



City Manager's Update

Week Ending 03/12/2021

WINTER STORM DISASTER

City leadership began planning February 8-11, 2021, in preparation of the severe winter storm. The Emergency Operation Center (EOC) was activated on February 12, 2021. Essential Staff mandated to work this event reported to the EOC on Saturday, February 13, 2021, at 6:00 pm. Public Works crews began sanding streets and staff secured a grading machine to assist in snow removal. For the first time on record, the National Weather Service issued Winter Storm Warnings for all 254 counties in the state of Texas. Never had there been a colder three-day period recorded in the DFW area. February 14-16, 2021, the average temperature was 10.8 degrees farenheight.

City Manager Hall, Deputy City Manager Rogers, Fire Chief Keith Moore, Interim Chief of Police Lucas Benson, along with Public Safety and Public Works staff worked around the clock, spending 6 days and nights at City facilities.

Texas delared a disaster on February 12, 2021, and on February 15, 2021, Mayor Harry A. Garrett signed a Declaration of Local Disaster and State of Emergency for the City of Glenn Heights. President Biden declared that a major disaster existed in the State of Texas on February 20, 2021.

UPCOMING MEETINGS

City Council

March 16, 2020
7:00 pm

City Council

April 6, 2020
7:00 pm

Planning & Zoning

April 12, 2020
6:30 pm

These meetings will be conducted via video conferencing.



CITY MANAGER'S OFFICE

In the News

Channel 8's Demond Fernandez featured Glenn Heights' recovery efforts on Monday's 5:00 pm newscast. Please see the story featuring Deputy City Manager, Michael Rogers, here:

<https://www.wfaa.com/article/weather/water-outages-remain-a-concern-for-many-north-texas-residents/287-69f480d4-40b2-4e27-ad59-2e3a5f8b1c64>

- Construction for the City Center Project is continuing daily. On February 1, 2021, the foundation was placed on the Police Operation and Administrative Office portion of the new Public Safety building. The City Manager, David Hall, meets with the contractor weekly to ensure the project is moving forward as scheduled.



- Construction continued the week of March 8, 2021. The foundation for the apron of the Fire Bays was poured, piers were drilled for the Community Center and the old water storage tank was removed.



CITY SECRETARY

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 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.

Until further notice, City Council Meetings will continue to be held via video conferencing. To view the Agenda and Agenda Packet, and to learn how to participate via video conferencing for Public Comments, view the Agenda for the current meeting date at: <https://glennheightstx.gov/AgendaCenter>.

Also, remember you may always view the City Council Meeting live, as well as archived Meetings, at <https://glennheightstx.gov/229/City-Council-Meeting-Videos> or on Facebook at <https://www.facebook.com/CityofGlennHeights>. You are not required to have a Facebook account to access this meeting.

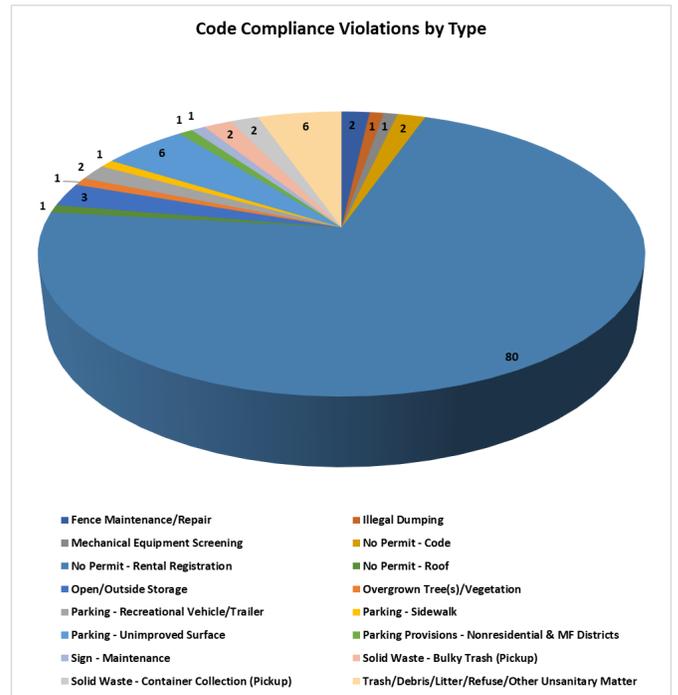
Although City Council Meetings will be streamed live on the City of Glenn Heights’ Facebook page, Council Members are unable to respond to your posted comments and questions, just as if the Council Meeting was being held in person. No City Council action may take place on a matter until such matter has been placed on an Agenda and posted in accordance to the law.



