



City Manager's Update

Week Ending 10-23-20

CITY MANAGER'S OFFICE

Construction for the City Center Project is continuing daily. The City Manager, David Hall, meets with the contractor weekly to ensure the project is moving forward as scheduled.



- Excavation and moisture conditioning of all pad sites is nearly complete. Excavation of the drainage detention pond has begun.
- On Thursday, October 23, 2020, Mr. Hall attended the virtual Meadow Springs HOA Annual meeting.

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

UPCOMING MEETINGS

Planning & Zoning

November 9, 2020
6:30 pm

City Council

November 10, 2020
7:00 pm

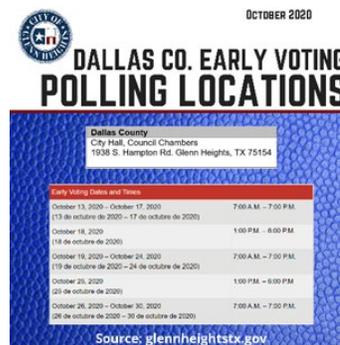
City Council

November 17, 2020
7:00 pm

These meetings will be conducted via video conferencing.



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>.



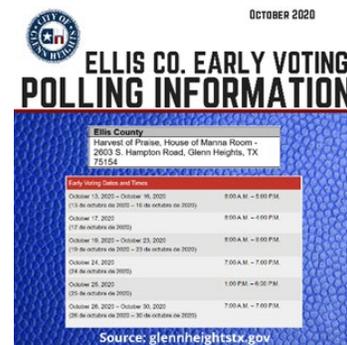
OCTOBER 2020

DALLAS CO. EARLY VOTING POLLING LOCATIONS

Dallas County
City Hall, Council Chambers
1936 S. Hampton Rd. Glenn Heights, TX 75154

Early Voting Dates and Times	
October 13, 2020 - October 17, 2020 (13 de octubre de 2020 - 17 de octubre de 2020)	7:00 A.M. - 7:00 P.M.
October 18, 2020 (18 de octubre de 2020)	1:00 P.M. - 6:00 P.M.
October 19, 2020 - October 21, 2020 (19 de octubre de 2020 - 21 de octubre de 2020)	7:00 A.M. - 7:00 P.M.
October 21, 2020 (21 de octubre de 2020)	1:00 P.M. - 6:00 P.M.
October 26, 2020 - October 30, 2020 (26 de octubre de 2020 - 30 de octubre de 2020)	7:00 A.M. - 7:00 P.M.

Source: glennheightstx.gov



OCTOBER 2020

ELLIS CO. EARLY VOTING POLLING INFORMATION

Ellis County
Harvest of Praise, House of Mirna Room -
2003 S. Hampton Road, Glenn Heights, TX
75154

Early Voting Dates and Times	
October 13, 2020 - October 16, 2020 (13 de octubre de 2020 - 16 de octubre de 2020)	8:00 A.M. - 6:00 P.M.
October 17, 2020 (17 de octubre de 2020)	8:00 A.M. - 6:00 P.M.
October 18, 2020 - October 21, 2020 (18 de octubre de 2020 - 21 de octubre de 2020)	8:00 A.M. - 6:00 P.M.
October 21, 2020 (21 de octubre de 2020)	7:00 A.M. - 7:00 P.M.
October 25, 2020 (25 de octubre de 2020)	1:00 P.M. - 6:30 P.M.
October 26, 2020 - October 30, 2020 (26 de octubre de 2020 - 30 de octubre de 2020)	7:00 A.M. - 7:00 P.M.

Source: glennheightstx.gov

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>.

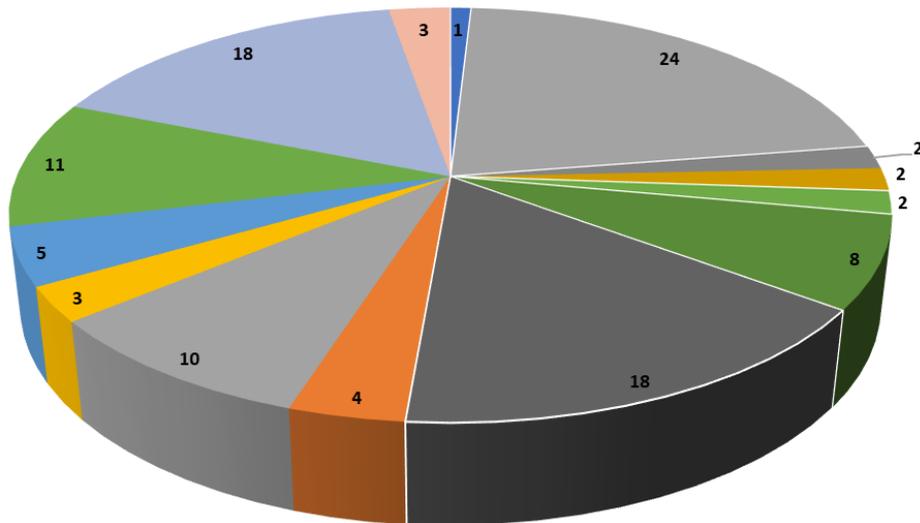
To view this Council Meeting live, please use the following link (you are not required to have a Facebook account to access this meeting): <https://www.facebook.com/CityofGlennHeights>



