



City Manager's Update

Week Ending 1-3-20

CITY MANAGER'S OFFICE

- On Tuesday, December 31, 2019, the CMO met with a D.R. Horton representative to discuss the building inspection process.

CITY SECRETARY

The Election Results were certified on December 26, 2019.

Section 4. Pursuant to the applicable provisions of the Texas Local Government Code, Texas Election Code, and the City Charter, the City Council officially finds and determines and declares the results of said election to be that:

- Mayor: Harry A. Garrett is hereby declared duly elected to the City Council as Mayor to a full three-year term, subject to him taking the Oath of Office as provided by the laws of the State of Texas.

Mayor Garrett will be sworn in on January 7, 2020, during the City Council meeting.

Mayoral Inauguration Ceremony – January 7, 2020 – City Hall Council Chambers – 6:30 p.m.

CODE COMPLIANCE

TYPE OF CASES	No. of CASES
High Grass and/or Weeds Violations	5
RV/Trailer Violation	1
Fence Violations	1
Trash Bin Violations	2
Parking on Unimproved Surface	3
Zoning Violation	3
Unsanitary Premises	7
Working without any permit (Fence/Roof)	4
Substandard/Dangerous Building	1
Miscellaneous Violations	2
Total	29

UPCOMING MEETINGS

Gateway HOA
January 6, 2020

City Council
January 7, 2020
7:00 pm

Municipal Court
January 10, 2020
2:00 pm

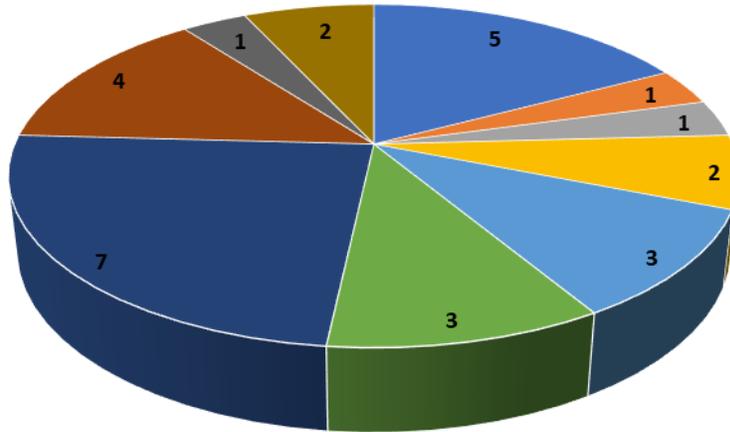
Planning & Zoning
January 13, 2020
6:30 pm

Municipal Court
January 16, 2020
2:00 pm

City Council
January 21, 2020
7:00 pm



Code Compliance Violations by Type



- High Grass and/or Weeds Violations
- Fence Violations
- Parking on Unimproved Surface
- Unsanitary Premises
- Substandard/Dangerous Building
- RV/Trailer Violation
- Trash Bin Violations
- Zoning Violation
- Working without any permit (Fence/Roof)
- Miscellaneous Violations

COMMUNITY ENGAGEMENT

Season of Service Wrap Up

The 2019 Season of Service was the largest, most impactful holiday season that we have had to date. This was shown not only through our record setting turnouts at events, but also through media coverage. In addition to sharing all press releases and advertisement information with local outlets and media contacts developed over the years, we placed our various press releases on a free PR newswire, which amplified our reach and exposure. Please see the media impressions below:

SEASON OF SERVICE

CITY OF GLENN HEIGHTS



1

CHRISTMAS TREE LIGHTING CEREMONY

Join the City of Glenn Heights for a Community Christmas Tree Lighting Ceremony, at Heritage Community Park 400 E. Bear Creek Rd. | Glenn Heights, Texas, 75154.
Date: Thursday, December 12, 2019
Time: 5 pm - 6:30 pm



2

BREAKFAST WITH SANTA

Celebrate Christmas with crafts and a Photo with Santa.
Date: Saturday, December 21, 2019
Time: 9 am to 11 am
Location: Breakfast in the Fire Bays
Sponsored by Glenn Heights Fire Department and Glenn Heights Professional Firefighters Association



3

NOMINATE A NEIGHBOR

The Holidays are here and it is time to nominate a neighbor to receive a free turkey or ham dinner. Nominations will be accepted Monday, December 2, 2019 through Tuesday, December 17, 2019. Register for a Christmas Basket below!



