



City Manager's Update

Week Ending 04/09/2021

CITY NEWS

- On March 16, 2021, the Glenn Heights City Council approved a Specific Use Permit for Vaquero Ventures to develop a Convenience Store and Fuel Station as the first phase of a retail development site at the intersection of Uhl Rd. and Ovilla Rd. (FM 664). The convenience store and fuel station will be owned and operated by the 7-Eleven Corporation. Future development phases proposed on the 5-acre site include a restaurant pad site and retail office plaza.
- On April 6, 2021, the Glenn Heights City Council established and approved a Winter Storm Relief Program granting relief on water utility bills for water/wastewater usage. This program will take the difference between the January billing cycle and the February billing cycle and issue a credit.
- On April 6, 2021, the Glenn Heights City Council unanimously approved an amendment to the zoning ordinance for a planned development located near the DART Park & Ride facility on Bear Creek Rd. This mixed-use multi-family and retail development proposed by Haxchie Properties, LLC will feature market rate apartments and 20,000 square feet of commercial retail space. As a transit-oriented development, this project represents a capital investment of more than \$50 million and the first mixed-use development in the City of Glenn Heights.

UPCOMING MEETINGS

Planning & Zoning

April 12, 2021
6:30 pm

Special Called City Council

April 13, 2021
7:00 pm

City Council

April 20, 2021
7:00 pm

These meetings will be conducted via video conferencing.

CITY MANAGER'S OFFICE

- On March 16, 2021, the City Manager's Office met with Linebarger Goggan Blair and Sampson, LLP to discuss the Tax Roll Analysis process.
- On March 18, 2021, City Manager Hall met virtually with a representative with the Beaver Creek HOA to discuss some concerns.
- On March 24, 2021, the City Manager's Office attended a virtual webinar presented by ICMA. Topic: To the Rescue: How the American Rescue Act of 2021 Can Help Your Locality Recover & Rebuild



- On March 25, 2021, City Manager Hall, as well as, several members of City Council attended the virtual Best Southwest R.E.D. Summit. The discussion focused on Banking/Community Investment, Housing, Transportation and Employer Updates.
- On March 29, 2021, City Manager Hall met virtually with Palladium USA to discuss possible future development.
- Construction for the City Center Project is continuing daily. The City Manager, meets with the contractor weekly to ensure the project is moving forward as scheduled. On Friday, April 8, 2021, concrete was poured for the sub-terrain gymnasium and steel arrived for the Public Safety Building.



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.

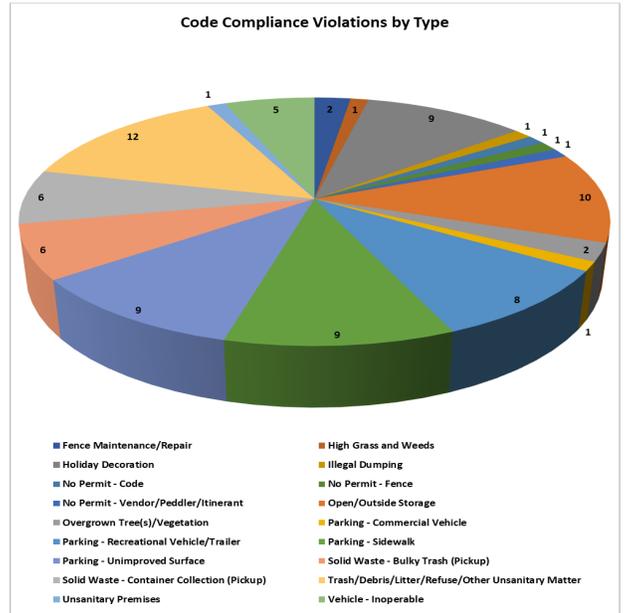
Although City Council Meetings will be streamed live on the City of Glenn Heights' Facebook page, Council Members are unable to respond to your posted comments and questions, just as if the Council Meeting was being held in person. No City Council action may take place on a matter until such matter has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



