



# City Manager's Update

Week Ending 03-22-19

## CITY MANAGER'S OFFICE

On Tuesday, March 12, 2019, the CMO met with S&J Meter to discuss the potential use of smart meters in our City.

On Thursday, March 14, 2019, the CMO met with the contractor regarding the repair plan for Hampton Rd. and Westmoreland Rd.

On Friday, March 15, 2019, the CMO met with our Consultant Architect, Anthony Mottla, to review the Space Needs Analysis of the future City buildings.

On Tuesday, March 19, 2019, an agreement was signed for the Hampton Road repair procedures.

On Wednesday, March 20, 2019, the CMO met with City of Wilmer and City of Hutchins to discuss the Animal Shelter agreement.

## COMMUNITY ENGAGEMENT

### **DART Meeting**

Digital Advertising for the Glenn Heights DART Meeting was launched on Friday, March 8, 2019, for a Monday, March 11, 2019, meeting. With a small window of time to advertise, 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

## **UPCOMING MEETINGS**

**Development Regulations Variance Board**  
(Special Meeting)  
March 25, 2019  
6:30 pm

**Planning & Zoning**  
(Special Meeting)  
March 25, 2019  
Following DRVB

**50<sup>th</sup> Anniversary Committee**  
March 27, 2019  
6:15 pm

**Park Board**  
March 28, 2019  
7:15 pm

**Gateway BOD**  
April 1, 2019  
6:00 pm

**City Council**  
April 2, 2019  
7:00 pm





### DART Public Meeting in Glenn Heights

Learn about the latest service changes taking effect this month.

- EXPRESS Service
- On Call > GO LINK



**TONIGHT**  
 6:30PM *City Hall Council Chambers*  
 1938 S. Hampton Rd, 75154

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.

Approximately 20 residents were in attendance and provided input and feedback regarding proposed service changes.

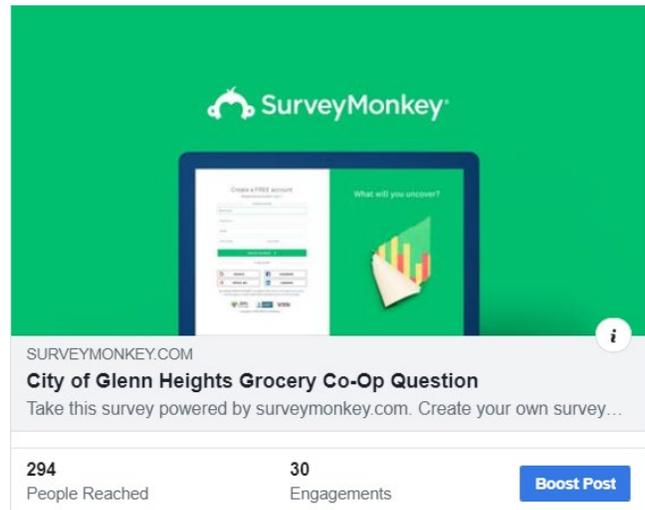
DART has considered our residents' feedback and has reached out to host a second meeting to provide updates to the 602 EXPRESS Service. Additional information will be forthcoming.

## Grocery Co-op Survey

Economic Development and Community Engagement launched a survey on Monday, March 18, 2019, to capture resident's preferred way to receive communications regarding the Grocery Co-op Initiative. This data will also be helpful as Community Engagement will utilize this information for our communication efforts.

### Social Media Post Example:

Help a City out! Let us know how you prefer to receive communications regarding the new grocery store co-op project. 1 min can help change the food access in Glenn Heights! Take the survey now! <http://bit.ly/CoOpSurvey1>



Results: 75 responses at 1 min average survey time

## Web Page and Social Media Traffic Update (report period: March 7- March 20, 2019)

### Web Page:

- We had 9,100 pageviews within the past 2 weeks, an increase of 14.78% from the previous period.

### Social Media:

- The most engagement on our social media platforms continues to occur on Facebook. During the current reporting period, we drove the most engagement on the following posts:



1. Notice of the Water Main Break
2. Livestream of DART Public Hearing
3. Response to the Emergency Sirens

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

- Our page responsiveness is at a 100% on Facebook, which means that we respond to everyone that asks a question or sends a private message. Our current response time is 3.5 hours, which is an improvement from the last reporting period of almost 2 hours.

