



City Manager's Update

Week Ending 12-20-19

CITY MANAGER'S OFFICE

- On Tuesday, December 10, 2019, the CMO met with a consultant regarding Smart Meters.
- On Wednesday, December 11, 2019, City Manager Hall met with Red Oak ISD Assistant Superintendent, Kevin Freels to discuss the Loop 9 project.
- On Wednesday, December 11, 2019, the CMO met with the Design Build team and staff to review floor plans for the new City Center buildings.
- On Thursday, December 12, 2019, the CMO attended the Best Southwest Luncheon.
- On Thursday, December 12, 2019, the CMO met with TxDOT staff to discuss the Loop 9 project.
- On Friday, December 20, 2019, the annual holiday party was held for all employees.

UPCOMING MEETINGS

City Council
January 7, 2020
7:00 pm



CITY SECRETARY

The Mayoral Runoff Election was held December 14, 2019. Please see the following unofficial results:

City of Glenn Heights
December 14, 2019
Mayoral Runoff - Unofficial Election Results

Mayor (Order as shown on Ballot)	Dallas Co. Early - Person	Dallas Co. Early - Mail	Dallas Co. Early - Provisional	Dallas Co. Election Day	Ellis Co. Absentee	Ellis Co. Early	Ellis Co. Election Day	Total	%
Harry A. Garrett	55	2	0	65	1	47	12	182	74.29%
Tony Bradley	25	5	0	16	0	14	3	63	25.71%
Total Votes	80	7	0	81	1	61	15	245	100.00%

This information does not include Provisional and/or late ballots cast from outside of the United States, and results are not final until a Canvass of the Election occurs.

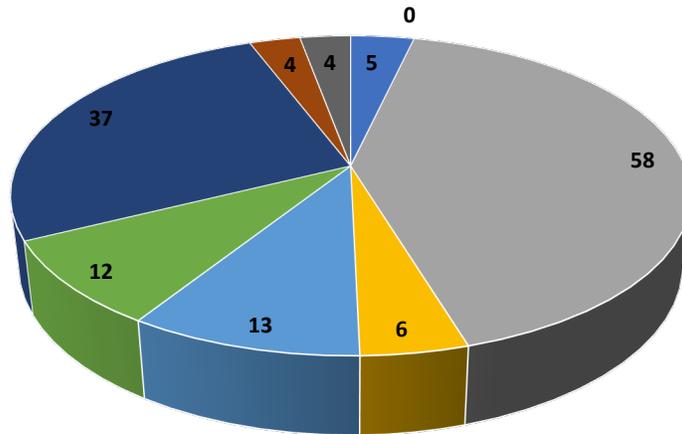
For all up to date information regarding the Election, please visit the City's website at <https://www.glennheightstx.gov/230/Elections-Elecciones>

CODE COMPLIANCE

TYPE OF CASES	No. of CASES
High Grass and/or Weeds Violations	5
Bulk Trash Violations	0
Fence Violations	58
Trash Bin Violations	6
Parking on Unimproved Surface	13
Inoperable Motor Vehicles	12
Unsanitary Premises	37
Working without any permit (Fence/Roof)	4
Prohibited Signs	4
Total	139



Code Compliance Violations by Type



- High Grass and/or Weeds Violations
- Fence Violations
- Parking on Unimproved Surface
- Unsanitary Premises
- Prohibited Signs
- Bulk Trash Violations
- Trash Bin Violations
- Inoperable Motor Vehicles
- Working without any permit (Fence/Roof)

COMMUNITY ENGAGEMENT

Season of Service News Features

The Police Department, Fire Department and Office of Community Engagement have worked in partnership this Holiday season to curate a strong “Season of Service”, bringing holiday cheer and relief to our deserving residents of Glenn Heights. This week, the Police Department launched their annual “Santa Cop” effort, in which gift cards are presented to unsuspected drivers in lieu of traffic citations. Please see the Dallas Morning News article that was written and released, December 19, 2019.



This is the second year Glenn Heights police have pulled over nice drivers, in addition to the naughty ones. (Glenn Heights Police Department)

<https://www.dallasnews.com/news/2019/12/19/drivers-in-glenn-heights-pause-a-moment-when-santa-cop-hollers-stop/>



Nominate a Neighbor Program

The Christmas Nominate a Neighbor program launched on December 1, 2019, and nominations ran through December 17, 2019. 13 families were nominated by community members and were invited to pick up Turkey, Ham and Cajun Turkey baskets along with presents on Thursday, December 19, 2019. Glenn Heights based non-profit, One Love Charitable Foundation, provided an assortment of gifts for children and guardians to select from on-site and Public Safety Santa took pictures with all attendees. This year, we have been able to assist a record number of families thanks to Council's support.