CODE COMPLIANCE

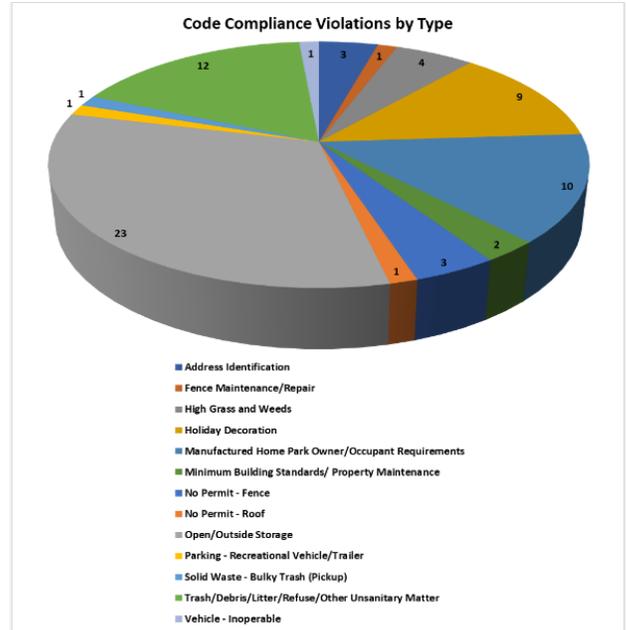
Reporting Period 3/4-24/2021

TYPE OF CASES	No. of CASES
Fence Maintenance/Repair	2
High Grass and Weeds	1
Holiday Decoration	9
Illegal Dumping	1
No Permit - Code	1
No Permit - Fence	1
No Permit - Vendor/Peddler/Itinerant	1
Open/Outside Storage	10
Overgrown Tree(s)/Vegetation	2
Parking - Commercial Vehicle	1
Parking - Recreational Vehicle/Trailer	8
Parking - Sidewalk	9
Parking - Unimproved Surface	9
Solid Waste - Bulky Trash (Pickup)	6
Solid Waste - Container Collection (Pickup)	6
Trash/Debris/Litter/Refuse/Other Unsanitary Matter	12
Unsanitary Premises	1
Vehicle - Inoperable	5
Total	85



Reporting Period 3/25-4/7/2021

TYPE OF CASES	No. of CASES
Address Identification	3
Fence Maintenance/Repair	1
High Grass and Weeds	4
Holiday Decoration	9
Manufactured Home Park Owner/Occupant Requirements	10
Minimum Building Standards/ Property Maintenance	2
No Permit - Fence	3
No Permit - Roof	1
Open/Outside Storage	23
Parking - Recreational Vehicle/Trailer	1
Solid Waste - Bulky Trash (Pickup)	1
Trash/Debris/Litter/Refuse/Other Unsanitary Matter	12
Vehicle - Inoperable	1
Total	71



COMMUNITY ENGAGEMENT

Face Masks Donation

State Representative Carl Sherman (TX-109) office donated upwards of 2,000 face masks to the City of Glenn Heights. As we prepare to re-open our buildings to the public, the masks will help to protect our residents, visitors, and staff for months to come as we continue to



pivot through the pandemic. We have already distributed 1,000 masks to participants in our Senior Congregate Meals Program and have allocated a set number to assist public safety operations.

Educational Opportunity

As staff looks for more opportunities to partner and educate the community, Community Engagement staff worked alongside Code Compliance to produce an educational tool to help residents remain in compliance with their trash and recycling! Please see the graphics here. As a reminder, trash, recycling and bulk pick up occurs every Wednesday. Learn more about Code Compliance:

<https://www.glennheightstx.gov/157/Code-Compliance>



Staff issued these graphics via all City-owned Social media platforms on Tuesday, March 16 and will continue to run these tools throughout the Spring.

Community Engagement updated and reissued the water conservation graphic and messaging, which runs annually from April 1- October 1. Throughout this time, we will encourage residents by offering various tips, recommendations, and videos on how to conserve water throughout the drought period. Learn more about Water Conservation here: <https://www.glennheightstx.gov/181/Public-Works-Infrastructure>

More educational tools and resources are in the works!

