



City Manager's Update

Week Ending 04-19-19

CITY MANAGER'S OFFICE

- On Monday, April 8, 2019, the CMO met with TxDOT to discuss additional waterline relocations on FM 664.
- On Wednesday, April 10, 2019, the CMO attended a meeting with TxDOT regarding the Bear Creek Road Project.
- On Friday, April 12, 2019, the CMO attended a meeting with TxDOT regarding the Loop 9 Corridor.
- On Monday, April 15, 2019, the CMO conducted the Consultant Selection for RFQ 19-03. The joint venture of Speed Fab-Crete and Callahan & Freeman have been selected to move forward with the construction of the new City facilities.
- On Tuesday, April 16, 2019, the City Manager met with the Police and Fire Associations to discuss upcoming budget concerns.

UPCOMING MEETINGS

Zoning Board of Adjustments

April 22, 2019
6:00 pm

Gateway HOA

April 23, 2019
7:00 pm

50th Anniversary Committee

April 24, 2019
6:15 pm

Park Board

April 25, 2019
7:15 pm

COMMUNITY ENGAGEMENT

Talk Back Tuesday

Answers received include the following:



Cathy Kay perhaps making sure the city website functions work properly?

Like · Reply · Message · 1d



City of Glenn Heights, TX Cathy Kay I'm happy to share we are working on a new site to both enhance and simplify the user experience. Thanks for talking back!

Like · Reply · 1d



Brian Smith A citizens chat with the city manager.

Like · Reply · Message · 6h



ldfish2 Splash day for the kids at the park, community garage sale and farmer's market.

2d 2 likes Reply

— View previous replies (3)



ericarenee29 @cityofglennheightstx lets do park block party. Also, keep the movie nights. Those are great. We'd just have to make sure everyone knows about what's going on. All of these could have really great turn outs.

2d 1 like Reply



First-Annual Warrant Amnesty Press Release

The Office of Community Engagement drafted and distributed a press release for the Courts 1st Annual Warrant Round-up Program which will launch on April 22, 2019, and run through May 4, 2019. The overarching goal of the program is to provide an opportunity for community members and others to resolve any outstanding warrants. For all details, please visit:

http://www.glennheightstx.gov/news/courts_to_launch_warrant_amnesty_program_4_22

Connect Event: Meadow Creek Estates

The City hosted the year's first Connect neighborhood pop-up event, in Meadow Creek Estates, on Friday, April 5, 2019.

Approximately 30 residents joined City Officials and Staff in their neighborhood to connect and provide answers to any question's residents had regarding City functions. Pictures received positive feedback on social media. The next Connect event is scheduled for April 26, 2019, in the Meadow Springs neighborhood.



Cinco De Mayo Celebration Announced

Join the Office of Community Engagement on May 3, 2019, as we recognize and celebrate Latino culture.

Web Page and Social Media Traffic Update (reported period: April 4- April 18, 2019)

Web Page:

- We had a 30% increase in webpage traffic over the past 2 weeks, with our top 5 most-visited pages remaining consistent. They are:
 - Homepage/Calendar
 - Utility Billing (visits up +73% due to the billing cycle)
 - HR (visits up 80.7%)
 - Courts (traffic down -11%)
 - Permits (traffic up +12%)



Social Media:

We have surpassed the 1400 like mark; We have gained 19 additional likes in the past 2 weeks, bringing our followers to a total of 1408, up 12% from 2 weeks ago.

Our post engagements (likes, comments, and post shares) have decreased 57% during this period, but this can be attributed to not running a paid advertisement during this 2-week period.

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 1 hour and 55 minutes, an improvement of 1.5 hours from our last report, which was 2.5 hours.

Upcoming Events

Easter Egg Scramble – April 20, 2019

Time: 10:00 a.m.

Location: Heritage Community Park, 400 E. Bear Creek

Join us for Family fun for the little ones. Public Safety will host an Easter Egg Scramble featuring over 4,000 eggs and an opportunity to take pictures with Thumper, the bunny. This free event is open for ages 0-10.