138 Unique Hits- Context: If the source carried our press release, this many unique visitors viewed the release

153 Media Hits- Context: The number of media outlets that reviewed our press release.

We were able to have video features in the following news outlets:

[Nightly News with Lester Holt](#) (national), and local outlets, KXAS NBC 5, and WFAA Channel 8

And print features in the following outlets:

[Dallas Morning News](#), Focus Daily News, Texas Metro News, IMessenger News and the North Dallas Gazette.

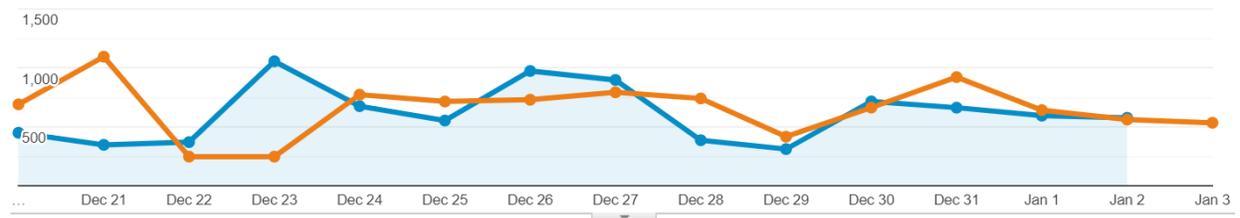
All digital features can be found here: <https://www.glennheightstx.gov/371/Press-Releases-and-News-Features>

This year, we partnered with Glenn Heights based non-profit, One Love Charitable Foundation to provide free toys for children, the Eta Lambda Lambda chapter of Omega Psi Phi to provide 13 families with Christmas Food baskets and launched a new effort, Breakfast with Santa, led by the Fire Department.

Website Updates

Dec 20, 2019 - Jan 2, 2020: ● Pageviews

Dec 5, 2019 - Dec 19, 2019: ● Pageviews



This reporting period, web traffic decreased by 12% from our last reporting period, with over 8,563 unique pageviews vs. 9,761 in the last 2- week period.

The average time on the webpage increased by .62%.

Pages that drove traffic this period included:

- Trash Recycling Bulk Pickup Schedules page visits increased by 1502.56%
- Sanitation Recycling page increased by 824%
- Both occurrences were driven by the interest in the Holiday trash pick-up schedule.



Social Media Updates

Facebook

Page Views have increased 1,222 Total Page Views 61%

Post Engagement has reached 4,503 and increased Post Engagement 28%

Instagram

The highest post reach and engaged post was the recognition of Desoto ISD student Jordynn West with 33 post likes.

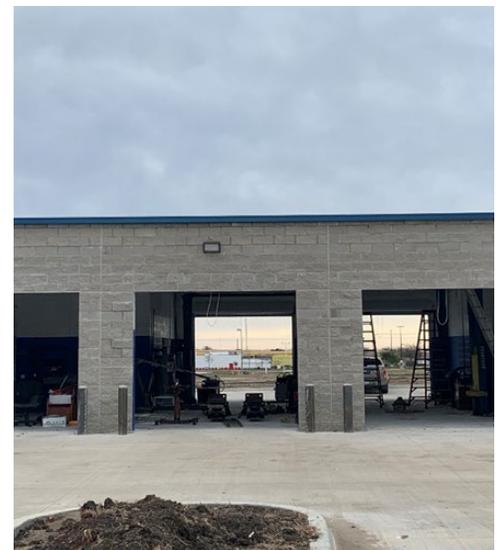
Nextdoor

The most engaged and commented on post was the Holiday Trash Pick up post on December 26, 2019, with 1037 impressions.

ECONOMIC DEVELOPMENT

Discount Auto Care – This economic development project is expected to obtain a certificate of occupancy within the next two weeks pending final inspections. The site address is 1210 E. Bear Creek Rd.