## Upcoming Events

### **Glenn Heights Connect-** April 5, 2019, and April 26, 2019

Time: 6-7 p.m.

Location: TBD

'Connects' are a way for residents, City Council and City staff to interact in a relaxed setting and have city-related questions answered. This programming meets people where they are, by taking the party to various neighborhoods, making it easy for residents to come out and engage.

### **Easter Egg Scramble** – April 6, 2019

Time: 10 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 egg scramble is open for ages 0-10.

### **Community Clean-Up** – April 13, 2019

Time: 8 a.m.- 12 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.

### **Cinco de Mayo** – May 3, 2019

Time: 6 p.m.- 8 p.m.

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 p.m.- 10 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. The 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**

### Grocery Co-Op Survey (3/19/19 – 4/13/19)

- 1-question survey to determine the preferred method for sharing information about the Food Co-Op Initiative to Glenn Heights residents and public.
- In addition to City website and social media platforms, the surveys will be made available at the following City offices:
  - Utility Billing
  - Municipal Court
  - Economic Development
  - Planning & Development

### **Co-op Grocery Store Initiative**

Have you heard?

The City of Glenn Heights is considering the development of a Co-op grocery store.

Please take this short survey to tell us the best way to share information with your household.

1 min | [Take Survey](#)

Is your interest piqued? Learn more about the Co-op opportunity by viewing this short presentation.

3 min read | [A Food Co-Op in our Community](#)



### City of Glenn Heights Grocery Co-Op Question

1. In order of preference, please rank from 1-3 the following forms of communication with your household (1 = Most preferred, 2 = Acceptable, 3 = Least preferred):

☰	☺	Social media postings (Facebook, Nextdoor, etc.)
☰	☺	Direct mailings (billing inserts, postcards)
☰	☺	Emails
☰	☺	Other (please specify)





Blender-1,100 SF Retail Business

- This health store & smoothie bar will lease a small storefront at Ovilla Rd. and Hampton Rd. The project will be located next door to the expanded Rice Box restaurant. Building permit and sign permit plans are in the plan review and comment phase.
- Chapter 380 Small Business Incentives application and supporting materials are pending submission by the business owner.

Marlon Goff attended the Best Southwest Luncheon on Thursday, March 21, 2019. Guest speaker was Carlton Schwab, President/CEO of the Texas Economic Development Council.

### **FIRE**



The Fire Department received authorization for up to \$10,000 in grant funding from the Forest Service in October of 2018. This grant was for fire training equipment and software. Two items were purchased in February from the grant funding.

- Item #1 is a Simulation Module for Firefighter Training Scenarios
- Item #2 is a Forcible Entry Door Simulator

As of Monday, March 11, 2019, both items are in service. The Forest Service sent out an inspector, and the reimbursement of \$9,490 has been requested and is expected to be received within 2-3 weeks.

### **HUMAN RESOURCES**

Miguel Solis joined us on March 11, 2019, as the Public Works, Field Supervisor. Mr. Solis has 10+ years of experience in sports field maintenance and landscaping. He has worked for the City of Ridgeland in Mississippi and for the City of Venus.



Jesus Haro joined us on March 18, 2019, as the Director of Public Works and Infrastructure. Mr. Haro holds a B.S.E. in Mechanical Engineering, along with a M.P.A. in Public Administration. He comes to us from the Town of Gila Bend, AZ.



Cathy Richard joined us on March 18, 2019, as the Records Management Clerk. Ms. Richard has 25+ years of experience in Records Management and most recently worked for the City of Dallas.

## **INFORMATION TECHNOLOGY**



- The IT department is working with the City Secretary to adopt a Tablet Use Policy that will allow members of City Council to take their tablets home to conduct City business.
- IT is working to implement our Open Records Request Software, JustFOIA.

## **PLANNING AND DEVELOPMENT**

There were a total of 19 new single-family homes permitted from March 1-15, 2019, with a total construction value of \$4,701,180.

