



City Manager's Update

Week Ending 4-10-20

CITY MANAGER'S OFFICE

- On Tuesday, March 31, 2020, the City Manager's Office and Public Works met virtually with TxDOT to discuss the utility relocations for the FM 664 project.
- The City Manager and the Emergency Management Coordinator continue to operate the Emergency Operation Center (EOC) due to CoVID-19.
- The City Manager's Office has remained in continuous communication with Dallas and Ellis County and will continue to provide updates regarding CoVID-19 via all social media platforms.

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

Beginning April 7, 2020 (until further notice), City Council Meetings will be held via telephone and video conferencing. To view the Agenda and Agenda Packet, and to learn how to participate in Public Comments,

UPCOMING MEETINGS

Special Called City Council

April 13, 2020
5:30 pm

Planning & Zoning

April 13, 2020
6:30 pm

City Council

April 21, 2020
7:00 pm

These meetings will be conducted via video conferencing.



view the Agenda for the current meeting date at:

<https://glennheightstx.gov/AgendaCenter>.

To view the City Council meeting live, please use the following link:

<https://www.facebook.com/CityofGlennHeights>.

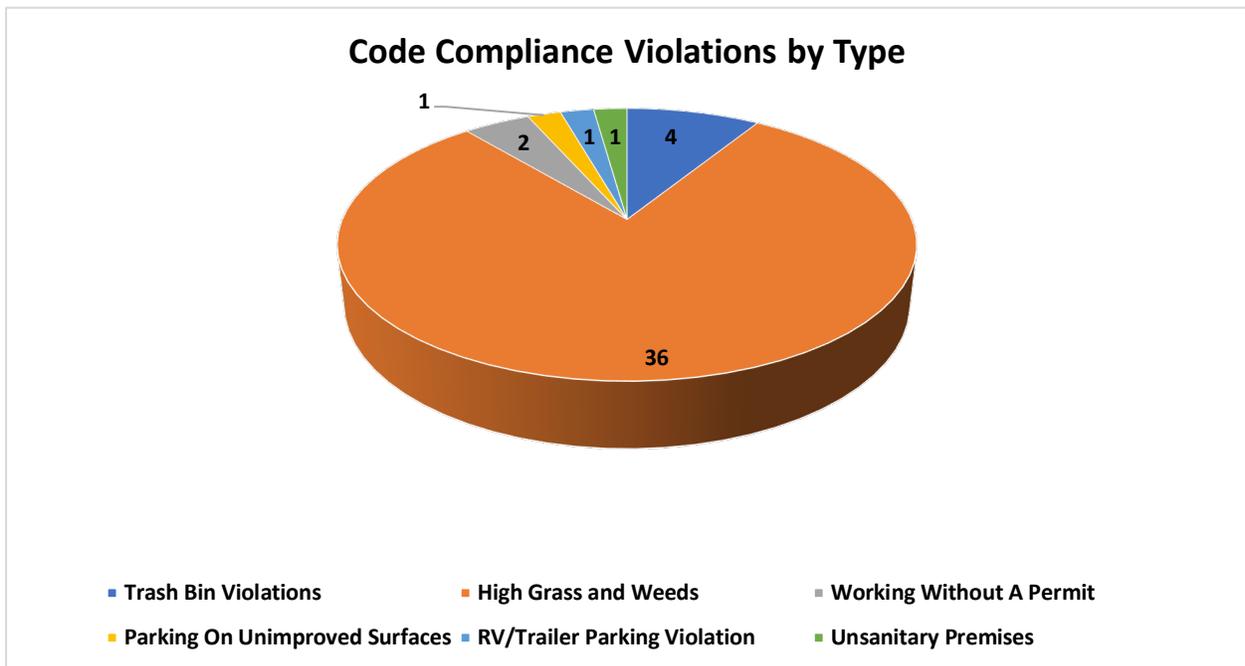
It is not necessary to have a Facebook Account to use this link.

City of Glenn Heights Special Election

On April 7, 2020, City Council adopted Resolution R-08-20 postponing the May 2, 2020, Special Election to Fill a Vacancy to November 3, 2020.

