



# City Manager's Update

Week Ending 06-05-20

## 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](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

### 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

June 16, 2020  
7:00 pm

### Planning & Zoning

July 13, 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**

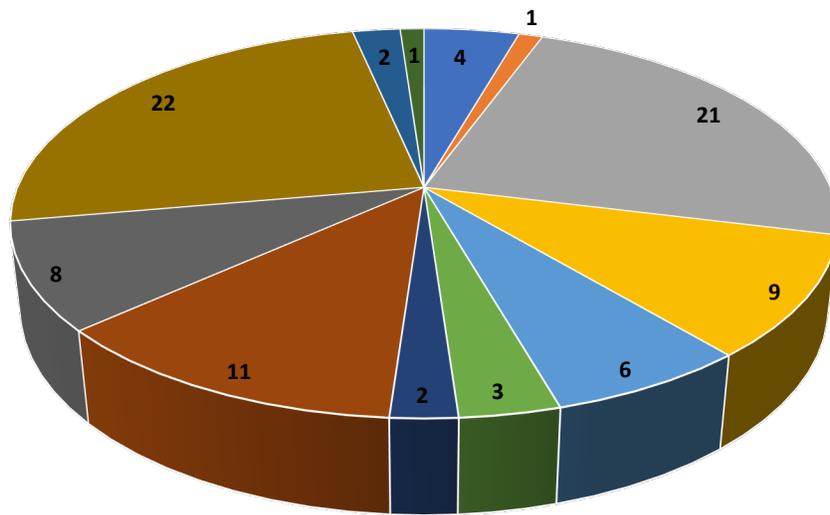
On April 7, 2020, City Council adopted Resolution R-08-20 postponing the May 2, 2020, Special Election to Fill a Vacancy to November 3, 2020. For up to date information regarding the Election, please visit <https://www.glennheightstx.gov/230/Elections-Elecciones>.

## **CODE COMPLIANCE**

TYPE OF CASES	No. of CASES
Address Numbers Violations	4
Certificate of Occupancy	1
High Grass and Weeds	21
Miscellaneous Violations	9
No Permit Violations	6
Parking - Display for Sale or Washing	3
Parking on Unimproved Surfaces	2
Sign Violations	11
Solid Waste - Container Collection	8
Unsanitary Premises	22
Vehicle - Junk/Abandoned	2
Zoning Violation	1
<b>Total</b>	<b>90</b>



### Code Compliance Violations by Type



- Address Numbers Violations
- Certificate of Occupancy
- High Grass and Weeds
- Miscellaneous Violations
- No Permit Violations
- Parking - Display for Sale or Washing
- Parking on Unimproved Surfaces
- Sign Violations
- Solid Waste - Container Collection
- Unsatisfactory Premises
- Vehicle - Junk/Abandoned
- Zoning Violation

## COMMUNITY ENGAGEMENT

### Facebook Live Event

On May 29, 2020, the City presented the seventh installment of the “Chat with the Mayor” series hosted on Facebook Live. Centered around the topic, “Facts vs. Myths: Answering Your Pressing Questions,” this discussion allowed City leaders to debunk myths and amplify truths about City operations, taxes and our response to the Novel Coronavirus Pandemic. Viewers were encouraged to ask questions and they received answers in real-time. [View the Chat with the Mayor discussion.](#)

The average watch time for this period’s event improved from :35 seconds to over 1 minute, which shows that viewers were engaged in the conversation. All other monitored analytics shown below show a slight decline in every other metric area week over week. External factors play a role in this declining trend, as we have seen more businesses open and people return to a more “normal” routine.



	Total Time	Peak Live Viewers	Three seconds viewed	One minute viewed	Post Engagement (likes, comments, reactions)	Avg. Watch Time
May 29	48:06	31	537	90	51	1:11
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 has been an excellent forum to keep residents informed of the latest updates associated with the Novel Coronavirus. This program will be assessed to see if it will continue in the Friday afternoon format.

### **Results of June 2, 2020, City Council Meeting Livestreamed Via Facebook**

- 30 viewers watched in real-time vs. 20 viewers during the May 19 broadcast.
- The watch time decreased from 1:40 seconds (May 19, 2020 meeting) to 1:16 seconds this meeting.

Since we began livestreaming meetings on Facebook, audience engagement and viewership for City Council meetings has increased, because we are meeting people in a forum where they naturally engage.

### **Senior Center**

#### **Meal Update**

Staff distributes approx. 90 meals per day to Senior residents through the Senior Meal program. Staff now serves two meals Monday-Thursday and distributes three meals on Fridays to carry recipients into the weekend. Please see the Meals Delivered table 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

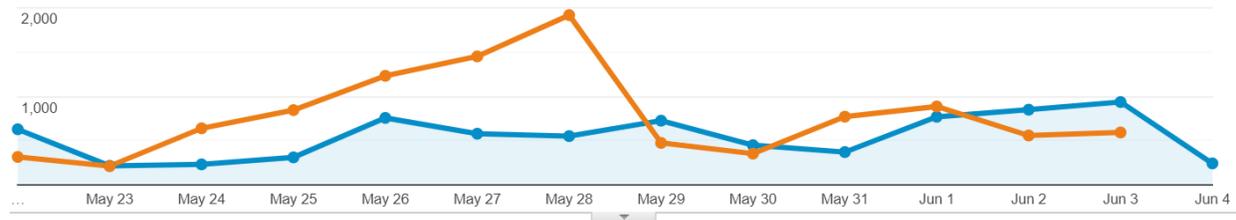


Meals Delivered	5/7-5/13	5/14-5/20	5/21-5/27	5/28-6/3
Thursday	82	77	81	78
Friday	82	79	80	80
Monday	79	81	79	83
Tuesday	77	79	79	80
Wednesday	78	82	80	84
Weekly Average	80	80	80	80
Period Average	88		88	

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 will be considered on a need basis that Dallas County will assess and/or when a space within the current count becomes available.

