



# City Manager's Update

Week Ending 2-28-20

## CITY MANAGER'S OFFICE

- On Tuesday, February 18, 2020, the CMO met with the City of Oak Leaf to discuss the Hampton Rd. bridge over Little Creek.
- On Wednesday, February 19, 2020, the CMO attended a meeting at the North Central Texas Council of Government offices to discuss the Bear Creek Road project.

## CITY SECRETARY

- Council Member Ron Adams submitted his letter of resignation but will remain an active Council Member until a replacement is elected. A Special Election to Fill a Vacancy was ordered February 11, 2020.
- The City Secretary's Office will be accepting Applications for a Place on the Ballot during normal business hours February 12, 2020 – March 3, 2020. The drawing to determine places on the Ballot will be March 3, 2020 at 5:15 P.M.

### **City of Glenn Heights Election**

Council Member – Place 4

Early Voting: April 20, 2020 – April 28, 2020

Election Day: May 2, 2020

For all up to date information regarding the Election and polling locations and times, please visit the City's website at

<https://www.glennheightstx.gov/230/Elections-Elecciones>.

## UPCOMING MEETINGS

### Gateway BOD

March 2, 2020  
6:00 pm

### City Council

March 3, 2020  
7:00 pm

### Municipal Court

March 5, 2020  
1:00 pm

### Planning and Zoning

March 9, 2020  
6:00 pm

### Heritage Lakes HOA

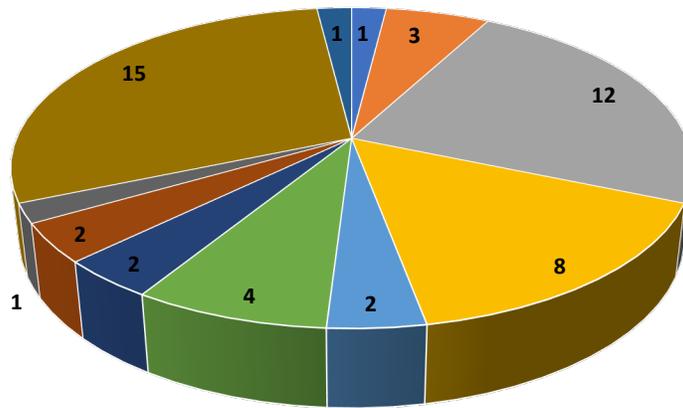
March 12, 2020  
6:30 pm



## **CODE COMPLIANCE**

TYPE OF CASES	No. of CASES
No Address Numbers	1
Failure to Maintain Fence	3
Trash Bin Violations	12
High Grass & Weeds	8
Junked or Abandoned Vehicle	2
Working Without Permit	4
Parking on Unimproved Surfaces	2
RV/Trailer Parking Violations	2
Sign Violations	1
Unsanitary Premises	15
Miscellaneous Violations	1
<b>Total</b>	<b>51</b>

**Code Compliance Violations by Type**



- No Address Numbers
  - High Grass & Weeds
  - Parking on Unimproved Surfaces
  - Unsanitary Premises
- Failure to Maintain Fence
  - Junked or Abandoned Vehicle
  - RV/Trailer Parking Violations
  - Miscellaneous Violations
- Trash Bin Violations
  - Working Without Permit
  - Sign Violations



## COMMUNITY ENGAGEMENT

### Black History Month

The annual Black History Month program was held on February 17, 2020, at the new Glenn Heights Senior Center. The program included a performance by the dance team from McCowan Middle School, Black History Jeopardy and a panel discussion with Dr. Jamal Rasheed, Judge Amber Givens and Jerry Hawkins on the national theme for 2020 – *African Americans & The Vote*.



### Senior Center Update

A total of (93) residents have been registered as members of the Glenn Heights Senior Center. As part of the Congregate Meal Program, an average of (23) seniors have been served lunch each day during the first 3 weeks of operation. To date, we have registered (11) volunteers for the Senior Center. A volunteer training class facilitated by Dallas County Health & Human Services was given on February 27, 2020.