CODE COMPLIANCE

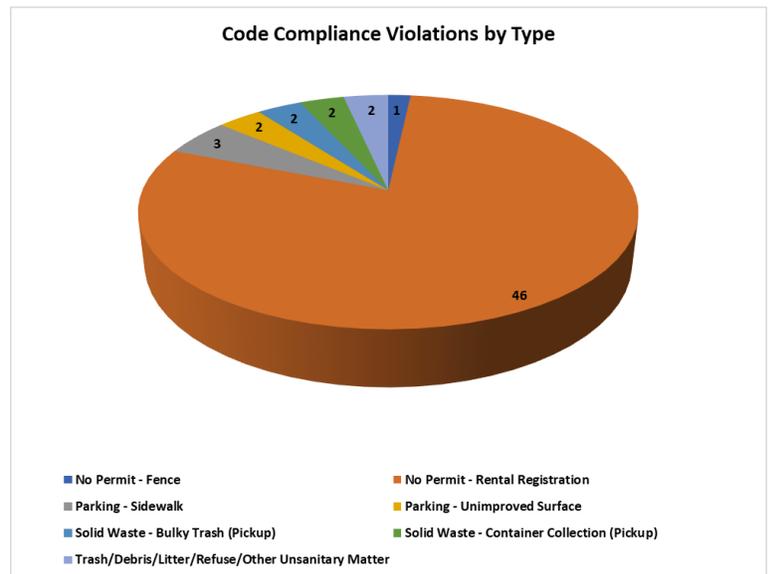
Reporting Period 2/22-26/2021

TYPE OF CASES	No. of CASES
Fence Maintenance/Repair	2
Illegal Dumping	1
Mechanical Equipment Screening	1
No Permit - Code	2
No Permit - Rental Registration	80
No Permit - Roof	1
Open/Outside Storage	3
Overgrown Tree(s)/Vegetation	1
Parking - Recreational Vehicle/Trailer	2
Parking - Sidewalk	1
Parking - Unimproved Surface	6
Parking Provisions - Nonresidential & MF Districts	1
Sign - Maintenance	1
Solid Waste - Bulky Trash (Pickup)	2
Solid Waste - Container Collection (Pickup)	2
Trash/Debris/Litter/Refuse/Other Unsanitary Matter	6
Total	112



Reporting Period 3/1-12/2021

TYPE OF CASES	No. of CASES
No Permit - Fence	1
No Permit - Rental Registration	46
Parking - Sidewalk	3
Parking - Unimproved Surface	2
Solid Waste - Bulky Trash (Pickup)	2
Solid Waste - Container Collection (Pickup)	2
Trash/Debris/Litter/Refuse/Other Unsanitary Matter	2
Total	58



COMMUNITY ENGAGEMENT

Winter Storm Communications Response

Staff began assembling and deploying communications to keep resident's weather aware during last week's winter storm on Friday, February 12, 2021. City owned channels such as the website, social media, paired with the production of original graphics, press releases,



video messaging and emergency alert notifications were used to keep our residents updated in real-time. A total of 308 messages were distributed via City-owned Social Media pages (Facebook, Twitter, Instagram and NextDoor).

Educational Opportunities

The winter storm allowed the prime opportunity for public questions regarding City operations to be answered in an interactive, yet educational way. Staff created and shared a water service diagram and video that provided key explanations for the frozen water lines and additional water issues that impacted citizens during the storm. Please see the video here:

<https://www.glennheightstx.gov/410/Winter-Weather-Advisories>

With the weather warming up, residents are headed outside to grill! During the first week of March, six small grassfires were reported in various neighborhoods throughout the City. Staff issued the adjacent “Grilling Safety Tips” graphic via all City-owned Social Media platforms to educate community members as we work to prevent unintentional fires.

More educational tools and resources are in the works!

“Chat with the Mayor” series is back!

The originally scheduled Black History Month-themed “Chat with the Mayor” was transformed into a Winter Weather Response forum hosted on Wednesday, February 17, 2021, via Facebook Live. Residents were able to ask questions regarding water-related issues experienced during the storm and have other City queries addressed by the Mayor and City Manager Hall.