Connect – April 26, 2019

Time: 6:00 p.m. 8:00 p.m.

Location: Meadow Springs Neighborhood Park

Cinco de Mayo – May 3, 2019

Time: 6:00 p.m. – 8:00 p.m.

Location: Ovilla Road Church of the Nazarene

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

Rescheduled: Community Clean-Up – May 18, 2019

Time: 8:00 a.m. – 12:00 p.m.

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.



Family Festival – June 1, 2019

Time: 4:00 p.m.- 10:00 p.m.

Location: Heritage Community Park

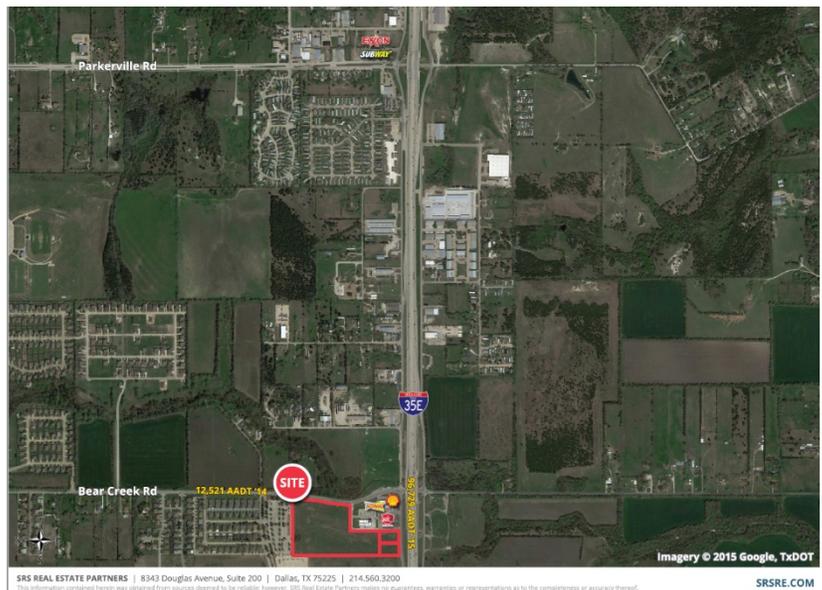
Family Festival is the City’s premiere event. Held the first Saturday in June, this free annual day-long event is filled with engaging activities, music and dance entertainment for the young and young-at-heart. This event has historically taken a community-based approach, highlighting the best vendors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

ECONOMIC DEVELOPMENT

Pediatric dental practice relocating from Dallas. The practice has leased a storefront in Abrams Plaza (Ovilla Rd) next to Maddox Dry Cleaning. Construction work on interior buildout is scheduled for Mid-May. Project budget, architectural plans, proforma and job creation data are pending submission to staff.



Staff is assisting a local real estate broker on a site submission for a regional ice cream and hamburger restaurant. The proposed site is located on I-35 frontage road next to Jack-in-the-Box.



Co-Op Initiative

Phase I - Public survey to determine preferred method of communication

Phase II – Local consumer profile survey to determine shopping patterns and support for a food co-op in Glenn Heights.

April 2019 - Approximately 150 people have taken the online survey. Paper copies will be available at the utility billing counter until April 30, 2019.



FINANCE

- The FY19-20 Budget Kick-off Meeting was held on April 18, 2019.

FIRE



On Tuesday, April 9, 2019, and Wednesday, April 10, 2019, Chief Burns and Deputy Chief Moore held final interviews of the three candidates to fill the two vacant EMS/Paramedic positions.

Staff worked reviewing the course materials taught in the past 6 weeks, to the students in the Youth Fire Academy. The graduation ceremony for the 3rd Annual Youth Fire Academy was held Saturday, April 13, 2019, at City Hall in the Council Chambers with the City Manager present. We had 10 graduating students present for the skills demonstration and ceremony.





Chat with the Chiefs was held on Thursday, April 11, 2019 at 6:30 pm.