CODE COMPLIANCE

TYPE OF CASES	No. of CASES
Address Identification	1
High Grass and Weeds	24
Holiday Decoration	2
No Permit - Fence	2
No Permit - Roof	2
Open/Outside Storage	8
Overgrown Tree(s)/Vegetation	18
Parking - Recreational Vehicle/Trailer	4
Parking - Sidewalk	10
Parking - Unimproved Surface	3
Solid Waste - Bulky Trash (Pickup)	5
Solid Waste - Container Collection (Pickup)	11
Trash/Debris/Litter/Refuse/Other Unsanitary Matter	18
Vehicle - Inoperable	3
Total	111

Code Compliance Violations by Type



- Address Identification
- High Grass and Weeds
- Holiday Decoration
- No Permit - Fence
- No Permit - Roof
- Open/Outside Storage
- Overgrown Tree(s)/Vegetation
- Parking - Recreational Vehicle/Trailer
- Parking - Sidewalk
- Parking - Unimproved Surface
- Solid Waste - Bulky Trash (Pickup)
- Solid Waste - Container Collection (Pickup)
- Trash/Debris/Litter/Refuse/Other Unsanitary Matter
- Vehicle - Inoperable



COMMUNITY ENGAGEMENT

Social Justice Public Art Community Input launch

On October 17, 2020, Carl Hess and his team of artists began painting the mural display at Heritage Community Park. For the past two weeks, City residents have been encouraged to share their input on social justice words to be painted in the word cloud on the west side of the building. The photo displayed to the right is the beginning stages of the portrait artistry featuring faces of slain victims in the BLM movement.



Two NEW! Social Services Resources to share with community

The week of October 19, we received notice of two free resources that will greatly assist Glenn Heights residents in need of food and energy payment relief. Lighthouse Resource & Development Center based in Lancaster, TX, services our Glenn Heights residents by providing free access to fresh and shelf-stable food, at no cost to the receiver. Lighthouse Resource can deliver food to those that do not have access to transportation or residents can arrange a time to pick up a meal box from the Lancaster site. Atmos Energy along with Senior Source are providing bill relief for residents ages 50 and older. Requirements must be met to be eligible for the relief program.



Serving Dallas, Lancaster, Clewett, Wilmer, Humble, Glenn Heights, Cedar Hill, and Oak

Need help paying your natural gas bill?

If you are already disconnected or struggling to pay your natural gas bill, funding may be available to cover past due debt, deposits and service charges.

The Senior Source's Elder Financial Safety Center and Atmos Energy are partnering to help those age 50+ with their Atmos Energy bills.

If you are over 50, live in DFW, and need help paying your Atmos Energy gas bill, have your Atmos Energy account number ready and call 214-623-5700, or email: EFSC@TheSeniorSource.org before October 28th for help.

Eligibility Requirements:

- Must be an Atmos Energy Residential Customer and bill must be in applicant's name.
- Must not have received 3 Share the Warmth pledges in the past year.

Act now as funds are limited and are disbursed on a first come, first served basis.



In addition, we introduced the [Social Services webpage](#), a [community resource list](#) and [survey](#) to the public earlier this month and have had the opportunity to assist 10 community members by connecting them to various social relief programs funded through the counties and state. In addition, staff is creating a workforce readiness course to assist those that asked for resumé and interviewing tips, tricks and training.



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

We value our service members and recognize them annually through our Veterans Day 5K and Appreciation Ceremony. This year, we will display a virtual Veterans Day Appreciation video to recognize & honor our local service members. This video will be released to the public via our website and YouTube on Veterans Day, Tuesday, November 10, 2020.



Please encourage your loved ones and neighbors that are current service members or Veterans to register their names for 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.glenneightstx.gov/344/Veterans-Day-5K-Run-Appreciation>.

