



City Manager's Update

Week Ending 04-05-19

CITY MANAGER'S OFFICE

- On Tuesday, March 26, 2019, the City Manager met with Oncor Representatives to begin the process of replacing the existing luminaires with LED luminaires on Bear Creek Rd.
- The CMO attended the TxDOT Public Hearing for the Bear Creek Road Improvements project on Tuesday, March 26, 2019.
- On Wednesday, March 27, 2019, the CMO met with S & J Meter to discuss a potential pilot program to install 250 smart water meters.
- On Wednesday, April 3, 2019, DART held a second public meeting as follow-up regarding proposed service changes to the 206 Express Service.
- On Thursday, April 4, 2019, Mayor Garrett, Mayor Pro Tem Adams and the City Manager had a meet and greet with representatives from State Representative Carl Sherman's office.
- On Thursday, April 4, 2019, Mayor Garrett, Mayor Pro Tem Adams and the City Manager met with Desoto and Red Oak ISD Superintendents, Dr. D'Andre Weaver and Dr. Michael Goddard.



UPCOMING MEETINGS

Planning & Zoning

April 8, 2019
6:00 pm

50th Anniversary Committee

April 10, 2019
6:15 pm

Community Garden

April 11, 2019
5:30 pm

Heritage Lakes HOA

April 11, 2019
7:00 pm

City Council

April 16, 2019
7:00 pm

Meadow Creek Estates HOA

April 17, 2019
7:00 pm



COMMUNITY ENGAGEMENT

Upcoming Events Email blast:

The Office of Community Engagement has several events coming up! An email was distributed to our residents, neighbors and friends list on Monday, April 1, 2019, to advertise the DART Follow-up Community Meeting, Community Clean-Up and Clean-Up volunteer opportunity. Trackable links were included to see how many people clicked to learn more information. This action resulted in attaining 23 Clean-Up volunteers to assist with cleaning the streets and park.



1 Waste Management
Trash Collection

2 Action Shred
Office Electronics and Recycling

Have a heart, lend a hand,
and make a difference.

COMMUNITY CLEAN UP

FREE

APRIL 13
8AM - NOON
HERITAGE COMMUNITY PARK

2 FORMS OF ID
(LICENSE, GOV ID &
WATER OR ELECTRICITY BILL)
REQUIRED

Complimentary breakfast provided by
the 50th Anniversary Committee

3 World Wear
Clothing and Small Toys

4 Medication Roundup
Disposal of Pills

To volunteer or get more details
visit www.glennheightstx.gov



WE ARE LOOKING FOR YOU!

CALL FOR COMMUNITY CLEAN UP VOLUNTEERS!

Free Breakfast provided by 50th Anniversary Committee

APRIL 13, 2019 8- 10 AM
Volunteer Times: 10- noon

Bring your family, church group or community
group out to help Keep Glenn Heights Beautiful.

Register at glennheightstx.gov

DART Meeting

DART held a follow-up meeting on April 3, 2019, to share updates to the 206 EXPRESS route that serves Glenn Heights residents. The Office of Community Engagement maximized communications through the following efforts:

- Social Media boosted events (paid practice to ensure it reaches more accounts)
- Social Media flyers (launched on Facebook, NextDoor, Instagram and Twitter)
- Email Blast to Registered Residents
- Road Marquees
- Electronic Marquee on Hampton



- Invited other groups within Glenn Heights to serve as event hosts on social media so that they could repost information, helping widen the footprint.
- During the event, all discussion was live streamed, which greatly increased our social media engagement for this period and allowed for residents unable to attend to stay connected to the discussion.

27 people attended the meeting and 18 residents viewed the telecast, which was livestreamed and posted on the City of Glenn Heights Facebook page.

Web Page and Social Media Traffic Update (reported period: March 22- April 3, 2019)

Web Page:

- We had a 22% decrease in webpage traffic over the past 2 weeks. This is not alarming though, as sites naturally see traffic ebb and flow depending on events and items that drive traffic through the webpage.

Social Media:

The most engagement on our social media platform continues to occur on Facebook.

Trends share that posts with video content increases visibility more than those without, so we have added this into our social strategy. This week, our video views have increased by 22%.

Our post engagements continue to increase as our communication on social media is becoming consistent and viewers now come to expect key messaging.

Post engagements have grown 42% during this period. This means that 472 people have liked, commented, and/or shared our posts.

We have gained 7 new followers this past week, all via organic means.

These insights help us understand that transparency is key, and our residents are valuing and connecting with our efforts to better share information.

Highlights include:

- Our page responsiveness continues to remain at 100%, which means that we respond to everyone that asks a question or sends a private message. Our current response time has improved to 2.5 hours improving our last report, which was 3.5 hours.



Upcoming Events

RESCHEDULED: Easter Egg Scramble – April 20, 2019

Due to the predicted forecast, which shows a 70% chance of thundershowers during our regularly scheduled event, we have made the decision to cancel the Easter Egg Scramble on April 6, 2019. It is rescheduled for April 20, 2019.

Chat with the Chief – April 11, 2019

Time: 6:30 pm

Location: City Hall Council Chambers

Come learn more about public safety in Glenn Heights from the Chiefs!