Christmas Tree Lighting

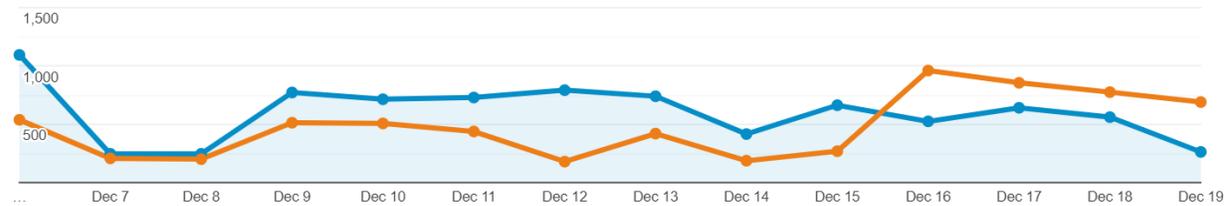
The Annual Christmas Tree Lighting, held on Thursday, December 12, 2019, yielded the largest number of resident engagement at any Christmas event in recent years, with over 250 people participating. Attractions such as the ice-skating rink, a life-sized snow globe, food trucks, a petting zoo, pictures with Public Safety Santa and the free toy giveaway have made this event a fan favorite and we have received positive feedback on social media. Please find pictures from the event attached: <https://photos.app.goo.gl/c5G6TPyLoqR4TFvX6>



Website Updates

Dec 6, 2019 - Dec 19, 2019: ● Pageviews

Nov 22, 2019 - Dec 5, 2019: ● Pageviews



This reporting period, web traffic increased by 24% from our last reporting period, with over 6,506 unique pageviews vs. 5,313 in the last 2- week period.

Pages that drove traffic this period included:

- Utility Billing with an increase of 65% over last period and
- Elections page, whose views increased by 145%



Social Media Updates

Facebook

Breakfast with Santa is our highest performing post with over 15.3K reached and 445 responses submitted under the post.

The city of Glenn Heights has had 6,500 event responses within the last 7 days which is a 746% increase.

Twitter

Breakfast with Santa was the most reshared tweet this reporting period and received the most comments.



Upcoming Events

Breakfast with Santa – December 21 – City Hall Council Chambers – 9:00 a.m.- 11:00 a.m.

ECONOMIC DEVELOPMENT

- **Chamber of Commerce:** On December 13, 2019, Economic Development Administrator attended a joint meeting with the Chair of Desoto Chamber of Commerce and SBA Economic Development Specialist for DFW Office.
- **Project Gym Class:** On December 16, 2019, Economic Development Administrator facilitated a second meeting with a local real estate developer and architecture firm as part of a proposed relocation project for Trevino's Gymnastics.
- On December 18, 2019, Economic Development Administrator attended the 5th session of Leadership Southwest course. The session was hosted by Geekletes E-Sports gaming facility in Desoto, TX and included panel discussions with mayors, school board trustees and chamber of commerce representatives from the Best Southwest cities of Lancaster, Desoto, Cedar Hill and Duncanville. Glenn Heights Mayor Pro-Tem Ron Adams was also in attendance. A video of the Facebook Live event can be accessed at the following link: <https://www.facebook.com/leadershipsw/videos/562731750953665/>
- On December 19, 2019, Economic Development Administrator and City Manager's Office hosted a meeting with a developer team in response to the formal submission of proposals for the city-owned property on S. Hampton Rd. The session also included a guided tour of our city.



FIRE



On Thursday, December 5, 2019, Chief Moore attended the regional fire marshal meeting in Cedar Hill.

On Friday, December 6, 2019, Chief Moore attended 4th online training class for Lexipol software which will be used to update the departmental standard operating guidelines and policies.

On Friday, December 13, 2019, Chief Moore and IT Administrator Hardy toured Red Oak EOC, Waxahachie EOC and Cedar Hill EOC to gain ideals for the new training / EOC room going in the new public safety center.

On Saturday, December 14, 2019, the Fire Department held the Dallas County neighborhood Santa tour from 12 to 1.

The Fire Department and Santa visited several schools the week of 12/16-20, 2019, and one student was given a ride to school in the fire engine.



HUMAN RESOURCES

Planning and Development

Butler, Sherry – Code Compliance Officer (FT)

- Hire date – 12/18/2019
- Dallas Can Academy – Dallas, TX; Diploma
- Previously worked at the City of North Richland Hills as a Code Inspector.



PUBLIC WORKS

- **Streets**

Staff is performing road maintenance on Bear Creek road at Uhl road intersection to level offsets and seal cracks to prevent further damage.



Water

- Staff is installing a sanitary sewer tap for future home on Overhill drive at the Lindell Estates.



- Staff working on a water leak.



POLICE

On Monday, December 16, 2019, the Glenn Heights Police Department continued their “Season of Service” efforts by distributing gift cards to the public, providing holiday cheer, during routine traffic stops. Officer Sims, dressed as “Santa Cop”, provided unsuspecting drivers with their choice of either a \$25 Visa Gift Card or a \$25 Gift Card to Amazon.com.

