



CITY MANAGER'S

Update

UPCOMING MEETINGS

September 12, 2023
Special Called
City Council Meeting
7:00 P.M.

September 19, 2023
Regular Called
City Council Meeting
7:00 P.M.

September 26, 2023
City-Wide
Quarterly HOA Meeting
6:00 P.M.

All meetings are held
in the New City Hall
Council Chambers

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



In partnership with the North Central Texas Council of Governments (NCTCOG), DART has recently deployed electric vehicle charging stations at both the Glenn Heights Park & Ride and Illinois Station locations.

On Thursday, August 31, 2023, Interim City Manager Keith Moore and Director of Development, Parviz Pourazizian joined the installation event at DART, where they introduced Vehicle Chargers at Two Transit Centers. These Blink Series 8 Dual Port Level 2 Chargers can efficiently charge a standard electric vehicle in just 4-8 hours, making them an ideal choice for transit users with electric cars who need to charge during the day. Notably, the dual charging ports enable two vehicles to charge simultaneously.

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.

**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.



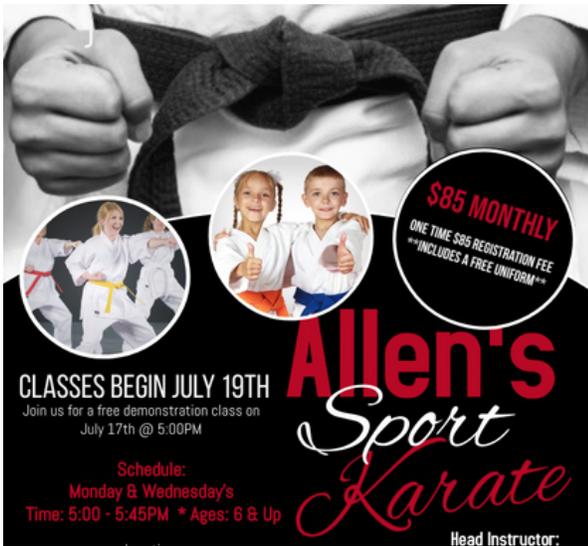
Between Thursday August 24 to Thursday September 7, 2023 the Glenn Heights Fire Department has responded to 71 calls for service 56 EMS and 15 Fire. The average turnout time was 1:10 minutes for EMS and 1:15 minutes for Fire.



This week, Officer Terry represented the police department at Shields Elementary School at their “Donuts with Grown-ups” event. Officer Terry had an awesome time engaging and interacting with the students while telling them about his job.



This week, the Police Department, Code Enforcement, Fire Department and Planning and Development came together to begin abatement/demolition proceedings on an abandoned residence located in the 200 Blk of Westminster Drive.



Karate and Self-Defense

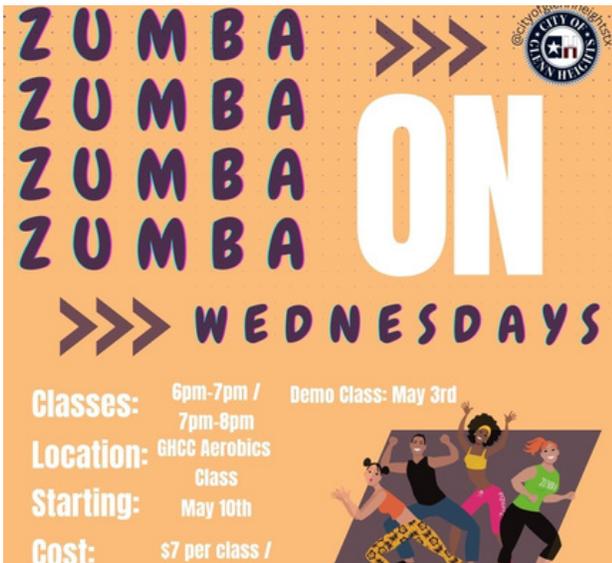
Our 'Karate and Self Defense' class is held every Monday & Wednesday from 5:00 - 5:45 P.M.

This class costs \$85 per month with an \$85 additional cost for the uniform (first payment only).



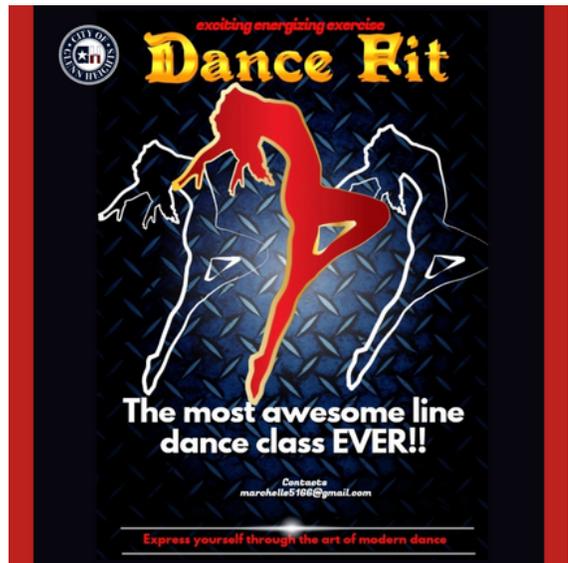
X-treme Hip-Hop Aerobics Class

We hold our 'X-treme Hip-Hop Aerobics' class on Mondays from 7:00 - 8:00 P.M. with a \$7 drop-in fee per class.



