



City Manager's Update

Week Ending 05-08-20

CITY MANAGER'S OFFICE

- The City Manager's Office has continued participating in Dallas County and Ellis County conference calls for the Novel Coronavirus situational updates.

CITY SECRETARY

City Secretary Access

To slow the spread of the Novel Coronavirus, there will be no in-person services available. Services will continue to be provided by mail, email, phone, dropbox, and video conferencing.

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

- 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>
 - Forms located in the City Secretary dropbox at City Hall

City Council Meetings

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

Beginning April 7, 2020, and 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 via telephone and

UPCOMING MEETINGS

City Council

May 19, 2020
7:00 pm

Planning & Zoning

May 11, 2020
6:30 pm

These meetings will be conducted via video conferencing.



video conferencing for Public Comments, 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.

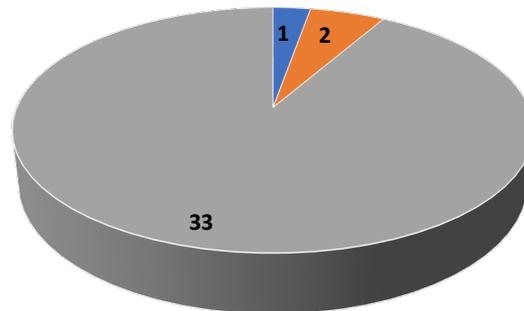
City of Glenn Heights Special Elections

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. For up to date information regarding the Election, please visit <https://www.glennheightstx.gov/230/Elections-Elecciones>. As additional information is received regarding the November 3, 2020, Election, it will be updated.

CODE COMPLIANCE

TYPE OF CASES	No. of CASES
Sign Violation	1
Unsanitary Premises	2
High Grass & Weeds	33
Total	36

Code Compliance Violations by Type



■ Sign Violation ■ Unsanitary Premises ■ High Grass & Weeds



COMMUNITY ENGAGEMENT

The Novel Coronavirus has greatly impacted the operations within the Office of Community Engagement. This department has seen continued growth via digital platforms, thanks heavily to more consistent social media postings and engaging video content.

“Honks for Hugs” Parade

The Office of Community Engagement has used the past two weeks to garner support for and advertise our 1st Annual “Honks for Hugs” parade. The purpose of this parade is to lift the community spirit and create a sense of togetherness, as everyone has been in a state of quarantine due to the Novel Coronavirus. To encourage safe social distancing practices, the City has created a plan that will bring the parade to the residents by strategically caravanning through most neighborhoods within the City! (Neighborhoods with only one entry/exit point will not be visited due to logistics.)

To ensure that we circulate through every neighborhood in the City, we have set aside two days to host the event:

- **Wednesday, May 13, 2020 @ 3:00 p.m.** - Dallas County/ DeSoto ISD neighborhoods
- **Thursday, May 14, 2020 @ 3:00 p.m.** - Ellis County/ Red Oak ISD neighborhoods

Confirmed Participants include Texas State Senator Royce West, DeSoto ISD, Red Oak ISD, DeSoto Class of 2020 Graduates, Local Healthcare workers and the Top Ladies of Distinction, Southern Dallas County Chapter.

To learn more about this event, please visit: <https://www.glennheightstx.gov/392/Honks-For-Hugs-Parade>

Digital Engagements

Facebook Live Event

On May 1, 2020, the City hosted the fifth installment of the Chat with the Mayor series hosted on Facebook Live. This episode featured a lively discussion between Mayor Garrett, Healthcare Professional and resident, Sheila Noble and Mental Health Professional, Councilwoman Machanta Newson. [View the Chat with the Mayor discussion.](#)

This event was both educational and entertaining, as analytics prove it to be our highest engagement feature during this reporting period. A comparison to the last



event can be found below. Analytics show us that our video performance has been consistent with this past week’s engagement being slightly lower than the previous Chat. External factors including a longer time period between the occurrence of the two events and less after-action promotion might play a role in the slight dip in numbers.

	Total Time	Peak Live Viewers	Three seconds viewed	One minute viewed	Post Engagement (likes, comments, reactions)	Avg. Watch Time
May 1	01:02:45	38	863	123	81	:41
April 17	45:54	38	983	146	119	:56

Chat with the Mayor will continue on a bi-weekly schedule, occurring every other Friday, at 3:00 p.m. This month’s schedule can be seen below:

Date	Topic	Time
May 15, 2020	The impact of the Novel Coronavirus on the business community	3:00 p.m. CST
May 29, 2020	Tentative: How to Support and Encourage our Graduates During the Pandemic	3:00 p.m. CST

We encourage all residents, neighbors and friends to join and ask any and all questions pertaining to the City’s Operations and response to the Novel Coronavirus crisis.

Joining is easy!

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

Results of May 5, 2020, City Council Meeting Livestreamed Via Facebook

- 24 viewers watched in real-time.
- The average watch time increased to 2:30 seconds as compared to the previous Council meeting which was :36 seconds before the viewer exited.



Senior Center Meal Update and additional food resource

The Senior Meal program was expanded and now includes breakfast and two additional meals distributed on Thursday and Friday for weekend coverage. Thanks to these additions, our service population has rapidly increased with 19 people added during this reporting period. Please see staff report below:

Congregate Meal Program – Dallas County Health & Human Services

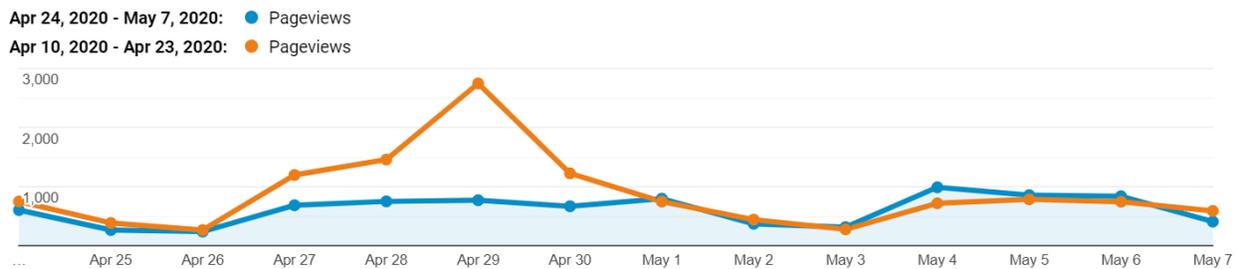
- Grant eligibility guidelines = Age 60 & older
- Grant provides distribution of free hot meals and support services to the Senior Center

Meals Delivered	3/26 - 4/1	4/2-4/8	4/9-4/15	4/16-4/22	4/23-4/29	4/30-5/6
Thursday	40	44	56	67	74	81
Friday	42	46	56	67	74	81
Monday	20	46	57	69	74	81
Tuesday	25	48	59	70	78	81
Wednesday	25	51	61	70	78	82
Weekly Average	30	47	58	69	76	81
Period Average	35		65		84	

If you know of a Senior resident (60 and older) in need of food assistance, please contact Emily Loreto, Social Services Coordinator, by emailing Emily.loreto@glennheightstx.gov.

Website Updates

Pageviews and web traffic have decreased by 30%, which is a direct result of this reporting period not falling within the water billing cycle.



Buildings, Permits and Inspections, Code Enforcement and the Novel Coronavirus webpages drove the majority of our web traffic this period.



While page views were down, the average time viewers stayed on pages increased by 1.6% and our bounce rate, which is the amount of time there is no interaction with the page, has improved. These insights prove that viewers are spending more time reading and reviewing webpage content in comparison to the prior reporting period.

Avg. Time on Page

1.61%

00:01:20 vs 00:01:19



Bounce Rate

-4.22%

48.67% vs 50.82%



Social Media Updates

Facebook

Our business page has acquired 15 new likes during this period, largely due to consistent messaging, providing more engaging content driven by Facebook Live (video) events and staff suggesting likes to viewers.

The “Roadwork at the Intersection of Hampton and Ovilla Rd.” message reached over six (6) thousand users, making it the highest post interaction this period.



City of Glenn Heights, TX

Published by Hootsuite [?] · May 1 at 9:40 AM · [?]

Good morning neighbors. The Texas Department of Transportation (TxDOT) is working on the road at the intersection of Hampton and FM 664 (Ovilla Rd.) this morning. Motorists, please be aware of this roadwork and expect traffic delays in this area. Thanks. #GrowWithGlennHeights



**ROAD
UPDATE**

6,362 People Reached

29 Likes, Comments & Shares [?]

12 Likes	6 On Post	6 On Shares
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10 Comments	6 On Post	4 On Shares
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7 Shares	7 On Post	0 On Shares
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295 Post Clicks

19 Photo Views	0 Link Clicks [?]	276 Other Clicks [?]
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NEGATIVE FEEDBACK

1 Hide Post 0 Hide All Posts

0 Report as Spam 0 Unlike Page

Reported stats may be delayed from what appears on posts

Upcoming Events

Honks for Hugs- May 13 & 14, 2020 – 3:00 p.m. Kick-off. A route map will be added to the Honks for Hugs webpage.

Economic Development

Restaurants and retail establishments reopen

On Friday, May 1, 2020, as part of Governor Abbott’s phased approach to reopen Texas, many restaurants and retail shops in Glenn Heights began opening their doors to allow customers inside.

On May 8, 2020, local hair and nail salons represented the next phase of businesses to reopen their doors. The experience will look much different for employees and customers as businesses follow the recommended [Reopening Guidance for Businesses](#) provided by Dallas County. All businesses and residents are encouraged to follow the recommended social distancing practices while supporting Glenn Heights small businesses and the local economy.



FINANCE

You may contact the Utility Billing office by calling 972-223-1690 x 120 or 121 on 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. 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 Cates (Infectious Control Officer)

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

May 6, 2020, monthly testing for all six (6) Outdoor Warning Sirens (Tornado Sirens) was conducted. All sirens functioned properly.

	Glenn Heights Novel Coronavirus Case Report		
	Updated May 06, 2020		
Location	Total Cases	Total Recovered	Total Under Monitoring
Dallas Co	16	15	1
Ellis Co	4	4	0
Overall Totals	20	19	1



PLANNING AND DEVELOPMENT

A total of (11) new single-family construction permits were issued during the reporting period for a total construction value of \$2,314,210.



