



City Manager's Update

Week Ending 3-27-20

CITY MANAGER'S OFFICE

- On Thursday, March 12, 2020, the Mayor issued a Declaration of Local Disaster for Public Health Emergency. Amended Orders were issued on March 17, 19, 21 and 22, 2020, to mirror the Dallas County amendments.
- On Tuesday, March 17, 2020, City Manager Hall and the Emergency Management Coordinator activated the Emergency Operation Center (EOC) due to CoVID-19.
- On March 18, 2020, City Manager closed City Hall and the Public Works Building to the public for in-person transactions. Alternate methods of conducting business and communicating with City Staff has been posted on all City facilities.
- The City Manager's Office has remained in continuous communication with Dallas and Ellis County and will continue to provide updates via all social media platforms.

UPCOMING MEETINGS

City Council

April 7, 2020
7:00 pm

This meeting will be conducted via video conferencing.

CITY SECRETARY

Due to the public health goal of limiting face-to-face meetings (also called "social distancing") to slow the spread of the Coronavirus (CoVID-19), there will be no public contact made.

You may reach the City Secretary by one of the following methods:

- Telephone
 - Office: (972) 223-1690, ext. 125
 - Cell: (469) 987-2815
- Video Conferencing
 - WhatsApp: (469) 987-2815
 - Google Duo: (469) 987-2815
- Email
 - brandi.brown@glennheightstx.gov
- Public Information Requests
 - <https://glennheightstx.gov/FormCenter/Record-Requests-4/Public-Information-Request-47>



City Council Meetings

The City Council authorized the City Manager to utilize video conferencing for City Council Meetings and any meetings governed by the Texas Open Meetings Act on March 17, 2020.

Beginning April 7, 2020 (until further notice), City Council Meetings will be held via video conferencing. To view the Agenda and Agenda Packet, and to learn how to participate via video conferencing for Public Comments, view the Agenda for the current meeting date at: <https://glennheightstx.gov/AgendaCenter>.

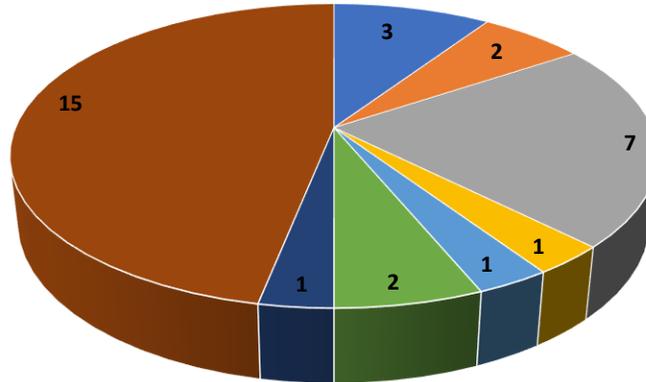
Also, remember you may always view the City Council Meeting live, as well as archived Meetings, at <https://glennheightstx.gov/229/City-Council-Meeting-Videos>.

CODE COMPLIANCE

TYPE OF CASES	No. of CASES
Failure to Maintain Fence	3
Trash Bin Violations	2
High Grass and Weeds	7
Junked Vehicle/Abandoned Vehicle	1
Working Without A Permit	1
Parking On Unimproved Surfaces	2
Substandard/Dangerous Building	1
Unsanitary Premises	15
Total	32



Code Compliance Violations by Type



- Failure to Maintain Fence
- High Grass and Weeds
- Working Without A Permit
- Substandard/Dangerous Building
- Trash Bin Violations
- Junked Vehicle/Abandoned Vehicle
- Parking On Unimproved Surfaces
- Unsanitary Premises

Community Engagement

The Coronavirus has greatly impacted the operations within the Office of Community Engagement. As a result, all Spring and early Summer events have been cancelled indefinitely. This department has shifted our strategy to focus on more impactful ways to engage with residents via digital platforms.

This week’s #TalkBackTuesday received the most interaction of all our posts for this period. We asked residents to share things they were doing with their family during this time to lighten the mood on our social channels and allow for two-way interaction.