Community Clean-Up – April 13, 2019

Time: 8:00 am – 12:00 pm

Location: Heritage Community Park, 400 E. Bear Creek

City-wide event where residents can dispose of household rubbish and debris

Stations will include: Clothing, electronics and household trash, rubbish and debris.

Pill disposal will be available. Hazmat disposal will be available at a later event.

Cinco de Mayo – May 3, 2019

Time: 6:00 pm – 8:00 pm

Location: TBD

This event celebrates Mexican culture. The Office of Community Engagement will work with community partners to feature local talent.

Family Festival – June 1, 2019

Time: 4:00 pm – 10:00 pm

Location: Heritage Community Park

Family Festival is the City's premiere event. Held the first Saturday in June, this annual day-long event is filled with engaging activities, music and dance entertainment for the young and young-at-heart. This **FREE** event has historically taken a community-based approach, highlighting the best vendors and culturally diverse local acts that Southern Dallas and Ellis County have to offer.



ECONOMIC DEVELOPMENT

Upcoming Events:

- On April 17, 2019, there will be a Desoto Works Job Fair at the Disciple Central Community Church, located at 901 Polk St., Desoto, TX 75115, from 2:00 pm – 6:00 pm.
- On April 18, 2019, Palladium Glenn Heights will host the BSW Workforce Development Committee meeting and provide a Workforce Housing Tour.

FINANCE

- The FY17-18 Audit was completed on March 31, 2019.
- Staff will have a FY19-20 Budget Kick-Off Meeting on April 18, 2019.



FIRE

- Two probationary firefighters have tested and passed their Medical Protocol training, and are now halfway through their EMS training.
- The Department worked with the Youth Fire Academy on CPR training, trauma and bandaging.
- On Monday, March 25, 2019, the Texas Department of Emergency Management (TDEM) reviewed our Request for Reimbursement (RFR) for the PW 287 request from the 2015 tornado. After an audit and review by CohnReznick Advisory, the amount to be distributed back to the city will be \$79,323.13. This is the federal share of the actual eligible costs that were justified by the submitted supporting documents.
- On Wednesday, March 27, 2019, the Fire Department received a reimbursement of \$9490.00 from the Texas Forest Service for the training aids that were purchased a few weeks ago.
- On Friday, March 29, 2019, the Department conducted the Physical Agility (PA) testing portion for our two vacant positions. Four applicants participated with three passing the PA test. Initial interviews were held this week and the Chiefs interviews will be held on Tuesday, April 9, 2019.



- The Department participated in the Red Oak I.S.D. Special Olympics on Friday, March 29, 2019. Approximately 600 youth from ten school districts were in attendance, the staff presented awards to the winners in various categories.



- On Thursday, April 4, 2019, a Promotional Ceremony was held for Jason Cates, Carlos Garza and Sean Kelly, they were promoted to Driver/Engineer.

HUMAN RESOURCES

**Welcome To Our
TEAM**

Jeff Mendez joined us on April 1, 2019, as the Information Technology Specialist. Mr. Mendez has over 20 years of experience as a Waterworks I.T. Officer with the County of Kauai. He holds a B.S. in Computer Science from California State University, Fullerton.

Joel Leach II, joined us on April 1, 2019, as the Community Engagement Coordinator. Mr. Leach is currently attending the University of North Texas majoring in Integrated Studies-Marketing, Communication and Public Relations. He recently worked as a Marketing/Production Intern for WFAA-TV.



INFORMATION TECHNOLOGY

The Information Technology Department is working on finalizing an inventory list of all City IT equipment.

PLANNING AND DEVELOPMENT

There were three new single-family home permits issued between March 16 - 31, 2019, and 81 miscellaneous permits processed and issued, which included a new residential addition and two commercial alteration permits. The commercial permits included an interior remodel for Dollar General and a new preliminary finish-out plan review for a new business, Ovilla Nutrition. Residential new construction value including the addition totaled \$819,145. The residential permits issued for 1921 & 1925 Carrington Dr. are for the completion of the abandoned, partially constructed homes, with all delinquent utility fees having been paid. The third residential permit is to rebuild a home totally lost to a fire, only leaving a slab approximately 10 years ago. Additionally, a CO was issued to Palladium Glenn Heights, Building 6, containing 30 multi-family units.

PUBLIC WORKS

On March 21, 2019, Public Works staff was made aware that the contractor working on the TxDOT improvements to Ovilla Rd. (FM 664) struck and broke a 15" waste water line. It is not known when the line was broken. Upon inspection, PW staff found that slurry concrete had entered the waste water line through the break. Staff removed approximately 20' of slurry from the line on March 21-22, 2019, and completed the repair on March 22, 2019. On March 25, 2019, staff found that water had entered the hole dug for the waste water line repair causing the line to float and caused the line to break. Staff repaired the second break on March 25, 2019.



On March 25-26, 2019, Public Works staff completed a scheduled overhaul of the mowing trailer. Pictures shown below are the before and after conditions of the trailer.



On March 26-27, 2019, Public Works staff cleaned and cleared the north east portion of the Gateway drainage area. This will allow the natural drainage to move more efficiently.



On April 1, 2019, there was a service line break in our water system at 226 Pearly Top Rd. Public Works staff was able to repair the service line the same day.



