



City Manager's Update

Week Ending 04/08/2022

CITY MANAGER'S OFFICE

- Effective March 7, 2022, City offices are **OPEN** to the Public for In-Person Transactions.
- On Monday, March 14, 2022, the City Manager attended the Bi-Monthly City Managers' Luncheon.
- On Thursday, March 17, 2022, the City Manager attended a District 3 Cities meeting.
- On Friday, March 18, 2022, the City Manager met with Community Waste Disposal to discuss the contract.
- 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. All buildings are currently being bricked.



Planning & Zoning

April 11, 2022
6:30 pm

Citizens Police Advisory Committee (CPAC)

April 11, 2022
6:30 pm

City Council

April 19, 2022
7:00 pm

City Council

May 3, 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.



CITY SECRETARY

City Council Meetings

City Council Meetings are held at City Hall, City Council Chambers, 1938 S. Hampton Road, Glenn Heights, TX 75154, on the 1st and 3rd Tuesday of each month at 7:00 P.M.

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.

Current Election Information

Constitutional and Joint County, City and School Election

- Early Voting: April 25, 2022 – May 3, 2022
- Election Day: May 7, 2022

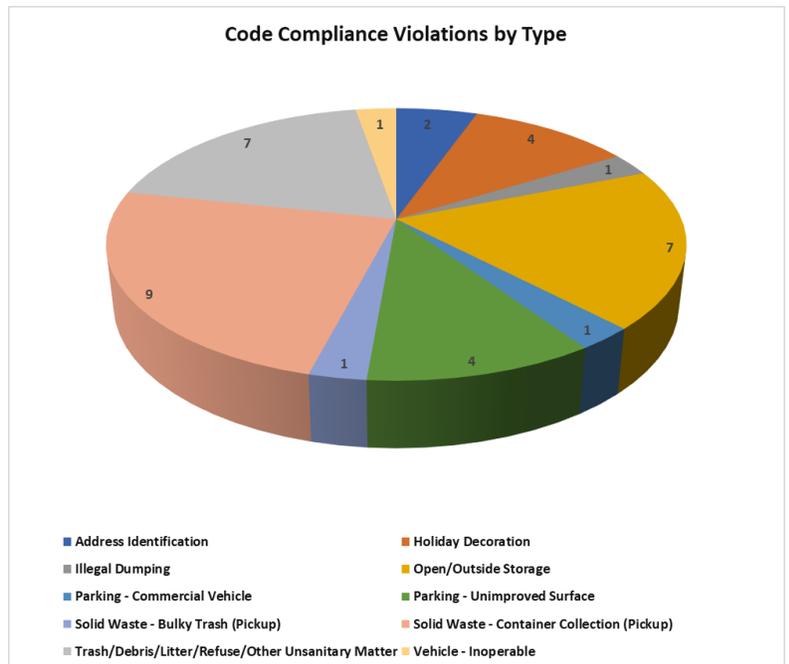
For more information regarding polling locations and times, and sample ballots, please visit one of the following:

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

CODE COMPLIANCE

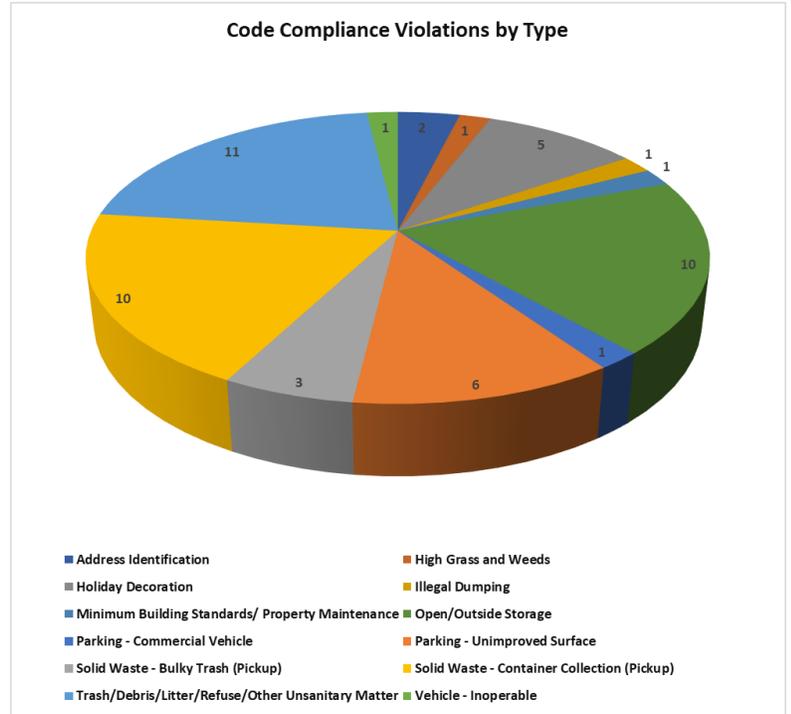
March 10-23, 2022

TYPE OF CASES	No. of CASES
Address Identification	2
Holiday Decoration	4
Illegal Dumping	1
Open/Outside Storage	7
Parking - Commercial Vehicle	1
Parking - Unimproved Surface	4
Solid Waste - Bulky Trash (Pickup)	1
Solid Waste - Container Collection (Pickup)	9
Trash/Debris/Litter/Refuse/Other Unsanitary Matter	7
Vehicle - Inoperable	1
Total	37



March 24 – April 6, 2022

TYPE OF CASES	No. of CASES
Address Identification	2
High Grass and Weeds	1
Holiday Decoration	5
Illegal Dumping	1
Minimum Building Standards/ Property Maintenance	1
Open/Outside Storage	10
Parking - Commercial Vehicle	1
Parking - Unimproved Surface	6
Solid Waste - Bulky Trash (Pickup)	3
Solid Waste - Container Collection (Pickup)	10
Trash/Debris/Litter/Refuse/Other Unsanitary Matter	11
Vehicle - Inoperable	1
Total	52



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 3/7/22	Week of 3/14/22
Monday	39	40
Tuesday	39	40
Wednesday	41	42
Thursday	40	42
Friday	41	42
Totals:	200	206

Meals Delivered	Week of 3/21/22	Week of 3/28/22
Monday	37	39
Tuesday	37	39
Wednesday	39	40
Thursday	38	39
Friday	40	40
Totals:	191	197



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

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 and clicking on the "Pay Your Water bill" link.

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 resumed 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 March 10, 2022, to March 24, 2022, the Glenn Heights Fire Department responded to 62 calls for services, this includes 33 medical and 25 fire calls.
- From March 24, 2022, to April 7, 2022, the Glenn Heights Fire Department responded to 62 calls for service, this includes 43 medical and 19 fire calls. The response times were at an all-time low of 1:25 for EMS and 1:00 for Fire.
- On Thursday, March 24, 2022, GHFD was called to a back yard on fire. Engine 301 arrived to find several yards on fire. The fire started due to a resident cooking in the back yard. Fires were extinguished without incident.



- On Saturday, March 19, 2022, GHFD was called to assist Red Oak FD with a grass fire on S. 35E and Ovilla RD.



March 28 – 30, 2022, all 3 shifts participated in Hands-On extrication training with the assistance of Josh Slovak from Metro Fire. The crews used the latest generation of Holmatro E-Draulic tools which run off a battery instead of the traditional hydraulic pump and gas generator.



PLANNING AND DEVELOPMENT

A total of (10) new single-family construction permits were issued the reporting period for a total construction value of \$3,641,850.



A meeting of the Planning & Zoning Commission is scheduled for April 11, 2022. Items targeted for that agenda include public hearings for (2) change of zoning applications for planned developments for single family and commercial development. Staff has also received a Specific Use Permit application for the construction of a new auto parts & supply store.

