td>Star Event Income</td> <td>430,000</td> <td>235,182</td> <td>369,449</td> <td>441,935</td> <td>203,508</td> <td>580,758</td> <td>445,798</td> <td>710,992</td> <td>447,497</td> <td>100,809</td> <td>302,308</td> <td>438,337</td> <td>4,965,799</td> <td></td>	Star Event Income	430,000	235,182	369,449	441,935	203,508	580,758	445,798	710,992	447,497	100,809	302,308	438,337	4,965,799	
djusted Gross Income         479,991         268,516         743,043         518,379         609,370         746,611         485,999         752,802         898,723         177,569         334,258         843,875         6,859,136           perating Expenses         Employee Salarles and Wages         230,208         211,994         295,950         228,291         199,150         205,064         203,447         234,362         198,946         199,225         2,589,389           Benefits         55,020         61,618         66,098         66,299         64,558         64,418         65,044         64,984         61,861         60,773         62,549         167,523         860,745           Less: Event Labor Allocations         (67,492)         (77,786)         195,826         911,625         243,685         207,084         223,405         220,341         247,899         26,695         235,764         224,076         319,711         2,864,065           Contracted Services         63,247         63,778         70,975         62,085         53,994         44,557         35,550         32,769         146,369         58,239           Operations         63,632         46,729         42,881         44,357         51,275         58,412         32,345	ther Operating income	21,305	33,334	25,594	76,444	43,462	15,852	40,201	41,810	102,476	10,700	31,890	57,268	500,337	
djusted Gross Income         479,991         268,516         743,043         518,379         609,370         746,611         485,999         752,802         898,723         177,569         334,258         843,875         6,859,136           perating Expenses         Employee Salarles and Wages         230,208         211,994         295,950         228,291         199,150         205,064         203,447         234,362         198,245         198,990         193,464         190,225         2,589,389           Benefits         55,020         61,618         66,098         66,299         64,558         64,418         65,044         64,984         61,861         60,773         62,549         167,523         860,745           Less: Event Labor Allocations         (67,492)         (77,786)         (50,423)         (50,905)         (56,624)         (46,077)         (48,150)         (51,497)         (43,141)         (23,999)         (31,937)         (38,037)         (38,037)         (38,037)         (38,037)         (38,037)         (38,045)         224,076         319,711         2,864,065         235,764         224,076         319,711         2,864,065         235,764         224,076         319,711         2,864,065           Operations         57,849         41,516		-	_												
perating Expenses         230,208         211,994         295,950         228,291         199,150         205,064         203,447         234,362         198,245         198,990         193,464         190,225         2,589,389           Benefits         55,020         61,618         66,098         66,299         64,558         64,418         65,044         64,984         61,661         60,773         62,549         167,523         860,745           Less:         Event Labor Allocations         (67,492)         (77,786)         (50,423)         (50,005)         (56,624)         (46,077)         (48,150)         (15,1497)         (43,141)         (23,999)         (31,937)         (38,037)         (38,0609)           Nat Employee Wages and Benefits         217,736         195,826         211,625         207,064         223,4052         220,341         247,849         216,965         235,764         224,076         319,711         2,884,0659           Contracted Services         63,747         63,778         70,975         62,066         53,814         55,954         57,982         62,602         68,109         66,637         62,971         59,128         747,263           General and Administrative         37,849         41,516         48,468         34,	VB Operating Subsidy			348,000	_		350,000			348,750		_	348,250	1,395,000	
Employee Salarles and Wages230,208211,994295,950228,291199,150205,064203,447234,362198,245198,990193,464190,2252,589,389Benefits55,02061,61866,09866,29964,55864,41865,04464,98460,77362,549167,523860,745Less: Event Labor Allocations(67,492)(77,786)(50,423)(50,005)(56,624)(46,077)(48,150)(51,497)(43,141)(28,999)(31,937)(38,037) <td< td=""><td>djusted Gross income</td><td>479,991</td><td>268,516</td><td>743,043</td><td>518,379</td><td>609,370</td><td>746,611</td><td>485,999</td><td>752,802</td><td>898,723</td><td>177,569</td><td>334,258</td><td>843,875</td><td>6,859,136</td><td></td></td<>	djusted Gross income	479,991	268,516	743,043	518,379	609,370	746,611	485,999	752,802	898,723	177,569	334,258	843,875	6,859,136	
Employee Salarles and Wages230,208211,994295,950228,291199,150205,064203,447234,362198,245198,990193,464190,2252,589,389Benefits55,02061,61866,09866,29964,55864,41865,04464,98460,77362,549167,523860,745Less: Event Labor Allocations(67,492)(77,786)(50,423)(50,905)(56,624)(48,077)(48,150)(51,497)(43,141)(29,996)(31,937)(38,037) <td< td=""><td>perating Expenses</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td<>	perating Expenses														
Benefits55,02061,61866,09866,29964,55864,41865,04464,98461,86160,77362,549167,523860,745Less: Event Labor Allocations(67,492)(77,786)(50,423)(50,905)(56,624)(48,077)(48,150)(51,497)(43,141)(23,999)(31,937)(38,037)(586,069)Net Employee Wages and Benefits217,73663,77870,97562,065234,065220,341247,849216,965235,764224,076319,7117,864,065Contracted Services63,24763,77870,97562,06653,81455,95457,98262,60268,10966,63762,97159,1127,47,263General and Administrative37,84941,51648,46834,10439,69034,52031,60037,23146,57355,55032,769146,369586,239Operations61,73637,48636,29855,39942,84044,95738,21843,97149,83633,47722,64227,499494,358Supplies23,69627,1238,53917,5596,5196,8636,2236,532(1,251)21,0007,3217,54486,152Utilities42,58340,95952,95735,82453,03141,89048,40739,52746,07546,6587730,268538,104SMG Management Fees43,52141,55645,99553,88450,023489,721556,556498,579536,244466,587		230 208	211 994	295 950	228 291	199 150	205.064	203 447	234 362	198 245	198 990	193.464	190 225	2 580 380	
Less:         Event Labor Allocations         (67,492)         (77,786         (50,423)         (50,905)         (56,624)         (46,077)         (48,150)         (51,497)         (43,141)         (23,999)         (31,937)         (38,037)         (58,069)           Net Employee Wages and Benefits         217,736         195,826         311,625         243,685         207,084         223,045         220,341         247,849         216,965         235,764         224,076         319,711         2,864,065           Contracted Services         63,247         63,778         70,975         62,066         53,814         55,954         57,982         62,602         68,109         66,637         62,971         59,128         747,263           General and Administrative         37,849         41,515         48,468         34,104         39,690         34,523         35,555         53,555         53,776         70,975         62,066         53,814         43,971         49,836         33,477         22,642         27,499         494,358           General and Administrative         63,632         46,779         42,861         44,957         38,218         43,971         49,836         33,477         22,642         27,499         494,358           Supplies															
Net Employee Wages and Benefits         217,736         195,826         311,625         243,685         207,084         223,405         220,341         247,849         216,965         235,764         224,076         319,711         2,864,065           Contracted Services         63,247         63,778         70,975         62,066         53,814         55,954         57,982         62,602         68,109         66,637         62,971         59,128         747,263           General and Administrative         37,849         41,516         48,468         34,104         39,690         34,520         31,600         37,231         46,573         55,550         32,769         146,369         566,239           Operations         61,736         37,486         36,622         46,729         42,881         44,357         51,275         58,412         32,345         45,488         38,879         45,770         33,628         57,029         560,427           Supplies         23,696         27,123         8,539         17,559         6,565         7,464         15,497         20,521         12,807         22,874         20,086         53,949         236,679           Insurance         6,373         6,476         6,545         6,189				A											
Contracted Services63,24763,77870,97562,06653,81455,95457,98262,60268,10966,63762,97159,128747,263General and Administrative37,84941,51648,46834,10439,69034,52031,60037,23146,57355,55032,769146,369586,239Operations61,73637,48636,29855,39942,84044,95738,21843,97149,83633,47722,64227,499494,358Repair & Maintenance63,63246,72942,88144,35751,27558,41232,34545,48838,87945,77033,62857,093560,427Supplies23,69627,1238,53917,5596,5657,46415,49720,52112,80722,87420,08653,949236,679Insurance6,3736,4766,5456,1896,5196,8636,2236,352(1,251)21,0007,3217,54486,152Utilities42,58340,95952,95735,82453,03141,89048,40739,52746,07541,68649,60845,553538,101SMG Management Fees43,52141,55643,98750,373501,449624,687553,071519,561508,023489,721556,556498,579536,244466,587730,2686,545,125et Income (Loss) From Operations(80,382)(232,933)118,356(34,692)89,809238,588(3,723)															
General and Administrative37,84941,51648,46834,10439,69034,52031,60037,23146,57355,55032,769146,369586,239Operations61,73637,48636,29855,39942,84044,95738,21843,97149,83633,47722,64227,499494,358Repair & Maintenance63,69242,88144,35751,27558,41232,34545,48838,87945,77033,62857,029560,427Supplies23,69627,1238,53917,5596,5557,46415,49720,52112,80722,87420,08553,949236,679Insurance6,3736,4766,5456,1896,5196,8636,2236,352(1,251)21,0007,3217,54486,152Utilities42,58340,95952,95735,82453,03141,89048,40739,52746,07541,68649,60845,553538,103SMG Management Fees43,52141,55646,687553,071519,561508,023489,721556,556498,579536,24446,587730,2686,545,125Total Operations(80,382)(232,933)118,356(34,692)89,809238,588(3,723)196,246400,144(358,675)(132,329)113,607314,011															
Operations         61,735         37,486         36,298         55,399         42,840         44,957         38,218         43,971         49,836         33,477         22,642         27,499         494,358           Repair & Maintenance         63,632         46,729         42,881         44,357         51,275         58,412         32,345         45,488         38,879         45,770         33,628         57,029         560,427           Supplies         23,695         27,123         8,539         17,559         6,555         7,464         15,497         20,521         12,807         22,874         20,085         53,949         236,679           Insurance         63,733         64,76         6,545         6,189         6,519         6,863         6,223         6,352         (1,251)         21,000         7,321         7,544         86,152           Utilities         42,583         40,559         52,957         35,824         53,031         41,890         48,07         39,527         46,075         41,665         49,608         45,553         58,101           SMG Management Fees         43,521         41,556         46,399         53,888         58,743         34,558         39,109         53,015         20															
Repair & Maintenance         63,632         46,729         42,881         44,357         51,275         58,412         32,345         45,488         38,879         45,770         33,628         57,029         560,427           Supplies         23,696         27,123         8,539         17,559         6,565         7,464         15,497         20,521         12,807         22,874         20,086         53,949         236,679           Insurance         6,373         6,476         6,545         6,189         6,519         6,863         6,223         (1,251)         21,000         7,321         7,544         86,153         486,153         486,153         486,153         486,153         486,153         486,153         486,153         486,153         486,153         486,153         486,153         486,153         486,158         44,856         44,856         44,856         44,856         44,856         44,856         44,856         44,856         44,856         44,856         44,857         51,275         58,412         34,558         39,109         53,015         20,586         13,486         13,486         43,882         431,832           SMG Management Fees         43,521         41,556         46,399         53,888         58,743 <td></td>															
Supplies         23,696         27,123         8,539         17,559         6,565         7,464         15,497         20,521         12,807         22,874         20,086         53,949         236,679           Insurance         6,373         6,476         6,545         6,189         6,519         6,863         6,223         6,352         (1,251)         21,000         7,321         7,544         86,152           Utilities         42,583         40,959         52,957         35,824         53,031         41,890         48,407         39,527         46,075         41,686         49,608         45,553         58,123           SMG Management Fees         43,521         41,556         46,399         53,888         58,743         34,558         39,109         53,015         20,586         13,486						,	,								
Insurance         6,373         6,476         6,545         6,189         6,519         6,863         6,223         6,352         (1,251)         21,000         7,321         7,544         86,152           Utilities         42,583         40,959         52,957         35,824         53,031         41,890         48,407         39,527         46,075         41,686         49,608         45,553         538,101           SMG Management Fees         43,551         41,555         46,399         53,888         58,743         34,555         20,586         13,486         13,486         13,486         13,486         13,486         13,486         13,486         13,486         13,486         13,486         46,587         730,268         6,545,125           Total Operating Expenses         560,373         501,449         624,687         553,071         509,523         489,721         556,556         498,579         536,244         466,587         730,268         6,545,125           et Income (Loss) From Operations         (80,382)         (232,933)         118,356         (34,692)         89,809         238,588         (3,723)         196,246         400,144         (358,675)         (132,329)         113,607         314,011 <td></td> <td></td> <td></td> <td>'</td> <td></td>				'											
Utilities       42,583       40,959       52,957       35,824       53,031       41,890       48,407       39,527       46,075       41,686       49,608       45,553       538,101         SMG Management Fees       43,521       41,556       46,399       53,888       58,743       34,558       39,109       53,015       20,586       13,486       13,486       43,832         Total Operating Expenses       560,373       501,449       624,687       553,071       519,561       508,023       489,721       556,556       498,579       536,244       466,587       730,268       6,545,125         et Income (Loss) From Operations       (80,382)       (232,933)       118,355       (34,692)       89,809       238,588       (3,723)       196,246       400,144       (358,675)       (132,329)       113,607       314,011															
SMG Management Fees         43,521         41,556         46,399         53,888         58,743         34,558         39,109         53,015         20,586         13,486         13,486         13,486         431,832           Total Operating Expenses         560,373         501,449         624,687         553,071         519,561         508,023         489,721         556,556         498,579         536,244         466,587         730,268         6,545,125           at Income (Loss) From Operations         (80,382)         (232,933)         118,356         (34,692)         89,809         238,588         (3,723)         196,246         400,144         (358,675)         (132,329)         113,607         314,011		,	,												
Total Operating Expenses         560,373         501,449         624,687         553,071         519,561         508,023         489,721         556,556         498,579         536,244         466,587         730,268         6,545,125           t Income (Loss) From Operations         (80,382)         (232,933)         118,356         (34,692)         89,809         238,588         (3,723)         196,246         400,144         (358,675)         (132,329)         113,607         314,011			,									In the second			
ot Income (Loss) From Operations (80,382) (232,933) 118,356 (34,692) 89,809 238,588 (3,723) 196,246 400,144 (358,675) (132,329) 113,607 314,011											Contraction of the local division of the loc	The second se			
	lotal Operating Expenses	560,373	501,449	624,687	553,071	519,561	508,023	489,721	556,556	498,579	536,244	465,587	730,268	6,545,125	
	et Income (Loss) From Operations	(80,382)	(232,933)	118,356	(34,692)	89,809	238,588	(3,723)	196,246	400,144	(358,675)	(132,329)	113,607	314,011	
et Income After Other Income (Expenses) [80,382] (232,933) 118,356 (34,692) 89,809 238,588 (3,723) 196,245 400,144 (358,675) (132,329) 113,607 314,011	et Income After Other Income (Expenses)	(80,382)	(232,933)	118,356	(34,692)	89.809	238.588	(3,723)	196.246	400.144	(358,675)	(132,329)	113.607	314.011	

Budget Forecast Comparison by Month

2019	355,094	(45,974)	(149,927)	(98,439)	(13,378)	(5,753)	(11,877)	3,100	10,562	33,041	143,191	314,011
2018	47,856	494,666	472,986	314,913	336,267	350,441	290,325	430,161	460,996	355,888	232,993	305,281

## IRVING CONVENTION CENTER/SMG Financial Statements Monthly Highlights For the Month Ending September 30, 2019

	Current	Current		Prior Year
	Actual	Budget	Variance	Actual
Attendance	13,654	3,000	10,654	15,355
Events	25	1	24	19
Event Days	41	3	38	35
Direct Event Income	79,856	108,812	(28,956)	68,289
Ancillary Income	358,501	205,918	152,583	374,785
Total Event Income	438,357	314,730	123,627	443,074
Other Operating Income	57,268	33,063	. 24,205	54,244
Adjusted Gross Income	495,625	347,793	147,832	497,318
Indirect Expenses	(730,268)	(636,660)	(93,608)	(587,597)
Net Income (Loss) From Operations	(234,643)	(288,867)	54,224	(90,279)

#### IRVING CONVENTION CENTER/SMG Financial Statements Year to Date Highlights For the Twelve Months Ending September 30, 2019

	Year to Date Actual	Year to Date . Budget	Variance	Prior YTD Actual
Attendance	264,835	125,700	139,135	270,178
Events	241	111	130	248
Event Days	427	204	223	405
Direct Event Income	1,043,510	1,085,416	(41,906)	832,799
Ancillary Income	3,920,307	3,915,663	4,644	4,083,543
Total Event Income	4,963,817	5,001,079	(37,262)	4,916,342
Other Operating Income	500,334	623,024	(122,690)	659,977
Adjusted Gross Income	5,464,151	5,624,103	(159,952)	5,576,319
Indirect Expenses	(6,545,109)	(7,019,103)	473,994	(6,666,038)
Net Income (Loss) From Operations	(1,080,958)	(1,395,000)	314,042	(1,089,719)

## IRVING CONVENTION CENTER/SMG Balance Sheet September 30, 2019

	ASSETS		
Current Assets Cash Accounts Receivable Prepaid Assets Inventory	\$	1,214,688 717,134 12,715 60,182	
Total Current Assets			2,004,719
Total Assets			\$ 2,004,719
LIABIL	ITIES AND	EQUITY	
Current Liabilities Accounts Payable Accrued Expenses Deferred Income Advance Ticket Sales/Deposits Other Current Liabilities Total Current Liabilities	\$	612,694 351,782 0 1,040,239 0	2,004,715
Long-Term Liabilities Long Term Liabilites		0	, ,
Total Long-Term Liabilities			0
Total Liabilities Equity Net Funds Received Retained Earnings Net Income (Loss)		11,202,786 (10,121,824) (1,080,958)	2,004,715
Total Equity			4
Total Liabilities & Equity			\$ 2,004,719

.

#### IRVING CONVENTION CENTER/SMG Income Statement For the Twelve Months Ending September 30, 2019

	Current Month Actual	Current Month Budget	Variance + (-)	Year to Date Actual	Year to Date Budget	Variance + (-)	Year to Date Prior Year
EVENT INCOME Direct Event Income							
Rental Income	109,102	120,270	(11,168)	1,359,744	1,270,271	89,473	1,281,498
Service Revenue	49,184	58,522	(9,338)	852,639	548,222	304,417	587,665
Service Expenses	(78,430)	(69,980)	(8,450)	(1,168,873)	(733,077)	(435,796)	(1,036,364)
Total Direct Event In	79,856	108,812	(28,956)	1,043,510	1,085,416	(41,906)	832,799
Ancillary Income							
F & B Concessions	15,820	16,500	(680)	178,917	198,526	(19,609)	208,898
F & B Catering	309,382	161,788	147,594	3,269,259	3,253,095	16,164	3,473,129
Parking	22,744	23,680	(936)	254,495	301,734	(47,239)	245,450
Electrical Services	9,905	3,000	6,905	184,077	144,313	39,764	147,424
Audio Visual	0	0	. 0	25,585	· 0	25,585	(10,350)
Internet Services	650	950	(300)	7,974	17,995	(10,021)	18,992
Total Ancillary Inco	358,501	205,918	152,583	3,920,307	3,915,663	4,644	4,083,543
Total Event Income	438,357	314,730	123,627	4,963,817	5,001,079	(37,262)	4,916,342
OTHER OPERATING	INCOME						
Other Income	57,268	33,063	24,205	500,334	623,024	(122,690)	659,977
Total Other Operatin	57,268	33,063	24,205	500,334	623,024	(122,690)	659,977
Adjusted Gross Inco	495,625	347,793	147,832	5,464,151	5,624,103	(159,952)	5,576,319
INDIRECT EXPENSE	<b>S</b> .						
Salaries & Wages	190,225	239,710	49,485	2,589,384	2,876,509	287,125	2,415,996
Payroll Taxes & Ben	167,523	71,446	(96,077)	860,746	857,572	(3,174)	658,881
Labor Allocations to	(38,037)	(43,199)	(5,162)	(586,069)	(518,410)	67,659	(543,740)
Net Salaries and Ben	319,711	267,957	(51,754)	2,864,061	3,215,671	351,610	2,531,137
Contracted Services	59,128	52,055	(7,073)	747,264	624,550	(122,714)	783,938
General and Adminis	146,369	109,235	(37,134)	586,237	696,533	110,296	833,011
Operating	27,499	45,472	17,973	496,004	582,620	86,616	619,368
Repairs & Maintenan	57,029	45,880	(11,149)	558,782	566,148	7,366	593,566
<b>Operational Supplies</b>	53,949	23,413	(30,536)	236,678	221,750	(14,928)	245,159
Insurance	7,544	8,337	793	86,152	100,000	13,848	80,849
Utilities	45,553	48,326	2,773	538,099	580,000	41,901	554,222
SMG Management F	13,486	35,985	22,499	431,832	431,831	(1)	424,788
Total Indirect Expens	730,268	636,660 A	(93,608) n SMG Manageo	6,545,109 l Facility	7,019,103	473,994	6,666,038

## IRVING CONVENTION CENTER/SMG Income Statement For the Twelve Months Ending September 30, 2019

	Current Month	Current Month	Variance	Year to Date	Year to Date	Variance	Year to Date
	Actual	Budget	+(-)	Actual	Budget	+ (-)	Prior Year
Net Income (Loss)	(234,643)	(288,867)	54,224	(1,080,958)	(1,395,000)	314,042	(1,089,719)

.

## October 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
29	30	1	2	3	4	5
	Employbridge Definite		Partner Source Definite			Irving High School Home Definite
	American Airlines Definite			2019 Technology Prayer Bread	kfast	India Property Show Definite
	Texas Mutual Insurance Meet	ing		US Bank Quarterly Execut Definite	ASUG DFW Definite	
6	7	8	9	10	11	12
Methodist Health System Definite	Leading to Excellence Summit					
India Property Show Definite	Dell Technology Forum 2019 Definite					
	DFW Hospital Council Annual Definite	Awards Luncheon				
		University of Dallas Ministries	s Conference			
			Medical City Healthcare H Definite			
			City of Irving Employee Ce Definite			
13	14	15	16	17	18	19
ServiceNow: NowSummit	2019 Dallas		Texas Health Physicians G Definite	Fan Days 2019 Definite		
				IAVM Directors Retreat		
20	21	22	23	24	25	26
<b>Fan Days 2019</b> Definite	Community Impact News Definite	<b>TD Industries Quarterly M</b> Definite	Worship Summit Definite			
		Career Fair - Hire Talent Definite			ICVB Executive Committe Definite	Coppell High School Hom. Definite
						TX ASCD 2019 Annual Con Definite
27	28	29	30	31	1	2
TX ASCD 2019 Annual Cont Definite	ference		<b>HCA</b> Definite	Agile Camp Definite		Child Care Group Definite



#### **Destination Development Committee – ICVB Board of Directors**

#### Recommendations for Changes to Irving's Hotel Development Ordinance

Our concerns for long-term rate, neighborhood and property integrity remain the same. And that rate integrity concern is not just about the financial strength of our hotel industry, but also is tied to the significant amount of debt the City has dependent on hotel occupancy taxes.

However, it is clear between development trends in the hotel industry and the limited number of fullservice flags available for consideration in Irving, that there may need to be some compromise as it relates to future hotel development in our community.

With these recommended revisions, we intentionally are not proposing any further distinctions for multiproperty developments. In the case of any multi-property development, each product must stand on its own and meet the development requirements, whether it is development attached or adjacent to an existing hotel, or a completely new project.

With that said, our recommendation for the following changes to the Hotel Development Ordinance are singularly dependent on a revised ordinance **not allowing for any variances** (other than the parking item noted below). If there is still a desire to continue to allow for variances on a case-by-case basis, then we do not recommend any changes to the current ordinance.

ESTABLISH MINIMUM HEIGHT REQUIREMENTS - Establishing minimum height requirements will in effect require a higher standard of construction and require the product that is developed to generate a higher average daily rate.

• Require minimum 6-story construction

REQUIRE LONG-TERM FRANCHISE AGREEMENT – A long-term franchise can provide the City some comfort that there is a commitment to a quality brand for a long-term. While there is not any enforcement action that could come from the required notification of any brand/franchise changes, it would alert the City to any potential issues that might arise from a change to a lower performing product.

- Require a minimum 15-year franchise agreement (and proof of same)
- Require notification of any brand/franchise changes

ESTABLISH OVERLAY DISTRICTS – Recognizing that there are two development districts where the City has considerable existing investment, and where there are large-scale development opportunities remaining due to the land available for development, our recommendation is to establish two "overlay districts" where additional requirements for meeting space should be required.

- Las Colinas Urban Center
- Former Stadium Site

SLEEPING ROOMS – A six-story development on a tight site should still be able to achieve this requirement.

- Reduce total number of sleeping rooms from 200 to 125
- Reduce room size from 300 sf average to 250 sf average

# MEETING SPACE – This still serves as a demand-driver and we continue to believe that is an important priority. In the overlay districts, this will right-size future development.

- Reduce current 5,000 sf required to 3,500 sf contiguous space in overlay districts only.
- For all others, a minimum of 500 sf is required.

## PARKING – With the prevalence of ride-sharing services, this is a requirement that can be adjusted.

- A variance on the code-required parking of up to 35% **IF** an independent parking study by a third party is provided by the developer and verifies that what is being proposed is sufficient.
- If project proposes to "share" parking with an adjacent property, the deed is required to reflect that.
- Delete any requirements for a shuttle

# **RESTAURANTS** – With the prevalence of a wide range of meal delivery services, as well as considerably more restaurants in Irving now, this is a requirement that can be adjusted.

- Eliminate the requirement for a full-service restaurant on property
- Require a minimum of continental breakfast provided
- Require a pantry where food items are available for purchase

### RECREATION

• Minimum combined area of 1000 sf; must be clearly delineated/defined

### LOBBY

• Leave requirements as is

GRANDFATHERING – A case that had been grandfathered during the 2006-07 revisions, just recently came forward to have its now revised plans approved to start construction. Four years' time is more than sufficient for a project that has its franchise agreements and its funding to be developed and become operational.

- Once adopted, any projects that have already begun the planning process with the City (i.e., have submitted plans, gone through technical review, etc.) are grandfathered but <u>must be completed</u> <u>and open for business within 4 years of the adoption date</u>.
- If they are not completed and open for business within the 4 years, they must comply with the new standards.

IRVING CONVENTION AND VISITORS BUREAU BOARD OF DIRECTORS MONDAY, NOVEMBER 18, 2019

## **BOARD REPORTS**

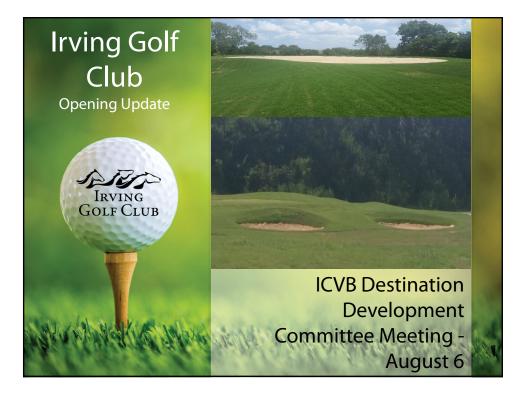
BOARD CHAIR, BOARD COMMITTEES, CITY OF IRVING

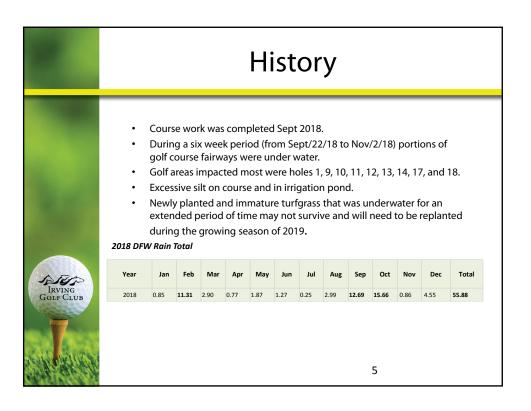






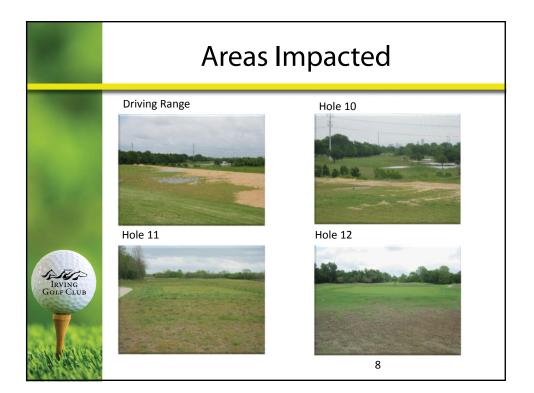


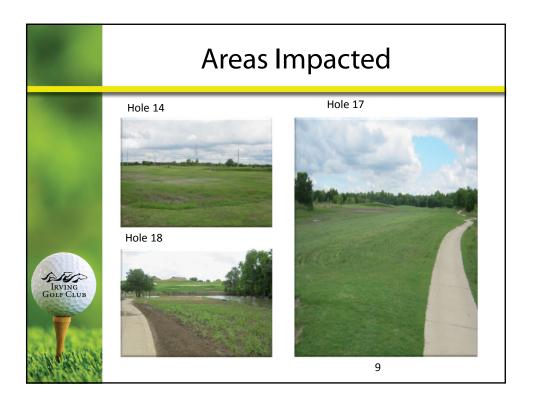


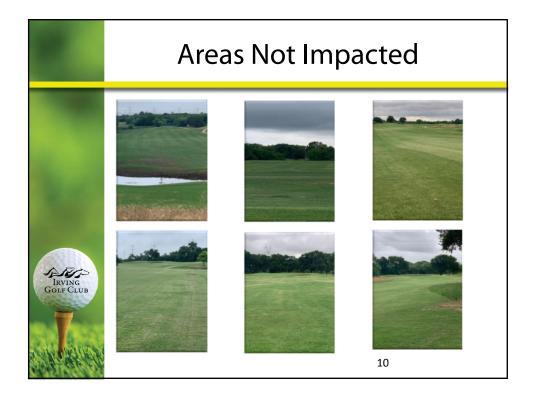


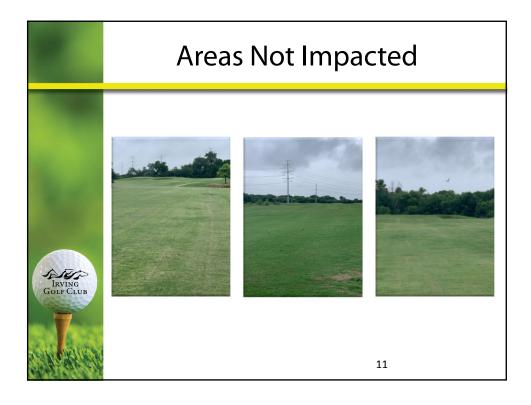
	Flood Repair	
	<ul> <li>Install new sand for a 2" cap on 6 set of tees:</li> <li>Install new turfgrass sod on damaged tee boxes:</li> <li>Install new turfgrass sprigs on 9 acres on driving range and tee box:</li> <li>Install new turfgrass sprigs on 10 acres of fairways 1, 11 and 17:</li> <li>Install new turfgrass sod on 4 acres of various basin and/or small fairway areas that were impacted by flood:</li> </ul>	\$15,000 \$11,000 \$19,350 \$21,500 \$60,000
IRVING GOLF CLUB	OVERALL ESTIMATED FL	OOD REPAIR COST: \$126,850



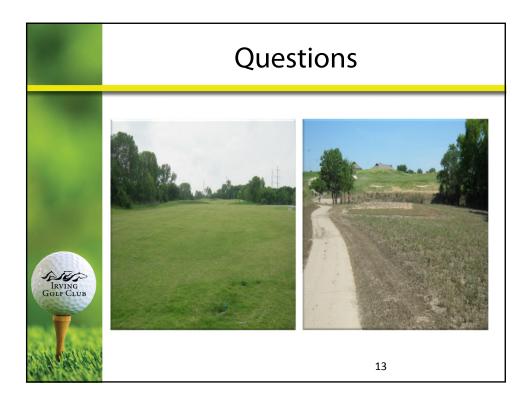














## Background

The last overview of the park system was conducted in 2000, as an update to the City's original 1996 Park, Recreation and **Open Space Master Plan** Lan July of 2017, Imagine Irving RVING LF CLGgmprehensive Plan was adopted. In the chapter, Parks, Trail + Open Space, Goal 1 is to conduct a park system wide Master Plan to address recreational priorities, improve the quality of the park system and evaluate and prioritize potential projects.