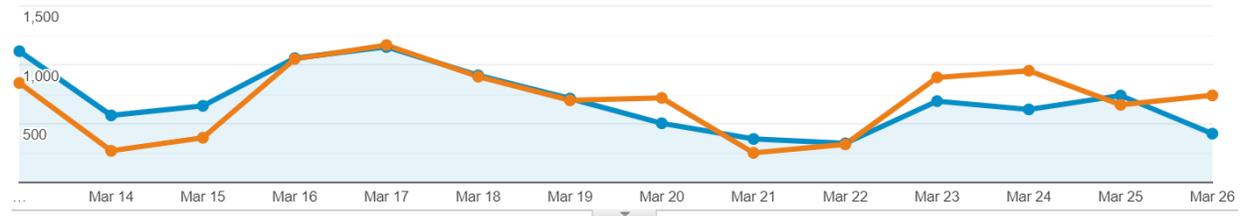
Facebook Live Event

Mayor Garrett and City Manager, David Hall, hosted a Coronavirus Q&A event on Friday, March 27, 2020 via [Facebook Live](#).



Website Updates

Mar 13, 2020 - Mar 26, 2020: ● Pageviews
Feb 28, 2020 - Mar 12, 2020: ● Pageviews



This reporting period, unique page views increased by 1.31% (10,423 vs. 8,488 page views) from our last reporting period, largely driven by redirects from our civic alert push notifications and utility billing payments.

The newly created CoVID-19 page drove most of our traffic this period. Also, analytics shows us that the civic alert push notifications have been well-received and are connecting residents directly to our content.

Social Media Updates

We have seen a positive response to all outreach on social media as all insights are trending positively.

Facebook

Page Likes have increased by 36%, with our business page acquiring 19 new page likes this week.

Our page view has increased 22% and our post reach increased 25%, reaching 6,293 unique users organically. Our engagement is up 36% within this past week due to the introduction of new resources including tips to stay vigilant, releasing a Chamber of Commerce resource and the release of our latest Talk Back Tuesday prompt.



Economic Development



In response to the Shelter-In-Place orders and recommended social distancing practices, the Economic Development Department will maintain a virtual office to continue engagement with both external and internal customers. Additionally, a document drop box has been placed outside the Public Works building for public submission of project related documents.

Development staff will continue to share information related to local, regional and national resources for small businesses and consumers, through the social media platforms for the City of Glenn Heights and Glenn Heights Chamber of Commerce.

City of Glenn Heights Economic Development

2118 S. Uhl Rd Glenn Heights, TX 75154

972-223-1690 ext. 455 (voice mail)

214-983-6564 (mobile office)

Marlon.goff@glennheightstx.gov (email)

FINANCE

You may contact the Utility Billing office by calling 972-223-1690 x 120 on Monday, Wednesday & Friday from 8:00 am – 5:00 pm.

You may pay your utility bill online, by placing a check in the drop box at City Hall, or over the phone on Monday, Wednesday or Friday. If you need to start new service, please pick up a packet from the document folder in front of City Hall. Once you have completed the application and have the required documentation, you may place everything in the drop box. Please include a copy of your ID with the documents. You may also e-mail all of the documents to utbilling@glennheightstx.gov.



FIRE

The Emergency Operation Center is located at 1932 S. Hampton Rd.

Staff Assigned to EOC

City Manager, David Hall

Deputy City Manager, Brian Lockley

Fire Chief/Emergency Management Coordinator, Keith Moore

Chief of Police/Assistant Emergency Management Coordinator, Vernell Dooley

Driver/Engineer, Jason Gates (Infectious Control Officer)

Staff continues to work on updating emergency management forms, ordering and maintaining Personal Protective Equipment supplies along with making sure City staff is prepared to answer any call for service.



PLANNING AND DEVELOPMENT

There were 29 new residential permits issued between March 11 - March 24, 2020, for a total construction value of \$6,887,550.



POLICE

The Department has adjusted operations in response to the CoVID-19 pandemic.

Police officers are seeking voluntary compliance due to the Shelter-In-Place Order from those they encounter, as they actively patrol the community.

The Department continues to serve our community and has not reduced services.

See attached Monthly Report.

PUBLIC WORKS

Utility crews make repairs to water main repairs at the intersection of FM 664 and Rock Springs.



Crews are currently repairing street signs throughout the City.



Crews making repairs to damaged asphalt road sections on Bear Creek Rd. near Hampton Rd.