This was our **Most Viewed Chat with the Mayor to date!**

Total Video Performance

- Total Estimated Reach: 2.6 K
- Post Engagement: 1.5 K
- Peak Live Viewers: 217
- Total Minutes Viewed: 14,647
- Average Video Watch Time: 2:32
- 1-minute Video Views- 840

Water Service Update
February 18, 2021

Q. HAS THE CITY SHUT OFF THE WATER?
A. No, water service to residential and commercial structures has not been turned off. Water has continued to flow through the City's water mains. Both water flow and water pressure to residential/commercial structures have been impacted by frozen service lines.



Grilling Safety

There's nothing like outdoor grilling. It's one of the most popular ways to cook food. But, a grill placed too close to anything that can burn is a fire hazard. They can be very hot, causing burns or injuries. Follow these simple tips and you will be on the way to safe grilling.

SAFETY TIPS

- Propane and charcoal BBQ grills should only be used outdoors.
- The grill should be placed well away from the home, deck railings and out from under eaves and overhanging branches.
- Keep children and pets at least three feet away from the grill area.
- Keep your grill clean by removing grease or fat buildup from the grill and in trays below the grill.
- Never leave your grill unattended.
- Always make sure your gas grill lid is open before lighting.

CHARCOAL GRILLS

- There are several ways to get the charcoal ready to use. Charcoal chimney starters allow you to start the charcoal using newspaper as a fuel.
- If you use a starter fluid, use only charcoal starter fluid. Never add charcoal fluid or any other flammable liquids to the fire.
- Keep charcoal fluid out of the reach of children and away from heat sources.
- There are also electric charcoal starters, which do not use fire. Be sure to use an extension cord for outdoor use.
- When you are finished grilling, let the coals completely cool before disposing in a metal container.

PROpane Grills

- Check the 200-psi rating on the tank. Never use a tank that has a rating below 200 psi. If you have a tank with a rating below 200 psi, it should be replaced.
- Check for leaks. If you smell gas, stop grilling. If you smell gas, stop grilling. If you smell gas, stop grilling. If you smell gas, stop grilling.
- Check for leaks. If you smell gas, stop grilling. If you smell gas, stop grilling. If you smell gas, stop grilling.

FACTS

- Do not use propane indoors.
- Do not use propane in a tent.
- Do not use propane in a garage.
- Do not use propane in a car.
- Do not use propane in a boat.
- Do not use propane in a confined space.

NATIONAL FIRE PROTECTION ASSOCIATION
www.nfpa.org

CHAT WITH THE MAYOR
UPDATED TIME
DUE TO POWER OUTAGE

TOPIC:
WINTER WEATHER RESPONSE
ANSWERING YOUR PRESSING QUESTIONS

WEDNESDAY, FEBRUARY 17, 2021
10:30 A.M.

LIVE FACEBOOK
@CITYOFGLENNHEIGHTS

Questions? GHCE@GlennHeightsTX.gov



This episode was reshared via our social media platforms to give those that missed it the opportunity to view again.

Parks and Recreation Recruitment

We've received 2 applications for the Parks Board. If you know anyone that would like to serve and has an interest in developing programming and planning for the future of our Parks and Recreation facilities, please share that we are recruiting new board members! [Apply Now!](#)



External Communicators Regional Calls- Employee Development

Staff represented the City on the DART External Communicators meeting 3.1.2021. DART is not making any significant changes that will impact the City of Glenn Heights.

Staff represented the City on the North Central Texas Council Of Governance (NCTCOG) Winter Weather Response Public Information Officer Meeting 3.3.2021.

Social Services Update

The City of Glenn Heights stood up one (1) warming station at Harvest of Praise Ministries from Monday, February 15 - Wednesday, February 17, 2021.

- A small number of residents visited the warming station
- Warming station was closed on Wednesday due to a lack of community participation

Community Partnerships

Grace Church in Ovilla

- They serviced Glenn Heights residents from Tuesday, February 16 – Friday, February 19, 2021.
- They also delivered water and hot food to 17 Seniors Citizens.

Ovilla Road Church of the Nazarene

- They opened their doors to provide shelter to residents on Monday, February 15, 2021.