On April 2, 2019, a water main broke in the area of Joe Top and Pearly Top Dr. Public Works staff was able to repair the water main the same day.

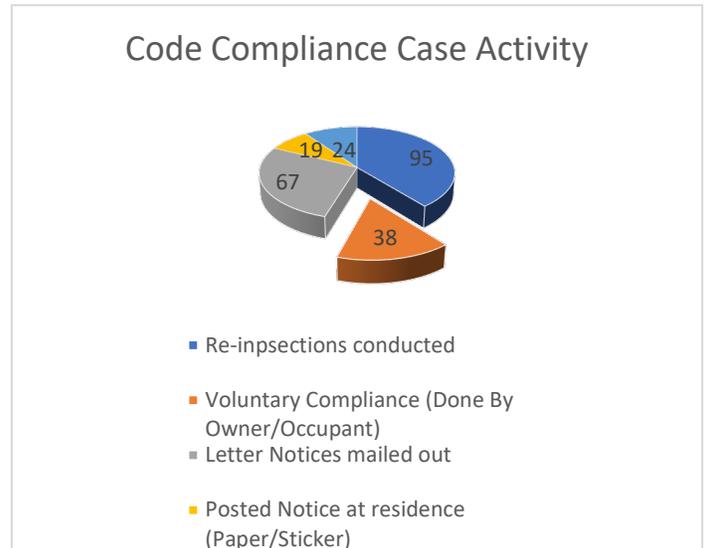


On April 3, 2019, a resident turned off the water supply to their home to make repairs. The water service line broke as they attempted to turn it back on. Public Works staff was able to repair the service line the same day.



CODE COMPLIANCE

| Code Case Activities | # of Items |
|---|------------|
| Re-inspections conducted | 95 |
| Voluntary Compliance (Done By Owner/Occupant) | 38 |
| Letter Notices mailed out | 67 |
| Posted Notice at residence (Paper/Sticker) | 19 |
| Closed Cases | 24 |
| Total | 243 |



POLICE

On Saturday, March 23, 2019, there was an aggravated robbery of a FedEx delivery driver in the 200 block of West Bear Creek. The suspects stole the truck, drove it to the area of Windsor and Victoria, removed packages from the truck, and left the truck abandoned. The driver was unharmed.



On Monday, March 25, 2019, the same crime was repeated on a FedEx delivery driver, in the City of DeSoto. The driver was unharmed.

On Wednesday, March 27, 2019, our detectives coordinated a joint investigation with the DeSoto Police Department that resulted in the apprehension of a 19-year-old male suspect and a 16-year-old male suspect who were involved in the two robberies of the FedEx trucks.

On Tuesday April 2, 2019, Deputy Chief Dooley attended a class on “Managing Police Misconduct and the Art of Redemption”, instructed by Mike Alexander, the former Police Chief and City Manager of Palestine.

On Wednesday April 3, 2019, Chief Burns and Deputy Chief Dooley conducted a day long training session for the Police Department’s Sergeants.

Please see attached March 2019 report.