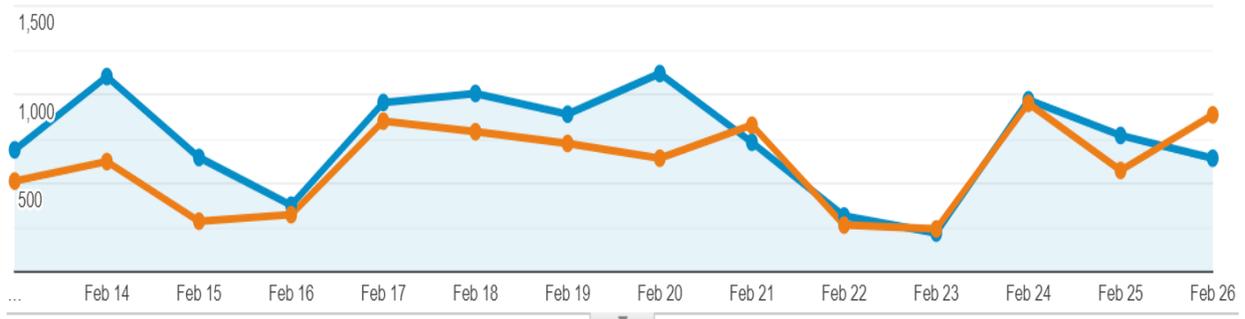
Focus Daily News featured a [news story](#) on the new Senior Center on February 26, 2020, which can be accessed by clicking the hyperlink in this sentence.



## Website Updates

Feb 13, 2020 - Feb 26, 2020: ● Pageviews

Jan 30, 2020 - Feb 12, 2020: ● Pageviews



This reporting period, web traffic increased by 22.80% (10,423 vs. 8,488 pageviews) from our last reporting period, largely driven by redirects from our social media posts for job postings and the water billing cycle. Unique page views increased by 21.2% in the last 2- week period and our average time spent on a webpage increased by 9.26%, which is very positive, as users are staying within our site for a longer period of time.

Content that drove traffic this period included:

- Human Resources page visits increased by 112.2% largely driven by the position announcements that are posted to social media.
- City Center page visits had 234 unique page visits. This page was launched during this reporting period.
- Senior Center page visits increased 305.26%, driven largely by the Center officially opening and guests looking for simple details such as operating hours and address.
- We have an opportunity to provide more information, specifically pertaining to the Senior Center, including a bi-weekly programming calendar and monthly lunch calendar.



## Social Media Updates

### Facebook

Page Likes have increased by 16 unique people, growing from 1,840 to 1,856 unique likers, during this 2-week timeframe.

From February 13- February 27, our highest performing post was the City Center plan announcement and presentation, posted on February 20, 2020, with this post reaching 2,807 people organically (non-paid placement).

**Performance for Your Post**

**2,807** People Reached

**153** Reactions, Comments & Shares

67 Like	37 On Post	30 On Shares
31 Love	16 On Post	15 On Shares
1 Wow	1 On Post	0 On Shares
31 Comments	20 On Post	11 On Shares
23 Shares	23 On Post	0 On Shares

**346** Post Clicks

69 Photo Views	118 Link Clicks	159 Other Clicks
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**NEGATIVE FEEDBACK**

0 Hide Post	1 Hide All Posts
0 Report as Spam	0 Unlike Page

Reported stats may be delayed from what appears on posts

### Instagram

Our page has gained 7 followers in the past 7 days, largely driven by the City Center post, which received 193 views and 24 likes.

### Upcoming Events

**Parks Programming and Design Second Open House**  
 – Thursday, March 5, 2020 – Senior Center





## FIRE

On Saturday, February 15, 2020, the 3<sup>rd</sup> Annual Glenn Heights Public Safety Banquet was held.



Public Safety Award – David Hall



Civilian of the Year – Jodi Deal



Police Officer of the Year – Vanessa Illingworth



Supervisor of the Year – Lucas Benson



Teammate of the Year – Jeremy Adye



Community Policing Award – Ty Sims





EMS of the Year – Russell Stockwell



Driver Operator of the Year – Jason Cates



Firefighter of the Year – Nicholas Williams



Officer of the Year – Justin Rudd

On Friday, February 21, 2020, the last classroom day was held for the Youth Fire Academy. Graduation will be scheduled for a date in March.

On Monday, February 24, 2020, a structure fire occurred in the 700 block of Shady Meadow which displaced the resident. The fire was contained to the dining area and attic space.

### **PLANNING AND DEVELOPMENT**

There were 20 new residential permits issued between February 12 - February 25, 2020, for a total construction value of \$5,011,175.