Water Distribution

- Non-Potable water was distributed between Wednesday, February 17 and Sunday, February 21, 2021, to assist residents with plumbing and personal hygiene. A total of approximately 334 vehicles received approximately 15,600 gallons of non-potable water.
- Bottled water distribution began on Sunday, February 21 and ran through Thursday, February 25, 2021. The bottled water was received from County and Regional Emergency Management partners. A total of 21.5 pallets of water were distributed.



Senior Center Congregate Meal Program

The Senior Center Congregate Meal Program distributed 61 pre-packaged meals and a week's worth of shelf stable meals to each Senior in our program the Friday prior to the winter weather to ensure that Seniors had food accessible to them throughout the storm. In addition, staff completed mid-week wellness checks and partnered with Grace Church in Ovilla to distribute warm meals and cases of water to 18 Senior Citizens.

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

Meals Delivered	3/01- 3/05	3/08 – 3/12
Monday	57	56
Tuesday	57	56
Wednesday	58	57
Thursday	58	57
Friday	58	57
Weekly Average	58	57

Staff completed mid-week wellness checks and had a request to remove one couple from the list as they no longer need the daily meal service.

If you are interested or know a senior citizen that would like to join our congregate meals program, please contact Community Engagement staff at lauren.lewis@glennheightstx.gov.



Texas Disaster Impacts Self- Reporting Survey

The Texas Disaster Impacts Self- Reporting Tool is a voluntary form for assessment purposes only. The objective of this survey is to help emergency management officials understand the damage that has been caused in this area and around the state during the recent winter weather. Your participation will help to best understand and assess the total damage in and around our community.

Please submit one survey per impacted address.

Reporting damage to Emergency Management is a voluntary activity, is not a substitute for reporting damage to your insurance agency and does not guarantee disaster relief assistance.

Visit: <https://tdem.texas.gov/warming-center/>



FEMA Individual Assistance Programs

On February 19th, 2021, President Biden approved a Major Disaster Declaration for the State of Texas authorizing FEMA to provide Individual Assistance to 108 counties. Visit our webpage to learn all details on how you can apply for assistance. <https://bit.ly/3aPBIK9>



Social Media

Facebook

Since the state allowed public meetings to be livestreamed via Facebook, we have steadily seen an increase in engagement from residents. The following meetings performed the best within the last two weeks:

	Total Time	Peak Live Viewers	Three seconds viewed	One minute viewed	Post Engagement (likes, comments, reactions)	Avg. Watch Time	
March 8	12:38	16	338	63	9	:40	
March 4	02:10:30	47	638	182	294	6:29	
March 2	02:30:32	45	573	209	232	5:07	



FINANCE

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.

- Video Conferencing
 - WhatsApp: (214) 878-4275
 - Zoom: (972) 799-4807

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.

FIRE

- On January 27, 2021, the Fire Department Interview panel conducted virtual interviews with three applicants for the open Firefighter/Paramedic position.
- On January 28 & 29, 2021, the Fire Department participated in its first annual Health and Cancer screening using Life Scan Wellness.
- On February 3, 2021, Chief Moore, conducted virtual Chief Interviews with three applicants for the open Firefighter/Paramedic position.
- On February 8, 2021, Chief Moore attended the monthly virtual Ellis Dallas Unified Cooperative Team (EDUCT) meeting.
- February 10, 2021 Emergency Management staff began planning for incoming winter weather on a daily basis.



- February 13, 2021 Emergency Operation Center was opened and staff was staged at Glenn Heights Senior Center. The EOC was staffed and operated at full operational level until February 19, 2021.
- EOC operations consisted of maintaining operational response for Public Works, Police Department and Fire Department. Roadway clearing operations were conducted, convoy operations began for responding and returning from all calls for service. City personnel were able to answer every call for service without any delay due to preparations made by each department and EOC staff. EOC staff stayed in contact with County and Regional Emergency Management staff to ensure the City of Glenn Heights received any additional request for resources.
- On Wednesday, March 3, 2021, the Fire Department and Police Department conducted monthly testing of the Outdoor Warning System (Tornado Sirens). All six sirens functioned correctly.
- Sunday, March 7, 2021, the Fire Department responded to a grass fire in the Stone Creek Edition. The cause of the grass fire started from a grill in a backyard and was accidental in nature. The fire damaged several residential fences and burned 9 residential backyards including the backyard where the fire started. Chief Moore worked with Community Engagement to craft messaging that went out on social media on Monday, March 8, 2021, alerting citizens of the dangers of fires being started by grills.
- The Glenn Heights Fire Department staffed 14 personnel between February 13-17, 2021, for the Winter Weather Storm. During that time, the Fire Department conducted the following:



Fire Related Calls	48
EMS Related Calls	37
Water Cut-Offs	58

HUMAN RESOURCES

Please help us welcome Dia Gipson. Dia will serve as the Social Services Coordinator in the Community Engagement Department. Ms. Gipson comes to us with a Bachelor's in General Studies/Behavioral Science and a Master's in Education/Counseling.



