



# City Manager's Update

Week Ending 05-22-20

## CITY MANAGER'S OFFICE

- On Wednesday, May 20, 2020, City Manager Hall met virtually with the Design Build team to discuss the City Center project.
- On Thursday, May 21, 2020, the City Manager's Office met virtually with an insurance broker to discuss broker services and develop potential insurance strategies.
- On Thursday, May 21, 2020, City Manager Hall met virtually with Dallas County officials to discuss the Bear Creek Road Expansion project.
- 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](mailto: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

## UPCOMING MEETINGS

### City Council

June 2, 2020  
7:00 pm

### Planning & Zoning

June 8, 2020  
6:30 pm

These meetings will be conducted via video conferencing.



### 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 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

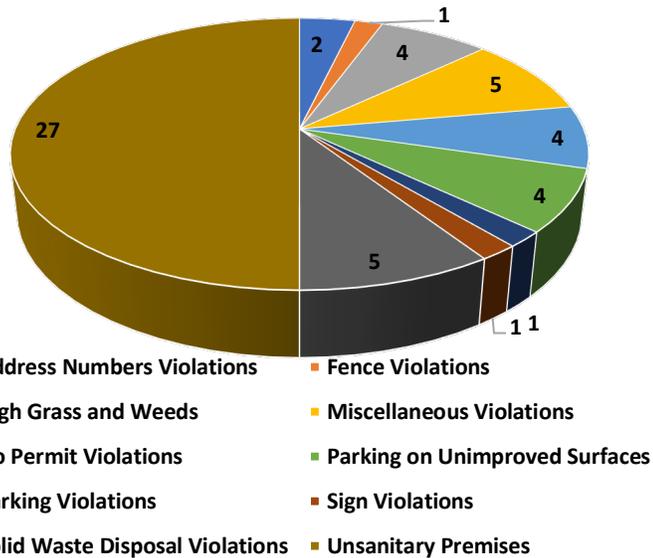
On April 7, 2020, City Council adopted Resolution R-08-20 postponing the May 2, 2020, Special Election to Fill a Vacancy to November 3, 2020. For up to date information regarding the Election, please visit <https://www.glennheightstx.gov/230/Elections-Elecciones>. As additional information is received regarding the November 3, 2020, Election, it will be updated.

### **CODE COMPLIANCE**

TYPE OF CASES	No. of CASES
Address Numbers Violations	2
Fence Violations	1
High Grass and Weeds	4
Miscellaneous Violations	5
No Permit Violations	4
Parking on Unimproved Surfaces	4
Parking Violations	1
Sign Violations	1
Solid Waste Disposal Violations	5
Unsanitary Premises	27
<b>Total</b>	<b>54</b>



### Code Compliance Violations by Type



## COMMUNITY ENGAGEMENT

### “Honks for Hugs” Parade Recap

The “Honks for Hugs” parade successfully traveled through neighborhoods within the City of Glenn Heights on Wednesday, May 13, 2020, and Thursday, May 14, 2020. This event provided an opportunity for Elected Officials, Class of 2020 Seniors, and Community Partners to connect with residents, lift the community spirit and create a sense of togetherness, while maintaining a safe social distance. A recap video of the Dallas County parade is coming soon!

[View event pictures](#)

Key Metrics from the event:

- 1 State Senator participated in the Dallas County parade
- 14 students from DeSoto and Red Oak ISD participated
- 5 Community Groups/Organizations
- 20 people downloaded the Life 360 app to see the parade’s exact location in real-time



♥ 2 people liked your video

**cityofglennheightstx** \*Route Posted\* Dallas County, today is the DAY! The Honks for Hugs Parade is coming to a neighborhood near you! To see where the parade is in real-time, download the Life360 app & join our circle, UDU RTD. Visit [bit.ly/Honks4HugsGH](http://bit.ly/Honks4HugsGH) for the route. #GlennHeightsTX



**ericarenee29**

I must say it was awesome seeing our community come together for this. My 11 year was so excited!! Thank you guys sooo much!! 🍌🍌🍌🍌❤❤❤❤❤

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**cityofglennheightstx**

Thank you for participating!!! We love serving the residents and spreading joy throughout the community!

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## Facebook Live Event

On May 15, 2020, the City presented the sixth installment of the “Chat with the Mayor” series hosted on Facebook Live. This episode, centered around the topic “Business Lessons Learned During the Novel Coronavirus Pandemic,” and featured a conversation between Mayor Pro Tem Sonja A. Brown, Glenn Heights Bakers, Manuel and Kellee Pruitt (Designs By Cake Daddy) and Entrepreneur, Dr. Tamara Johnson (Proverbs Consulting). Each participant shared tips that business and non-business owners can apply within their own life. [View the Chat with the Mayor discussion.](#)

The analytics below show a slight decline in every monitored metric area week over week. This may be attributed to external factors playing a role in this declining trend.