Building Department Activity Detail 3/1/2019 thru 3/15/2019									
Case Type	Date Issued	Received Date	Status	Address	County	Subdivision	Total SF	Contractor	Construction Value
<b>Residential Permits</b>									
New SFR	3/11/2019	1/22/2019	Issued	114 RAVENEL ST	ELLIS	VILLAGES OF CHARLESTON	2879	FTX	244715
New SFR	3/11/2019	1/22/2019	Issued	2612 S. ANSON RD	ELLIS	VILLAGES OF CHARLESTON	2879	FTX	271830
New SFR	3/11/2019	1/22/2019	Issued	210 RAVENEL ST	ELLIS	VILLAGES OF CHARLESTON	3287	FTX	279395
New SFR	3/11/2019	2/27/2019	Issued	112 RAVENEL ST	ELLIS	VILLAGES OF CHARLESTON (1)	4734	FTX	402390
New SFR	3/13/2019	1/22/2019	Issued	525 GOLDEN BELL DR	ELLIS	MAGNOLIA MEADOWS (Ph1)	3539	DRH	300815
New SFR	3/13/2019	1/22/2019	Issued	523 GOLDEN BELL DR	ELLIS	MAGNOLIA MEADOWS (Ph1)	2998	DRH	254830
New SFR	3/13/2019	1/22/2019	Issued	527 GOLDEN BELL DR	ELLIS	MAGNOLIA MEADOWS (Ph1)	2998	DRH	259165
New SFR	3/13/2019	1/22/2019	Issued	529 GOLDEN BELL DR	ELLIS	MAGNOLIA MEADOWS (Ph1)	3002	DRH	255170
New SFR	3/13/2019	2/1/2019	Issued	2609 SUNBURST DR	ELLIS	MAGNOLIA MEADOWS (Ph1)	2404	DRH	204340
New SFR	3/13/2019	2/1/2019	Issued	521 GOLDEN BELL DR	ELLIS	MAGNOLIA MEADOWS (Ph1)	3455	DRH	293675
New SFR	3/13/2019	2/1/2019	Issued	2517 SUNBURST DR	ELLIS	MAGNOLIA MEADOWS (Ph1)	2186	DRH	185810
New SFR	3/13/2019	2/1/2019	Issued	2519 SUNBURST DR	ELLIS	MAGNOLIA MEADOWS (Ph1)	2412	DRH	205020
New SFR	3/14/2019	1/23/2019	Issued	2621 SUNBURST DR	ELLIS	MAGNOLIA MEADOWS (Ph1)	3413	DRH	290105
New SFR	3/14/2019	1/23/2019	Issued	2625 SUNBURST DR	ELLIS	MAGNOLIA MEADOWS (Ph1)	2401	DRH	204085
New SFR	3/15/2019	1/23/2019	Issued	2627 SUNBURST DR	ELLIS	MAGNOLIA MEADOWS (Ph1)	2553	DRH	217005
New SFR	3/15/2019	2/1/2019	Issued	2523 SUNBURST DR	ELLIS	MAGNOLIA MEADOWS (Ph1)	2422	DRH	205870
New SFR	3/15/2019	2/1/2019	Issued	2515 SUNBURST DR	ELLIS	MAGNOLIA MEADOWS (Ph1)	2401	DRH	204085
New SFR	3/15/2019	2/1/2019	Issued	2611 SUNBURST DR	ELLIS	MAGNOLIA MEADOWS (Ph1)	2553	DRH	217005
New SFR	3/15/2019	2/1/2019	Issued	2617 SUNBURST DR	ELLIS	MAGNOLIA MEADOWS (Ph1)	2422	DRH	205870
									\$ 4,701,180.00



## **PUBLIC WORKS**

On March 26, 2019, TXDOT will conduct a Public Hearing regarding the Bear Creek Rd. Expansion Project at the DeSoto ISD Conference Center at 6:00 pm.

The night of March 12, 2019, Public Works staff were called to remove trees from the roadways caused by the heavy storm. Staff completed the clean-up the following day.