CODE COMPLIANCE

TYPE OF CASES	No. of CASES
Trash Bin Violations	4
High Grass and Weeds	36
Working Without A Permit	2
Parking On Unimproved Surfaces	1
RV/Trailer Parking Violation	1
Unsanitary Premises	1
Total	45



Community Engagement

Covid-19 Communications and Website Updates

All communication outreach has been dedicated to crafting and disseminating messages that keep residents aware and up-to-date with the latest Orders, resources and daily number of reported CoVID-19 cases.

In addition, staff has built new webpages including the Senior Center page and has updated existing ones, including the Census and CoVID-19 pages.

Facebook Live Event

Launched on March 27, 2020, the “Chat with the Mayor” series hosted on [Facebook Live](#), gives residents, neighbors, and friends the chance to interact with the Mayor and other City Leadership in a real-time, Q & A digital forum.



Mayor Garrett and City Manager, David Hall, kicked off the series with a conversation centered around the City’s initial response and directions put in place to slow the spread of CoVID-19.

April 3, 2020, conversation featured the Mayor and Public Safety Chiefs. They addressed operations and procedural changes that would impact residents as well as answered questions submitted by viewers. Fifty-five (55) viewers watched live.

We encourage all residents, neighbors, and friends to join and ask questions pertaining to the City’s response to the CoVID-19 pandemic.

Joining is easy!

1. Log on to Facebook
2. Like our business page, @CityofGlennHeights
3. Look at the top of our timeline at 3:00 p.m.

City Council Meeting Livestreamed Via Facebook

To stay in compliance with State Orders, the City held the first digital City Council broadcast via WebEx, which was broadcast live live on Facebook. Twenty-four (24) viewers watched in real-time.



Senior Center Meal Update and additional food resource

All residents, aged 60 and older, can reserve a FREE lunch to be delivered to their home by emailing emily.loreto@glennheightstx.gov.

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 = 122
- Per Day Average for meals delivered = 35

Program Activities

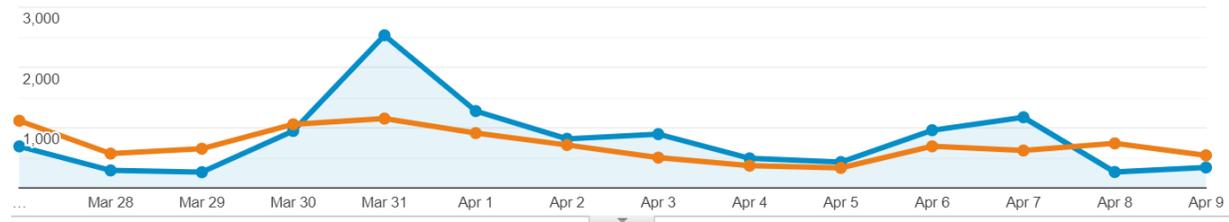
- City staff - Daily meal reservations and delivery service to Glenn Heights Seniors
- City staff – Weekly phone calls to registered Seniors



Staff has also received calls from residents that are food insecure. The DeSoto Food Pantry is a resource that Dallas County residents within Glenn Heights can utilize to assist with food access. We are working to find for a similar resource for Ellis County residents. For more information about DeSoto Food Pantry, please call 972.223.4050.

Website Updates

Mar 27, 2020 - Apr 9, 2020: ● Pageviews
Mar 13, 2020 - Mar 26, 2020: ● Pageviews



Residents, neighbors, and friends are encouraged to utilize web-based services to connect and communicate with City staff during this reporting period and the website analysis positively reflects this uptick in usage over the course of this two-week period as compared to the previous one. The City website was down for one 24-hour period; however, our numbers still show more traffic visited our site during this reporting period than the previous one.



Unique pageviews increased by 14.2% (9,072 vs. 7,940 pageviews) and the amount of time spent on pages increased from our last reporting period, largely driven by the Utility Billing payments and redirects from our social media posts and civic alert push notifications.

Utility Billing, Emergency Alert message (CoVID-19 Diagnosis) and CoVID-19 Information page drove the majority 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 our posts and live video events on social media.

Facebook

Video views during this 1-week period have increased 60.5% from the prior week's views, largely due to two live-streams occurring in the week vs. one (Council Meeting and Chat with the Mayor).

