



# CITY MANAGER'S

Update

## UPCOMING MEETINGS

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

October 3, 2023  
Regular Called  
City Council Meeting  
7:00 P.M

October 17, 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 Friday, September 15, 2023, our Interim City Manager, Keith Moore, was honored at halftime during the Red Oak vs. Killen Varsity Football game. He stood alongside other supporters of Red Oak Independent School District and the Education Foundation.

We truly value the opportunities to represent our city in the school districts that some of our residents are a part of!

## 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.

### Agendas & Minutes Website

To view the Agenda, Agenda Packet, and/or Minutes for a City Council, Board, or Commission Meeting, visit the following site: <https://www.glennheightstx.gov/129/Agendas-Minutes>. Choose the appropriate file from the Download Menu in the row of the Meeting you wish to view.

Depending on the date of the meeting, you will find the meeting in either the "Current and Upcoming Events" section or "Most Recent Events" section. Each section also allows the user to only view Meetings based on the Meeting, Board, or Commission name - simply select the appropriate meeting from the Category Menu. Also, if you would prefer to view/download the documents associated with each separate Agenda Item instead of downloading the entire Agenda Packet, users are allowed to do so by selecting the clickable Meeting Name.

Finally, to receive a Notification that an Agenda has been posted, please create an account and manage Notifications in the My Subscriptions section



## New System Alert! Civic Clerk Opt-in instructions

Register to receive notifications when all City meeting agendas and minutes are posted.

The infographic is a vertical flowchart with four main steps on the right, each accompanied by a screenshot of the website interface on the left. The steps are: 1. Register through the "My Subscriptions" feature. 2. Create an Account. 3. In the Manage Subscriptions tab, place a check mark by any meeting name you want to receive alerts for. 4. Contact the City Secretary.

**Want to continue to receive notifications for agendas and minutes?**

**Register through the "My Subscriptions"**

feature on the Agenda & Minutes webpage.

**Create an Account.**

This system is separate from your Civic Plus account, BUT you can reuse the same UN & PW.

**In the Manage Subscriptions tab,**

place a check mark by any meeting name you want to receive alerts for when an item is published.

**Contact the City Secretary:**

brandi.brown@glennheightstx.gov or 972.223.1690 X125

**Need more assistance?**

**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.



On Saturday, September 16, 2023, Interim Police Chief Bristow, Officer Godfrey and members of the Glenn Heights Fire Department took part in the Red Oak Founders Day parade. Officer Godfrey had the privilege of leading the parade in our new 2022 Ford Explorer patrol vehicle with the GHFD Fire Engine right behind!

## PUBLIC SAFETY DEPARTMENT (CONTINUED)

On Saturday, September 9, 2023, members of the Glenn Heights Fire and Police Departments attended the Ellis County National Preparedness Fair.



## POLICE DEPARTMENT



On Saturday, September 16, 2023, Interim Police Chief Bristow, Lt. Womack and Mayor Sonja A. Brown hosted our quarterly Cops and Coffee event at Yummi Donuts. They had a great time meeting everyone who attended and hearing about their concerns.

## FIRE DEPARTMENT



Between Thursday, September 7, 2023, and Thursday, September 21, 2023, the Glenn Heights Fire Department responded to 60 calls for service - 48 EMS and 12 Fire. The average turnout time was 1:27 minutes for EMS and 1:17 minutes for Fire.



On Monday, September 11, 2023, members of A-shift honored the victims and heroes of 9/11 with a moment of silence at the new flagpole in front of the Fire Department.

On Thursday, September 14, 2023, Red Oak ISD brought by delicious cookies to celebrate Firefighter Appreciation month with A-shift.



On Tuesday, September 19, 2023, Firefighter Seth Reece received his Texas Department of State Health Services Paramedic Certification. He is now a nationally registered certified paramedic.



**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 5:30 - 7:00 P.M. with a \$5 drop-in fee per class.



September 7 - September 20, 2023:  
Smart meter installation in the  
Sunrise Meadows Subdivision.



September 7 - September 20, 2023:  
Trash pickup during Right of Way  
mowing and Parks throughout the  
city - crews picked up 54 bags of  
trash.





September 7, 2023: Crews worked on a main water break at 101 Forest Brook Dr. by replacing damaged pipes.



September 15, 2023: Crews worked on a main water break at 2236 Sagebrush Dr. by replacing cracked pipes.



September 18, 2023: Crews worked on a water service line leak at the intersection of Locust Dr. and Willow Bend Dr.



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

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

**We Need Your Feedback!**

On June 1, 2022, the City of Glenn Heights entered into a contract with CWD for waste removal and recycling services. The initial term of the contract is for five (5) years. Should the City terminate the contract before the end of the term, it would be financially responsible for the remaining amortized value of all the equipment purchased on its behalf (currently valued at over \$1 million). Therefore, the measure to switch would be cost-prohibitive.

\* 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 The Solid waste charge went from \$15.11 to \$15.97.

This rate, pending Council action, may vary.



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.

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

**Please provide your input related to service levels and possible price modifications by using the following link: <https://forms.gle/rkq4Y3AfrkNVHvh98>**

**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
<b>Homes</b>	6,130	6,172	6,114	6,089	6,013	5,970	5,952	5,952	5,939	5,990	5,975	5,804
<b>Resi Rcy Tonnage</b>	63.44	90.41	83.48	70.24	87.21	101.13	84.32	107.75	85.01	82.16	83.24	98.90
<b>Pounds / Home / Month</b>	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
<b>Flammables (aerosol, oil-based paint &amp; paint solvents)</b>	10	10	52	0	0	25	0	0
<b>Corrosive liquids (pool chemicals)</b>	0	6	18	0	0	10	0	0
<b>Oxidizers</b>	15	22	54	0	0	25	0	0
<b>Pesticides, Herbicides, Fertilizers</b>	8	18	105	0	0	20	0	0
<b>Batteries</b>	0	3	5	0	0	0	0	0
<b>Automotive fluids</b>	0	41	176	0	25	35	0	0
<b>Fire Extinguishers</b>	0	0	0	0	0	0	0	0
<b>Paint &amp; Paint-Related (including latex paint)</b>	397	492	1,583	758	185	350	198	229
<b>Used electronics</b>	20	58	184	56	100	0	0	0
<b>Daily Totals:</b>	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
<b>Service Opportunities</b>	39,799	40,063	39,686	39,578	39,084	38,805	38,688	38,688	38,603	38,935	38,837	37,726
<b>Service Inquiries</b>	54	51	30	54	50	14	18	12	18	14	31	32
<b>Per 1,000 Service Opps</b>	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.glenheightstx.gov](http://www.glenheightstx.gov) and clicking on the "Pay Your Water Bill" link.

