



City Manager's Update

Week Ending 10-25-19

CITY MANAGER'S OFFICE

- On Tuesday, October 15, 2019, a Promotion Ceremony was held for new Police Chief, Vernell E. Dooley and new Fire Chief, Keith A. Moore. To see more photos of this event, please see the link below.

<https://photos.app.goo.gl/rHTiKepHMHC1TNxGA>



- On Monday, October 21, 2019, City Manager Hall signed a contract to renovate the concession stand and restrooms at Heritage Community Park.
- On Tuesday, October 22, 2019, City Manager Hall had a Budget Town Hall presentation.
- On Tuesday, October 22, 2019, City Manager Hall met with the Kingston Meadows HOA.
- On Thursday, October 24, 2019, City Manager Hall met with Commissioner, John Wiley Price and the Dallas County Public Works staff to discuss the County's 7th Call for Projects, the Bear Creek Road Expansion and future road projects for the City.

UPCOMING MEETINGS

Gateway BOD

November 4, 2019
6:00 pm

Municipal Court

October 17, 2019
3:00 pm

City Council

November 12, 2019
7:00 pm



CITY SECRETARY

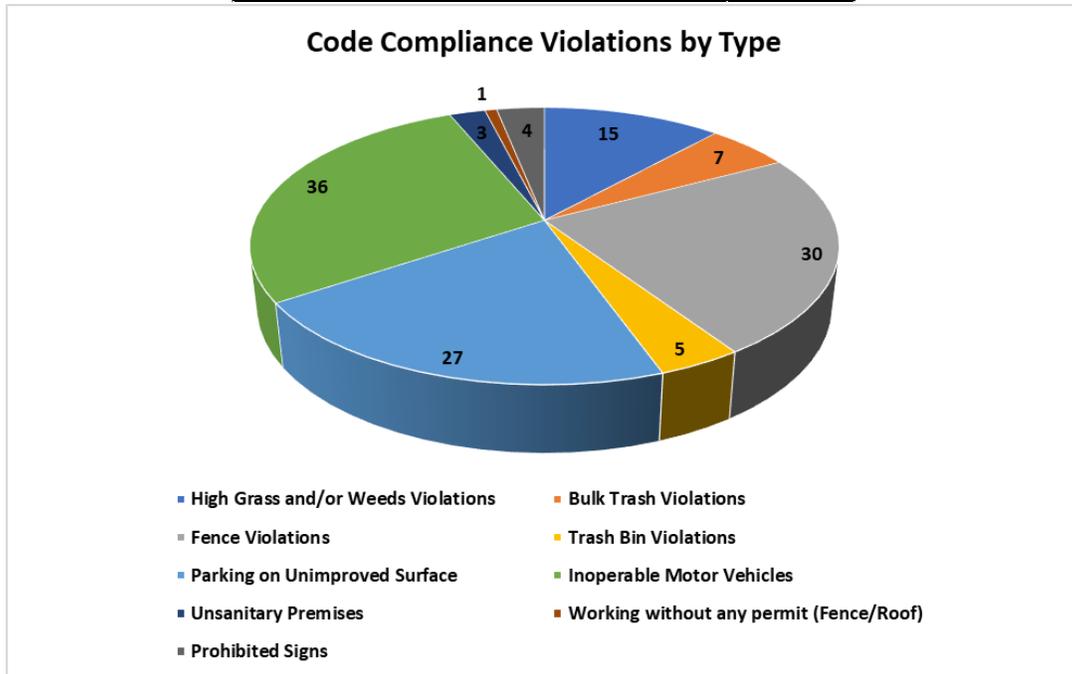
- The General Election for Mayor and Councilmember in Places 2, 4 and 6 will be on November 5, 2019.
- Early Voting is scheduled for October 21 – November 1, 2019.



For all up to date information regarding the election, including vote center locations and early voting times, please visit our website at:

CODE COMPLIANCE

| TYPE OF CASES | No. of CASES |
|---|--------------|
| High Grass and/or Weeds Violations | 15 |
| Bulk Trash Violations | 7 |
| Fence Violations | 30 |
| Trash Bin Violations | 5 |
| Parking on Unimproved Surface | 27 |
| Inoperable Motor Vehicles | 36 |
| Unsanitary Premises | 3 |
| Working without any permit (Fence/Roof) | 1 |
| Prohibited Signs | 4 |
| Total | 128 |



COMMUNITY ENGAGEMENT

This reporting period we have been working to produce new marketing materials and communications campaigns for the resident's information and use.

