



# City Manager's Update

Week Ending 03/11/2022

## CITY MANAGER'S OFFICE

- Effective March 7, 2022, City offices are **OPEN** to the Public for In-Person Transactions.
- On Tuesday, March 2, 2022, the City Manager attended a meeting regarding the Loop 9, Segment A project.
- On Tuesday, March 8, 2022, the City Manager met with the Texas Department of Transportation to discuss the Bear Creek Road project.
- 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 applying the stucco to the Recreation Center and continue working on City Hall and the Public Safety Building.



### City Council

April 5, 2022

7:00 pm

### Planning & Zoning

April 11, 2022

6:30 pm

### Citizens Police Advisory Committee (CPAC)

April 11, 2022

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.



## **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>.

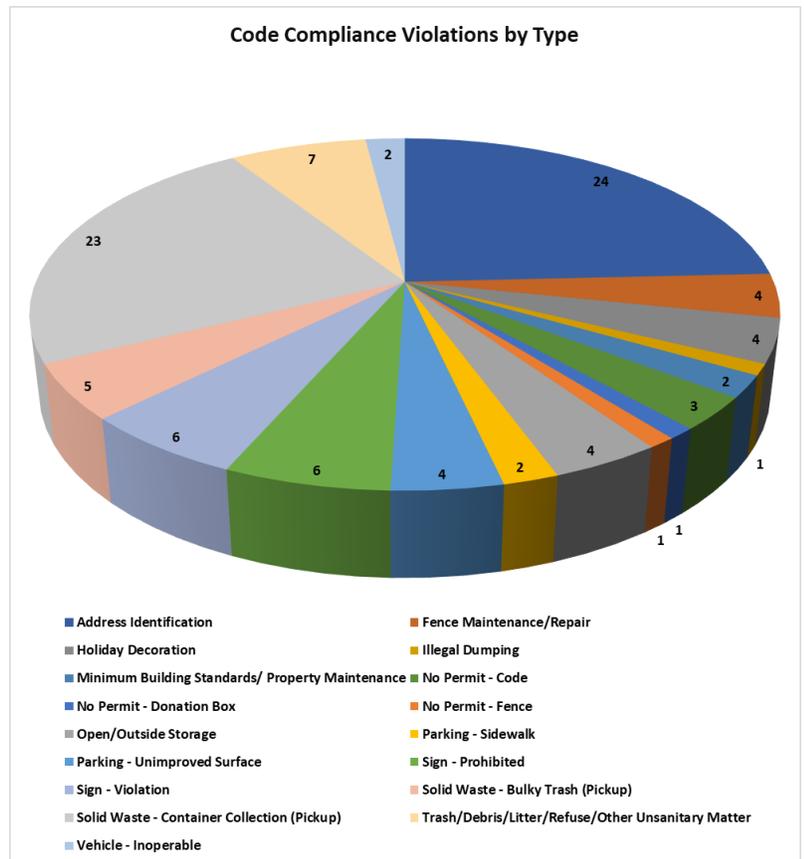
Also, you may view the City Council Meeting live, as well as archived Meetings, at <https://www.glennheightstx.gov/229/City-Council-Meeting-Videos>.

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.

## **CODE COMPLIANCE**

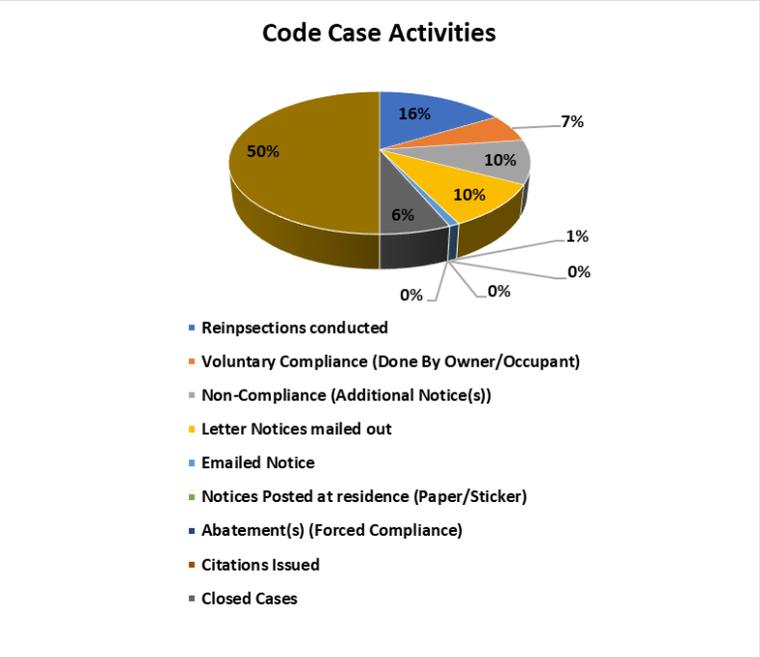
February 5-23, 2022

TYPE OF CASES	No. of CASES
Address Identification	24
Fence Maintenance/Repair	4
Holiday Decoration	4
Illegal Dumping	1
Minimum Building Standards/ Property Maintenance	2
No Permit - Code	3
No Permit - Donation Box	1
No Permit - Fence	1
Open/Outside Storage	4
Parking - Sidewalk	2
Parking - Unimproved Surface	4
Sign - Prohibited	6
Sign - Violation	6
Solid Waste - Bulky Trash (Pickup)	5
Solid Waste - Container Collection (Pickup)	23
Trash/Debris/Litter/Refuse/Other Unsanitary Matter	7
Vehicle - Inoperable	2
<b>Total</b>	<b>99</b>