New Webpage Updates

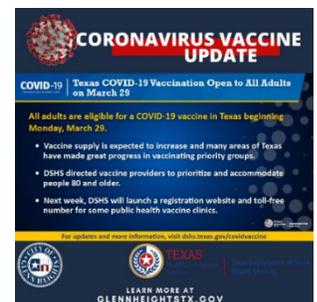
Community Event Opportunities

The City continues to support community partner events and activations by sharing resources and advertisements on social media. This upcoming Saturday, April 10, 2021, Dar-Al-Arqam will host their quarterly Food Drive and Community Health Fair. Both events are open to the public and will be hosted on their parking lot at 2001 S. Hampton Rd. Learn more here: <https://www.glennheightstx.gov/290/Events>



Covid-19 Vaccination Opportunity

On March 29, all adults became eligible to receive a COVID-19 vaccination. Learn more here: <https://www.glennheightstx.gov/419/COVID-19-Vaccination-Information>



Traffic Calming Webpage

Community groups and HOAs are looking for solutions to **reduce speeding within neighborhoods**. These measures will ensure



safety for both pedestrians and drivers. If you are interested in learning more about traffic calming solutions in your neighborhood, please visit: <https://www.glennheightstx.gov/413/Traffic-Calming>

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!](#)



Government Social Media Conference

Community Engagement Administrator, Lauren Lewis, virtually attended the Government Social Media Conference (GSMCon) on March 24, 2021. GSMCon is the first government sector focused social media conference. Invaluable insights, tools and resources were shared and staff can’t wait to implement some of the key learnings into our communications and marketing efforts.

Social Services Update

Senior Center Congregate Meal Program

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

Meals Delivered	3/08 - 3/12	3/15 – 3/19	3/22 – 3/26	3/29 – 4/2	4/5-4/9
Monday	56	52	54	51	53
Tuesday	56	53	50	46	51
Wednesday	57	53	54	50	56
Thursday	57	56	54	47	54
Friday	57	56	56	50	56
Weekly Average	57	54	54	50	54

Staff completed mid-week wellness checks and had a request to add one couple to the congregate meals program list. Staff is creating SOP’s and cross-training on how to accurately complete necessary programming documentation and reporting.

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.



Senior Congregate Meals Program Vaccination Opportunity for Homebound Residents

Our Glenn Heights Senior Congregate Meals (GHSCM) participants are now eligible to receive the COVID-19 vaccine in the privacy of their own homes. For more information, please reach out to Dia Gipson via email at dia.gipson@glennheightstx.gov.

The Glenn Heights Senior Center is recertified as a Texas Department of Health and Human Services partner for 2021.

Each year, our site must maintain the proper certifications to remain in compliance and be listed as a partner site through the State's website.

Also, we are producing messaging to encourage residents to apply for SNAP benefits if they are eligible. The State is giving the maximum allotment through the end of March. To learn more, please contact the Social Services Coordinator, Dia Gipson, at 972.515.9701.

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 19, 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>



FINANCE

Water Utility Bills were delayed to allow time for City Council to discuss possible allowances to be made due to the Winter Storm. On April 6, 2021, the City Council approved the Winter Storm Relief Program. Water Utility Bills will be sent out on April 13, 2021, and the due date will be adjusted the standard 15 days, and due April 28, 2021.



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).

The Utility Office staff can be reached at the following numbers:

Carrie Whitfill 214-878-4275 – Video calling available using WhatsApp
Emily Loretto 972-799-4807 – Video calling available using Zoom

We are pleased to announce the addition of a third contact number for the Utility Office staff:

Portia Hawkins 972-515-9768 – Video calling coming soon!!

FIRE

- On Wednesday, March 24, 2021, Chief Moore attended a virtual Region 1 TDEM meeting related to the 2021 February Winter Weather disaster.

Call Statistics for March 2021	
Fire	36
EMS	100
Mutual Aid Given	7
Mutual Aid Received	5



HUMAN RESOURCES

Please help us welcome Alizah Mendoza. Alizah will serve as a Part-Time Driver in the Community Engagement Department. Ms. Mendoza comes to us with a Bachelor's in Psychology from Louisiana State University-Shreveport.



Please welcome back Richard Alaniz. Richard previously worked with the City of Glenn Heights and had a desire to return. Mr. Alaniz will serve as a Utility Worker III and has over 6 year's experience as a Utility Worker.



PLANNING AND DEVELOPMENT

A total of (31) new single-family construction permits were issued during the reporting period for a total construction value of \$7,686,635.