During the storm and immediately following, Public Works staff assisted emergency personnel by placing barricades on S. Hampton Rd. and I-35, due to downed powerlines.



March 15, 2019, staff patched potholes along the major thoroughfares and installed automatic flushers inside Meadowcreek Estates, to aid with water quality in the area.

On Tuesday, March 19, 2019, the City was notified that TxDOT struck a 10" water main on Ovilla Rd. while performing street widening and reconstruction. Public Works staff was on the scene immediately and after ascertaining the extent of the damage, spent the remainder of the day and another eight hours into Wednesday, repairing the water main. Staff communicated this information to the public via the City website and our social media outlets to make them aware of the situation and to inform them of any further measures that might have been required.



The timeframe for completing the repair was due in part to the lack of parts still available for the type of water pipe, the aged water line and its general condition.



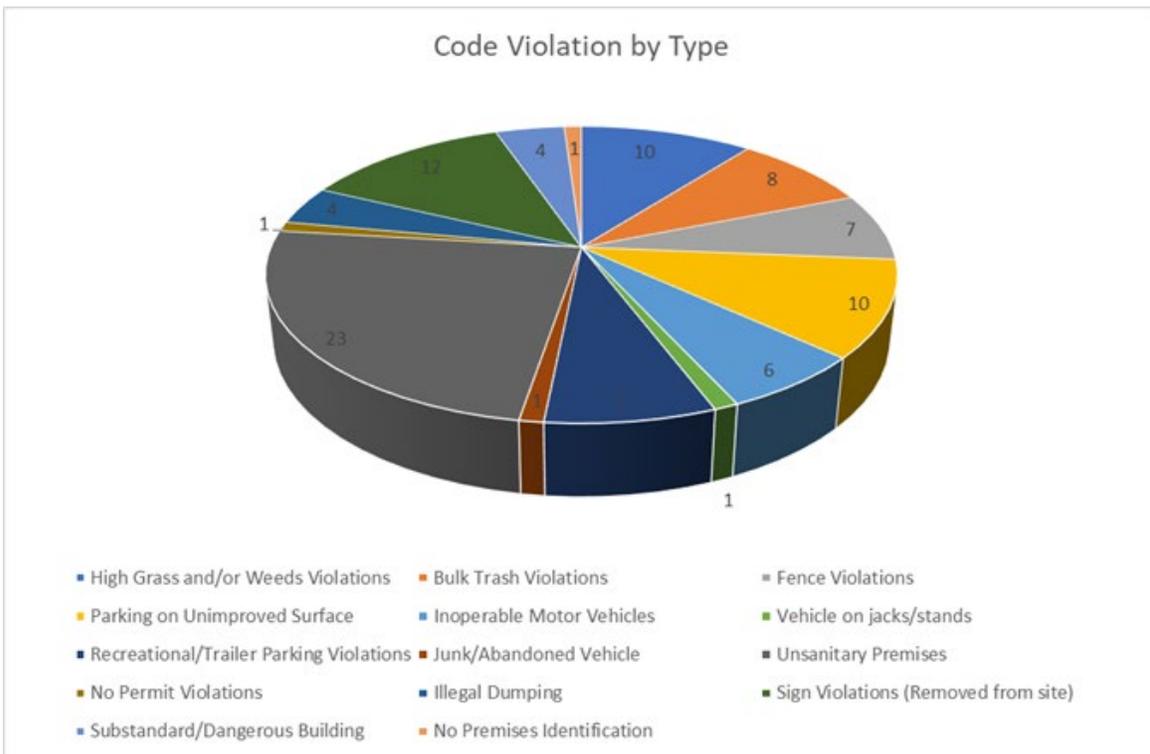
The Public Works staff was able to work around this break and minimize the impacts. No residential water service was interrupted and only one business (Sonic) on Ovilla Rd. was temporarily without water service until the water line was repaired.



On Wednesday morning one issue that did arise during the repair of the water main was staff had to scramble and get Shields Elementary School water service restored. This was completed, and staff completed the repair.