PW staff crews making improvements to drainage easement behind single family homes on Carrington Drive.



SENIOR CENTER

In response to CoVID-19, the doors to the Senior Center were closed to the public on March 16, 2020. However, lunch service will continue to be provided by Dallas County for those in need. Residents ages 60 and older, can reserve a FREE lunch to be delivered to their home.

Congregate Meal Program – Dallas County Health & Human Services

- Grant provides distribution of free hot meals and support services to the Senior Center
- Grant eligibility guidelines = Age 60 & older
- Total number of registered and eligible participants = 114 current members
- Per Day Average for meals delivered = 30





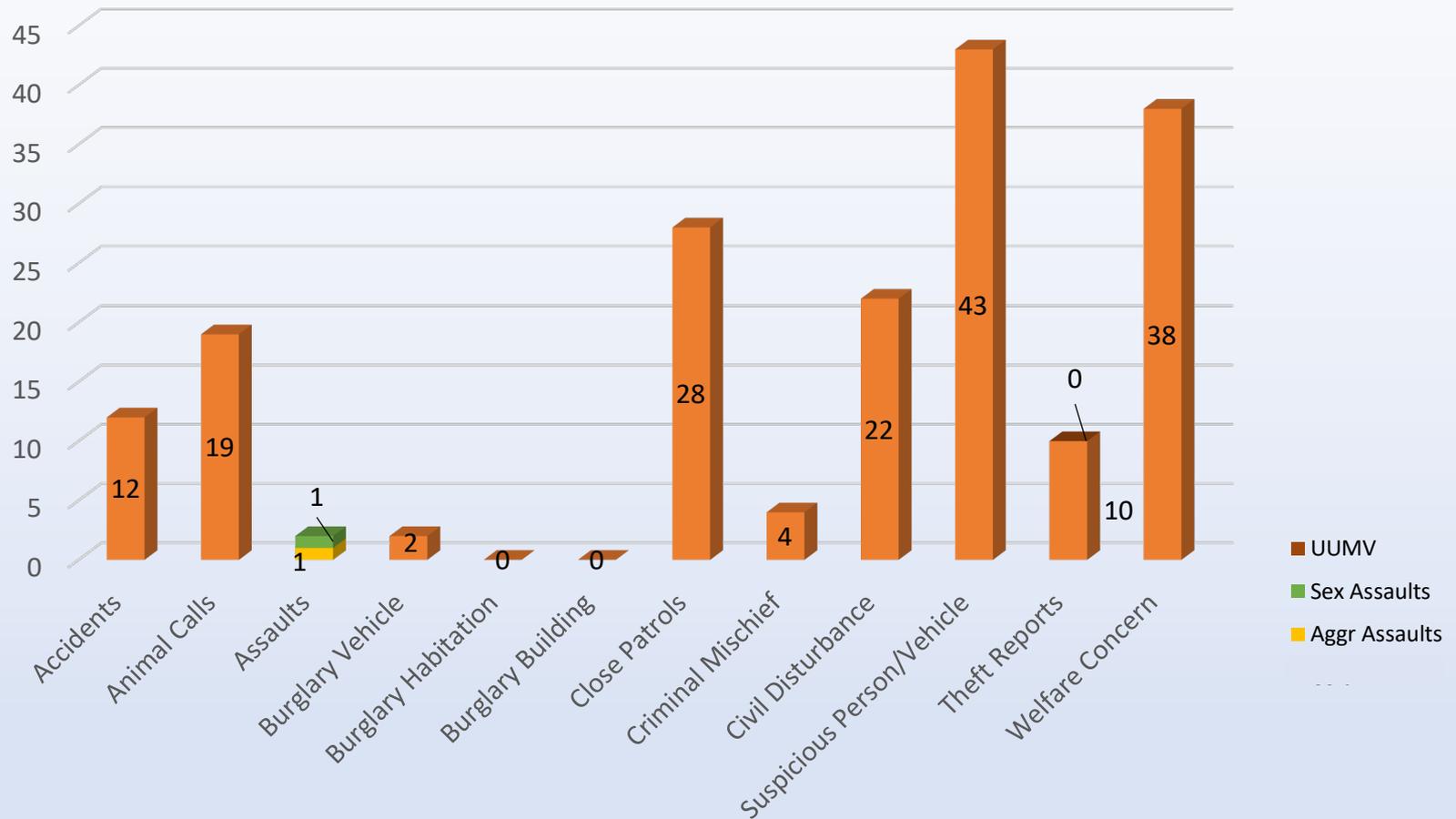
Glenn Heights Police Department

Monthly Report
February 2020



Dispatched

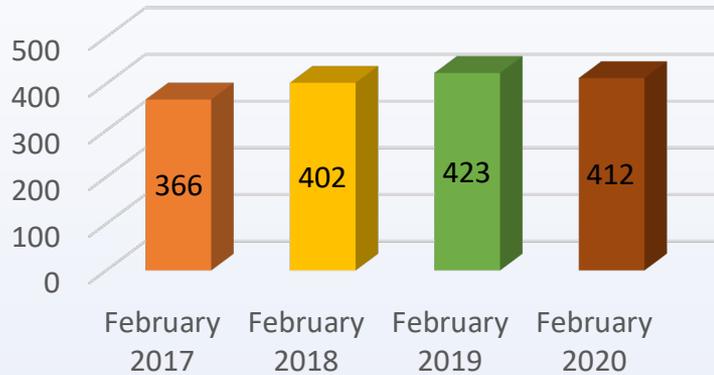
February 2020



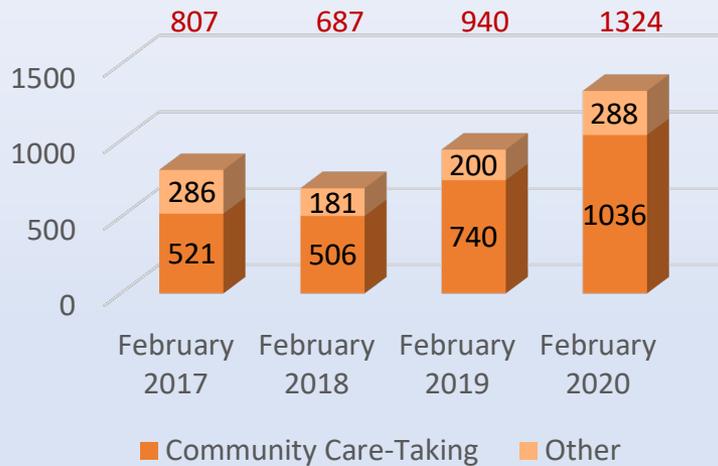


Total Calls

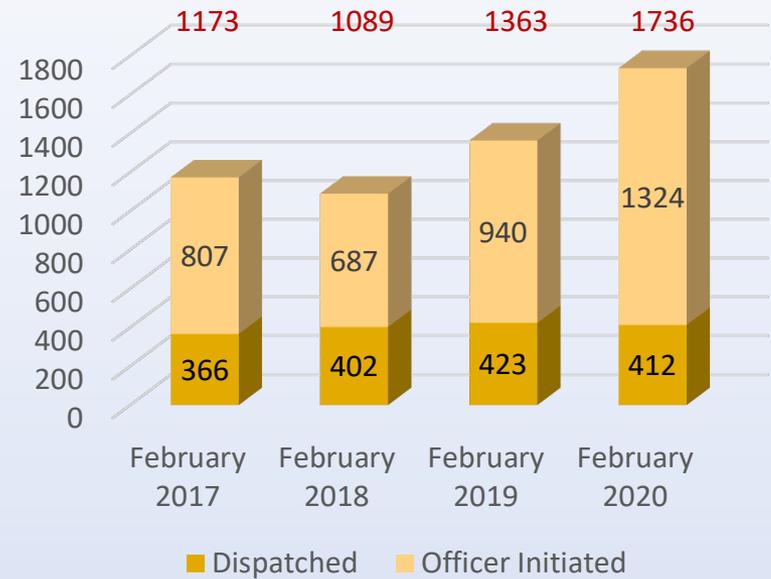
Dispatched



Officer Initiated