Officer Illingworth pulled drivers over for minor violations and informed violators of their infraction, Santa Cop and his Elf danced up to the driver’s side window and pleasantly surprised the driver with the information that instead of receiving a ticket, they would be given a gift card and a candy cane.



This is the second year that the City of Glenn Heights Police Department has operated this program and provided holiday cheer and relief to the community.





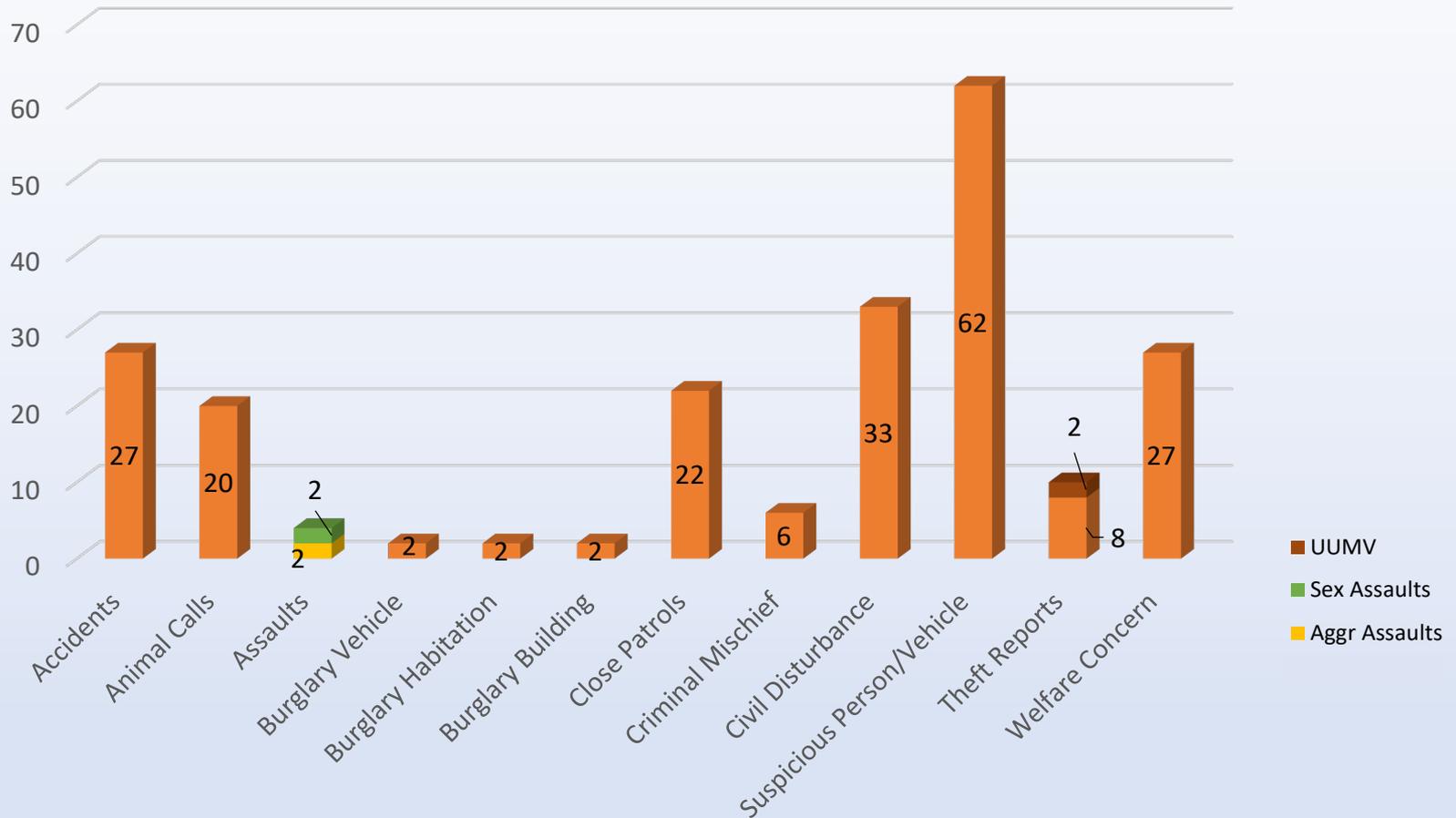
Glenn Heights Police Department

**Monthly Report
November 2019**