On May 5, 2020, the Glenn Heights City Council adopted the Parks Programming and Design Masterplan for the three (3) City parks. The project was led by City Planning & Development staff who engaged the services of landscape design and planning consultants from Norris Design. The redesign features for each park are depicted below.

For additional information, please contact City staff at: miamauhi.hines@glennheightstx.gov or 972-223-1690 x 452.

Heritage Community Park



Legend

- 1 Entry signage
- 2 Entry drive
- 3 Basketball court
- 4 Basketball court with cover
- 5 Basketball field
- 6 Soccer fields
- 7 Splash pad w/ shade structure
- 8 Playground and playground expansion area
- 9 Exercise lawn
- 10 Fitness node w/ seating
- 11 Walking trail w/ safety lighting
- 12 Ball field removal and enlarged open space
- 13 Pedestrian Plaza
- 14 Existing concession building
- 15 Lookout point
- 16 Dry creek bed walk
- 17 Pollinator garden
- 18 Pavilion
- 19 Park entry gateway
- 20 Overflow parking



Gateway Park



Legend

- ① Entry signage
- ② Expanded playground and swing area
- ③ Street trees and seating nodes
- ④ New pedestrian bridge
- ⑤ 6' sidewalk
- ⑥ Culvert crossing
- ⑦ Seating in existing trees
- ⑧ Trail entry features



Courtney Park



Legend

- ① Entry signage
- ② Re-aligned walkway
- ③ Landscape enhancements
- ④ Walk connection to existing picnic table
- ⑤ Existing trees
- ⑥ New picnic table





POLICE

- During the week of May 3, 2020, Sergeant Benson provided training to the entire department on the dangers of driving recklessly. He presented a PowerPoint detailing the events of a fatality accident that occurred in November 2006. The officers were reminded of the importance of being cautious while driving.
- The Police Department continues to monitor the community parks and basketball courts for large gatherings.
- Please see attached monthly report.

PUBLIC WORKS

Fuel Storage Equipment

Public Works staff completed the installation of new fuel storage tanks for City vehicles at the department facilities on Uhl Road.



Water Line Service Repair

Public Works staff completed the scheduled repair of a water line leak at the 300 block of Craddock in the Mesa Addition Subdivision. Service to the surrounding residential area was temporarily disrupted while crews completed the repairs.