The release of our first positive cases received the most engagement (688 reactions, comments and shares), with over 11.6K viewers seeing the pos



Economic Development

Glenn Heights Housing Finance Corporation

Palladium USA President & CEO Tom Huth has provided and update on the company's response to the CoVID-19 national emergency.

A summary of key points related to the Palladium Glenn Heights property is highlighted below:

- Palladium USA has suspended late fees for lease payments for all properties in their portfolio
- Palladium USA has announced a moratorium on renewal rate increases on all properties within the portfolio
- CARES ACT legislation contains a 120-day moratorium on evictions from affordable rental housing units
- The Palladium Glenn Heights leasing office is closed for walk-in visitors
- Pre-Scheduled leasing appointments only
- Maintenance & repairs for occupied apartment units have been limited to emergencies only
- The occupancy rate for Palladium Glenn Heights is 96% as of April 5th



- The delinquency rate for Palladium Glenn Heights is 36% as of April 5th
- This average is slightly higher than overall portfolio average of 21%
- This average is on par with other DFW properties including Palladium Denton and Palladium Fort Worth at 36% respectively
- Management staff is providing active job postings and local, state and federal resources to property residents electronically
- The company has minimal staff working on site during business hours
- Maintenance focus on treatment of common areas and surfaces on the property
- Property management staff is available via phone, email and website
<https://www.palladiumglennheights.com/>

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 Cates (Infectious Control Officer)

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

As of April 9, 2020, the City of Glenn Heights has had a total of 7 confirmed cases of CoVID-19.

PLANNING AND DEVELOPMENT

There was 1 new residential permit issued between March 25 - April 7, 2020, for a total construction value of \$211,650.

POLICE



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

On April 7, 2020, utility crews completed a residential service line repair on Riley Drive.





