



City Manager's Update

Week Ending 10-09-20

CITY MANAGER'S OFFICE

- Construction for the City Center Project has continued. The pad site for the Public Safety facility has been completed and contractors have begun preparing the pad sites for City Hall and the Recreation Center.



- The City upgraded the Oncor street lights to LED luminaires along Bear Creek Road from I-35 West.



CITY SECRETARY

Election Information:

City of Glenn Heights Election – Special Election to Fill a Vacancy
 (Council Member – Place 4)
2020 Joint (Presidential) and General Election

Early Voting: October 13, 2020 – October 30, 2020
 Election Day: November 3, 2020

For all up to date information regarding the Election and polling locations and times, please visit the City's website at <https://www.glennheightstx.gov/230/Elections-Elecciones>.



City Council
 October 20, 2020
 7:30 pm

Planning & Zoning
 October 12, 2020
 6:30 pm

City Council
 November 10, 2020
 7:00 pm

These meetings will be conducted via video conferencing.



City Secretary Access

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

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>

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.

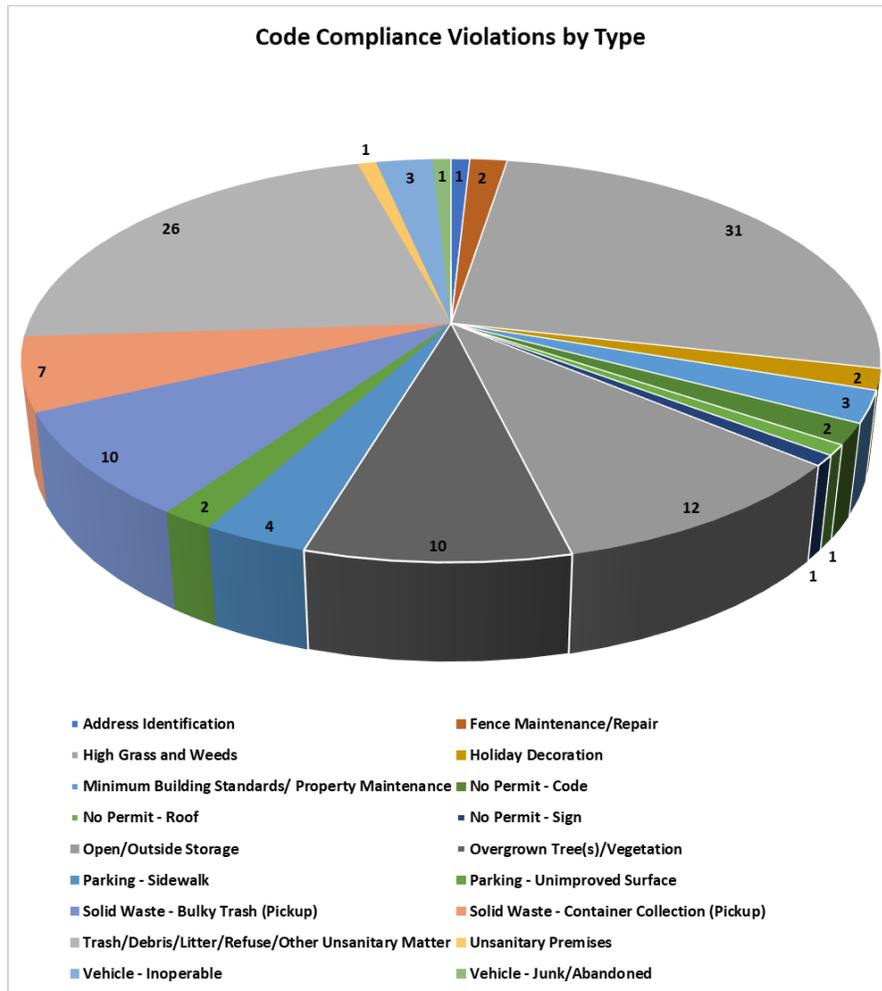
Beginning April 7, 2020 (until further notice), City Council Meetings will be held via video conferencing. To view the Agenda and Agenda Packet, and to learn how to participate via video or telephone conference for Public Comments and Public Hearings, view the Agenda for the current meeting date at: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

To view this Council Meeting live, please use the following link (you are not required to have a Facebook account to access this meeting):
<https://www.facebook.com/CityofGlennHeights>.



