



# City Manager's Update

Week Ending 05/06/2021



## 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 began 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 Thursday, May 6, 2021, the CMO met virtually with Dallas County officials to discuss the Bear Creek Road project.
- Construction for the City Center Project continues daily. The City Manager meets with the contractor weekly to ensure the project is moving forward as scheduled.

### Planning & Zoning

May 10, 2021  
6:30 pm

### City Council

May 18, 2021  
7:00 pm

### City Council

June 1, 2021  
7:00 pm

These meetings will be held in City Hall Council Chambers:

1938 S. Hampton  
Glenn Heights, TX



## **CITY SECRETARY**

### **City Council Meetings**

Based on a phased-in approach to reopening City Offices, in person City Council Meetings resumed 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>.

If anyone would like to make a Public Comment or provide testimony during a Public Hearing, the City is resuming processes/procedures used prior to virtual City Council Meetings. You will need to appear in Council Chambers shortly before the meeting start time and complete a Public Comment Request form.

### **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.

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

**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 UN & 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 972.225.1690 X125

Need more assistance?



## City Secretary Access

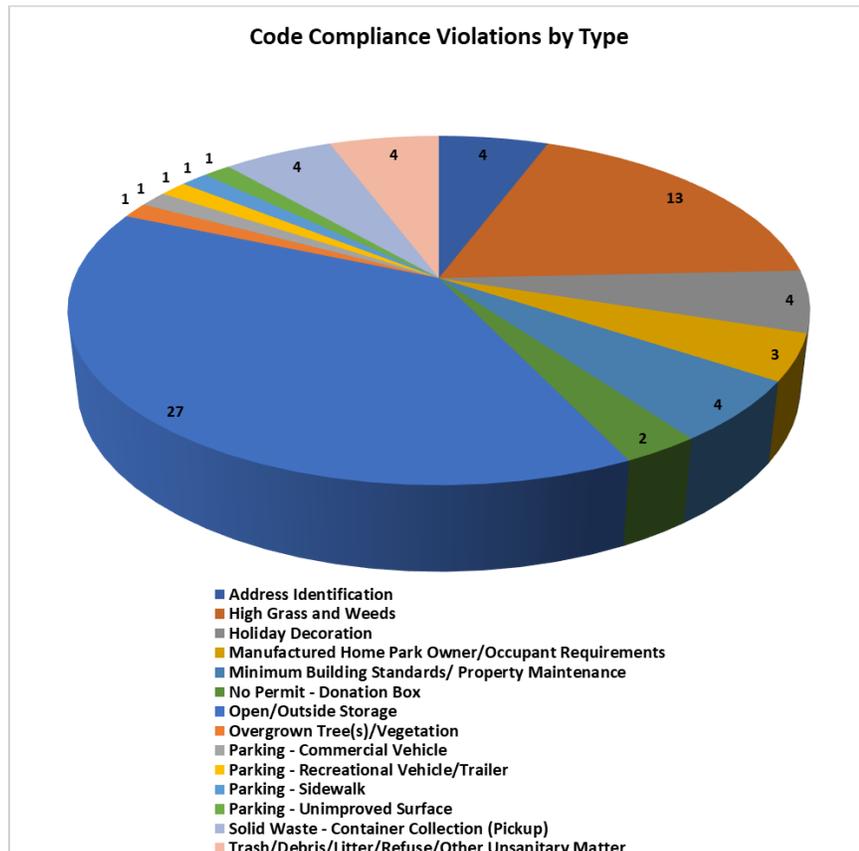
Until City Offices are reopened to the public, due to the public health goal of limiting face-to-face meetings (also called “social distancing”) to slow the spread of the Coronavirus (CoVID-19), there will be no contact made.

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](mailto:brandi.brown@glennheightstx.gov)
- Public Information Requests
  - <https://glennheightstx.gov/FormCenter/Record-Requests-4/Public-Information-Request-47>

## CODE COMPLIANCE

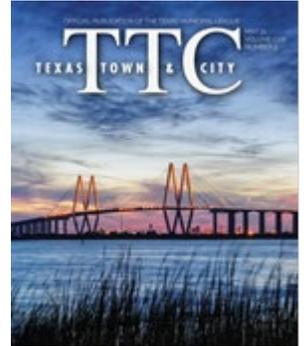
TYPE OF CASES	No. of CASES
Address Identification	4
High Grass and Weeds	13
Holiday Decoration	4
Manufactured Home Park Owner/Occupant Requirements	3
Minimum Building Standards/ Property Maintenance	4
No Permit - Donation Box	2
Open/Outside Storage	27
Overgrown Tree(s)/Vegetation	1
Parking - Commercial Vehicle	1
Parking - Recreational Vehicle/Trailer	1
Parking - Sidewalk	1
Parking - Unimproved Surface	1
Solid Waste - Container Collection (Pickup)	4
Trash/Debris/Litter/Refuse/Other Unsanitary Matter	4
<b>Total</b>	<b>70</b>



## **COMMUNITY ENGAGEMENT**

The City of Glenn Heights was featured in the May 2021 issue of the Texas Municipal League's, "Texas Town & City" magazine. Submitted to the editors on April 3, the article tells the City's story of resiliency throughout the last year entitled, **#GrowWithGlennHeights: The Little City that Could** How the City of Glenn Heights pivoted through the COVID-19 Pandemic, Loss, and the 2021 Winter Storm.

