



City Manager's Update

Week Ending 02/11/2022

CITY MANAGER'S OFFICE

WINTER STORM 2022

Staff began preparing for the Winter Storm the moment we became aware of incoming weather.

- ✓ The City partnered with Bishop Aaron Blake of Harvest Family Life Ministries to set up a warming station for citizens to utilize during the storm.
- ✓ Fire Department increased on-duty staffing for additional medical call support.
- ✓ Police Department increased staffing to provide escort to Public Works and to respond to increased weather-related incidents.
- ✓ Public Works maintained 24 hours staffing throughout the event.
- ✓ Community Engagement delivered meals to seniors prior to the storm to last throughout the event.

During the storm:

- ✓ Crews performed street clearing and sanding operations from 6:30 am and into the evening of Thursday, February 3, 2022. A windshield survey of the area indicated that our main roads were some of the clearest in the area.
- ✓ Our CERT team member, Tiina Arjanen, Paul Alley and Scott Anderson, along with Councilwoman Emma Ipaye assisted at the warming station.
- ✓ Staff continued to post relevant information updates across our electronic media, including weather and power related information.
- ✓ Community Engagement staff made phone contact with the Seniors registered with our meal program, to ensure their continued safety.
- ✓ Staff continued monitoring and surveying the roads on Friday, February 4, 2022.



See photos in the Public Works section of this update.



Planning & Zoning

February 14, 2022
6:30 pm

Citizens Police Advisory Committee (CPAC)

February 14, 2022
6:30 pm

City Council

February 15, 2022
7:00 pm

City Council

March 1, 2022
7:00 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.



- Effective December 17, 2021, City offices have been **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.
- On Tuesday, January 25, 2022, the City Manager attended a meeting with Waste Management to discuss their services within the City.
- On Monday, January 31, 2022, the City Manager attended a meeting to discuss the Hampton Road Development Site Plan.
- On Monday, February 7, 2022, the City Manager attended the North Central Texas Economic Development District Board Meeting.
- On Tuesday, February 8, 2022, the City Manager attended a meeting regarding Loop 9, Segment A for the Lindell Estates Community.
- 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 started the construction of the City Council dais and are installing sheetrock in City Hall. Contractors have also to poured the driveway 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 in the office.

You may reach the City Secretary by one of the following:

- Telephone
 - Office: (972) 223-1690, ext. 125
 - Cell: (469) 987-2815
- Email
 - brandi.brown@glennheightstx.gov
- Video Conferencing
 - To schedule a video conference, please contact me by phone or email to schedule an appointment.
- Public Information Requests
 - <https://glennheightstx.gov/FormCenter/Record-Requests-4/Public-Information-Request-47>

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.



Election of Glenn Heights Mayor Pro Tem

Council Members nominated Council Members Sonja A. Brown and Travis Bruton. Council Member Sonja A. Brown received 5 votes and Council Member Travis Bruton received 2 votes. Council Member Sonja A. Brown was declared Mayor Pro Tem.

Mayor Pro Tem-Elect Sonja A. Brown will be sworn in at the February 15, 2022, City Council Meeting.

Current Election Information

Democratic and Republican Primary Election

- Early Voting: February 14, 2022 – February 25, 2022 (February 21, 2022, is a Holiday – there will be no voting on that day)
- Election Day: March 1, 2022

