



# City Manager's Update

Week Ending 09-27-19

## CITY MANAGER'S OFFICE



On Monday, September 16, 2019, we celebrated the City's 50<sup>th</sup> Anniversary with a groundbreaking ceremony for the new Senior Center and City Center Project.



### UPCOMING MEETINGS

- Planning & Zoning**  
Sept. 30, 2019  
6:30 pm
- City Council**  
October 1, 2019  
7:00 pm
- Municipal Court**  
October 3, 2019  
3:00 pm
- Gateway BOD**  
October 7, 2019  
6:00 pm



- On Wednesday, September 18, 2019, staff gave our City Manager a small token of appreciation for all his hard work and dedication during the budget process.



- On Thursday, September 19, 2019, the CMO had a conference call the City Center Project Contractor to discuss the design schedule.
- On Friday, September 20, 2019, the City Manager met with Oncor Electric Delivery to discuss LED lights on Bear Creek.
- On Saturday, September 21, 2019, the Senior Center contractors starting setting foundation forms and trenching for the plumbing.



- On Wednesday, September 25, 2019, the City Manager met with the property manager at the Glenn Heights Community to discuss a solution to the bus route concerns.
- On Thursday, September 26, 2019, the City Manager met with the Desoto ISD Superintendent and Chief of Staff.



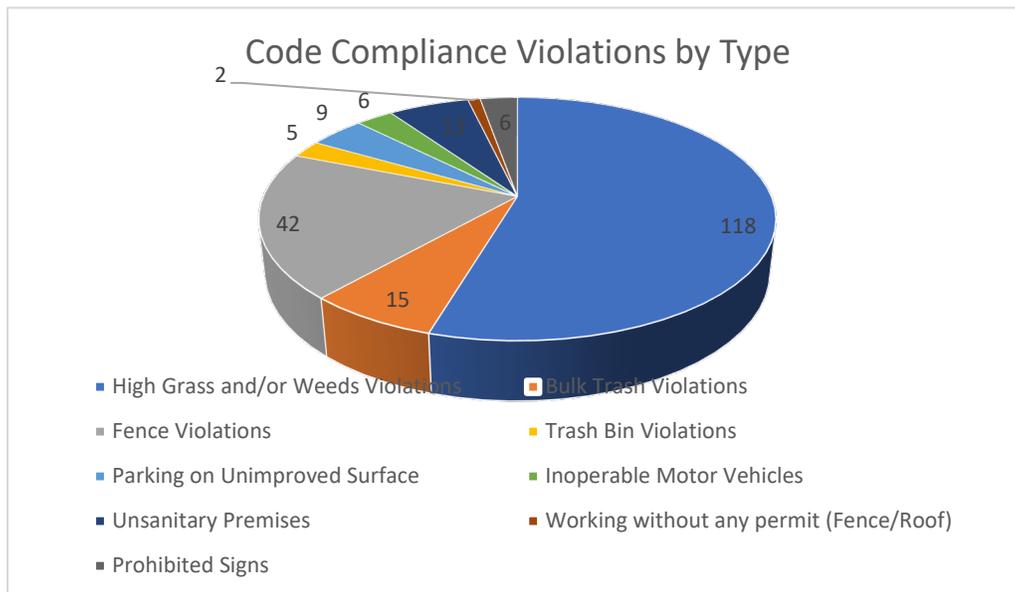
## **CITY SECRETARY**

- The General Election for Mayor and Councilmember in Places 2, 4 and 6 will be on November 5, 2019.
- Early Voting is scheduled for October 21 – November 1, 2019. Dallas County Elections will be setting up voting equipment in City Hall Council Chambers at 2:00 on Wednesday, October 16<sup>th</sup>.

For all up to date information regarding the election, including vote center locations and early voting times, please visit our website at: <http://www.glennheightstx.gov/230/Elections-Elecciones> \*New information regarding Mayoral and Councilmember Candidates, and polling locations has been updated\*

## **CODE COMPLIANCE**

TYPE OF CASES	No. of CASES
High Grass and/or Weeds Violations	118
Bulk Trash Violations	15
Fence Violations	42
Trash Bin Violations	5
Parking on Unimproved Surface	9
Inoperable Motor Vehicles	6
Unsanitary Premises	13
Working without any permit (Fence/Roof)	2
Prohibited Signs	6
<b>Total</b>	<b>216</b>



## **COMMUNITY ENGAGEMENT**

The City celebrated its 50<sup>th</sup> Anniversary by breaking ground on the new Senior Center and City Center Project.