February 24 – March 9, 2022

Code Case Activities	# of Items
Reinspections conducted	105
Voluntary Compliance (Done By Owner/Occupant)	41
Non-Compliance (Additional Notice(s))	64
Letter Notices mailed out	64
Emailed Notice	6
Notices Posted at residence (Paper/Sticker)	0
Abatement(s) (Forced Compliance)	0
Citations Issued	0
Closed Cases	41
<b>Total</b>	<b>321</b>



**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 2/7//22	Week of 2/14/22
Monday	41	40
Tuesday	41	40
Wednesday	42	41
Thursday	41	40
Friday	41	40
<b>Totals:</b>	<b>206</b>	<b>201</b>

Meals Delivered	Week of 2/21//22	Week of 2/28/22
Monday	38	40
Tuesday	37	39
Wednesday	40	41
Thursday	40	41
Friday	40	40
<b>Totals:</b>	<b>195</b>	<b>201</b>



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](mailto:ghce@glennheightstx.gov) or (972) 515-9745.

### **Facility Programming**

Staff is currently beginning the planning stages for re-opening. Once staffing levels permit re-opening, the City will engage in an outreach campaign.

## **FINANCE**

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](http://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.**

### **Steps to Restore Services:**

1. Customer must pay an amount equal to their last Utility Bill charge, plus the \$35 Reconnect Fee and,
2. Customer must establish a Payment Plan for a period of no more than 6 months if the past due balance is \$1,000 or less. If the past due balance is greater than \$1,000, the customer must establish a Payment Plan for a period of no more than 12 months.

**Failure to pay the Utility Bill Payment Plan payment amount and current month's Utility Bill charge will result in disconnection of services.**

**Services will be restored upon payment of Utility Bill Payment Plan payment, current month's Utility Bill charge, and a \$35 Reconnect Fee.**



## FIRE



- Between February 10, 2022, and February 24, 2022, the Glenn Heights Fire Department responded to 86 calls for services, this includes 62 medical, 24 fire calls. Response times were an average 1:20 from Dispatch to Enroute.
- On Tuesday, March 1, 2022, E-301 was called to a structure fire. Upon arrival the approx. 2000+ sq ft home was fully involved. GHFD with the assistance of Ovilla Fire, Red Oak Fire, and Desoto Fire were able to put the fire out.



- On Wednesday, March 2, 2022, E-301, C-301, C-300, and B-301 responded to a call for multiple yards on fire. Unit C-301 arrived first on scene to find approximately 3 front yards and 2 back yards on fire, all separated by fencing. The fire was beginning to spread to the homes, but the actions of the GHFD crew prevented any structural damage to homes.
- On Wednesday, March 2, 2022, E-301 responded to a reported grass fire in a backyard. The E301 crew were able to extinguish the fire.
- On Tuesday, March 8, 2022, E-301, B-301, and C-301 responded to reports of smoke visible from the roadway in the 1500 block of S. Hampton Rd. Upon arrival GHFD found a large tree on fire.
- Between February 24, 2022, and March 10, 2022, the Glenn Height Fire Department responded to 59 calls for service, this includes 44 medical, 7 fire and 8 other.



## **HUMAN RESOURCES**

### **City Manager's Office**

#### **Clifford Blackwell III, Deputy City Manager**

- Hire date – 02/21/2022
- 20+ years of local government experience
- Most recently the City of Bedford where he served as Assistant City Manager for 4 years and as Interim City Manager for nine months.
- City of Bedford served as Administrative Services Director for 7 years; In addition, Served as Finance Director for the City of Forest Hill and for the City of Kennedale.



### **Public Works**

#### **Terry Lindley, Utility Worker II**

- Hire date – 02/21/2022
- 20+ years with the City of Wilmer where he served as Water Supervisor



### **Police**

#### **Nick Bristow, Deputy Police Chief**

- Hire date – 3/7/2022
- Attended Texas A&M University, B.S., Criminal Justice
- 25+ years in law enforcement, with most of those spent as a Sergeant with the DeSoto PD.
- Most recently served as Captain with the Collin County Sheriff's Office.
- Master Peace Officer Certification



## Planning

### Laura Voltmann, Planner

- Hire date – 03/02/2022
- 15+ years of municipal planning experience
- Served as Planning Manager for the City of Burleson, and most recently served as the Senior Planner, as well as the Secretary of the Urban Design Commission for the City of Fort Worth.



## PLANNING AND DEVELOPMENT

A total of (11) new single-family construction permits were issued the reporting period for a total construction value of \$5,510,795.



