



City Manager's Update

Week Ending 04/30/2021



CITY MANAGER'S OFFICE

- As COVID-19 vaccinations increase and cases decrease, the City will begin a phased approach to reopening. The resumption of in-person City Council meetings will begin on May 4, 2021. A full return to the office for all staff will be May 17, 2021 and all City offices will be fully open to the public on June 1, 2021.
- On April 17, 2021, the City Council, along with City Staff, participated in the first of two Strategic Visioning Sessions. The second session is scheduled for May 22, 2021. Dr. Janiece Upshaw, Assistant Professor at UNT Dallas will be the guest speaker.
- 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 Monday, April 12, 2021, the first piece of steel was set for the Public Safety Building.

City Council

May 4, 2021
7:00 pm

Planning & Zoning

May 10, 2021
6:30 pm

City Council

May 18, 2021
7:00 pm

These meetings will be conducted via video conferencing.



CITY SECRETARY

May 1, 2021 Local Joint Election

The City of Glenn Heights has no candidates on the May 1, 2021, Ballot, but candidates for the DeSoto ISD and Red Oak ISD Board of Trustees, along with County wide elections are on the ballot.

For the most up-to-date polling location information, please visit one of the following links:

Dallas County: <https://www.dallascountyvotes.org/>

Ellis County: <https://www.co.ellis.tx.us/629/Upcoming-Elections>

As the City of Glenn Heights is not on the Ballot, City Facilities (City Hall Council Chambers and the Glenn Heights Senior Center) are not polling locations/vote centers.

City Council Meetings

Based on a phased-in approach to reopening City Offices, in-person City Council Meetings will resume on May 4, 2021. Meetings will be held at City Hall, City Council Chambers, 1938 S Hampton Road, Glenn Heights, TX 75154.

To view the Agenda and Agenda Packet, please visit <https://www.glennheightstx.gov/129/Agendas-Minutes>.

Also, you may always view the City Council Meeting live, as well as archived Meetings, at <https://www.glennheightstx.gov/229/City-Council-Meeting-Videos>.

New Agendas & Minutes Website

To view the Agenda, Agenda Packet, and/or Minutes for a City Council, Board, or Commission Meeting, visit the following site: <https://www.glennheightstx.gov/129/Agendas-Minutes>. Choose the appropriate file from the Download Menu in the row of the Meeting you wish to view.

Depending on the date of the meeting, you will find the meeting in either the "Current and Upcoming Events" section or "Most Recent Events" section. Each section also allows the user to only view Meetings based on the Meeting, Board, or Commission name - simply select the appropriate meeting from the Category Menu.

Also, if you would prefer to view/download the documents associated with each separate Agenda Item instead of downloading the entire Agenda Packet, users are allowed to do so by selecting the clickable Meeting Name.

New System Alert!
Civic Clerk
Opt-in instructions
Register to receive notifications when all City meeting agendas and minutes are posted.

- Want to continue to receive notifications for agendas and minutes?**
- Register through the "My Subscriptions"** feature on the Agenda & Minutes webpage.
- Create an Account.** This system is separate from your Civic Plus account. BUT you can reuse the same LN & PW.
- In the Manage Subscriptions Tab,** place a check mark by any meeting name you want to receive alerts for when an item is published.
- Contact the City Secretary:** brandi.brown@glennheightstx.gov or 972.221.1650 X105
- Need more assistance?**



Finally, to receive a Notification that an Agenda has been posted, please create an account and manage Notifications in the My Subscriptions section.

City Secretary Access

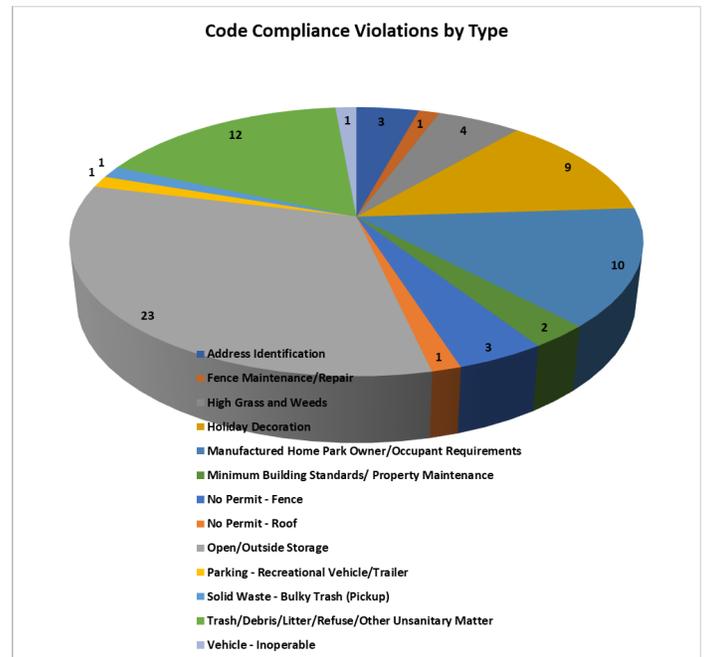
Until City Offices are reopened to the public, due to the public health goal of limiting face-to-face meetings (also called “social distancing”) to slow the spread of the Coronavirus (CoVID-19), there will be no contact made.