## **POLICE**

- On Sunday, February 23, 2020, Officer Illingworth conducted a traffic stop for a vehicle equipment violation. After the driver was identified, he was found to have an outstanding warrant for Burglary of a Motor Vehicle and was subsequently arrested.
- On Tuesday, February 25, 2020, Chief Dooley gave a presentation on police services to students enrolled in the MPA program at the University of North Texas.
- See attached Monthly Report





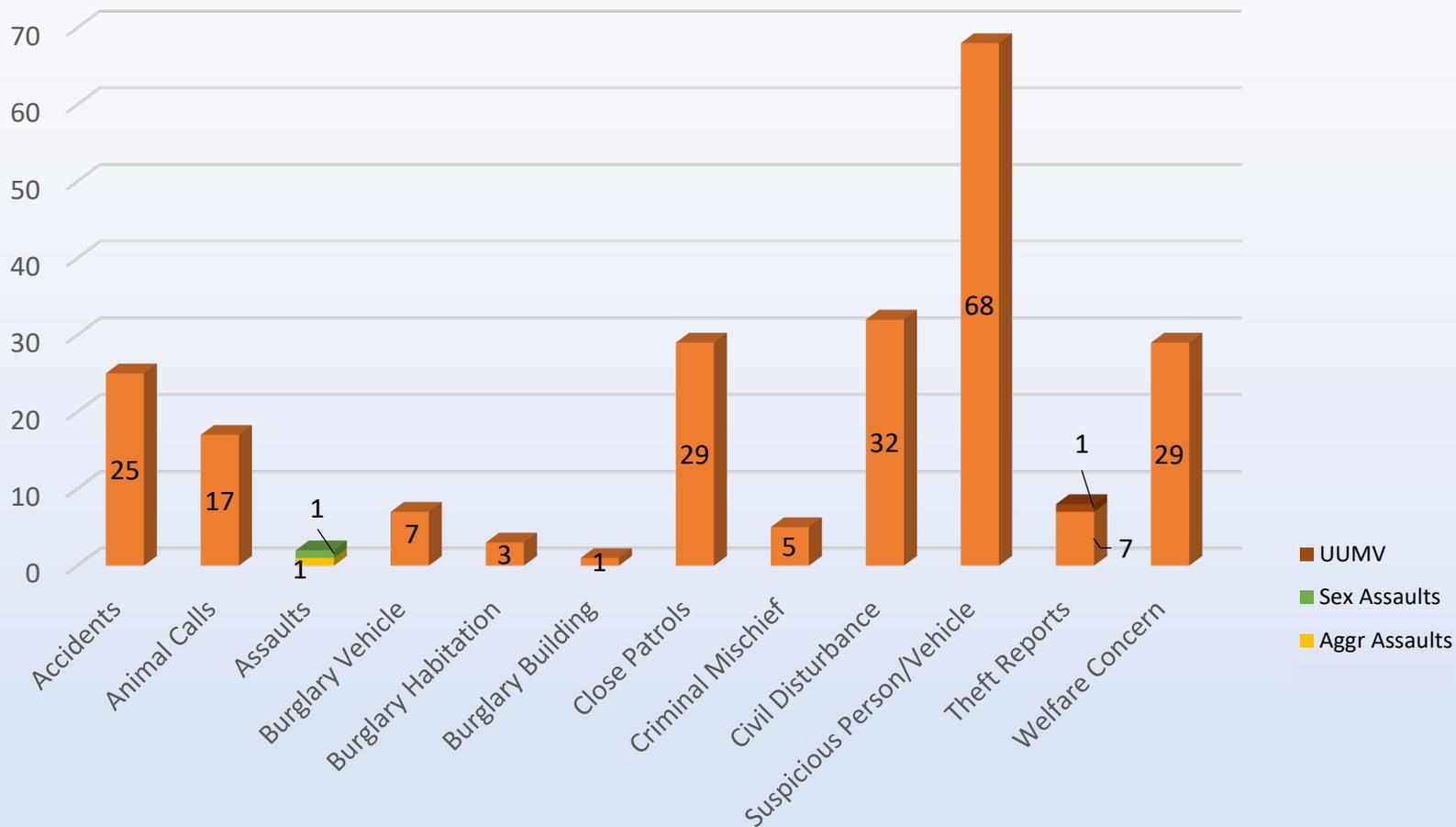
# Glenn Heights Police Department

**Monthly Report**  
**January 2020**



# Dispatched

