



CITY MANAGER'S

Update

UPCOMING MEETINGS

July 18, 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



The City hosted the Final 'Community Connect' of the year in the Stone Creek Neighborhood on July 7, 2023. Residents, Mayor Sonja A. Brown, City Council Members, and City Staff had an amazing time engaging with each other while enjoying snow cones, music, and food!

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/>

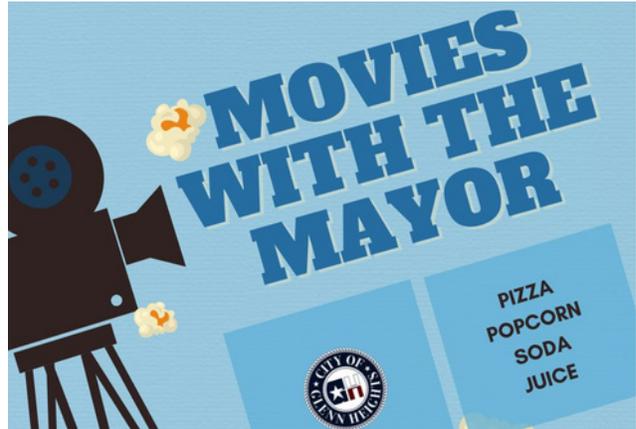
The City Manager's Update provides information about ongoing projects, events, and initiatives throughout Glenn Heights.

Movies with the Mayor

Our final 'Movies with the Mayor' will take place on Saturday, July 22, 2023, at 12:30 P.M.!

Location: Glenn Heights Public Safety Center, 1938-B S Hampton Road, Glenn Heights, TX 75154

Come by for pizza, soda, and the movie 'Latte and the Magic Waterstone'. Hope to see you there!



Back to School Bash

If your student will be attending DeSoto ISD this upcoming school year, Glenn Heights will distribute backpacks and school supplies on Saturday, August 5, 2023, from 9:00 A.M. to 12:00 P.M., at DeSoto High School, Academy Wing entrance, located at 600 Eagle Drive, DeSoto, TX 75115.

If your student will be attending Red Oak ISD this upcoming school year, Glenn Heights will distribute backpacks and school supplies on Saturday, August 5, 2023, from 8:30 A.M. to 11:30 A.M., at Red Oak High School, located at 220 S SH 342, Red Oak, TX 75154.



Glenn Heights school supplies are exclusively for Glenn Heights residents, and you must be pre-registered. Only attendees who are pre-registered are guaranteed backpacks and supplies. At your designated event, please visit the Glenn Heights booth and provide proof of residency to receive your backpack and supplies.

**STAY UP TO DATE ON THE WEATHER
AND OTHER EMERGENCIES**

If you are not already registered in the Resident Alert System "NOTIFY Glenn Heights" used by the Public Safety Department, please sign-up using this link:
<https://member.everbridge.net/index/892807736729681/#/signup>

OR

Find sign-up information by:

1. Visiting our city website at <https://www.glennheightstx.gov/>
2. Click the tab labeled "Departments" found at the top of the page.
3. Click on the title "Fire Department" found in the middle of the page.
4. Click the image found at the bottom of the page like the one pictured above.



FIRE DEPARTMENT



Between Thursday, June 29, 2023, and Thursday, July 13, 2023, the GHFD responded to 64 calls for service - 42 EMS and 22 Fire. The average turnout time was 1:58 minute for EMS and 1:00 minute for Fire.



On Monday, July 3, 2023, Seth Reece was sworn in as a Firefighter/EMT for the Glenn Heights Fire Department.



The new Public Safety Communications Center is now open! This week the Communications Center was moved from the former police station, located at 550 E. Bear Creek Road, to the new Public Safety Center located at 1938-B S. Hampton Road.

This move required an incredible amount of teamwork and coordination between multiple city departments, governmental entities, and vendors.

We'd like to thank the following members of the Glenn Heights team for their efforts and assistance:

Interim City Manager Keith Moore, IT Administrator Kathi Morgan, IT Specialist Jeff Kent, Communications Supervisor TJ Niemietz, Dispatchers Jalen Quinnie, Jodi Deal, Tiffany Strength, and Andranique Henderson. We couldn't have done it without each of you!