## Master Plan Scope

Major sections of the plan include:

#### Community Profile

Evaluation of past and current community trends, demographics, natural and cultural resources, the built environment, and past planning efforts to inform the recommendations made in this plan.



Overview of the input strategies used and the key findings from public and stakeholder engagement, which guided the development of the overarching vision and goals of this plan.

Parks & Open Space Assessment and Recommendations

Assessment of the existing park system and the development of system-wide recommendations to enable the park system to meet the city's current and future outdoor recreation demands.



#### Indoor Recreation & Aquatics Assessment and Recommendations

Review of the current recreation and aquatic facilities and recommendations for a series of approaches for improving, expanding, and programming spaces to meet user needs.



#### **Operations & Maintenance** Assessment and Recommendations

Discussion of existing conditions and issues, and recommended strategies for reducing inefficiencies to create a department equipped to support the city's park system.



Outline of the short, medium, and long-term action items with corresponding costs which provides guidance for future budgeting and implementation.

16







leo Doneity	of Centers			
	Use Density (Users p	oor SE)		
Location	Type	Square Footage (SF)	Average No. of Attendees	SF pe Attend
Cimarron	Recreation Center	19,257	574	33.5
Heritage Senior Center	Senior Activity Center	45,849	288	158.7
Lee	Recreation Center	23,596	529	44.6
Lively	Youth Activity Center	20,332	220	92.1
Mustang	Recreation Center	17,844	525	34.0
Northwest	Recreation Center	15,846	414	38.3
Senter	Recreation Center	35,528	482	73.7
Georgia Farrow	Recreation Center	16,217	403	40.2
Total		194,469		
Total Recreation Less Senior and Lively		128,288		

ING A	quati	ic Fac	cilitie	S					
×									
X A 3									
Traditional	pools are	underper	forming le	eisure pool	s based				
				ice being a					
Average 2	207/day fo	or 2016-2	017 seas	on.					
Traditional O	utdoor 2012					6-17			
Lee		5,281	8,866	8,194	6,349	6,749			
Lively		3,710	5,866	4,660	4,702	3,996			
Senter		12.644	11.448	11.238	9,262	5,841			
		,	,			· · · ·			
Total	. 00	21,635	26,180	24,092	20,313	16,586			
Total per day		21,635 270	26,180 327	301	254	· · · ·			
Total per day Leisure F Average	Pools have 987/day	21,635 270 e performe for 2016-	26,180 327 ed well, th <b>2017 sea</b> s	301 ne newer th son.	254 ne better.	16,586 207			
Total per day Leisure F <b>Average</b> Outdoor Leis	Pools have 987/day	21,635 270 e performe for 2016- 2-13 20	26,180 327 ed well, th 2017 sea 13-14 20	301 ne newer th <b>son.</b> 14-15 20	254 ne better. 15-16 201	16,586 207 6-17			
Total per day Leisure F Average	Pools have 987/day	21,635 270 e performe for 2016-	26,180 327 ed well, th <b>2017 sea</b> s	301 ne newer th son.	254 ne better.	16,586 207			
Total per day Leisure F <b>Average</b> Outdoor Leis Cimarron	Pools have 987/day	21,635 270 e performe for 2016- 2-13 20 75,810	26,180 327 ed well, th 2017 sea 13-14 20 42,885	301 ne newer th <b>son.</b> 14-15 20 33,923	254 ne better. 15-16 201 20,975	<b>16,586</b> <b>207</b> <b>6-17</b> 30,249			





#### TOP PRIORITY ITEMS

This list represents the major actions in the short-term action plan, which corresponds to years 1-5 of plan implementation. These actions are not listed in any particular order.

- Park Improvements to Oak Meadow, Lanotte, and Keeler Park
- Master Development Plan & Design for Senter, Senter East, and Fritz Park
- Southwest Park Master Improvement or Renovation Plan
- Irving Soccer Complex Improvement or Renovation Plan
- Thomas Jefferson Park Master Development Plan
- Implement new entry monument signage at parks
- Consider options to improve or replace underperforming pools at Lively and Senter
- Develop a comprehensive recreation & aquatics feasibility program

- Recreation center near-term improvements
- Finish promenade trail around Lake Carolyn
- Design & Construct Delaware Creek Trail from Centennial Park to Lively Park
- Conduct a Trails and Bikeway Master Plan
- Acquire land for a community park near SH 161 between Northgate and Rochelle and conduct a master plan







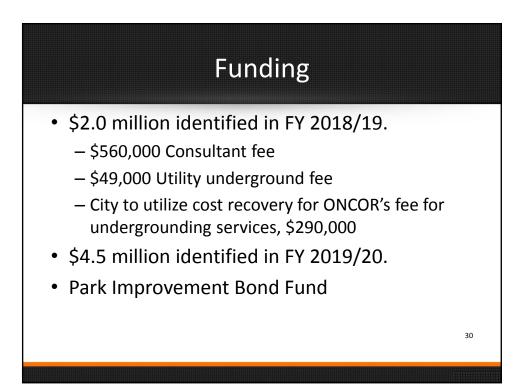




29

### Background

- Park originally dedicated in July, 1986.
- Celebrated the parks 33<sup>nd</sup> anniversary in 2018.
- Proposed Redevelopment Plan formally adopted by Park Board, February, 2017
- Hired consulting team led by Architexas, Inc., December, 2018



### **Consulting Team Scope**

- Stage and storage building
- Restroom building
- Historic Railroad Depot (relocation and renovation)
- Historic Library building (relocation and renovation)
- Caster Log Cabin (cosmetic restoration)
- Caboose rail car and tracks (relocation & restoration)
- Railroad semaphore
- Antique windmill
- Dancing fountain water feature
- Relocate and elevate the water tower to Main Street 31





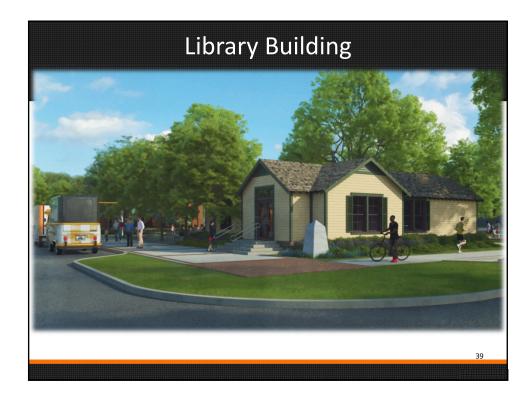












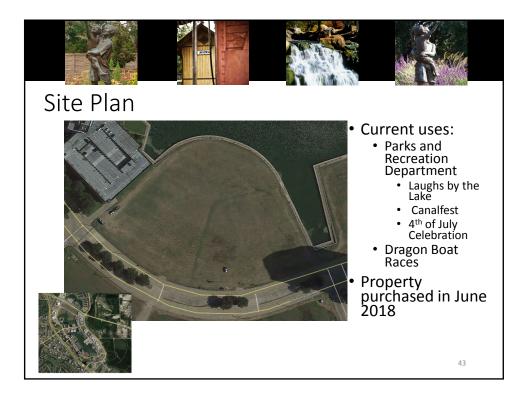
### **Project Schedule**

- February, 2019 Consulting work began
- October, 2019 Project plans complete
- Fall, 2019 Advertise for construction bids
- Fall, 2019 Complete removal aerial utilities
- Winter, 2020 Site work begins
- Spring, 2021 Tentative completion

40







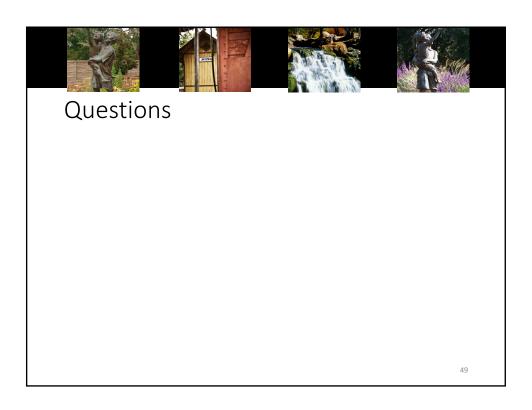






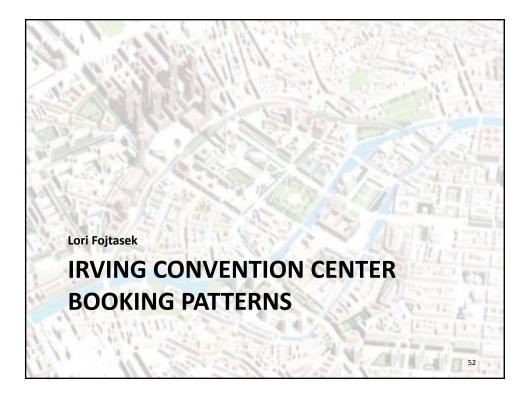


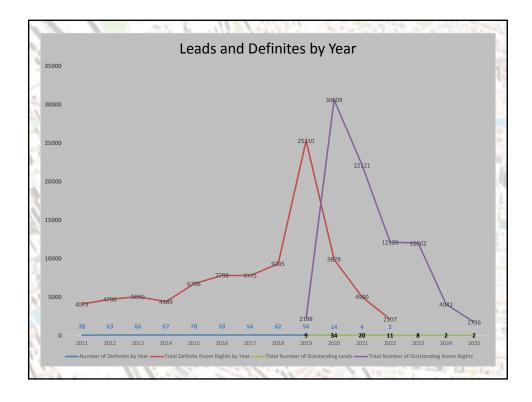


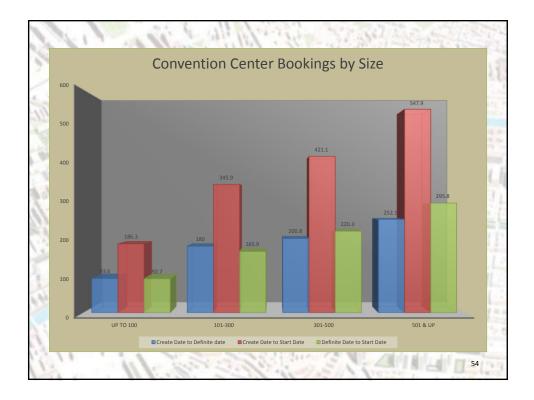


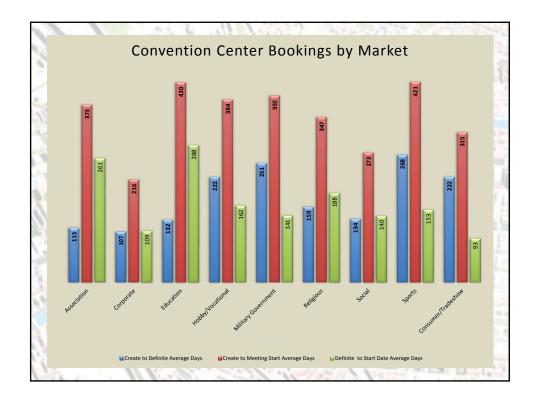


Hotel Name	Location	Projected Opening	#Rooms	Room Variance Req'd?	Project Status
Element Hotel (Sfuzzi site)	114 @ Meadowcreek (Sfuzzi site)	Apr-20	159	Yes	Construction
IHG-3 property combo	DFW North	Q4 2021	320	TBD	Approved; IHG combination Staybridge, Avid & Even. L INK: https://www.connect.media/ihg-triple- brand-development-arriving-avion- business-park/
Best Western VIB	Urban Center	TBD	150	Yes	Proposed new combo IHG Indigo & Cambria will require new zoning processCOI Zoning approved for VIB; still pending TxDOT, TLCA approvals;
Towne Plaza Suites	DFW North		119	Yes	Construction
Four Points by Sheraton	183/DFW South	TBD	125	Yes	Zoning approved
Home2Suites	DFW North			Yes	Construction
Aloft	635/DFW North	Oct-20	145	Yes	Construction
Marriott AC & Residence Inn or Hilton Tru & TBD	Urban Center	1-Jan	TBD	Likely	Rumored to be going to P&Z in 2019, with a Jan 2021 opening
Hampton Inn & Suites	DFW North; Carpenter @ Esters	TBD	108	Yes	Rumored
AVID/Holiday Inn	DFW North	TBD	125-150	Yes	Rumored
Northland Properties - Sandman and Sutton Place	Blue Star Site 161 @ 114 (Meridian)	TBD	200+	No	Going to P&Z likely early 2021
TBD	Verizon/Hidden Ridge Campus	TBD	200+	No	Consultant retained to assess flag opportunities
					Zoning approved 12/13/18; site work ha
Embassy Suites	771 W. Carpenter	2021	168	(1998)	begun
Holiday Inn Express	7800 Carpenter			Likely	Rumored
La Quinta	635 @ Beltline			Likely	Deferred; site being shopped
Tru by Hilton	DFW Airport South	2020-2021	125	Likely	May be proposed as a combo with an existing property; zoning case anticipated June 2019
Conrad Hilton	Urban Center				Rumored; preliminary meetings with various parties













#### City Holiday/No Trash Collection

In observance of Thanksgiving, there will be no residential trash, curbside recycling or brush collection Nov. 28-29. In addition, the following facilities will be closed: Heritage Aquatic Center

- City Hall
- Hunter Ferrell Landfill 

  Irving Animal Care Campus
- Recreation centers

Libraries

- North Lake Natatorium

Irving Arts Center will be closed Nov. 28 and the box office and galleries will be open from noon to 5 p.m. Nov. 29 and resume normal business hours Nov. 30. Visit CityofIrving.org for the full city holiday schedule.



The City of Irving Solid Waste Services Department provides collection of recyclable household items through the curbside Blue Bag Program.

**RESIDENTIAL** CUSTOMER

## IRVINGC Dectrum f y D I Cityoflrving.org NOVEMBER 2019 / VOL 26 / NO 11



# Holiday Parade and Tree Lighting Promises to Light Up the Night

The City of Irving welcomes the season with the Holiday Parade and Tree Lighting, beginning at 5 p.m. Dec. 7 in the Heritage District. New this year: lights! Parade-goers can expect a lit-up procession of floats traveling through the historic Heritage District in downtown Irving. Immediately following the parade, the tree lighting ceremony and fireworks show will take place outside City Hall, 825 W. Irving Blvd.

This year's theme is Santa's Workshop in the North Pole. Parade participants are tasked with designing floats around the theme. With lights added to the list of Parade participation is free. Interested groups must submit an application online by 5 p.m. Nov. 28. To submit an application, visit CityofIrving.org/Parade-Appl. Float participants will be judged in four categories: Best Overall, Best Themed, Best Use of Lights and Santa's Choice.

After the parade, visitors may head over to the east lawn of City Hall where the lighting of the 30-foot Christmas tree will take place. A fireworks show will follow the lighting and conclude the evening.

#### DISABILITY POSTER **CONTEST WINNERS**

The Irving Advisory Committee on Disabilities has recognized 10 students for their artwork as part of National Disability Awareness Month. There were 153 entries. The students were presented the awards during the Oct. 3 City Council meeting.

#### **First-Place Winners**

Amariss Arenas – Otis Brown Elementary Layton Goff – T. J. Lee Elementary Gabriela Ramos – Brandenburg Elementary Marissa Sanchez – Otis Brown Elementary

#### **Honorable Mention**

Nathan Ceja – T. J. Lee Elementary Raymond Gaona – Schulze Elementary Anshika Goyal – Valley Ranch Elementary Manini Punihani – Valley Ranch Elementary David Ramon – Thomas Haley Elementary J'Niya Robles – A.S. Johnston Elementary

The annual poster contest provides fourth grade elementary school students with an opportunity to showcase artistic talents as they express how persons with disabilities can use their abilities to be part of the community. Entries were judged on originality and the content of how it relates to persons with disabilities. Visit CityofIrving.org/ Posters to view the poster images.



accepted decorations, organizers are hoping for a bigger and brighter parade. One tradition staff members knew they had to keep — Santa Claus' big debut. As usual, Old Saint Nick will close out the parade and officially mark the start of the season.

Parking and admission to the event are free. Food and beverage vendors will be on-site for purchase.

For more information, visit CityofIrving.org/1327 or call (972) 721-2501.



## Go 'Blue' for Irving's Kids

The Police and Fire Blue Christmas Food and Toy Drive returns for the holiday season with events starting Nov. 30 and running through December.

Those planning to donate items have two chances to drop them off at Walmart, 4100 W. Airport Freeway, on the following dates:

- 5 to 9 p.m., Nov. 30.
- 5 to 9 p.m., Dec. 10.

Volunteers are asking for new, unwrapped toys and nonperishable food items.

Two other events to remember:

- Chili Cook-Off: 9 a.m. to 4 p.m. Dec. 7 at Heritage Park, 217 S. Main St.
- Pancake Breakfast: 8 to 11 a.m. Dec. 14 at Plymouth Park Baptist Church, 1714 N. Story Road.

Contestants can enter the Chili Cook-Off for \$10, and chili enthusiasts can taste entries for \$5. At the breakfast, plates of pancakes, bacon and sausage cost \$10 for adults



**Celebrating 40 wonderful years** 

and \$5 for ages 10 and younger. Both events will feature various family friendly attractions. Santa Claus will be making an appearance at both events.

Donations also can be made at any Irving Fire Station beginning Nov. 30 through Dec. 31.

For more information, visit CityofIrving.org/2661. ■

#### LIGHT UP THE HOLIDAYS AT CENTENNIAL PARK

Irving's Centennial Park at 444 W. Second St. is lit up for the holidays. This year's display is open to the public from dusk to 10 p.m. Dec. 7-25, weather permitting. The free light display affords a leisurely stroll through one of the jewels of Irving's Heritage District, Centennial Park.

The park is decorated with 60,000 lights on the fences, trees and bridge, and walkways are lighted on each side to keep pathways visible for visitors after dark. This holiday tradition is staffed 24/7. On-duty employees wear uniforms day and night, clearly identifying them as city staff, and visitors can ask any questions they have about the decorations. Portable restrooms are available. No bike riding through the display.

For more information, contact the Parks and Recreation Department at (972) 721-2501. ■



## **CITY**Spectrum



## Autumn at the Irving Arts Center

Irving Arts Center, 3333 N. MacArthur Blvd., is a Smithsonian affiliate institution that is home to many forms of art and entertainment. To learn more, visit IrvingArtsCenter.com or call (972) 252-7558.

#### Nov. 1-3 and 7-9 | "A Chorus Line," MainStage

7:30 p.m. Nov. 1-2 and 7-9; 2:30 p.m. Nov. 3 | Carpenter Hall | \$21-\$28

MainStage presents Broadway's 1975 Pulitzer Prize and Tony Award-Winning Musical, "A Chorus Line." The plot revolves around a single day in the lives of 17 dancers, all vying for a spot in the "chorus line" of a Broadway musical. Based on real Broadway dancers' stories as told to fellow dancer and choreographer Michael Bennett, "A Chorus Line" is funny, heartbreaking and refreshingly honest.

#### Nov. 7 | JumpstART Stories and Art – Animal Tales! 10 a.m. | Suite 200 | Free

JumpstArt pairs story time with fun art projects on the first Thursday of each month. This month, read stories and do a craft project inspired by some of the favorite story critters.

#### Nov. 6 | Autumn in Paris, presented by the Lone Star Youth Orchestra

7 p.m. | Carpenter Hall | \$6.50-\$13.50 The Lone Star Youth Orchestra will open its 21st season with a French-themed program, performing music composed by Le Chevalier de Saint-George, Georges Bizet, Jean-Baptiste Lully and Gabriel Fauré. Vive la musique française!

#### Nov. 10 | Second Sunday Funday: Happy Birthday Georgia O'Keeffe

1 to 4 p.m. (Drop in) | Suite 200 | Free Every second Sunday, Irving Arts Center hosts Family Funday — offering free craft projects that are fun for the whole family. Celebrate the life and work of American artist Georgia O'Keeffe with this month's art-making activities.

. . . . . . ..

comedy and the juggling skills of former Moscow Circus veteran Gregory Popovich, as well as the extraordinary talents of his entourage of performing pets, acrobats, mimes and contortionists. Popovich's entourage consists of more than 30 amazingly talented rescued pets ... including house cats, dogs, geese, white doves, parrots and Diamond the Shetland pony!

#### Nov. 16 | Sarah Tucker (Soprano), presented by Las Colinas Symphony Orchestra

7:30 p.m. | Carpenter Hall | \$16.50-\$46.50 Las Colinas Symphony Orchestra presents Sarah Tucker, soprano. The program features the following: Skalkottas' "Five Greek Dances," Puccini's "Chrysanthemums," Villa-Lobos' "Bachianas Brasileiras No. 5" and Dvorak's "Serenade in E Major."

#### Nov. 17 | RBR Muzik Classical Youth Orchestra Concert

7:30 p.m. | Carpenter Hall | \$5 Concert features a performance from Irving's RBR Muzik

Classical Youth Orchestra.

#### Nov. 22-23 | Projapoti, presented by Dallas Bangla Theater

8 p.m. | Carpenter Hall | Ticket Price TBA Dallas Bangla Theater presents its 10th production "Projapoti – The Matchmaker" by playwright Thornton Wilder, which was adapted in Bengali by Tariq Anam Khan. The production is directed by Md Ziaul Haque Zia.

#### Nov. 23 | Gershwin, with piano sensation James Tien, presented by the Irving Symphony Orchestra 7:30 p.m. | Carpenter Hall | \$38-\$49

Fourteen-year-old piano sensation James Tien performs Gershwin's "Rhapsody in Blue," one of America's most beloved pieces for piano and orchestra. Czech composer Antonin Dvorak's symphony No. 9 "New World," one of the most famous in all symphonic repertoire, also will be performed.

### In the Galleries

Free guided gallery tours are offered at 6:30 p.m. Thursdays and 2:30 p.m. Sundays.

Horizons – Sparky Campanella Through Nov. 10 | Carpenter Lobby Gallery Los Angeles-based photographer Sparky Campanella's large-scale landscapes are an evocative take on the ever-shifting complementarity of civilization and nature.



#### Traditional and Contemporary Indian Art Through Nov. 10 | Focus Gallery

Co-curated by Deepa Koshaley and Linda Shotwell, this exhibition showcases North Texas artists working in both traditional and contemporary methods, inspired by the culture, themes and imagery of India.



## Billie Holiday at Sugar Hill Photographs by Jerry Dantzic

Through Nov. 17 | Main Gallery

Featuring vivid and intimate photographic portraits offering a rare glimpse into both the public and private life of one of the 20th century's most iconic and significant artists: the jazz and blues singer Billie Holiday. The exhibition is organized by the Smithsonian Institution Traveling Exhibition Service in collaboration with the Jerry Dantzic Archives.



2019 IAA Traveling Animal Art Exhibition

Through Jan. 12 | Main Gallery Award-winning entries and curated selections from the Irving Art Association's 2019 Animal Art Exhibition are presented.



#### Nov. 10 | The 3 Redneck Tenors, presented by Entertainment Series of Irving

2 p.m. | Carpenter Hall | \$26.50

Entertainment Series of Irving presents the 3 Redneck Tenors, a new breed in the "tenor genre." Performing their unique brand of musical comedy and featuring down-home laughs mixed with big city music, 3 Redneck Tenors performances have been described as Duck Dynasty goes to Carnegie Hall!

### Nov. 15 | Gregory Popovich's Comedy Pet Theater, presented by Irving Arts Center

9:30 a.m. Youth Matinee Performance and 7:30 p.m. Full Performance | Carpenter Hall | \$7.50 Youth Performance; \$16.50-\$41.50 Full Performance

The Popovich Comedy Pet Theater is entertainment for the whole family, featuring a unique blend of physical

#### Nov. 29-30 and Dec. 1 | The Nutcracker, presented by Momentum Dance Company

7:30 p.m. Nov. 29-30 and 1:30 p.m. Dec. 1 | Carpenter Hall | \$14-\$25

Join Momentum Dance Company in celebrating its 15th anniversary season with a very special production of "The Nutcracker." Artistic Director Jacquelyn Ralls Forcher's production of "The Nutcracker" features a number of surprises and twists to the choreography, making this year's production the most exciting yet. Guest artists include Juliann McAloon and the return of Ronnie Underwood as the Sugar Plum Fairy and her Cavalier, respectively.

## **Save the Date:** The Irving Arts Center's 27th Annual Holiday Open House on Dec. 6

Irving Arts Center's Holiday Open House is a tradition like no other in Irving. For the past 27 years, Irving Arts Center has celebrated the holidays with free family fun, highlighted by the annual Holiday Open House celebration, which this year embraces the theme: "A Holiday of Masterpieces."

The free holiday open house event is from 5:30 to 7:30 p.m. Dec. 6 and features complimentary refreshments, holiday cookies, decorated trees and art. Activities for the family include the opportunity to snap a selfie with Santa, rides on the Polar Express Train in the Sculpture Garden, stilt-walkers, a caricature artist, holiday art projects and greeting card stations. A number of free performances also are offered during the open house including one by Artrageous! Artrageous features colorful live painting to rock and pop music inspired by the troupe's vocalists, musicians and dancers.

In addition to the open house, the other major special events is Santa Saturdays. Do not get caught waiting hours in line for a mall Santa! Swing by Irving Arts Center



Artrageous will perform a free show to headline this year's Holiday Open House.

on the first three Saturday afternoons in December (Dec. 7, 14 and 21), and drop in for a quick and easy photo with Santa Claus. While there, families also can create holiday cards with the Irving Art Association and peruse the galleries in all their decorated holiday glory!

#### Some Illustrator: Pictures by Melissa Sweet

Through Jan. 26 | Dupree Lobby

Featuring works of art created by author, illustrator and artist Melissa Sweet. Sweet has won awards for her illustrations, most notably a Caldecott Honor in 2009 for "A River of Words" and in 2015 for "The Right Word." The exhibition features watercolors and art in her signature found-object collage style.



#### **Ed Wheeler: Santa Classics**

Nov. 16- Jan. 12 | Focus Gallery Santa Classics is a series of images created by artist and photographer Ed Wheeler. He imagines Santa entering into great masterworks of art, with humor and reverence for the originals.



#### Season's Greetings: Holiday Cards by Celebrated Artists from The Monroe Wheeler Archive

Nov. 16-Jan. 26 | Carpenter Lobby Gallery Holiday cards created by celebrated artists from the private collection of Vincent Cianni, New York, are on display. The exhibition is organized by art2art Circulating Exhibitions.



Gallery Hours 9 a.m. to 5 p.m. Mon., Tues., Wed. and Fri.; 9 a.m. to 8 p.m. Thur.; 10 a.m. to 5 p.m. Sat.; and 1 to 5 p.m. Sun.

## Learn to toss like a boss!

The City of Irving's Solid Waste Services Department reminds residents the household items that can be recycled in the city's Blue Bag Program. All recyclable items should go in a transparent blue bag for curbside recycling. Blue bags can be purchased at city recreation facilities and City Hall, 825 W. Irving Blvd.

On collection day:

- Blue bags must be placed on the curb by 7 a.m.
- Bags cannot exceed 50 pounds.
- Large cardboard boxes should be flattened and placed under a blue bag.

For more information, visit CityofIrving.org/546/Recycling or call (972) 721-8059.



### Plastics #1-3, 5-7\*

Recyclable plastics have a recycling symbol printed on the bottom and number stamped in the center of the symbol. The number is a resin identification code, used to help recycling plants sort materials.

I CITY Spectrum

Plastics #4 are not accepted; this includes items such as grocery, produce and frozen food bags. These shopping bags also can be returned to most grocery stores and placed in a container usually located at the entrance.

Plastic containers need to be rinsed before







CITYOFIRVING.ORG

## **RVING**Spectrum

#### EVENTS TO SALUTE VETERANS, TROOPS

The City of Irving joins forces with community organizations to pay tribute and appreciation to the men and women of the armed forces.

#### Unite for Troops Veterans Day Celebration

Enjoy music, food, community booths, military vehicles, crafts and more at the Unite for Troops Veterans Day Celebration from 10 a.m. to 4 p.m. Nov. 9 at Porter's Army and Navy, 600 E. Irving Blvd. Some of the other event features are:

- A OH-13D Sioux helicopter; enter a raffle for a ride at a future date.
- Santa visiting from noon to 2 p.m.
- Flag Retirement Ceremony at 2 p.m. Residents can bring torn or tattered flags for the ceremony.

Parking is limited; a shuttle from Heritage Senior Center, 200 S. Jefferson St., will be available.

Care package donations of new items in original packaging will be accepted at the event. For more information and this year's donation list, visit UniteForTroops.com or call (972) 579-1155.

#### Veterans Day Ceremony

The Irving Veterans Memorial Park Committee will host a Veterans Day program at 11:30 a.m. Nov. 11 in the former Central Library auditorium, 801 W. Irving Blvd., with music, moments of reflection by military personnel, and remarks by city officials.

After, attendees will move to the nearby Veterans Memorial Park, 644 Rock Island Road, where a wreath will be placed on the Wall of Commemoration.

For more information, call Irving Parks and Recreation at (972) 721-2501. ■



#### TIPS FOR TAKING A



## Irving Code Enforcement Q&As

Setting the record straight – Code Enforcement answers residents' questions about rules and regulations regarding property maintenance.

- **Q:** Is the city responsible for maintaining alleyways in residential neighborhoods?
- A: No. The property owner or resident is responsible for the alley behind their property out to the center of the alley.
- **Q:** I want to paint my house. Are there color restrictions in Irving?
- A: Irving's Municipal Code does not include color restrictions.
- **Q:** Do Code Enforcement Officers have specialized training?
- A: Yes. Code Enforcement Officers are licensed by the State of Texas and are required to attend continuing education training classes each year to maintain their licenses.
- **Q:** Can Code Enforcement Officers write citations for vehicles parked illegally on the street or in the driveway blocking the sidewalk?
- A: No. The Irving Police Department issues citations for vehicles and trailers illegally parked in the street or blocking the sidewalk. Code Enforcement only has jurisdiction on private properties. To report a potential violation contact the Police using the non-emergency number at (972) 273-1010.
- **Q:** Do Code Enforcement Officers' cases only include resident complaints?
- A: No. More than six out of 10 violation cases are generated by the Code Enforcement Officers themselves, based on what is seen in their plain view.

engines, etc. However, Code Enforcement will respond to noise from construction sites operating prior to 6 a.m. or after 9 p.m. during the week and 7 a.m. to 8 p.m. on weekends. Residents should report noise complaints to the Police nonemergency number at (972) 273-1010.

- **Q:** Can Code Enforcement Officers look over a fence into a resident's backyard for a violation?
- A: No. Code Enforcement Officers must see the violation in plain view from the right-of-way, alley or an adjacent property. Code Enforcement Officers cannot climb and look over a fence.
- **Q:** Can I post a temporary sign on Thursday along a right-of-way?
- A: Yes. Temporary signs are only allowed in the rightof-way beginning Thursday and must be removed by midnight Sunday. Any signs remaining on Monday morning will be removed and discarded. Signs are never allowed in the median of any road or along state highways and/or service roads.
- **Q:** Does Code Enforcement handle scattered trash or debris on roadways?
- A: No. Code Enforcement Officers only respond to reports of trash and debris on private property. To report trash or debris on roadways and public rightof-ways, call the Litter Hotline at (972) 721-5487.
- **Q:** Can I place my bulky items and brush at the curb any day for weekly pickup?
- A: Yes. There is no set day to put bulk items out at the curb. However, residents are encouraged to place items at the curb as close to the pickup day as possible. To identify scheduled pickup day, call Solid Waste Services at (972) 721-8059.

#### WINTER VACATION FROM IRRIGATION

In preparation for cooler temperatures, the Water Utilities Department provides tips for winter lawn care. As turf becomes dormant — changing from spring green to fall beige — it is a sign to take a break from weekly watering. Trees, shrubs and dormant grass require irrigation every four to six weeks in the winter. The best approach is to turn off the irrigation controller and operate the system manually no more than once per month when temperatures will remain well above freezing. Also, keeping the controller off helps prevent accidental activation that can cause icing.

From Nov. 1 to April 1, it is acceptable to irrigate during daytime hours, when it is typically warmest. If using hose-end sprinklers, winter is a good time to drain and store hoses, sprinklers and nozzles. Some like to see bright green grass year-round, but overseeding with winter grass is hard on turf. While winter grass is not prohibited in Irving, irrigating it more than twice per week is prohibited. Residents are encouraged to refrain from weekly watering during the winter to help lawns recover and prepare for spring, as well as savings on water costs. To prevent irrigation lines from freezing, turn off the double check and drain the system. For instructions on how to do this, call the licensed irrigator in Water Utilities at (972) 721-2281.