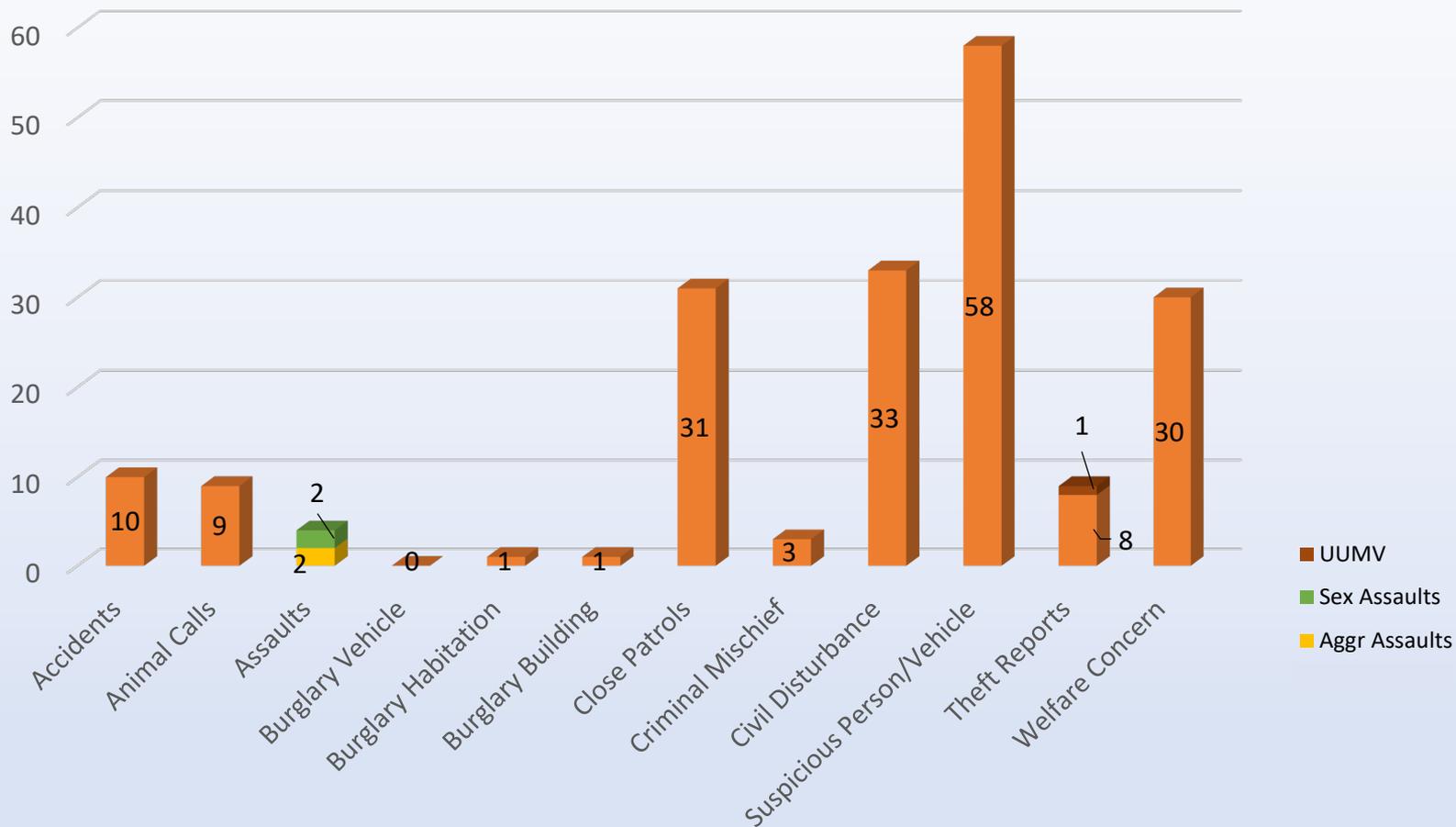
Glenn Heights Police Department

Monthly Report
April 2020



Dispatched

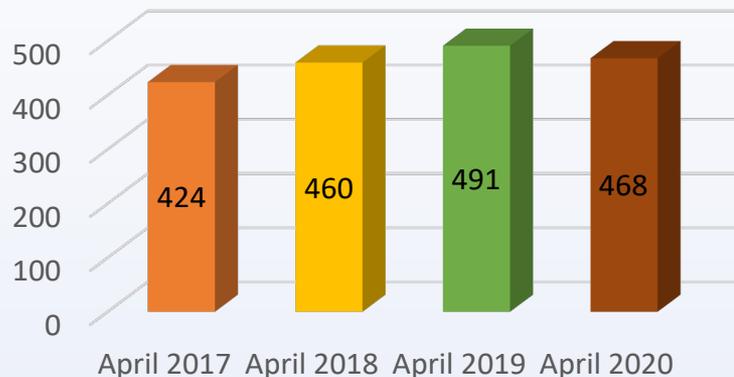
April 2020



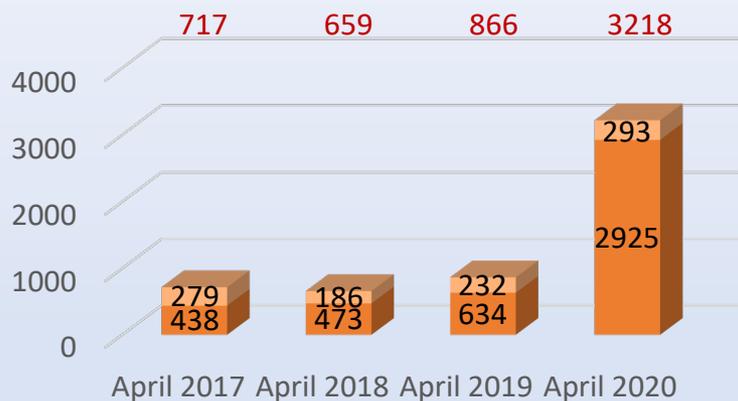


Total Calls

Dispatched

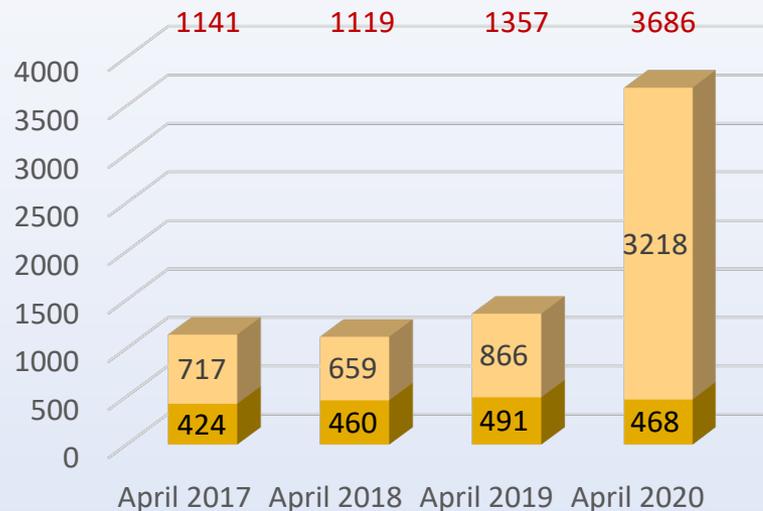


Officer Initiated



Community Care-Taking Other

Total Calls

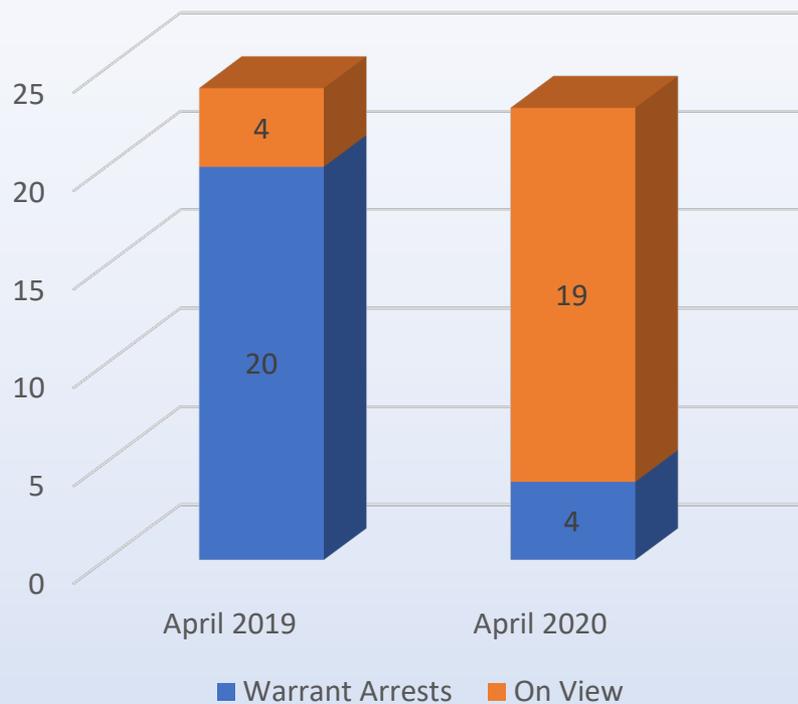


Dispatched Officer Initiated



Arrests and Traffic

Arrests



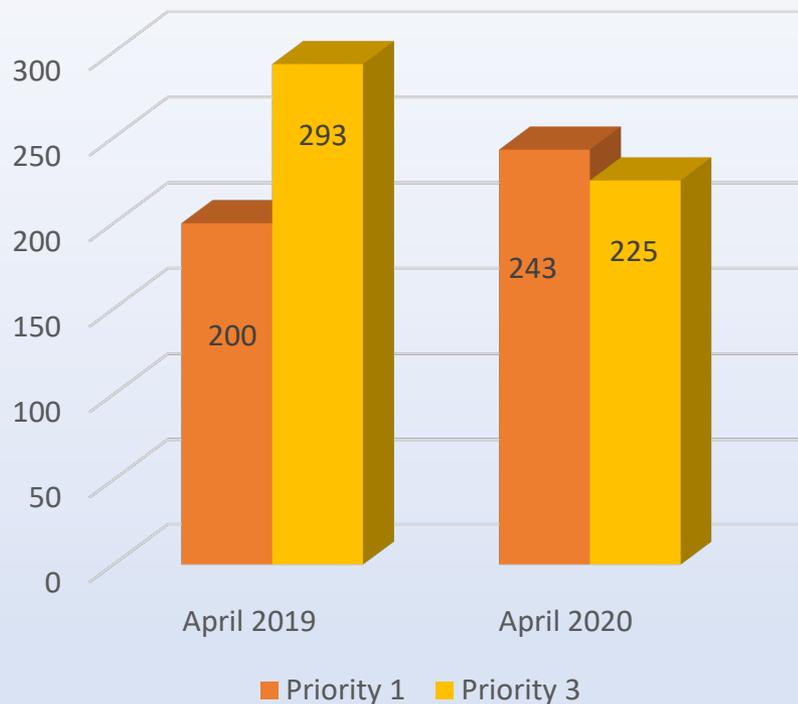
Traffic Stops





Calls by Priority with Average Response Times

Calls by Priority



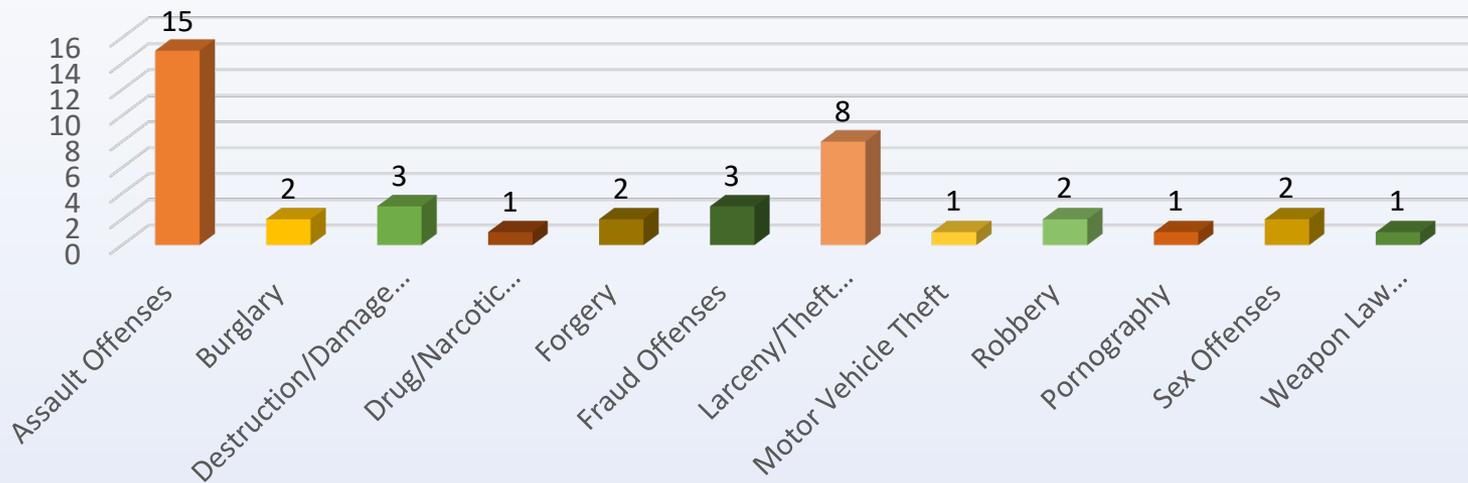
Average Response Times (minutes)