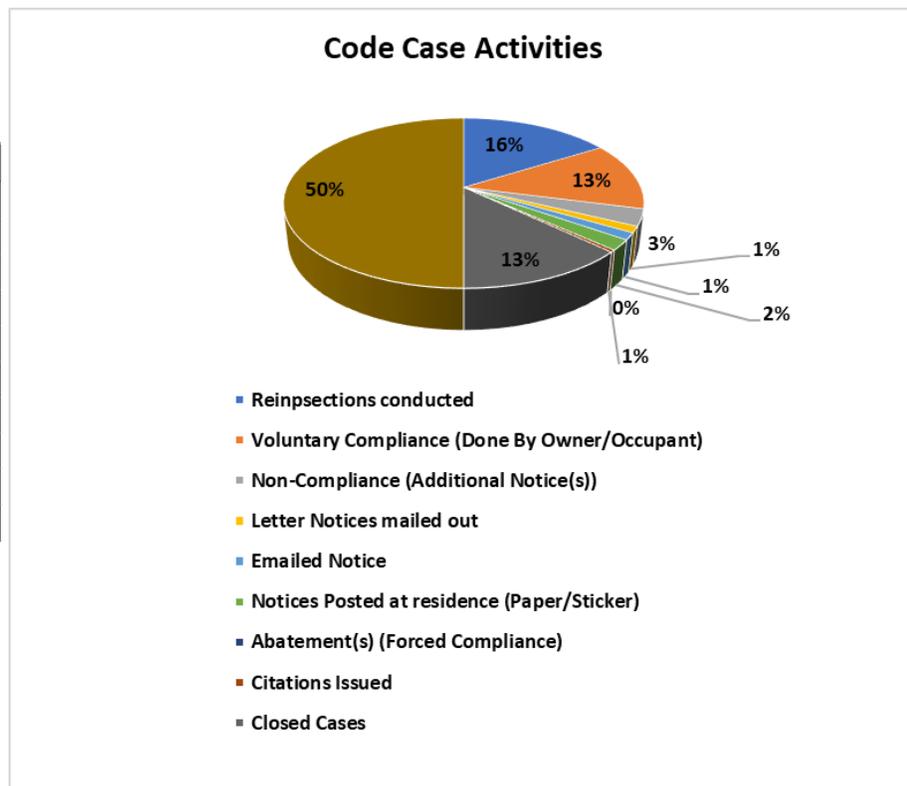
For more information regarding polling locations and times, please visit one of the following:

- Dallas County: <https://www.dallascountyvotes.org/upcoming-election-information/>
- Ellis County: <http://www.co.ellis.tx.us/629/Upcoming-Elections>

CODE COMPLIANCE

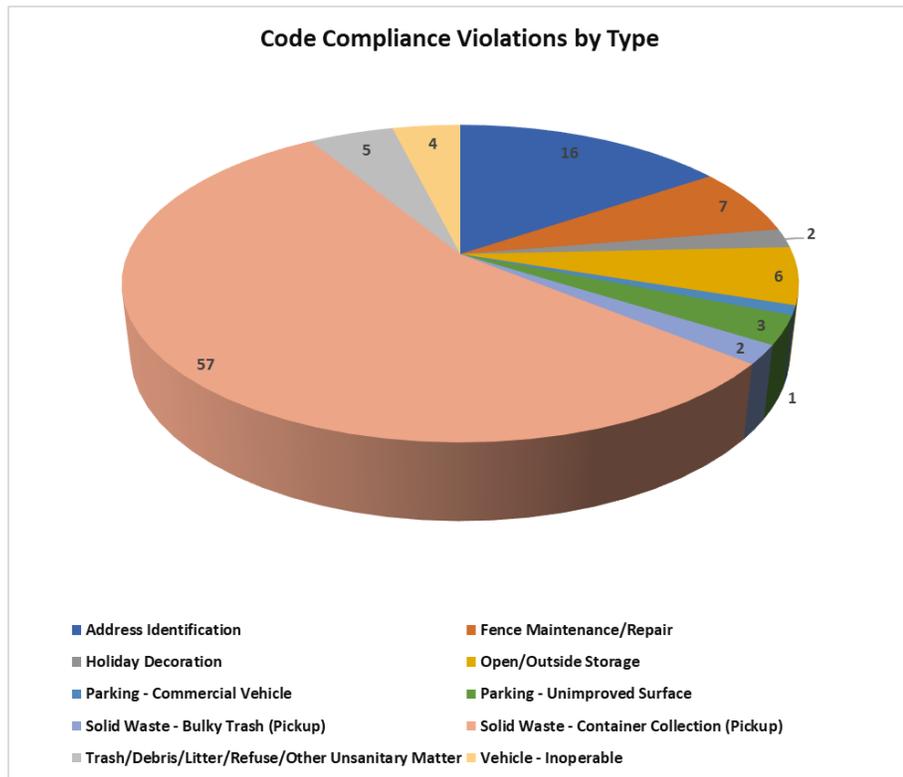
January 1-26, 2022

Code Case Activities	# of Items
Reinsections conducted	122
Voluntary Compliance (Done By Owner/Occupant)	98
Non-Compliance (Additional Notice(s))	24
Letter Notices mailed out	9
Emailed Notice	10
Notices Posted at residence (Paper/Sticker)	15
Abatement(s) (Forced Compliance)	0
Citations Issued	3
Closed Cases	98
Total	379



January 24 – February 4, 2022

TYPE OF CASES	No. of CASES
Address Identification	16
Fence Maintenance/Repair	7
Holiday Decoration	2
Open/Outside Storage	6
Parking - Commercial Vehicle	1
Parking - Unimproved Surface	3
Solid Waste - Bulky Trash (Pickup)	2
Solid Waste - Container Collection (Pickup)	57
Trash/Debris/Litter/Refuse/Other Unsanitary Matter	5
Vehicle - Inoperable	4
Total	103