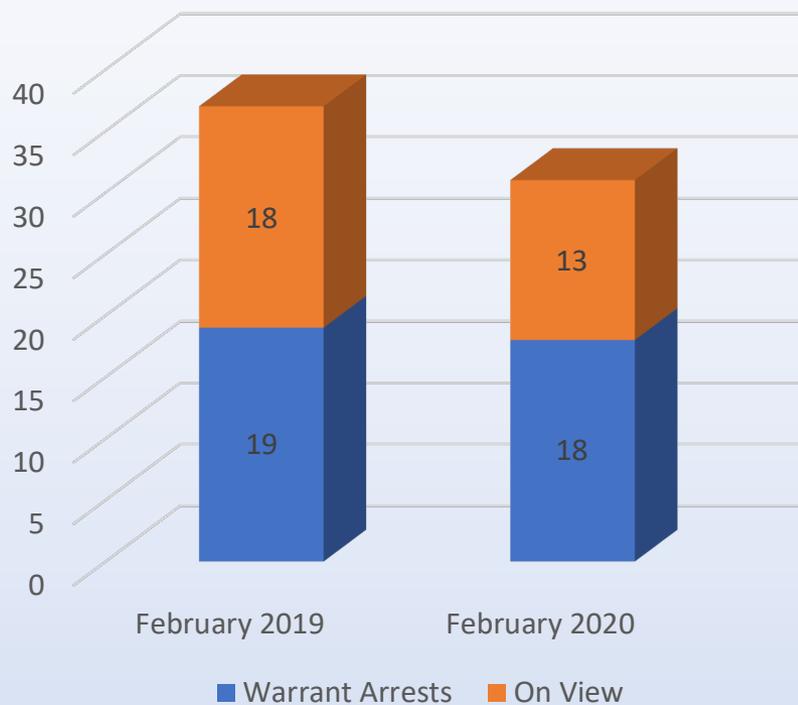
Total Calls



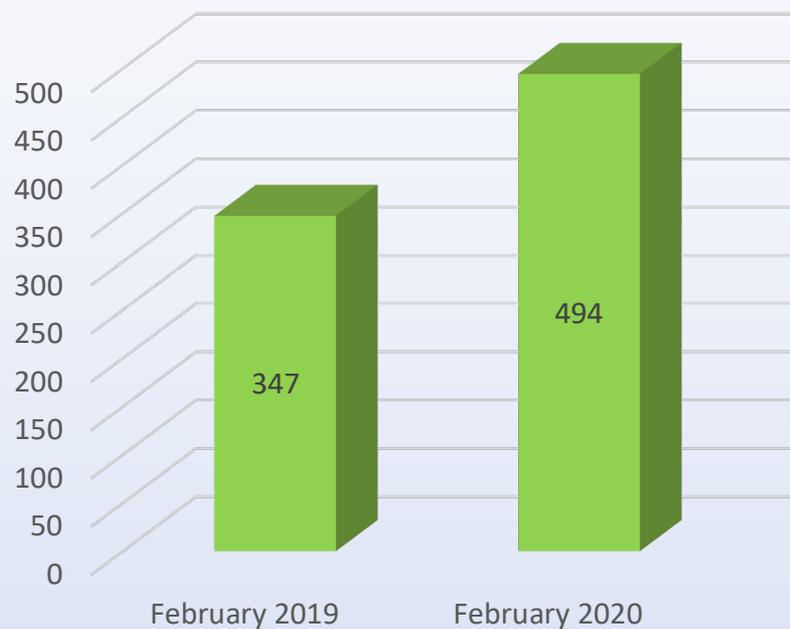


Arrests and Traffic

Arrests



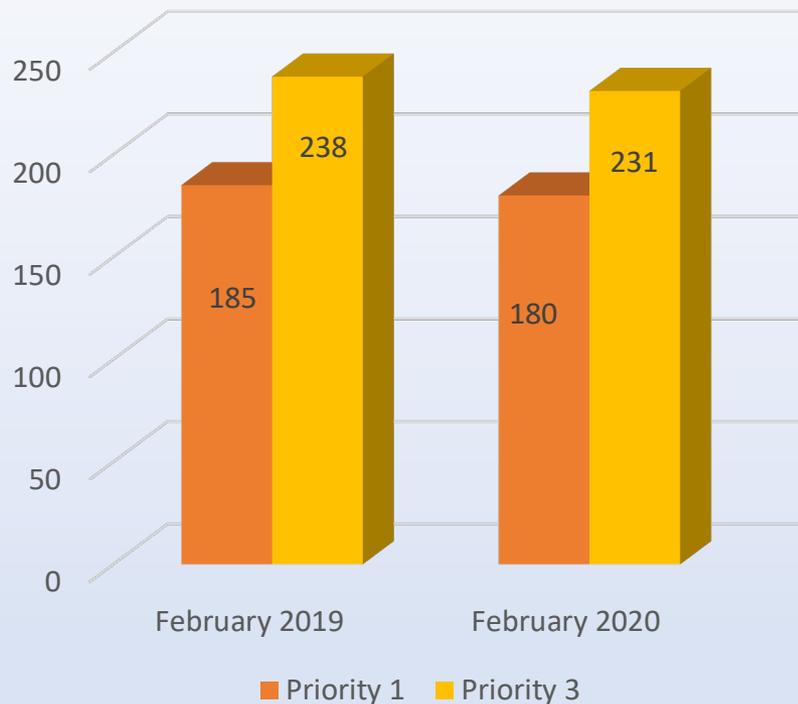
Traffic Stops





Calls by Priority with Average Response Times

Calls by Priority



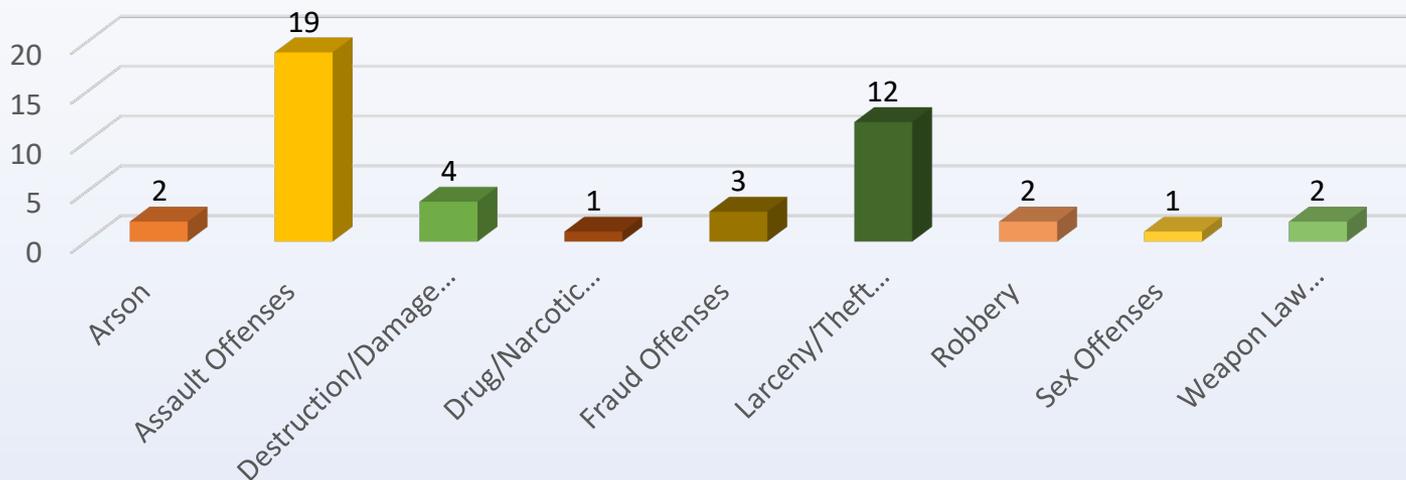
Average Response Times (minutes)



