



# CITY MANAGER'S

## Update

### UPCOMING MEETINGS

May 22, 2023  
Planning & Zoning  
Commission Meeting  
6:30 P.M.

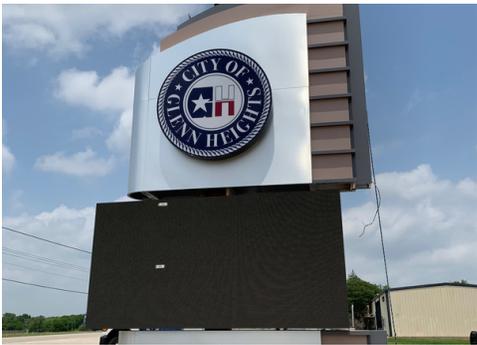
May 23, 2023  
Special Called  
City Council Meeting  
7:00 P.M.

May 30, 2023  
Special Called  
City Council Meeting  
7:00 P.M.

June 6, 2023  
Regular Called  
City Council Meeting  
7:00 P.M.

All meetings are held  
in the New City Hall  
Council Chambers

1938-C S. Hampton Rd.  
Glenn Heights, TX 75154



On Thursday, May 11, 2023, Public Works Staff worked on getting the Marquee Sign installed at the main entrance of the City Center. This will be a great resource for the City to use in order to keep residents up to date on events, news, and any other message that needs to be broadcast.

We are excited to utilize this tool in order to reach residents who aren't fully engaged with social media.

### CITY SECRETARY

#### City Council Meetings

City Council Meetings are held at City Hall, City Council Chambers, 1938-C South 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, or to watch the meeting live, please visit <https://glennheightstx.gov/>

The City Manager's Update provides information about ongoing projects, events, and initiatives throughout Glenn Heights.



### Summer Day Camp

The GHCC will be hosting its first ever Summer Camp June 5 - August 4, 2023.

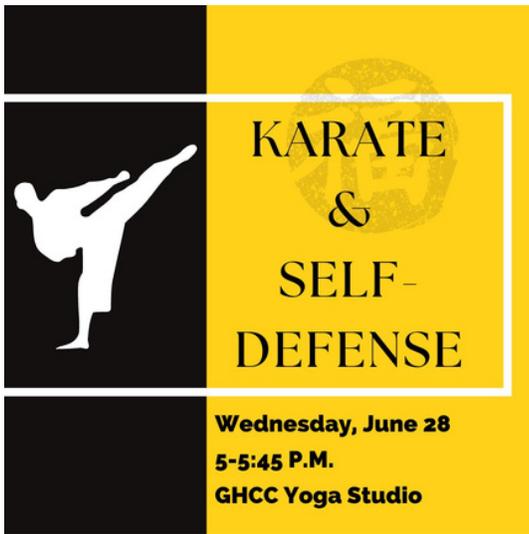
This Camp will be held from 7:00 A.M. - 5:30 P.M., Monday through Friday. The camp is open to kids aged 6-12 with a maximum number of 40 spots available for registration. The cost for registration is \$35 for residents and non-residents. The cost for camp is \$85/week for residents and \$95/week for non-residents, with a sibling discount of \$75/week for residents and \$85/week for non-residents. You may pay for the entire camp upfront or on a weekly basis.

As of May 18, 2023, we have five day-campers registered.

### X-treme Hip-Hop Aerobics Class

A class demo is going to be held on Saturday, June 17, 2023, from 10:00 - 11:00 A.M. in the GHCC Yoga Studio. The actual classes will start Saturday, June 24, 2023, with a \$7 drop-in fee per class.





**Karate and Self-Defense Class**

A class demo will be held Wednesday, June 28, 2023, from 5:00 - 5:45 P.M. for ages 6 and up in the GHCC Yoga Studio. The actual classes will meet every Monday & Wednesday starting Monday, July 10 and Wednesday, July 12, 2023. This class will cost \$85 per month with an \$85 additional cost for the uniform (first payment only).

**POLICE DEPARTMENT**



On Thursday, April 21, 2023, Sgt. Crawford and Officer Hickman presented 5-year-old British Smith with a Certificate of Recognition related to her actions and quick thinking during a medical emergency involving her mother Breyanna Price.

On Saturday, May 13, 2023 Officer Hickman attended a Mother's Day brunch hosted by Harvest Family Life & Mira Missions at the Palladium Apartments clubhouse. At this event, Officer Hickman discussed several topics related to personal safety



## POLICE DEPARTMENT (CONTINUED)

The City is commemorating National Police Week from May 15 - May 21, 2023. On Wednesday, May 17, 2023, Chief Bristow and Detective Yates had the opportunity to represent our city at the annual 'Peace Officer Memorial Ceremony' held in DeSoto at their Police Department. This ceremony honored all Peace Officers who have made the ultimate sacrifice in the line of duty.



Officer Trevontae McNealy represented the Glenn Heights Police Department in Washington D.C. during National Police Week. There, Officer McNealy was able to meet officers from across the nation and around the world.



The Glenn Heights Police Department donated refreshments to the Desoto ISD Staff for Teacher Appreciation Week.



Between Thursday, May 4, 2023, and Thursday, May 18, 2023, the GHFD responded to 43 calls for service - 25 EMS and 18 Fire. The average turnout time was 1:00 minute for EMS and 1:45 minutes for Fire.

On Thursday, May 4, 2023, Glenn Heights Fire Department E-301 responded to a single story residential structure fire at 201 W. Bar Creek Rd. Firefighter Crews contained the fire quickly and were able to limit the damage to one side of the home.