Animal Control

Glenn Heights Animal Services has friendly canines available for adoption with **NO ADOPTION FEE**. All dogs are fully vaccinated. For more information or to make an appointment to meet one of our furry friends, call (214) 837-9255, Monday through Friday, from 8:00 A.M. 5:00 P.M.

Summer Day Camp

The GHCC Summer Day Camp weeks 4 and 5 went great! Campers and counselors spent time in the Glenn Heights Community Center and Family Center, participated in activities such as inside and outside games, arts and crafts, and watching movies. They also went on the 4th and 5th field trips to 'Museum of Illusions Dallas' and the 'Frontiers of Flight Museum'.



Classes at the GHCC

Dance Fit Line Dancing class

We held our weekly Dance Fit class in the Aerobics Room at the GHCC on July 14, 2023. Thank you to our Interim City Manager Keith Moore, Council Member Travis Bruton, and everyone else who came by! We will continue to host these classes on Thursdays at 6 P.M. with a \$5 drop-in fee



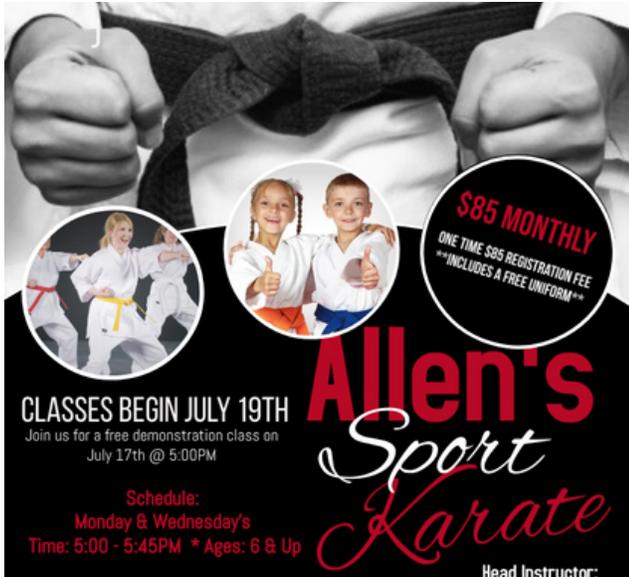
Adult Basketball League

Our first ever 'Adult Basketball League' will be starting at the end of next month! Grab your basketball buddies and register in person at the Glenn Heights Community Center located at - 1938-D S Hampton Rd. (Limit of 12 people per team)



Karate and Self-Defense

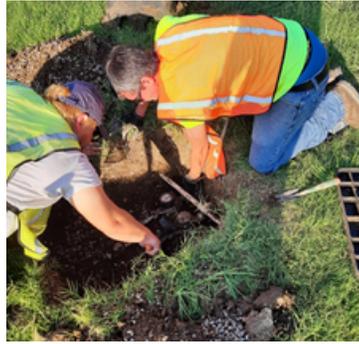
A class demo will be held Monday, July 17, 2023, from 5:00 - 5:45 P.M. for ages 6 and up in the GHCC Yoga Studio. The actual classes will meet every Monday & Wednesday starting Wednesday, July 19, 2023. This class will cost \$85 per month with an \$85 additional cost for the uniform (first payment only).



X-treme Hip-Hop Aerobics Class

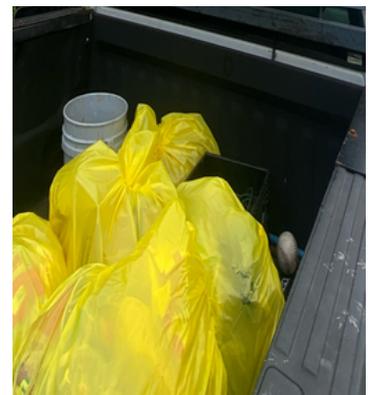
A class demo is going to be held on Monday, July 17, 2023, from 7:00 - 8:00 P.M. for ages 18 and up in the GHCC Yoga Studio. The actual classes will start Monday, July 24, 2023, from 7:00 - 8:00 P.M. with a \$7 drop-in fee per class.