Group A Crimes

April 2020



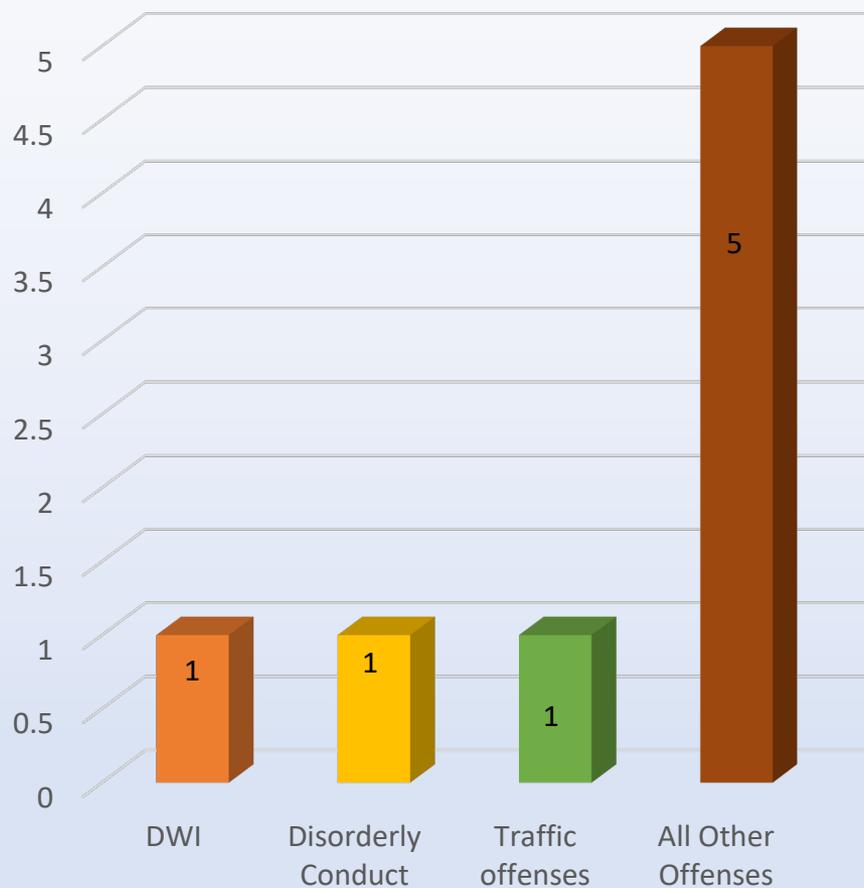
Total Group A Crimes
April



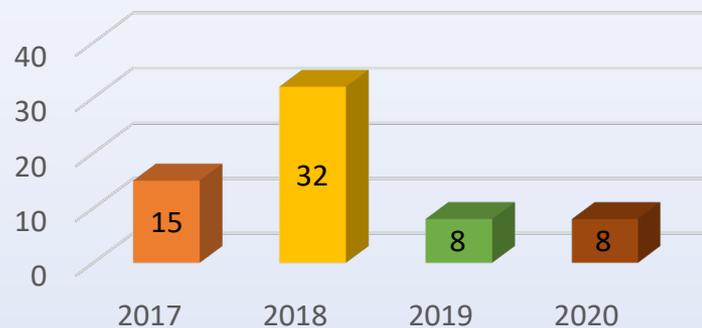


Group B Crimes

April 2020



Total Group B Crimes
April

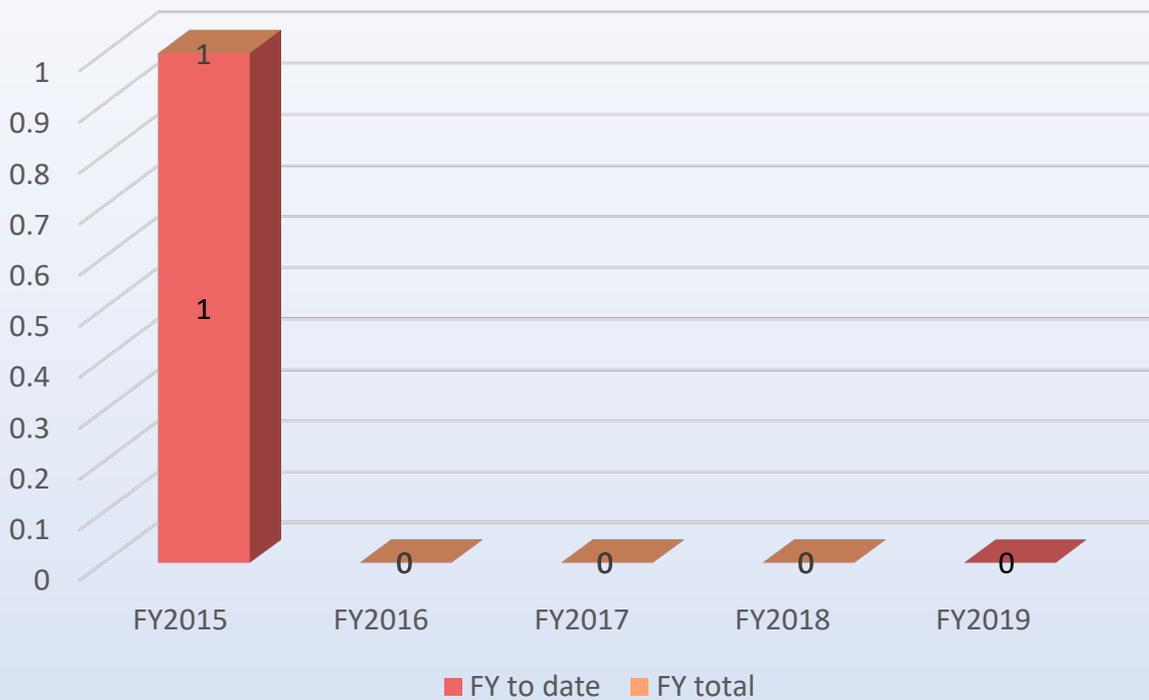




Group A Crimes

October through April

Homicide





Group A Crimes

October through April

Kidnapping/Abduction

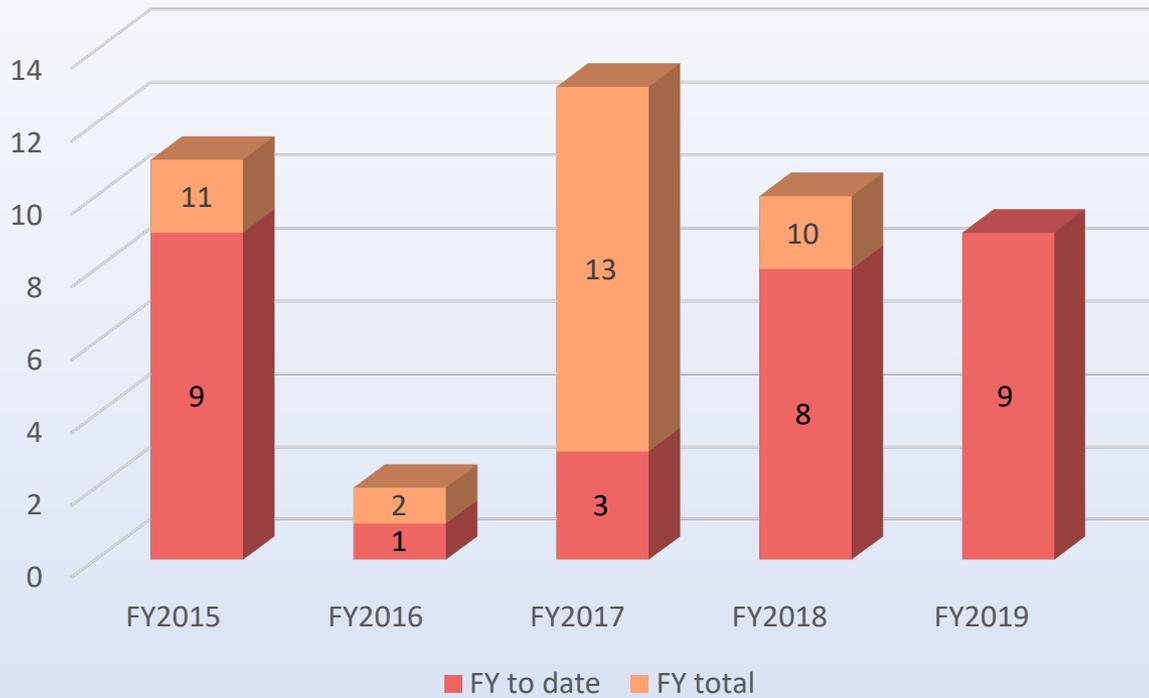




Group A Crimes

October through April

Sex Offenses

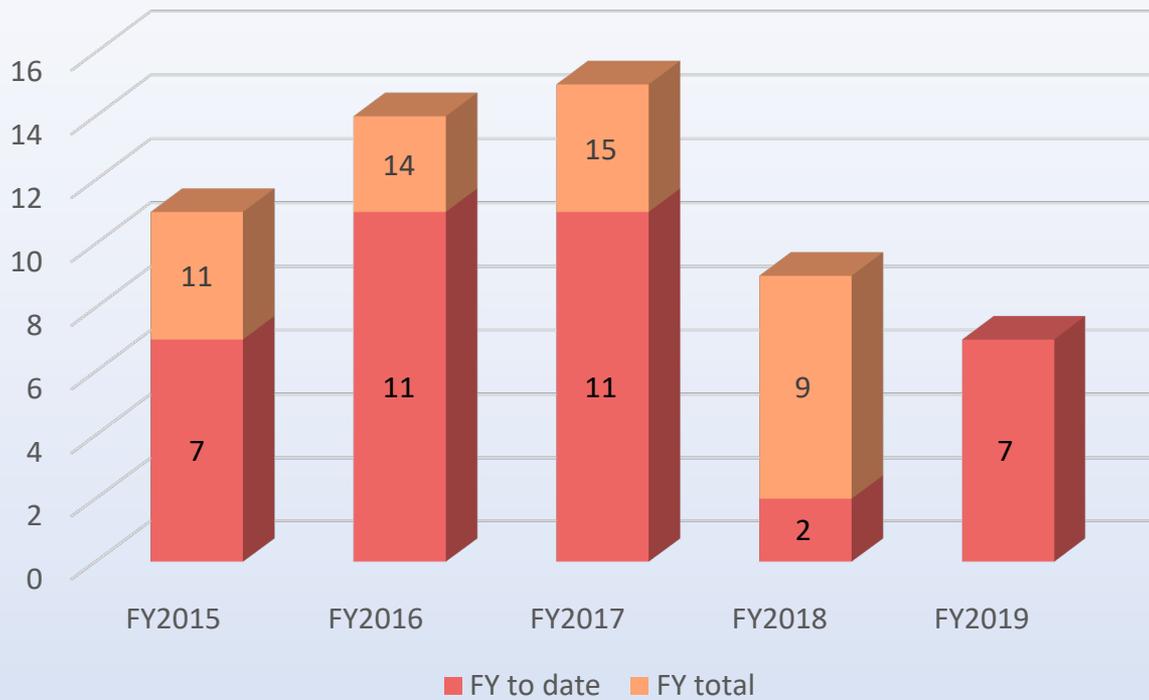




Group A Crimes