Zumba

We hold our 'Zumba' class on Wednesdays from 6:00 - 7:00 P.M. with a \$7 drop-in fee per class.



Dance Fit Line Dancing

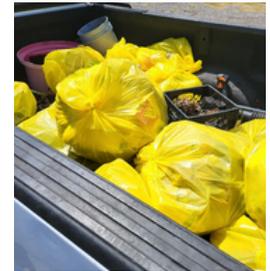
We hold our 'Dance Fit Line Dancing' class on Thursdays from 6:00 - 7:00 P.M. with a \$5 drop-in fee per class.



August 24 - September 6, 2023: Smart meter installation in the Sunrise Meadows Subdivision.



August 24 - September 6, 2023: Trash pickup during Right of Way mowing and Parks throughout the city - crews picked up 77 bags of trash.



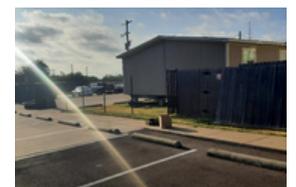
August 28, 2023: Crews worked on a water service line leak at 2615 Lakeridge Dr.

August 31, 2023: Crews worked on cutting and removing a large tree in the Gateway subdivision drainage area.



August 31 & September 1, 2023:
Crews worked on installing brackets and A/C units into the file storage space near old City Hall.

September 5, 2023: With the relocation of the old Fire department mobile home, crews assisted contractors in splitting and moving the mobile home from Old City Hall to the Public works facility.



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

| | Jul-2023 | Jun-2023 | May-2023 | Apr-2023 | Mar-2023 | Feb-2023 | Jan-2023 | Dec-2022 | Nov-2022 | Oct-2022 | Sep-2022 | Aug-2022 |
|------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Homes | 6,130 | 6,172 | 6,114 | 6,089 | 6,013 | 5,970 | 5,952 | 5,952 | 5,939 | 5,990 | 5,975 | 5,804 |
| Resi Rcy Tonnage | 63.44 | 90.41 | 83.48 | 70.24 | 87.21 | 101.13 | 84.32 | 107.75 | 85.01 | 82.16 | 83.24 | 98.90 |
| Pounds / Home / Month | 20.70 | 29.30 | 27.31 | 23.07 | 29.01 | 33.88 | 28.33 | 36.21 | 28.63 | 27.43 | 27.86 | 34.08 |

Single Stream Recycling

| | 07/20/23 | 06/15/23 | 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) | 10 | 10 | 52 | 0 | 0 | 25 | 0 | 0 |
| Corrosive liquids (pool chemicals) | 0 | 6 | 18 | 0 | 0 | 10 | 0 | 0 |
| Oxidizers | 15 | 22 | 54 | 0 | 0 | 25 | 0 | 0 |
| Pesticides, Herbicides, Fertilizers | 8 | 18 | 105 | 0 | 0 | 20 | 0 | 0 |
| Batteries | 0 | 3 | 5 | 0 | 0 | 0 | 0 | 0 |
| Automotive fluids | 0 | 41 | 176 | 0 | 25 | 35 | 0 | 0 |
| Fire Extinguishers | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Paint & Paint-Related (including latex paint) | 397 | 492 | 1,583 | 758 | 185 | 350 | 198 | 229 |
| Used electronics | 20 | 58 | 184 | 56 | 100 | 0 | 0 | 0 |
| Daily Totals: | 450 | 650 | 2,177 | 814 | 310 | 465 | 198 | 229 |

Door-side Collection

| | Jul-2023 | Jun-2023 | May-2023 | Apr-2023 | Mar-2023 | Feb-2023 | Jan-2023 | Dec-2022 | Nov-2022 | Oct-2022 | Sep-2022 | Aug-2022 |
|-------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Service Opportunities | 39,799 | 40,063 | 39,686 | 39,578 | 39,084 | 38,805 | 38,688 | 38,688 | 38,603 | 38,935 | 38,837 | 37,726 |
| Service Inquiries | 54 | 51 | 30 | 54 | 50 | 14 | 18 | 12 | 18 | 14 | 31 | 32 |
| Per 1,000 Service Opps | 1.36 | 1.27 | 0.76 | 1.36 | 1.28 | 0.36 | 0.47 | 0.31 | 0.47 | 0.36 | 0.80 | 0.85 |

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.