### **50<sup>th</sup> Anniversary Groundbreaking**

- US Congresswoman Eddie B. Johnson, Dr. D'Andre Weaver (DISD Superintendent) and representatives from Sen. Ted Cruz, State Senator Royce West and State Representative Carl Sherman's office were in attendance.
- DeSoto ISD students from McCowan Middle School's band and choir participated in the event, providing beautiful and lively musical selections.



**Please see the recap video attached here:**

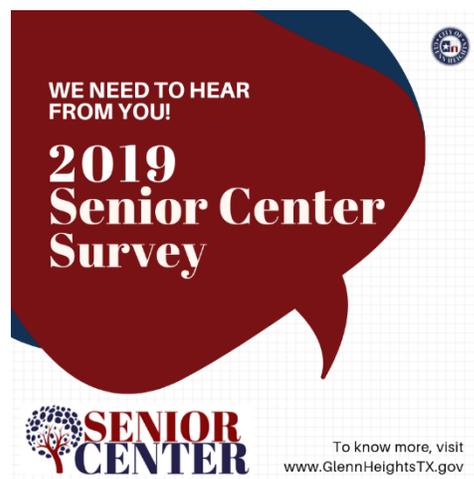
<https://www.youtube.com/watch?v=mpJbOGt6nvM>

**See the pictures captured on-site here:**

<https://photos.app.goo.gl/Xo6G93YbphU4cGccA>

### **Senior Center Survey**

Now that the ground has been broken, we have launched the Senior Center programming survey to learn what our citizens want and expect from the services. Please take a moment to share your thoughts and/or send this link to a neighbor that will utilize the Senior Center services and resources. We are here to serve!

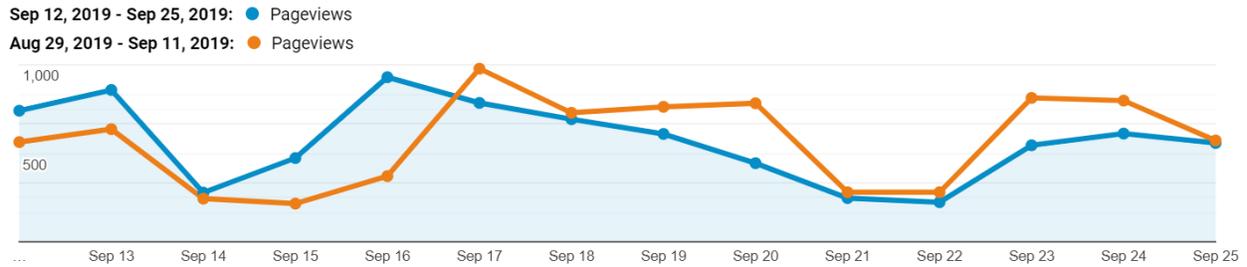


Social Media Post:

We are interested in [#GlennHeights](#) - Senior Center Survey [#WeareGlennHeights](#)  
We want to hear from you! Please complete the Glenn Heights 2019 Senior Center Survey: <https://www.surveymonkey.com/r/2QRZ9KJ>



## Website Updates



This reporting period, web traffic decreased from the prior reporting cycle, which is consistent with the trends that have been tracked for the past few months. This period caught the tail-end of the water bill cycle paying period, which always helps to drive our engagement and click throughs. The difference in cycles is decreasing which shows that executions largely driven through social media are driving visitors to the website, especially during our off-water-bill-cycle periods.

- Overall Pageviews decreased by .36% with only 29 less page visits than the last reporting period.
- Time spent on webpages decreased by 7 seconds, from an average of 1:22 to 1:15.

Pages that drove traffic this period:

- Utility Billing and Payment pageviews increased 11%, which captures the end of the payment cycle.
- Building permits and inspections page views increased 22% from the last period.

## Social Media Updates

### Facebook

- Page post reach has increased to 2,238 organic users and improved by 28%
- 50<sup>th</sup> Anniversary - Thank you was the highest post with 923 organic views
- We have 1,634 likes, up 10 likes during this period

### Nextdoor

- Senior Center Survey is the most engaged post on Nextdoor and Facebook

### Twitter

- Tweet impressions have increased to 6,892 and improved our page by 23.6%
- Highest view impressions are 300 for the National Hispanic Heritage Post



## Upcoming Events

**Budget in Brief Presentation** – September 28 – McCowan Middle School; 10:30 - 11:30 a.m.

**Movie Night in the Park** – October 5 – Heritage Community Park

Movie: Planes- Fire & Rescue showing sponsored by the Glenn Heights Fire Department

**Chat with the Chiefs and City Manager Budget Town Hall Meeting**– October 22, 2019 at 6:00 pm in the Council Chambers

**Glenn Heights Connect** – October 25 with Heritage Lakes

**Veterans Day 5K and Fun Run + Veterans Memorial Program** – November 9



## **ECONOMIC DEVELOPMENT**

**Glenn Heights Chamber of Commerce to host 2019 State of the City Address with Mayor Harry A. Garrett on Saturday, September 28, 2019 at 9:00 am.**

The breakfast event will be free and open to the public.