October through April

Robbery

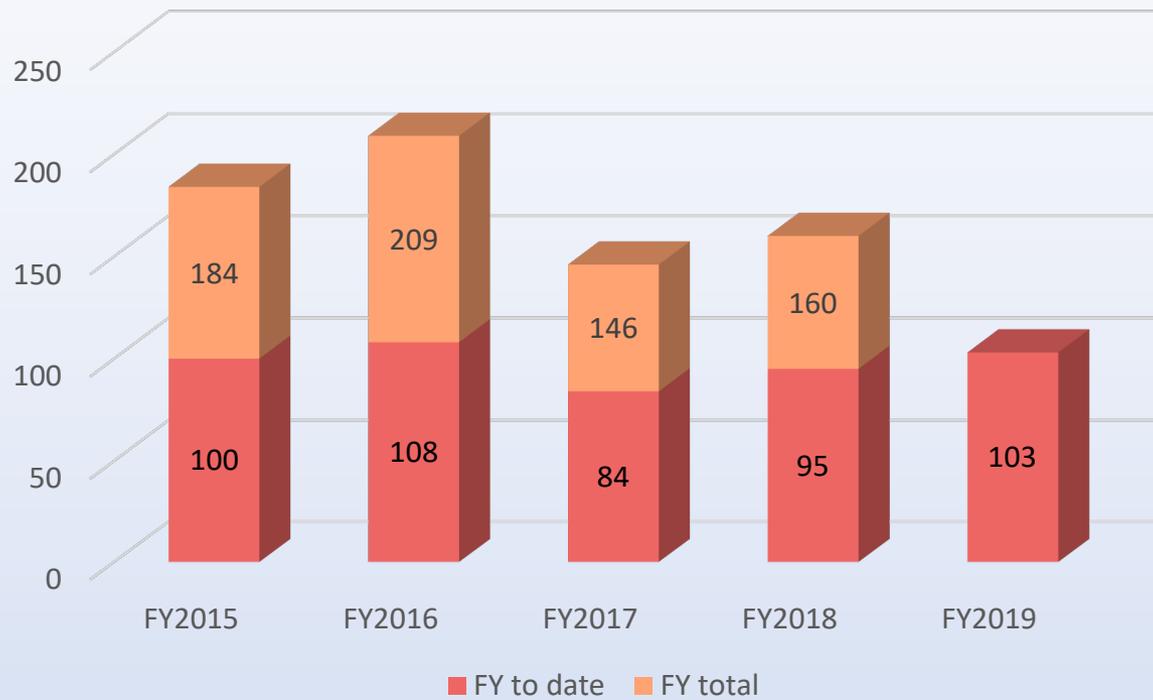




Group A Crimes

October through April

Assault Offenses

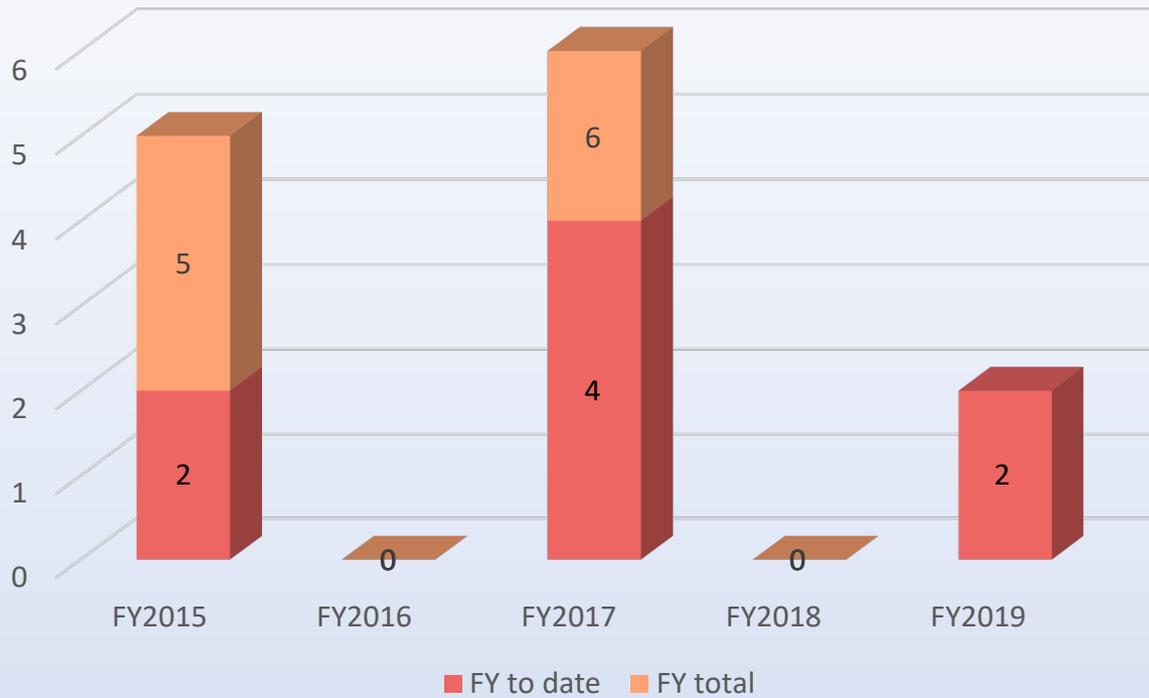




Group A Crimes

October through April

Arson

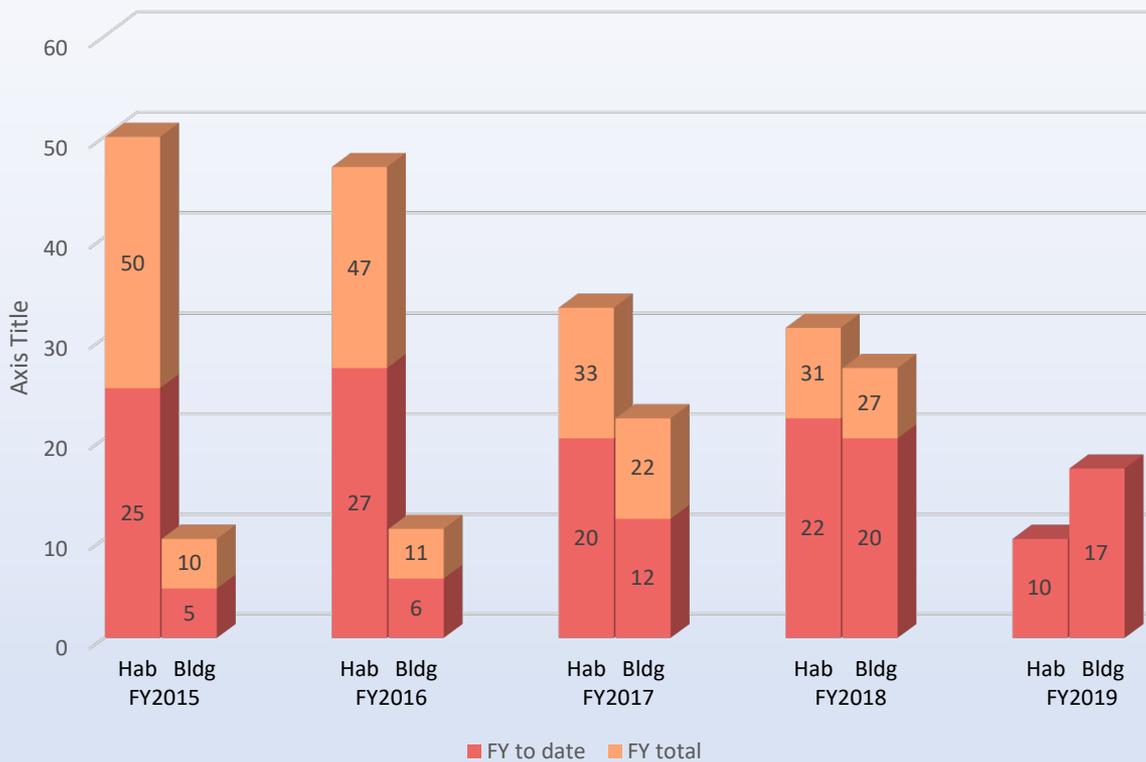




Group A Crimes

October through April

Burglary

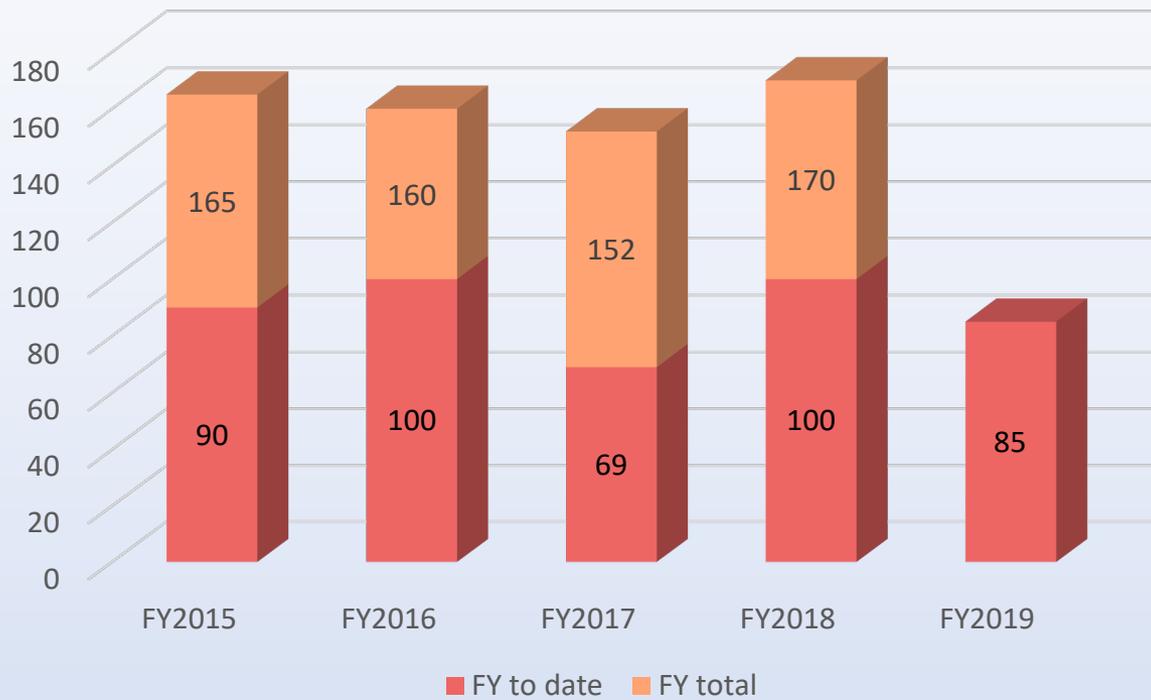




Group A Crimes

October through April

Larceny/Theft

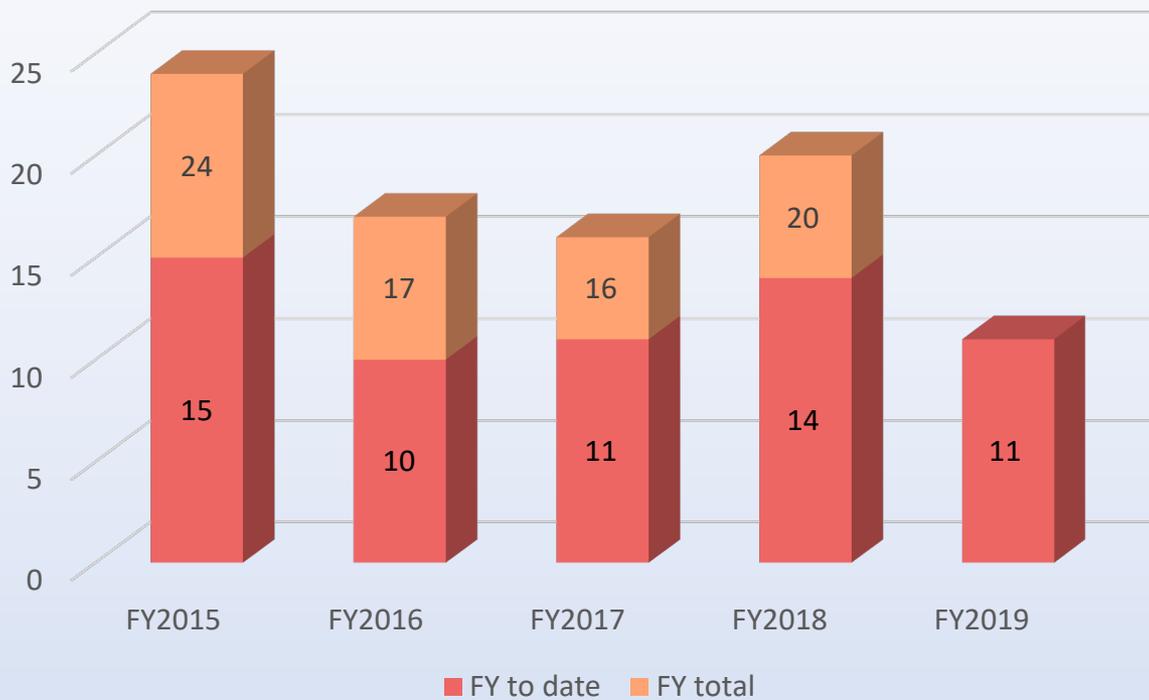




Group A Crimes

October through April

Motor Vehicle Theft