Dispatched

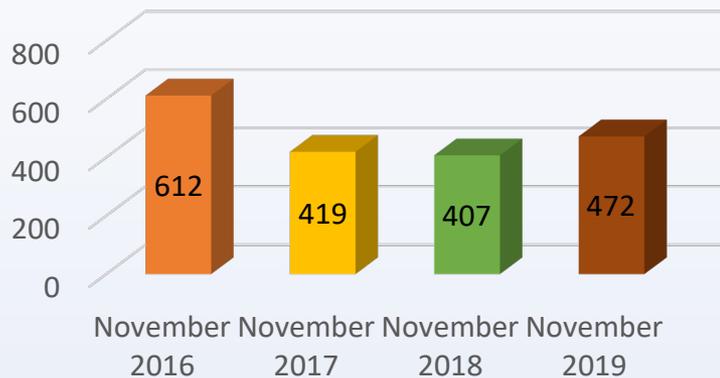
November 2019



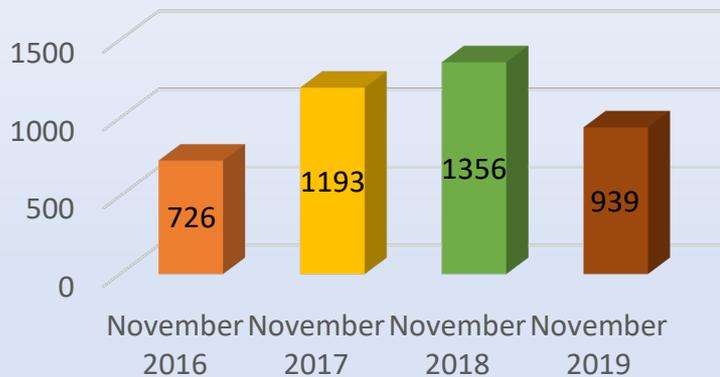


Total Calls

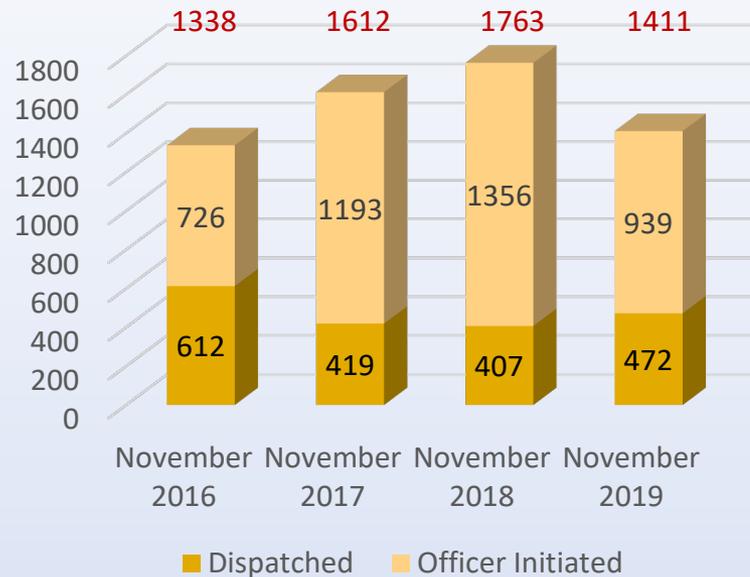
Dispatched



Officer Initiated



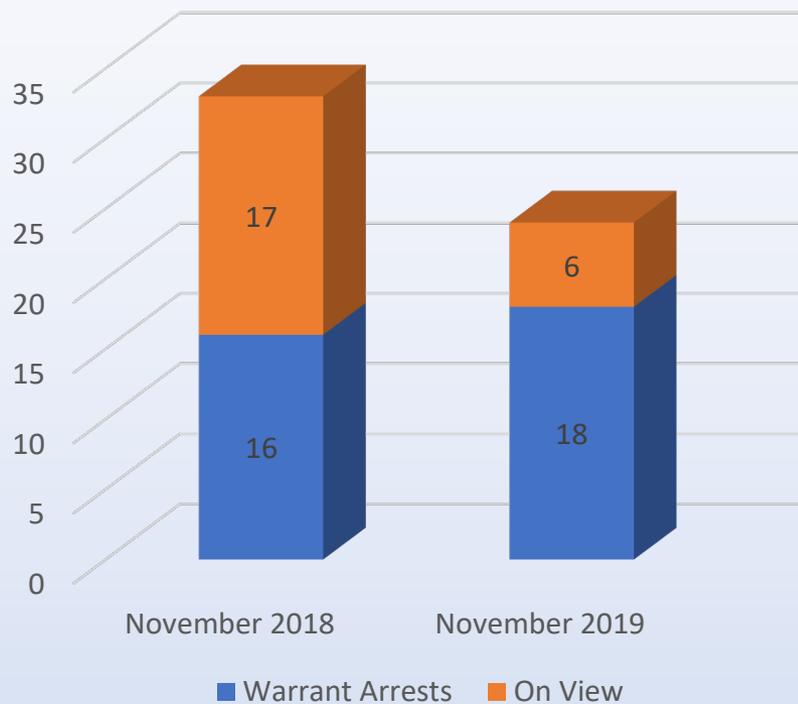
Total Calls





Arrests and Traffic

Arrests



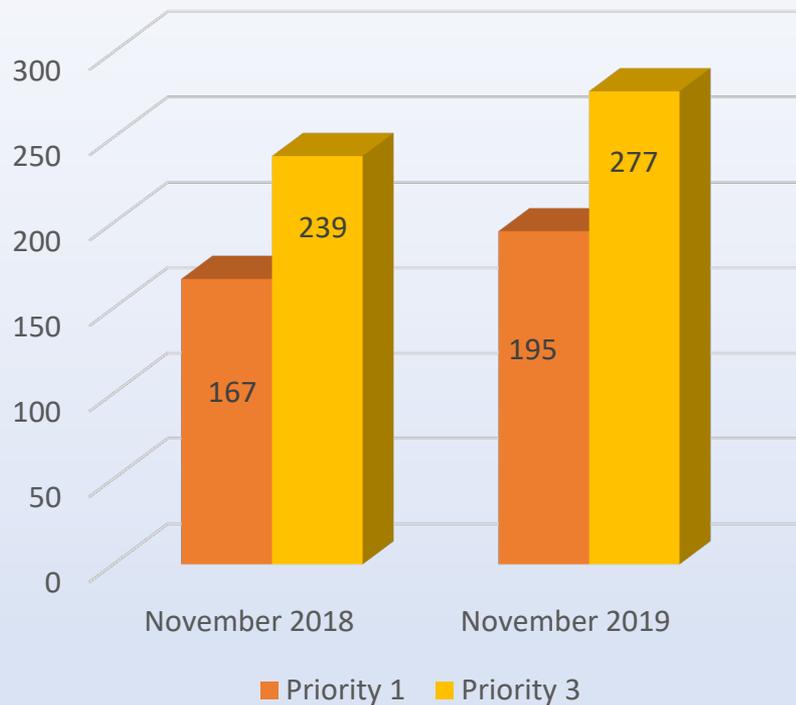
Traffic Stops



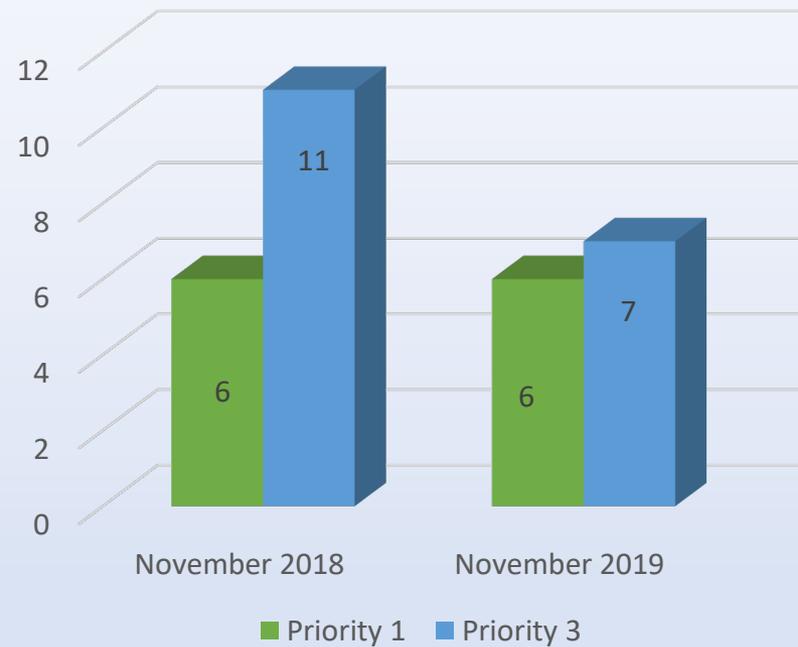


Calls by Priority with Average Response Times

Calls by Priority



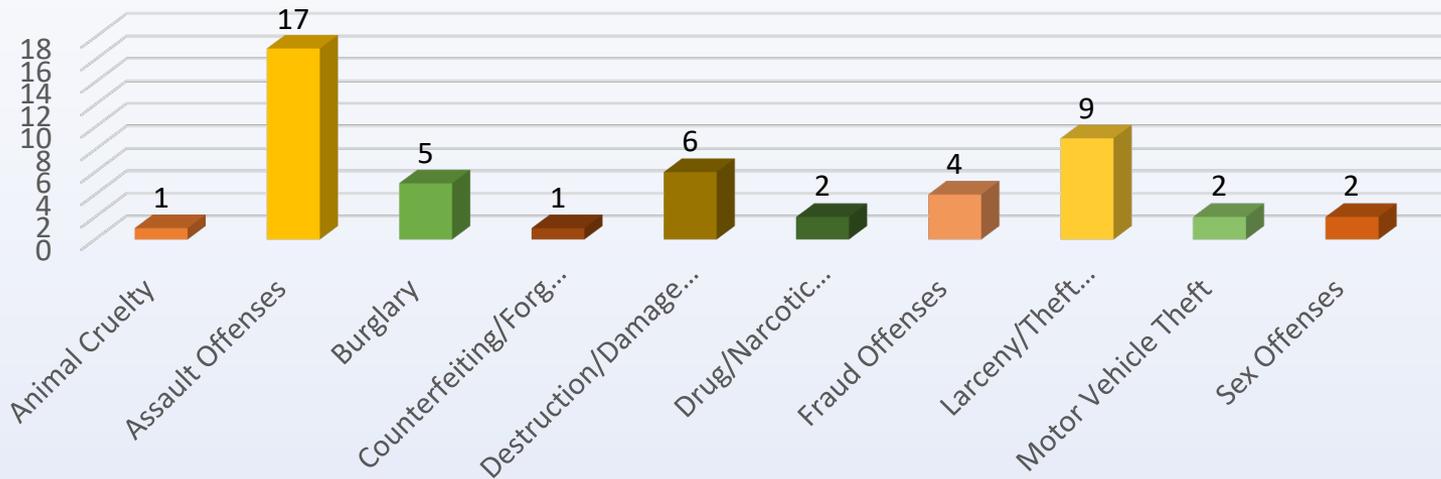
Average Response Times (minutes)





Group A Crimes