COMMUNITY ENGAGEMENT

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	Week of 1/10/22	Week of 1/17/22
Monday	34	Holiday
Tuesday	34	36
Wednesday	37	40
Thursday	36	38
Friday	35	39
Totals:	176	153



Meals Delivered	Week of 1/24/22	Week of 1/31/22
Monday	37	40
Tuesday	37	82
Wednesday	39	84
Thursday	39	-
Friday	39	-
Totals:	191	206

Winter Weather Event 2022:

In response to the winter storm event, meal deliveries were suspended on Thursday, February 3rd & Friday, February 4th. In preparation, Senior Center staff delivered at total of (84) emergency shelf stable meals to members in the days leading up to the storm. A total of (112) wellness calls were made to registered senior households during the two-day period to help monitor the safety of members during the storm event. No power outages or adverse conditions were reported to Senior Center program aids.

If you are interested or know a senior citizen that would like to join our congregate meals program, please contact Senior Center staff at ghce@glennheightstx.gov or (972) 515-9745.

Facility Programming

The Glenn Heights Senior is currently closed to the public. As infection rates and hospitalization rates continue to increase, public health officials have discouraged large gatherings for vulnerable populations. Plans to reopen the facility will be re-assessed as conditions evolve.

FINANCE

While City Hall is closed to the public, the Utility Billing department remains hard at work.

Customers can reach the Utility Billing office at (972) 223-1690, option #3 Monday through Friday between 8:00 am and 5:00 pm.

Customers can also pay their utility bills by:

1. Leaving a check or money order in the drop box at City Hall.
2. Calling (972)223-1690, option #3 during business hours. Or,
3. Navigating to www.glennheightstx.gov and clicking on the “Pay Your Water bill” link.

The Utility Billing staff is available for video calls by request.

In March 2020, in response to the COVID-19 Pandemic, the City of Glenn Heights suspended Water Utility Cut-Offs due to non-payment. Beginning March 1, 2022, the City will resume Water Utility Cut-Offs. Please contact Utility Billing to learn how you can be put on a Utility Bill Payment Plan prior to disconnection.



FIRE

On Wednesday, January 19, 2022, Crew from A shift had a house fire in the 2100 block of Mesa Wood Dr. The crew made a quick interior attack and were able to quickly confine the fire to a single room.



On Saturday, January 29, 2022, E301 was called for a grass fire in the backyard of a home in the 700 block of W Milas. It was determined that the fire was started from a grill. E301 arrived to find three backyards on fire.

On Wednesday, February 2, 2022 Prepared for winter storm weather by upstaffing B301 apparatus beginning at 5:00 pm until Friday, February 4, 2022 at 6:00 pm.

On Wednesday, February 2, 2022, the City of Glenn Heights established a warming center in collaboration with CERT and Harvest Family Life Ministries, located at 1800 S. Hampton Rd. This warming center was available to citizens of Glenn Heights during the extreme cold weather. The warming center remained open until Saturday, February 5, 2022 at 7:00 am.



During the Winter Weather Event Wednesday, February 2, 2022 - Friday, February 4, 2022, GHFD ran 20 Calls to service including 3 MVAs and 17 med calls.

On Monday, February 7, 2022, E301 was called to a Structure Fire in the 2100 block of Willow Run for a building fully involved when crews arrived on scene, The fire was extinguished with the help of neighboring departments Ovilla FD and Red Oak FD.

Between January 15-28, 2022, the Glenn Heights Fire Department responded to 66 calls for service, this includes 8 medical calls and 18 fire calls. Response times were an average of 1:41 from Dispatch to Enroute.



Between January 29, 2022, and February 10, 2022, the Glenn Heights Fire Department responded to 68 calls for services, this includes 48 medical, 20 fire call, including 3 major fire incidents. Response times were an average 1:41 from Dispatch to Enroute.

HUMAN RESOURCES

Public Works

Fred Williams, Utility Worker I

- Hire date – December 20, 2021
- Has worked as a temp with Express for the City of Glenn Heights since October 2021, originally hired for Smart Meter Project
- Has worked in various warehouse positions, both permanent and temp



PLANNING AND DEVELOPMENT

A total of (12) new single-family construction permits were issued the reporting period for a total construction value of \$3,319,845.