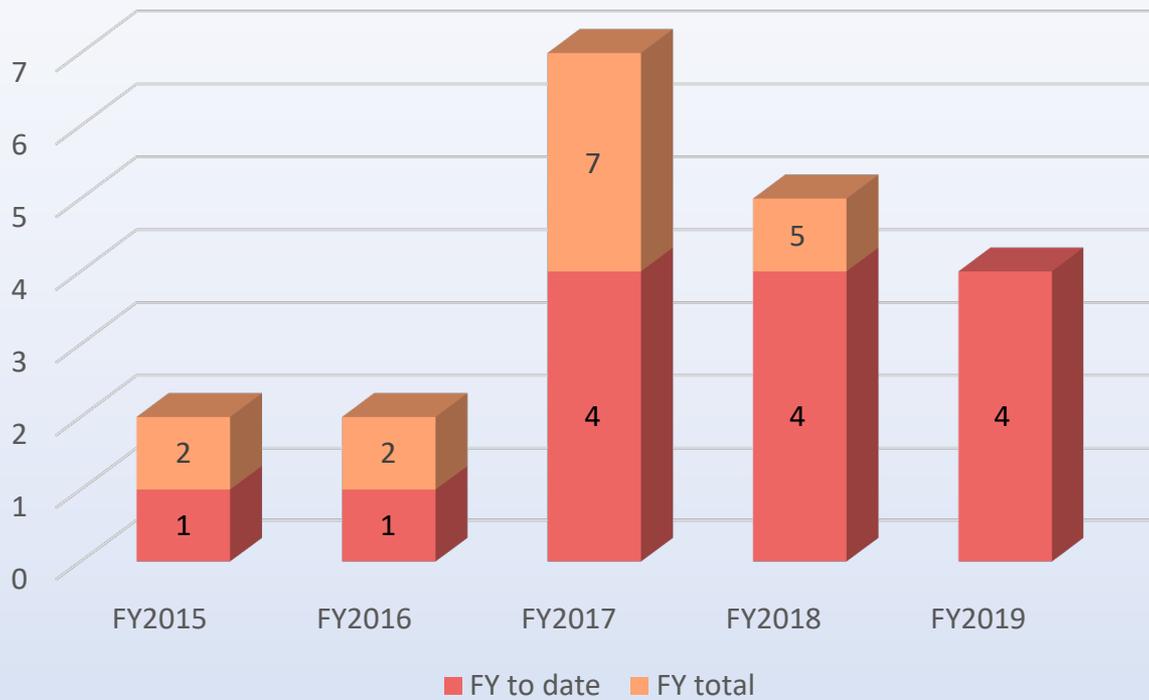




Group A Crimes

October through April

Counterfeiting/Forgery

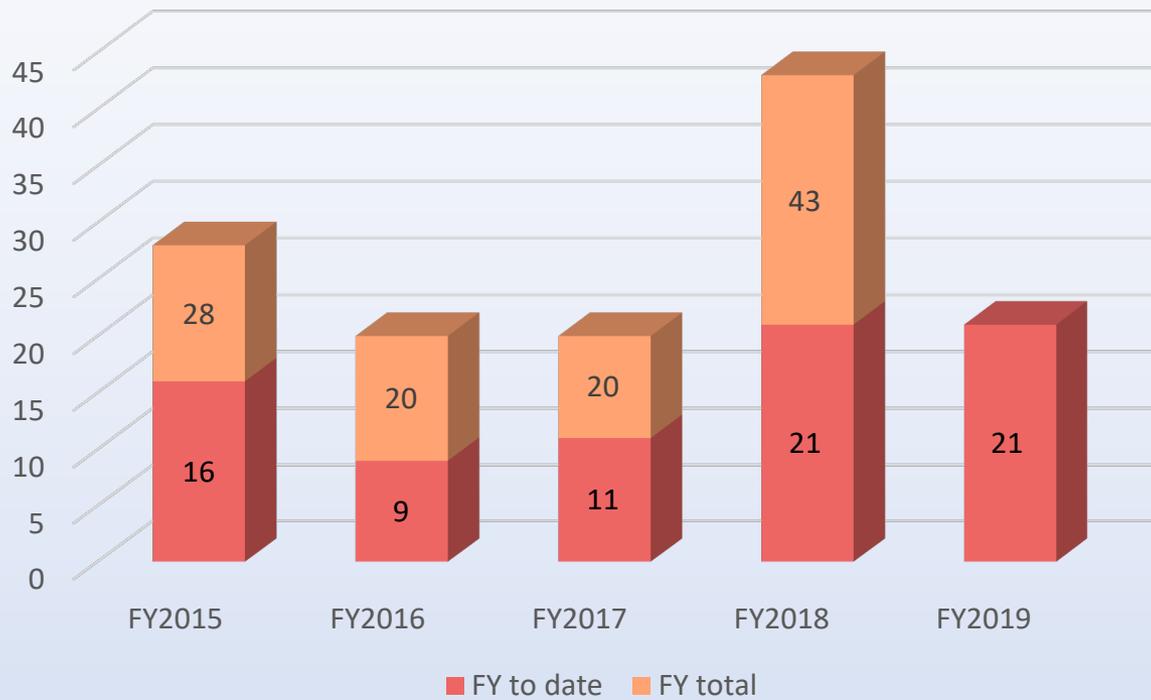




Group A Crimes

October through April

Fraud Offenses





Group A Crimes

October through April

Embezzlement

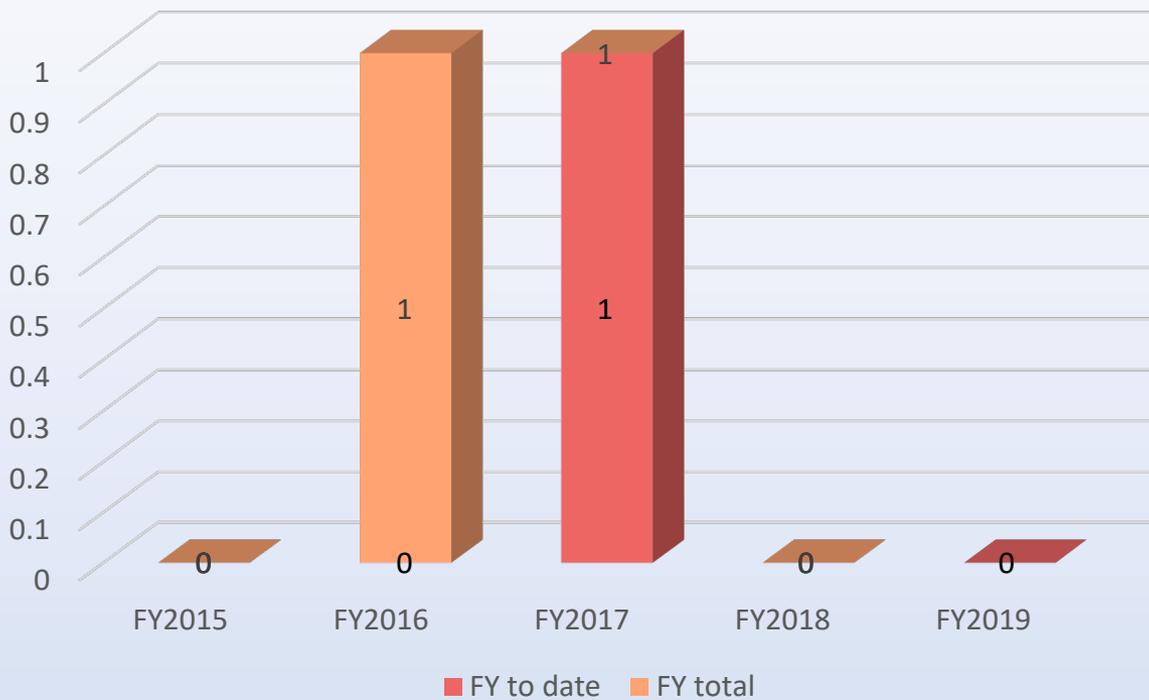




Group A Crimes

October through April

Stolen Property

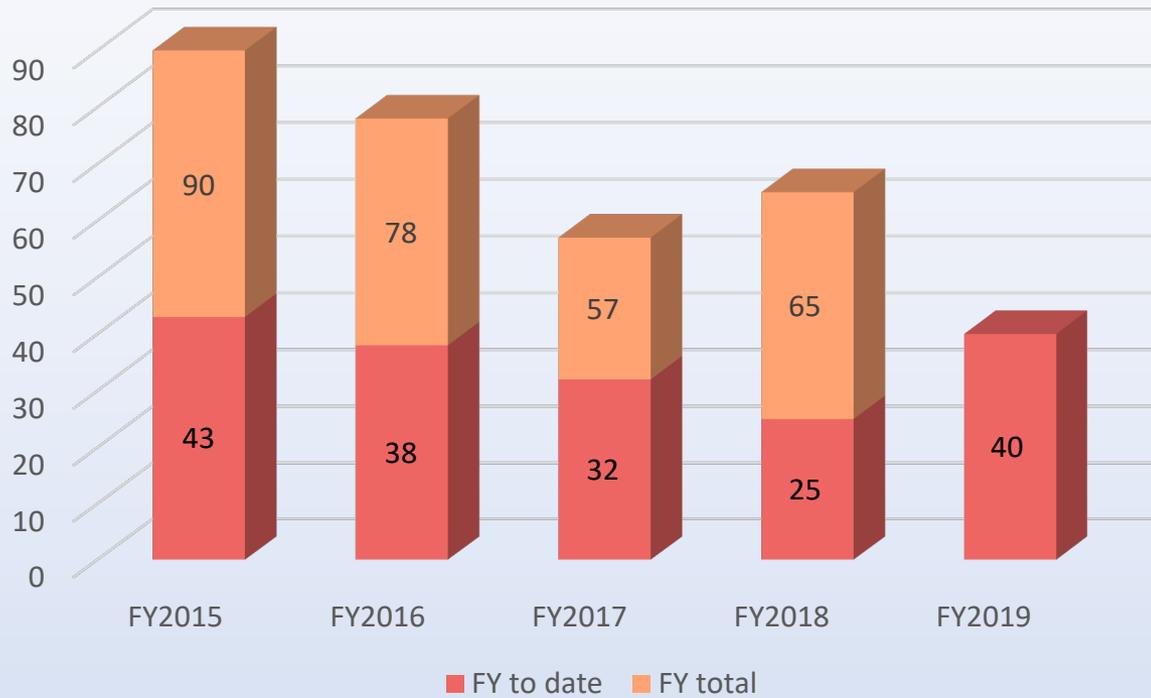




Group A Crimes

October through April

Criminal Mischief

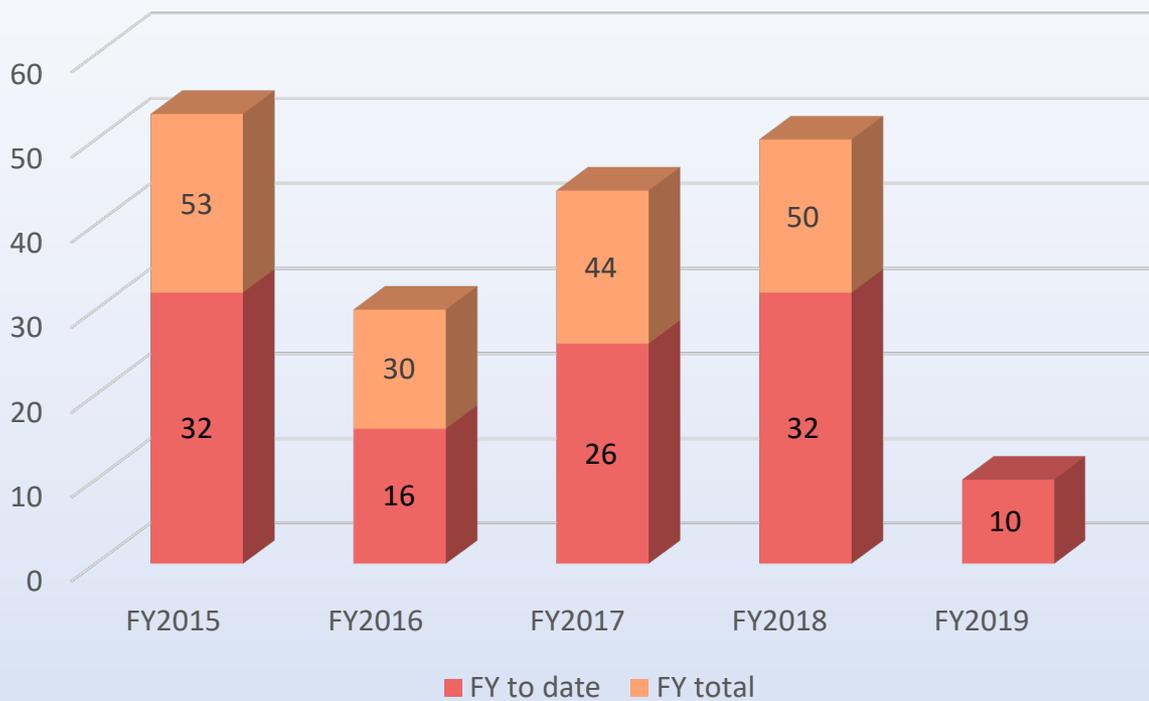




Group A Crimes