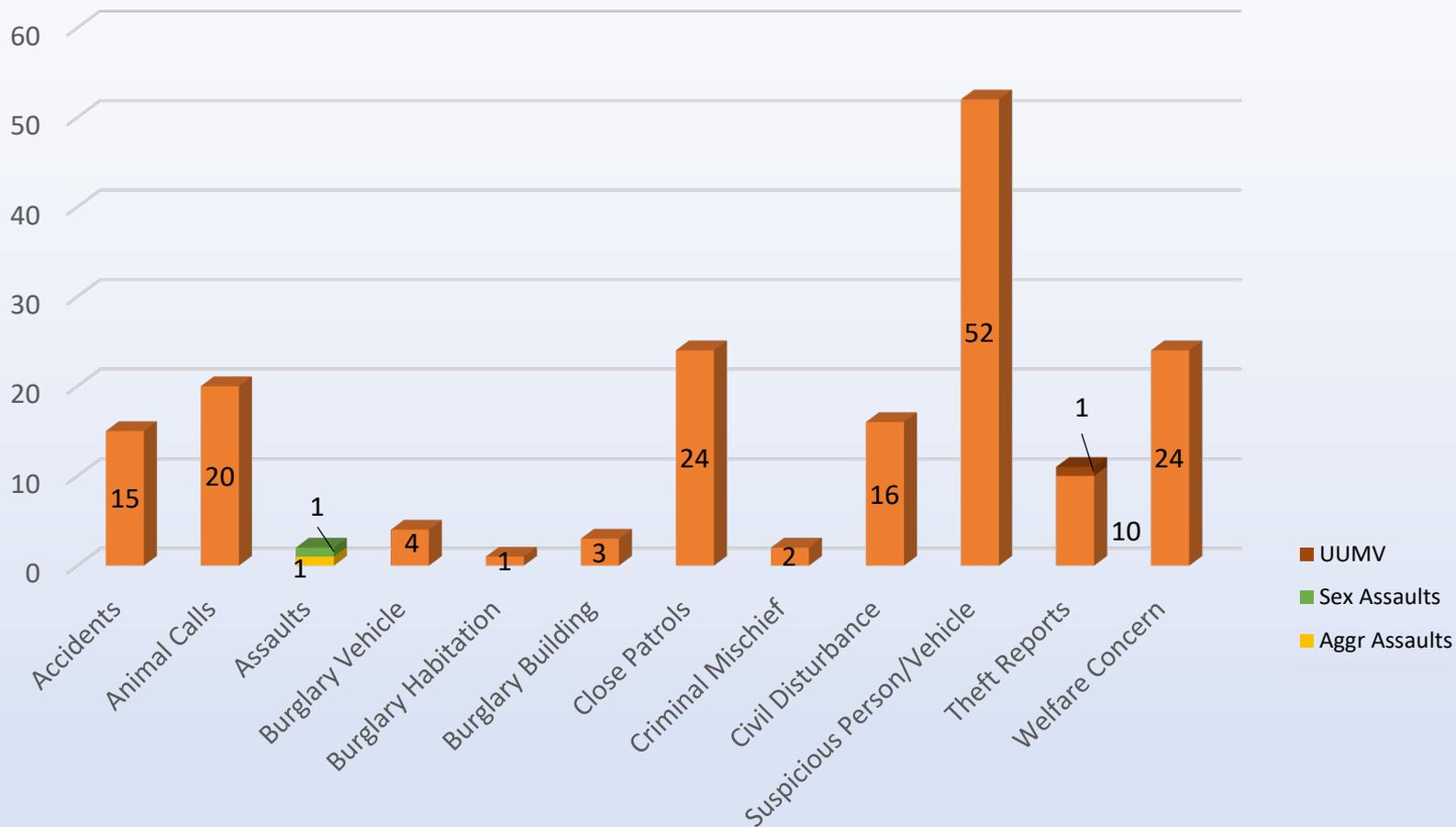
Glenn Heights Police Department

Monthly Report
March 2019



Dispatched

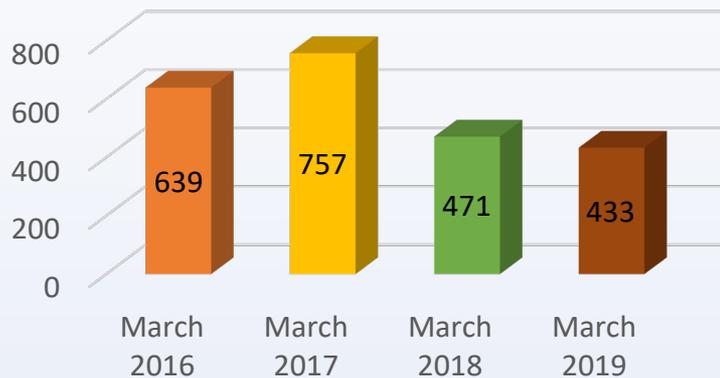
March 2019



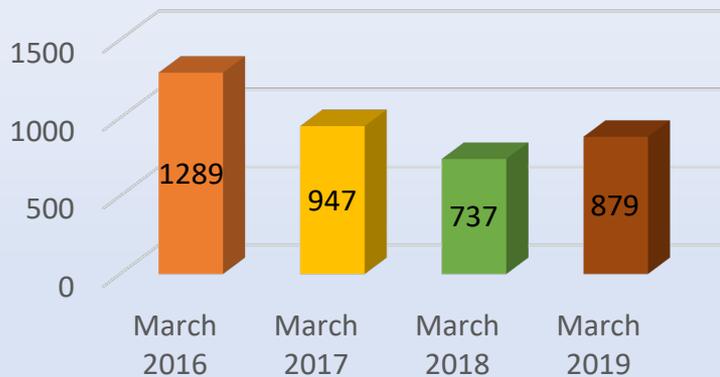