November 2019



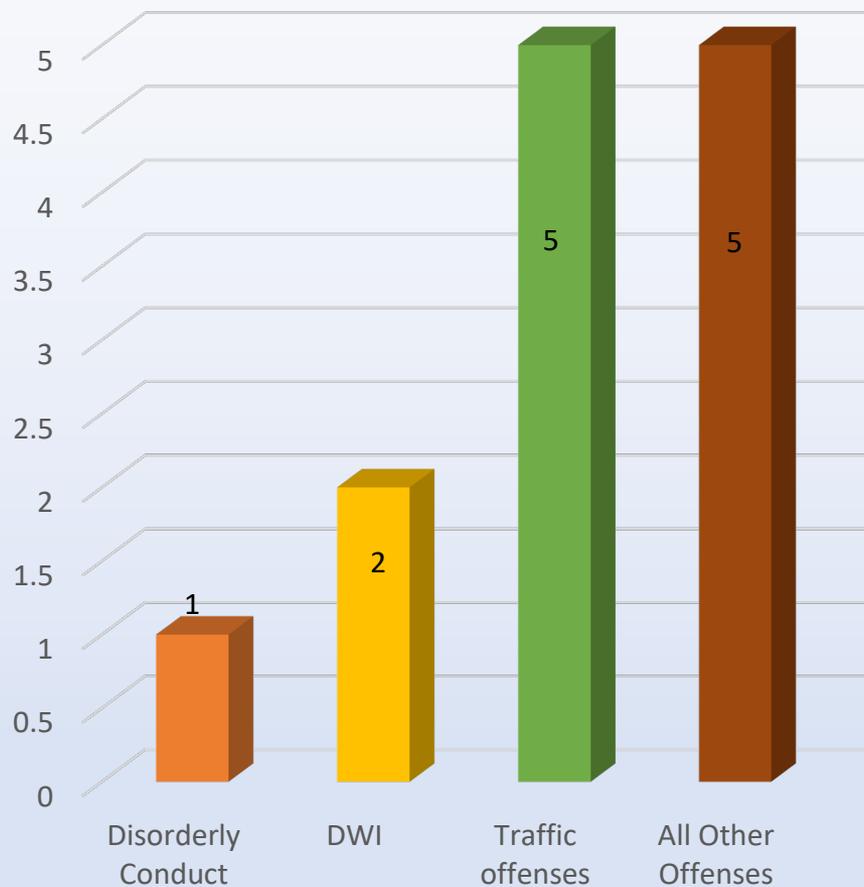
Total Group A Crimes
November





Group B Crimes

November 2019



Total Group B Crimes November



CITY OF GLENN HEIGHTS/POLICE DEPARTMENT
Monthly Report FY 18-19

Division & Services	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Six Month Totals	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Year End Totals
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ADMINISTRATIVE

Reports Prepared	282	253					535							535
Public Information Requests Processed	85	63					148							148
Cases filed	13	3					16							16

PATROL

Accidents	21	16					37							37
Adult Arrests	21	23					44							44
Officer Initiated Calls	961	939					1900							1900
DWI Arrest	3	2					5							5
House Watches/Close Patrols	26	22					48							48
Juvenile Arrests	2	1					3							3
Offense Reports Filed	83	86					169							169
Incident Reports Filed	12	12					24							24
CFS notes filed	42	47					89							89
Total Calls For Service	1462	1411					2873							2873
Traffic Contacts	266	389					655							655
Total violations	135	155					290							290
Total violation warnings	145	203					348							348