Read the May Edition and feature here: [Texas Town & City May 2021](#)



### **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**

**Meals on Wheels Program offers In-Home COVID-19 vaccinations for homebound residents.** For additional information about the services provided through this agency partner, contact Dallas County Health and Human Services at (214) 689-2200 or [www.vnatexas.org/our-services/meals-on-wheels](http://www.vnatexas.org/our-services/meals-on-wheels)

### **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



Staff completed 55 mid-week wellness checks and conducted intakes for five (5) new constituents to the congregate meals program.

If you are interested or know a senior citizen that would like to join our congregate meals program, please contact Community Engagement staff at [ghce@glennheightstx.gov](mailto:ghce@glennheightstx.gov) or (972) 223-1690 ext. 500.

<b>Meals Delivered</b>	<b>4/19 – 4/23</b>	<b>4/26-4/30</b>
Monday	50	50
Tuesday	49	49
Wednesday	50	52
Thursday	52	50
Friday	51	51
Weekly Average	50	50

**The Glenn Heights Senior Center has been 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.

Stay tuned for upcoming information about SNAP benefits and eligibility. To learn more, please contact the Social Services Coordinator at [ghce@glennheightstx.gov](mailto:ghce@glennheightstx.gov).

## **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](http://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](mailto:utbilling@glennheightstx.gov). You can download the packet from the Utility Billing section of the City's website ([www.glennheightstx.gov](http://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 Friday, April 23, 2021, Chief Moore and Chief Benson partially activated the EOC to monitor weather conditions. Minor road flooding was the only impact noted during the storm.
- On Monday, May 03, 2021, Chief Moore and Chief Benson partially activated the EOC to monitor weather conditions. Minor road flooding was the only impact noted during the storm.
- On Tuesday, May 4, 2021, we had a future Firefighter come who wanted to meet a real Fireman. Firefighter/Paramedic Wesson showed her Engine 301 and she was excited about holding the fire hose.



- On Wednesday, May 5, 2021, Public Safety staff tested all six outdoor warning sirens for the monthly test. All six sirens functioned properly for the test.



April Incident Statistics	
Fire	43
EMS	105
Mutual Aid Received	7
Mutual Aid Given	5

### **PLANNING AND DEVELOPMENT**

A total of (51) new single-family construction permits were issued during the reporting period for a total construction value of \$11,525,745.



### **POLICE**

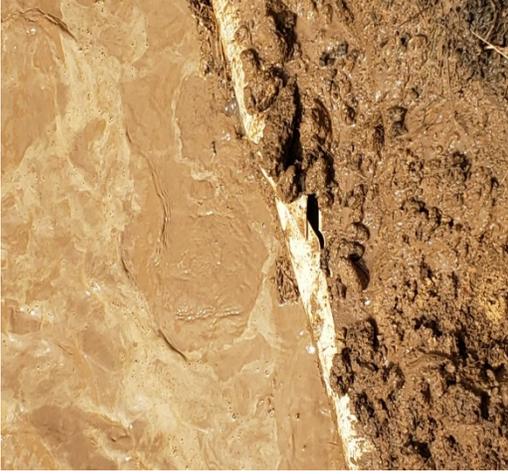
- The Glenn Heights Police Department has completed the written test portion of the application process for the Police Officer position. Of the testing pool, seven applicants have passed the written test and completing their personal history statements for the background investigation.

### **PUBLIC WORKS**

4-26-2021 Driveway approach Rehab at 1809 S. Hampton Road



4-26-2021 Repair of 4" Water main on South Hampton Rd. and Locust. Contractor hit a water line. Public Works replaced 40' of water pipe.



4-30-2021 Repair of Drainage on S. Hampton Rd. due to road washout during Storm.



5-3-2021 – 5-4-2021 Contractor installing new water line on Glenn Lane, for the Mesa Water line Project.



5-3-2021 Pothole patches after flood damage to roads. Public Works cut and milled asphalt, then patched potholes on Carrington Dr.



5-3-2021 Instillation of Insta-valves at North West Pump Station. Valves were installed to isolate pumps, in order to complete repairs on each pump.