New Tools and Resources



We have received many questions regarding the new FY19-20 budget and the tax rate via social media, so the Office of Community Engagement worked with the City Manager to produce a snapshot tool that breaks down the highlights into digestible blurbs. See the new [Budget-At-A-Glance](#) tool here.

New Digital Series Highlighting Budget

Each key piece of the budget has been broken down into conversational text that's placed on the Glenn Heights website and Facebook. On social media, the prompts have generated strong questions from residents and have led to good discussions, including the Chat with the City Manager Facebook Live event.

[Click here for Budget Highlights](#)



Senior Center: Progress and Rendering

The Senior Center has grown closer to completion in the past week, with the framing and exterior walls being installed. We have leveraged the pictures to re-circulate the Senior Center survey.

Please help us capture input from our Seniors by sharing the following Social Media Post:

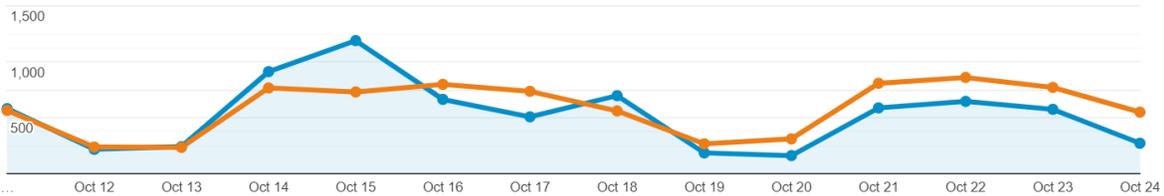
We are interested in [#GlennHeights](#) - Senior Center Survey [#WeareGlennHeights](#)
We want to hear from you! Please complete the Glenn Heights 2019 Senior Center Survey: <https://www.surveymonkey.com/r/2QRZ9KJ>

[The survey will close in one week \(Oct. 31\).](#)



Website Updates

Oct 11, 2019 - Oct 24, 2019: ● Pageviews
Sep 27, 2019 - Oct 10, 2019: ● Pageviews



This reporting period, web traffic increased and peaked during the water bill payment due dates (October 14-15). Immediately following these dates, our web traffic decreased by 9% from our previous payment period.

Pages that drove traffic this period:

- The City Council page visits were up 27.7%

Social Media Updates

Facebook

- Page post reach has increased to 2,831 organic users and page views improved by 20%
- Senior Center progress photo album was the highest post with 1,600 organic views
- Post Engagement increased by 1,006 views improved by 34%
- Don't forget that Community Engagement launched a Pumpkin contest for Halloween. There are only a few days left to submit your photos of precious pumpkins for a GH Swag Bag.

Nextdoor

- We have over 2,501 members on next door and 35% of 5,203 households
- Highest engagement – Promotion ceremony with 369 impressions

Twitter

- We have increased our posts by 28% to 1,244 and have 305 new organic likes
- Highest viewed post was the Senior Center rendering

Upcoming Events

- Veterans Day 5K and Fun Run + Veterans Appreciation Ceremony - November 9- Heritage Community Park
- Nominate a Neighbor Thanksgiving Edition- launches November 1 - digital execution
- Christmas Tree Lighting - December 10- Heritage Community Park



ECONOMIC DEVELOPMENT

Development Activity:

The deadline for submission of proposals in response to the Request for Expressions of Interest (RFEI) was October 18, 2019. A total of (2) development firms submitted proposals in response to our solicitation. The City Manager's office and development staff have conducted preliminary evaluations of both proposals and are finalizing interviews with both companies for early November.

Staff has maintained ongoing discussions with a developer for the 1-acre site adjacent to Family Dollar at Hampton & Bear Creek Rd. The proposed development will be a 9,000 square foot retail store. The developer anticipates receiving a letter of intent from the retail user soon, which will allow for an announcement of the new company.

Upcoming Event:

Glenn Heights Chamber of Commerce-State of the District Luncheon w/Desoto ISD will be held at Ovilla Roach Church of the Nazarene located at 315 W. Ovilla Rd. on October 28, 2019, at 11:30 am.

FIRE



On Friday, October 11, 2019, Chief Moore conducted a CO Fire Inspection for Ovilla Nutrition located at 119 W. Ovilla Road, Ste. 111.