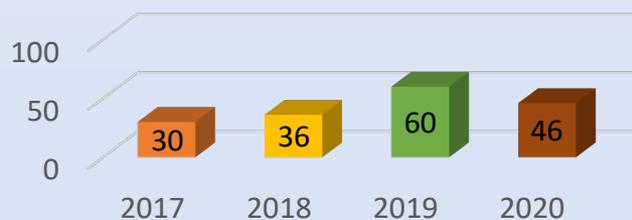


Group A Crimes

February 2020



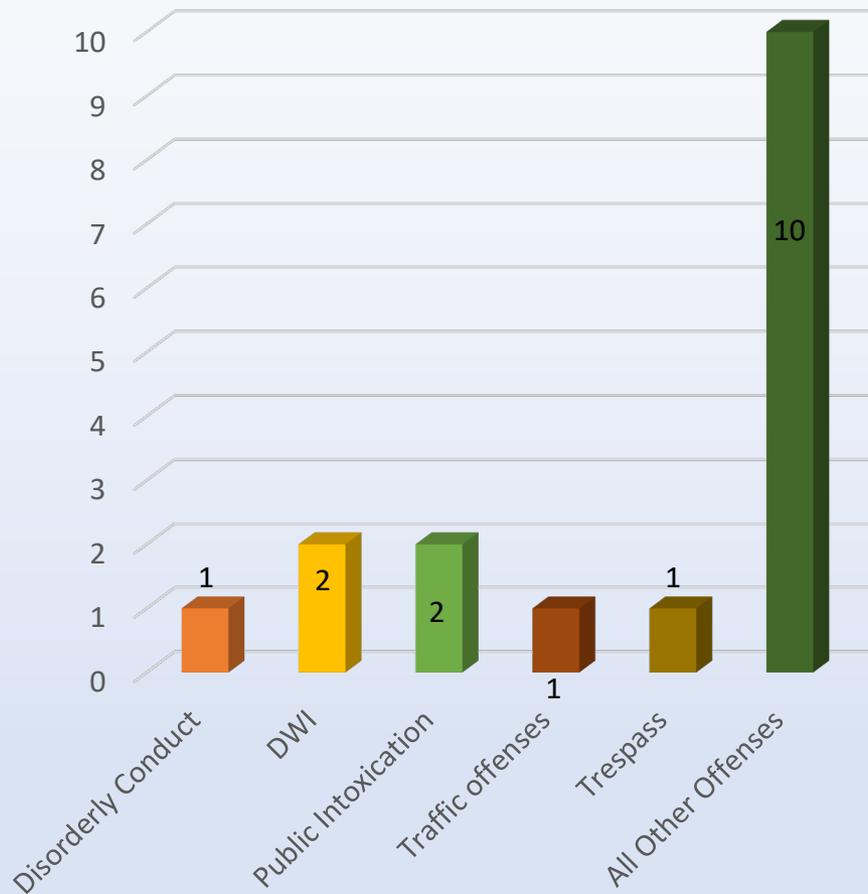
Total Group A Crimes
February



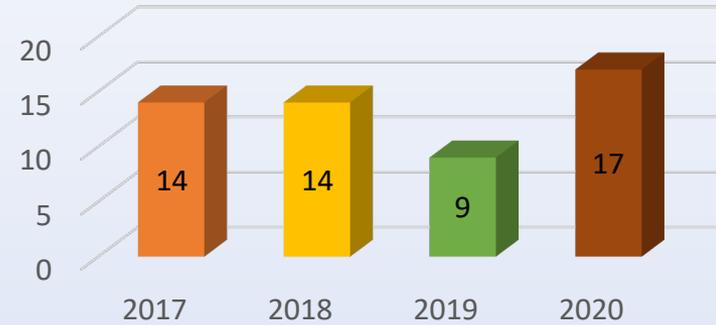


Group B Crimes

February 2020



Total Group B Crimes
February



NIBRS Numbers

2018 Group A Offenses

UCR Description	UCR Code	Total	Cleared	Clearance rate
Sex Offenses	11A-11D	15	12	80.0%
Robbery	120	8	2	25.0%
Assault Offenses	13A-13C	152	122	80.3%
Arson	200	6	0	0.0%
Burglary/Breaking and Entering	220	61	9	14.8%
Larceny/Theft Offenses	23A-23H	131	15	11.5%
Motor Vehicle Theft	240	18	6	33.3%
Counterfeiting/Forgery	250	6	1	16.7%
Fraud Offenses	26A-26G	24	1	4.2%
Stolen Property Offenses	280	1	1	100.0%
Destruction/Damage/Vandalism	290	63	21	33.3%
Drug/Narcotic Violations	35A-35B	50	49	98.0%
Sex Offenses - Non-Forcible	36A-36B	1	0	0.0%
Pornography/Obscene Material	370	2	0	0.0%
Weapons Law Violations	520	16	13	81.3%
Total		554	252	45.5%