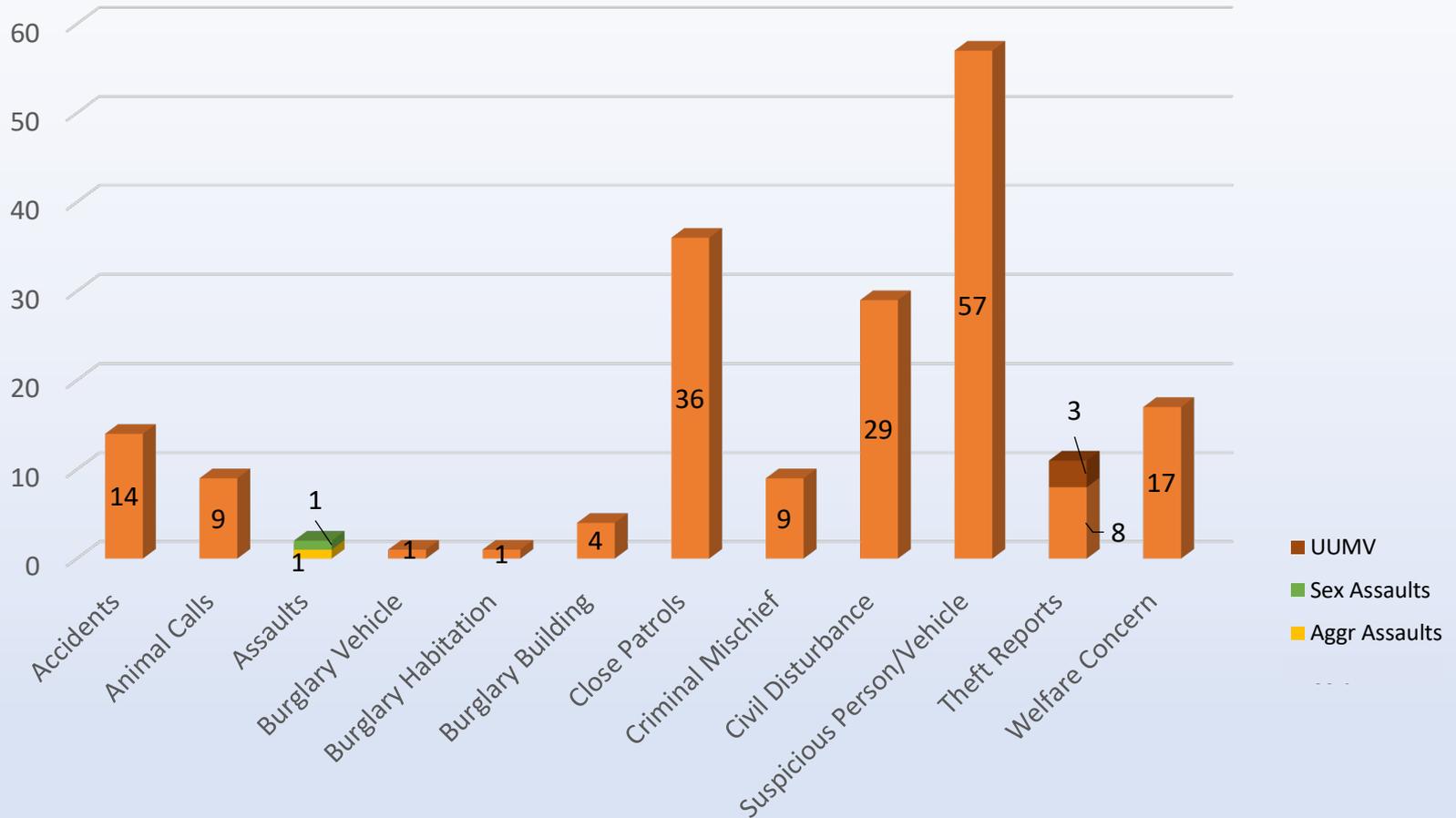
Glenn Heights Police Department

Monthly Report
March 2020



Dispatched

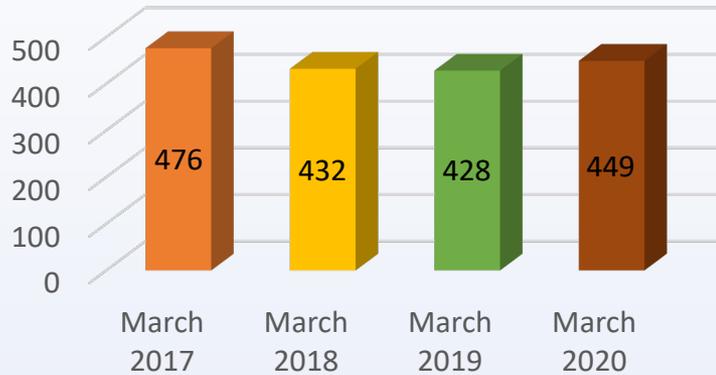
March 2020



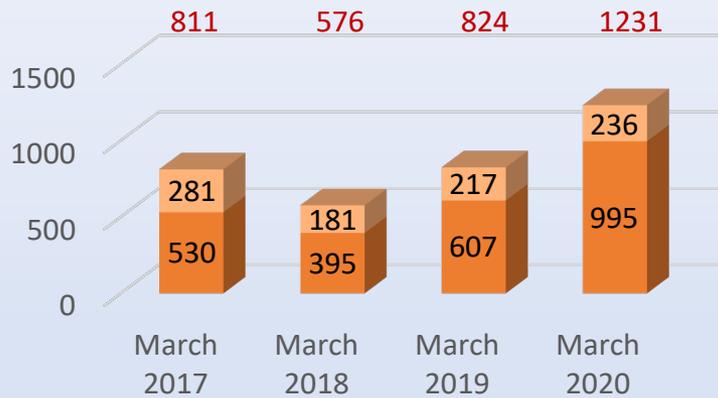


Total Calls

Dispatched

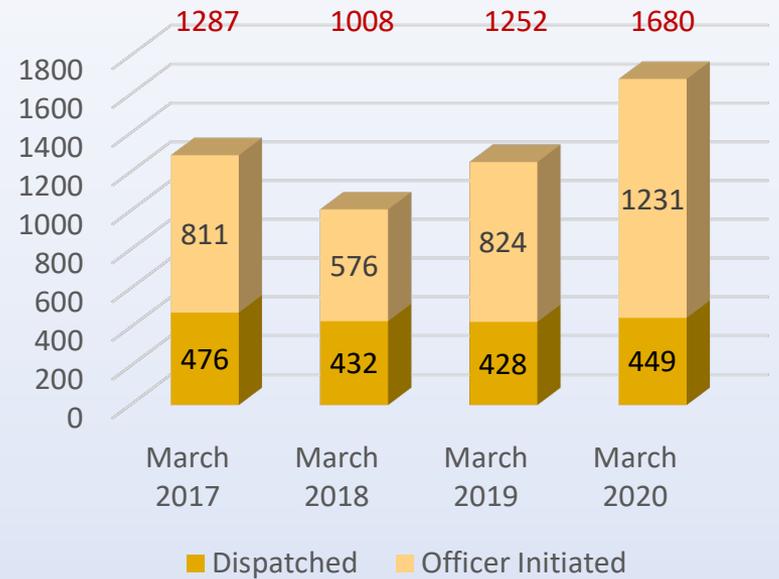


Officer Initiated