June 29 - July 12, 2023:
Smart meter installation in
the Stone Creek and
Hollywood Estates
Subdivision

June 29 - July 12, 2023: Trash
pickup during Right of Way
mowing and Parks
throughout the city - crews
picked up 48 bags of trash.

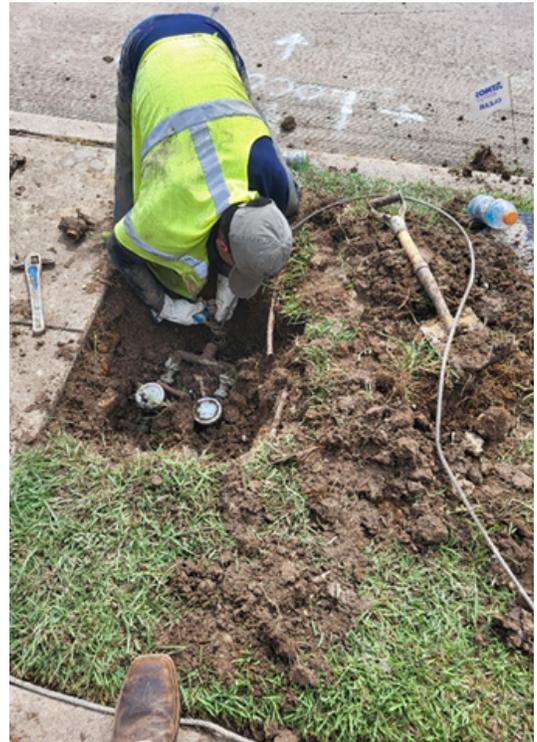


PUBLIC WORKS (CONTINUED)



July 3 - July 13, 2023: City wide abatements were cut by the public works crew as a result of being overgrown, crews cut a total of 15 abatements..

July 3, 2023: Crews worked on repairing 1" water service lines and replacing split PVC water service lines at 1407 Meadow Lark.



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.glenheightstx.gov/182/Utility-Billing>

Per the contractual agreement, CWD's annual rate adjustment based on the following criteria, went into effect 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.

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.



Community Waste Disposal Monthly Report

	May-2023	Apr-2023	Mar-2023	Feb-2023	Jan-2023	Dec-2022	Nov-2022	Oct-2022	Sep-2022	Aug-2022	Jul-2022	Jun-2022
Homes	6,114	6,089	6,013	5,970	5,952	5,952	5,939	5,990	5,975	5,804	5,804	5,804
Resi Recy Tonnage	83.48	70.24	87.21	101.13	84.32	107.75	85.01	82.16	83.24	98.90	74.57	85.77
Pounds / Home / Month	27.31	23.07	29.01	33.88	28.33	36.21	28.63	27.43	27.86	34.08	25.70	29.56

Single Stream Recycling

	04/23/23	03/17/23	01/19/23	11/18/22	09/15/22	08/19/22
Flammables (aerosol, oil-based paint & paint solvents)	52	0	0	25	0	0
Corrosive liquids (pool chemicals)	18	0	0	10	0	0
Oxidizers	54	0	0	25	0	0
Pesticides, Herbicides, Fertilizers	105	0	0	20	0	0
Batteries	5	0	0	0	0	0
Automotive fluids	176	0	25	35	0	0
Fire Extinguishers	0	0	0	0	0	0
Paint & Paint-Related (including latex paint)	1,583	758	185	350	198	229
Used electronics	184	56	100	0	0	0
Daily Totals:	2,177	814	310	465	198	229

Door-side Collection

	May-2023	Apr-2023	Mar-2023	Feb-2023	Jan-2023	Dec-2022	Nov-2022	Oct-2022	Sep-2022	Aug-2022	Jul-2022	Jun-2022
Service Opportunities	39,686	39,578	39,084	38,805	38,688	38,688	38,603	38,935	38,837	37,726	37,726	37,726
Service Inquiries	30	54	50	14	18	12	18	14	31	32	35	88
Per 1,000 Service Opps	0.76	1.36	1.28	0.36	0.47	0.31	0.47	0.36	0.80	0.85	0.93	2.33

Residential Solid Waste Services

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.glenncitytx.gov and clicking on the "Pay Your Water Bill" link.

