



City Manager's Update

Week Ending 12/17/2021

CITY MANAGER'S OFFICE

Effective December 17, 2021, City Hall and the Public Works Building will be **CLOSED** to the public for in-person transactions. This has been done in response to the public health directives designed to prevent the community spread of COVID-19.

Services will be provided by email, phone, a 24-hour drop box and video appointments.

City Hall Information

External document stations are located outside of the City Hall Building.

- Hard copies of the following forms can be accessed by the public from the external document holders at the building entrance:
 - Water Applications
 - Service Agreements
 - Bank Draft Forms
 - Credit Card Authorization Forms
 - Request for Defensive Driving/Deferred Disposition
 - Public Information Request Forms
- Completed documents and payments can be placed into the secured drop box at the building entrance.
- Forms can also be downloaded, completed and submitted via the department web page:

- <https://www.glennheightstx.gov/182/Utility-Billing>
- <https://www.glennheightstx.gov/192/Municipal-Court>
- <https://www.glennheightstx.gov/155/City-Secretary>

Phone calls with City Hall Staff

- To contact Utility Billing staff: (972) 223-1690, option 3
- To contact Municipal Court staff: (972) 223-1690 ext. 275
- To contact the City Secretary: (972) 223-1690 ext. 125
- To contact Human Resources staff: (972) 223-1690 ext. 150
- To contact Finance staff: (972) 223-1690 ext. 130



City Council
January 4, 2021
7:30 pm

Planning & Zoning
January 10, 2021
6:30 pm

Citizens Police Advisory Committee (CPAC)
January 10, 2021
6:30 pm

City Council and Planning & Zoning meetings will be held in the City Hall Council Chambers located at 1938 S. Hampton Rd., Glenn Heights, TX 75154.

The CPAC meeting will be held in the Senior Center located at 1932 S. Hampton Rd., Glenn Heights, TX 75154.



- To contact Community Engagement staff: (972) 223-1690 ext. 145
- To contact the City Manager's Office staff: (972) 223-1690 ext. 141

Email City Hall Staff

- Email Utility Billing: utbilling@glennheightstx.gov
- Email Municipal Court: karen.mcgee@glennheightstx.gov
- Email City Secretary: brandi.brown@glennheightstx.gov
- Email Human Resources: jaynice.porter-brathwaite@glennheightstx.gov
- Email Finance: phillip.conner@glennheightstx.gov
- Email Community Engagement: ghce@glennheightstx.gov
- Email City Manager's Office: delilah.mendoza@glennheightstx.gov

Video calls with City Hall Staff

- To schedule a video call with City staff, please contact us by phone or email to set up an appointment.

Public Works Building Information

External document stations are located outside of the Public Works Building.

- Hard copies of building & trade permit applications and development applications can be accessed by the public from the external the document holder at the building entrance.
- Completed documents and payments can be placed into the secured drop box at the building entrance.
- Forms can also be downloaded, completed and submitted via the department web page: www.glennheightstx.gov/176/Planning-Development-Services

Phone calls with Development & Public Works Staff

- To contact Permitting staff: (972) 223-1690 ext. 451
- To contact the City Planner: (972) 223-1690 ext. 452
- To contact Code Compliance staff: (972) 223-1690 ext. 453
- To contact Public Works staff: (972) 223-1690 ext. 422

Email Development & Public Works Staff

- Email Permitting: permits@glennheightstx.gov
- Email Planning: miamauhi.hines@glennheightstx.gov
- Email Code Compliance: angeleana.comacho@glennheightstx.gov
- Email Public Works: tonya.lonzie@glennheightstx.gov

Video calls with Development & Public Works Staff

- To schedule a video call with City staff, please contact us by phone or email to set up an appointment.



- On Monday, November 19, 2021, the City Manager attended a meeting with TXDOT for a Loop 9, Segment A Stakeholder meeting.
- On Friday, December 3, 2021, the City Manager met with Dallas County to discuss the Bear Creek Road project.
- The City Manager met with TXDOT. TXDOT has agreed to reinstall 2 left turn lanes at the intersection of Bear Creek Road and I-35E.
- City Manager communicated with Hilco Electric Co-Op and received confirmation regarding the restoration of street lighting near the intersection of Santa Rosa and Ovilla Road/FM664.
- Construction of the City Center Project is continuing daily. The City Manager meets with the contractor weekly to ensure the project is moving forward as scheduled. Contractors have begun framing City Hall, drywalling the Community Center, and adding stone to the Public Safety Building.



CITY SECRETARY

City Council Meetings

Although City Hall is closed to the public, City Council Meetings will be held in person. At this time, there have been no temporary amendments/modifications made to the Texas Open Meetings Act. City Council 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 view the City Council Meeting live, as well as archived Meetings, at <https://www.glennheightstx.gov/229/City-Council-Meeting-Videos>.

If you would like to make a Public Comment or provide testimony during a Public Hearing, you will need to appear in Council Chambers shortly before the meeting start time and complete a Public Comment Request form.