On Tuesday, October 15, 2019, the Glenn Heights Fire Department staff attend the Police and Fire Chief Promotional Ceremony.

On Saturday, October 19, 2019, Chief Moore and Captain Britton met with CERT members to discuss the organizational setup for Glenn Heights CERT.

On October 21 through 25, 2019, Chief Moore and Driver Engineer Kelly attended the Texas Fire Marshal Conference in Austin, Texas. Captain Justin Rudd was placed as Acting Fire Chief for the Fire Department. Police Chief Dooley handled all Emergency Management related events as Assistant Emergency Management Coordinator.

On Sunday, October 21, 2019, the City of Glenn Heights addressed weather related concerns due to a Tornado Warning that was issued by the National Weather Service for our immediate area. Chief Dooley advised Communications to activate the Outdoor Warning Sirens to assist in alerting citizens of the weather dangers. Notify Glenn Heights Mass Notification system sent out an alert to 241 citizens of which 114 confirmed receipt of the alert and 127 did not confirm. Minor vegetative debris was noted by Police Department Patrol Officers; however, no major damage was noted for Glenn Heights.

Thursday, October 24, 2019, Chief Moore attended the Texas Commission on Fire Protection Commissioners Meeting.



HUMAN RESOURCES

Drainage/Stormwater

Sargent, Richard C. – Field Supervisor (FT)

- Hire date – 10/14/2019
- Mr. Sargent owned a Landscaping company for 18 years
- Over 7 years of experience as a Superintendent. Grand Prairie TX, City of Grand Prairie



We would like to wish our Employees a very happy birthday!!!



OCTOBER BIRTHDAY'S

Cristin Swank, 10/1
Nery Pena, 10/15
Champayne Moore, 10/18
Monica Salmeron, 10/22
Brenton Shull, 10/24
Chris Patterson, 10/31



PLANNING AND DEVELOPMENT

There were 18 new residential permits issued between October 5 - October 22, 2019, for a total construction value of \$4,393,055.00.



PUBLIC WORKS

Staff is removing vegetation from the Kingston Meadows drainage channel and removed choke points to relieve drainage. Public Works is scheduling larger equipment for November to remove all silt on the north and south side of the bridge at Turn BridgeDr.



Staff removed a tree obstructing drainage on Green Mound and are in the process of building a retaining wall in the affected area.



Staff repaired a 2 inch water main on Green Mound while working on drainage.



Staff replaced a nonfunctioning water main valve in Magnolia Farms at 514 Golden Bell Dr.



Staff repaired broken irrigation pipes and valves at Heritage Park. One of staff's projects is repairing the park irrigation lines before the spring of next year.

As part of the median irrigation project of Hampton and Bear Creek, Staff is adding water taps to each median preparing for the new system.



The City is adding ADA ramps and a small portion of sidewalk to the front of Heritage Park and in the Right-of-Way across the street for safety. This is in anticipation of the upcoming crosswalk warning system and signs that will be installed in early November once all system components arrive.



Replacement of damaged road section, as part of the new connection from Sunset Strip Blvd. to Villages of Charleston.



POLICE

At approximately 1:42 pm on Thursday October 17, 2019, Glenn Heights PD received a 911 call in reference to a deceased person at a residence in the Stone Creek Subdivision. The callers had discovered their mother deceased from a self-inflicted gunshot wound. Our officers and detectives responded to the scene, interviewed the family, and completed the investigation.

During the interaction with the family, it became apparent to Detective Yates and Officer Shields that the family lacked food and financial resources. Both Yates and Shields took the initiative to purchase food for the family and provided them cash from their own pockets to assist in this time of grief.

The family was additionally connected with our Volunteer Victim Services Coordinator so she could further assist them with funeral arrangements and other caretaking activities.

On Thursday, October 17, 2019, at approximately 1:50 pm, we received an emergency phone call regarding a man discharging a shotgun into the air, near the intersection of Wildwood and Riley. Officers arrived and located the man, who by that time had disarmed himself. The man was arrested for Disorderly Conduct – Discharging a Firearm in the City Limits.

On Tuesday, October 22, 2019, the City Manager joined Chief Dooley and Captain Britton for the Quarterly Chat with the Chiefs event. The FY19/20 Budget and public safety improvements were discussed.