October through April

Drug/Narcotic Violations

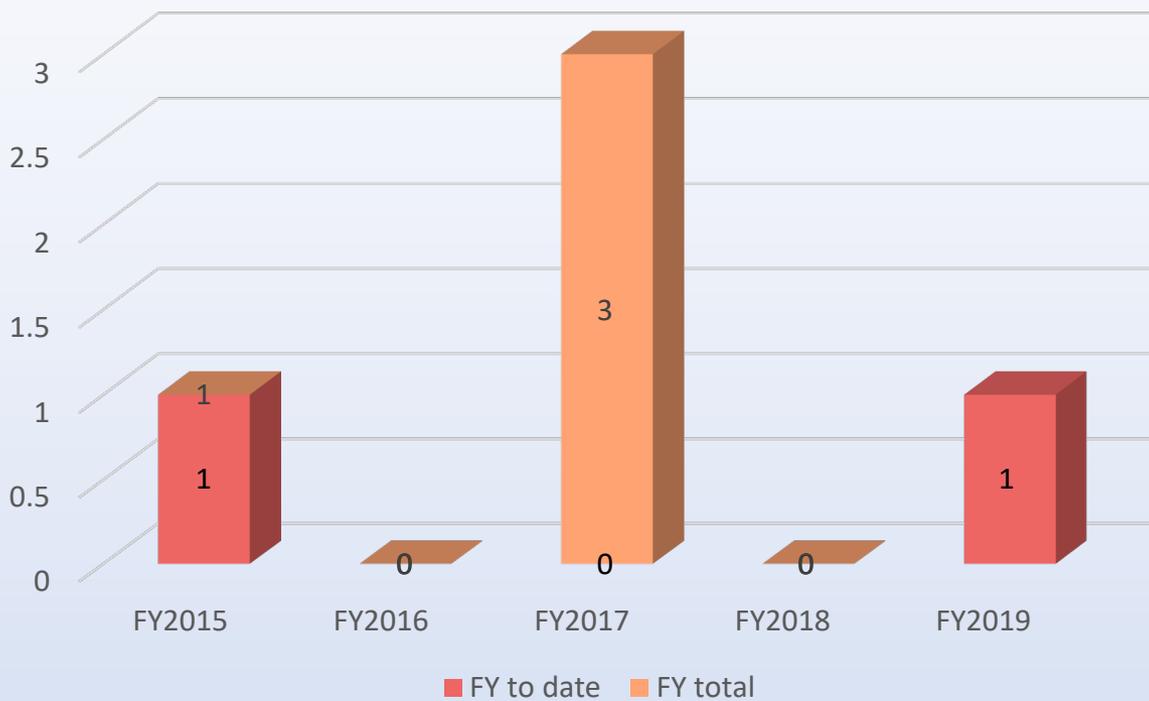




Group A Crimes

October through April

Sex Offenses Non-Forcible

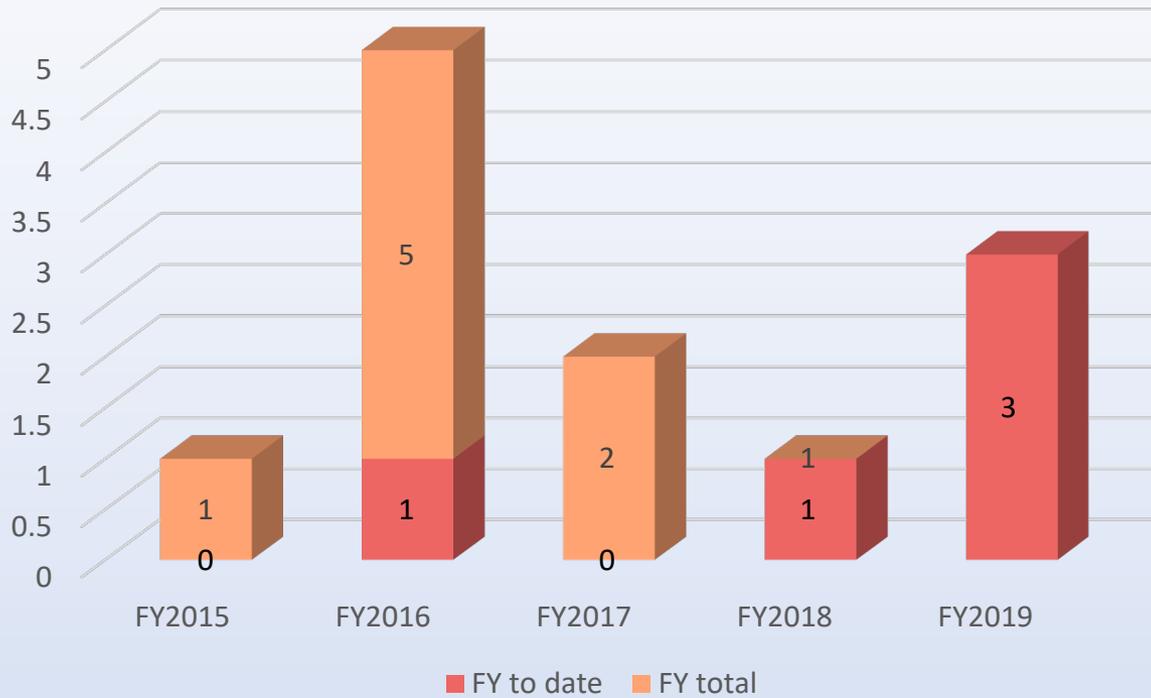




Group A Crimes

October through April

Pornography

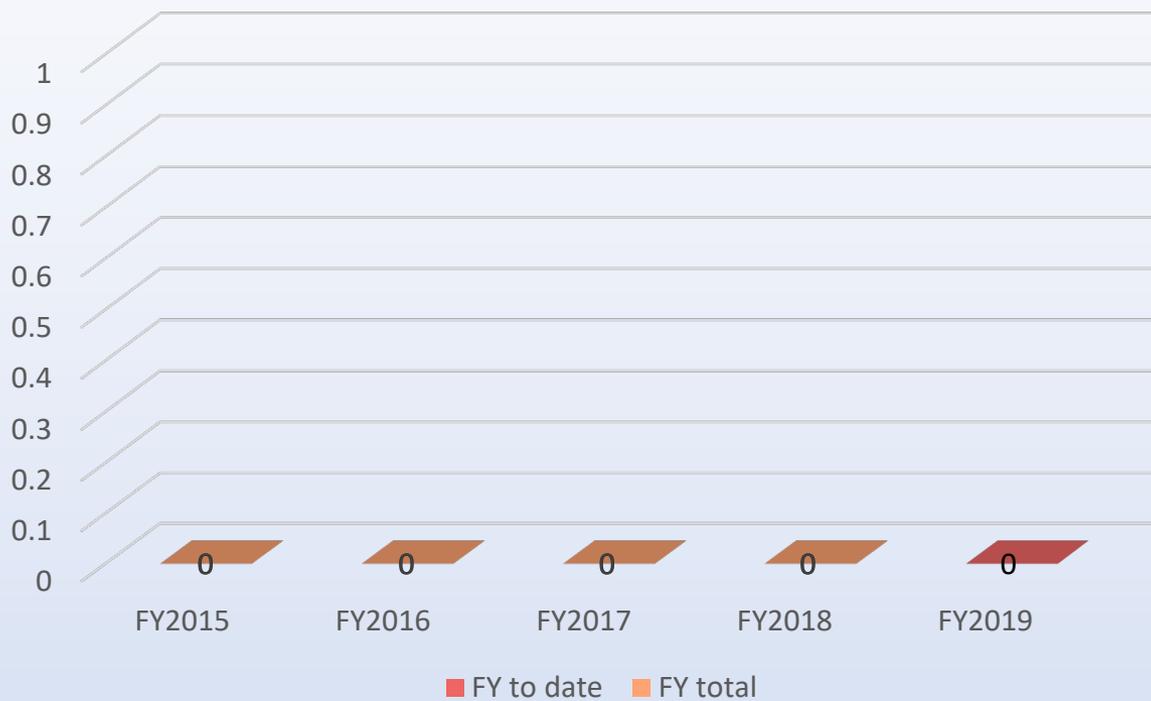




Group A Crimes

October through April

Prostitution

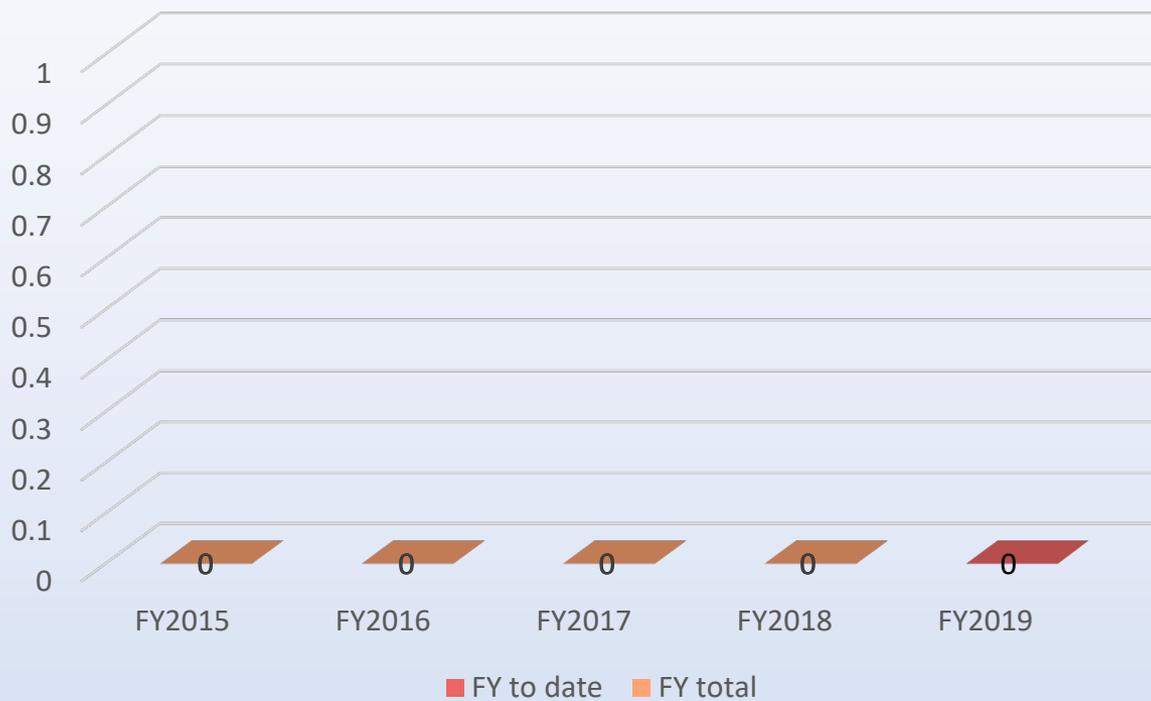




Group A Crimes

October through April

Bribery

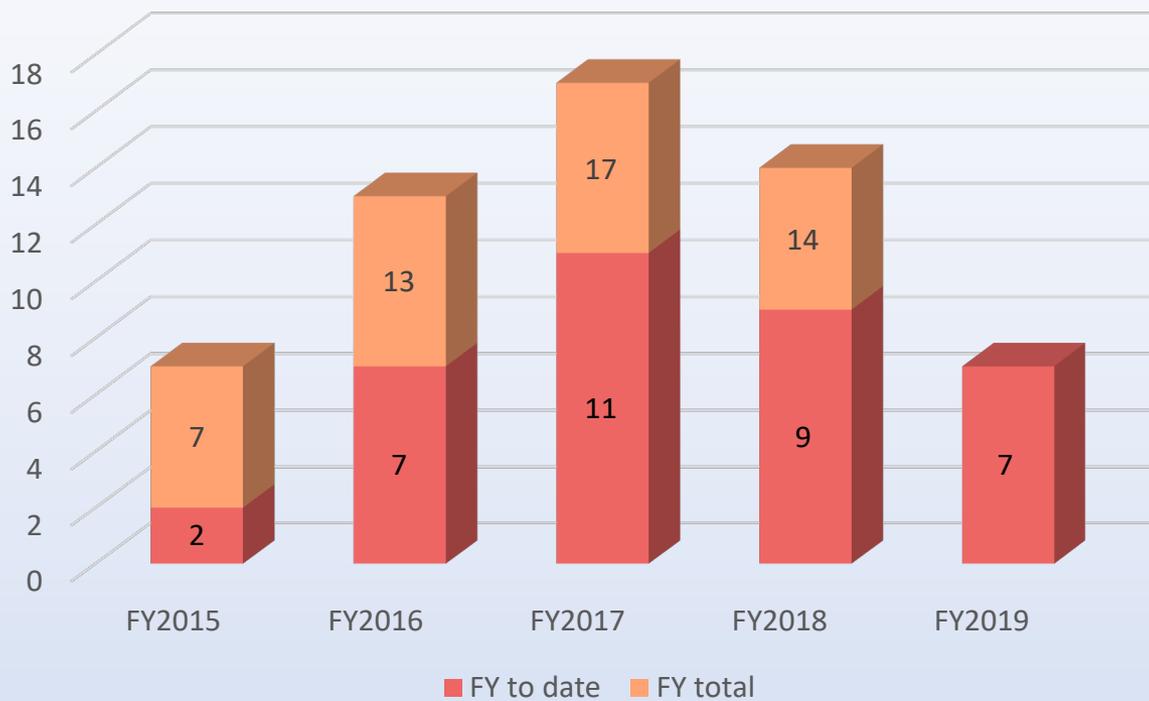




Group A Crimes

October through April