On Tuesday May 9, 2023, the Glenn Heights Fire Department E-301 responded to a single-story residential structure fire at 1715 Glenn Rd. Firefighters acted quickly and were able to extinguish the fire before any major damage occurred to the home.



On Thursday, May 11, 2023, The Citizens Public Safety Academy students learned about the Physical Agility Test that is required to be passed before being hired. They also learned about 'Forcible Entry' techniques to get through locked doors in emergency situations.

## FIRE DEPARTMENT (CONTINUED)



On Thursday, May 18, 2023, the Glenn Heights Fire Department judged the Amazing Shake competition held at Shields elementary school in Red Oak, TX.

## PUBLIC WORKS



May 4 - May 17, 2023: Smart meter installation in the Oak Leaf area.



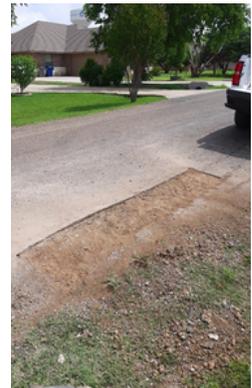
May 4 - May 17, 2023: Trash pickup during Right of Way mowing and various facilities throughout the city - crews picked up 120 bags of trash

## PUBLIC WORKS (CONTINUED)



May 9, 2023: Crews worked on removing and clearing a fallen tree after a severe storm.

May 15, 2023: Pothole repairs in Lindell Estates. Crews cut out and replaced damaged asphalt on the road.





May 17, 2023: Crews worked on sealing damaged parts of the road in the Cinnamon Springs Subdivision.

## FINANCE

### Utility Billing

(972) 223-1690, option #3

Monday - Friday, 8:00 A.M. and 5:00 P.M.

Customers can pay their utility bills by:

- Leaving a check or money order in the drop box at City Hall.
- Calling (972)223-1690, option #3, during business hours.
- Navigating to [www.glenheightstx.gov](http://www.glenheightstx.gov) and clicking on the "Pay Your Water Bill" link.



Request for Cost Adjustment Letter Received from Community Waster Disposal.



April 13, 2023

Clifford Blackwell  
Deputy City Manager  
City of Glenn Heights  
1938 S. Hampton Rd  
Glenn Heights, TX 75154

**RE: Request for Cost Adjustment Effective June 01, 2023**

Dear Clifford:

In accordance with the Agreement for Solid Waste and Recycling Collection, Remove and Disposal Services contract, Community Waste Disposal (CWD) may request an annual cost adjustment. This notice is to inform you of our request for Cost Adjustment effective June 01, 2023. Attached is a new schedule “A” outlining the changes in rates. Also included is the CPI index, the Henry Hub Natural Gas Spot Prices, and a worksheet that recaps the changes in disposal, fuel, and landfill.

The information below reflects a sample of the adjustments for Glenn Heights’s customer base.

2022 Residential rate	\$ 13.74	2022 Commercial 1x8x1	\$ 192.33
2023 Residential rate	\$ 14.52	2023 Commercial 1x8x1	\$ 202.47
2022 Additional Cart rate	\$ 6.65	2022 Commercial 35 SC Haul	\$ 533.64
2023 Additional Cart rate	\$ 7.03	2023 Commercial 35 SC Haul	\$ 561.98

If you would like to schedule a meeting with City Management/Staff to discuss CWD’s 2023 cost adjustment. Please contact CWD’s Municipal Coordinator, Nicole Roemer at 972.392.9300 ext. 2070 (office) or at 972.375.4646 (cell).

Sincerely,

Chyna Nguyen  
Accounts Receivable Manager

Enc: CPI statistical summary data  
Henry Hub natural gas spot prices  
Adjustment worksheet  
Schedule A

CC: Greg Roemer  
Jim Huyck  
Jason Roemer  
Nicole Roemer

2010 California Crossing Road Dallas,  
Texas 75220-2310  
*Telephone*  
972.392.9300 or 817.795.9300  
*Facsimile*  
972.392.9301

**In accordance with §A5.007 of the City’s code of ordinances, the actual rate charged to each customer will be actual cost plus 10%. Therefore, the new rate effective June 1, 2023 will be \$15.97 (\$14.52 + 10%).**

**This rate, pending Council action, may change.**

**During the May 16, 2023, City Council Meeting, Council expressed their displeasure related to CWD’s level of service to CWD’s President Greg Roemer. They also asked if the quality of the service levels could be enhanced – Mr. Roemer agreed that they could, but not without additional costs.**

Per the recommendation of the City Council, based on a rate study conducted by a water rate consultant, utility rates will increase effective October 1, 2023.



The utility rate changes are based on current and future cost increases from wholesale providers, such as the Trinity River Authority and the Dallas Water Utilities.

The average water bill consumption, for the months of June – August and October, is \$121.38 (based on 5,000 gallons of water and 5,000 gallons irrigation).

With the new rates, the average June bill will increase by \$34.45, totaling \$155.83 as of October 1, 2023.

For additional information and to review related documents, please visit the following link:

<https://www.glennheightstx.gov/182/Utility-Billing>

Per the contractual agreement, CWD will have an annual rate adjustment based on the following criteria, effective June 1, 2023:

- Consumer price index change (March 22' – March 23')
- Natural gas cost changes
- Disposal Fee cost changes

Solid waste charge will go from \$15.11 to \$15.97. This rate, pending Council action, may change.

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