	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Six Months Total	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Year End Totals
CRIMINAL INVESTIGATIONS														
Group A Crimes Reported	79	49					128							128
Actual Group A Crimes	77	49					126							126

Group A Crimes Cleared by Exception	7	1					8							8
Group A Crimes Cleared by Arrest	10	7					17							17
Group B Crimes Reported	17	13					30							30
Actual Group B Crimes	17	13					30							30
Group B Crimes Cleared by Exception	0	0					37							37
Group B Crimes Cleared by Arrest	9	6					15							15
County Warrants Obtained/Dallas	12	4					16							16
County Warrants Obtained/Ellis	3	3					6							6

NIBRS Groups for Classification of Crime

The UCR Program began using incident-based reporting (i.e., NIBRS) in 1989 to capture all offenses within an incident rather than reporting only the highest charge within an incident. Through NIBRS, LEAs report data on each offense and arrest within 24 offense categories made up of 52 specific crimes called Group A offenses. For each of the Group A offenses coming to their attention, the LEA collects administrative, offense, property, victim, offender, and arrestee information. LEAs report only arrest data for an additional 10 Group B offense categories.

When reporting data to the FBI's UCR Program via NIBRS, LE must also classify the offenses within an incident as Group A offenses or Group B offenses. Though some state and local RMSs require the same level of reporting for all offenses, NIBRS requires differing levels of detail in reporting Group A and Group B offenses.

Index crimes are the eight crimes the FBI combines to produce its annual crime index. These offenses include willful homicide, forcible rape, robbery, burglary, aggravated assault, larceny over \$50, motor vehicle theft, and arson. This information is pulled from the NIBRS reports.

In 2015, House Bill 11 (HB11) required each law enforcement agency to implement an incident-based reporting system that meets the requirements of NIBRS. The goal date for implementation is September 1, 2019. The sunset date for UCR Summary reporting is January 1, 2021.

The Glenn Heights Police Department implemented NIBRS reporting on January 1, 2018.

Group A Offenses

There are 24 Group A offense categories made up of 52 Group A offenses. The offense categories listed below are in alphabetical order.

Animal Cruelty

Intentionally, knowingly, or recklessly taking an action that mistreats or kills any animal without just cause, such as torturing, tormenting, mutilation, maiming, poisoning, or abandonment.

Arson

To unlawfully and intentionally damage or attempt to damage any real or personal property by fire or incendiary device.

Assault Offenses

An unlawful attack by one person upon another

- Aggravated Assault
- Simple Assault
- Intimidation

Bribery

The offering, giving, receiving, or soliciting of anything of value (e.g., a bribe, gratuity, or kickback) to sway the judgment or action of a person in a position of trust or influence.

Burglary/Breaking and Entering

The unlawful entry into a building or other structure with the intent to commit a felony or a theft.

Counterfeiting/Forgery

The altering, copying, or imitation of something, without authority or right, with the intent to deceive or defraud by passing the copy or thing altered or imitated as that which is original or genuine; or, the selling, buying, or possession of an altered, copied, or imitated thing with the intent to deceive or defraud.

Destruction/Damage/Vandalism of Property (except Arson)

To willfully or maliciously destroy, damage, deface, or otherwise injure real or personal property without the consent of the owner or the person having custody or control of it.

Drug/Narcotic Offenses

The violation of laws prohibiting the production, distribution, and/or use of certain controlled substances and the equipment or devices utilized in their preparation and/or use.

- Drug/Narcotic Violations
- Drug Equipment Violations

Embezzlement

The unlawful misappropriation by an offender to his/her own use or purpose of money, property, or some other thing of value entrusted to his/her care, custody, or control

Extortion/Blackmail

To unlawfully obtain money, property, or any other thing of value, either tangible or intangible, through the use or threat of force, misuse of authority, threat of criminal prosecution, threat of destruction of reputation or social standing, or through other coercive means

Fraud Offenses (except Counterfeiting/Forgery and Bad Checks)

The intentional perversion of the truth for the purpose of inducing another person or other entity in reliance upon it to part with something of value or to surrender a legal right

- False Pretenses/Swindle/Confidence Game
- Credit Card/Automated Teller Machine Fraud
- Impersonation
- Welfare Fraud
- Wire Fraud
- Identity Theft
- Hacking/Computer Invasion

Gambling Offenses

To unlawfully bet or wager money or something else of value; assist, promote, or operate a game of chance for money or some other stake; possess or transmit wagering information; manufacture, sell, purchase, possess, or transport gambling equipment, devices, or goods; or tamper with the outcome of a sporting event or contest to gain a gambling advantage

- Betting/Wagering
- Operating/Promoting/Assisting Gambling
- Gambling Equipment Violations
- Sports Tampering

Homicide Offenses

The killing of one human being by another

- Murder and Non-Negligent Manslaughter
- Negligent Manslaughter
- Justifiable Homicide (Not a Crime)