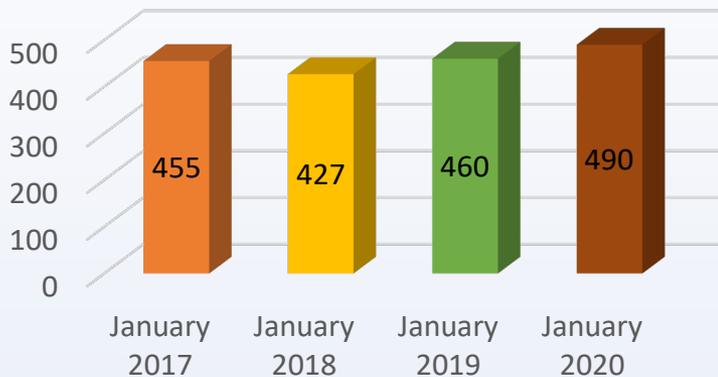
January 2020



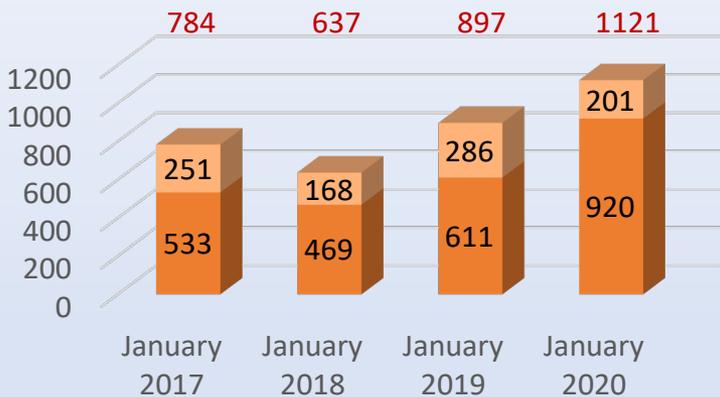


# Total Calls

## Dispatched

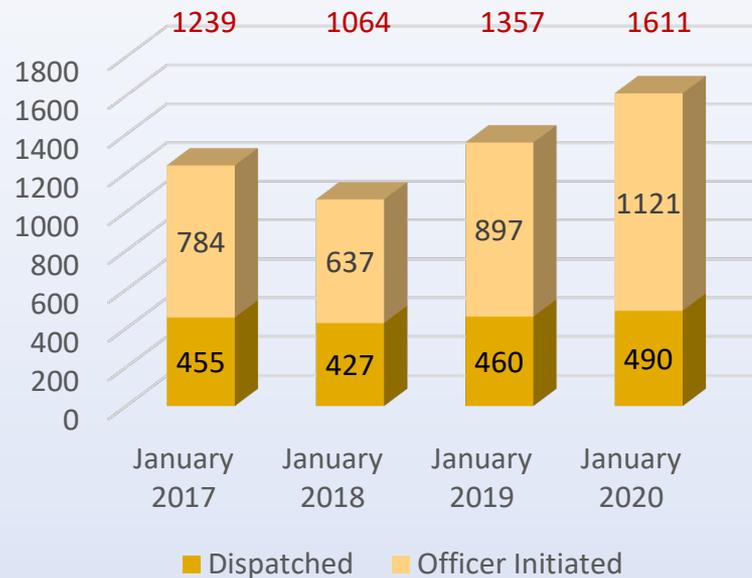


## Officer Initiated



Community Care-Taking Other

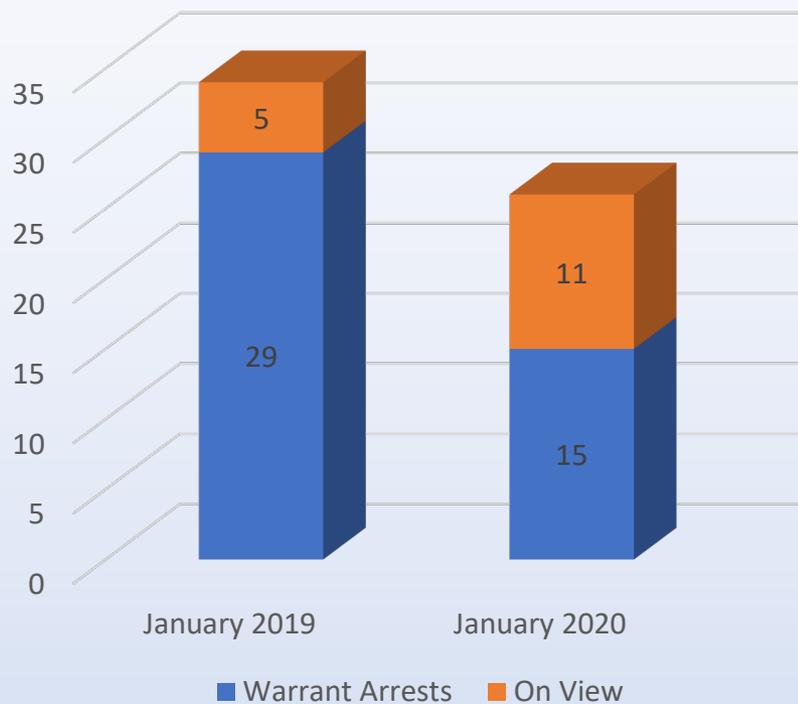