### Website Updates

May 22, 2020 - Jun 4, 2020: ● Pageviews  
 May 9, 2020 - May 21, 2020: ● Pageviews



During this period, pageviews and web traffic decreased by 23%, from 7,985 to 6,096 unique pageviews. This decline is a direct result of the lack of a major event push (Honks for Hug parade) and this reporting period falling outside of the water billing cycle.

A detailed list of our departments, the Police webpage and the Permits page lead webpage visit traffic this period.

### Social Media Updates

#### Facebook

Our business page has acquired **20 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 “Prayer Vigil for Justice, Reconciliation and Action” was our top performing post on all City-owned social media platforms between May 22-June 4.

1,707 People Reached		
88 Reactions, Comments & Shares		
52 Like	18 On Post	34 On Shares
14 Love	6 On Post	8 On Shares
3 Comments	3 On Post	0 On Shares
19 Shares	19 On Post	0 On Shares
64 Post Clicks		
15 Photo Views	0 Link Clicks	49 Other Clicks

## **FINANCE**

Sanitation rates are going up beginning June 1, 2020. The monthly charge for Sanitation is increasing to \$15.15 per month.

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 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.

On June 3, 2020, the Fire and Police Departments conducted monthly Outdoor Warning Siren tests. All six sirens functioned properly.

<b>May 2020 Fire Department Incident Statistics</b>	
EMS Calls	89
Fire Calls	40
<b>Total Calls</b>	<b>129</b>
Mutual Aid Given	4
Mutual Aid Received	7
Inspections Completed	2

	<b>Glenn Heights Novel Coronavirus Case Report</b>		
	<b>Updated June 3, 2020</b>		
<b>Location</b>	<b>Total Cases</b>	<b>Total Recovered</b>	<b>Total Under Monitoring</b>
<b>Dallas Co</b>	22	18	4
<b>Ellis Co</b>	9	8	1
<b>Overall Totals</b>	<b>31</b>	<b>26</b>	<b>5</b>

**PLANNING AND DEVELOPMENT**

A total of twelve (12) new single-family construction permits were issued during the reporting period for a total construction value of \$3,155,540.





## POLICE

- On Sunday, May 31, 2020, an officer was dispatched to the convenience store located at 1643 South Hampton Road in reference to a burglary alarm. Upon arrival, the officer observed a suspect standing near the shattered glass door of the store. Once the suspect noticed the officer's patrol vehicle, he fled north of the location, however, the officers were able to locate the suspect and take him into custody without incident.
- On Monday, June 1, 2020, Chief Dooley participated in a live webinar with A.J. Ali, author of *L.O.V.E. is the Answer: How You Can Put Principles of Love Into Action to Build a Stronger Police-Community Marriage*. The purpose of the webinar was for law enforcement executives to have an open, supportive discussion about getting through this crisis together and healing together. The webinar called for truth and reconciliation in America.
- On Monday, June 1, 2020, Chief Dooley joined Ellis County Sheriff Chuck Edge on Ellis County Press TV with Rita Cook to discuss the protests occurring across the country. The segment can be viewed [here](#).

## PUBLIC WORKS

### Major Asphalt Repairs

Public Works crews completed asphalt repairs on Mesa Wood Circle in the Mesa Addition Subdivision.



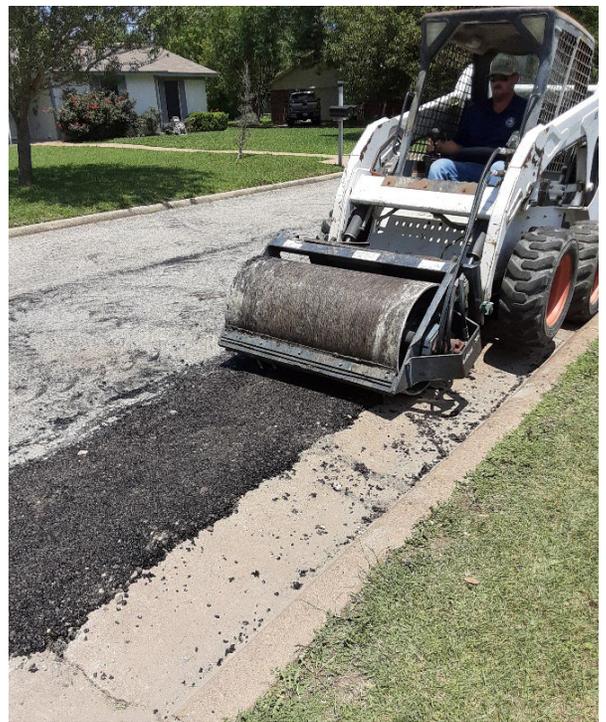


Asphalt repairs were made to a section of Uhl Road near FM 664.





Asphalt repairs were done at Pearly Top and Tingee Top in the Top of The Hill Farms Subdivision.



## Water Leak Repair

Public Works staff completed repairs to a waterline leak on Pebble Brook Drive in the Stone Creek Subdivision.