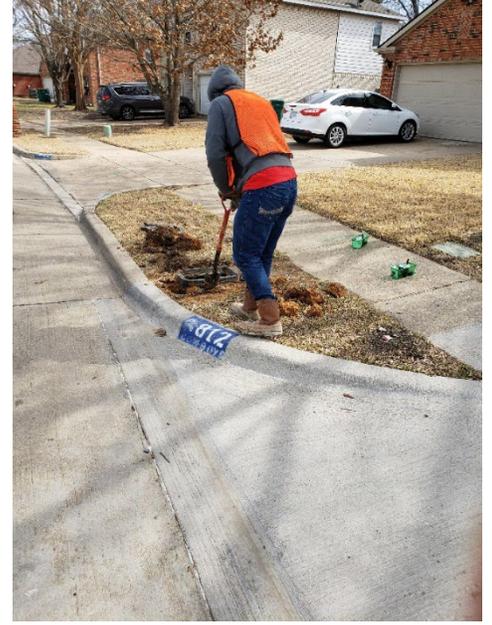
## POLICE

On Saturday, February 19, 2022, at approximately 2:30 pm, Glenn Heights Police Officers responded to a shooting in the 1200 block of Yukon Dr. Upon arrival, officers observed a deceased person who had been shot and another victim who was injured by shrapnel from a bullet impact. Officers and Detectives were able to interview witnesses and at around 4:30 pm, Detectives were notified that the suspect surrendered himself to the DeSoto Police Department. The suspect was arrested and interviewed by Glenn Heights Detectives. The motive is unclear at this time and the investigation is ongoing.

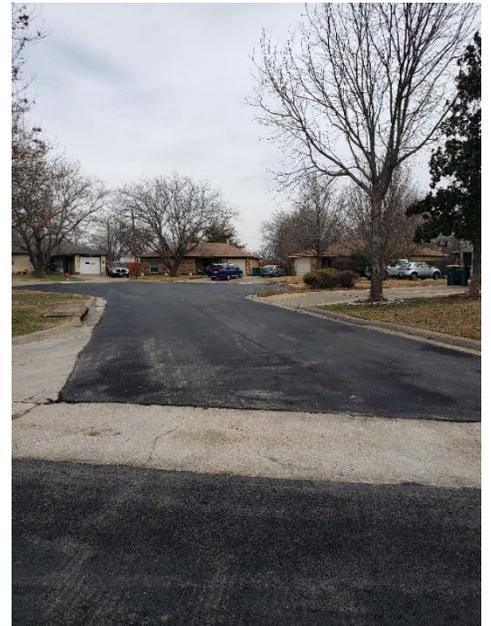


**PUBLIC WORKS**

2/10/2022 – 2/23/2022 Installation of new smart meters in the Maplewood and Beaver Creek Estates subdivisions.



2/10/2022 – 2/23/2022 Asphalt repaving continue in the Mesa Subdivision.



2/10/2022 Water service line repair at in the 1300 block of E. Bear Creek Road. Crews spliced in new poly service line, replacing old poly line.



2/11/2022 Water Service line repair in the 600 block of Shady Meadows. Crews spliced in new poly service line, replacing old copper line.



2/15/2022 Water service line repair in the 200 block of Pearly Top Drive. Crews pulled and replaced old pvc service and replaced with new poly line.



2/18/2022 2" Water main leak repair in the 2300 block of Lakeshore Drive. Crews removed leaking dressers from old repairs and replaced a 3' section with new top bolt dressers and pvc pipe.



2/23/22- 3/8/2022 Installation of new smart meters in the Maplewood and Beaver Creek Estates subdivisions.



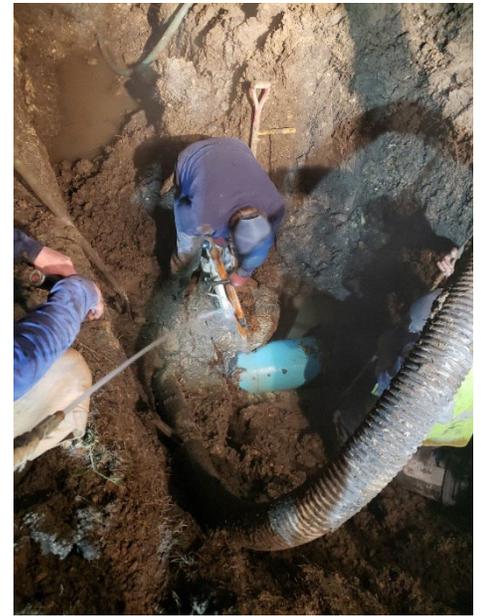
2/28/2022 Water service line leak in the 1200 block of Seneca Pl. Split in old poly service, crews replaced service line with new poly line from the main to the meter.



3/1/2022 Water service line leak in the 2600 block of Beech Creek. Boring contractors hit 1" poly service line, crews removed and replaced damaged section of poly.



3/4/2022 12" Water Main leak at Hampton and Ovilla Rd. Crews replaced and tightened loose and damaged bolts at connection to a 12" valve.



3/7/2022 Water service line leak in the 1100 block of Mountain View. Kinked line caused split in ¾" service line, crews cut out and replaced damaged section of poly line.