Total Calls

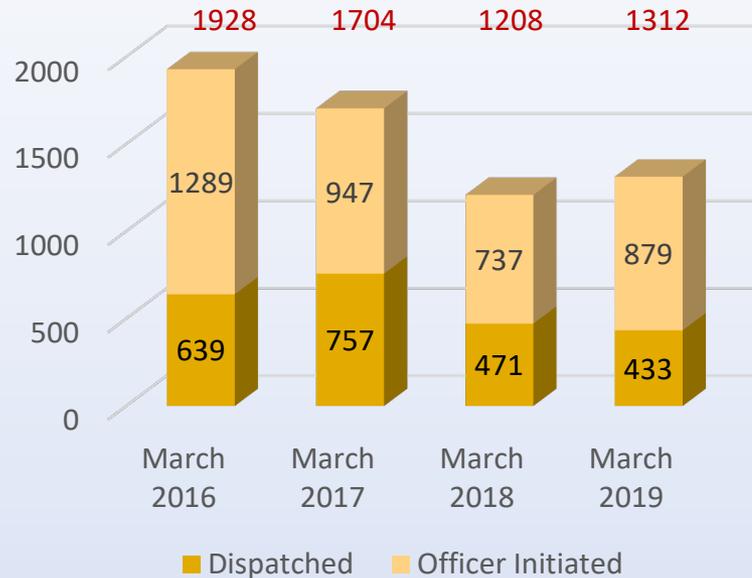
Dispatched



Officer Initiated



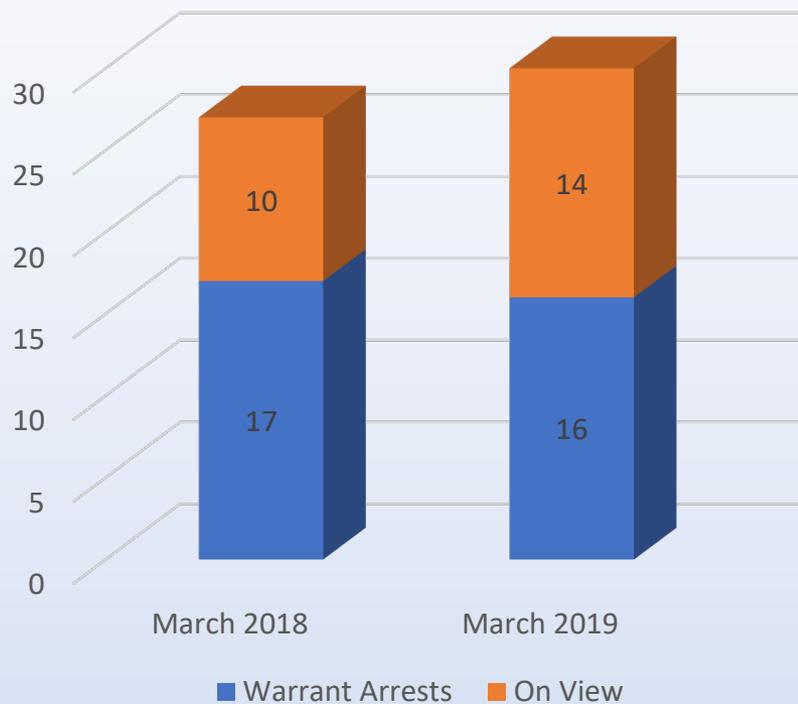
Total Calls



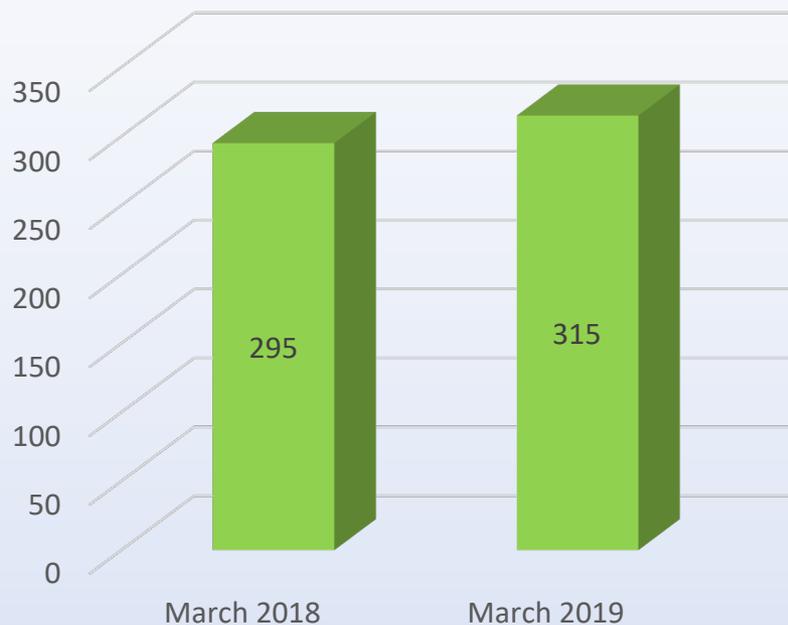


Arrests and Traffic