POLICE

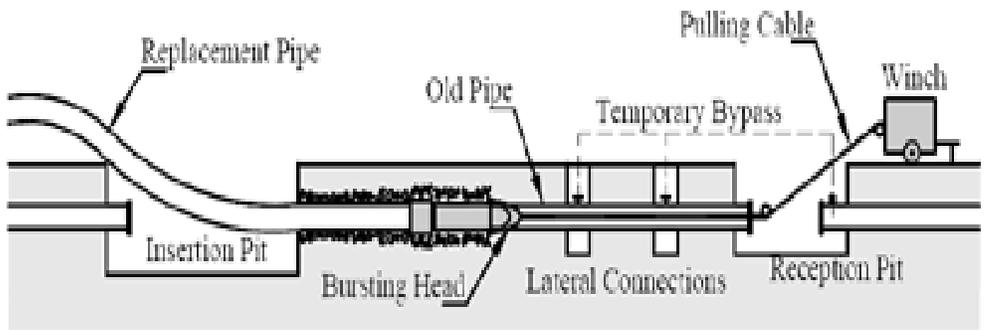
- Officer Ross has successfully completed his Field Training program and has moved to the night shift as a patrol officer.
- The Glenn Heights Police Department is accepting applications for police officer until April 21, 2021. Testing will be conducted on April 24th and May 1st.
- On April 1, 2021, members of the Glenn Heights Police Department honored a moment of silence, along with officers across the state, to honor DPS Trooper Chad Walker who died in the line of duty.

PUBLIC WORKS

Mesa Water Distribution Project

The construction project for the replacement of approximately 15,000 linear feet of 6" and 8" residential water main in the MESA Subdivision has been awarded to Douglass Daley Construction of Ferris, TX. Douglass Daley Construction will utilize a trenchless method of construction called pipe bursting, which is a trenchless method of replacing buried pipelines (such as sewer, water, or natural gas pipes) without the need for a traditional construction trench. The trenches will be replaced with launching and receiving pits, in which, the new pipe is pulled through the old underground pipeline. The construction project in the MESA Subdivision is scheduled to start at the end of April 2021. For additional information on the project, please contact Deputy City Manager, Michael Rogers via email at michael.rogers@glennheightstx.gov.





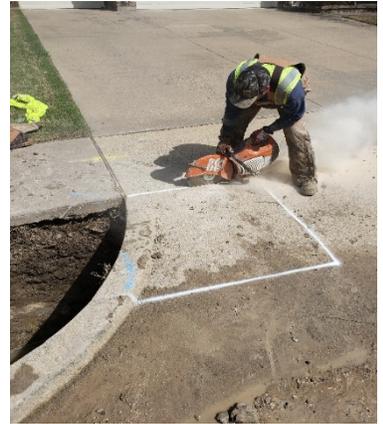
3-11-21 Pothole repair on Uhl Rd. Dynasty and Bear Creek Rd.



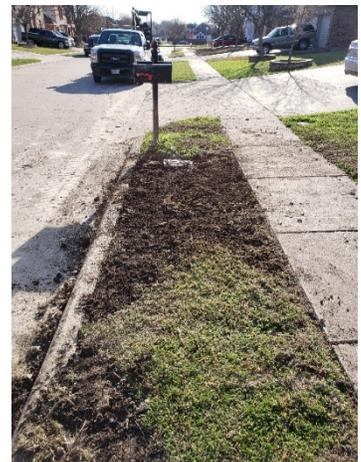
3-16-21 repair of water service line leak in the 1400 block of Meadowlark.



3-18-21 repair of water service line leak in the 1100 block of Glencoe.



3-18-21 repair of water service line leak in the 1100 block of Bradford.



3-22-21 water main repair on 1/2" main at Westmoreland and Bear Creek Rd.



3-23-21 repair of 4" water main break in the 100 block of Red Oak Creek Rd.



3-30-2021 Water service line leak in the 1600 block of Harborview



3-31-2021 Water service line leak in the 1200 block of Yukon Dr.



4-1-2021 Major pothole repairs on S. Uhl road and Dynasty Dr.



4-1-2021 Water main leak in the 100 block of Red Oak Creek Rd.



4-6-2021 Drainage repair on S. Uhl Road.