Joint and General Election – City of Glenn Heights

A Joint and General Election was held on November 2, 2021, for Council Member Places 1, 3, and 5.

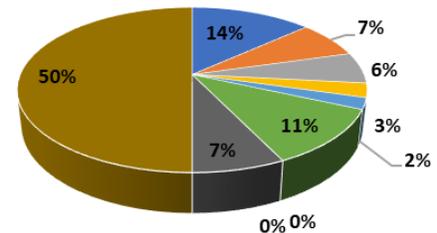
The following were elected and sworn-in on December 7, 2021:

- Sonja A. Brown, Place 1
- Travis Bruton, Place 3
- Shaunte L. Allen, Place 5

CODE COMPLIANCE

Code Case Activities	# of Items
Reinsections conducted	48
Voluntary Compliance (Done By Owner/Occupant)	26
Non-Compliance (Additional Notice(s))	22
Letter Notices mailed out	10
Emailed Notice	8
Notices Posted at residence (Paper/Sticker)	40
Abatement(s) (Forced Compliance)	0
Citations Issued	0
Closed Cases	26
Total	180

Code Case Activities



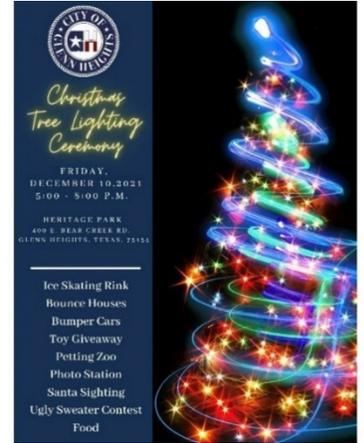
- Reinsections conducted
- Voluntary Compliance (Done By Owner/Occupant)
- Non-Compliance (Additional Notice(s))
- Letter Notices mailed out
- Emailed Notice
- Notices Posted at residence (Paper/Sticker)
- Abatement(s) (Forced Compliance)
- Citations Issued
- Closed Cases



COMMUNITY ENGAGEMENT

Christmas Tree Lighting Ceremony

The tree lighting ceremony was held on Friday, December 10, 2021, 5:00-8:00 p.m. The festivities included an ice skating rink, bumper cars, petting zoo, ugly Christmas sweater contest, bounce houses, train rides, toy giveaway, and a food truck. The Mayor Pro Tem and City Council were present to do the annual lighting of the Christmas tree. The crowd enjoyed the live D.J.



Nominate Your Neighbor

The Nominate Your Neighbor Program served 29 meals for the 2021 Christmas Holiday. The families were gifted with a turkey, sides, dinner rolls, gravy, and a dessert.

Website Updates

Social Media Updates

FACEBOOK/INSTAGRAM

Results

Facebook Page Reach ⓘ

3,732 ↓ 55.8%



Instagram Reach ⓘ

227 ↑ 37.6%



[See results report](#)

The Top Performing post on Facebook was the Christmas Tree Lighting Ceremony reaching 2.4K with 48 likes.

The Top Performing post on Instagram was “National Cookie Day”, reaching 153, with 5 likes.

TWITTER



28 day summary with change over previous period

Tweets
28 ↓41.7%



Tweet impressions
3,052 ↓75.4%



Profile visits
134 ↓82.3%



Mentions
12



Followers
421 ↑3



Dec 2021 • 14 days so far...

The top Tweet was “It’s National Cookie day” with 142 impressions. We have 2 new followers. Our profile was visited 101 times.

FIRE

- On Friday, December 10, 2021, the Fire Department participated in the Tree Lighting Ceremony and Photos with Santa Claus.



On Sunday, December 12, 2021, the Fire Department responded to a RV fire in the 2100 block of Beckley.

HUMAN RESOURCES

Police Department

Gerrell Crawford, Police Officer II

- Holds a TCLEOSE Certification
- Reserve Officer for Caddo Mills PD and Richland PD
- Full Time for Caddo Mills PD, Crandall PD, Trophy Club PD and



Ranger PD

- Civic Volunteer-Motivational Speaker for Holland and San Jacinto Elementary
- Male Mentor for Boys Club-West Main Elementary and for Dallas I.D.E.A.
- Graduate of Lincoln Magnet High School in Dallas, as well as, Cedar Valley Law Enforcement Academy
- Also attended Ranger College and Texas A & M Commerce where he was a National Honor Society member and a Dean's List recipient

Ellis Register, Police Officer II

- Patrol Sergeant – Richland , TX PD
- Police Officer-Valley Mills, TX PD
- Patrol Officer for private security firm
- Graduate of Longview High School, as well as, Cedar Valley Law Enforcement Academy
- Licensed Texas Peace Officer, Advanced Peace Officer Certification, Mental Health Peace Officer Certification



PLANNING AND DEVELOPMENT

A total of (32) new single-family construction permits were issued the reporting period for a total construction value 8,653,595.