- The Glenn Heights Chamber of Commerce will host a ribbon cutting ceremony on **Thursday, January 23, 2020**, as part of the Grand Opening for Discount Auto Care. The public is invited to attend. Additional information including a Save-The-Date flyer will be forthcoming.



HUMAN RESOURCES

JANUARY BIRTHDAY'S



JUSTIN GRAHAM	1/02
GIOVANNI BARNES	1/02
CAMRYN SOTELO	1/10
TYBREONCE SIMS	1/11
CARLOS GARZA	1/12
NICHOLAS WILLIAMS	1/14
STEVEN MARTIN	1/18
BILLY TERRY	1/20
MARLON GOFF	1/24
CHRISTOPHER WOMACK	1/25
SHERRY BUTLER	1/26
JASON CATES	1/27
TIFFANY STRENGTH	1/30





FIRE

On Thursday, January 2, 2020, Chief Moore conducted a new business CO inspection and one site visit pre-CO inspection for a business.

Glenn Heights Fire Department

Glenn Heights, TX

This report was generated on 1/2/2020 11:41:26 AM



Incident Statistics

Start Date: 01/01/2019 | End Date: 12/31/2019

INCIDENT COUNT			
INCIDENT TYPE		# INCIDENTS	
EMS		1045	
FIRE		440	
TOTAL		1485	
TOTAL TRANSPORTS (N2 and N3)			
APPARATUS	# of APPARATUS TRANSPORTS	# of PATIENT TRANSPORTS	TOTAL # of PATIENT CONTACTS
TOTAL			
PRE-INCIDENT VALUE		LOSSES	
\$0.00		\$0.00	
CO CHECKS			
424 - Carbon monoxide incident		3	
736 - CO detector activation due to malfunction		1	
746 - Carbon monoxide detector activation, no CO		1	
TOTAL		5	
MUTUAL AID			
Aid Type		Total	
Aid Given		73	
Aid Received		66	
OVERLAPPING CALLS			
# OVERLAPPING		% OVERLAPPING	
216		14.55	
LIGHTS AND SIREN - AVERAGE RESPONSE TIME (Dispatch to Arrival)			
Station	EMS	FIRE	
GHFD	0:05:42	0:06:10	
AVERAGE FOR ALL CALLS		0:05:46	
LIGHTS AND SIREN - AVERAGE TURNOUT TIME (Dispatch to Enroute)			
Station	EMS	FIRE	
GHFD	0:01:40	0:01:23	
AVERAGE FOR ALL CALLS		0:01:38	
AGENCY		AVERAGE TIME ON SCENE (MM:SS)	
Glenn Heights Fire Department		17:02	



PLANNING AND DEVELOPMENT

There were 12 new residential permits issued between December 18 - December 31, 2019, for a total construction value of \$3,191,580.

PUBLIC WORKS

Streets



- Staff responded quickly to complete a maintenance repair on Mesa Moor Road. The road had a major failure next to a sanitary sewer manhole.

- Public Works staff has continued work on Bear Creek Road between Uhl Road and Hampton Road. The goal is to smooth some of the offsets in the road and repair cracks, preventing further damage to the road.



- Staff is working on the clean up and dressing of Kingston Meadows drainage project. The project site is located at Turnbridge Dr. and Whitaker Way.



Parks

- Staff made some necessary repairs to the bridge at Gateway park, replacing some of the damaged boards with new ones.



- At the entrance to the City at Bear Creek Road and I-35, staff gave this concrete sign a fresh coat of paint to welcome citizens to Glenn Heights.



Utilities

- Staff installed the sewer service for the new Senior Center at Hampton Road and Milas Lane.



POLICE

- On Friday December 20, 2019, officers were dispatched to the Family Dollar in reference to a shoplifting and graffiti call. Upon arrival, officers obtained a description of the suspect and began to search the area. Sergeant Benson located the suspect and, after a brief foot chase, was able to arrest the suspect.
- On Tuesday, December 31, 2019, Chief Dooley participated in the 8th Annual Hope Mansion's "Night of Hope Dancing with the Stars" event. The mission of Hope Mansion is to "break the chain of hopelessness by providing women in crisis pregnancy a loving, structured residential environment, as well the necessary time, resources, and support for them and their babies, in order to become productive, well-balanced citizens." Dooley's dancing raised over \$2,000.