Irving now has year-round, twice-per-week irrigation limits with odd addresses using Sunday and Wednesday to water and even addresses using Saturday and Tuesday. Those who irrigate only once a month or less should choose the appropriate day to avoid a warning or fine. It is always a good idea to conduct a checkup on an irrigation system before use, including the rain/freeze sensor, to ensure proper operation. For more information and current watering guidelines, visit Cityofirving.org/Water-Utilities or call (972) 721-2281. ■

## **Q:** I submitted a complaint. Will Code Enforcement respond within 48 hours?

A: Yes. In most cases, Code Enforcement Officers will respond to a complaint within 48 hours. Oftentimes, the received complaint may be invalid, and the case is closed. Response time is dependent on the type of violation and level of cooperation obtained, and cases can take a day, several days, weeks or months for compliance.

## **Q:** Do Code Enforcement Officers always issue citations?

- A: No. In fact, only 5 percent of all Code Enforcement cases result in a citation. Code Enforcement Officers will personally contact the accuser and issue warning notices in addition to provide educational materials, which results in a 95 percent voluntary compliance rate each year.
- **Q:** Does the city limit the number of cars parked at a residence?
- A: Yes. The city allows one vehicle for each licensed driver at the residence, plus two additional vehicles. If Code Enforcement Officers observe six or more vehicles parked on private property between two and seven days, proof of ownership is required. Failure of the property owner to produce documentation demonstrating vehicles are registered to the property result in a citation.
- **Q:** I received a code violation notice. Can I ask for a deadline extension?
- A: Yes. Code Enforcement Officers frequently deal with hardship cases and make every effort to provide assistance whenever possible. Residents can call the department to explain their circumstances and can be granted a reasonable extension.
- **Q:** Do Code Enforcement Officers handle noise complaints?
- A: No. The Irving Police Department will respond to noise complaints such as loud music, parties, revving

- **Q:** Can I park my junk motor vehicles on the street or in my private driveway?
- A: No. Junk motor vehicles must be parked or stored in an enclosed building where they are not visible.
- **Q:** Are short-term rentals prohibited in residential homes?
- A: No. Short-term rentals are an allowable land use in the city. Short-term rentals follow the same occupancy guidelines as owner-occupied homes: no more than four unrelated people with a maximum of two people per bedroom plus one person may occupy residential homes.
- **Q:** Does a Code Enforcement Officer need permission to enter my backyard?
- **A:** Yes. A property owner or renter must grant a Code Enforcement Officer permission to enter a backyard to validate a complaint.
- **Q:** Can Code Enforcement get a search warrant for my backyard if a complaint is not in plain view?
- A: No. Code Enforcement Officers can only obtain a search warrant for probable cause. Complaints of alleged violations not in plain view would not qualify as probable cause.
- **Q:** I already received a code violation citation. Can I receive another one if the violation is not corrected?
- **A:** Yes. In difficult cases, multiple citations are issued while illegal conditions continue through the enforcement process.
- **Q:** Can Code Enforcement Officers remove debris from my property?
- A: Yes. Code Enforcement can abate or remove high weeds, litter or debris through the abatement process. However, Texas State Law does require a seven-day notice prior to removal of items.





## Parks and Recreation Activity Briefs, Programs

**Irving Parks and Recreation Facebook Page** Irving Parks and Recreation now has a dedicated Facebook page to better serve residents and stay connected to the community. Parks and Recreation serves the residents of Irving with amazing year-round classes, activities, team sports and special events. The city offers world-class aquatic and recreation facilities for everyone from infants to seniors. The new page will feature regular updates regarding center events, registration deadlines, class schedules and special event reminders. The page is monitored between 8 a.m. and 5 p.m. Monday through Friday only, and can found by searching @IrvingParksandRec on Facebook.

#### Nov. 1-30 | Annual Canned Food Drive

The Parks and Recreation Department is having its annual canned food drive in November. Residents can drop off nonperishable food items to their local recreation center during normal business hours.

#### Nov. 10 and Dec. 8 | AquaStars

11:30 a.m. to 1 p.m. | \$1 for ages 4-17; \$1.50 for ages 18-50 | Heritage Aquatic Center, 200 Jefferson St. AquaStars is a program that provides special needs children with an opportunity to sidestep crowds and experience the excitement of play in an indoor, 20yard, temperature-controlled lap pool. Amenities include an accessible ramp, accessible chair lift and water chair, making it an ideal location for this program. Appropriate lifeguard and staffing ratios will be provided. Participants must be accompanied by an adult or guardian. For more information, call (972) 721-7311.

#### **Cimarron Park Recreation Center**

201 Red River Trail, (972) 910-0702

#### • Nov. 16 Young Men's Leadership Conference (YMLC)

9 a.m. to 4 p.m. | Ages 13-18 | Free Come out to the first ever YMLC! This series of life skills workshops will motivate and empower young men to be successful, as well as provide the necessary tools and life skills to further succeed in life.

#### Heritage Senior Center

200 S. Jefferson St., (972) 721-2496

All ages | Free

The ballroom will be filled with vendors selling unique and handmade items!

Nov. 22 | Heritage Thanksgiving Celebration 10 a.m. to noon | Heritage Members | Ages 59 and younger \$6.25; Ages 60 and older suggested \$1 donation

A morning of festive folk music followed by a traditional Thanksgiving lunch, is a great way to start the holiday! Register by 5 p.m. Nov. 19.

• Dec. 13 | Holiday in the Heritage 6 to 8:30 p.m. | All ages | Gingerbread House craft workshop \$5 per person A wonder-filled evening of holiday entertainment by

the Heritage Singers, Heritage Tappers, craft vendors, Gingerbread House craft workshop, carriage rides and visits with Santa! Registration required for the Gingerbread House workshop by Dec. 6.

#### Lee Park Recreation Center

3000 Pamela Drive, (972) 721-2508

 Nov. 16 | Paint and Take Pottery Painting 11 a.m. to 3 p.m. | Ages 5 and older | Prices vary Enjoy a day of relaxation while painting various pieces of pottery. Children ages 12 and younger must be accompanied by a parent. The pottery is not glazed or fired so the pieces can be taken home the same day.

#### **Lively Pointe Youth Center**

909 N. O'Connor Road, (972) 721-8090

• Nov. 22 | Turkey Shootout

4:30 to 6 p.m. | Middle and high school students | Free with IPAR Card

Come and play a few friendly games of knock-out for a chance to win prizes, including a Thanksgiving turkey and all the trimmings for a holiday feast.

#### Northwest Park Recreation Center

2800 Cheyenne St., (972) 721-2529

#### Nov. 2 | Pottery Painting

11 a.m. to 3 p.m. | Ages 5 and older | Prices vary Enjoy a day of relaxation while painting various pieces of pottery. Children ages 12 and younger must be accompanied by a parent.

Visit CityofIrving.org/Parks for all the Parks and Recreation upcoming activities.

#### 2019 MS. MATURE IRVING CROWNED

The Irving Arts Center's Carpenter Hall was the site of last month's 37th Annual Ms. Mature Irving Pageant where six senior ladies competed for the coveted crown. Hosted by Irving Community Television Network Anchor/Producer Cathy Whiteman and Doug McAlister, the event celebrated the many ways senior ladies contribute to the Irving community and society at-large.

After a spirited competition in the categories of personality, talent and evening wear, Damaree "Dee" Agosto-Phillips was crowned Ms. Mature Irving 2019. Agosto-Phillips was crowned by the 2018 Ms. Mature Irving Nina Crocker. Contestant Alice Decker received this year's runner-up and the Congeniality award.

Congratulations are in order for this year's group of contestants, listed below, who all were amazing competitors.

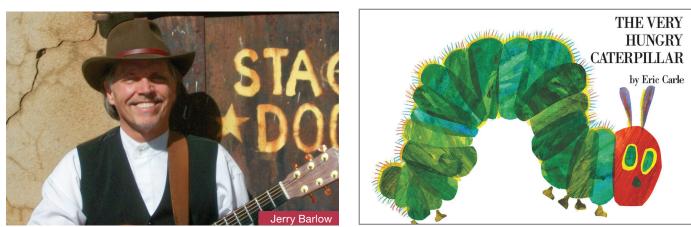
- Alice Decker
- Kathleen Galvan
- Judith Nicholson
- Betsy Naylor
- Susan Young-Newman
- Damaree "Dee" Agosto-Phillips

According to event organizers, each of the contestants represented themselves with style and grace by showcasing their inner beauty, intelligence and Irving pride. Agosto-Phillips will represent Irving at many of Irving's senior events throughout the year until the new Ms. Mature Irving is crowned in October 2020. Congratulations to all contestants.



## **BYING**Spectrum

#### Nov. 7, 8 and 9 | Heritage Craft Sale 9 a.m. to 5 p.m. Nov. 7-8; 9 a.m. to 4 p.m. Nov. 9 |



## Library Briefs, Crafts, Celtic Concert, Book Club

#### Nov. 6 | Wednesday Night Library

7 p.m. | Valley Ranch Library, 401 Cimarron Trail For National Picture Book Month, children's performer Margaret Clauder teaches kids how to care for books while dressed up as a bookworm with stories, songs and a few tricks up her sleeve.

#### Nov. 7 | Staff Training

All Irving Public Library locations will be closed for staff training and will resume regular hours Nov. 8.

#### Nov. 9 | Irving Chautauqua Celtic Concert

2 p.m. | South Irving Library, 601 Schulze Drive Celtic fingerstyle guitar virtuoso and storyteller, Jerry Barlow, will take listeners on a musical journey through the British Isles. Considered at the top of his craft, Barlow entertains audiences nationwide with humorous stories, legends and the histories behind the songs in addition to playing crowd-pleasing jigs and folk music. Part of the Irving Chautauqua performance series.

#### Nov. 23 | Kids' Crafternoon

11 a.m. | Valley Ranch Library, 401 Cimarron Trail | Grades 1-5

Children are invited to create a themed craft project to engage in problem solving and creativity. All materials are provided. Accompanying adults are encouraged to assist. Tickets are required. Limited to 15 children.

#### Nov. 25 | Book Lover's Happy Hour: What a Character!

7 p.m. | South Irving Library, 601 Schulze Drive This informal book club will discuss novels featuring those quirky, oddball characters that are so prevalent today and what makes them so endearing.

#### Nov. 26 | Unicorns in Space! Book Club Discusses **Reader's Choice**

7 p.m. | West Irving Library, 4444 W. Rochelle Road Attendees can discuss their favorite science fiction, fantasy, space opera, high fantasy, steampunk or just plain weird novel at the November meeting.

#### Nov. 30 Very Hungry Caterpillar Birthday Celebration

2 p.m. | South Irving Library, 601 Schulze Drive Celebrate the 50th anniversary of Eric Carle's classic picture book, "The Very Hungry Caterpillar" with crafts, activities and more.

#### Holiday Spending that Gives Back to the Community

When residents designate the Friends of the Irving Public Library as their charity of choice with Amazon, Kroger and Tom Thumb, the library reaps the rewards all year long. Making the holiday meal or purchasing big ticket items on Black Friday, Cyber Monday or anytime this holiday season? Visit FriendsofIrvingLibrary.com first for more information and sponsorship links.

#### THINK GREEN ... **BE GREEN**

Enjoy free workshops and events that focus on building a more sustainable world. Unless otherwise noted, register for classes and activities at CityofIrving.org/Activities.

#### Nov. 2 | BioBlitz

9 a.m.-noon | Mountain Creek Preserve Children in grades K-5 have an opportunity to explore nature in Irving's beautiful parks. Participants will team up with an experienced naturalist who will guide each group to discover different plants and animals. Advance registration is required and must be made at an Irving recreation center.

#### Nov. 7 | Homestead Series: Grow Your Own Vegetables

6-8 p.m. | Georgia Farrow Recreation Center, 530 Davis Drive

This class is designed for every level of gardener. Learn proper soil preparation, garden design and layouts, disease and insect identification, and the proper planting times for getting the most production out of popular vegetables in the challenging climate of North Texas.

See the full list of upcoming events at CityofIrving.org/BeGreen.



## Spectrum

#### CITY SNAPSHOTS

From entertainment and history to outdoor activities and educational programs — Irving's got it all! Take a peek at community engagement throughout the city at Facebook.com/TheCityofIrving or Instagram/TheCityofIrving. ■



Carnival games, a hay maze and a pumpkin patch were just a few of the treats families experienced at the inaugural Irving Fall Fest. Visit IrvingEvents.org for upcoming special events.



Honoring victims and their families, Illuminate Irving provided attendees a night of remembrance and solidarity during Domestic Violence Awareness Month.



Irving Golf Club celebrated in style with a grand opening tournament and family friendly celebration. Visit IrvingGolfClub.org to book a tee time.



## **Connecting to Irving**

City aims to complete 22-mile, master-planned Campion Trail system by 2025.

## Investing in our Future

In 1996, Irving opened its first paved pathway in a lush, tree-lined region of the city. The pathway served as the initial stepping stones of Campion Trail — a 22-mile, masterplanned greenbelt along the Elm and West Forks of the Trinity River.

As the city has evolved, so too has the trail system. Today, only four major projects remain: MacArthur Boulevard Trail and the three-phase Campion Trail Unification project. With 15 miles now complete, the city anticipates crossing the finish line in 2025.

Irving has one of the largest and most robust trail systems in North Texas. Once finished, Campion Trail will connect to Coppell, Dallas, Farmers Branch and Grand Prairie. Much of the funding for the \$31.7 million project comes from Dallas County. The Irving trail system has become a major asset to the Fort Worth to Dallas Regional Trail system — an extensive project linking both North Texas cities. Two of Irving's trail projects are included as part of the east-to-west connector: Rock Island Road Trail and the Delaware Creek Trail.

"Dallas County has become a strong partner with the City of Irving through the trail's development," said Irving Mayor Rick Stopfer. "This project is a major investment to the community, as it provides a safe and accessible means of recreation for our residents, and highlights the natural beauty and charm of the North Texas region. We are proud of Campion Trail and grateful to the county for aiding in this extraordinary amenity."

As the City of Irving prepares for the final chapter of Campion's construction, the last components will help connect the trail within city limits, as well as to neighboring communities. Additionally, the city will work to complete its segments of the regional trail system.

#### Campion Trail MacArthur Extension

Federal Highway Administration, Texas Department of Transportation (TxDOT) and Dallas County will help fund the project.

#### **Campion Trail Unification Project**

The unification project, which is the final piece of the Campion project, will be constructed in three phases. The 5.5-mile project will connect the northern segment of the trail in Las Colinas to the southern portion at Trinity View Park. The unification project will eventually allow residents and visitors to travel to Coppell, Grand Prairie, Farmers Branch and Dallas — all from Irving's trail system. The project also will include pedestrian bridges across the Trinity River. The first phase is expected to begin in the fall of 2020 and be completed in 2021.

Dallas County will help fund half of the \$12 million unification project.

#### Safety Above All

While the city continues to develop the trails, safety remains a top priority. All of the trail's 15 miles are now marked with location signs and GPS indicators. The mile markers help visitors track their activity, as well as assist emergency services in pinpointing the exact location of a person in need.



Funding the Trails:



Open your heart to a new member of the family during Animal Services' Home for the Holidays adoption event Dec. 17-21. All adoption fees are waived. Learn more at CityofIrving.org.



Irving Police joined neighborhoods and residents to give crime a "going away" party, providing safety demonstrations and a chance for attendees to meet their local officers.



The 2.7 mile extension of Campion Trail into Coppell is officially open for use, increasing this section of the trail to 8.5 miles. Visit CityofIrving.org/1127/Trails for more trail information.

In October, the city held a dedication ceremony for this segment of the trail, which was funded through a \$2.5 million grant from the Dallas County Trail and Preserve Program. The project included 2.75 miles of trail, as well as the construction of a 300-foot pedestrian bridge that ties into Coppell's trail system.

#### Rock Island Road Bike and Pedestrian Facility

In February, Irving approved a 2.4-mile Rock Island Road bike and pedestrian trail between the West Irving DART station and Irby Lane. Construction on the \$3.65 million project began in June and completion is expected in the spring of 2020. The project includes a 10-foot-wide trail that will accommodate bicycle and foot traffic, provide a major east-west pedestrian route, and offer safe and reliable access to light rail service. The North Central Texas Council of Governments was instrumental in securing funding through the Federal Highway Administration, Texas Department of Transportation and the City of Irving.

#### Delaware Creek Trail

Anticipated for 2020, the Delaware Creek Trail project will connect Senter Park and Mountain Creek Preserve. The project includes 2 miles of trail, a pedestrian bridge, retaining walls, benches and trash receptacles. Once complete, the trail also will tie into Centennial Park in Irving's Heritage District, along Delaware Creek. The

### Change Your Clocks, Change Your Batteries

Residents are reminded to set clocks back one hour for the ending of daylight saving time Nov. 3.

As part of the Irving Fire Department's Change Your Clock, Change Your Battery campaign, it also is recommended that residents replace smoke detector batteries when changing clocks this month. ■

#### • Campion Trail construction and development is

- expected to run roughly 30 years.
  Throughout the lifetime of the project, it has received funding from the City of Irving, Dallas County, Texas Parks and Wildlife Department, the Federal Highway Administration and TxDOT for various areas of the
- project.
  Almost two-thirds of trail funding has come from outside funding sources.
- Once the project is complete, Dallas County alone will have invested nearly \$15 million in Irving's trail system.
- In 1996, construction cost was \$250,000 per mile. Today, construction is \$1 million per mile.
- Irving is one of five cities participating in the Fort Worth to Dallas Regional Trail. The initiative, led by the North Central Texas Council of Governments, includes Forth Worth, Arlington, Grand Prairie, Irving and Dallas. Upon completion, the trail will connect the area's two major cities through 64 miles of paved pathways.

For more information on the city's trail system, visit CityofIrving.org/1127/Trails.

Visit CityofIrving.org/2255/Investing-in-Our-Future for more information on the city's ongoing infrastructure initiative. ■





"City Spectrum" is published by the City of Irving Communications Department to keep residents informed of city news, events and information. For additional information, visit Cityoflrving.org.

IRVING CONVENTION AND VISITORS BUREAU BOARD OF DIRECTORS MONDAY, NOVEMBER 18, 2019

### BUREAU MANAGEMENT AND STAFF REPORTS





#### **ICVB Memorandum**

Date:November 11, 2019To:Maura Gast, FCDME, Executive DirectorFrom:Lori Fojtasek, Vice President, Sales & ServicesRE:Sales & Services Department Board Report for October 2019

#### **Convention Sales & Services Staff Activities**

Leads Generated	October	YTD
Irving CVB – Hotel Leads	185	185
Irving Convention Center Leads	24	24

#### October

Room Nights Generated	Monthly Goal	October 2019 Actuals	October 2018 Actuals	FY 2019-20 Annual Goal	FY 2019-20 YTD Actuals	FY 2018-19 YTD Actuals	October Convention Center	Convention Center YTD
Definite Room Nights	16722	11588	15275	200660	11588	15275	4999	4999
Lost Room Nights		60548	16290		60548	16290	34760	34760

#### Travel & Activity Customer Services Activity

October	Organization	Event	Location
2-4	Collinson Publishing	CONNECT Texas	Grapevine, TX
14-16	Collinson Publishing	CONNECT Medical & Tech	Dallas, TX
14-18	Irving CVB/ICC	Austin Sales Calls & Client Lunch	Austin, TX

#### **October Servicing & Inventory**

	Groups Served
October	15
YTD	15

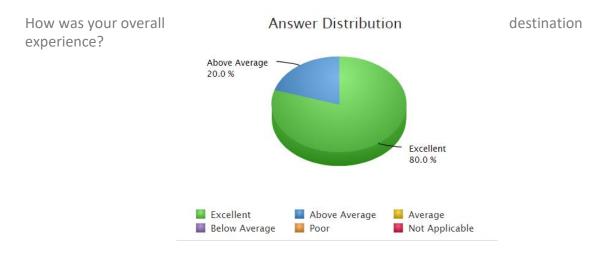
Service Type	# of Groups Served	Total Inventory Utilized
Proclamations/Flags/Welcomes	0	Mayoral/Council Appearance/Letter/Flags for Convention Programs
Name Badge/Lanyard Services	6	6019 Badges/7493 Lanyards
Pens	9	2711
Bags	4	916
Promotional Materials	8	1262 restaurant maps/ TMF maps
Staffing Services	8	273 Event Hours

Event Location: Hotels: 7 Irving Convention Center: 6 Other: 2

#### **Special Services**

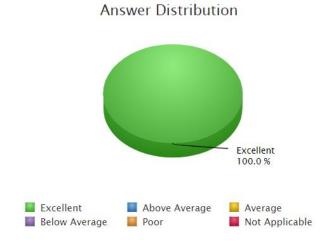
Proclamations/Welcomes/Flags: N/A





10/01/2019 -10/31/2019 Score: 96.1% **/ 100.0** 

How was your overall Convention and Visitors Bureau Experience?



10/01/2019 - 10/31/2019 Score: 100% **/ 100.0** 

#### November-February 2020

#### Definite Bookings

Customer	Meeting	Arrival	Departure	Attendees	Requested Rooms
Pathways Core	Pathways Monthly				
Training Inc.	November 2019	11/1/2019	11/16/2019	100	272
Questex	Questex - SPATEC Meeting	11/2/2019	11/6/2019	160	505
Pleasant Holidays	AAA TX	11/2/2019	11/6/2019	200	172
Pleasant Hondays	Vizient, Inc. 2019 HIIN	11/5/2019	11/5/2019	200	172
	Wound Care				
Vizient, Inc.	Certification Class	11/3/2019	11/7/2019	50	250
	Jack Henry &				
	Associates BANNO				
Jack Henry &	<b>Board Meeting Nov</b>				
Associates	2019	11/3/2019	11/5/2019	45	80
	FY20 Electrical Services				
Siemens	Academy - 33755	11/4/2019	11/6/2019	30	40
	27th Annual Texas				
	Minority Counsel	44/5/2040	44/0/2040	450	205
State Bar of Texas	Program	11/5/2019	11/8/2019	150	305
Greystar Management	Greystar Cohort 7				
Services LP	(November)	11/5/2019	11/6/2019	30	33
	Marcus Evans Tax	11/3/2013	11/0/2013	50	
Marcus Evans	Officers Summit 2019	11/5/2019	11/8/2019	120	155
McKesson	Front Line Leader,	11/3/2013	11/0/2013	120	100
Corporation	Oct/Nov 2019	11/5/2019	11/6/2019	24	0
McKesson					
Corporation	HR Impact Reception	11/5/2019	11/7/2019	14	30
Aircraft Rescue &					
Fire Fighting	ARFF 2019 Dallas Board				
Working Group	Meeting	11/5/2019	11/7/2019	75	38
Association of	2010 100 0 10 10 10 10	11/0/2010	44/0/2040	100	0.5
Cedarbrook Camps	2019 ACC Conference	11/6/2019	11/9/2019	100	85
Family Life	Weekend to Remember	11/6/2019	11/11/2019	500	584
	Foresters Financial-	11/0/2019	11/11/2019	500	564
Foresters Financial	2019	11/6/2019	11/11/2019	109	228
	EPRI Technology	, ,	, ,		
	Communication				
EPRI	Council	11/6/2019	11/7/2019	20	40
Independent	IIAD Jim Millerman				
Insurance Agents of	Insurance Convention				
Dallas	2019	11/6/2019	11/7/2019	500	30

Customer	Meeting	Arrival	Departure	Attendees	Requested Rooms
McKesson					
Corporation	Success Summit	11/6/2019	11/8/2019	50	50
	RFPLUX19 - Pearle				
Luxottica Retail	Vision LO Lab Meeting	11/6/2019	11/7/2019	14	14
	Electronic Components				
	and Technology				
IEEE Electronic	Conference Planning				
Packaging Society	Meeting 2019	11/7/2019	11/9/2019	75	75
BioTE Medical	BioTE Medical	11/7/2019	11/9/2019	200	201
Marcus Evans	Tax Officers Summit	11/7/2019	11/10/2019	110	150
Minnesota Vikings	Minnesota Vikings				
Football Team	Team Travel	11/7/2019	11/10/2019	250	246
	Dallas Dance Festival				
Dallas Dance Festival	2019	11/7/2019	11/10/2019	500	575
Collegiate Sports	East Carolina University				110
Travel	vs SMU	11/8/2019	11/9/2019	115	118
Irving Hispanic	Irving Hispanic				
Chamber of	Chamber of Commerce	11/0/2010	11/0/2010	200	20
Commerce SPORTING Blue	- 2019 Annual Gala	11/8/2019	11/8/2019	300	20
Valley Soccer Club	SPORTING Blue Valley Soccer Club	11/8/2019	11/9/2019	150	120
African Union -		11/0/2019	11/9/2019	150	120
Region 6 Texas	2019 Conference	11/8/2019	11/9/2019	1000	80
African Union -	2019 contenence	11/0/2015	11/3/2013	1000	00
Region 6 Texas	2019 Conference	11/8/2019	11/9/2019	1000	80
	Classic Elegance -				
Classic Elegance	Minnesota Vikings				
Coaches	2019	11/9/2019	11/10/2019	50	25
National Football	NFL Football Officials				
League	November 2019	11/9/2019	11/28/2019	12	48
	Entrematic Cowboys				
	Room Block Nov 10,				
Entrematic	2019	11/10/2019	11/11/2019	25	20
BetterMan Men's	2019 BetterMan				
Group	Summit	11/10/2019	11/12/2019	35	75
Alvin High School	Alvin High School Band	11/10/2019	11/11/2019	220	100
ABC Supply					
Company,	Cowboy Room Block -				
Incorporated	Vikings	11/10/2019	11/11/2019	10	5
	Cornell University				
	Women's Basketball			_	
Road Rebel	Team	11/10/2019	11/11/2019	24	14
American Legal and	0025Y8 ALFN Intersect	44/44/2010	11/10/10010	100	
Financial Network	Nov	11/11/2019	11/13/2019	120	96

Customer	Meeting	Arrival	Departure	Attendees	Requested Rooms
	American Red Cross -				
American Red Cross	Donor Recruitment Training	11/11/2019	11/14/2019	20	48
Texas A&M	Texas A&M	11/11/2015	11/14/2019	20	40
Transportation	Transportation				
Institute	Institute	11/12/2019	11/16/2019	400	355
	VMware Heptio		1 -1		
VMware	Meeting	11/12/2019	11/14/2019	150	350
East African	East African Chamber				
Chamber of	of Commerce 2019				
Commerce	Meeting	11/12/2019	11/17/2019	200	80
McKesson					
Corporation	MSPL Onmark Summit	11/13/2019	11/14/2019	130	260
	Global GPHK				
Eli Lilly and Company	Investigator Meeting	11/13/2019	11/15/2019	220	253
Red Zone Games Inc.	Red Zone Games #2	11/15/2019	11/17/2019	50	60
The American					
Academy of	AAOA November 2019				
Otolaryngic Allergy	Meeting	11/15/2019	11/16/2019	20	25
Fresenius Medical	November 2019 CMT				
Care	West Training Series	11/18/2019	11/22/2019	70	280
	Drake Software 2019				
	Software Update				
Drake Software	School Dallas	11/18/2019	11/18/2019	250	85
	#11637-Accelerate				
McKesson	FY20 Session I Nov	11/10/2010	11/21/2010	20	120
Corporation	2019	11/18/2019	11/21/2019	30	120
American Concrete	ACPA November 2019				
Pipe Association	Guest Room Block	11/18/2019	11/18/2019	20	18
McKesson	Southwest ASM / Lab	11/10/2010	11/22/2010	11	22
Corporation American Country	Summit	11/19/2019	11/22/2019	11	33
Dance Association	2019 ACDA Nationals	11/20/2019	11/25/2019	300	230
Dance Association	2019 USA Judo	11/20/2019	11/23/2019	500	250
USA Judo	President's Cup	11/20/2019	11/24/2019	500	255
American College of	ACEP Chapter Execs	11/20/2013	11/27/2013	500	233
Emergency	Leadership Summit				
Physicians	Room Block 2019	11/20/2019	11/21/2019	32	40
	South Central EDGE	, , ,	, , ,		
The Navigators	Preview	11/23/2019	11/24/2019	30	34
Red Zone Games Inc.	Red Zone Games #3	11/23/2019	11/24/2019	50	30
	Buffalo Bills Team	, _, _, _, _, _,	, ,		
Buffalo Bills	Travel	11/25/2019	11/27/2019	200	202

Customer	Meeting	Arrival	Departure	Attendees	Requested Rooms
	2019 CBS Sports				
CDC Carente	Production/Technical	11/25/2010	11/20/2010	105	101
CBS Sports	Teams	11/25/2019	11/29/2019	125	181
Classic Elegance Coaches	Classic Elegance - Buffalo Bills 2019	11/28/2019	11/29/2019	50	25
Red Zone Games Inc.	Red Zone Games #1	11/28/2019		50	60
Red Zone Games Inc.	(ISC)2 Secure Summit	11/29/2019	12/1/2019	50	60
ISC2, Inc.	2019	11/30/2019	12/6/2019	400	259
15cz, mc.	UNOS December 2019	11/30/2013	12/0/2015	400	233
United Network for	Board of Directors'				
Organ Sharing	Meeting	12/1/2019	12/3/2019	800	263
American College of			1-1		
Emergency	ACEP - EMBRS Room				
Physicians	Block December 2019	12/1/2019	12/6/2019	20	120
MADD National	MADD Board Meeting				
Headquarters	December 2019	12/1/2019	12/5/2019	20	52
McKesson					
Corporation	LTL FY20 Session I	12/2/2019	12/6/2019	30	116
McKesson	#10442-Annual INA				
Corporation	Summit 2019	12/2/2019	12/5/2019	50	33
	CHA Board of Trustees				
Catholic Health	Meeting & Orientation				
Association	–December 2019	12/4/2019	12/6/2019	40	65
BioTE Medical	BioTE Medical	12/5/2019	12/7/2019	200	251
DFW Business Group	DFW Business Group				
on Health	on Health	12/5/2019	12/7/2019	400	35
Ciddene Mentin	Siddons-Martin				
Siddons-Martin	Emergency Group	12/6/2010	12/0/2010	350	270
Emergency Group American Athletic	Holiday Party AAC Football	12/6/2019	12/8/2019	350	270
Conference	Championship 2019	12/6/2019	12/7/2019	150	93
Red Zone Games Inc.	Red Zone Games #4	12/7/2019	12/8/2019	50	30
Neu Zone Games Inc.	Aire Serv LLC 2019	12/7/2019	12/0/2019	50	50
	Systems Training -				
Aire Serv LLC	Grapevine TX	12/8/2019	12/12/2019	40	55
	Hartford Funds	, 0, 2010			
	Wirehouse Divisional				
Hartford Funds	Meeting	12/8/2019	12/11/2019	30	66
American College of					
Emergency	ACEP Planning Meeting				
Physicians	- December 2019	12/8/2019	12/9/2019	25	41
Fresenius Medical	December 2019 CMT				
Care	West Training Series	12/9/2019	12/13/2019	70	280