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>

CODE COMPLIANCE

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 with and educate the community, 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. Dar-Al-Arqam hosted their quarterly Food Drive and Community Health Fair on April 10, 2021, successfully. This event was open to the public and provided health information and food to many deserving constituents. Learn more here: <https://www.glennheightstx.gov/290/Events>

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

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!](#)



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	3/15 - 3/19	3/22 – 3/26	3/29 – 4/2	4/5 – 4/9	4/12-4/16
Monday	52	54	51	53	53
Tuesday	53	50	46	51	51
Wednesday	53	54	50	56	55
Thursday	56	54	47	54	53
Friday	56	56	50	56	55
Weekly Average	54	54	50	54	55

Staff completed mid-week wellness checks and is currently conducting intakes to add three new constituents to the congregate meals program list. Staff is creating SOP's and cross-training on how to accurately complete necessary programming documentation and reporting. The Social Services Coordinator, Dia Gipson is currently updating documentation working towards program compliance and securing continued grant funding.

If you are interested or know a senior citizen that would like to join our congregate meals program, please contact Community Engagement staff 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 gave the maximum allotment through the end of March. Additional SNAP benefits may still be available. To learn more, please contact the Social Services Coordinator, Dia Gipson, at 972.515.9701.



FINANCE

Reminder: Since the March Utility bills were sent out late, the due date was changed to April 28, 2021. April Utility bills will return to normal schedule with the due date of May 15, 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
Portia Hawkins	972-515-9768 – Video calling coming soon!!

FIRE



- On Tuesday, April 13, 2021, the Glenn Heights Fire Department responded to residential structure fire in the 1100 block of Fleming. The fire was accidental in nature but caused a total loss of the house.
- On Wednesday, April 14, 2021, the Glenn Heights Fire Department responded to a vehicle fire in the 1100 block of Bradford. Fire was contained to the passenger compartment of the vehicle.



PLANNING AND DEVELOPMENT

A total of (6) new single-family construction permits were issued during the reporting period for a total construction value of \$1,361,955.



On April 12, 2021 a virtual meeting of the Planning & Zoning Commission was held. A public hearing on a proposed ordinance amending Chapter 14 of the Code of Ordinances of the City of Glenn Heights related to requirements for temporary asphalt or concrete batching plants was conducted. The proposed amendment was recommended for approval by the Planning & Zoning Commission.

POLICE

- The Police Department will be testing for the position of Police Officer on April 24th and May 1st. Once the written test is complete, applicants will immediately move into the background phase.
- Interim Chief Benson was selected to be part of a workgroup to develop virtual reality training. This training is specific for the interaction of law enforcement and youth. The users will be able to experience an interaction from both the law enforcement and the youth perspective. The workgroup had its first meeting on April 20, 2021, and will continue to meet until the program has been beta tested and ready to release.
- Officer Swank recently completed her instructor-level course on handcuffing, baton, and flashlight use. Officers will receive updated training on these items soon.



PUBLIC WORKS

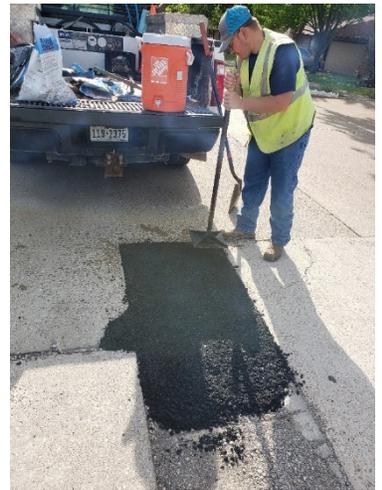
Manhole rehab on S. Uhl Rd. due to seized manhole lid. Crews had to replace manhole lid and risers.



Water and Wastewater service taps in the 600 block of W. Bear Creek Rd.



4/19/2021 minor pothole patches on Craddock Dr.



4/20/2021 major pothole patches on S. Uhl Rd.