Arrests



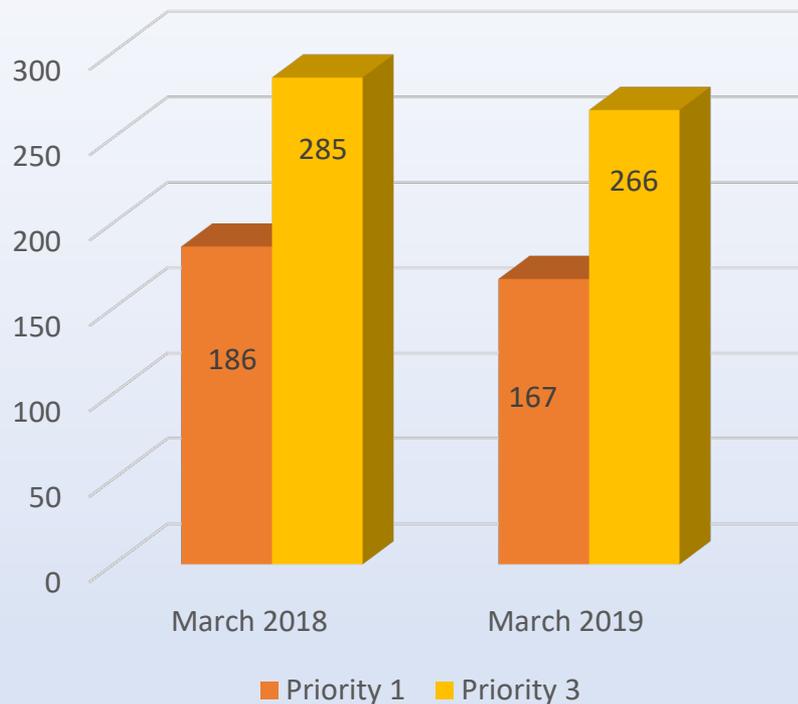
Traffic Stops





Calls by Priority with Average Response Times

Calls by Priority

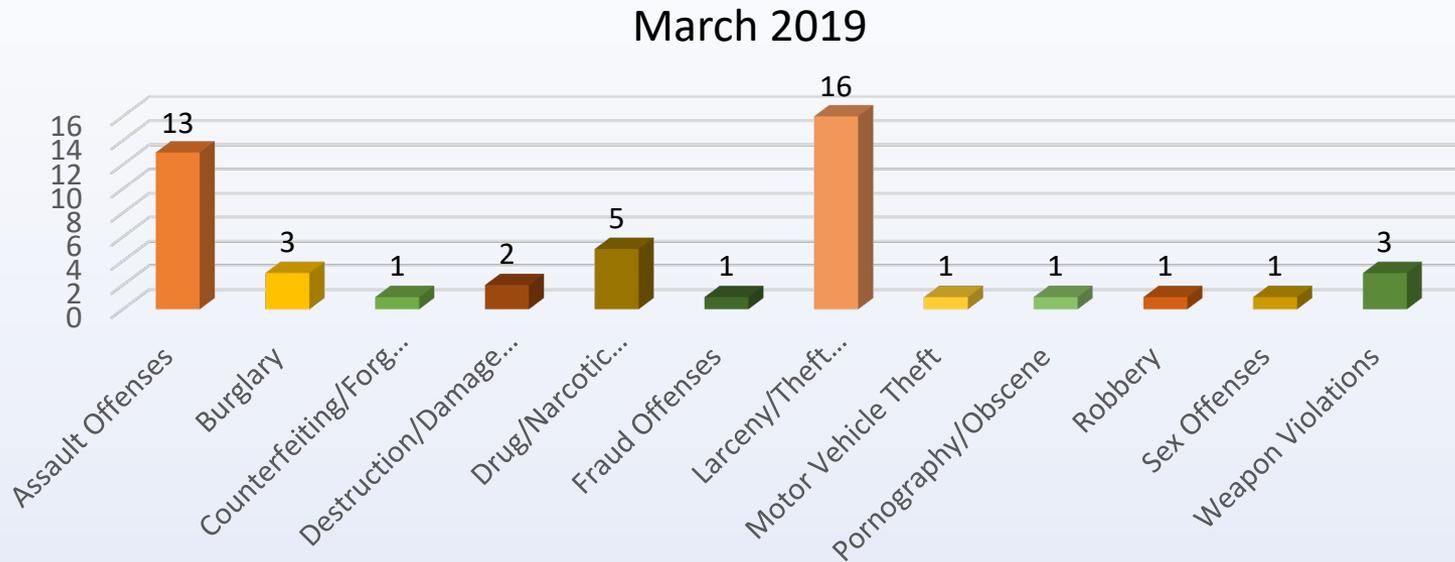


Average Response Times (minutes)