## Total Calls



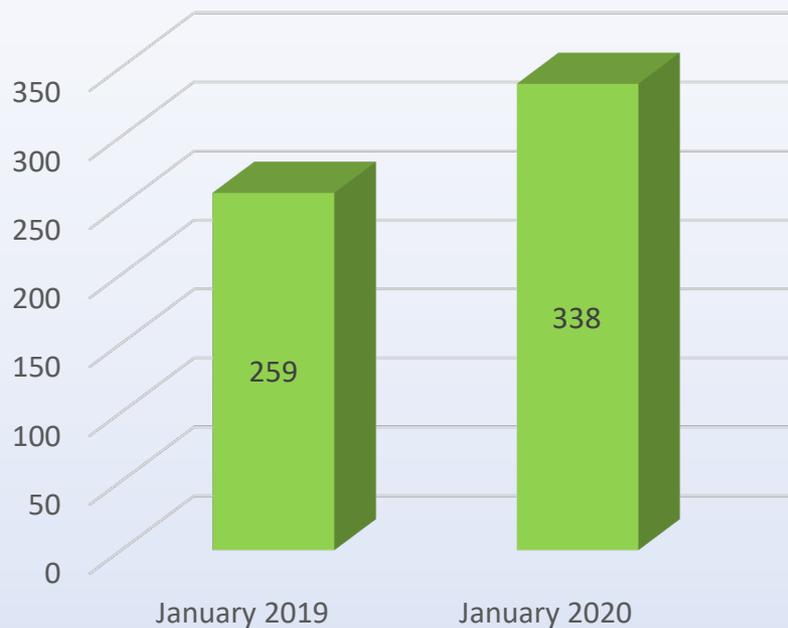


# Arrests and Traffic

## Arrests



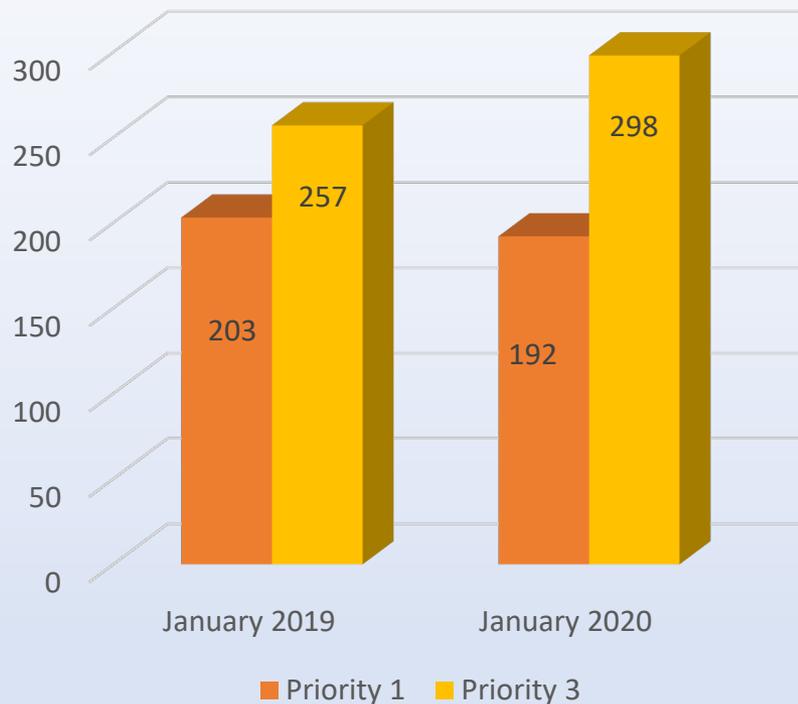
## Traffic Stops





# Calls by Priority with Average Response Times

### Calls by Priority



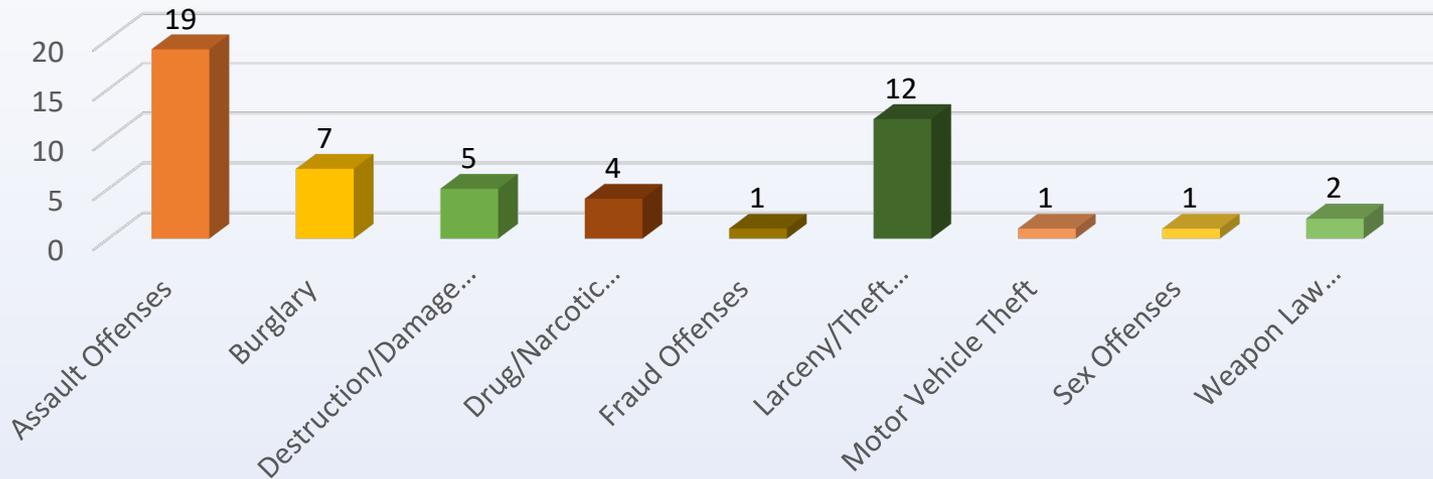
### Average Response Times (minutes)