2019 Group A Offenses

UCR Description	UCR Code	Total	Cleared	Clearance rate
Sex Offenses	11A-11D	9	2	22.2%
Robbery	120	9	4	44.4%
Assault Offenses	13A-13C	166	89	53.6%
Burglary/Breaking and Entering	220	54	3	5.6%
Larceny/Theft Offenses	23A-23H	179	15	8.4%
Motor Vehicle Theft	240	16	4	25.0%
Counterfeiting/Forgery	250	5	2	40.0%
Fraud Offenses	26A-26G	34	2	5.9%
Embezzlement	270	1	0	0.0%
Destruction/Damage/Vandalism	290	10	7	70.0%
Drug/Narcotic Violations	35A-35B	26	2	7.7%
Pornography/Obscene Material	370	1	1	100.0%
Weapons Law Violations	520	7	1	14.3%
Animal Cruelty	720	2	0	0.0%
Total		519	132	25.4%

Data is from the DPS NIBRS website

Date is for offense date, not report date

Only offenses reported during current year are included - any reports dated 2019 for offenses that occurred in 2018 are not included

The only clearances counted are those from the current year - any cases from 2018 that were cleared in 2019 not included

BADGE Numbers

2018 Group A Offenses

UCR Description	UCR Code	Total	Cleared	Clearance rate
Sex Offenses	11A-11D	16	15	93.8%
Robbery	120	9	3	33.3%
Assault Offenses	13A-13C	152	127	83.6%
Arson	200	6	0	0.0%
Burglary/Breaking and Entering	220	60	9	15.0%
Larceny/Theft Offenses	23A-23H	141	17	12.1%
Motor Vehicle Theft	240	20	6	30.0%
Counterfeiting/Forgery	250	7	2	28.6%
Fraud Offenses	26A-26G	24	1	4.2%
Stolen Property Offenses	280	1	1	100.0%
Destruction/Damage/Vandalism	290	60	21	35.0%
Drug/Narcotic Violations	35A-35B	50	49	98.0%
Sex Offenses - Non-Forcible	36A-36B	3	3	100.0%
Pornography/Obscene Material	370	2	0	0.0%
Weapons Law Violations	520	16	13	81.3%
Total		567	267	47.1%

2019 Group A Offenses

UCR Description	UCR Code	Total	Cleared	Clearance rate
Sex Offenses	11A-11D	11	4	36.4%
Robbery	120	10	4	40.0%
Assault Offenses	13A-13C	169	105	62.1%
Burglary/Breaking and Entering	220	57	3	5.3%
Larceny/Theft Offenses	23A-23H	182	16	8.8%
Motor Vehicle Theft	240	18	4	22.2%
Counterfeiting/Forgery	250	6	3	50.0%
Fraud Offenses	26A-26G	44	2	4.5%
Embezzlement	270	1	0	0.0%
Destruction/Damage/Vandalism	290	68	12	17.6%
Drug/Narcotic Violations	35A-35B	38	26	68.4%
Pornography/Obscene Material	370	2	1	50.0%
Weapons Law Violations	520	10	7	70.0%
Animal Cruelty	720	2	0	0.0%
Total		618	187	30.3%

2020 Group A Offenses

UCR Description	UCR Code	Total	Cleared	Clearance rate
Sex Offenses	11A-11D	2	0	0.0%
Robbery	120	2	0	0.0%
Assault Offenses	13A-13C	38	19	50.0%
Arson	200	2	0	0.0%
Burglary/Breaking and Entering	220	7	0	0.0%
Larceny/Theft Offenses	23A-23H	22	2	9.1%
Motor Vehicle Theft	240	2	0	0.0%
Fraud Offenses	26A-26G	4	0	0.0%
Destruction/Damage/Vandalism	290	10	0	0.0%
Drug/Narcotic Violations	35A-35B	6	4	66.7%
Weapons Law Violations	520	4	3	75.0%
Total		99	28	28.3%

Data is from Badge

Date is for offense date, not report date

All Offenses for current year are included regardless of when reported

All clearances since the date of offense are counted

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: February 2020
Officer: M.Salmeron #408

Animal At Large	41
Wildlife Calls	7
Animal Cruelty/Welfare Concern	1
Carcass Removal	19
Animal Registrations	
Animal Bites	2
Trap Service	4
Live Stock	2
Animals Impounded	11
Field Return to Owner	2
Foster	0
Adoption	2
EU	3
Green Tags	6
Owner Surrenders	1
Court Summons/Citations	17
Special Assignments	2
TOTALS	120