CODE COMPLIANCE

TYPE OF CASES	No. of CASES
Address Identification	1
Fence Maintenance/Repair	2
High Grass and Weeds	31
Holiday Decoration	2
Minimum Building Standards/ Property Maintenance	3
No Permit - Code	2
No Permit - Roof	1
No Permit - Sign	1
Open/Outside Storage	12
Overgrown Tree(s)/Vegetation	10
Parking - Sidewalk	4
Parking - Unimproved Surface	2
Solid Waste - Bulky Trash (Pickup)	10
Solid Waste - Container Collection (Pickup)	7
Trash/Debris/Litter/Refuse/Other Unsanitary Matter	26
Unsanitary Premises	1
Vehicle - Inoperable	3
Vehicle - Junk/Abandoned	1
Total	119



COMMUNITY ENGAGEMENT

Social Justice Public Art Community Input launch

On October 6, 2020, the City Council approved option 3, shown to the right, to be painted on our concession stand at Heritage Community Park. This option was unique in that it presented three different images on the various sides of the building. The west side of the building will house a word cloud art mural that will be comprised of names of slain victims of police brutality, names of influential figures within the Black Lives Matter movement and words submitted by the community. The public engagement campaign launched on Thursday, October 8, 2020, and will run on our social media and webpage through Thursday, October 15, 2020. Please share your ideas and feedback regarding the words for the art mural today!

<https://www.surveymonkey.com/r/9MJJ9K5>

Our artist, Mr. Hess, will begin working on the project this weekend. He will start with the east side of the building and will finish the west side after our public engagement opportunity concludes next week.

Call for Veterans in preparation for a Virtual Veterans Day Appreciation video

We value our service members and recognize them annually through our Veteran's Day 5K and Appreciation Ceremony. This year, we will host a virtual Veterans Day Appreciation to recognize & honor our local service members. We plan to film a short video, recognizing the Veterans who have registered their information via our google form. This video will be released to the public via our website and YouTube on Veterans Day, Tuesday, November 10, 2020. On Tuesday of this week we issued a call for names and information for active service members and Veteran recognition. This form will be open through 11:59 p.m., October 30, 2020. Register your service member/Veteran today and learn more about the program here:

<https://www.glenneheightstx.gov/344/Veterans-Day-5K-Fun-Run-Appreciation>.

Senior Center Update and Social Services

Congregate Meal Program

Staff distributes approximately 80 meals per day to Senior residents through the Senior Congregate Meal program. Staff continues to follow procedures Dallas County has established to satisfy reporting expectations for their upcoming fiscal year.



East Side



North Side



West Side



Staff distributes two meals Monday-Thursday and three meals on Fridays to ensure recipients remain food secure through the weekend. Please see the staff report below:

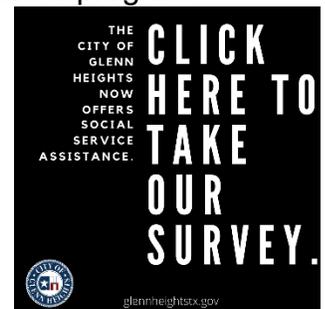
Congregate Meal Program – Dallas County Health & Human Services

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

Meals Delivered	8/31-9/4	9/7-9/11	9/14-9/18	9/21-9/25	9/28-10/2	10/5-10/10
Monday	79	83	80	79	79	80
Tuesday	79	80	80	79	79	80
Wednesday	80	84	79	78	80	80
Thursday	81	78	81	82	80	79
Friday	80	80	79	82	80	80
Weekly Average	80	80	80	80	80	80

Public Launch of Social Services Resources and Survey

The Community Engagement team has worked behind the scenes for months to establish relationships with various social service outlets in order to launch a program that is helpful and thorough for our residents. On Monday, October 5, 2020, we introduced the new [Social Services webpage](#), a [community resource list](#) and [survey](#) to the public. The survey will assist us with learning more about our residents needs, which will then help us to understand where and how we can best assist our neighbors in need. The social services operation will initially serve as an intermediary role, connecting residents to resources provided by the state and counties. As we grow and expand, we plan to offer various trainings and maintain caseloads. In three days, we have collected 5 responses.