## **CODE COMPLIANCE**



TYPE OF CASES	Number of Code Cases
High Grass and/or Weeds Violations	10
Bulk Trash Violations	8
Fence Violations	7
Parking on Unimproved Surface	10
Inoperable Motor Vehicles	6
Vehicle on jacks/stands	1
Recreational/Trailer Parking Violations	7
Junk/Abandoned Vehicle	1
Unsanitary Premises	23
No Permit Violations	1
Illegal Dumping	4
Sign Violations (Removed from site)	12
Substandard/Dangerous Building	4
No Premises Identification	1
Parking Violations	0
Commercial Vehicle Violations	0
<b>Total</b>	<b>95</b>

## **POLICE**

Due to the recent New Zealand Mosque shootings, PD provided extra security during Friday prayer at the Dar Al-Arqam Masjid on March 15, 2019. There was also an increased Police presence throughout the weekend.



On Saturday March 16, 2019, Officer Sims attempted to pull over a vehicle for a traffic violation. The driver of the vehicle refused to pull over until he arrived at his home. The driver was arrested for Driving While Intoxicated-3<sup>rd</sup> or More, Fleeing from a Police Officer, and Possession of Marijuana.

On Thursday March 21, 2019, Deputy Chief Dooley and Detectives Yates and Kellis assisted the FBI with serving a search warrant in the 2700 block of Juniper. The resident was arrested on federal charges of Possession of Child Pornography.

Please see attached February 2019 report.