Part-time Driver for Community Engagement Interviews conducted 10.21-10.22.2020

The Community Engagement team conducted interviews to hire two part-time drivers to deliver the senior congregate meals to Glenn Heights senior residents. Six candidates were selected, interviewed and a decision will be made by Friday, October 23, 2020. We expect to welcome the new drivers to the team next week.

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.

Staff distributes two meals Monday through 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

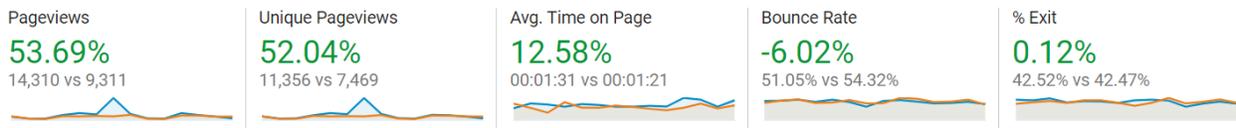
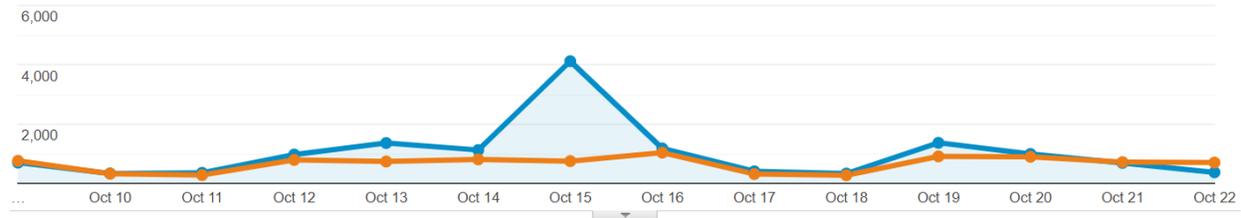
- Grant eligibility guidelines = Age 60 & older
- Grant provides distribution of free hot meals and support services to the Senior Center



Meals Delivered	9/14-9/18	9/21-9/25	9/28-10/2	10/5-10/9	10/12-10/16	10/19-10/23
Monday	80	79	79	80	79	79
Tuesday	80	79	79	80	79	79
Wednesday	79	78	80	80	78	80
Thursday	81	82	80	79	82	80
Friday	79	82	80	80	82	80
Weekly Average	80	80	80	80	80	80

Website Updates

Oct 9, 2020 - Oct 22, 2020: ● Pageviews
 Sep 25, 2020 - Oct 8, 2020: ● Pageviews



Our web traffic significantly grew during this two-week period, which was greatly influenced by the water billing cycle, elections information and civic alerts.

During this reporting cycle, the Elections page saw a 501% increase in page views, which was tied directly to early voting advertisement run on social media.

The civic alerts webpages saw a 100% increase in views over the last reporting period, which shows that the direct push to text/email from the website is driving more web traffic conversion than some of our social media efforts.

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.



ECONOMIC DEVELOPMENT

CARES Act - Small Business Grants

On October 20, 2020, the Glenn Heights City Council approved grant awards to (2) local small businesses. The source of funds provided for the COVID-19 Small Business Assistance Program is part of the City's allocation under the CARES Act Legislation and interlocal agreements with Dallas County and the Texas Division of Emergency Management.

Company:	Grant Award
Mama's Donuts	\$7,500
Bowman's Boutique	\$7,500

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).

If you have been affected by the pandemic and you are behind on your water bill, please contact the Utility Office at (972)223-1690, extension 120 or 121.



PLANNING AND DEVELOPMENT

A total of (6) single family permits were issued during the reporting period with a construction value of \$1,819,595.



POLICE

- Officer Lloyd has completed the Field Training Officer Program and has been released from training to the Patrol Division. His commitment to the program and the Field Training Officers has provided a valuable resource to the community.
- Officer Wimberly has begun the process to become a member of the Regional Special Response Team. He has completed the background and selection process and will attend Basic SWAT school in December, as the next step in the selection process.
- After seventeen years of service to law enforcement, Officer Pritchard has retired. The City and members of the Glenn Heights Police Department wish him well in his future endeavors.
- The Department had twelve eligible applicants participate in the police application exam last week. Of those twelve, eleven passed the exam and were provided Personal History Statements to complete to continue the hiring process.

PUBLIC WORKS

The Water Department repaired several water line leaks and a main break.

2000 block of Water Crest



2200 block of Water Crest



1100 block of Valley View



2000 block of Bentwood