On January 11, 2022, Code Compliance staff attended the virtual homeowner association meeting as invited guests of Gateway Estates HOA. Staff facilitated a short presentation and Q&A session with board members and residents.



POLICE



On January 14, 2022, Glenn Heights PD assisted the Ovilla Police Department, along with the Dallas Police Department's Air One Chopper, in the search for a hit & run suspect who had fled into a wooded area. Pilots aboard Air One were able to direct Glenn Heights Officers to a stationary vehicle in which officers located two individuals. The passenger was armed with a gun and laser light attachment, which he admitted pointing at the Dallas Police helicopter. This is against federal law and federal charges are pending.

Beginning on Wednesday, February 2, 2022, Glenn Heights Police Officers escorted the Public Works crews as they bladed and sanded the roadways to clear ice and snow. This was a team effort to minimize the hazards that accrued as a result of the recent winter storm. An additional four officers worked around the clock to assist and this allowed the shift patrol officers to directly serve citizens. They concluded the escorts on Friday, February 4, 2022, once the roadways began to clear.



PUBLIC WORKS

1/13/2022 - 1/26/2022 Level One Paving continued with surface prep, curb and gutter repairs and paving in the Mesas subdivisions.



1/13/2022- 1/26/2022 Installation of new smart meters in Meadow Springs and East Bear Creek.



1/13/2022 Installation of Plexiglass shields in the City Council Chambers.



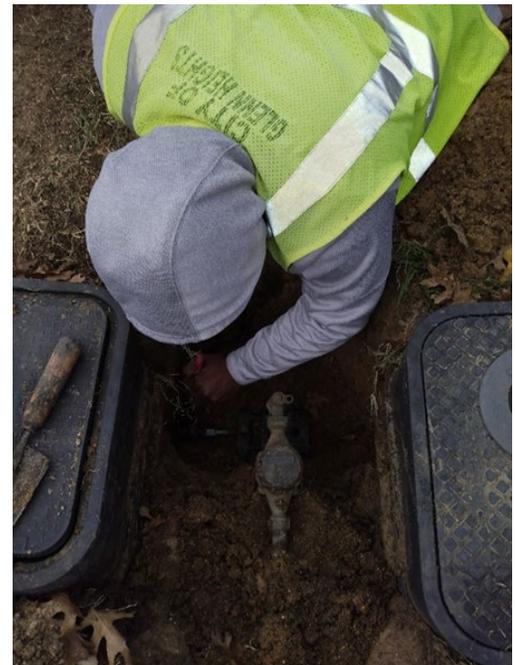
1/14/2022 Pothole repairs on S. Uhl Road.



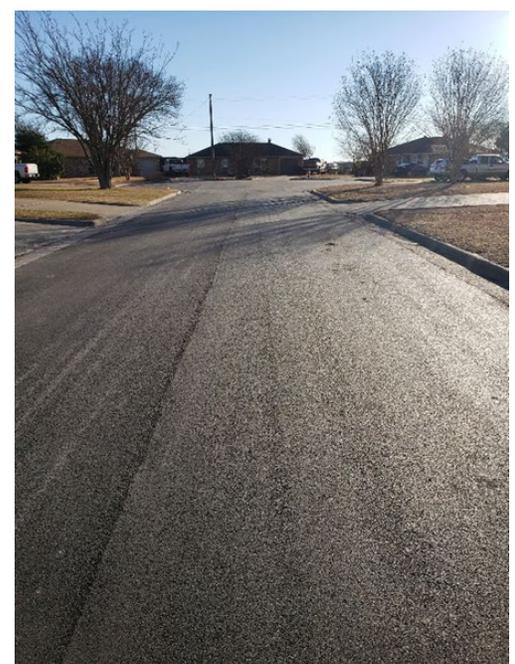
1/25/2022 Emergency Water Main repairs done by contractors in Maplewood Ph. 2b.



1/26/2022 – 2/2/2022 Meter installation program, crews installing new meters in Meadow Springs and E. Bear Creek areas.



1/26/2022 – 2/8/2022 Level One contractor's continued with road and drainage reconstruction in the Mesa Subdivision.



1/27/2022 Leak on 12" C900 water main in Maplewood Ph2B. Contractors installing utilities trenched through water main causing crews to replace 7' of 12" C900 water main.



2/2/2022 Water service line leak caused by contractors. Boring crews replaced 3' of 3/4" copper service.



2/3/2022 – 2/4/2022 Winter Storm-Crews sanding roads, de-icing sidewalks, and emergency cut-offs due to leaks at residents' homes.