Community Care-Taking Other

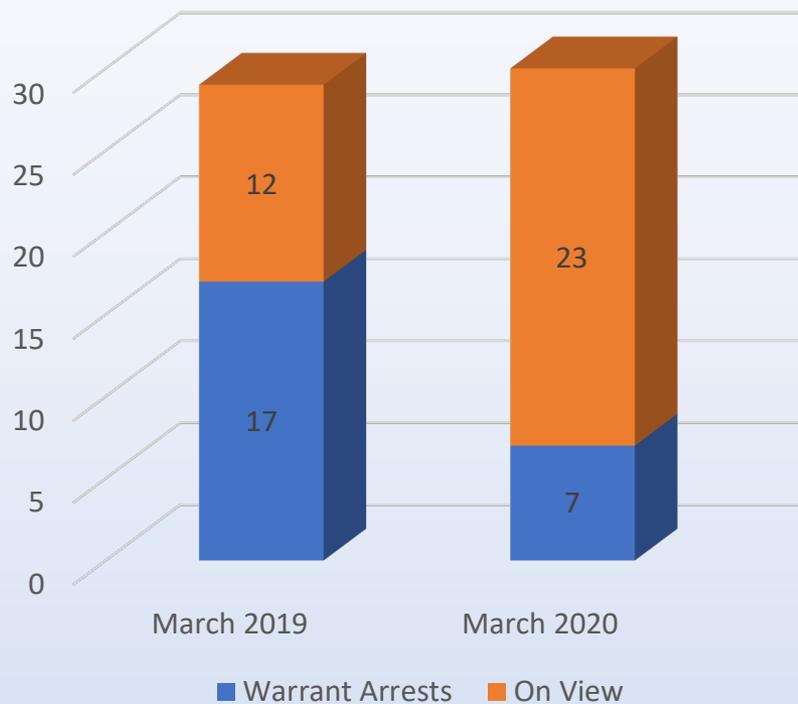
Total Calls



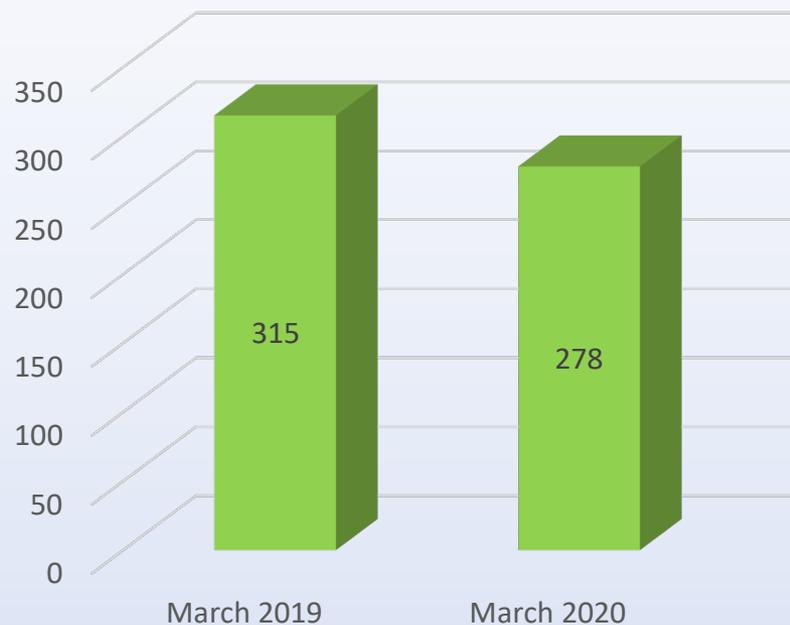


Arrests and Traffic

Arrests



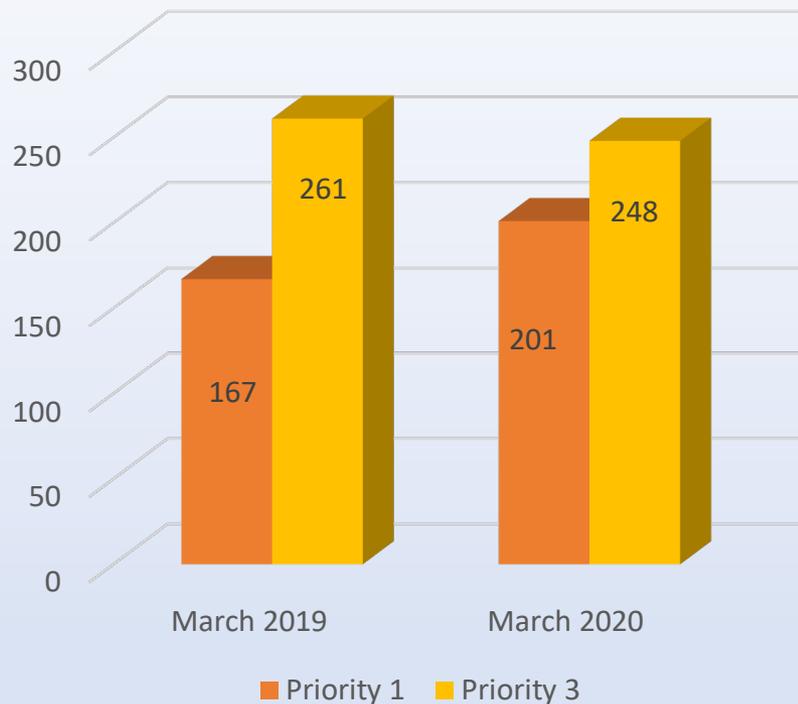
Traffic Stops





Calls by Priority with Average Response Times

Calls by Priority

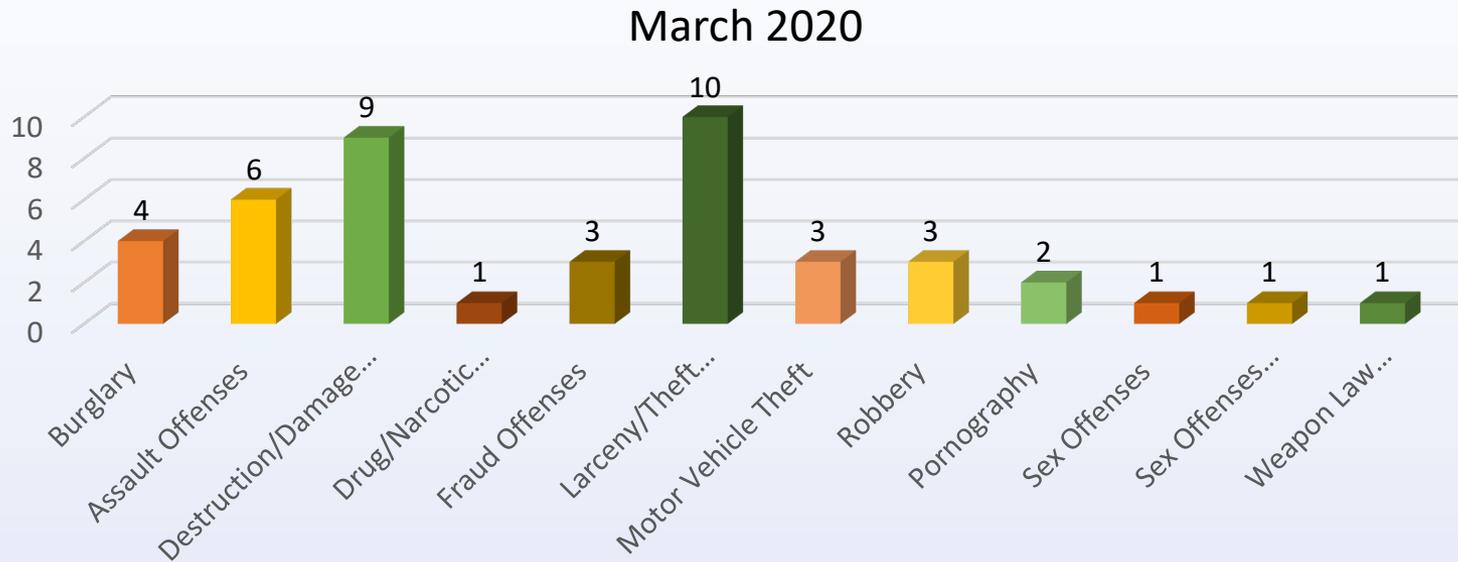