The new multiband Motorola handheld radios were issued to Fire personnel on Saturday, April 13, 2019, and installation for apparatus mobile units is in the scheduling process.

HUMAN RESOURCES



Brenton Shull joined us on April 8, 2019, as a Groundskeeper. Mr. Shull has over 6 years of experience as a Lawn Care Specialist.

INFORMATION TECHNOLOGY

- The IT Department is working with Public Works to identify property owner's responsibility of ROW maintenance. This includes updating our City GIS map.
- The IT department is testing the ability to enter equipment into office 365 for users to check out. This will allow users to create a meeting and add those items to the meeting. Once that is done, the piece of equipment is reserved for that user. This allows users to see what equipment the city has available and also to utilize that equipment.



- The IT department is about 90% done with its inventory database. This has allowed us to pull data to create a computer replacement schedule for the remainder of this year's budget.
- The IT department met with Senior Staff to review a preliminary draft of the City's new website.
- The IT department also set up training for admins and end-users for our GovQA software. This training was recorded and should be available to everyone soon.

PLANNING AND DEVELOPMENT

There were 20 residential permits issued for the two weeks ending April 12, 2019, for a total construction value of \$4,979,640. New SFR permit application received during this period total 15 and 5 revisions to previously submitted applications. The commercial finish-out permit for the new business, Ovilla Nutrition, was issued at a construction value of \$10,000 and, is well underway to completion. Two new Certificates of Occupancy were issued for Palladium Apartment Homes Buildings 3 & 4.

PUBLIC WORKS

On April 10, 2019, heavy winds blew down a large tree on Glenn Ln. near Monica St. Public Works staff was able to clear the tree from the roadway and reopen the road in approximately one hour.

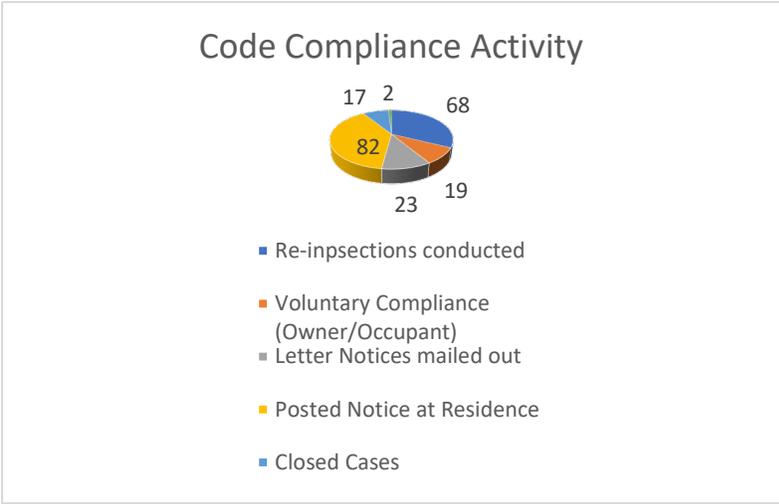


On April 16, 2019, a contractor working on an emergency fiber optic line repair on Ovilla Rd. near Schupmann Elementary School struck and broke a six (6) inch water main that serves the City of Oak Leaf. Public Works staff was able to isolate the break. No Glenn Heights residents were affected. Staff worked to repair the water line throughout the night. The repair was completed at approximately 4:00 am on April 17, 2019.



CODE COMPLIANCE

Code Case Activities	# of Items
Re-inspections conducted	68
Voluntary Compliance (Owner/Occupant)	19
Letter Notices mailed out	23
Posted Notice at Residence	82
Closed Cases	17
Citations Issued	2
Total	211



POLICE

- On Tuesday April 9, 2019, Deputy Chief Dooley gave a presentation on “Interviewing from a Police Perspective” to a class at the University of North Texas School of Law.
- On Wednesday April 10, 2019, Deputy Chief Dooley visited the Amber Terrace Elementary School in DeSoto and spoke with a Pre-K class on the topic of “Working Together.”