Follow the link below to take the public survey for land use scenarios as part of the Comprehensive Plan Update.

<https://www.compplan-glennheightstx.com/>



GLENN HEIGHTS
COMPREHENSIVE PLAN





POLICE

- On Friday, December 10, 2021, Glenn Heights Police Department staff and Public Safety Santa participated in the 2021 Annual Glenn Heights Christmas Tree Lighting event.
- On Tuesday, December 14, 2021, and Thursday, December 16, 2021, all law enforcement members of the Glenn Heights Police Department participated in their annual firearms qualifications. Related training will be increased from once a year to 4 times annually.
- 2021 Santa Cop Program



On Wednesday, December 15, 2021, Director of Public Safety, Keith Moore (Santa Cop) and Deputy Chief of Police Clayton Shields hosted the Glenn Heights 2021 Santa Cop Program. This program is designed to give back to our community during the Christmas holiday time by making contact with individuals who have committed a traffic violation witnessed by Santa Cop. Here is how the program works, once Santa Cop observed a traffic violation, Deputy Police Chief Shields would initiate a routine traffic stop for the observed violation and make contact with the driver of the vehicle. Deputy Police Chief Shields would then return to Santa Cop's marked patrol unit and provide the driver's license to Santa Cop. Santa Cop would then return to the driver's vehicle to surprise the driver with a holiday gift card and a verbal warning for the committed traffic violation.

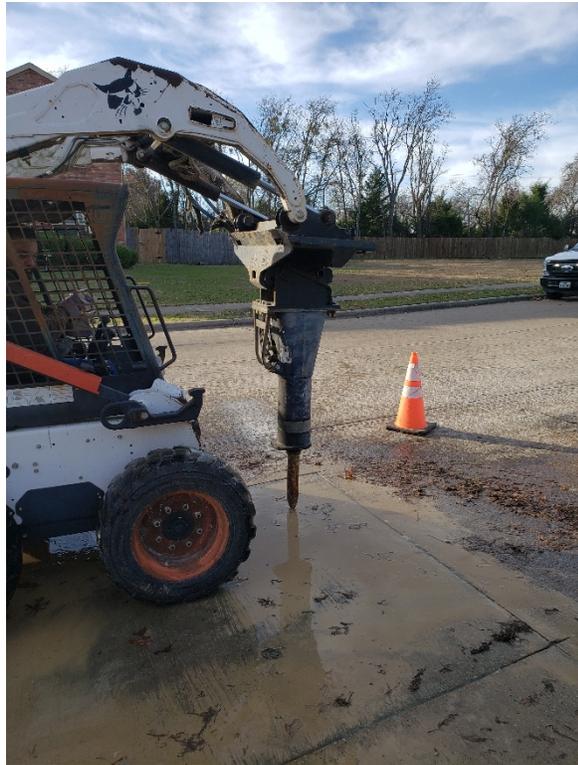
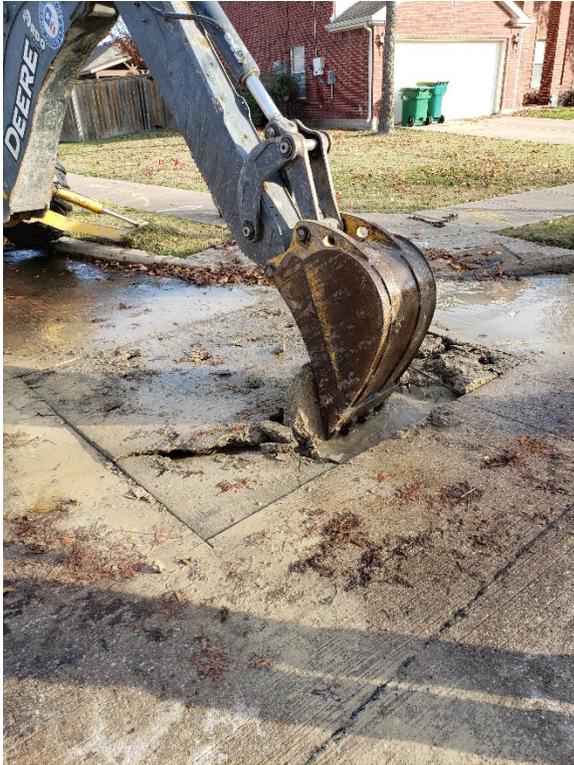


PUBLIC WORKS

12/2/2021- 12/16/2021 Repaving in the Mesa Subdivision by Level One Paving continues with installation of seal coat.



12/7/2021 Water service line leak repair in the 800 block of Breanna Way. Crews replaced old busted $\frac{3}{4}$ " copper service line with new $\frac{3}{4}$ " poly service line.



12/15/2021 - 12/16/2021 Drainage dredging on Hampton Rd. between Vine St. and Wilshire Dr. Crews continue regrading ditches improve drainage flow.