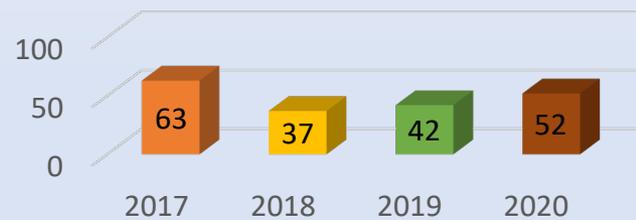


## Group A Crimes

January 2020



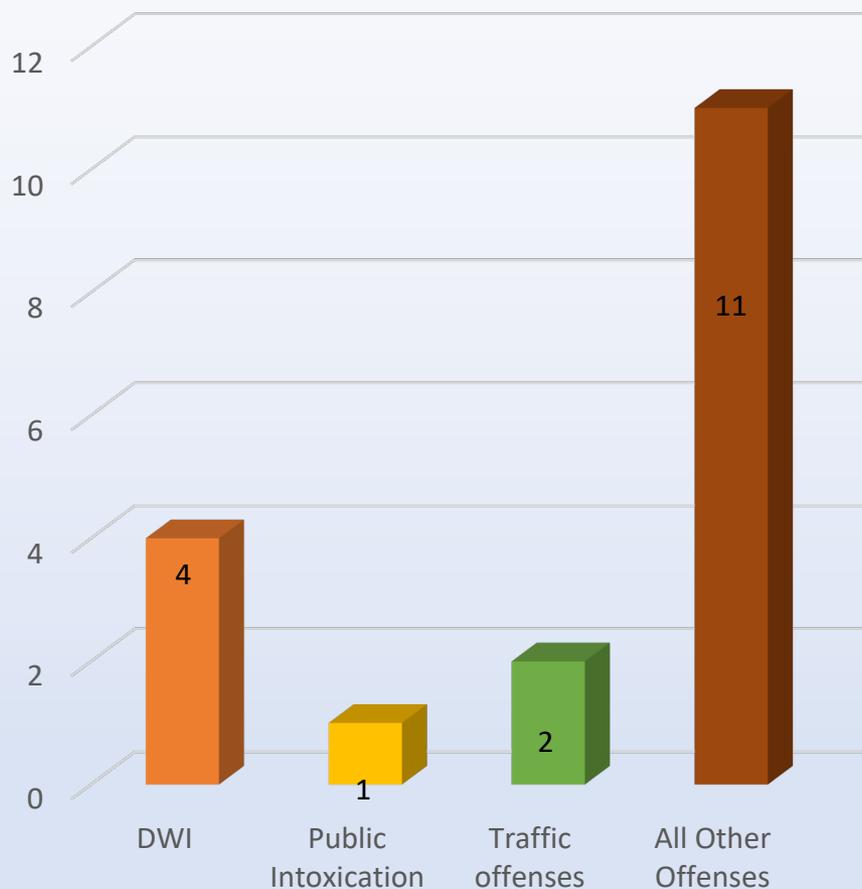
Total Group A Crimes  
January





## Group B Crimes

January 2020



Total Group B Crimes  
January



## 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.

CITY OF GLENN HEIGHTS/POLICE DEPARTMENT  
Monthly Report FY 19-20

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	257	232			1024							1024
Public Information Requests Processed	85	65	81	77			308							308
Cases filed	13	3	3	15			34							34

**PATROL**

Accidents	21	16	17	17			71							71
Adult Arrests	21	23	23	25			92							92
Officer Initiated Calls	961	939	938	1121			3959							3959
DWI Arrest	3	2	1	4			10							10
House Watches/Close Patrols	26	22	27	29			104							104
Juvenile Arrests	2	1	1	0			4							4
Offense Reports Filed	83	86	62	19			250							250
Incident Reports Filed	12	12	21	17			62							62
CFS notes filed	42	47	42	58			189							189
Total Calls For Service	1462	1411	1370	1611			5854							5854
Traffic Contacts	266	389	374	338			1367							1367
Total violations	135	155	189	190			669							669
Total violation warnings	145	203	195	163			706							706

	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
<b>CRIMINAL INVESTIGATIONS</b>														
Group A Crimes Reported	79	49	43	54			225							225
Actual Group A Crimes	77	49	41	52			219							219

Group A Crimes Cleared by Exception	7	1	5	6			<b>19</b>							<b>19</b>
Group A Crimes Cleared by Arrest	10	7	6	9			<b>32</b>							<b>32</b>
Group B Crimes Reported	17	13	18	18			<b>66</b>							<b>66</b>
Actual Group B Crimes	17	13	18	17			<b>65</b>							<b>65</b>
Group B Crimes Cleared by Exception	0	0	0	0			<b>85</b>							<b>85</b>
Group B Crimes Cleared by Arrest	9	6	8	12			<b>35</b>							<b>35</b>
County Warrants Obtained/Dallas	12	4	10	16			<b>42</b>							<b>42</b>
County Warrants Obtained/Ellis	3	3	1	1			<b>8</b>							<b>8</b>

# ANIMAL CONTROL DEPARTMENT MONTHLY REPORT

Month: January 2020  
Officer: M.Salmeron #408

Animal At Large	39
Wildlife Calls	6
Animal Cruelty/Welfare Concern	4
Carcass Removal	20
Animal Registrations	1
Animal Bites	1
Trap Service	3
Live Stock	1
Animals Impounded	12
Field Return to Owner	5
Foster	1
Adoption	2
EU	1
Green Tags	6
Owner Surrenders	1
Court Summons/Citations	0
Special Assignments	8
<b>TOTALS</b>	<b>111</b>