Human Trafficking Offenses

The inducement of a person to perform a commercial sex act, or labor, or services, through force, fraud, or coercion

Human trafficking has also occurred if a person under 18 years of age has been induced, or enticed, regardless of force, fraud, or coercion, to perform a commercial sex act

- Human Trafficking, Commercial Sex Acts
- Human Trafficking, Involuntary Servitude

Kidnapping/Abduction

The unlawful seizure, transportation, and/or detention of a person against his/her will or of a minor without the consent of his/her custodial parent(s) or legal guardian

Larceny/Theft Offenses

The unlawful taking, carrying, leading, or riding away of property from the possession or constructive possession of another person

- Pocket-picking
- Purse-snatching
- Shoplifting
- Theft From Building
- Theft From Coin-Operated Machine or Device
- Theft From Motor Vehicle (except Theft of Motor Vehicle Parts or Accessories)
- Theft of Motor Vehicle Parts or Accessories
- All Other Larceny

- Motor Vehicle Theft
 - Automobiles
 - Buses
 - Recreational Vehicles
 - Trucks
 - Other Motor Vehicles—other motorized vehicles, e.g., motorcycles, motor scooters, trail bikes, mopeds, snowmobiles, all-terrain vehicles, or golf carts whose primary purpose is to transport people

Pornography/Obscene Material

The violation of laws or ordinances prohibiting the manufacture, publishing, sale, purchase, or possession of sexually explicit material, e.g., literature or photographs

Prostitution Offenses

To unlawfully engage in or promote sexual activities for anything of value

- Prostitution
- Assisting or Promoting Prostitution
- Purchasing Prostitution

Robbery

The taking or attempting to take anything of value under confrontational circumstances from the control, custody, or care of another person by force or threat of force or violence and/or by putting the victim in fear of immediate harm

Sex Offenses

Any sexual act directed against another person, without the consent of the victim, including instances where the victim is incapable of giving consent

- Rape (except Statutory Rape)
- Sodomy
- Sexual Assault With An Object
- Fondling
- Sex Offenses, Non-Forcible
 - Incest
 - Statutory Rape

Stolen Property Offenses

Receiving, buying, selling, possessing, concealing, or transporting any property with the knowledge that it has been unlawfully taken, as by burglary, embezzlement, fraud, larceny, robbery, etc.

Weapon Law Violations

The violation of laws or ordinances prohibiting the manufacture, sale, purchase, transportation, possession, concealment, or use of firearms, cutting instruments, explosives, incendiary devices, or other deadly weapons

Group B Offenses

There are 10 Group B crime categories encompassing offenses not considered Group A offenses.

Bad Checks (except Counterfeit Checks or Forged Checks)

Knowingly and intentionally writing and/or negotiating checks drawn against insufficient or nonexistent funds.

Curfew/Loitering/Vagrancy Violations

The violation of a court order, regulation, ordinance, or law requiring the withdrawal of persons from the streets or other specified areas; prohibiting persons from remaining in an area or place in an idle or aimless manner; or prohibiting persons from going from place to place without visible means of support

Disorderly Conduct

Any behavior that tends to disturb the public peace or decorum, scandalize the community, or shock the public sense of morality.

Driving Under the Influence

Driving or operating a motor vehicle or common carrier while mentally or physically impaired as the result of consuming an alcoholic beverage or using a drug or narcotic

Drunkenness (except Driving Under the Influence)

To drink alcoholic beverages to the extent that one's mental faculties and physical coordination are substantially impaired

Family Offenses, Nonviolent

Unlawful, nonviolent acts by a family member (or legal guardian) that threaten the physical, mental, or economic well-being or morals of another family member and that are not classifiable as other offenses, such as Assault, Incest, and Statutory Rape

Liquor Law Violations (except Driving Under the Influence and Drunkenness)

The violation of laws or ordinances prohibiting the manufacture, sale, purchase, transportation, possession, or use of alcoholic beverages

Peeping Tom

To secretly look through a window, doorway, keyhole, or other aperture for the purpose of voyeurism

Trespass of Real Property

To unlawfully enter land, a dwelling, or other real property

All Other Offenses

All crimes that are not Group A offenses and not included in one of the specifically named Group B crime categories listed previously.

ANIMAL CONTROL DEPARTMENT MONTHLY REPORT

Month: November 2019
Officer: M.Salmeron #408

Animal At Large	40
Wildlife Calls	6
Animal Cruelty/Welfare Concern	4
Carcass Removal	19
Animal Registrations	2
Animal Bites	0
Trap Service	3
Live Stock	3
Animals Impounded	3
Impound Release	3
Written Violations (Actual Pieces of Paper)	
Red Tags	
Green Tags	7
Owner Surrenders	0
Court Summons/Citations	5
Special Assignments	5
TOTALS	100