	Total Time	Peak Live Viewers	Three seconds viewed	One minute viewed	Post Engagement (likes, comments, reactions)	Avg. Watch Time
May 15	39:52	31	767	91	62	:35
May 1	01:02:45	38	863	123	81	:41
April 17	45:54	38	983	146	119	:56

Chat with the Mayor is an excellent forum to keep residents informed of the latest updates associated with the Novel Coronavirus.

## Results of May 19, 2020, City Council Meeting Livestreamed Via Facebook

- 20 viewers watched in real-time.
- The watch time from the May 5, 2020, meeting decreased from 2:30 seconds to 1:40 seconds this meeting.

## Senior Center

### Meal Update

The Senior Meal program was expanded one month ago to include breakfast and two additional meals distributed on Thursday and Friday for weekend coverage. Because of these additions, our service population rapidly increased, with staff distributing approximately 90 meals per day. Due to staff capacity, Dallas County has asked us to temporarily suspend the intake of new applicants. Please see staff report below:

### Congregate Meal Program – Dallas County Health & Human Services

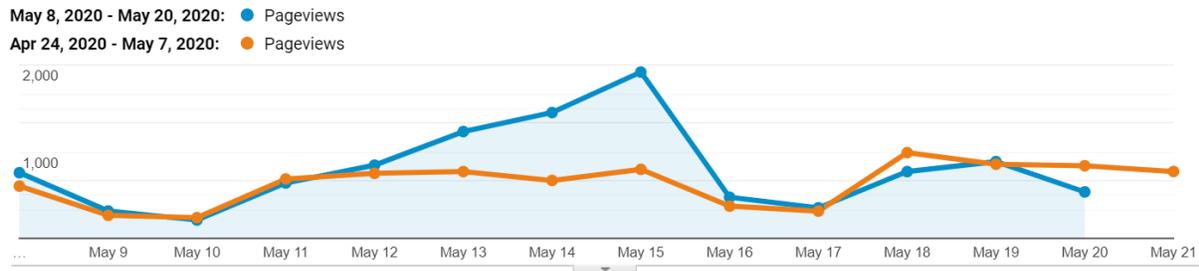
- Grant eligibility guidelines = Age 60 & older
- Grant provides distribution of free hot meals and support services to the Senior Center



Meals Delivered	4/9-4/15	4/16-4/22	4/23-4/29	4/30-5/6	5/7-5/13	5/14-5/20
Thursday	56	67	74	81	82	77
Friday	56	67	74	81	82	79
Monday	57	69	74	81	79	81
Tuesday	59	70	78	81	77	79
Wednesday	61	70	78	82	78	82
Weekly Average	58	69	76	81	80	80
<b>Period Average</b>	<b>65</b>		<b>84</b>		<b>88</b>	

If you know of a Senior resident (60 and older) in need of food assistance, please contact Emily Loreto, Social Services Coordinator, at [Emily.loreto@glennheightstx.gov](mailto:Emily.loreto@glennheightstx.gov). Additional intakes of new applicants will be considered on a need basis that Dallas County will assess.

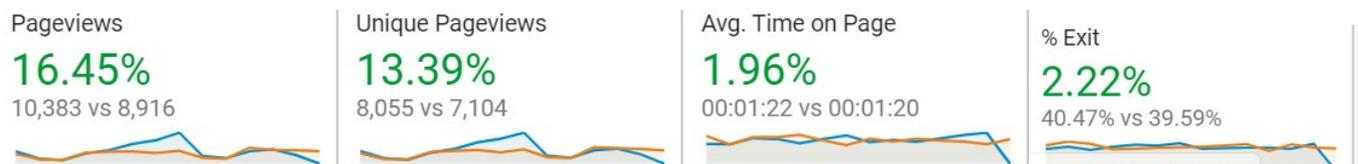
## Website Updates



Pageviews and web traffic increased by 16%, which is a direct result of this reporting period falling within the water billing cycle.

Utility Billing Payments, Honks for Hugs information and the Novel Coronavirus landing page lead webpage visit traffic this period.

For the second reporting period in a row, the average time viewers stayed on pages increased, this time by 1.96%, up from 1.6% two weeks ago. The insights shared below prove that viewers are spending more time reading and reviewing webpage content in comparison to the prior reporting period.