POLICE



- On Thursday, March 17, 2022, officers were dispatched to the 2400 block of S. Hampton Road, regarding an assault. Upon arrival, officers learned the victim had been assaulted by his live-in girlfriend.
- On Friday, March 18, 2022, officers were dispatched to a shots fired call in the 800 block of Breton Drive, where the uninjured victim was located. The initial and follow-up investigations revealed that a group of 4-5 individuals, possibly operating a black Toyota Camry, passed the victim, turned around, and exited the car before shooting at the victim. The investigation is on-going.
- On Monday, March 21, 2022, officers met with a reporting party (R/P) at the Police Lobby regarding a road rage incident involving a silver 4-door vehicle on I-35E. As the silver vehicle took the Bear Creek Road exit, the R/P heard a loud noise coming from the rear passenger door area. The R/P continued south on I-35E and took the Ovilla Road exit where he stopped and noticed what appeared to be a bullet hole in his rear passenger door. The R/P provided a vehicle tag and suspect description.
- On Tuesday, March 22, 2022, Officers were dispatched to the 100 block of Craddock in reference to a mentally ill individual. Officers transported her to the Parkland Hospital where they were met with Parkland Hospital Police.
- On Sunday, April 3, 2022, Officers were dispatched to an Aggravated Assault/Family Violence call in the 1800 blk of Walnut Street. Suspect was located later in Lancaster and arrested without incident.
- On Sunday, April 3, 2022, Officers were dispatched to an Aggravated Assault-Deadly Weapon/Family Violence call in the 600 blk of Golden Bell. Suspect was arrested at the scene.



PUBLIC WORKS

3/9/2022-3/25/2022 Installation of Smart Water Meters in Maplewood and Beaver Creek Estates.



3/9/2022 Repair of Leaking Water Main Valve on S. Hampton Road. Crews replaced damaged inline valve with two top bolts and a section of 6" C900 PVC.



3/10/2022 Pothole repairs on S. Uhl Road due to heavy rain.



3/23/2022 Repair of leaking service saddle on 4" PVC main. Crews removed abandoned service line and placed a full circle clamp.



3/23/2022 – 4/1/2022 Installation of new smart meters in Maplewood and London Area.



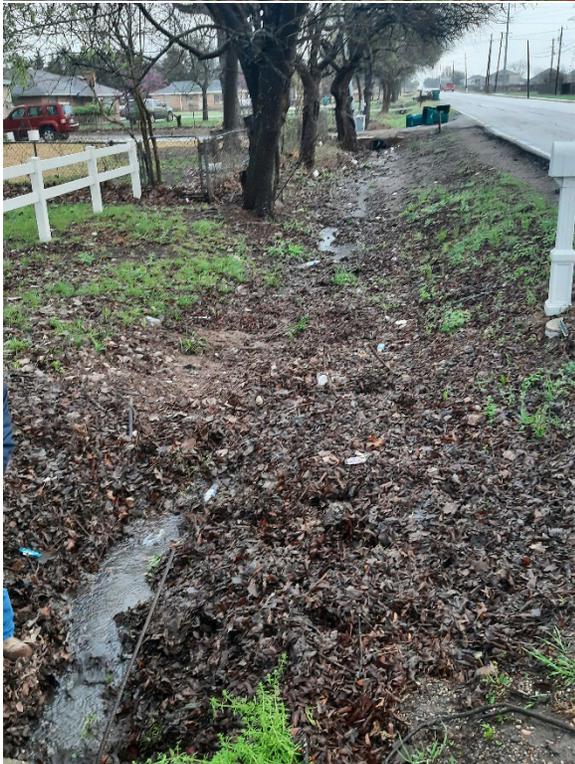
3/25/2022 Pothole repairs on S. Uhl Road. Crews cut out damaged areas and patched with Aqua patch.



3/29/2022 Contractors repair 4" water main tie-in made at 604 S. Hampton Road. Contractors removed leaking tap saddle and replaced.



3/30/2022 Drainage cleaning on S. Hampton Road. Crews removed limbs, leaves, and silt build-up to allow water to flow.



4/1/2022 Rehabilitation of Northwest Pump Station crews painting valve covers and washing. 1 million gallon ground storage tank to be painted.





4/6/2022 Installation of sidewalk around the City Center project.