Ariat International Business Meeting Dec 201912/12/201912/11/201940Ariat International Business Meeting Dec 201912/9/201912/11/2019408The Pre-Trib Research Center Calvary UniversityThe Pre-Trib Research Center 201912/10/201912/14/2019300300Vizient, Inc.Meeting Team Travel12/10/201912/11/2019504Los Angeles Rams Football ClubLos Angeles Rams Team Travel12/12/201912/15/201920019Vizient, Inc.(December)12/12/201912/12/201912/12/201919Vizient, Inc.(December)12/12/201912/12/201910Eko Club International (ECI)Eko Club International12/13/201912/14/2019150Angeles Rams 201912/14/201912/15/2019502National Football LeagueNFL Football Officials Room Block Dec 15, Room Block A Incorporated12/15/201912/16/201910Red Zone Games Inc.Red Zone Games #512/21/201912/16/201910Red Zone Games Inc.Red Zone Games #512/21/201912/22/2019503Cotton Bowl AthleticCotton Bowl University12/12/201912/22/2019503	Customer	Meeting	Arrival	Departure	Attendees	Requested Rooms
Ariat International Business Meeting Dec 201912/9/201912/11/201940Ariat International Business Meeting Dec 		Donor Recruitment				
Ariat InternationalBusiness Meeting Dec 201912/9/201912/11/20194088The Pre-Trib Research Center Calvary UniversityThe Pre-Trib Research Center 201912/10/201912/14/2019300300Vizient, Inc.Meeting Team Travel12/10/201912/11/2019504Los Angeles Rams Football ClubTeam Travel12/12/201912/15/201920019Vizient, Inc.(December)12/12/201912/12/2019801Kizient, Inc.(December)12/12/201912/14/20191504Classic Elegance CaschesClassic Elegance - Los Angeles Rams 201912/14/20191504Classic Elegance CoachesNFL Football Officials December 201912/14/201912/12/2019201Room Block Dec 15, Company, Incorporated Rams12/15/201912/16/20192011ABC Supply Company, International Youth FellowshipCotton Bowl University Room Block - International Youth Fellowship overflow Fellowship overflow Fellowship Football12/25/201912/27/20191023Mashington Redskins FootballWashington Redskins Football12/25/201912/28/20192031Mashington Redskins FootballWashington Redskins Football200031Mashington Redskins FootballCassic Elegance -200031	American Red Cross	0	12/9/2019	12/12/2019	20	48
The Pre-Trib Research Center Calvary UniversityThe Pre-Trib Research Center 201912/10/201912/14/2019300300Vizient, Inc.Wetting Team Travel12/10/201912/11/2019504Los Angeles Rams Football ClubLos Angeles Rams Team Travel12/12/201912/15/201920019Vizient, Inc.Meeting (December)12/12/201912/12/201920019Vizient, Inc.(December)12/12/201912/12/2019801Los Angeles Rams Football ClubTeam Travel12/12/201912/12/2019801Vizient, Inc.(December)12/12/201912/14/20191504Classic Elegance CoachesClassic Elegance - Los Angeles Rams 201912/14/201912/15/2019502National FootballNFL Football Officials December 201912/14/201912/28/2019123LeagueEntrematic Cowboys Room Block Dec 15, 201912/15/201912/16/2019201ABC Supply Company, IncorporatedCowboy Room Block - Room Block 201912/21/201912/22/2019503Cotton Bowl Athletic FellowshipCtoton Bowl University Room Block 201912/25/201912/22/20191023International Youth FellowshipInternational Youth Fellowship from Hyatt12/25/201912/22/201920031Washington Redskins FootballClassic Elegance - Classic Elegance -12/26/201912/29/201920020		Business Meeting Dec				
Research Center Calvary UniversityThe Pre-Trib Research Center 201912/10/201912/14/2019300300Vizient, Inc.Meeting12/10/201912/11/20195044Los Angeles Rams Football ClubLos Angeles Rams Team Travel12/12/201912/15/201920019Vizient, Inc.Uosember12/12/201912/15/201920019Vizient, Inc.Coecmber)12/12/201912/12/20198011Eko ClubEko Club International12/13/201912/14/201915044Classic EleganceClassic Elegance - Los Angeles Rams 201912/14/201912/15/20195022National FootballNFL Football Officials Room Block Dec 15, Rom Block Dec 15,12/15/201912/16/2019123Entrematic201912/15/201912/16/2019101231ABC Supply Company, IncorporatedCoton Bowl University Room Block - Room Block 201912/21/201912/16/2019101Red Zone Games Inc.Red Zone Games #512/21/201912/27/20191033Cotton Bowl Athletic Fellowship overflow Fellowship12/25/201912/27/20191033Mashington Redskins FootballWashington Redskins Club12/25/201912/28/201920031Washington Redskins FootballCotasic Elegance -12/25/201912/29/201920031Colub Club ClubTeam Travel12/26/201912/29/2019 </td <td></td> <td>2019</td> <td>12/9/2019</td> <td>12/11/2019</td> <td>40</td> <td>80</td>		2019	12/9/2019	12/11/2019	40	80
Calvary University         Center 2019         12/10/2019         12/14/2019         300         300           Vizient, Inc.         Meeting         12/10/2019         12/11/2019         50         4           Los Angeles Rams         Los Angeles Rams         12/10/2019         12/15/2019         200         19           Football Club         Team Travel         12/12/2019         12/15/2019         200         19           Vizient, Inc.         (December)         12/12/2019         12/12/2019         80         1           Eko Club         Team Meeting         12/12/2019         12/14/2019         150         44           Classic Elegance         Los         Angeles Rams 2019         12/14/2019         12/14/2019         150         44           Classic Elegance         Classic Elegance - Los         Coaches         Angeles Rams 2019         12/14/2019         12/15/2019         12         33           National Football         NFL Football Officials         Internatic Cowboys         Internatic Cowboys         Internatic         12/15/2019         12/16/2019         12         33           Company,         Cowboy Room Block -         Internatic         12/15/2019         12/16/2019         12         34           Cotton Bowl Ath						
Vizient, Inc.Vizient, Inc. 2019 SCSC Meeting12/10/201912/11/2019504Los Angeles Rams Football ClubLos Angeles Rams Team Travel12/12/201912/15/201920019Vizient, Inc.Usient, Inc. 2019 HR All Team Meeting12/12/201912/12/20198011Vizient, Inc.(December)12/12/201912/14/20198011Eko Club International (ECI)Eko Club International12/13/201912/14/20191504Classic Elegance CoachesClassic Elegance - Los Angeles Rams 201912/14/201912/15/2019502National Football LeagueNFL Football Officials December 201912/14/201912/28/2019123Ret Zoup Company, IncorporatedCowboy Room Block - Rams12/15/201912/16/20192011Red Zone Games Inc. Red Zone Games Inc.Red Zone Games #512/21/201912/22/2019103International Youth FellowshipCowton Bowl University Room Block 201912/25/201912/27/201915023International Youth Fellowship overflow FellowshipInternational Youth Fellowship overflow from Hyatt12/25/201912/28/201920031Washington Redskins FootballWashington Redskins ClubClassic Elegance -2002020			12/10/2010	12/11/2010	200	200
Vizient, Inc.Meeting12/10/201912/11/20195044Los Angeles Rams Football ClubLos Angeles Rams Team Travel12/12/201912/15/201920019Vizient, Inc.10212/12/201912/15/201920019Vizient, Inc.(December)12/12/201912/12/20198010Eko Club International (ECI)Eko Club International12/13/201912/14/201915044Classic Elegance CoachesClassic Elegance - Los Angeles Rams 201912/14/201912/15/20195022National Football LeagueNFL Football Officials Room Block Dec 15, Rom Block Dec 15,12/15/201912/16/20191233Entrematic Company, Cowboy Room Block - IncorporatedRams12/15/201912/16/20191010Red Zone Games Inc. Red Zone Games Inc.Red Zone Games #512/21/201912/22/20195033Cotton Bowl Athletic FellowshipCotton Bowl University Fellowship overflow fellowship overflow fellowship overflow fellowship overflow fellowship overflow fellowship oterflow fellowship oterflow fellowship oterflow fellowship oterflow fellowship oterflow fellowship Team Travel12/26/201912/29/201920020Classic Elegance - Classic Elegance -Classic Elegance -202020	Calvary University		12/10/2019	12/14/2019	300	300
Los Angeles Rams Football ClubLos Angeles Rams Team Travel12/12/201912/15/201920019Vizient, Inc.Vizient, Inc. 2019 HR All Team Meeting (December)12/12/201912/12/2019801Vizient, Inc.(December)12/12/201912/12/2019801Eko Club International (ECI)Eko Club International12/13/201912/14/20191504Classic Elegance CoachesClassic Elegance - Los Angeles Rams 201912/14/201912/15/2019502National Football LeagueNFL Football Officials December 201912/14/201912/28/2019123Entrematic Company, Incorporated Room Block Dec 15, Cotton Bowl Athletic AssociationCotton Bowl University Room Block 201912/15/201912/16/201910Red Zone Games Inc.Red Zone Games #512/21/201912/22/20195033Cotton Bowl Athletic Fellowship Fellowship overflow Fellowship overflow Fellowship from Hyatt12/25/201912/28/201915023Mashington Redskins Football ClubWashington Redskins Team Travel12/26/201912/29/2019200031	)/initiate last		12/10/2010	12/11/2010	50	10
Football ClubTeam Travel12/12/201912/15/201920019Vizient, Inc.Vizient, Inc. 2019 HR All Team Meeting12/12/201912/12/2019801Vizient, Inc.(December)12/12/201912/12/2019801Eko Club12/13/201912/14/201912/14/20191504International (ECI)Eko Club International12/13/201912/14/20191504Classic EleganceClassic Elegance - Los Angeles Rams 201912/14/201912/15/2019502National FootballNFL Football Officials Boermber 201912/14/201912/28/2019123LeagueDecember 201912/15/201912/16/2019103ABC Supply Company, IncorporatedRams12/15/201912/16/2019101Red Zone Games Inc.Red Zone Games #512/21/201912/22/2019503Cotton Bowl Athletic FellowshipCotton Bowl University Room Block 201912/25/201912/27/201915023International Youth FellowshipFellowship from Hyatt12/25/201912/28/2019200031Washington Redskins FootballWashington Redskins Club12/26/201912/29/2019200020Classic Elegance -Classic Elegance -Classic Elegance -2020020			12/10/2019	12/11/2019	50	40
Vizient, Inc. 2019 HR All Team Meeting (December)12/12/201912/12/2019Eko Club International (ECI)Eko Club International Eko Club International12/13/201912/14/2019150Classic Elegance CoachesClassic Elegance - Los Angeles Rams 201912/14/201912/15/2019502National Football LeagueNFL Football Officials December 201912/14/201912/28/2019123Entrematic Company, Company, Company, Coton Bowl Athletic FellowshipCotton Bowl University Room Block 201912/15/201912/16/201910Red Zone Games Inc. FellowshipRed Zone Games #512/21/201912/22/20195033International Youth FellowshipCotton Bowl University Room Block 201912/25/201912/27/201915023International Youth FellowshipMashington Redskins from Hyatt12/25/201912/28/2019200031Washington Redskins Football ClubWashington Redskins Team Travel12/26/201912/29/201920020Classic Elegance -Classic Elegance -Cotton SoCotton SoCotton SoCotton So	-		12/12/2010	12/15/2010	200	101
Vizient, Inc.Team Meeting (December)12/12/201912/12/2019801Eko ClubEko Club International12/13/201912/14/20191504Classic EleganceClassic Elegance - Los Angeles Rams 201912/14/201912/15/2019502National FootballNFL Football Officials December 201912/14/201912/28/2019123LeagueDecember 201912/15/201912/28/2019123Entrematic Cowboys Room Block Dec 15, Entrematic12/15/201912/16/2019201ABS Supply Company, IncorporatedCowboy Room Block - Rams12/15/201912/16/2019101Red Zone Games Inc.Red Zone Games #512/21/201912/22/2019103International Youth FellowshipInternational Youth Fellowship overflow from Hyatt12/25/201912/27/201915023Washington Redskins FootballWashington Redskins Team Travel12/26/201912/27/201910031Unbert ClubClassic Elegance -12/26/201912/29/2019200031	FOOTDAIL CIUD		12/12/2019	12/15/2019	200	191
Vizient, Inc.(December)12/12/201912/12/2019801Eko ClubInternational (ECI)Eko Club International12/13/201912/14/20191504Classic EleganceClassic Elegance - LosInternational12/14/201912/15/2019502National FootballNFL Football OfficialsDecember 201912/14/201912/28/2019123LeagueDecember 201912/15/201912/16/2019123Entrematic201912/15/201912/16/2019201ABC SupplyCowboy Room Block -12/15/201912/16/201910Red Zone Games Inc.Red Zone Games #512/21/201912/22/20195033Cotton Bowl AthleticCotton Bowl UniversityRoom Block 201912/25/201912/27/201915023International YouthFellowship overflow12/25/201912/28/201920031WashingtonRedskins FootballWashington Redskins12/26/201912/29/201920020ClubTeam Travel12/26/201912/29/201920020		-				
Eko Club International (ECI)Eko Club International12/13/201912/14/20191504Classic Elegance CoachesClassic Elegance - Los Angeles Rams 201912/14/201912/15/2019502National Football LeagueNFL Football Officials December 201912/14/201912/28/2019123Entrematic Room Block Dec 15, Company, IncorporatedEntrematic Cowboys Room Block - Rams12/15/201912/16/2019201Red Zone Games Inc. Red Zone Games #5Cotton Bowl University Room Block 201912/25/201912/27/201915023International Youth FellowshipInternational Youth Fellowship12/25/201912/28/201920031Washington Redskins Football ClubWashington Redskins Team Travel12/26/201912/29/201920020Classic Elegance -Classic Elegance -Classic Elegance -202020	Viziont los	Ŭ	12/12/2010	12/12/2010	20	10
International (ECI)Eko Club International12/13/201912/14/20191504Classic EleganceClassic Elegance - Los Angeles Rams 201912/14/201912/15/2019502National FootballNFL Football Officials December 201912/14/201912/28/2019123LeagueDecember 201912/14/201912/28/2019123Entrematic201912/15/201912/16/2019201ABC Supply Company, IncorporatedCowboy Room Block - Rams12/15/201912/16/201910Red Zone Games Inc.Red Zone Games #512/21/201912/22/2019503Cotton Bowl Athletic FellowshipCotton Bowl University Fellowship overflow from Hyatt12/25/201912/28/2019200031Washington Redskins Football ClubWashington Redskins Team Travel12/26/201912/29/201920020Classic Elegance -Classic Elegance -12/26/201912/29/201920020		(December)	12/12/2019	12/12/2019	80	10
Classic Elegance CoachesClassic Elegance - Los Angeles Rams 201912/14/201912/15/20195022National Football LeagueNFL Football Officials December 201912/14/201912/28/2019123Entrematic Company, Incorporated201912/15/201912/16/2019201Red Zone Games Inc. Red Zone Games Inc.Red Zone Games #512/21/201912/22/2019503Cotton Bowl Athletic FellowshipCotton Bowl University Room Block 201912/25/201912/27/201915023International Youth FellowshipFellowship overflow from Hyatt12/25/201912/28/201920031Washington Redskins Football ClubWashington Redskins Team Travel12/26/201912/29/201920020Classic Elegance -Classic Elegance -12/26/201912/29/201920020		Eko Club International	12/12/2010	12/11/2010	150	40
CoachesAngeles Rams 201912/14/201912/15/2019502National FootballNFL Football OfficialsDecember 201912/14/201912/28/2019123LeagueDecember 201912/14/201912/28/2019123Entrematic Cowboys Room Block Dec 15,Entrematic201912/15/201912/16/2019201ABC Supply Company, IncorporatedCowboy Room Block - Rams12/15/201912/16/20191010Red Zone Games Inc.Red Zone Games #512/21/201912/22/2019503Cotton Bowl Athletic FellowshipCotton Bowl University Room Block 201912/25/201912/27/201915023International Youth FellowshipFellowship overflow from Hyatt12/25/201912/28/2019200031Washington Redskins Football ClubWashington Redskins Team Travel12/26/201912/29/201920020Classic Elegance -Classic Elegance -Company12/26/201912/29/201920020			12/13/2019	12/14/2019	130	40
National FootballNFL Football OfficialsI2/14/201912/28/201912LeagueDecember 201912/14/201912/28/2019123Entrematic Cowboys Room Block Dec 15, 201912/15/201912/16/2019201ABC SupplyCowboy Room Block - IncorporatedI2/15/201912/16/2019201Red Zone Games Inc.Red Zone Games #512/21/201912/22/20195033Cotton Bowl AthleticCotton Bowl University Room Block 2019I2/25/201912/27/201915023International Youth FellowshipFellowship overflow from Hyatt12/25/201912/28/2019200031Washington Redskins FootballWashington Redskins Team Travel12/26/201912/29/201920020Classic Elegance -Classic Elegance -Cotton South State Classic Elegance -Cotton State Classic Elega	0	0	12/14/2010	12/15/2010	50	25
LeagueDecember 201912/14/201912/28/2019123Entrematic Cowboys Room Block Dec 15, EntrematicRoom Block Dec 15, 12/15/201912/16/2019201ABC Supply Company, IncorporatedCowboy Room Block - Rams12/15/201912/16/2019201Red Zone Games Inc.Red Zone Games #512/21/201912/22/2019503Cotton Bowl Athletic AssociationCotton Bowl University Room Block 201912/25/201912/27/201915023International Youth FellowshipInternational Youth Fellowship12/25/201912/28/2019200031Washington Redskins Football ClubWashington Redskins Team Travel12/26/201912/29/201920020Classic Elegance -Classic Elegance -International Youth12/26/201912/29/201920020			12/14/2019	12/15/2019	50	25
ContractEntrematic Cowboys Room Block Dec 15, 201912/15/201912/16/201920ABC Supply Company, IncorporatedCowboy Room Block - Rams12/15/201912/16/2019201Red Zone Games Inc.Red Zone Games #512/21/201912/16/20191010Red Zone Games Inc.Red Zone Games #512/21/201912/22/2019503Cotton Bowl Athletic AssociationCotton Bowl University Room Block 201912/25/201912/27/201915023International Youth Fellowship overflow from Hyatt12/25/201912/28/2019200031Washington Redskins Football ClubWashington Redskins Team Travel12/26/201912/29/201920020Classic Elegance -Classic Elegance -Cotton Contract Classic Elegance -Cotton Elegance -Cotton Elegance -Cotton Elegance -					10	
Room Block Dec 15, EntrematicI2/15/201912/16/201920ABC Supply Company, IncorporatedCowboy Room Block - Rams12/15/201912/16/201910Red Zone Games Inc.Red Zone Games #512/21/201912/22/20195033Cotton Bowl Athletic AssociationCotton Bowl University Room Block 201912/25/201912/27/2019150233International Youth FellowshipInternational Youth Fellowship overflow from Hyatt12/25/201912/28/2019200031Washington Redskins Football ClubWashington Redskins Team Travel12/26/201912/29/201920020Classic Elegance -Classic Elegance -Lassic Elegance -Lassi	League		12/14/2019	12/28/2019	12	36
Entrematic201912/15/201912/16/2019201ABC SupplyCowboy Room Block - RamsIIIIIIncorporatedRams12/15/201912/16/201910IIIRed Zone Games Inc.Red Zone Games #512/21/201912/22/20195033II <td< td=""><td></td><td></td><td></td><td></td><td></td><td></td></td<>						
ABC Supply Company, IncorporatedCowboy Room Block - Rams12/15/201912/16/201910Red Zone Games Inc.Red Zone Games #512/21/201912/22/2019503Cotton Bowl Athletic AssociationCotton Bowl University Room Block 201912/25/201912/27/201915023International Youth FellowshipInternational Youth from Hyatt12/25/201912/28/2019200031Washington Redskins Football ClubWashington Redskins Team Travel12/26/201912/29/201920020	Entre metic		12/15/2010	12/10/2010	20	4 5
Company, IncorporatedCowboy Room Block - Rams12/15/201912/16/201910Red Zone Games Inc.Red Zone Games #512/21/201912/22/2019503Cotton Bowl Athletic AssociationCotton Bowl University Room Block 201912/25/201912/27/201915023International Youth FellowshipInternational Youth from Hyatt12/25/201912/28/2019200031Washington Redskins Football ClubWashington Redskins Team Travel12/26/201912/29/2019200020		2019	12/15/2019	12/16/2019	20	15
IncorporatedRams12/15/201912/16/201910Red Zone Games Inc.Red Zone Games #512/21/201912/22/2019503Cotton Bowl AthleticCotton Bowl University Room Block 201912/25/201912/27/201915023International Youth FellowshipInternational Youth Fellowship overflow from Hyatt12/25/201912/28/2019200031Washington Redskins Football ClubWashington Redskins Team Travel12/26/201912/29/2019200020Classic Elegance -Classic Elegance -International Youth12/29/2019200020		Cowhow Doors Diools				
Red Zone Games Inc.Red Zone Games #512/21/201912/22/2019503Cotton Bowl Athletic AssociationCotton Bowl University Room Block 201912/25/201912/27/201915023International Youth Fellowship overflow from HyattInternational Youth 12/25/201912/28/2019200031Washington Redskins Football ClubWashington Redskins Team Travel12/26/201912/29/2019200020Classic Elegance -Classic Elegance -Classic Elegance -Cassic E		,	12/15/2010	12/16/2010	10	6
Cotton Bowl Athletic AssociationCotton Bowl University Room Block 201912/25/201912/27/201915023International Youth FellowshipInternational Youth Fellowship overflow from Hyatt12/25/201912/28/2019200031Washington Redskins Football ClubWashington Redskins Team Travel12/26/201912/29/20192000200						
AssociationRoom Block 201912/25/201912/27/201915023International Youth International Youth FellowshipInternational Youth Fellowship overflow from HyattInternational Youth 12/25/2019International Youth International Youth FellowshipInternational Youth Fellowship overflow from HyattInternational Youth International Youth International Youth International Youth FellowshipInternational Youth Fellowship overflow International Youth International Youth Fellowship overflow from HyattInternational Youth International Youth International Youth International Youth International Youth Fellowship overflow International Youth International Youth International Youth International Youth Fellowship overflow from HyattInternational Youth International Youth International Youth International Youth International Youth International Youth International Youth International Youth Fellowship overflow International Youth International Youth Internationa			12/21/2019	12/22/2019	50	30
International Youth FellowshipInternational Youth Fellowship overflow from Hyatt12/25/201912/28/2019200031Washington Redskins Football ClubWashington Redskins Team Travel12/26/201912/29/2019200200Classic Elegance -Classic El		,	42/25/2040	12/27/2010	150	224
International Youth FellowshipFellowship overflow from Hyatt12/25/201912/28/2019200031Washington Redskins Football ClubWashington Redskins Team Travel12/26/201912/29/2019200200Classic Elegance -Classic	Association		12/25/2019	12/2//2019	150	231
Fellowshipfrom Hyatt12/25/201912/28/2019200031Washington Redskins Football ClubWashington Redskins Team Travel12/26/201912/29/2019200200Classic Elegance -Classic Elegance -C	liste un etiene el Merite					
Washington Redskins Football ClubWashington Redskins Team Travel12/26/201912/29/2019200200Classic Elegance -Classic Elegance -Cl		-	12/25/2010	12/20/2010	2000	215
Redskins FootballWashington Redskins12/26/201912/29/2019200200ClubClassic Elegance -Classic Elegance -Cl		ITOITI HYALL	12/25/2019	12/28/2019	2000	515
Club         Team Travel         12/26/2019         12/29/2019         200         200           Classic Elegance -         Clasic Elegance -         Classic Elegance - </td <td><u> </u></td> <td>Machington Podeking</td> <td></td> <td></td> <td></td> <td></td>	<u> </u>	Machington Podeking				
Classic Elegance -		0	12/26/2010	12/20/2010	200	206
	Ciub		12/20/2019	12/23/2013	200	200
	Classic Floganco	0				
	0	-	12/28/2010	12/20/2010	50	25
Coaches         2019         12/28/2019         12/29/2019         50         2           ABC Supply		2013	12/20/2019	12/23/2019	50	۷.
Company, Cowboy Room Block -		Cowboy Room Block -				
		-	12/28/2010	12/20/2010	10	16

Customer	Meeting	Arrival	Departure	Attendees	Requested Rooms
	Entrematic Cowboys				
Entrematic	Room Block Dec 29, 2019	12/29/2019	12/30/2019	20	5
Pathways Core	Pathways Monthly				
Training Inc.	January 2020 North Arkansas College	1/3/2020	1/31/2020	100	272
North Arkansas College	Men 's Basketball Team Travel	1/3/2020	1/5/2020	30	14
PepsiCo	PepsiCo - Bottlers Meeting January 2020	1/6/2020	1/8/2020	200	375
Health Occupations Students of America - Texas Association	HOSA - Board Meeting 2020	1/8/2020	1/13/2020	35	79
American Academy of Allergy, Asthma & Immunology	2020 AAAAI Program Directors Assembly Winter Meeting & Academic Leaders Winter Meeting	1/9/2020	1/11/2020	150	230
Full Gospel Businessmen's Fellowship in	Full Gospel Businessmen's Fellowship in America Mid-Year Council				
America	Meeting	1/9/2020	1/11/2020	25	25
Sigma Sigma Sigma Sorority	Prevention Institute	1/9/2020	1/11/2020	180	180
Art of Movement (Dance)	Art of Movement 2020	1/10/2020	1/11/2020	300	250
RYMARK	RYMARK International Cox Automotive Canada Sales	1/12/2020	1/10/2020	101	252
International	Conference Jan 2020 2020 MPI All Team	1/12/2020	1/16/2020	101	252
MPI	Summit	1/12/2020	1/17/2020	85	87
DuraServ Corp.	January 2020 Meeting Donor Recruitment	1/13/2020	1/18/2020	75	240
American Red Cross	Training	1/13/2020	1/16/2020	15	48
Unity Church Charlotte	Unity Church She Favor Women's Conference	1/15/2020	1/20/2020	100	170
Spireon	Spireon National Sales and Service Meeting Jan 2020	1/15/2020	1/18/2020	200	370
Challenge Youth Planning	Challenge Youth Conference	1/16/2020	1/19/2020	500	320
First Fitness	First Fitness January 2020	1/16/2020	1/19/2020	300	249