Group A Crimes



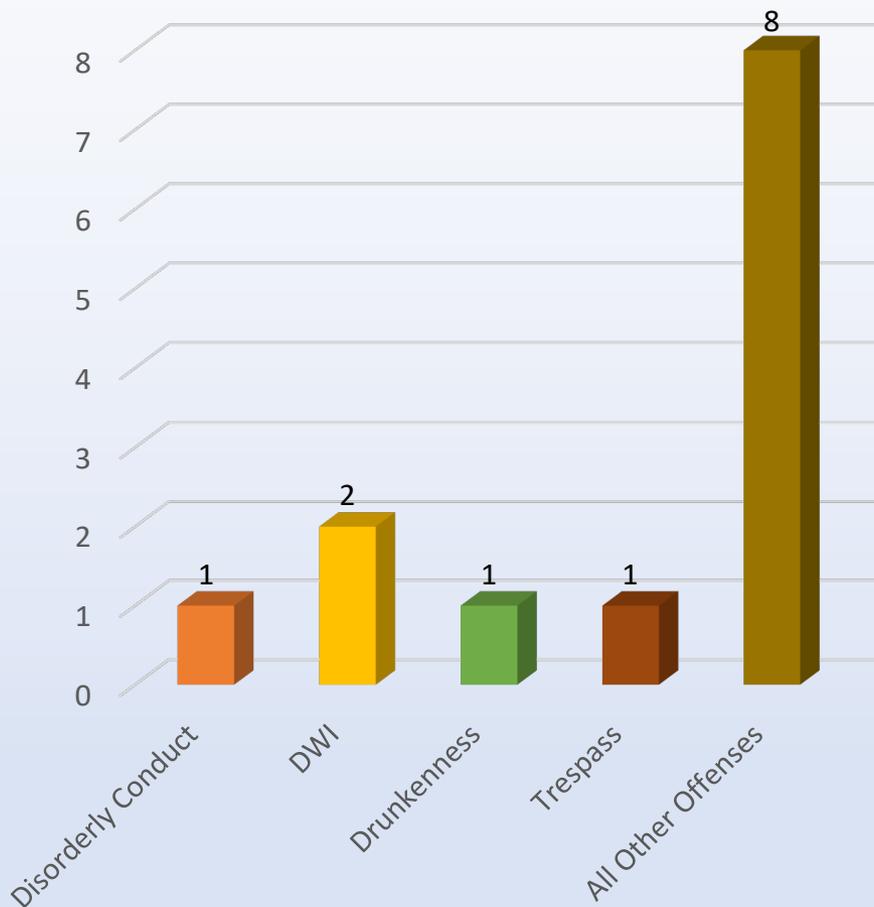
Total Group A Crimes March



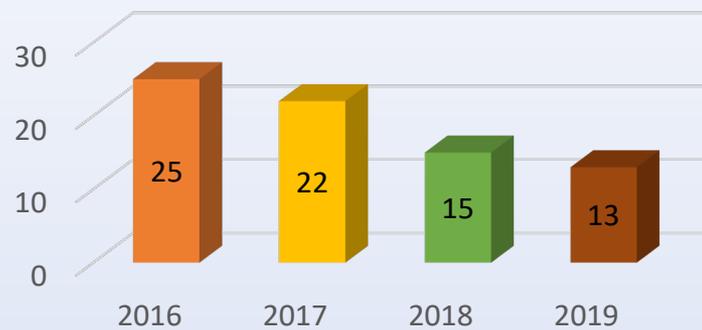


Group B Crimes

March 2019



Total Group B Crimes
March



ANIMAL CONTROL DEPARTMENT MONTHLY REPORT

Month: March 2019
Officer: M.Salmeron #408

| | |
|---|-----------|
| Animal At Large | 14 |
| Wildlife Calls | 4 |
| Animal Cruelty/Welfare Concern | 5 |
| Carcass Removal | 14 |
| Animal Registrations | 4 |
| Animal Bites | 0 |
| Trap Service | 2 |
| Live Stock | 1 |
| Animals Impounded | 13 |
| Impound Release | 2 |
| Written Violations (Actual Pieces of Paper) | 4 |
| Red Tags | 0 |
| Green Tags | 4 |
| Owner Surrenders | 3 |
| Court Summons/Citations | 4 |
| Special Assignments | 6 |
| TOTALS | 80 |

NIBRS Groups for Classification of Crime

The UCR Program began using incident-based reporting (i.e., NIBRS) in 1989 to capture all offenses within an incident rather than reporting only the highest charge within an incident. Through NIBRS, LEAs report data on each offense and arrest within 24 offense categories made up of 52 specific crimes called Group A offenses. For each of the Group A offenses coming to their attention, the LEA collects administrative, offense, property, victim, offender, and arrestee information. LEAs report only arrest data for an additional 10 Group B offense categories.

When reporting data to the FBI's UCR Program via NIBRS, LE must also classify the offenses within an incident as Group A offenses or Group B offenses. Though some state and local RMSs require the same level of reporting for all offenses, NIBRS requires differing levels of detail in reporting Group A and Group B offenses.

Index crimes are the eight crimes the FBI combines to produce its annual crime index. These offenses include willful homicide, forcible rape, robbery, burglary, aggravated assault, larceny over \$50, motor vehicle theft, and arson. This information is pulled from the NIBRS reports.

In 2015, House Bill 11 (HB11) required each law enforcement agency to implement an incident-based reporting system that meets the requirements of NIBRS. The goal date for implementation is September 1, 2019. The sunset date for UCR Summary reporting is January 1, 2021.

The Glenn Heights Police Department implemented NIBRS reporting on January 1, 2018.

Group A Offenses

There are 24 Group A offense categories made up of 52 Group A offenses. The offense categories listed below are in alphabetical order.

Animal Cruelty

Intentionally, knowingly, or recklessly taking an action that mistreats or kills any animal without just cause, such as torturing, tormenting, mutilation, maiming, poisoning, or abandonment.

Arson

To unlawfully and intentionally damage or attempt to damage any real or personal property by fire or incendiary device.

Assault Offenses

An unlawful attack by one person upon another

- Aggravated Assault
- Simple Assault
- Intimidation

Bribery

The offering, giving, receiving, or soliciting of anything of value (e.g., a bribe, gratuity, or kickback) to sway the judgment or action of a person in a position of trust or influence.

Burglary/Breaking and Entering

The unlawful entry into a building or other structure with the intent to commit a felony or a theft.

Counterfeiting/Forgery

The altering, copying, or imitation of something, without authority or right, with the intent to deceive or defraud by passing the copy or thing altered or imitated as that which is original or genuine; or, the selling, buying, or possession of an altered, copied, or imitated thing with the intent to deceive or defraud.

Destruction/Damage/Vandalism of Property (except Arson)

To willfully or maliciously destroy, damage, deface, or otherwise injure real or personal property without the consent of the owner or the person having custody or control of it.

Drug/Narcotic Offenses

The violation of laws prohibiting the production, distribution, and/or use of certain controlled substances and the equipment or devices utilized in their preparation and/or use.