Weapons Offenses

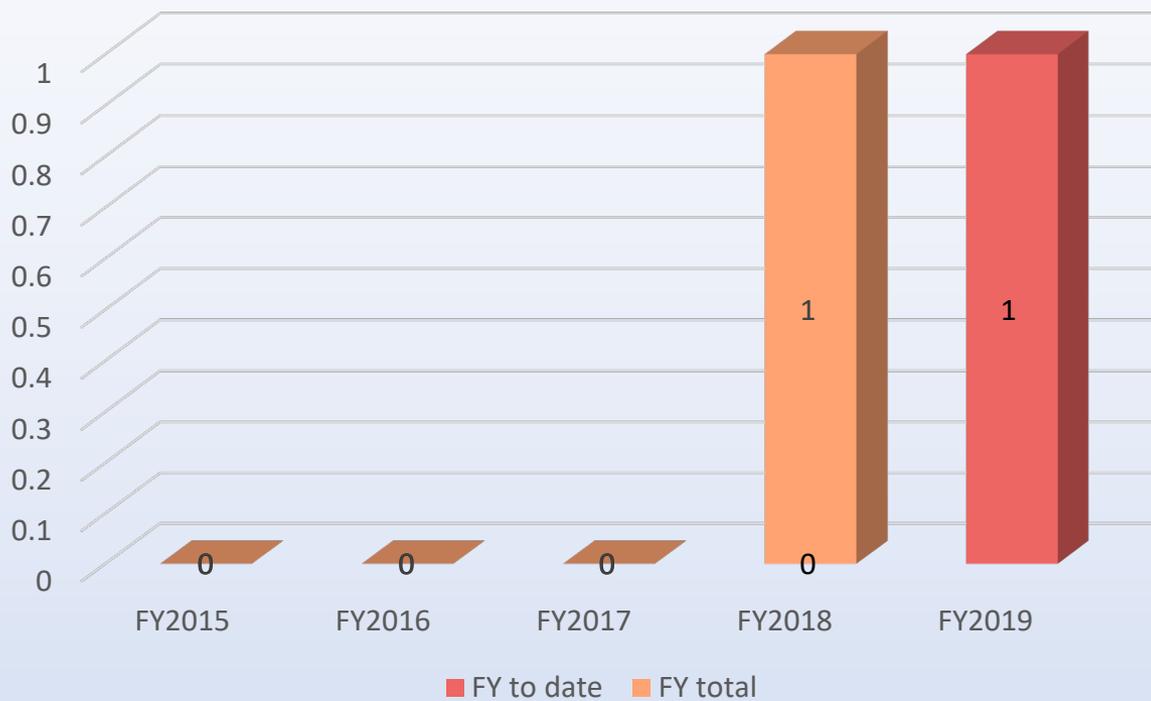




Group A Crimes

October through April

Animal Cruelty



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: April 2020
Officer: M.Salmeron #408

Animal At Large	48
Wildlife Calls	3
Animal Cruelty/Welfare Concern	2
Carcass Removal	13
Animal Registrations	0
Animal Bites	1
Trap Service	2
Live Stock	0
Animals Impounded	5
Field Return to Owner	1
Foster	2
Adoption	5
EU	1
Green Tags	3
Owner Surrenders	0
Court Summons/Citations	0
Special Assignments	2
TOTALS	88