Flowserve CorporationFlowserve Global Leadership Conference Leadership Conference1/19/20201/22/20201/23McKesson#11316-PSaS Senior Leadership Meeting1/20/20201/23/20201/231/20CorporationLeadership Meeting1/20/20201/22/20202004000ConvergeConverge TechnologySolutions National1/20/20201/22/20202004000SolutionsSales Meeting1/21/20201/22/20202004000PaycomExecutive Rep Training1/21/20201/22/20202004000NATA 2020 Joint Trainers' AssociationMeeting/IEAD1/22/20201/22/20204000Penhall Branch Manager Meeting Sep Penhall CompanyPenhall Branch Manager Meeting Sep Penhall Company1/22/20201/24/2020904100Venafi, Inc. <sko< td="">1/25/20201/21/20201/25355355355Association Societis Association Societis2020 Global Best Practices Conference1/26/20201/29/20201/25500DCP Operating Company, LPDCP Annual Meetings Vave 1 20201/27/20201/29/20201/202400Southwest Regional Gound of the Manager Meeting1/28/20201/29/20201/202400Southwest Regional Gound SociationConference 20201/27/20201/29/20202/202400Southwest Regional Gound of the Manager Meeting1/28/20201/29/20201/202/202400Southwest Regional Gound of the</sko<>	Customer	Meeting	Arrival	Departure	Attendees	Requested Rooms
CorporationJan 20201/19/20201/22/20201/201/20McKesson#11316-PSaS SeniorIntermediation of the second o						
McKesson#11316-PSaS Senior Leadership Meeting1/20/20201/23/202075170ConvergeConverge Technology Solutions National Solutions1/20/20201/22/2020200400PaycomExecutive Rep Training1/21/20201/22/2020200400PaycomExecutive Rep Training1/21/20201/26/2020200400National Athletic 			1/10/2020	1/22/2020	120	120
CorporationLeadership Meeting1/20/20201/23/202075170ConvergeConverge TechnologySolutions National1/20/20201/22/2020200400SolutionsSales Meeting1/21/20201/22/20202004200PaycomExecutive Rep Training1/21/20201/26/20202004200National AthleticCommittee1/22/20201/26/2020400724Trainers' AssociationMeeting/ILEAD1/22/20201/26/2020400724Penhall Branch Manager Meeting Sol1/25/20201/24/2020901400Venafi, Inc.Venafi, Inc. SKO1/25/20201/29/20202158400Venafi, Inc.Venafi, Inc. SKO1/26/20201/29/2020215500DCP OperatingDCP Annual Meetings1/26/20201/27/202025500DCP OperatingDCP Annual Meetings1/26/20201/29/20201504000Southwest Regional Council of the National AssociationFechnical Information Exchange Jan 20201/27/20201/29/20201202400Southwest Regional Council of the Mational AssociationSW NAHRO 20201/28/20201/31/2020801853Religious Conference ManagementRCMA EMERGE Annual AssociationConference 20201/29/20201/29/20201503533DCP Operating Company, LPWinter Committee Winter CommitteeI/28/20201/31/2020801853Religious Conference Management			1/19/2020	1/22/2020	120	130
ConvergeConverge TechnologySolutions NationalImage: Solutions NationalImage: Solutions NationalSolutionsSales Meeting1/20/20201/22/2020200400PaycomExecutive Rep Training1/21/20201/26/2020200420National AthleticCommitteeImage: SolutionsImage: SolutionsImage: SolutionsImage: SolutionsImage: SolutionsNational AthleticCommitteeImage: SolutionsImage: SolutionsImage: SolutionsImage: SolutionsImage: SolutionsImage: SolutionsPenhall Eranch Manager Meeting SepImage: SolutionsImage: SolutionsImag			1/20/2020	1/22/2020	75	170
Technology SolutionsSolutions National Sales Meeting1/20/20201/22/2020200400PaycomExecutive Rep Training1/21/20201/26/2020200420National Athletic Trainers' AssociationCommittee11/22/2020200420National Athletic Trainers' AssociationCommittee1/22/20201/26/2020400724Penhall Branch Manager Meeting Sep Penhall Company1/22/20201/24/202090140Venafi, Inc.Venafi, Inc. SKO1/25/20202/1/20201158402020 Global Best DDPATractices Conference1/26/20201/29/20202753555Association Societies Alliance2020 Winter Meeting1/26/20201/27/20202550DCP Operating Company, LPDCP Annual Meetings Vave 1 20201/27/20201/20240240Southwest Regional Council of the National AssociationConference 20201/27/20201/20240Southwest Regional Council of the National AssociationConference 20201/28/20201/31/2020801885Religious Conference Management Recting & Conference 20201/29/20202/8/20201/20353DCP Operating OCP Annual Meetings Conference 20201/29/20202/8/20201/20353Religious Conference Management Recting & Meeting & Conference 20201/29/20202/8/20201/20353DCP Operating Meeting & DCP Annual Meetings Company, LPConference 2020 <td></td> <td></td> <td>1/20/2020</td> <td>1/23/2020</td> <td>/5</td> <td>170</td>			1/20/2020	1/23/2020	/5	170
Solutions         Sales Meeting         1/20/2020         1/22/2020         200         400           Paycom         Executive Rep Training         1/21/2020         1/26/2020         200         420           National Athletic         Committee         Image: Comm	0	0 07				
PaycomExecutive Rep Training1/21/20201/26/2020200420National AthleticNATA 2020 JointCommitteeImage: CommitteeImage: Committee<			1/20/2020	1/22/2020	200	400
National AthleticNATA 2020 Joint CommitteeImage of the second						
Trainers' AssociationMeeting/iLEAD1/22/20201/26/2020400724Penhall Branch Manager Meeting Sep Penhall CompanyPoint Sep 20191/22/20201/24/202090140Venafi, Inc.Venafi, Inc. SKO1/25/20202/1/2020115840Duration2020 Global Best Practices Conference1/26/20201/29/2020275355Association Societies Alliance2020 Winter Meeting1/26/20201/27/2020225500DCP Operating Company, LPDCP Annual Meetings Wave 120201/26/20201/29/2020120240Vistra Energy Southwest Regional Council of the Mational AssociationSW NAHRO 20201/27/20201/29/2020120240Officials MeetingMeeting1/28/20201/31/2020800185Religious Conference Management Management RCMA EMERGE Annual AssociationConference 20201/29/20201/31/2020800185Religious Conference Management RCMA EMERGE Annual Meeting1/29/20202/2/20201/20353353DCP Operating OCP Annual Meetings Medical AssociationDCP Annual Meetings Meeting1/29/20201/31/2020800185Religious Conference Management Medical AssociationTOMA Winter Meeting Meeting1/29/20202/2/20201/20353DCP Operating Company, LPDCP Annual Meetings Wave 2 20201/29/20202/2/20201/20353DCP Operating Company, LPDCP Annual Meeti		NATA 2020 Joint	1/21/2020	1/20/2020	200	420
Penhall Branch Manager Meeting Sep 20191/22/20201/24/202090140Venafi, Inc.Venafi, Inc. SKO1/25/20202/1/20201158402020 Global Best Practices Conference1/26/20201/29/2020275355Association Societies Alliance2020 Winter Meeting1/26/20201/27/20202550DCP Operating Company, LPDCP Annual Meetings Wave 1 20201/26/20201/29/2020150400Vistra Energy Southwest Regional Council of the National Association of Housing & Meeting1/28/20201/29/2020120240Southwest Regional ConferenceSW NAHRO 2020 Winter Committee Miner Committee1/28/20201/31/202080185Religious Conference Management Association Company, LPTOMA Winter Meeting Winter Committee Meeting1/29/20202/2/202010002740Texas Osteopathic Company, LPTOMA Winter Meeting Wave 2 20201/29/20202/1/2020150450Youth America Grand Prix 2020 Grand PrixYouth America Grand Prix 20202/2/202050137Texas Association of NeurologicalTexas Association of Neurological Surgeons1/29/20202/2/202050137						= 0.4
Penhall CompanyManager Meeting Sep 20191/22/20201/24/202090140Venafi, Inc.Venafi, Inc. SKO1/25/20202/1/20201158402020 Global Best11/26/20201/29/202027553555Association SocietiesPractices Conference1/26/20201/27/2020225500DCP OperatingDCP Annual Meetings1/26/20201/29/20201/29500DCP OperatingDCP Annual Meetings1/26/20201/29/20201/20220Southwest RegionalTechnical Information1/27/20201/29/20201/202400Southwest RegionalSW NAHRO 20201/27/20201/29/20201/202400Of Housing & ManagementSW NAHRO 20201/28/20201/31/20208001885Religious Conference ManagementRCMA EMERGE Annual Association1/28/20201/31/20208001885Religious Conference ManagementTOMA Winter Meeting1/29/20202/2/2020100027400Texas OsteopathicTOMA Winter Meeting1/29/20202/2/2020150353DCP OperatingDCP Annual Meetings1/29/20202/2/2020150353OrdpartingMareica Grand1/29/20202/2/2020150450Medical Association of Youth America Grand1/29/20202/2/2020150353OrdpartingDCP Annual Meetings1/29/20202/2/2020150450Medical Association of NeurologicalYo	Trainers' Association	0.	1/22/2020	1/26/2020	400	724
Penhall Company20191/22/20201/24/202090140Venafi, Inc.Venafi, Inc. SKO1/25/20202/1/20201115840TDn2KPractices Conference1/26/20201/29/2020275355Association SocietiesPractices Conference1/26/20201/29/2020275355Alliance2020 Winter Meeting1/26/20201/27/20202550DCP OperatingDCP Annual Meetings1/26/20201/29/2020150400Company, LPWave 1 20201/27/20201/29/2020120240Southwest Regional Council of the National AssociationExchange Jan 20201/27/20201/29/2020120240Mater Committee ManagementSW NAHRO 2020IIIIIIMeeting1/28/20201/31/202080185185Religious Conference ManagementConference 20201/29/20201/29/202010002740Medical AssociationConference 20201/29/20202/2/2020150353DCP Operating Medical AssociationDCP Annual Meetings 20201/29/20202/2/2020150353DCP Operating Medical AssociationDCP Annual Meetings 20201/29/20202/2/2020150353DCP Operating Medical AssociationDCP Annual Meetings 20201/29/20202/2/2020150353DCP Operating Company, LPWave 2 20201/29/20202/1/2020150450						
Venafi, Inc.Venafi, Inc. SKO1/25/20202/1/20201158402020 Global Best Practices Conference1/26/20201/29/2020275355Association Societies Alliance2020 Winter Meeting1/26/20201/27/2020275355Association Societies Company, LPDCP Annual Meetings Wave 1 20201/26/20201/29/2020150400Vistra Energy Southwest Regional Council of the National Association of Housing & Betrigous Conference1/27/20201/29/2020120240Southwest Regional Council of the National Association of Housing & Betrigous ConferenceSW NAHRO 2020 Meeting1/28/20201/31/202080185Religious Conference ManagementRCMA EMERGE Annual Conference 20201/29/20202/8/202010002740Texas Osteopathic Company, LPTOMA Winter Meeting Vouth America Grand Prix 20201/29/20202/1/2020150353DCP Operating Company, LPDCP Annual Meetings Vouth America Grand Prix 20201/29/20202/2/2020150353DCP Operating Prix 2020DCP Annual Meetings Company, LPTOMA Winter Gerand Prix 20201/29/20202/2/2020150353DCP Operating Company, LPDCP Annual Meetings Vouth America Grand Prix 20202/2/202050137Texas Association of NeurologicalTexas Association of Neurological Surgeons1/29/20202/2/202050137	Danhall Company	· ·	1/22/2020	1/24/2020	00	140
TDn2K2020 Global Best Practices Conference1/26/20201/29/2020275355Association Societies Alliance2020 Winter Meeting1/26/20201/27/202022550DCP Operating Company, LPDCP Annual Meetings Wave 1 20201/26/20201/29/2020150400Vistra Energy Southwest Regional Council of the National Association of Housing & SW NAHRO 20201/27/20201/29/2020120240Southwest Regional Council of the National Association of Housing & SUN NAHRO 20201/28/20201/31/202080185Religious Conference ManagementRCMA EMERGE Annual Conference 20201/29/20202/8/202010002740Texas Osteopathic Medical Association DCP OperatingTOMA Winter Meeting 20201/29/20202/2/2020150353DCP Operating Medical AssociationCOnference 20201/29/20202/2/2020150353DCP Operating Medical AssociationDCP Annual Meetings 20201/29/20202/2/2020150450Youth America Grand Prix 2020Youth America Grand Prix 20201/29/20202/2/202050137Texas Association of NeurologicalTexas Association of Neurological Surgeons1/29/20202/2/202050137						
TDn2KPractices Conference1/26/20201/29/2020275355Association Societies2020 Winter Meeting1/26/20201/27/20202550DCP OperatingDCP Annual Meetings1/26/20201/29/2020150400Company, LPWave 1 20201/26/20201/29/2020150400Vistra EnergyExchange Jan 20201/27/20201/29/2020120240Southwest Regional Council of theExchange Jan 20201/27/20201/29/2020120240Southwest Regional Council of theSW NAHRO 2020Exchange Jan 20201/28/20201/28/20201/28Development Minter CommitteeMeeting1/28/20201/31/202080185Religious Conference Management AssociationConference 20201/29/20202/8/202010002740Texas Osteopathic Company, LPTOMA Winter Meeting 20201/29/20202/2/2020150353DCP Operating Company, LPDCP Annual Meetings 20201/29/20202/1/2020150353DCP Operating Youth America Grand Youth America Grand Prix 20201/29/20202/1/2020150450Youth America Grand PrixStaff/Attendees1/29/20202/2/202050137Texas Association of NeurologicalTexa Association of Neurological Surgeons2/2/202050137	Venati, Inc.		1/25/2020	2/1/2020	115	840
Association Societies Alliance2020 Winter Meeting1/26/20201/27/20202550DCP Operating Company, LPDCP Annual Meetings Wave 1 20201/26/20201/29/2020150400Vistra EnergyTechnical Information Exchange Jan 20201/27/20201/29/2020120240Southwest Regional Council of the National Association of Housing & DevelopmentSW NAHRO 2020 Winter Committee1/28/20201/31/202080185Religious Conference Management Association Conference Z020RCMA EMERGE Annual 20201/29/20202/8/202010002740Texas Osteopathic Youth America Grand PrixTOMA Winter Meeting Vioth America Grand Prix 20201/29/20202/2/2020150353Youth America Grand PrixYouth America Grand Prix 20201/29/20202/2/202050137Texas Association of NeurologicalTexas Association of Neurological SurgeonsTexas Association of Neurological Surgeons1/29/20202/2/202050137	TD 01/		1/26/2020	1/20/2020	075	255
Alliance2020 Winter Meetings1/26/20201/27/20202.55DCP OperatingDCP Annual Meetings		Practices Conference	1/26/2020	1/29/2020	275	355
DCP Operating Company, LPDCP Annual Meetings Wave 1 20201/26/20201/29/2020150400Technical Information Exchange Jan 20201/27/20201/29/2020120240Southwest Regional Council of the National Association of Housing & DevelopmentSW NAHRO 2020 Winter Committee1/28/20201/31/202080185Religious Conference Management Association Conference 2020RCMA EMERGE Annual 20201/29/20202/8/202010002740Texas Osteopathic Company, LPTOMA Winter Meeting 20201/29/20202/2/2020150353DCP Operating Company, LPDCP Annual Meetings 20201/29/20202/1/20201/20450Youth America Grand PrixYouth America Grand Prix 20201/29/20202/2/202050137Texas Association of NeurologicalTexas Association of Neurological Surgeons1/29/20202/2/202050137		2020 Winter Meeting	1/26/2020	1/27/2020	25	ГО
Company, LPWave 1 20201/26/20201/29/2020150400Vistra EnergyExchange Jan 20201/27/20201/29/2020120240Southwest Regional Council of the National Association of Housing & SW NAHRO 2020II/28/20201/29/2020120240Development OfficialsSW NAHRO 2020IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII			1/20/2020	1/2//2020	25	50
Vistra EnergyTechnical Information Exchange Jan 20201/27/20201/29/2020120240Southwest Regional Council of the National Association of Housing & DevelopmentSW NAHRO 2020Image: Constant of the constant o		0	1/26/2020	1/29/2020	150	400
Vistra EnergyExchange Jan 20201/27/20201/29/2020120240Southwest Regional Council of the <td>Company, Li</td> <td></td> <td>1/20/2020</td> <td>1/23/2020</td> <td>150</td> <td>400</td>	Company, Li		1/20/2020	1/23/2020	150	400
Southwest Regional Council of the National Association of Housing & DevelopmentSW NAHRO 2020Image: SW NAHRO 2020DevelopmentWinter Committee Winter CommitteeImage: SW NAHRO 2020Image: SW NAHRO 2020OfficialsMeeting1/28/2020I/31/202080Religious Conference ManagementRCMA EMERGE Annual Conference 2020Image: SW NAHRO 2020Image: SW NAHRO 2020ManagementRCMA EMERGE Annual Conference 2020Image: SW NAHRO 2020Image: SW NAHRO 2020Texas OsteopathicTOMA Winter Meeting 2020Image: SW NAHRO 2020Image: SW NAHRO 2020DCP Operating Company, LPDCP Annual Meetings Wave 2 2020Image: SW NAHRO 2020Image: SW NAHRO 2020Youth America Grand PrixPrix 2020Image: SW NAHRO 2020Image: SW NAHRO 2020Image: SW NAHRO 2020Texas Association of NeurologicalTexas Association of Neurological SurgeonsImage: SW NAHRO 2020Image: SW NAHRO 2020Image: SW NAHRO 2020South America Grand NeurologicalTexas Association of Neurological SurgeonsImage: SW NAHRO 2020Image: SW NAHRO 2020Image: SW NAHRO 2020Surgerian Neurological SurgeonsImage: SW NAHRO 2020Image: SW NAHRO 2020Image: SW NAHRO 2020Image: SW NAHRO 2020Image: SW NAHRO 2020South America Neurological SurgeonsImage: SW NAHRO 2020Image: SW NAH	Vistra Enormy		1/27/2020	1/20/2020	120	240
Council of the National AssociationImage: SW NAHRO 2020Image: SW NAHRO 2020Image: SW NAHRO 2020DevelopmentWinter CommitteeImage: SW NAHRO 2020Image: SW NAHRO 2020OfficialsMeetingImage: SW NAHRO 2020Image: SW NAHRO 2020OfficialsMeetingImage: SW NAHRO 2020Image: SW NAHRO 2020OfficialsMeetingImage: SW NAHRO 2020Image: SW NAHRO 2020Religious ConferenceMeetingImage: SW NAHRO 2020Image: SW NAHRO 2020ManagementRCMA EMERGE Annual AssociationImage: SW NAHRO 2020Image: SW NAHRO 2020Texas OsteopathicTOMA Winter Meeting 2020Image: SW NAHRO 2020Image: SW NAHRO 2020DCP OperatingDCP Annual Meetings Vave 2 2020Image: SW NAHRO 2020Image: SW NAHRO 2020Mouth AmericaPrix 2020Image: SW NAHRO 2020Image: SW NAHRO 2020Image: SW NAHRO 2020Youth AmericaFrix 2020Image: SW NAHRO 2020Image: SW NAHRO 2020Image: SW NAHRO 2020Youth AmericaFrix 2020Image: SW NAHRO 2020Image: SW NAHRO 2020Image: SW NAHRO 2020Youth AmericaFrix 2020Image: SW NAHRO 2020Image: SW NAHRO 2020Image: SW NAHRO 2020Image: SW NAHRO 2020Youth AmericaFrix 2020Image: SW NAHRO 2020Youth AmericaFrix 2020Image: SW NAHRO 2020Texas		Excitatige Jatt 2020	1/2//2020	1/29/2020	120	240
National Association of Housing &SW NAHRO 2020IndexIn	0					
of Housing & DevelopmentSW NAHRO 2020IIIIDevelopmentWinter Committee1/28/20201/31/202080185OfficialsMeeting1/28/20201/31/202080185Religious ConferenceRCMA EMERGE AnnualIIIIAssociationConference 20201/29/20202/8/202010002740Texas OsteopathicTOMA Winter MeetingI/29/20202/2/20201503533DCP OperatingDCP Annual MeetingsI/29/20202/1/2020150450Company, LPWave 2 20201/29/20202/1/2020150450Youth America GrandI/29/20202/2/202050137Youth AmericaPrix 20201/29/20202/2/202050137Texas Association ofTexas Association ofNeurological SurgeonsIII						
OfficialsMeeting1/28/20201/31/202080185Religious ConferenceRCMA EMERGE AnnualImagementRCMA EMERGE AnnualImagement		SW NAHRO 2020				
Religious Conference ManagementRCMA EMERGE Annual Conference 20201/29/20202/8/202010002740AssociationConference 20201/29/20202/8/202010002740Texas OsteopathicTOMA Winter Meeting 20201/29/20202/2/2020150353DCP OperatingDCP Annual Meetings Wave 2 20201/29/20202/1/2020150450Youth America Grand Youth AmericaYouth America Grand Prix 20201/29/20202/2/202050137Texas Association of NeurologicalTexas Association of Neurological Surgeons1/29/20202/2/202050137		Winter Committee				
Management AssociationRCMA EMERGE Annual Conference 2020I/29/20202/8/202010002740Texas Osteopathic Medical AssociationTOMA Winter Meeting 2020I/29/20202/2/2020150353DCP Operating Company, LPDCP Annual Meetings Wave 2 2020I/29/20202/1/2020150450Youth America Grand Youth America Grand PrixPrix 2020I/29/20202/2/2020150137Texas Association of NeurologicalTexas Association of Neurological SurgeonsInterventionInterventionIntervention	Officials	Meeting	1/28/2020	1/31/2020	80	185
AssociationConference 20201/29/20202/8/202010002740Texas OsteopathicTOMA Winter Meeting <td< td=""><td>Religious Conference</td><td></td><td></td><td></td><td></td><td></td></td<>	Religious Conference					
Texas OsteopathicTOMA Winter Meeting 20201/29/20202/2/2020150353DCP OperatingDCP Annual Meetings Wave 2 20201/29/20202/1/2020150450Youth America Grand Prix 2020Prix 20201/29/20202/2/2020150450Grand PrixStaff/Attendees1/29/20202/2/202050137Texas Association of NeurologicalNeurological SurgeonsImage: Company comp	Management	RCMA EMERGE Annual				
Medical Association20201/29/20202/2/2020150353DCP Operating Company, LPDCP Annual Meetings Wave 2 20201/29/20202/1/2020150450Youth America Grand Prix 2020Youth America Grand Prix 20201/29/20202/2/2020150450Grand PrixStaff/Attendees1/29/20202/2/202050137Texas Association of NeurologicalNeurological SurgeonsImage: Company America Grand Prix 2020Image: Company America Grand Prix 2020Image: Company America Grand Prix 2020Image: Company America Grand Prix 2020	Association	Conference 2020	1/29/2020	2/8/2020	1000	2740
DCP Operating Company, LPDCP Annual Meetings Wave 2 20201/29/20202/1/2020150450Youth America Grand PrixYouth America Grand Prix 20201/29/20202/2/2020150450Texas Association of NeurologicalTexas Association of Neurological Surgeons1/29/20202/2/202050137		0				
Company, LPWave 2 20201/29/20202/1/2020150450Youth America Grand Prix 2020Prix 2020111<			1/29/2020	2/2/2020	150	353
Youth America Grand Prix 2020Youth America Grand Prix 2020Image: Constraint of the second sec		-		- / - /		
Youth AmericaPrix 2020Image: Constraint of the sector of the secto	Company, LP		1/29/2020	2/1/2020	150	450
Grand PrixStaff/Attendees1/29/20202/2/202050137Texas Association of NeurologicalTexas Association of Neurological SurgeonsEEEE	Mauth America					
Texas Association of Neurological     Texas Association of Neurological Surgeons			1/20/2020	2/2/2020	50	407
Neurological Neurological Surgeons			1/29/2020	2/2/2020	50	13/
	Surgeons	2020 Annual Meeting	1/30/2020	2/1/2020	75	225

Customer	Meeting	Arrival	Departure	Attendees	Requested Rooms
Sigma Kappa			- /- /		
Sorority	Sigma Kappa Sorority	1/30/2020	2/2/2020	150	191
	Sigma Phi Epsilon 2020				
Cience Dhi Enciler	Carlson Leadership	1/20/2020	2/2/2020	450	225
Sigma Phi Epsilon	Academy-Dallas	1/30/2020	2/2/2020	450	225
NCA Corporate	2020 NCA Sr/Jr High				
Office	School Nationals	1/30/2020	2/2/2020	5000	165
The National					
Catholic Bioethics	The National Catholic	2 /2 /2020	2/12/2020	200	500
Center	Bioethics Center	2/2/2020	2/12/2020	200	583
Texas Association for					
Literacy & Adult	TALAE Annual			150	
Education	Conference	2/4/2020	2/8/2020	150	655
Haynes and Boone,					
LLP	2020 Partners Retreat	2/5/2020	2/8/2020	230	437
Frank Glazier	Frank Glazier Football				
Football Clinics, Inc.	Clinic 2020	2/6/2020	2/9/2020	200	425
	Zeta Tau Fraternity				
Zeta Tau Fraternity	Conference	2/6/2020	2/9/2020	400	326
Pathways Core	Pathways Monthly				
Training Inc.	February 2020	2/7/2020	2/22/2020	100	272
	Donor Recruitment				
American Red Cross	Training	2/10/2020	2/13/2020	15	48
	DFW Church of Christ				
DFW Church	Marriage Retreat	2/14/2020	2/15/2020	950	200
	TEXSOM 2020				
	International Wine				
TexSom	Awards	2/15/2020	2/19/2020	300	390
Juvenile Diabetes	Juvenile Diabetes				
Research Foundation	<b>Research Foundation</b>	2/15/2020	2/15/2020	400	30
	National Executive				
Boy Scouts of	Board & Committees				
America	Meeting 02/2020	2/16/2020	2/18/2020	75	153
Texas Wine and					
Grape Growers	Annual Conference for				
Association	2020	2/18/2020	2/23/2020	600	515
Texas Wine and	Annual Conference for				
Grape Growers	2020 - Overflow Room				
Association	Block	2/18/2020	2/22/2020	500	145
	Center for Growing				
Produce Marketing	Talent by PMA				
Association	, Immersion Academy	2/19/2020	2/20/2020	102	204
Productive Dentist	Productive Dentist				
Academy	Academy	2/19/2020	2/22/2020	150	225

Customer	Meeting	Arrival	Departure	Attendees	Requested Rooms
	CFO West Football				
Big 12 Conference	Officiating Clinic 2020	2/20/2020	2/22/2020	400	316
Nutrien AG Solutions	SH&E Meeting	2/21/2020	2/28/2020	280	841
National Sorority of Phi Delta Kappa	NSPDK Southwest Region Youth Conference	2/21/2020	2/22/2020	400	266
American College of Emergency Physicians	ACEP 2020 Annals Board Retreat	2/22/2020	2/23/2020	42	84
National Systems Contractors Association	2020 National Systems Contractors Association Conference	2/23/2020	2/28/2020	1020	1020
Allstate Insurance Company	2020 Texas CSA Leadership Conference	2/25/2020	2/28/2020	145	303
Vizient, Inc.	Vizient, Inc. 2020 Provista Channel Partner Meeting	2/25/2020	2/26/2020	50	56
Susan G. Komen Breast Cancer Foundation	Komen Scholars Meeting	2/26/2020	2/27/2020	80	150
StarQuest Performing Arts	StarQuest Dance Competition 2020	2/27/2020	3/2/2020	100	70
Spotlight Dance	2020 Spotlight Events Dallas Regional	2/27/2020	3/1/2020	750	80
Legacy Dance Championships	Legacy Dance Championships Staff and Attendee Rooms	2/27/2020	3/1/2020	700	56
Legacy Dance Championships	Legacy Dance Championships Overflow Room Block	2/27/2020	3/1/2020	100	120
Tour-Rific of Texas	Westfield Choir	2/27/2020	2/29/2020	80	50
Southwest Commission on Religious Studies	Southwest Commission on Religious Studies	2/28/2020	3/2/2020	150	230
SPORTING Blue Valley Soccer Club	SPORTING Blue Valley Soccer Club Team Rooms	2/28/2020	2/29/2020	140	70

\*\*Highlighted items above are Target Industries for Irving



#### ICVB Memorandum

Date:	October 16, 2019
To:	Maura Gast, FCDME, Executive Director
From:	Lori Fojtasek, Vice President, Sales & Services
RE:	Sales & Services Department Board Report for September 2019

#### **Convention Sales & Services Staff Activities**

Leads Generated	September	YTD
Irving CVB – Hotel Leads	156	1796
Irving Convention Center Leads	39	425

#### September

Room Nights Generated	Monthly Goal	September 2019 Actuals	September 2018 Actuals	FY 2018-19 Annual Goal	FY 2018-19 YTD Actuals	FY 2017-18 YTD Actuals	September Convention Center	Convention Center YTD
Definite Room Nights	18588	26723	30890	223060	246709	248409	4388	37021
Lost Room Nights		31583	79007		443935	388206	21156	177457

#### Travel & Activity Customer Services Activity

September	Organization	Event	Location
14-17	Texas Society of Association Executives	Annual Meeting	Galveston, TX

#### September Servicing & Inventory

Groups Served				
September	20			
2018-2019	224			
2017-2018	218			

Service Type	# of Groups Served	Total Inventory Utilized
Proclamations/Flags/Welcomes	1	Mayoral/Council Appearance/Letter/Flags for Convention Programs
Name Badge/Lanyard Services	10	7284 Badges/7514 Lanyards
Pens	11	2820 white
Bags	4	2850
Promotional Materials	6	2513 restaurant maps/ TMF maps
Staffing Services	4	80 Event Hours

**Event Location:** Hotels: 8 Irving Convention Center: 10 Other: 2

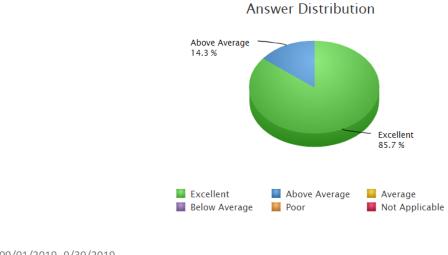
#### **Special Services**

#### Proclamations/Welcomes/Flags:

- Welcome and Proclamation GFWC October 27, 2018, Lori Fojtasek
- Opening Remarks Zest Fest, January 25, 2019 Deputy Mayor Pro Tem Oscar Ward
- Welcome North Texas Teen Book Festival, March 23, 2019, Mayor Rick Stopfer
- Welcome/ Ribbon Cutting North Texas Business Alliance, April 10, 2019, Mayor Rick Stopfer
- Welcome/Ribbon Cutting DFW Minority Supplier, May 7, 2019, Mayor Rick Stopfer
- Proclamation/ Flag Presentation Angry Skipper Association-Reunion May 18, 2019, Councilman Al Zapanta
- Proclamation/ Flag Presentation The Association of Buffalo Soldiers and Troopers MC May 18, 2019, Councilman Dennis Webb
- Welcome VRM Mortgage, June 4, 2019, Mayor Rick Stopfer
- State Proclamation/ Flag Presentation Grand Encampment of Knights Templar June 26, 2019, Councilman Kyle Taylor
- State Proclamation/ Flag Presentation Grand Encampment Sirens July 1, 2019, ICVB Board Chairwoman Clem Lear
- Special Recognition/Flag Presentation Nnewi USA July 5, 2019, Mayor Rick Stopfer
- Proclamation/ Flag Presentation American Legion Department of Texas July 12, 2019, Mayor Rick Stopfer
- Welcome/Proclamation/ Flag Presentation 3<sup>rd</sup> Combat Engineer Battalion Memorial/Reunion September 21, 2019, Councilman Al Zapanta

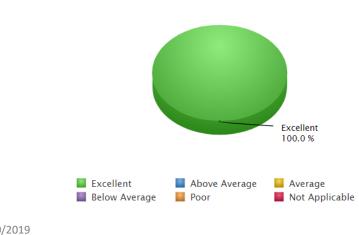
#### Customer Service Satisfaction Survey Results September 1-30, 2019

How was your overall destination experience?



09/01/2019 -9/30/2019 Score: 97.1% **/ 100.0** 

How was your overall Convention and Visitors Bureau Experience?



Answer Distribution

9/01/2019 - 9/30/2019 Score: 100% **/ 100.0** 

#### October-January 2019

#### **Definite Bookings**

Customer	Meeting	Arrival	Departure	Attendees	Requested Rooms
Pathways Core Training Inc.	Pathways Monthly November 2019	11/1/2019	11/16/2019	100	272
Questex	Questex - SPATEC Meeting	11/2/2019	11/6/2019	160	505
Pleasant Holidays	ΑΑΑ ΤΧ	11/3/2019	11/5/2019	200	172
Vizient, Inc.	Vizient, Inc. 2019 HIIN Wound Care Certification Class	11/3/2019	11/7/2019	50	250
Jack Henry & Associates	BANNO Board Meeting Nov 2019	11/3/2019	11/5/2019	45	80
State Bar of Texas	27th Annual Texas Minority Counsel Program	11/5/2019	11/8/2019	150	305
Greystar Management Services	Greystar Cohort 7 (November)	11/5/2019	11/6/2019	30	33
Marcus Evans	Marcus Evans Tax Officers Summit 2019	11/5/2019	11/8/2019	120	155
McKesson Corporation	Front Line Leader, Oct/Nov 2019	11/5/2019	11/6/2019	24	0
Association of Cedarbrook Camps	2019 ACC Conference	11/6/2019	11/9/2019	100	85
Family Life	Weekend to Remember	11/6/2019	11/11/2019	500	584
Foresters Financial	Foresters Financial- 2019	11/6/2019	11/11/2019	109	228
EPRI	EPRI Technology Communication Council	11/6/2019	11/7/2019	20	40
Independent Insurance Agents of Dallas	IIAD Jim Millerman Insurance Convention 2019	11/6/2019	11/7/2019	500	30
McKesson Corporation	Success Summit	11/6/2019	11/8/2019	50	50
IEEE Electronic Packaging Society	Electronic Components and Technology Conference Planning Meeting 2019	11/7/2019	11/9/2019	75	75
<b>BioTE Medical</b>	BioTE Medical	11/7/2019	11/9/2019	200	201
Marcus Evans	<b>Tax Officers Summit</b>	11/7/2019	11/10/2019	110	150

Customer	Meeting	Arrival	Departure	Attendees	Requested Rooms
Minnesota Vikings Football Team	Minnesota Vikings Team Travel	11/7/2019	11/10/2019	250	246
Dallas Dance Festival	Dallas Dance Festival 2019	11/7/2019	11/10/2019	500	575
Collegiate Sports Travel	East Carolina University vs SMU	11/8/2019	11/9/2019	115	118
Irving Hispanic Chamber of Commerce	Irving Hispanic Chamber of Commerce - 2019 Annual Gala	11/8/2019	11/8/2019	300	20
SPORTING Blue Valley Soccer Club	SPORTING Blue Valley Soccer Club	11/8/2019	11/9/2019	150	120
African Union - Region 6 Texas	2019 Conference	11/8/2019	11/9/2019	1000	80
Classic Elegance Coaches	Classic Elegance - Minnesota Vikings 2019	11/9/2019	11/10/2019	50	25
National Football League	NFL Football Officials November 2019	11/9/2019	11/28/2019	12	48
Entrematic	Entrematic Cowboys Room Block Nov 10, 2019	11/10/2019	11/11/2019	25	20
BetterMan Men's Group	2019 BetterMan Summit	11/10/2019	11/12/2019	35	75
Alvin High School	Alvin High School Band	11/10/2019	11/11/2019	220	100
ABC Supply Company, Incorporated	Cowboy Room Block - Vikings	11/10/2019	11/11/2019	10	5
American Legal and Financial Network	0025Y8 ALFN Intersect Nov	11/11/2019	11/13/2019	120	96
American Red Cross	American Red Cross - Donor Recruitment Training	11/11/2019	11/14/2019	20	48
Texas A&M Transportation Institute	Texas A&M Transportation Institute	11/12/2019	11/16/2019	400	355
VMware	VMware Heptio Meeting	11/12/2019	11/14/2019	150	350
East African Chamber of Commerce	East African Chamber of Commerce 2019 Meeting	11/12/2019	11/17/2019	200	80
McKesson Corporation	MSPL Onmark Summit	11/13/2019	11/14/2019	130	260

Customer	Meeting	Arrival	Departure	Attendees	Requested Rooms
Red Zone Games Inc.	Red Zone Games #2	11/15/2019	11/17/2019	50	60
Fresenius Medical Care	November 2019 CMT West Training Series	11/18/2019	11/22/2019	70	280
Drake Software	Drake Software 2019 Software Update School Dallas	11/18/2019	11/18/2019	250	85
McKesson Corporation	#11637-Accelerate FY20 Session I Nov 2019	11/18/2019	11/21/2019	30	120
American Concrete Pipe Association	ACPA November 2019 Guest Room Block	11/18/2019	11/18/2019	20	18
McKesson Corporation	Southwest ASM / Lab Summit	11/19/2019	11/22/2019	11	33
American Country Dance Association	2019 ACDA Nationals	11/20/2019	11/25/2019	300	230
USA Judo	2019 USA Judo President's Cup	11/20/2019	11/24/2019	500	255
American College of Emergency Physicians	ACEP Chapter Execs Leadership Summit Room Block 2019	11/20/2019	11/21/2019	32	40
The Navigators	South Central EDGE Preview	11/23/2019	11/24/2019	30	34
Red Zone Games Inc.	Red Zone Games #3	11/23/2019	11/24/2019	50	30
Buffalo Bills	Buffalo Bills Team Travel	11/25/2019	11/27/2019	200	202
CBS Sports	2019 CBS Sports Production/Technical Teams	11/25/2019	11/29/2019	125	181
Classic Elegance Coaches	Classic Elegance - Buffalo Bills 2019	11/28/2019	11/29/2019	50	25
Red Zone Games Inc.	Red Zone Games #1	11/29/2019	12/1/2019	50	60
ISC2, Inc.	(ISC)2 Secure Summit 2019	11/30/2019	12/6/2019	400	259
United Network for Organ Sharing	UNOS December 2019 Board of Directors' Meeting	12/1/2019	12/3/2019	800	263
American College of Emergency Physicians	ACEP - EMBRS Room Block December 2019	12/1/2019	12/6/2019	20	120
MADD National Headquarters	MADD Board Meeting December 2019	12/1/2019	12/5/2019	20	52
McKesson Corporation	LTL FY20 Session I	12/2/2019	12/6/2019	30	116

Customer	Meeting	Arrival	Departure	Attendees	Requested Rooms
McKesson Corporation	Annual INA Summit 2019	12/2/2019	12/5/2019	50	33
Catholic Health Association	CHA Board of Trustees Meeting & Orientation – December 2019	12/4/2019	12/6/2019	40	65
<b>BioTE Medical</b>	<b>BioTE Medical</b>	12/5/2019	12/7/2019	200	251
DFW Business Group on Health	DFW Business Group on Health	12/5/2019	12/7/2019	400	35
Siddons-Martin Emergency Group	Siddons-Martin Emergency Group Holiday Party	12/6/2019	12/8/2019	350	270
American Athletic Conference	AAC Football Championship 2019	12/6/2019	12/7/2019	150	93
Red Zone Games Inc.	Red Zone Games #4	12/7/2019	12/8/2019	50	30
Aire Serv LLC	Aire Serv LLC 2019 Systems Training - Grapevine TX	12/8/2019	12/12/2019	40	55
Hartford Funds	Hartford Funds Wirehouse Divisional Meeting	12/8/2019	12/11/2019	30	66
Fresenius Medical Care	December 2019 CMT West Training Series	12/9/2019	12/13/2019	70	280
American Red Cross	American Red Cross - Donor Recruitment Training	12/9/2019	12/12/2019	20	48
Ariat International	Ariat International Business Meeting Dec 2019	12/9/2019	12/11/2019	40	80
The Pre-Trib Research Center Calvary University	The Pre-Trib Research Center 2019	12/10/2019	12/14/2019	300	300
Vizient, Inc.	Vizient, Inc. 2019 SCSC Meeting	12/10/2019	12/11/2019	50	40
Los Angeles Rams Football Club	Los Angeles Rams Team Travel	12/12/2019	12/15/2019	200	191
Vizient, Inc.	Vizient, Inc. 2019 HR All Team Meeting (December)	12/12/2019	12/12/2019	80	10
Eko Club International (ECI)	Eko Club International	12/13/2019	12/14/2019	150	40
Classic Elegance Coaches	Classic Elegance - Los Angeles Rams 2019	12/14/2019	12/15/2019	50	25