- Drug/Narcotic Violations
- Drug Equipment Violations

Embezzlement

The unlawful misappropriation by an offender to his/her own use or purpose of money, property, or some other thing of value entrusted to his/her care, custody, or control

Extortion/Blackmail

To unlawfully obtain money, property, or any other thing of value, either tangible or intangible, through the use or threat of force, misuse of authority, threat of criminal prosecution, threat of destruction of reputation or social standing, or through other coercive means

Fraud Offenses (except Counterfeiting/Forgery and Bad Checks)

The intentional perversion of the truth for the purpose of inducing another person or other entity in reliance upon it to part with something of value or to surrender a legal right

- False Pretenses/Swindle/Confidence Game
- Credit Card/Automated Teller Machine Fraud
- Impersonation
- Welfare Fraud
- Wire Fraud
- Identity Theft
- Hacking/Computer Invasion

Gambling Offenses

To unlawfully bet or wager money or something else of value; assist, promote, or operate a game of chance for money or some other stake; possess or transmit wagering information; manufacture, sell, purchase, possess, or transport gambling equipment, devices, or goods; or tamper with the outcome of a sporting event or contest to gain a gambling advantage

- Betting/Wagering
- Operating/Promoting/Assisting Gambling
- Gambling Equipment Violations
- Sports Tampering

Homicide Offenses

The killing of one human being by another

- Murder and Non-Negligent Manslaughter
- Negligent Manslaughter
- Justifiable Homicide (Not a Crime)

Human Trafficking Offenses

The inducement of a person to perform a commercial sex act, or labor, or services, through force, fraud, or coercion

Human trafficking has also occurred if a person under 18 years of age has been induced, or enticed, regardless of force, fraud, or coercion, to perform a commercial sex act

- Human Trafficking, Commercial Sex Acts
- Human Trafficking, Involuntary Servitude

Kidnapping/Abduction

The unlawful seizure, transportation, and/or detention of a person against his/her will or of a minor without the consent of his/her custodial parent(s) or legal guardian

Larceny/Theft Offenses

The unlawful taking, carrying, leading, or riding away of property from the possession or constructive possession of another person

- Pocket-picking
- Purse-snatching
- Shoplifting
- Theft From Building
- Theft From Coin-Operated Machine or Device
- Theft From Motor Vehicle (except Theft of Motor Vehicle Parts or Accessories)
- Theft of Motor Vehicle Parts or Accessories
- All Other Larceny

- Motor Vehicle Theft
 - Automobiles
 - Buses
 - Recreational Vehicles
 - Trucks
 - Other Motor Vehicles—other motorized vehicles, e.g., motorcycles, motor scooters, trail bikes, mopeds, snowmobiles, all-terrain vehicles, or golf carts whose primary purpose is to transport people

Pornography/Obscene Material

The violation of laws or ordinances prohibiting the manufacture, publishing, sale, purchase, or possession of sexually explicit material, e.g., literature or photographs

Prostitution Offenses

To unlawfully engage in or promote sexual activities for anything of value

- Prostitution
- Assisting or Promoting Prostitution
- Purchasing Prostitution

Robbery

The taking or attempting to take anything of value under confrontational circumstances from the control, custody, or care of another person by force or threat of force or violence and/or by putting the victim in fear of immediate harm

Sex Offenses

Any sexual act directed against another person, without the consent of the victim, including instances where the victim is incapable of giving consent

- Rape (except Statutory Rape)
- Sodomy
- Sexual Assault With An Object
- Fondling
- Sex Offenses, Non-Forcible
 - Incest
 - Statutory Rape

Stolen Property Offenses

Receiving, buying, selling, possessing, concealing, or transporting any property with the knowledge that it has been unlawfully taken, as by burglary, embezzlement, fraud, larceny, robbery, etc.

Weapon Law Violations

The violation of laws or ordinances prohibiting the manufacture, sale, purchase, transportation, possession, concealment, or use of firearms, cutting instruments, explosives, incendiary devices, or other deadly weapons

Group B Offenses

There are 10 Group B crime categories encompassing offenses not considered Group A offenses.

Bad Checks (except Counterfeit Checks or Forged Checks)

Knowingly and intentionally writing and/or negotiating checks drawn against insufficient or nonexistent funds.

Curfew/Loitering/Vagrancy Violations

The violation of a court order, regulation, ordinance, or law requiring the withdrawal of persons from the streets or other specified areas; prohibiting persons from remaining in an area or place in an idle or aimless manner; or prohibiting persons from going from place to place without visible means of support

Disorderly Conduct

Any behavior that tends to disturb the public peace or decorum, scandalize the community, or shock the public sense of morality.

Driving Under the Influence

Driving or operating a motor vehicle or common carrier while mentally or physically impaired as the result of consuming an alcoholic beverage or using a drug or narcotic

Drunkenness (except Driving Under the Influence)

To drink alcoholic beverages to the extent that one's mental faculties and physical coordination are substantially impaired

Family Offenses, Nonviolent

Unlawful, nonviolent acts by a family member (or legal guardian) that threaten the physical, mental, or economic well-being or morals of another family member and that are not classifiable as other offenses, such as Assault, Incest, and Statutory Rape

Liquor Law Violations (except Driving Under the Influence and Drunkenness)

The violation of laws or ordinances prohibiting the manufacture, sale, purchase, transportation, possession, or use of alcoholic beverages

Peeping Tom

To secretly look through a window, doorway, keyhole, or other aperture for the purpose of voyeurism

Trespass of Real Property

To unlawfully enter land, a dwelling, or other real property

All Other Offenses

All crimes that are not Group A offenses and not included in one of the specifically named Group B crime categories listed previously.