PLANNING AND DEVELOPMENT



A total of 9 new single-family construction permits were issued between January 28, 2021 thru February 11, 2021, for a total construction value of \$2,820,555.00. No building permits were issued during the winter storm.



A total of 7 new single-family construction permits were issued between March 1-11, 2021 for a total construction value of \$1,548,445.

On February 8, 2021 and March 8, 2021 virtual meetings of the Planning & Zoning Commission were conducted. Zoning cases recommended for approval by the commission include a Specific Use Permit for Vaquero Ventures to construct a gas station & convenience store to be operated by the 7-Eleven Corporation. This project is proposed as the 1st phase of development for the new retail center at the SW corner of FM 664 & Uhl Road.

Department staff presented (6) candidates for appointment by the City Council to the Zoning Board of Adjustments. The appointed seats for this board are now filled including (1) alternate.

POLICE

- The Glenn Heights Police Department began a new hiring process and had six applicants pass the written exam. These applicants will be moving to the next phase which is the completion of the Personal History Statement and Background Process.
- On January 29, 2021, members of the Glenn Heights Police and Fire Department completed a drive-by birthday parade for KJ who turned seven years old. KJ was also the Honorary Police Chief for the Day for the Glenn Heights Police Department. Happy Birthday KJ!
- On February 3, 2021, Patrol Officers with the Glenn Heights Police Department met with an autistic child and taught him how to use 911. The value of a child knowing how to dial 911 in an emergency provides a tremendous asset to the Glenn Heights Public Safety departments.
- The Glenn Heights Police Department staffed 20 personnel between February 13-17, 2021, for the Winter Weather Storm. During that time, the Police Department conducted the following:

Calls for Service	413
Incident Reports	19
Officer Initiated Activity	153
Water Cut-Offs	83





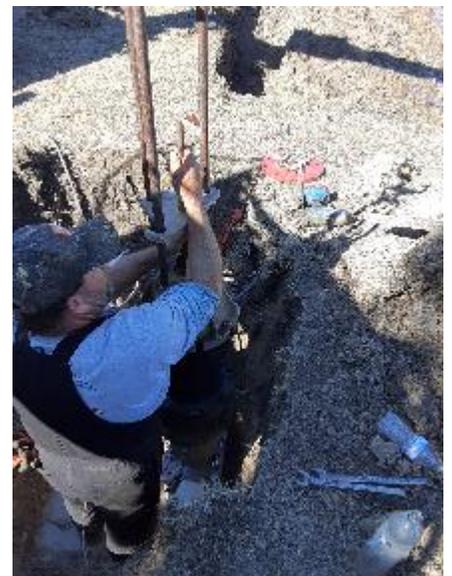
- Officer Luu has completed his field training program and has been assigned to the Patrol Division.

PUBLIC WORKS

- The Glenn Heights Public Works Department staffed 14 personnel between February 13-17, 2021, for the Winter Weather Storm. During that time, the Public Works Department conducted the following:

Leaks on City Side	5
Frozen Pipe Calls	81
Water Cut-Offs	173

February 22, 2021—Installation of an Insta-Valve on S. Hampton to shut down water for a leak at 1823 S. Hampton Rd.



February 22, 2021—Repaired 6" water main leak at 1823 S. Hampton Rd.



February 26, 2021—Pulled and repaired faulty Check Valve on Discharge line for Pump #3 @ North West Pump station.



March 5, 2021—Crew Repaired 1" water service line at 3121 S. Hampton Rd. that was damaged by contractors.



March 8, 2021—Crew patched a Pothole at 1519 S. Hampton Rd.



March 9, 2021—Crew Repaired 2" water main leak across from 1021 W. Bear Creek Rd.