## **FIRE**



Saturday, September 14, 2019, the Fire Department participated in the Red Oak Founders Day Parade with Engine 301 and Chief 301 apparatus.

Tuesday, September 17, 2019, Chief Moore attended an online webinar training hosted by Lexipol. This is the service the Fire Department will be utilizing to update departmental policies and procedures.



## HUMAN RESOURCES

**Priscilla Burch-Scott** – Director of Finance (FT)

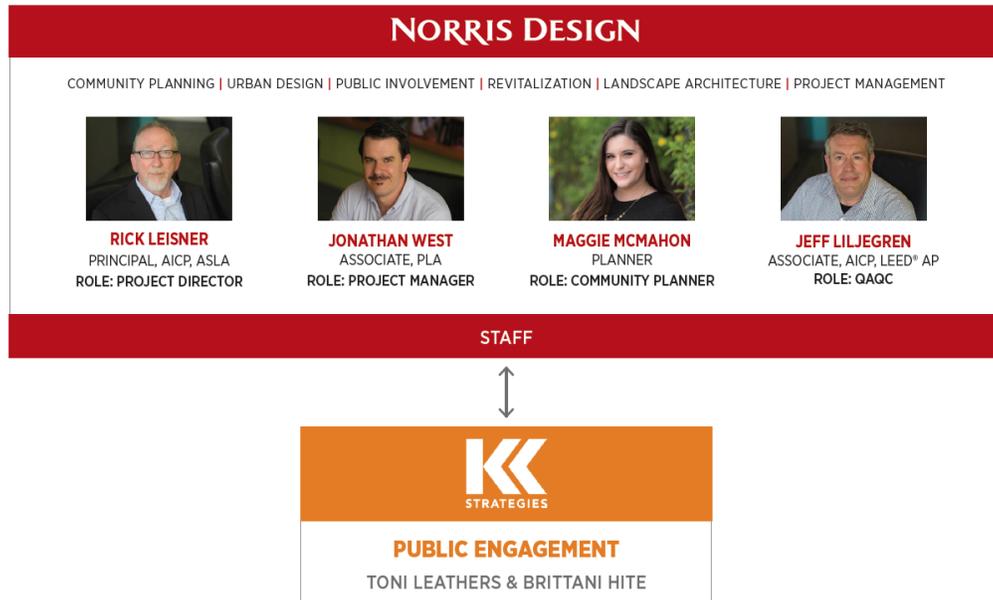
- Hire date – 09/24/2019
- Northwood University – Midland, Michigan; Bachelor of Arts in Management
- University of Phoenix – Phoenix, AZ; MBA in Management
- Texas A & M Commerce – Commerce, TX; CPA
- Cedar Valley College – Dallas, TX; Associate of Science in Accounting
- Texas State Real Estate License – Currently active
- Over 19 years of experience in Accounting. Dallas County, MAG Retail Group, Sysco, US Foods, Pilgrim's Pride.



## PLANNING AND DEVELOPMENT

There were 33 new residential permits issued between September 12 - September 25, 2019, for a total construction value of \$9,308,100.00.

The City has selected Norris Design & K Strategies to help facilitate the update to the City's Comprehensive Plan. Beginning in October, the City will coordinate with these consultants to engage the community in a participatory process to build consensus around a vision for the development and appropriate use of land within the City for the next 20 years.





## POLICE

- On Friday, September 20, 2019, Sergeant Chris Womack graduated from the Texas Sergeant Academy, co-hosted by Institute for Law Enforcement Administration (ILEA) and the Texas Municipal League. Instructors in the Texas Sergeant Academy include current and retired law enforcement executives, professional educators and attorneys who specialize in law enforcement issues, and ILEA staff. Courses include Leadership, Law Enforcement Ethics, Critical Incident Response, Accountability, and Employee Motivation and Counseling.
- On Wednesday, September 25, 2019, at approximately 8pm, we were notified of suspicious activity in the Sunrise Meadows neighborhood. Our officers, along with Ovilla and Red Oak officers, arrived to investigate further. After a thorough investigation, no offense was reported.
- During the week of September 23, 2019, Sergeant Lucas Benson assisted our Regional SWAT team with serving 2 warrants.
- On October 1, 2019, from 6-8 pm we will be hosting our 2019 National Night Out Event.