Customer	Meeting	Arrival	Departure	Attendees	Requested Rooms
National Football League	NFL Football Officials December 2019	12/14/2019	12/28/2019	12	36
Entrematic	Entrematic Cowboys Room Block Dec 15, 2019	12/15/2019	12/16/2019	20	15
ABC Supply Company, Incorporated	Cowboy Room Block - Rams	12/15/2019	12/16/2019	10	6
Red Zone Games Inc.	Red Zone Games #5	12/21/2019	12/22/2019	50	30
Cotton Bowl Athletic Association	Cotton Bowl University Room Block 2019	12/25/2019	12/27/2019	150	231
International Youth Fellowship	International Youth Fellowship overflow from Hyatt	12/25/2019	12/28/2019	2000	315
Washington Redskins Football Club	Washington Redskins Team Travel	12/26/2019	12/29/2019	200	206
Classic Elegance Coaches	Classic Elegance - Washington Redskins 2019	12/28/2019	12/29/2019	50	25
ABC Supply Company, Incorporated	Cowboy Room Block - Redskins	12/28/2019	12/29/2019	10	16
Entrematic	Entrematic Cowboys Room Block Dec 29, 2019	12/29/2019	12/30/2019	20	5
Pathways Core Training Inc.	Pathways Monthly January 2020	1/3/2020	1/31/2020	100	272
PepsiCo	PepsiCo - Bottlers Meeting January 2020	1/6/2020	1/8/2020	200	375
Health Occupations Students of America - Texas Association	HOSA - Board Meeting 2020	1/8/2020	1/13/2020	35	79
American Academy of Allergy, Asthma & Immunology	Directors Assembly Winter Meeting & Academic Leaders Winter Meeting	1/9/2020	1/11/2020	150	230
Full Gospel Businessmen's Fellowship in America	Mid-Year Council Meeting	1/9/2020	1/11/2020	25	25
Art of Movement (Dance)	Art of Movement 2020	1/10/2020	1/11/2020	300	250

Customer	Meeting	Arrival	Departure	Attendees	Requested Rooms
DuraServ Corp.	January 2020 Meeting	1/13/2020	1/18/2020	75	240
Southwest Regional Council of the National Association of Housing & Development Officials	SW NAHRO 2020 Winter Committee Meeting	1/14/2020	1/17/2020	80	185
Unity Church Charlotte	Unity Church She Favor Women's Conference	1/15/2020	1/20/2020	100	170
Spireon	Spireon National Sales and Service Meeting Jan 2020	1/15/2020	1/18/2020	200	370
Challenge Youth Planning	Challenge Youth Conference	1/16/2020	1/19/2020	500	320
First Fitness	First Fitness January 2020	1/16/2020	1/19/2020	300	249
Flowserve Corporation	Flowserve Global Leadership Conference Jan 2020	1/19/2020	1/22/2020	120	130
McKesson Corporation	#11316-PSaS Senior Leadership Meeting	1/20/2020	1/23/2020	75	170
Converge Technology Solutions	Converge Technology Solutions National Sales Meeting	1/20/2020	1/22/2020	200	400
Paycom	Executive Rep Training	1/21/2020	1/26/2020	200	420
National Athletic Trainers' Association	NATA 2020 Joint Committee Meeting/iLEAD	1/22/2020	1/26/2020	400	724
Penhall Company	Penhall Branch Manager Meeting Sep 2019	1/22/2020	1/24/2020	90	140
Venafi, Inc.	Venafi, Inc. SKO	1/25/2020	2/1/2020	115	840
TDn2K	2020 Global Best Practices Conference	1/26/2020	1/29/2020	275	355
Association Societies Alliance	2020 Winter Meeting	1/26/2020	1/27/2020	25	50
DCP Operating Company, LP	DCP Annual Meetings Wave 1 2020	1/26/2020	1/29/2020	150	400
Vistra Energy	Technical Information Exchange Jan 2020	1/27/2020	1/29/2020	120	240

Customer	Meeting	Arrival	Departure	Attendees	Requested Rooms
Religious Conference Management Association	RCMA EMERGE Annual Conference 2020	1/29/2020	2/8/2020	1000	2740
Texas Osteopathic Medical Association	TOMA Winter Meeting 2020	1/29/2020	2/2/2020	150	353
DCP Operating Company, LP	DCP Annual Meetings Wave 2 2020	1/29/2020	2/1/2020	150	450
Youth America Grand Prix	Youth America Grand Prix 2020 Staff/Attendees	1/29/2020	2/2/2020	50	137
Texas Association of Neurological Surgeons	Texas Association of Neurological Surgeons 2020 Annual Meeting	1/30/2020	2/1/2020	75	225
Sigma Kappa Sorority	Sigma Kappa Sorority	1/30/2020	2/2/2020	150	191
Sigma Phi Epsilon	Sigma Phi Epsilon 2020 Carlson Leadership Academy- Dallas	1/30/2020	2/2/2020	450	225
NCA Corporate Office	2020 NCA Sr/Jr High School Nationals	1/30/2020	2/2/2020	5000	165

\*\*Highlighted items above are Target Industries for Irving



#### ICVB MEMORANDUM

DATE:10/20/2019TO:Maura GastFROM:Mike ZumbaughRE:STR and AirBNB Data Reports

#### <u>STR</u>

Irving's hotel occupancy rate for September remained higher than Texas & US figures at 70.3%. When comparing current month's occupancy numbers to last year, Irving's occupancy was down 5.1% \*, while Texas figures were up 1.6% and the US was down 0.9% for the month. Demand for the current period is down by 1.7% and YTD is up 2.1% over last year, while STR data reflects a 5.1% decrease for the current period and a 1.7% decrease in YTD occupancy compared to 2018.

For average daily rate, Irving was \$111.01, up 2.5% in September compared to last year, leaving Irving's YTD average daily rate at \$110.68, up 2.1% over last year. Both current month and YTD ADR figures were higher than Texas' numbers.

SPECIAL NOTE: A data variance error has been detected in the Occupancy %, ADR, & RevPAR figures between two different reports in our monthly data set from STR beginning in August 2019. The differences are minor – 0.2% in Occupancy, \$0.92 in ADR, and \$0.07 in RevPAR for this month (highlighted in blue on Pages 2 & 3). For the purposes of the attached graphs, the difference is not apparent, but the numbers do vary between reports. This issue is being researched, and the figures will be updated in our database once the STR reports have been updated with corrected information.

\* As previously noted, do not be mislead by a decrease in occupancy, as new inventory has come online which then causes a lower occupancy figure. When the inventory level is static, then the Occupancy figure is a good performance indicator. However, when there are increases or decreases in inventory, then "Demand" must be looked at as well. Demand is the actual amount of room nights sold during the period being reviewed.

#### <u>AirBNB</u>

For the month of September, there were 405 available listings in Irving which is a 33.29% increase in listings over last year's figure of 304.

The average daily rate for September is \$219.47, which is up 28.2% over last year, with an occupancy percentage of 67.5%, which is up 18.9% compared to last year. For the hotel comparable subset, the average daily rate is \$93.55, down 1.5% from last year, with occupancy at 66.5%, down 1.1% from last year.

NOTE: Commencing in January 2019, the AirDNA rate and occupancy figures include HomeAway data, in addition to AirBNB data. Therefore, prior year data reflected on the graphs will not correlate with the prior year data from previously published graphs. Prior year data sets have been updated to include HomeAway data as well.

All STR & AirBNB graphs are accessible via the board web portal and can be found at <u>www.irvingtexas.com/board</u>.



#### Tab 4 - Multi-Segment

#### Irving TX CVB

For the month of: September 2019

				Curren	t Month - S	Septembe	r 2019 vs \$	Septembe	er 2018							Year to	Date - Se	eptember	2019 vs Se	eptember	2018			
	Occ	%	AD	R	RevP	AR	F	Percent C	hange fror	n Septem	ber 2018		Occ	%	AD	R	RevP	PAR		Percer	nt Change	from YTD	2018	
	2019	2018	2019	2018	2019	2018	Occ	ADR	RevPAR F	Room Rev	Room Avail	Room Sold	2019	2018	2019	2018	2019	2018	Occ	ADR	RevPAR	Room Rev	Room Avail	Room Sold
United States	67.4	68.0	131.93	131.18	88.91	89.16	-0.9	0.6	-0.3	1.7	2.0	1.2	67.6	67.6	131.92	130.58	89.18	88.27	0.0	1.0	1.0	3.0	2.0	2.0
																		[						
Texas	63.0	62.0	103.79	105.12	65.35	65.17	1.6	-1.3	0.3	3.5	3.2	4.8	66.3	66.2	105.04	105.97	69.61	70.16	0.1	-0.9	-0.8	2.2	3.0	3.1
Atlanta, GA	68.4	70.2	110.62	110.84	75.66	77.80	-2.6	-0.2	-2.7	-0.4	2.5	-0.2	71.0	71.4	116.45	110.66	82.66	78.96	-0.5	5.2	4.7	6.9	2.1	1.6
Arlington, TX	67.3	66.0	104.20	108.13	70.09	71.37	1.9	-3.6	-1.8	5.1	7.0	9.0	70.9	70.2	94.09	93.17	66.74	65.37	1.1	1.0	2.1	4.4	2.3	3.4
Charlotte, NC-SC	69.2	72.2	110.59	111.00	76.49	80.18	-4.2	-0.4	-4.6	-1.6	3.2	-1.2	70.1	70.9	112.06	110.01	78.53	77.97	-1.1	1.9	0.7	4.2	3.5	2.3
Fort Worth, TX+	68.5	71.6	107.06	109.76	73.30	78.57	-4.4	-2.5	-6.7	-5.2	1.7	-2.8	69.8	72.6	107.41	106.36	74.95	77.23	-3.9	1.0	-2.9	0.4	3.4	-0.6
Frisco, TX+	61.3	66.7	137.28	143.87	84.11	96.02	-8.2	-4.6	-12.4	3.7	18.4	8.7	67.9	69.2	142.32	142.01	96.57	98.30	-2.0	0.2	-1.8	6.1	8.0	5.9
Grapevine, TX+	70.7	70.3	173.29	172.73	122.46	121.48	0.5	0.3	0.8	0.8	0.0	0.5	78.1	76.5	184.72	182.22	144.19	139.47	2.0	1.4	3.4	7.0	3.5	5.6
Irving, TX+	70.3	74.1	111.01	108.30	78.09	80.29	-5.1	2.5	-2.7	2.2	5.0	-0.3	72.6	73.9	110.68	108.45	80.38	80.12	-1.7	2.1	0.3	4.4	4.0	2.3
Nashville, TN	77.4	78.4	156.46	153.69	121.06	120.52	-1.3	1.8	0.5	7.4	7.0	5.5	74.9	74.2	150.28	146.67	112.49	108.80	0.9	2.5	3.4	11.3	7.7	8.6
Phoenix, AZ	64.1	63.7	112.25	110.27	71.94	70.21	0.7	1.8	2.5	4.0	1.4	2.1	71.2	70.1	135.08	131.13	96.19	91.88	1.6	3.0	4.7	5.4	0.6	2.3
San Jose, CA+	76.7	82.5	204.72	196.88	156.97	162.51	-7.1	4.0	-3.4	1.3	4.9	-2.6	76.7	80.7	202.81	197.69	155.65	159.60	-4.9	2.6	-2.5	-1.4	1.1	-3.9

					Com	petitive Se	et Comparison						
		Actual	Figures					F	Percent of from La	of Chang Ist Year	le		
	Cı	Irrent Mo	nth	Y	ear-To-Da	te		Ci	urrent Mor	nth	Ye	ear-To-Da	ate
	000	ADR	RvPAR	occ	ADR	RvPAR		000	ADR	RvPAR	occ	ADR	RvPAR
US Texas	67.4 63.0	131.93 103.79	88.91 65.35	67.6 66.3	131.92 105.04	89.18 69.61	US Texas	-0.9 1.6	0.6 -1.3	-0.3 0.3	0.0 0.1	1.0 -0.9	1.0 -0.8
	70.3	103.79	78.09	72.6	110.68	80.38		-5.1	-1.3	-2.7	-1.7	-0.9	-0.8
Irving	70.5	111.01	70.09	12.0	110.00	00.30	Irving	-5.1	2.5	-2.1	-1.7	2.1	0.5
Best USA	Nshvlle	SanJose	SanJose	Grpvine	SanJose	SanJose	Best USA	Arlngtn	SanJose	Phoenix	Grpvine	Atlanta	Phoenix
	77.4	204.72	156.97	78.1	202.81	155.65		1.9	4.0	2.5	2.0	5.2	4.7
Best Texas	Grpvine	Grpvine	Grpvine	Grpvine	Grpvine	Grpvine	Best Texas	Arlngtn	Irving	Grpvine	Grpvine	Irving	Grpvine
	70.7	173.29	122.46	78.1	184.72	144.19		1.9	2.5	0.8	2.0	2.1	3.4
Worst USA	Frisco	Arlngtn	Arlngtn	Frisco	Arlngtn	Arlngtn	Worst USA	Frisco	Frisco	Frisco	SanJose	Frisco	Ft Worth
	61.3	104.20	70.09	67.9	94.09	66.74		-8.2	-4.6	-12.4	-4.9	0.2	-2.9
Worst Texas	Frisco	Arlngtn	Arlngtn	Frisco	Arlngtn	Arlngtn	Worst Texas	Frisco	Frisco	Frisco	Ft Worth	Frisco	Ft Worth
	61.3	104.20	70.09	67.9	94.09	66.74		-8.2	-4.6	-12.4	-3.9	0.2	-2.9
		Note: "I	Best" and	"Worst" n	otations	above refer	to destinations wit	thin this co	ompetitive	set only			

A blank row indicates insufficient data.

The STR Destination Report is a publication of STR, Inc. and STR Global, Ltd., and is intended solely for use by paid subscribers. Reproduction or distribution of the STR Destination Report, in whole or part, without written permission is prohibited and subject to legal action. If you have received this report and are NOT a subscriber to the STR Destination Report, please contact us immediately. Source: 2019 STR, Inc. / STR Global, Ltd. trading as "STR".

#### Tab 6 - Multi-Segment Custom Sets+

Irving TX CVB

For the month of: September 2019

			Curr	ent Mont	h - Septerr	ber 2019	vs Sept	tember	2018						Yea	r to Date	- Septemb	oer 2019 v	vs Septe	mber 2	018			
	Occ	%	AD	R	RevP	AR	Perc	ent Cha	nge fror	n Septe	mber 2	018	Oco	: %	AD	R	RevP	AR	Р	ercent	Change	from YT	D 2018	
	2019	2018	2019	2018	2019	2018	Occ	ADR	RevPAR	Room Rev	Room Avail	Room Sold	2019	2018	2019	2018	2019	2018	Occ	ADR	RevPAR	Room Rev	Room Avail	Room Sold
Irving, TX+	70.5	73.8	110.93	108.22	78.16	79.89	-4.6	2.5	-2.2	1.8	4.0	-0.7	72.6	73.8	110.62	108.47	80.33	80.03	-1.6	2.0	0.4	4.7	4.3	2.6
Luxury/Full Service Irving+	68.9	74.1	153.53	148.64	105.72	110.14	-7.1	3.3	-4.0	6.9	11.4	3.5	71.2	72.6	149.46	147.81	106.36	107.25	-1.9	1.1	-0.8	8.8	9.7	7.6
All Suite/Extended Stay Irving+	74.9	76.5	92.80	91.42	69.48	69.96	-2.2	1.5	-0.7	-0.7	-0.0	-2.2	75.6	76.1	95.25	94.66	72.03	72.05	-0.6	0.6	-0.0	1.6	1.6	1.0
Limited Service Irving+	69.2	72.6	106.35	110.32	73.60	80.14	-4.7	-3.6	-8.2	-8.2	0.0	-4.7	72.8	74.3	111.26	111.26	80.98	82.72	-2.1	0.0	-2.1	-0.1	2.1	-0.1
Budget Irving+	68.1	70.2	57.50	57.18	39.14	40.16	-3.1	0.6	-2.5	-2.8	-0.3	-3.3	71.0	72.2	57.65	56.62	40.91	40.91	-1.8	1.8	0.0	0.0	0.0	-1.7
Las Colinas+	71.9	75.8	129.63	122.90	93.19	93.17	-5.2	5.5	0.0	10.6	10.5	4.8	71.8	74.5	126.99	123.50	91.21	92.00	-3.6	2.8	-0.9	9.4	10.3	6.4
DFW North+	69.7	77.4	103.80	103.33	72.38	80.01	-9.9	0.4	-9.5	-9.6	-0.1	-10.0	76.2	77.8	105.92	105.24	80.68	81.89	-2.1	0.6	-1.5	-1.3	0.2	-1.9
DFW South+	69.1	67.2	90.00	92.21	62.21	61.92	2.9	-2.4	0.5	0.3	-0.1	2.8	69.8	68.3	91.64	90.63	63.99	61.94	2.2	1.1	3.3	4.2	0.8	3.0
Full Service Las Colinas+	68.3	72.2	186.91	182.77	127.61	131.96	-5.4	2.3	-3.3	24.3	28.6	21.6	66.5	69.6	179.37	181.46	119.33	126.33	-4.4	-1.2	-5.5	17.4	24.3	18.7
Limited Service Las Colinas+	74.6	77.9	90.18	90.43	67.28	70.46	-4.2	-0.3	-4.5	-4.5	-0.0	-4.3	75.7	77.4	93.49	92.37	70.75	71.49	-2.2	1.2	-1.0	0.9	2.0	-0.3
Full Service DFW North+	66.9	78.0	135.54	134.44	90.62	104.85	-14.3	0.8	-13.6	-13.6	0.0	-14.3	75.3	77.8	137.00	135.95	103.14	105.76	-3.2	0.8	-2.5	-2.5	0.0	-3.2
Limited Service DFW North+	71.7	77.0	83.86	82.16	60.11	63.30	-7.0	2.1	-5.0	-5.2	-0.1	-7.1	76.8	77.8	85.42	84.52	65.58	65.78	-1.4	1.1	-0.3	0.0	0.3	-1.0
Full Service DFW South+																								
Limited Service DFW South+	67.4	65.3	80.09	81.87	54.00	53.49	3.2	-2.2	1.0	0.8	-0.2	3.0	67.8	67.8	81.60	81.33	55.33	55.14	0.0	0.3	0.4	1.6	1.2	1.2
ICC Comp Set No Boutiques+																								

AirBNB Data	Occ	%	AD	R	RevP	AR	Р	ercent	Change	from Pr	ior Yea	r	Occ	%	AD	R	RevP	AR	Perc	cent Ch	nange fro	m Prio	' Year Y	TD
										Room	Room	Room										Room	Room	Room
	2019	2018	2019	2018	2019	2018	Occ	ADR	RevPAR	Rev	Avail	Sold	2019	2018	2019	2018	2019	2018	Occ	ADR	RevPAR	Rev	Avail	Sold
Entire Place	67.5	57.1	219.47	151.79	148.20	86.63	18.9	28.2	52.4	120.8	76.7	129.9	63.2	63.5	196.28	143.76	124.00	91.30	-0.5	20.4	19.9	105.8	103.5	111.2
Hotel Comparable	66.5	67.1	93.55	96.86	62.20	64.97	-1.1	-1.5	-2.5	-0.7	1.9	0.8	63.4	64.0	86.35	88.17	54.73	56.44	-3.5	-1.3	-4.8	31.6	38.2	33.3

Available Listings	2019	2018	% Chg
Entire Place	226	132	71.2
Private Room	160	147	8.8
Shared Room	19	25	(24.0)
Total Available Listings	405	304	33.2

		Partici	pation	
	Prope	erties	Roc	oms
	Census	Sample	Census	Sample
Irving, TX+	86	75	12724	11160
Luxury/Full Service Irving+	16	14	4896	4296
All Suite/Extended Stay Irving+	32	31	3591	3484
Limited Service Irving+	14	14	1786	1786
Budget Irving+	24	16	2451	1594
Las Colinas+	31	30	5260	4924
DFW North+	25	25	3929	3929
DFW South+	30	20	3535	2307
Full Service Las Colinas+	8	8	2259	2259
Limited Service Las Colinas+	23	22	3001	2665
Full Service DFW North+	4	4	1581	1581
Limited Service DFW North+	21	21	2348	2348
Full Service DFW South+	4	2	1056	456
Limited Service DFW South+	26	18	2479	1851
ICC Comp Set No Boutiques+				

A blank row indicates insufficient data.

The STR Destination Report is a publication of STR, Inc. and STR Global, Ltd., and is intended solely for use by paid subscribers. Reproduction or distribution of the STR Destination Report, in whole or part, without written permission is prohibited and subject to legal action. If you have received this report and are NOT a subscriber to the STR Destination Report, please contact us immediately. Source: 2019 STR, Inc. / STR Global, Ltd. trading as "STR".

# Irving, Texas Room Demand - Source: Smith Travel Research

		2018			2019		Calculated Change over		STR Reporte over pric	•
		Current			Current					
		Month	Year To Date		Month	Year To Date	Current	Year To	Current	Year To
	Occ %	Demand	Demand	Occ %	Demand	Demand	Month	Date	Month	Date
January	66.4	247,296	247,296	66.5	254,496	254,496	2.9%	2.9%	0.5%	0.5%
February	74.4	250,037	497,333	70.4	243,421	497,917	-2.6%	0.1%	-5.1%	-2.3%
March	76.5	284,818	782,151	77.0	303,898	801,815	6.7%	2.5%	0.9%	-1.0%
April	77.4	281,441	1,063,592	74.2	283,519	1,085,334	0.7%	2.0%	-3.5%	-1.7%
May	74.5	279,748	1,343,340	73.9	291,548	1,376,882	4.2%	2.5%	-0.5%	-1.4%
June	79.4	288,650	1,631,990	78.6	300,278	1,677,160	4.0%	2.8%	-0.3%	-1.2%
July	75.0	285,044	1,917,034	73.0	288,175	1,965,335	1.1%	2.5%	-2.1%	-1.4%
August	70.0	266,054	2,183,088	69.5	273,955	2,239,290	3.0%	2.6%	-0.3%	-1.3%
September	74.4	273,701	2,456,789	70.5	268,938	2,508,228	-1.7%	2.1%	-5.1%	-1.7%
October	78.2	297,171	2,753,960							
November	67.4	250,958	3,004,918							
December	59.3	226,764	3,231,682							

## Irving, Texas & United States Comparison September 2019

Irving		A.D	.R.			OCCUF	PANCY			Rev	PAR	
irving	Current	% Chg	YTD	% Chg	Current	% Chg	YTD	% Chg	Current	% Chg	YTD	% Chg
JANUARY	112.87	2.2%	112.87	2.2%	66.5%	0.5%	66.5%	0.5%	75.07	2.8%	75.07	2.8%
FEBRUARY	114.81	2.3%	113.84	2.2%	70.4%	-5.1%	68.4%	-2.3%	80.87	-3.0%	77.82	-0.2%
MAR	111.53	2.9%	112.84	2.3%	77.0%	0.9%	71.4%	-1.0%	85.88	3.8%	80.57	1.3%
APRIL	113.37	1.0%	112.52	1.5%	74.2%	-3.5%	72.1%	-1.7%	84.16	-2.5%	81.15	-0.1%
MAY	111.53	2.5%	112.27	1.7%	73.9%	-0.5%	72.5%	-1.4%	82.39	2.0%	81.37	0.3%
JUNE	111.43	2.9%	112.08	1.9%	78.6%	-0.3%	73.5%	-1.2%	87.62	2.5%	82.39	0.6%
JULY	106.93	3.4%	111.33	2.1%	73.0%	-2.1%	73.4%	-1.4%	78.10	1.3%	81.73	0.7%
AUGUST	105.28	0.7%	110.58	1.9%	69.1%	-0.3%	72.8%	-1.3%	72.76	0.4%	80.55	0.6%
SEPTEMBER	111.01	2.5%	110.68	2.1%	70.3%	-5.1%	72.6%	-1.7%	78.09	-2.7%	80.38	0.3%
OCTOBER												
NOVEMBER												
DECEMBER												
12 mo. rolling a	verages:	ADR	110.38	2.5%	0	ccupancy	71.6%	-1.6%		RevPAR	79.01	0.9%

Texas		A.D	.R.			OCCUF	PANCY			Rev	PAR	
Texas	Current	% Chg	YTD	% Chg	Current	% Chg	YTD	% Chg	Current	% Chg	YTD	% Chg
JANUARY	102.12	-0.1%	102.12	-0.1%	57.4%	-2.7%	57.4%	-2.7%	58.63	-2.8%	58.63	-2.8%
FEBRUARY	106.31	-0.2%	104.26	-0.1%	65.1%	-1.8%	61.1%	-2.3%	69.22	-2.0%	63.66	-2.4%
MAR	111.45	-1.1%	106.97	-0.5%	71.2%	-0.9%	64.6%	-1.8%	79.36	-2.0%	69.06	-2.3%
APRIL	108.15	-2.7%	107.28	-1.1%	68.8%	0.8%	65.6%	-1.1%	74.35	-2.0%	70.36	-2.2%
MAY	106.70	-0.3%	107.16	-0.9%	66.8%	0.7%	65.8%	-0.8%	71.26	0.4%	70.54	-1.7%
JUNE	104.36	-1.1%	106.64	-0.9%	70.0%	-0.6%	66.5%	-0.8%	73.06	-1.7%	70.93	-1.7%
JULY	102.29	0.0%	105.99	-0.8%	69.5%	2.4%	67.0%	-0.3%	71.09	2.4%	70.96	-1.1%
AUGUST	99.25	-1.0%	105.19	-0.8%	64.9%	1.5%	66.7%	-0.1%	64.38	0.4%	70.15	-0.9%
SEPTEMBER	103.79	-1.3%	105.04	-0.9%	63.0%	1.6%	66.3%	0.1%	65.35	0.3%	69.61	-0.8%
OCTOBER												
NOVEMBER												
DECEMBER												

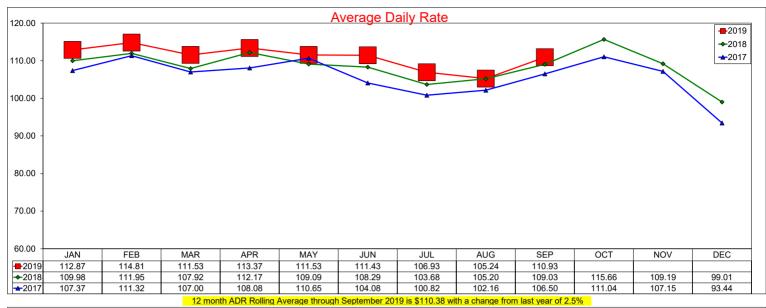
USA		A.D	.R.			OCCUF	PANCY			Rev	PAR	
USA	Current	% Chg	YTD	% Chg	Current	% Chg	YTD	% Chg	Current	% Chg	YTD	% Chg
JANUARY	124.39	0.8%	124.39	0.8%	54.8%	0.7%	54.8%	0.7%	68.13	1.5%	68.13	1.5%
FEBRUARY	128.94	1.9%	126.72	1.4%	62.2%	0.7%	58.3%	0.7%	80.15	2.6%	73.82	2.0%
MAR	132.66	0.6%	129.02	1.1%	68.4%	0.0%	61.8%	0.4%	90.78	0.6%	79.68	1.5%
APRIL	131.85	0.9%	129.82	1.0%	68.0%	0.3%	63.3%	0.3%	89.67	1.2%	82.18	1.4%
MAY	132.43	1.6%	130.42	1.2%	68.7%	0.9%	64.4%	0.4%	91.01	2.5%	84.02	1.6%
JUNE	134.52	0.9%	131.20	1.1%	73.5%	-1.3%	65.9%	0.1%	98.85	-0.4%	86.51	1.2%
JULY	135.04	0.7%	131.85	1.1%	73.8%	0.4%	67.1%	0.1%	99.62	1.1%	88.45	1.2%
AUGUST	132.47	0.9%	131.95	1.1%	71.4%	0.0%	67.6%	0.1%	94.55	0.9%	89.24	1.2%
SEPTEMBER	131.93	0.6%	131.92	1.0%	67.4%	-0.9%	67.6%	0.0%	88.91	-0.3%	89.18	1.0%
OCTOBER												
NOVEMBER												
DECEMBER												

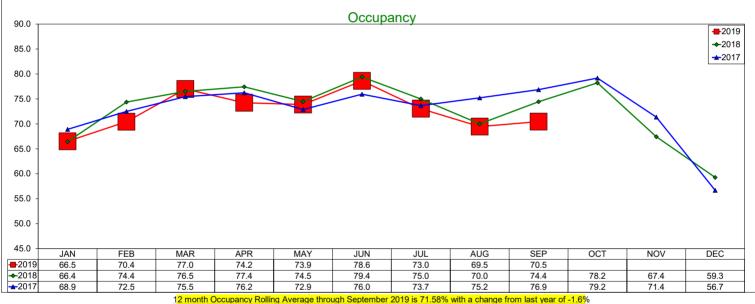
Note: The "Change %" column refers to the change from the prior year's figure.

SOURCE: STR, INC. REPUBLICATION OR OTHER RE-USE OF THIS DATA WITHOUT THE EXPRESS WRITTEN PERMISSION OF STR IS STRICTLY PROHIBITED.

**Three Year Comparison - CITY OF IRVING - ALL PROPERTIES** 

September 2019





Revenue Per Available Room (RevPAR) **-**2019 95.00 +2018 **-**2017 85 00 75.00 65.00 55.00 45.00 35.00 25.00 JAN FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC 75.07 85.88 84.16 82.39 87.62 78.10 73.09 78.16 **-**2019 80.87 77.75 +2018 73.07 83.26 82.58 86.86 81.26 85.99 73.64 81.16 90.47 73.62 58.68 74.26 87.93 76.46 **-**2017 73.98 76.85 52.96 80.70 80.74 82.39 80.64 79.06 81.86

12 month RevPAR Rolling Average through September 2019 is \$79.01 with a change from last year of 0.9% SOURCE: STR, INC. REPUBLICATION OR OTHER RE-USE OF THIS DATA WITHOUT THE EXPRESS WRITTEN PERMISSION OF STR IS STRICTLY PROHIBITED.