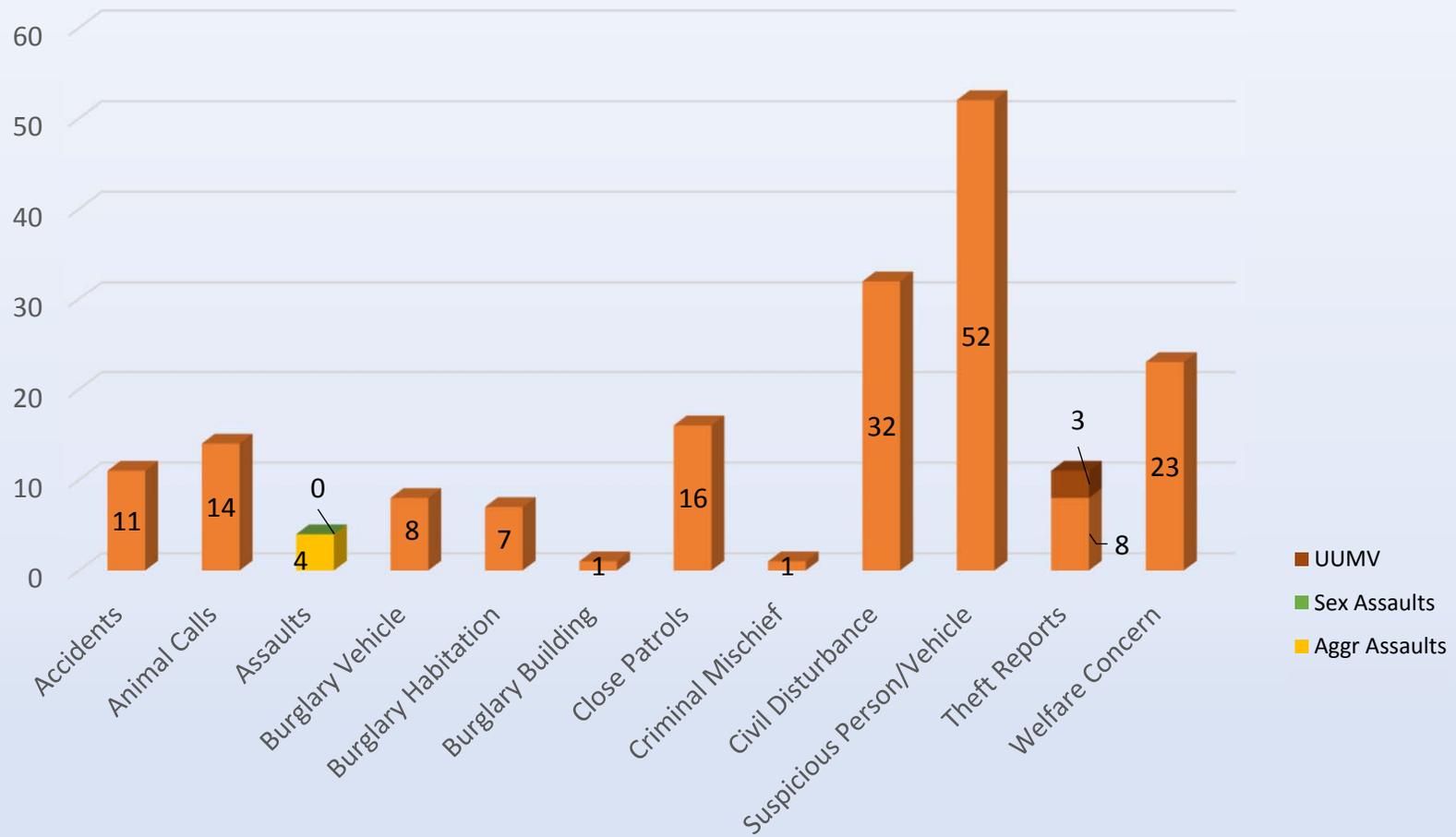
# Glenn Heights Police Department

**Monthly Report**  
**February 2019**



# Dispatched

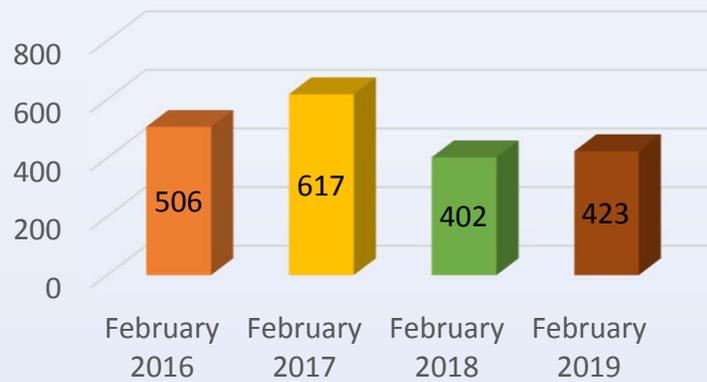
February 2019



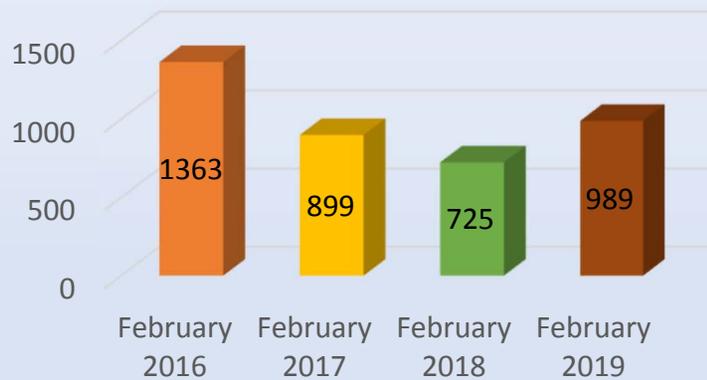