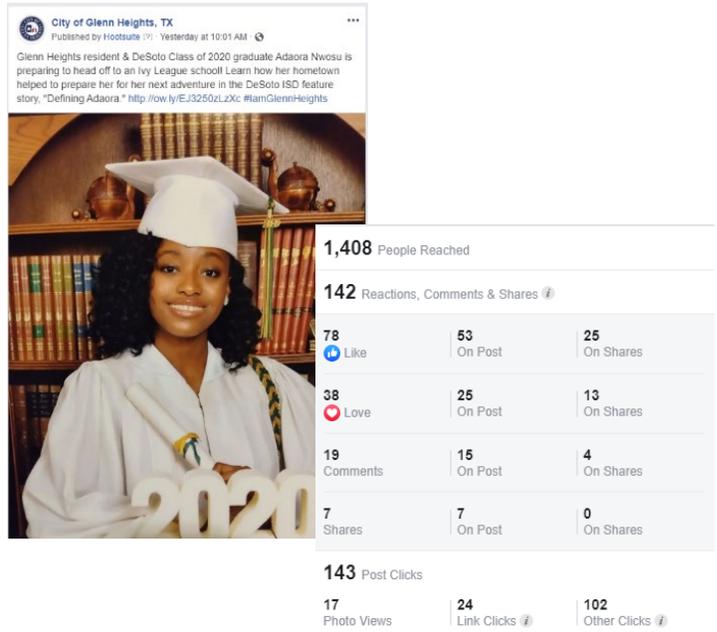
## Social Media Updates

### Facebook

Our business page has acquired 12 new likes during this reporting period.

By liking our page, users are opting in to allow our content to be shown on their feed. The growth in numbers is largely due to consistent messaging around “Honks for Hugs”, providing more engaging content driven by Facebook Live (video) events and staff suggesting likes to viewers.

The Senior Spotlight featuring Adaora Nwosu was our top performing post on all City-owned social media platforms between May 8-May 21.



## FINANCE

The Utility Billing office can be reached at 972-223-1690 extension 120 or 121, Monday through Friday between 8:00 am and 5:00 pm.

While the Utility Billing office is closed to the public, you can pay your water bill by:

1. Leaving a check or money order in the drop box at City Hall.
2. Calling 972-223-1690 extension 120 or 121 during business hours. Or,
3. Navigating to [www.glennheightstx.gov](http://www.glennheightstx.gov) and clicking on the “Pay Your Water Bill” link.

If you need to start new service, please pick up a packet from the box at City Hall labeled “Utility Office Forms.” Once the packet is completed, please place it and a copy of your ID in the drop box at City Hall. You may also email the packet with a copy of your ID to [utbilling@glennheightstx.gov](mailto:utbilling@glennheightstx.gov). You can download the packet from the Utility Billing section of the City’s website ([www.glennheightstx.gov](http://www.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 (PPE) supplies along with making sure City staff is prepared to answer any call for service.

On May 13 & 14, 2020, the Glenn Heights Fire Department participated in the “Honks For Hugs” parade for Dallas and Ellis Counties.

	<b>Glenn Heights Novel Coronavirus Case Report</b>		
	<b>Updated May 16, 2020</b>		
<b>Location</b>	<b>Total Cases</b>	<b>Total Recovered</b>	<b>Total Under Monitoring</b>
<b>Dallas Co</b>	18	16	2
<b>Ellis Co</b>	7	5	2
<b>Overall Totals</b>	<b>25</b>	<b>21</b>	<b>4</b>

## **Municipal Court**

- On Thursday, May 14, 2020, the Municipal Court Judge and the Court Administrator held court via Zoom. This was the first time a court session has been held virtually in the City of Glenn Heights. Defendants provided positive feedback on the process and appreciated the opportunity to adjudicate their cases remotely.



## **PLANNING AND DEVELOPMENT**

A total of twenty-two (22) new single-family construction permits were issued during the reporting period for a total construction value of \$5,095,410.



## **POLICE**

- On Wednesday May 13, 2020, and Thursday May 14, 2020, the Police Department joined the Fire Department in the “Honks for Hugs” parades.
- The Police Department has honored the requests of citizens to drive by and operate their emergency lights and sirens to celebrate various significant events such as birthdays, homecomings, and military duty send-offs.

## **PUBLIC WORKS**

### **Emergency Pothole Repairs**

The City contracted with J & M Paving to perform patching and street repairs at several locations within the Mesa Addition subdivision.





### Water Leak Repair

Public Works staff completed repairs to a waterline leak in the 1600 block of Wavecrest Drive in the Heritage Lakes subdivision.