# Monthly & YTD AirBNB Data September 2019

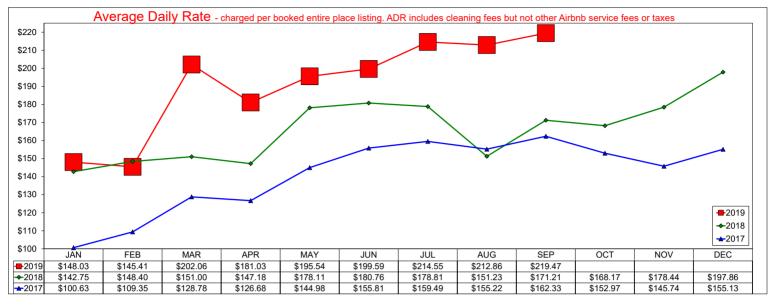
Entire Place		A.D	.R.			OCCUF	PANCY			Revi	PAR	
Little Flace	Current	% Chg	YTD	% Chg	Current	% Chg	YTD	% Chg	Current	% Chg	YTD	% Chg
JANUARY	148.03	3.7%	148.03	3.7%	48.5%	-24.2%	48.5%	-24.2%	71.81	-21.4%	71.81	-21.4%
FEBRUARY	145.41	-2.0%	146.75	1.0%	53.9%	-4.9%	51.0%	-15.5%	78.39	-6.8%	74.85	-14.7%
MAR	202.06	33.8%	170.55	15.4%	66.0%	-1.9%	56.5%	-10.5%	133.44	31.3%	96.43	3.3%
APRIL	181.03	23.0%	173.63	17.6%	61.1%	-9.1%	57.8%	-10.1%	110.58	11.8%	100.37	5.7%
MAY	195.54	9.8%	179.05	16.1%	61.6%	12.3%	58.7%	-5.3%	120.45	23.3%	105.10	9.9%
JUNE	199.59	10.4%	183.08	14.5%	73.7%	-2.3%	61.1%	-5.1%	147.04	7.9%	111.94	8.6%
JULY	214.55	20.0%	188.45	15.2%	71.5%	2.6%	62.7%	-4.1%	153.40	23.1%	118.13	10.5%
AUGUST	212.86	40.7%	192.35	19.0%	61.5%	0.0%	62.5%	-3.5%	130.87	40.8%	120.20	14.9%
SEPTEMBER	219.47	28.2%	196.28	20.4%	67.5%	18.9%	63.2%	-0.5%	148.20	52.4%	124.00	19.9%
OCTOBER												
NOVEMBER												
DECEMBER												

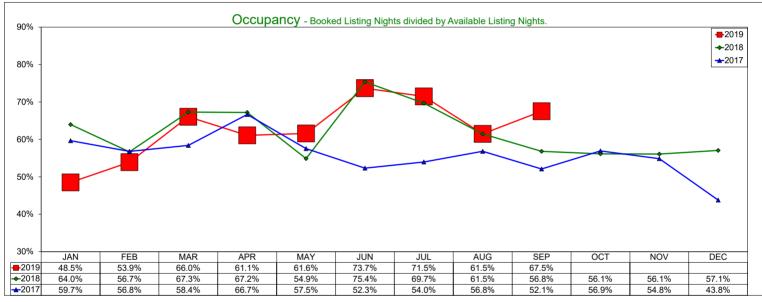
Hotel		A.D.R.			OCCUPANCY			RevPAR				
Comparable	Current	% Chg	YTD	% Chg	Current	% Chg	YTD	% Chg	Current	% Chg	YTD	% Chg
JANUARY	83.69	-6.1%	83.69	-6.1%	60.7%	-4.8%	60.7%	-4.8%	50.81	-10.6%	50.81	-10.6%
FEBRUARY	82.08	-6.9%	82.79	-6.6%	70.8%	26.5%	66.0%	10.0%	58.14	17.8%	54.62	2.7%
MAR	89.48	11.0%	85.22	0.0%	71.7%	3.4%	67.9%	6.7%	64.13	14.9%	57.90	6.8%
APRIL	83.64	1.2%	84.80	0.4%	58.2%	-17.0%	65.0%	-0.6%	48.67	-16.1%	55.12	-0.2%
MAY	87.24	-2.8%	85.30	-0.2%	56.3%	7.8%	63.0%	0.9%	49.16	4.8%	53.74	0.7%
JUNE	84.92	-6.4%	85.23	-1.5%	67.1%	-6.5%	63.7%	-0.7%	57.02	-12.5%	54.30	-2.1%
JULY	81.69	-5.1%	84.76	-1.9%	68.4%	-0.5%	64.3%	-0.9%	55.86	-5.6%	54.49	-2.8%
AUGUST	90.44	5.6%	85.52	-0.9%	56.0%	-18.6%	63.0%	-3.7%	50.61	-14.0%	53.91	-4.6%
SEPTEMBER	93.55	-1.5%	86.35	-1.3%	66.5%	-1.1%	63.4%	-3.5%	62.20	-2.5%	54.73	-4.8%
OCTOBER												
NOVEMBER												
DECEMBER												

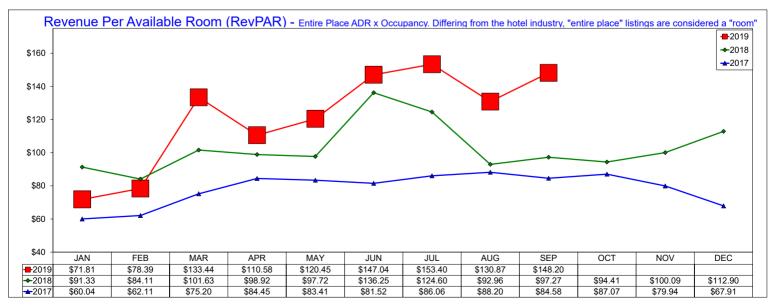
Note: The "Change %" column refers to the change from the prior year's figure.

# AirBNB - Entire Place September 2019

Entire Place (one or more bedroom) Rentals - Excludes Shared Rooms & Private Rooms

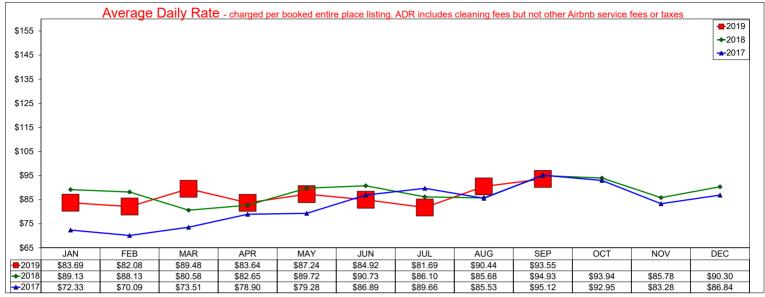


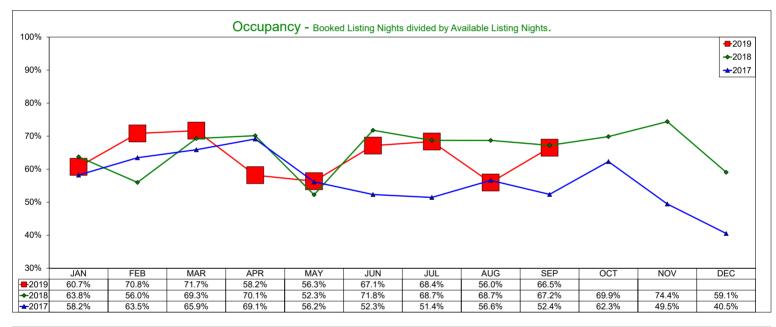


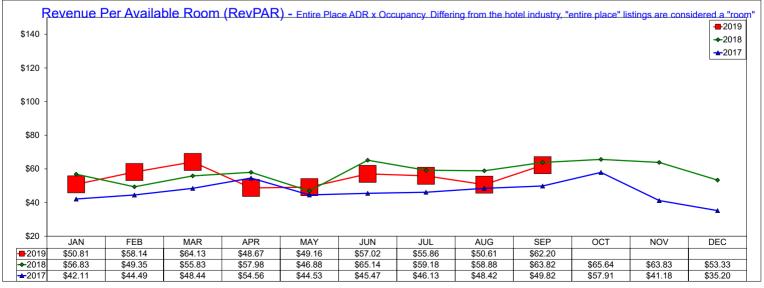


# AirBNB - Hotel Comparable Subset September 2019

Studio and one bedroom entire place rentals only. AirDNA believes these are the type of listings most likely to compete directly with hotels







IRVING CONVENTION AND VISITORS BUREAU BOARD OF DIRECTORS MONDAY, NOVEMBER 18, 2019

## CONVENTION CENTER MANAGEMENT REPORTS





November 13, 2019

TO:Maura Gast, Executive Director ICVBFROM:Verenis Pedraza, ASM Global Director of Finance<br/>Matt Tungett, ASM Global Director of SalesSUBJECT:Monthly Financial & Sales Report – September 2019

Year to Date Budget 1,085,416 3,915,663	Prior YTD Actual 832,799 4,083,543
1,085,416	832,799
• •	•
• •	•
5,001,079	4,916,342
623,024	659,977
5,624,103	5,576,319
(7,019,103)	(6,666,038)
(1,395,000)	(1,089,719)
	623,024 5,624,103 (7,019,103)

- Despite falling short indirect event income, September's total event income surpassed budget by over \$120,000.
- Our F&B Catering goal for the month was nearly doubled due to large corporate events such as QuikTrip and Celanese.
- Total indirect expenses exceeded the budget due to year-end entries and expenses.
- Overall, the ICC beat the budget target for September by \$54,000.

SMG Catering	Current Actual	Current Budget	Prior Year Actual	Year to Date Actual	Year to Date Budget	Prior YTD Actual
Total Revenue	493,782	161,788	495,031	5,564,602	4,261,395	5,563,041
Net Income/(Loss)	309,560	161,788	313,222	3,269,510	3,253,095	3,473,129
Net Income/(Loss) %	62.69%	100.00%	63.27%	58.76%	76.34%	62.43%

#### ICC by the Numbers

EVENTS		VISITORS		
This month	To date	This month	To date	
25	241	13,654	264,835	
Current Year	Current Year	Current Year	Current Year	
<b>19</b> Prior Year	<b>248</b> Prior Year	<b>15,355</b> Prior Year	<b>270, 178</b> Prior Year	
FUTURE GUESTROOM	S BOOKED	SURVEY RESULTS		
This month	To date	Returned	Score	
	42,657	2	100%	
Current Year	Current Year	This Month	Current Month	
<b>5,127</b> Prior Year	<b>23,051</b> Prior Year	41 Year to Date	<b>90.2%</b> Year to Date	
STONED CONTRACTS				
SIGNED CONTRACTS	To data			
This month	<b>266</b>			
Current Year	Current Year			
<b>22</b> Prior Year	<b>270</b> Prior Year			

#### **Target Industry Bookings**

ServiceNow – October 2020 IES 2020 Quality Summit – January 2020 Edward Jones – November 2019

#### **October & November at a Glance**

• October 2-4

• October 8-12

- The Partner Source
- University of Dallas Ministries Conference
- October 17-20 Fan Days
- Gathering of the Eagles • October 23-26 TX ASCD Annual Conference
- October 26-29
- November 3-5
- November 6-7 November 9-10
  - IIAD All-Industry Day
  - TX Bridal and Wedding Show

NEDRP 2019 Conference

- USA Judo Dallas Invitational • November 21-24
- Tom Meehan, General Manager, ASM Global cc:

#### November 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
27	28	29	30	31	1	2
TX ASCD 2019 Annual Conference Definite	TX ASCD 2019 Annual Conference Definite			<b>Agile Camp</b> Definite		Child Care Group Definite
		MDA Tasting Definite - Internal				
3	4	5	6	7	8	9
NEDRP 2019 Conference Definite						Texas Bridal & Wedding Ex Definite +
	Vizient, Inc. 2019 HIIN Wound Definite	Care Certification Class				
		Glenn/Evonik Technical Ev Definite	All Industry Day 2019 IIAD Definite		Irving Hispanic Chamber Definite	
		Destination Development Definite	Edward Jones Leadership Definite			-
			Edward Jones Definite			
10	11	12	13	14	15	16
Greater DFW FCA Coaches Definite	Medical City Health Nurse Definite	Economic Forecast for Re Definite	<b>NTENT</b> Definite		Feed My Starving Children Definite	
Texas Bridal & Wedding Ex Definite		Super Lunch Tasting Definite - Internal				
17	18	19	20	21	22	23
Feed My Starving Children Definite	ICVB Board of Directors M Definite	City of Irving Annual Servi Definite	Hilti Tasting Definite - Internal	MDA Uncork a Cure Gala Definite		
DHS Holiday Party Tasting Definite - Internal				USA Judo Dallas Invitational and National Presidents Cup 2019 Definite *		
24	25	26	27	28	29	30
USA Judo Dallas Invitatio Definite 🛪						

Green - Definite Blue - Tentative Yellow - Prospect \* - Public Show

#### December 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
1	2	3	4	5	6	7	
	<b>TechMedia</b> Definite			DFW Business Group on Health 15th Annual Forum Definite			
				State of Hispanic Business Definite	The Spirit Championships Definite		
					Board & Business Develop Definite	Point of Rental Holiday A Definite	
					Aeroxchange Holiday Party Definite	Empower Texans Definite	
					DHS Holiday Party Definite		
					Leadership Irving		
8	9	10	11	12	13	14	
	Super Lunch 2019 Definite		2019 TSCPA CPE Expo Definite				
		Avantax Townhall Tentative 1		MCR Holiday Party Tentative 1 Battle of Texas Definite			
		Irving Chamber of Comm Prospect				Varidesk Holiday Party Definite	
15	16	17	18	19	20	21	
<b>DFW Church</b> Definite	ICVB Board of Directors M Definite						
22	23	24	25	26	27	28	
29	30	31	1	2	3	4	
				<b>Hilti</b> Definite			
					Leadership Irving Tentative 1		

#### January 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
29	30	31	1	2	3	4
				<b>Hilti</b> Definite		
					Leadership Irving Tentative 1	
5	6	7	8	9	10	11
<b>Hilti</b> Definite						Las Colinas Bridal Show Definite *
						Valley Ranch Islamic Cent Definite
12	13	14	15	16	17	18
Las Colinas Bridal Show Definite <del>X</del>	how DECA District 7 Definite		Employee Exchange Meeti Tentative 2	Texas Prime Meet *		
			Edward Jones Tentative 1	<b>2020 State of the City Ann</b> Definite	<b>Aflac</b> Tentative 2	
19	20	21	22	23	24	25
Texas Prime Meet Definite 🔺						
Zest Fest * Definite						
	Employbridge Holiday Pa Definite	IES 2020 Quality Summit Definite		TXU Annual Kick Off Tentative 1	Educational First Steps Definite	
26	27	28	29	30	31	1
<b>Atos</b> Definite			Medical City Healthcare H Tentative 0	AVC Conventions Definite		
Zest Fest \star Definite				Ebby Halliday Kick Off Me Tentative 1	Lone Star Wrestling Tournam	ent 2020

#### February 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
26	27	28	29	30	31	1	
<b>Atos</b> Definite			Medical City Healthcare H Tentative 0	AVC Conventions Definite			
Zest Fest 🔸 Definite				Ebby Halliday Kick Off Me Tentative 1	Lone Star Wrestling Tournam	ent 2020	
2	3	4	5	6	7	8	
AVC Conventions Definite	RCMA Definite						
					North Texas Diversity, Equ Definite		
					Focus North Texas Definite		
9	10	11	12	13	14	15	
Health and Wellness Expo Tentative 1	Vistage Executive Summit 202 Definite	20	Financial Planning Associatio	n of DFW	Great American Franchise Exp Definite		
		Gamestop SSC Meeting Tentative 1			North Texas Comic Book Show	N	
					Irving Hospitality Industr Definite	JDRF TypeOneNation Su Definite	
					Gateway Church - Father/ Tentative 2	JPAR Convention Definite	
16	17	18	19	20	21	22	
JDRF TypeOneNation Su Definite	Vizient, Inc. 2020 Leadership I Definite	Development					
Great American Franchise Definite	Berkshire Hathaway Automotive						
North Texas Comic Book Definite		Texas Wine and Grape Grower Definite	s Annual Conference				
	Grocer's Supply Food Show Tentative 1						
		Boards and Commissions Tentative 1					

#### February 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
23	24	25	26	27	28	29
Southern Baptists of Texas Evangelism Conference Definite				Hope House International Definite	Legacy Dance Championship Definite	
				AATC - Maintenance Mania Definite	Camden Awards Lunch Definite	Delta Sigma Theta Lunche Definite
				Hays Companies Educatio Definite		Great Hearts Irving Tentative 1
				Pace Realty Awards Banq Definite		

# FOOL FOL HOUSEN

FALL 2019

21

0



08 WE ARE TRAVEL GIRLS A community empowering female travelers



# Harmony

"The Irving Convention and Visitors Bureau worked in perfect harmony with my team and our vendors to make my meeting a tremendous success."

– Sarah B. (Richardson, TX)



# Join the top faith-based meeting planners and suppliers for RCMA's Emerge 2020 in Irving, Texas

While here, discover for yourself the Irving Convention Center and the service-savvy staff of the Irving Convention and Visitors Bureau. Working together in perfect harmony, our team is poised to help you navigate the trials and tribulations of your next event, providing you with the information and material necessary to rise above the rest!!!

**IRVING ROCKS** Innovative Meetings and Events



feature

# Hail to the Chef!

We sat down with Eduardo Alvarez, the Executive Chef at the Irving Convention Center, host of RCMA's Emerge 2020 event. He's been creating food for conferences and high profile clients for years, from the Dallas Convention Center to serving as the executive chef for the Dallas Cowboys.

# Tell us a little bit about how you began working with food.

I first fell in love with food in 1978 when I came to the United States. I was sixteen, and started working as a dishwasher. I watched the chefs and cooks closely, and how they were doing flambé and flames, and doing lots of interesting and dangerous stuff - they would even throw pans at each other! They were fun people having fun in the kitchen and making delicious food. That's when I fell in love and decided I wanted to become a chef. So I started asking, and looking into how to do it. One day, a chef grabbed me while I was washing dishes, and said, "I'm going to teach you." I didn't really know that he meant I had to peel pounds of garlic, shallots, onions, and carrots by hand! That was his way of teaching me. I had to pass all those tests before he actually started training me and let me work in the pantry. And then after a little time there, he moved me into the hot side and started teaching me more, like how to create delicious sauces. He was French, his restaurant was French, and he showed me how to make lots of nice French sauces.



# Was there one particular dish that you love the most to make?

I love to make French cuisine because that is what I was first shown, and I like the techniques that go into developing these dishes. One of my favorite main entrees is the Beef Wellington. It's a mushroom duxelle paté. It's very delicate because you have to sear the mushroom. It is a dish that requires you to put lots of love into it. After it is cooked, I add a nice brandy or Cognac demi-sauce. It's delicious!

# For you, what does it mean to "put lots of love" into your cooking?

You have to make food that you love, that you enjoy eating! Eating is not only about flavor, it is an experience. Food is very powerful. If you create it with heart and put your all into it, it has a power. How it tastes and how it looks creates an experience. You first enjoy a dish with your eyes. Presentation is always important because you want your eyes to eat it first before you even taste it! I care about the presentation and put detail into it. I only want to serve dishes that I want to eat and enjoy, then I know others will also enjoy them. So, with this particular dish, Beef Wellington, I fall in love every time!



#### As a head chef, your job focuses as much on managing people as the food. Tell us about your experience working and leading your team.

I'm very demanding in making sure that the kitchen is clean, that we have fresh produce, we have fresh meats, and we have everything fresh as possible. We are very careful to make sure that we serve everyone safely. Managing all of this is not that easy.

I have a good crew of people, a team behind me that I trust and they trust me. We work together well and strive to do our best. Sometimes we have conflicts, but at the end of the day, I make sure it is resolved. Whenever possible, I bring everyone together at the same time to have lunch as a team. Being in one room together, talking and joking does a lot to build trust.

Having fun is an important part of being a chef and working with food. I make sure that fun is a part of what we do, so our team wants to be here.

"Eating is not only about flavor, it is an experience. Food is very powerful. If you create it with heart and put your all into it, it has a power. How it tastes and how it looks creates an experience. You first enjoy a dish with your eyes."

#### feature

#### Tell us about your experience working with the Dallas Cowboys.

I was Executive Chef with the Dallas Cowboys in the old Texas Stadium. I also helped to prepare staff and assisted with the design of the kitchens for the new stadium. My role was to oversee the preparation of food for the teams and the guest suites.

Cowboys' owner, Jerry Jones, regularly invited me to prepare food for him at his home. He would come

into the kitchen, and taste what I was making and say, "This is what you're going to serve us?" And I would say, "Yes, sir."

"Man, that's good," he would say, or something very positive to us about the food we prepared.

# What brought you to the Irving Convention Center?

I worked at the Dallas Convention Center for seven years and gained a lot of experience with convention services. I noticed that this facility was being built from the ground up. I kept thinking about it when I would drive by. So I decided to ask some of my friends in the industry about it, and I found out they were looking for an executive chef, so I applied! I'm grateful to have this job, to have the opportunity to have this management that helps me and supports me with all that I do. And they help me and give me all the tools to do my job with excellence.

#### **BY DREW BROWN & MARK NOVELLI**



"I am always looking for new techniques and new ways to plate. We are constantly innovating with new ingredients."

#### What are you still learning about food?

You can always learn something new about food, it is never ending! There is always a new fish on the market, or new piece of prime rib, or other new dish you want to try. I am always looking for new techniques and new ways to plate. We are constantly innovating with new ingredients. Gluten-free is very popular right now and we do lots of vegan dishes. All of our sauces are gluten-free. We make all our dressings in-house. We do a zucchini cannelloni that is filled with quinoa, cauliflower, and a roasted tomato sauce. We are not just doing traditional grilled vegetables, we are trying new and interesting things

# What can we expect from you at our event in Irving in 2020?

I want you to experience lots of different foods that we have to offer. I'm very excited for you to come and have your convention with us. I am going to prepare special menus and delicious meals for you. I am looking forward to sharing excellent food and experiences with you! IRVING CONVENTION AND VISITORS BUREAU BOARD OF DIRECTORS MONDAY, NOVEMBER 18, 2019

# INDUSTRY REPORTS / BOARD PARTNERS





Rooms, Hotels

### Budget Chain Oyo Can Be a Nightmare for U.S. Hotel Operators Despite Its Hype

Dennis Schaal, Skift - Oct 24, 2019 2:30 am



Skift Take yo has a hype machine to rival any brand. But beneath all of the disruption, some hotel owners complain its technology is unstable and lacks functionality, leaving them to clean up the mess. Growth for growth's sake may seem great for a unicornlike valuation, but the hotel chain will need to grapple with flaws in its business model that can't keep pace. — Dennis Schaal

Oyo, the self-proclaimed "world's fastest growing hotel chain," boasts that technology is "deeply embedded" in its DNA. But hotel owners and general managers in the United States scoff at the claim as their lobbies fill with overbooked guests, and front desk staff resort to emailing check-ins to headquarters because the property management system has crashed.

Skift recently visited, talked on the phone, or exchanged emails with nine hotel owners, general managers, or properties in the United States who've recently transitioned their hotels to Oyo. Several complained that the Oyo-mandated property management system frequently didn't work or has poor functionality, gives properties no ability to set room rates, offers little control over modifying or handling reservations, and leads to overbookings and poor customer service.

By giving all revenue management powers to Oyo, hotel operators were left to

cope with Oyo slashing their room rates to such an extent that they sometimes trigger an influx of drug users and prostitutes. Alleged missed payments from Oyo, a lack of cash flow for property owners, and unresponsiveness in dealing with technical or customer service issues were likewise high on the complaint list.

#### NEW SKIFT RESEARCH REPORT: AN IN-DEPTH LOOK AT HOTEL CHAIN OYO'S FINANCIALS AND STRATEGY

The criticism of Oyo raises the issue of whether the high-flying hotel brand, which like WeWork and Uber is bankrolled in part by SoftBank and has a valuation of some \$10 billion, has overreached in its astounding pace of global expansion. With nearly 1 million rooms in its portfolio, Oyo may have scaled its business so fast across India, China, and the United States, among other geographies, that it just doesn't have the infrastructure and technology to make good on its lofty promises.

Skift shared with Oyo the substance of the negative comments that some U.S. hotel owners leveled against the chain, and an Oyo spokesperson replied that the company is leveraging "world class technology" to improve customer experience, and boost occupancy and revenue for owners.

But the spokesperson also seemed to acknowledge some of the issues that owners raised when we contacted them.

"We have taken cognizance of the feedback and are addressing asset owner concerns and issues on a war footing," the Oyo spokesperson said. "Most of these seem to be from the early days. It's important to note that we have already acted on many of these suggestions and will continue to do so. Oyo is a high-valueoriented company with world-class institutions as partners, and hence we will take hard decisions against anything that is not remotely right."

Oyo did cite a couple of initiatives which tended to confirm some of the hotel owners' grievances. For example, on the issue of unruly guests attracted by rockbottom room rates, the spokesperson said Oyo is "working towards introducing a guest rating system to appropriately manage the quality of clientele."

And addressing hotel owner criticisms that they are powerless to modify room rates under the Oyo system, the spokesperson said Oyo is evaluating and introduced in October "in some countries" a tariff manager tool that enables properties to adjust room rates 40 percent higher or lower from the Oyorecommended room rate.

Booking.com, or any of their associated sub-brands to deal with a reservation issue that came via one of these online travel agencies, the property staff can't do so directly but must go through the Oyo escalations team, an Oyo captain, or Oyo area general manager.

#### Here's what Skift heard from Oyo operators:

## **OYO HOTEL JFK AIRPORT**

Consider the visit we made one day last week to Oyo Hotel JFK Airport, the first Oyo-branded property in New York City, and a former Howard Johnson. "They try to simplify things to engage with partners," said hotel owner Miriam Chang, referring to Oyo. "However, their system has a long way to go to improve."

The hotel general manager at the property, who declined to use his name, had a lot harsher things to say about the Oyo operation.

"It's the worst system around," the general manager said of Oyo OS, the web-based property management system, adding it's unstable and frequently crashes. "We really don't have any control of anything."



A view of the exterior of the Oyo Hotel JFK Airport.

While we visited the property, one of only two Oyo-branded properties in New York City, and sat in its small cafe with the general manager, the front desk staff had to email check-ins to Oyo representatives because the property management system wouldn't accept them. We saw WhatsApp messages between the Oyo area general manager and front desk staff trying to locate missing reservations that had been made through Expedia, but couldn't be found in the Oyo system.

A day earlier, the hotel had been overbooked because the Oyo property management system lagged or just didn't work, the general manager said. "Expedia reservations didn't come in but the people who made them did. One lady was getting really upset but what we could we do?"

Referring to concerns about the Oyo operating system, the Oyo spokesperson claimed the system is "successfully managing" 1.2 million rooms.

agents, which we are continuously working to improve and thereby ensure a seamless check-in experience for our guests," the spokesperson said.

Oyo uses RateGain to connect to online travel agencies in some markets, but in the United States Oyo directly connects to Expedia Group and Booking Holdings brands, the Oyo spokesperson said.

On the issue of the front desk needing to email check-ins to Oyo because the Oyo property management system wouldn't accept them, the Oyo spokeswoman claimed it is often an "integrity issue given our terms of engagement."

"As an example, there have been instances where customers are checking in a day before and the hotel manager has not updated it or recorded it in the system, which results in significant revenue loss for Oyo," the spokesperson said.

# NOT AN ISOLATED INCIDENT

The overbooking incident at the Oyo Hotel JFK Airport does not appear to be an isolated incident. For example, one Skift staffer booked at stay at Oyo Hotel Atlanta Airport Southeast through HotelTonight at 12:30 a.m. on October 11 for a stay that night. When the Skift staffer arrived at the property a short time later, front desk staff told him that Oyo had oversold the property so they didn't have a room for him.

The front desk personnel at the Oyo property in Atlanta implied that this was not the first time a guest showed up with a reservation and the property couldn't honor the booking because there were no rooms left.

Meanwhile, the general manager at the Oyo Hotel JFK Airport has worked at the property, about two miles from airport, for about four-and-a-half years. The property, which has fresh Oyo-branded signage, airport shuttles, rugs, credit card machines, and its signature-red pillows and bedding, went live with Oyo during the first week of September.





A room at the Oyo Hotel JFK Airport replete with Oyo red pillows

Previously, as a Howard Johnson brand, the property used Sabre's SynXis central reservation system, which showed properties credit card information, and enabled the front desk staff to modify reservations. With the Oyo system, the general manager said, the property can't handle it when the guest wants to change credit cards, is unable to give guests a senior discount, and can't interact with online travel agencies about issues with reservations as it could when using the Sabre technology.

"We don't see anything now," the general manager said. "Any changes take forever."

While the Oyo spokesperson acknowledged that improvements need to be made with connectivity to some online travel agencies, she added that it is "absolutely incorrect" that the front desk can't view these bookings. But, it turns out, the front

desk can view the online travel agency bookings – when they end up in the system

 but must undertake the cumbersome process of going through Oyo corporate staff when there is a problem.

The Oyo spokeswoman agreed that front desk staff can't modify bookings, a situation that the general manager at Oyo Hotel JFK Airport expressed frustration with.

"Oyo is the principle and we provide minimum [payment] guarantees etc. so we cannot allow the hotel to make this decision unilaterally," the Oyo spokesperson said. "So we agree the staff doesn't have the authority to take some of these decisions but can always contact the Oyo area general manager and propose exceptions in special situations."

We asked a hotel general manager who isn't affiliated with Oyo about that lack of price-setting and reservation-modification power at the property level, and she was appalled saying, "Wow. I have never heard of anything like that. Imagine owning a business where you can't set your prices."

Oyo, which lists its franchised properties through big online travel agencies, as well as its own Oyo website, has been driving increased occupancy at the 72-room JFK Airport property at much lower rates than under the previous brand. On a Thursday morning last week, the property was 82 percent occupied for that evening at a rate of around \$111.

The rates would tend to be around \$180 per night when the hotel belonged to the Howard Johnson franchise, but occupancy was much lower, perhaps 55 to 65 percent.

When it was a Howard Johnson property, the rooms rates were seldom lower than \$128 per night – for a very good reason, the general manager said.

Namely, with the room rate in the \$111 per night range this week, the airport property is attracting some druggies, prostitutes, and partying kids, along with travelers looking for a convenient room near JFK. "They take the remote controls," the general manager said. "I'm pretty sure if the TV wasn't nailed down they'd take that too."

As mentioned, Oyo is working on a guest rating system as a way of weeding out problem guests.

In talking with some U.S. hotel owners and operators, though, one might get the impression that the Oyo property management system they described had been designed by people who know little about running a hotel.

but he suggested the company contract with third-party technology solutions such as SynXis instead.

Susan Sheldon, a retired school psychologist from Orange County, California who was on her way to Turkey, sat near the front desk at the Oyo Hotel JFK Airport last week on a Thursday morning, luggage at her side, and indicated she was satisfied with her stay the night before. Sheldon said her "room was lovely" and had plenty of outlets although the aromatherapy scent in it was "overwhelming."

"It was something like a sexy woman with too much perfume," Sheldon quipped.

The second Oyo branded property in the United States, the Oyo Hotel AirTrain Plaza – JFK Airport, is just a couple of miles away from its sister property in Jamaica, New York, but isn't nearly as nice-looking. The property is a former homeless shelter and we observed one guest in the lobby wrapped in a blanket for warmth.



Garbage cans in front of the Oyo Hotel AirTrain Plaza – JFK Airport.

### ΟΥΟ ΗΥΡΕ

Founded in 2013 in India by Ritesh Agarwal, Oyo has disrupted the budget hotel

industry in India and China, creating standards and providing revenue management technology and marketing to disparate and sometimesdowntrodden budget hotels. In the process, it has raised nearly \$2 billion in funding, backed by Uber and WeWork funder SoftBank, and has gained a \$10 billion valuation as a hotel unicorn.

Skift Research found that Oyo may be the second largest hotel brand in the world – with nearly 1 million rooms – it now claims 1.2 million – under its brand. Oyo has been aggressively expanding around the world, and announced in September that it had signed its 100th property in the U.S., and already had a presence in 60 cities. The hotel chain now says it has more than 200 properties in the United States.



One issue with the Oyo story to date is that despite all of its strides and the legitimate disruption it has wrought, the reality may not match all of the public relations spin. For example, the brand harps about its "next gen" technology prowess, and claims to have a 99 percent retention rate among franchisees despite the technology flaws and owner dissatisfaction that we uncovered.

Oyo's shortcomings, however, as described by some of the U.S. hoteliers that we contacted, line up in broad strokes with a variety of criticisms leveled by property owners and hotel associations in India and China. For example, there's more heat from hotel owners in India here.

## OYO HOTEL NEW PHILADELPHIA, OHIO

Oyo OS, the India-based chain's web-based property management system, "is

Budget Chain Oyo Can Be a Nightmare for U.S. Hotel Operators Despite Its Hype – Skift messed up," said Sachin Patel, who helps operate the family run Oyo Hotel New Philadelphia, Ohio, a former Americas Best Value Inn, as he complained that the system is cumbersome and gives properties zero control.

What's worse, though, is that the Ohio property signed up with Oyo in early August with one of Oyo's revenue guarantees in its contract, but Sachin Patel alleged he hasn't seen any of those payments yet.

"I'm paying from my own pocket to pay the housekeeper," he said. "I've never seen the check yet."

Not referring specifically to Oyo Hotel New Philadelphia, Ohio, the Oyo spokesperson said there are "isolated situations where we are yet to reconcile accounts" related to recovering capital that Oyo invested in the property; revenue leakage that Oyo identified in audits, or the hotel partner was seeking "to move out before the lock-in of any value-added services."

When the Oyo Hotel New Philadelphia, Ohio was branded Americas Best Value Inn, the room rate might range from \$65 to \$95 depending on the occupancy level, Sachin Patel said. But the rate last week for a November 6-7 stay was \$34 per night.

"That pricing is insane," Sachin Patel said, adding that the occupancy level is roughly the same as before. Revenue, because of the low room rates, is way down, he added.

Like others we spoke with, Sachin Patel was unhappy with having little control over room pricing under Oyo. The hotel operator said he can only set the room rate for walk-ins, and he must honor the online rate if the guest mentions it.

"They don't know how to manage properties," Sachin Patel said of Oyo as he griped about the room rates that Oyo sets. "You need to research a whole area when you are managing properties."

The Oyo spokesperson maintained the hotel chains uses sophisticated data science algorithms for dynamic pricing, inventory allocation, and revenue management, and this "allows each hotel to drive max RevPar (revenue per available room) based on its micro location."

One of Oyo's selling points is that it is trying to raise and maintain standards among its properties. But Sachin Patel was unhappy that Oyo's "audits," or inspections, take place too frequently, meaning around every other week.