Average Response Times (minutes)





Group A Crimes



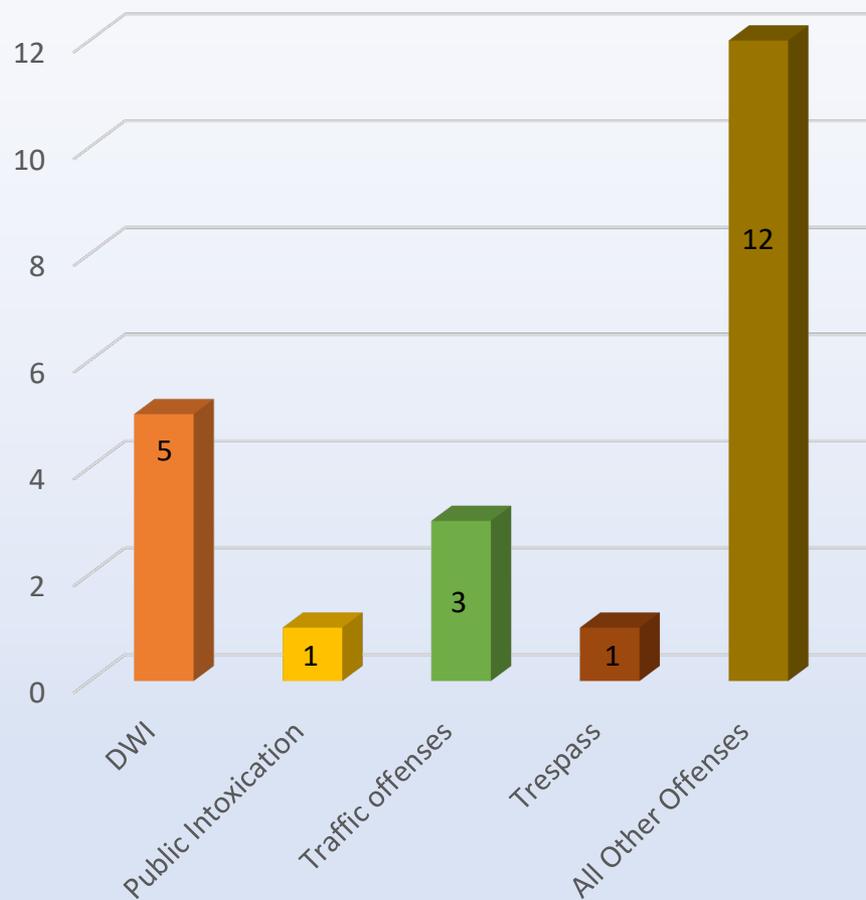
Total Group A Crimes March





Group B Crimes

March 2020



Total Group B Crimes
March



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: March 2020
Officer: M.Salmeron #408

Animal At Large	58
Wildlife Calls	3
Animal Cruelty/Welfare Concern	0
Carcass Removal	21
Animal Registrations	1
Animal Bites	1
Trap Service	4
Live Stock	2
Animals Impounded	19
Field Return to Owner	11
Foster	1
Adoption	0
EU	1
Escaped	1
Green Tags	5
Owner Surrenders	1
Court Summons/Citations	0
Special Assignments	5
TOTALS	134