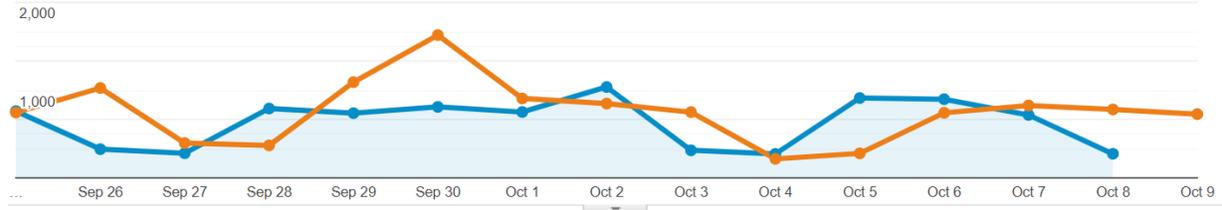
In the past month, we have established a new relationship with the Texas A&M AgriLife Extension Service and will present our new operations on a “Rural Resource” regional Zoom session hosted by them on October 28, 2020. We will provide more details as they are provided to us.



Website Updates

Sep 25, 2020 - Oct 8, 2020: ● Pageviews

Sep 10, 2020 - Sep 24, 2020: ● Pageviews



Our web traffic has declined during this two-week period, as this reporting cycle does not coincide with the water billing cycle, which helps to drive our website engagement.

The Utility Billing page, specifically highlighting the applications for new water service and service agreements and the police department page led the webpage visit traffic during this reporting cycle.

During this reporting cycle, the Elections page saw a 127.6% increase in page views, which was tied directly to voter registration and early voting advertisement run on social media.

The COVID-19 Testing resources page saw the second most increase in web traffic, with 32% more views than the last reporting period.

Social Media Updates

The Community Engagement staff has been working to diversify the messages shared via social media to continuously engage a wide variety of residents and attract new followers to like our page and share our content.

Introduction of the “Resident Spotlight” segment

Residents, Damian & Jamie Johnson, of Marriage is Real, were featured in VoyageDallas. Read about their journey, commitment to helping others have fulfilling marriages & learn more about their Glenn Heights based business on our homepage at glennheightstx.gov! [#GHspotlight](https://twitter.com/GHspotlight)

We will continue to look for residents’ stories that are covered in the marketplace and will solicit for features moving forward.



ECONOMIC DEVELOPMENT

New Businesses Open in Glenn Heights



Glenn Heights welcomes Exclusive Hair & Beauty Supply as the newest small business to open in the City. The business is located at 1308 E. Bear Creek, Suite 180 in the Bear Creek Plaza shopping center. For more information visit them online at: <https://shopexclusivehair.com/>



Kool Kidz Dental is a pediatric dental clinic located at 109 W. Ovilla Rd., Suite 135 in the Abrams Plaza retail center. The business has received a Certificate of Occupancy from the Planning & Development Department and plans to formally open the practice in late October. The Glenn Heights City Council previously approved this project for assistance under the Chapter 380 Economic Development Incentives Program.



CARES Act - Small Business Grants

The application period was extended until October 7, 2020, for local small business to apply for the COVID-19 Business Assistance Program to receive grant funding under the CARES Act. The next round of grant awards will be presented at the October 20, 2020, City Council meeting. For additional information and to apply visit:

[COVID-19 Small Business](#)



FINANCE

The Utility Billing department is implementing a new bill delivery service. We can send customers their bills via e-mail. If you are interested in receiving your bill by e-mail, please call the Utility Billing Office.

The Utility Billing office can be reached at (972)223-1690 ext. 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 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 e-mail the packet with a copy of your ID to utbilling@glennheightstx.gov. You can download the packet from the Utility Billing section of the City's website (www.glennheightstx.gov).

PLANNING AND DEVELOPMENT

Juanita Cervantes joined the City of Glenn Heights staff as the new Permit Coordinator in September, 2020.



A total of (25) new single-family construction permits were issued during the reporting period for a total construction value of \$5,726,450.

POLICE

- As of October 8, 2020, the Glenn Heights Police Department has a pool of 19 applicants certified to test out of 51 applications. Of those, ten are TCOLE certified, 4 in the academy, and five are certifiable by a waiver.
- Officer Davis has returned to McCowan Intermediate School to resume her duties as the School Resource Officer to implement DeSoto ISD's student phasing-in plan.
- Officer Wimberly will be attending the Southern Regional Response Group's Special Reaction Team's selection process to replace a position with a planned vacancy from Glenn Heights PD on October 13-14, 2020.



PUBLIC WORKS

The Public Works Department repaired two service line leaks.

600 block of Azalea



900 block of Grouse