Sachin Patel said the Oyo inspectors check every room – which isn't necessarily a bad thing, in our view – and sometimes leave the shower on, necessitating a repeat visit to clean the room from the housekeepers. "If you touch a pipe in the

boiler you can tell that the hot water is on," he



said.

The hotel operator claimed he'll wait another two to three weeks to see if his payments from Oyo arrive, and will contemplate leaving the brand if they don't.

## SCOTTISH INN, WILLOW PARK, TEXAS

Chirag Patel, the owner of the Scottish Inn in Willow Park, Texas said Oyo "got my attention" because it had raised a lot of money, nearly \$2 billion to date, and made a compelling offer, including providing a revenue guarantee, to switch to Oyo from its now-previous brand, Choice Hotels' Quality Inn,



An Oyo-branded credit card machine.

"The purpose of a franchise is to help an owner grow the business," Chirag Patel said. "It wasn't happening."

Chirag Patel, whose property transitioned to Oyo at the end of September, said he's been in the hotel business for 20 years, and Oyo's "process and business model" is not making owners happy.

Chirag Patel charged that Oyo and its preferred credit card processor, Adyen Merchant Services, are "handcuffing the hotel business" because they collect credit card payments, and hold onto them long after the guest has checked out. Other payment processors compensate the merchant within 24 to 48 hours, he said.

"For two weeks, I haven't gotten one dollar from them," the Texas hotel owner said. "If a customer pays cash that's the only thing I get."

Chirag Patel said Oyo claims they are working on the problem, and that's the only explanation he gets from the brand about delayed or missing payments.

As stated, the Oyo spokesperson said there can be several reasons that accounts don't get reconciled in a timely manner. "As for payment-related issues in the U.S., over 95 percent of our asset owners are completely satisfied with Adyen, and have no issues related to payments or other aspects," the spokesperson claimed.

Chirag Patel also said he's unhappy with a lack of reporting that he gets from Oyo about his hotel's operations, and he's miffed about his inability to raise the room rate if a guest booked seven nights, but checked out early, for example.

"Oyo's young and I like that they have been disrupting the market," said Chirag

Budget Chain Oyo Can Be a Nightmare for U.S. Hotel Operators Despite Its Hype – Skift Patel. "The other side of it is they are not respecting the owners."

Like other hotel owners we contacted, Chirag Patel is upset that Oyo slashed his room rates from around \$80 per night under the previous brand to sometimes \$27. "That's below my costs," he said, adding that the low room rate has attracted narcotics users and prostitutes.

"Since I went with Oyo, I've lost nine TVs that were smashed," Chirag Patel said. "Beds have been torn up with someone using a knife, and I've had fights breaking out."

He added: "That's embarrassing for a hotel owner to have when I'm used to a different clientele."

The Scottish Inn has only been in the Oyo fold for a few weeks, but the hotel owner said he's considering seeking to terminate the relationship.

"Oyo could be part of something new and exciting that's growing, but it has started off on the wrong foot," Chirag Patel said.

# POSITIVITY AT OYO TOWNHOUSE HOUSTON BROOKHOLLOW

Rick Patel, the owner of Oyo Townhouse Houston Brookhollow, said hitching up with Oyo has been a "game-changer" for the property since it enrolled in March.

The property, which he said was the first Oyo Townhouse brand in Houston, went from around 30 to 40 percent occupancy under the previous Quality Inn brand to nearly 100 percent under Oyo in October, for example.

Those higher occupancy rates have come at the expense of lower room rates, which last week were around \$36 for a stay October 24-25.

Rick Patel said Oyo drives demand through the major online travel agencies, such as Expedia, Hotels.com, and Booking.com, and the owners have to pay their relatively high commissions as well as Oyo's franchise fees. Those brand fees are lower, however, than they were under Choice Hotels, he said.

Rick Patel worries that despite the robust occupancy rates, profitability might be a challenge given the low room rates, and the high online travel agency commissions.

"The profitability is there but it's not ideally what owners would like to see," Rick Patel said. Budget Chain Oyo Can Be a Nightmare for U.S. Hotel Operators Despite Its Hype – Skift support from Oyo that he was unaccustomed to as a Quality Inn franchisee. Oyo's area general managers visit weekly to make sure everything's in order, and that's something "which we never had before," he said.

But he worries that Oyo won't maintain its brand standards across all its properties, and he's also concerned that perhaps Oyo might locate another Townhouse property within five miles, which would hurt the value of Oyo Townhouse Houston Brookhollow if he ever tries to sell it.

# HOTEL WILLCOX IN WILLCOX, ARIZONA

Sam Bhatt, the owner of Hotel Willcox in Willcox, Arizona signed with Oyo about a month ago, but he's recuperating from surgery so the transition is in progress. He said he has confidence that Oyo will boost his property's prospects despite relatively high fees.

"Oyo is a budget-friendly brand," Bhatt said. "We are not a Holiday Inn Express or a Sheraton."

He wasn't happy with the property's previous brand allegiance when it was a Magnuson hotel.

"Magnuson, I thought, would boost my revenue and support, but it went the other way," Bhatt said. "They ruined my business."

Bhatt said the property's revenue under Magnuson wasn't what he expected, and the brand's representatives were difficult to get on the phone. Bhatt said he paid a \$15,000 fee to sever ties with Magnuson.

Thomas Magnuson, co-founder and CEO of Magnuson Worldwide, said he couldn't discuss the specifics of a property's complaints due to confidentiality concerns. "If an owner decides to stop their contract there will be closure fees no different than a cable TV or mobile phone contract, but certainly less than the typical hotel franchise," Magnuson said.

The Magnuson CEO claimed hotels that have "embraced" his brand's revenue management, tech and branding have experienced an average 24.7 percent revenue per available room increase year to date compared to the same period in 2018.

Several hotel owner operators we spoke to complained they haven't received promised payments from Oyo, have been trying to cope with room rates that Oyo drastically reduced, are subject to high fees and commissions, and have to deal

with inexperienced Oyo representatives who have difficulty providing or obtaining

Budget Chain Oyo Can Be a Nightmare for U.S. Hotel Operators Despite Its Hype – Skift useful answers from the home office.

The Oyo spokesperson "completely denied" that its property management system doesn't have hotel operators in mind or that its area general managers are inexperienced. "We have hired some of the best talents in the region and continue to empower them with the tools and resources required to deliver high quality services to both the real estate owners and the customers," the Oyo spokesperson said.

# SEATTLE HOTELIER PROMOTES HIS OYO TIES

Sonny Parmar of Prem Hotel Group has converted a half dozen properties to the Oyo brand, and he's very bullish about Oyo – so much so that he appears in Oyo video promotions, and talks about being proud to be "part of the Oyo family to bleed Oyo red."

He said some of his properties were affiliated with Motel 6 previously.

"Honestly the way I look at it is that once Oyo becomes a bigger well-known name such as Choice or Wyndham it will be all the same," Parmar said. "As a consumer you pull up the website or app, and you are going to be looking for price and ratings, and I believe those are two things Oyo is doing well. And once they have the market presence they will be a top-tier brand."

But critics wonder whether the high-flying Oyo brand will eventually see itself coming down a peg, or worse, if it can't resolve some of these stubborn issues, and operator-unfriendly ways of doing business.

- The video was produced and edited by Skift video producer Jose Marmolejos.

# GET YOUR TICKETS FOR SKIFT SHORT-TERM RENTAL SUMMIT ON DEC. 5, NYC

Tags: brands, online travel agencies, oyo, property management, revenue management, softbank, technology, unicorns

Photo Credit: An exterior view of the first Oyo-branded hotel in New York City, the Oyo Hotel JFK Airport in Queens, New York. Property execs says Oyo's technology doesn't work as promised. Skift



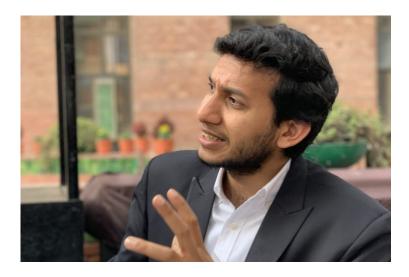
Rooms, Hotels

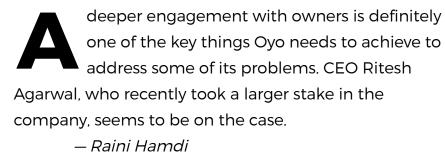
# Oyo Founder Describes U.S. Owner Concerns as 'Teething Issues'

Raini Hamdi, Skift - Nov 06, 2019 2:30 am

Skift

Take





Oyo Hotels & Homes is stepping up efforts to engage hotel owners and help them grow their business, but denies this is in response to mounting complaints from some owners and multiple hotel associations in India.

Pushing back against media reports, Oyo founder and CEO Ritesh Agarwal said the company's launch of OPEN (Oyo Partner Engagement Network) in India in April and in Indonesia last month shows that owners are concerned with numerous issues, including growth and access to capital, and not primarily low room rates. Oyo intends to launch OPEN soon in China and globally.

In two recent interviews with Skift, Agarwal discussed the battering Oyo is taking in its home market, India, which contributes to a third of its revenues, as well as in the United States. Oyo Founder Describes U.S. Owner Concerns as 'Teething Issues' - Skift

signing on with the budget chain, while Nikkei Asian Review reported how a massive shortfall in Oyo's expansion goal in Japan had snowballed into a nasty labor dispute.

But Oyo said the new partner network wasn't a reaction to association-led opposition in India and related issues, pointing out it had introduced the initiative to Indonesia even though it had not seen a "public uproar" there.

"It's an open engagement with owners, and on top of that, it puts some commercial responsibilities on us, which makes us deliver better," said Agarwal.

For example, Oyo pledges to pay 18 percent interest per annum to owners if payments get delayed.

Reacting to issues raised by hotel owners in India, Agarwal said Oyo is "committed to doing all we can to ensure we create value for them and have a long and fruitful partnership, all of which will help us jointly focus on delivering great customer experiences."

## **DIFFERENT ISSUES**

Agarwal claimed that the partner network shows that owners are more concerned about growth issues, while in media reports, it's "a lot more of prices being low."

"We see [in OPEN] that one of the things owners say is land prices are growing, and it is getting harder in India to get debt for these kind of properties. How can you make it easier for us to get this debt from banks?

Agarwal said Oyo can help get owners loans because banks trust the Oyo flag.

"The second is asset owners say that the credit card terminal fee from banks is very high. Can Oyo play the central negotiator for all of the owners with the banks to get the best charges?" said Agarwal.

Oyo also heard owners' concern about being impacted by the implementation of a goods and services tax, he said, and had made several representations to the government as part of industry delegations to ensure that hotels charging tariffs under different segments (luxury, mid-segment, economy) were taxed differently as appropriate.

Along with the new partner network, the low-budget chain introduced a dedicated microsite featuring success stories of asset owners, get-togethers, and videos that can guide owners on improving customer ratings and brand presence.

Oyo Founder Describes U.S. Owner Concerns as 'Teething Issues' – Skift hotel owners monitor their operations daily and improve performance.

A Partner Privilege Program gives Oyo India's owners benefits such as easy availability of cash advances from banks and flat discounts on a stay at Oyo hotels globally.

## 'TEETHING ISSUES' IN THE U.S.

Agarwal responded to charges by some Oyo hotel owners in the U.S. that its property management system is unreliable and that the lack of pricing control at the property level is untenable.

Asked if the basic business model – revenue guarantees for owners in exchange for handing all revenue management control to Oyo – needs fixing, Agarwal said it doesn't.

"No, while a handful of owners in the U.S. have raised concerns over some teething issues, it is important to note that no one can deny the occupancy jump and the related improvement in RevPAR (revenue per available room) that Oyo can bring," Agarwal said. "A yield guarantee helps owners trust Oyo's value proposition, and for Oyo, an agreement based on a yield guarantee at a higher margin is always a winwin situation given our confidence on our competencies."

Despite some Oyo property owners in the U.S. complaining about incessant overbookings because reservations made through online travel agencies sometimes don't appear in Oyo OS, Agarwal claimed that the property management system "is one of the world's most sophisticated hotel management systems."

He did point to problems with a third-party system that connects Oyo with some online travel agencies. "We are continuously working to improve and thereby ensure a seamless check-in system for guests," Agarwal said.

Oyo is testing a tool in some markets that enables owners to adjust room rates up to 40 percent higher or lower than Oyo's recommended rates.

Oyo claims that it has around a 99 percent renewal rate among hoteliers, but conceded that in both India and the United States it has "one of the easiest exit options," where either party can terminate the agreement with a pre-negotiated notice period "in case they don't see the value."

## **'UP AND DOWN'**

India's largest online travel agency, MakeMyTrip, which sells 10 percent of Oyo's

Oyo Founder Describes U.S. Owner Concerns as 'Teething Issues' - Skift

inventory, sees Oyo's Net Promoter Score – a metric that assesses customer loyalty for a brand, product, or service – going "up and down a bit," said chairman and group CEO Deep Kalra in a recent Skift interview in Singapore.

"But they are responsive and have a smart team. Ritesh has hired a very smart CEO for India, and they are trying to fix those issues," said Kalra. Oyo's CEO – India & South Asia is Aditya Ghosh, who steered India's low-cost carrier IndiGo to become one of the fastest-growing carriers in the world before joining Oyo last year.

Nevertheless, issues including deep discounting, high commissions, and arbitrary changes in contract have persisted for months in India, where the number of Oyo hotels has bloated to more than 10,000 in tier-one to tier-four cities, from a single hotel in 2013 in Gurgaon, New Delhi, Oyo's birthplace.

The Federation of Hotels and Restaurant Association of India in July approached the Competition Commission of India to register a complaint. Agarwal's image in September took a huge hit when some local media reported that the Bengaluru police had "booked" him after an owner accused him of cheating and criminal breach of trust. An FIR (First Information Report) was filed against the Oyo founder and two other Oyo executives.

An FIR, however, does not constitute an arrest, while the term "booked" used by the Indian media is in the context of the FIR being filed, not "booked" as in "jailed."

Oyo had filed a petition to quash the FIR and had recently been granted a stay on all further investigation.

"In a lot of emerging economies, businesses have to face this kind of challenges," Agarwal said. He also maintained that a lot of the "noise" in India was created by individuals who were not Oyo owners but the competition who wanted to make sure prices for customers remain high.

Agarwal claimed that despite the furor, Oyo has a 99.5 percent asset-owner retention in India and South Asia — "the biggest benchmark of us being able to bring value proposition to assets."

Oyo maintained that on average, more than 75 percent of hotel owners have seen an increase of more than three times in occupancy, a 2.5 times jump in revenue per available room, and a significant jump in profit.

# **EVEN MORE COMMITTED**

Agarwal, whose stake in Oyo has increased from 10 percent to 30 percent, said this only means he is even more committed to the success of the company.

"If Oyo is not successful, it's riskier for me."

Oyo also just raised another \$1.5 billion in Series F, with Agarwal investing \$750 million and the rest from other existing investors. He said he would be channeling the funds into technology and data science improvements, interior design, and talent.

"We have strong leaders, some of the best in the business, and you know that in our history, we have never lost a single senior executive," he said.

"We are not perfect," he added. "We just need to improve in every line item of our business."

- Skift Executive Editor Dennis Schaal contributed to this report.

Tags: india, oyo, ritesh agarwal

Photo Credit: Ritesh Agarwal: "We just need to improve in every line item of our business." Oyo Hotels and Homes

From:	Maura Gast
To:	ICVBStaff; Tom Meehan; Matt Tungett
Subject:	FW: ANNOUNCEMENT: Microsoft Expanding its Home in Irving-Las Colinas
Date:	Friday, October 25, 2019 2:15:22 PM
Attachments:	image001.png
	image003.png
	image005.png
	image006.png
	image007.png
	image008.png
	image002.png
	image004.png
Importance:	High

From: Beth Bowman <bowman@irvingchamber.com>
Sent: Friday, October 25, 2019 8:55 AM
Cc: Erica Mulder <emulder@irvingchamber.com>; Kyle Touchstone
<ktouchstone@irvingchamber.com>; Chris O'Brien <cobrien@irvingchamber.com>
Subject: ANNOUNCEMENT: Microsoft Expanding its Home in Irving-Las Colinas
Importance: High

Good morning Chamber Member-Investors,

On behalf of the Irving Economic Development Partnership, we are excited to share the announcement of an exciting "win" for Irving-Las Colinas! Microsoft has chosen to expand its operations, adding 575 jobs to its current estimated workforce of 1500. The addition of these jobs will make them the fourth largest employer in Irving-Las Colinas. Microsoft, located at 7000 State Highway 161, is investing \$31 million into enhancing its current facility, making it a strategic regional hub. Milken Institute recently ranked the Dallas-Plano-Irving MSA as a Top 5 Best Performing City for Tech. This commitment and investment into our community from a highly regarded multinational technology company speaks volumes to the incredible assets, business climate and talent we have right here at home, in Irving-Las Colinas.

Please join me in congratulating the team who worked diligently to secure this "win." 5-Star shout out to the entire Microsoft team, specifically Raamel Mitchell, Microsoft's Campus Director, as well as Governor Greg Abbott, Lt. Governor Dan Patrick, Speaker Dennis Bonnen, State Senator Nathan Johnson and State Representative Julie Johnson. Thank you to Robert Allen and his team at the Texas Economic Development Corporation and to Nicole Ryf and Mari Bergman with the Governor's Office of Economic Development & Tourism and the Office of Business & Community Development.

It was our pleasure to partner with Irving's City Manager Chris Hillman, Assistant City Manager Philip Sanders and Senior Economic Development Analyst Bryan Haywood, as well as City Attorney Kuruvilla Oommen, and his team, specifically Christina Weber, and City Secretary Shanae Jennings and her team.

Thank you to Irving Mayor Rick Stopfer, the Irving City Council, Maura Gast at the Irving Convention & Visitors Bureau and Hammond Perot with the Las Colinas Association.

Finally, thank you to our team for its hard work – Kyle Touchstone, Chris O'Brien and Erica Mulder. This truly was a 5-Star team effort!

The full press release from Governor Greg Abbott's office <u>can be found here</u>.

As always, please feel free to reach out to me if you have any questions.

Thank you for your investment and continued leadership as we continue to ensure Irving-Las Colinas is a place where you can have a local address with global access.

Sincerely, Beth Bowman

Beth A. Bowman, IOM, CCE | President & CEO Irving Economic Development Partnership Irving-Las Colinas Chamber of Commerce 5201 N. O'Connor Blvd., Suite 100 | Irving, TX 75039 214-217-8484 (main) | 214-217-8471 (direct) 214-384-8819 (cell) | 214-389-2513 (fax) www.IrvingChamber.com



This e-mail and all attachments to it are for the sole use of the intended recipients and may contain proprietary information of the Irving-Las Colinas Chamber and its partners. This e-mail may also contain information which is confidential or which is protected from disclosure by privilege. Any unauthorized use, disclosure or distribution of this e-mail and its attachments is prohibited. If you are not the intended recipient, let us know by reply e-mail and then erase and destroy all electronic or other copies of this message.







# LCA Departments: Strategic Planning

One of LCA's one-man departments is Strategic Planning, which focuses on data analysis, interagency relationships and long-range planning. Tim Glass joined the LCA team as Director of Strategic Planning in 2018 and has assisted with many important initiatives since his arrival.

Reflecting the evolution of Las Colinas into a regional destination, one of Tim's early projects is Las Colinas Urban Center way-finding signage program, to improve the visitor experience with easier traffic flow and parking, and an enhanced pedestrian environment. Pending City of Irving approval, the signs and accompanying website will launch in late 2020.



Tim Glass LCA Strategic Planning Director



Internally, Tim assists with streamlining work-flow processes, analyzing data, and completing urban design project review. Also a cartographer, Tim creates and updates maps, and conducts spatial analyses.

LCA's Strategic Planning Department plays an integral part in future community development and planning. View Tim's Las Colinas Village Map at www.lascolinas. org/villages/.

#### OTHER THINGS TO KNOW

For questions, send an email to tglass@lascolinas.org or call 972-541-2345.

You See Tim Glass in action! Find our YouTube link at the bottom of www.lascolinas.org under 'FOLLOW US'.



#### Cottonwood Valley

# Property of the Month

1213 Travis Circle South

# LCA DEPARTMENTS

#### INFORMATION TECHNOLOGY

Some of our departments are more visible than others. Security drives patrol cars in the community 24/7 and Common Property staff make the rounds every day. One LCA department that operates behind the scenes is our one-man Information Technology department.

Chase McCullough, LCA's IT Specialist has been with LCA for 2 years. Not only is he responsible for maintaining LCA's technology and equipment, he also keeps our software up-to-date and ensures

that our infrastructure is operating efficiently. LCA manages important information for the 8,000 plus membership which requires high levels of security. From passwords to spam filters and internet security, IT safeguards employee information, as well as, member information.



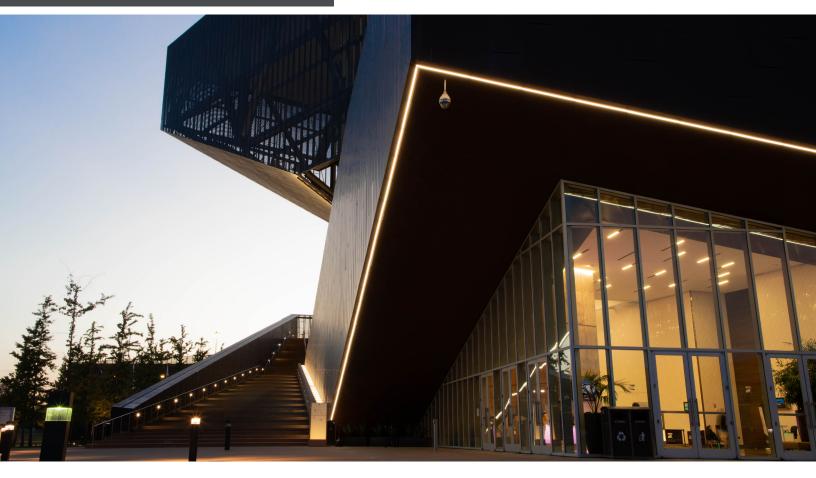
IT Specialist

Chase keeps track of vendors, warranties, licenses, network mapping, maintenance schedules, and trains employees on how to operate a variety of devices. Whenever one of the LCA staff has a technology-related issue, Chase is the one they call. This can be a challenging task when over 40 unique positions are requiring different software, applications, phone enhancements, and other needs.

In addition to being certified in Cisco Networking, Chase also holds certifications with Microsoft, CompTIA and is currently taking courses for his Cisco Certified Networking Professional (CCNP) certification. Even though LCA's IT Specialist does not interact with members, Chase is vital to ensuring that LCA technological infrastructure operates properly.



# COMMUNITY EVENTS





#### Irving Schools Foundation Annual Gala

Irving Schools Foundation "Queen of the Nile" themed Legacy Gala will take place at 7:00 pm on Friday, November 1st at the Four Seasons Resort and Club-Las Colinas, 4150 N. MacArthur Blvd. Email isf@irvingisd.net or call 972-600-5018 for ticket information.

#### Pavilion at Toyota Music Factory

Pavilion at Toyota Music Factory will host Kasey Musgraves on Friday, October 11th, at 8:00 pm. Throughout October and November, you can anticipate Blue October, Dane Cook, and more upcoming concerts! Check out the Pavilion at Toyota Music Factory schedule at www. livenation.com.



# Muscular Dystrophy Association's Uncork a Cure Gala

The Irving Convention Center at 500 West Las Colinas Blvd. will host the Muscular Dystrophy Association's Uncork a Cure Gala on Friday, November 15th. The festivities begin at 6:00 pm and include cocktails, dinner, and live and silent auctions. For more information, contact Leyka Ishibashi at 972-480-0011 or lishibashi@mdausa.org.

#### EVENT DATES

Irving Schools Foundation Annual Gala 7:00 pm on Friday, November 1st

Muscular Dystrophy Association's Uncork a Cure Gala Friday, November 15th

Kasey Musgraves at Pavilion at Toyota Music Factory Friday, October 11th, at 8:00 pm

# LCA NEWS

#### Safety

October 6th-12th is National Fire Prevention Week and this year's theme is: Not Every Hero Wears a Cape. Plan and Practice your Escape! This year the National Fire Protection Association (NFPA) wants everyone to take fire safety one step further and make an escape plan for your home or office! Design and discuss a plan for a safe escape during a fire emergency. Practice the plan twice a year as this will help everyone remember their escape route, and you also may discover things not thought of when designing the plan. Visit NFPA's site at https://www.nfpa.org/Public-Education/Staying-safe/Preparedness/Fire-Prevention-Week for tips and fire safety checklists. Also, if you have children at home the NFPA's sparky.org site has material aimed at making fire safety something children can easily understand and remember.

#### HOURS

LCA offices will close at noon on Wednesday, November 27th and reopen on Monday, December 2nd in observance of Thanksgiving.

#### ARCHITECTURAL CONTROL

Thinking about adding an outdoor kitchen? Make sure you submit your ACC application first! The ACC submission form can be found on our website at https://lascolinas.org/architecturalcontrol/. For questions, email plans@ lascolinas.org.



#### **Property Compliance**

Now is the time to replace declining shrubs and trees on your property. If you are replacing your landscape with the same plant selections, you do not need to make an ACC submission. If you have questions, please contact LCA's Property Compliance Department at 972-541-2345 or email compliance@lascolinas. org.



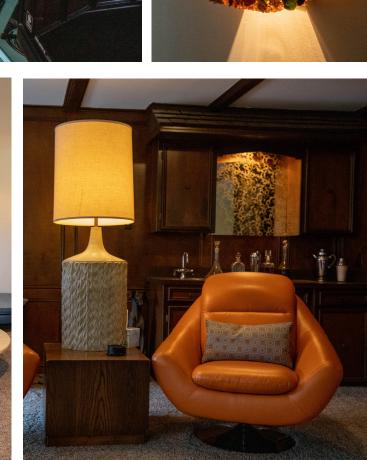
aylight Savings Time on Sunday, November 3rd, is the perfect time to change your smoke detector batteries.

# 

# DESIGN

This Las Colinas home on San Mateo Court was renovated with a 1960's vintage vibe, complete with retro colors harvest gold, cadet blue, and turquoise green. View more photos of this house at www.lascolinas. org/gallery Submitted by Jimmy Dammer





Photography by LCA's Digital Marketing Specialist, Jessica Hubble



# DISCOVER

#### Las Colinas Symphony Orchestra



In Irving/Las Colinas, visitors, workers, and residents have access to a variety of live music offerings, including rock concerts at Toyota Music Factory, acoustic performances at local restaurants and even orchestra concerts. Irving/ Las Colinas is served by two orchestras including the Irving Symphony Orchestra and the Las Colinas Symphony Orchestra.

Las Colinas Symphony Orchestra (LCSO) is headquartered at 4500 Fuller Dr. Ste. 205, Irving, TX 75038. LCSO performs eight subscription concerts each year and is made up of 93 musicians competitively selected from over 400 applicants. Representative of the community it serves, LCSO enlists musicians from over 19 different nations. This international grouping of musicians, coupled with their breadth of experience, creates a uniquely rich sound.

The Maestro, Robert Carter Austin, has been with the LCSO for 26 seasons. Austin has worked with various symphonies and has led performances as a guest conductor for orchestras in eleven states, as well as Ukraine, Ecuador, Guatemala, France, Spain, Bulgaria, China, Columbia, Italy, and several other countries. Las Colinas Symphony Orchestra also hosts several music programs directed towards children including a youth orchestra and an early childhood program. The Lone Star Youth Orchestra is made up of advanced-level woodwind, brass, string, and percussion musicians from middle schools and high schools. They have multiple performances per year. LCSO's KidsNotes Program, geared towards preschool and kindergarten-aged children, provides an interactive experience for children to learn about classical music and the orchestra.

The upcoming 2019-2020 season will include works by Puccini, Beethoven, Brahms, Mahler, Gershwin, Mozart, and Grieg. Throughout the season, attendees can anticipate many special guest musicians including Doug Howard, Nicholas Newton, Cicely Parnas, Cristiana Pegoraro and more. The season kicks off on Saturday, October 19th, 2019 and will run monthly evening concerts through May 9th, 2020.

For information about tickets, upcoming concerts, or venue location, contact Las Colinas Symphony Orchestra at info@ lascolinassymphony.org or call 972-252-4800.



# EXPERIENCE

#### NATIONAL SEAFOOD MONTH

October is National Seafood Month and Las Colinas has many restaurants where you can celebrate this marine delicacy.

National Seafood Month is a month for seafood lovers to enjoy their favorite dish whether it's fried, smoked, steamed, blackened, grilled, baked, raw, boiled, broiled, roasted, pickled, poached, sautéed, or canned.

When it comes to fish and shellfish dishes, Americans love their clam chowder, lobster rolls, crab cakes, shrimp scampi, fish and chips, gumbo, lox, lobster ravioli, poke, sushi, smoked salmon, the classic tuna fish sandwich and don't forget ceviche!

Want to know more about how you can experience Las Colinas? Check out our Las Colinas Life blog at www.lascolinas.org/life.



#### TWO MULES CANTINA AT TEXICAN COURT Ceviche

Refreshing and mild, this appetizer is made with charred shrimp, grilled onions, fresh cherry tomatoes, avocado, Michelada Sauce, and served with tortilla chips and house-made salsa. The Michelada sauce adds a little bit of salt and spice. Other fish dishes:

Citrus and Chili Lime Tuna, Smoked Salmon "Burger"



LEMON SHARK POKE Poke Bowl with Salmon

The wonderful thing about poke restaurants is the ability to customize your order to your liking. This poke bowl boasts rice, onions, cucumber, carrots, salmon, tuna, and Lemon Shark sauce. Their signature sauce is a blend of citrus



mayo and pepper.

CAJUN CRAB PUB & GRILL Fried Fish Platter

A classic take on fish and chips- this dish will satisfy your fried food cravings. The lunch portion comes with two crunchy fillets, 4 fried jumbo shrimp, Cajun fries, cocktail sauce, and tartar sauce. It's uncomplicated and straightforward. Other fish dishes: Fried Oyster Platter



3838 Teleport Blvd. Irving, Texas 75039-4303





RESTAURANT GUIDE Download at LasColinas.org



WEATHER APP Search "Weather Link" in Apple App Store or Google Play Store



STORY SUGGESTIONS Email us at acline@LasColinas.org



CONTACT US LasColinas.org liaisons@LasColinas.org 972-541-2345



UPCOMING EVENTS Find our Las Colinas event calendar at www.lascolinas.org/events



IRVING CONVENTION AND VISITORS BUREAU BOARD OF DIRECTORS MONDAY, NOVEMBER 18, 2019

# ACKNOWLEDGEMENTS AND MISCELLANEOUS ARTICLES





# **Operation First Response**

Over a Decade of Serving Wounded Heroes and their Families With Personal and Financial Needs

Irving Convention & Visitors Bureau 500 West Las Colinas Blvd Irving, TX 75039

29 October 2019

Dear Friends at Irvin Convention & Visitors Bureau,

#### We are so grateful for you!

It is gratitude in large measure that inspires people to acts of kindness. Gratitude, which rhymes with "attitude," are very closely linked. An attitude of gratitude means making it a habit to express thankfulness and appreciation in all parts of your life, on a regular basis, for both the big and small things alike. Our gratitude to you is so profound its simply impossible to express it in the full degree that we feel it.

Operation First Response is grateful for your generous contribution of \$970.00 – Check#80060750 – 3<sup>rd</sup> Combat Engineer Battalion Memorial

Your gift is already creating miracles in the lives of our Heroes! Below is a kind note received from a Hero served with your support:

"Thank you so much for taking my situation into consideration and being able to support me this month with gas and groceries. These last few months have been incredibly trying on me as I've been drowning under the bureaucratic red tape. OFR's support has been a huge relief, not only financially but emotionally as well. I am extremely humbled and grateful. As I reflect on what I received from your team, I cannot begin to thank you enough. It is organizations such as this that provides hope to Veterans struggling. May your team, donors, volunteers and efforts be filled with joy, peace, hope and love every day. Many thanks!"

We could not meet the needs of our Heroes and their families without the support of wonderful Americans like you.

With gratitude,

Peggy Baker

Peggy Baker President CFC #15385 <u>Peggy@operationfirstresponse.org</u> "Serving wounded Heroes and their Families!".



Operation First Response - Corporate Headquarters 20037 Dove Hill Road, Culpeper, VA 22701 Phone: 888-289-0280 Fax: 888-505-2795 www.OperationFirstResponse.org 501(c) (3) EIN#20-1622436 No goods or services were provided for this donation.