## Total Calls

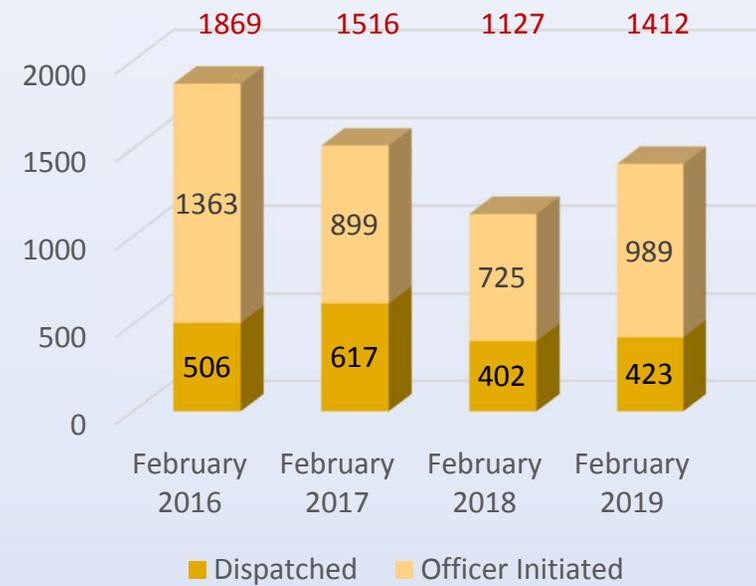
### Dispatched



### Officer Initiated



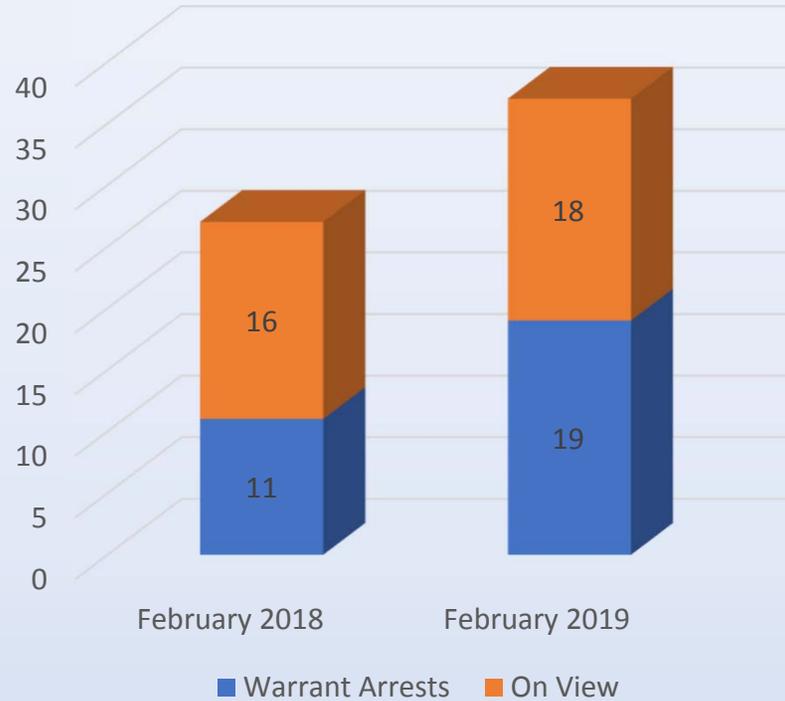
### Total Calls



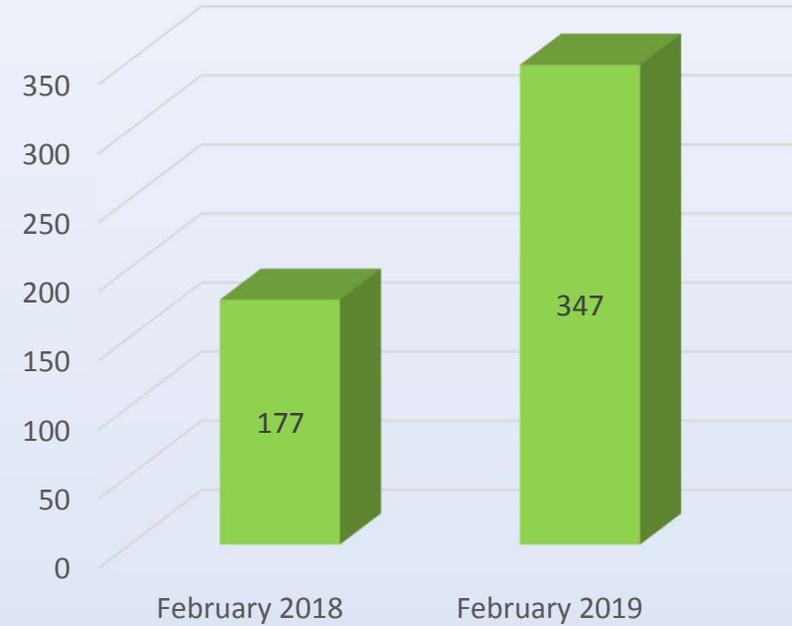


## Arrests and Traffic

### Arrests



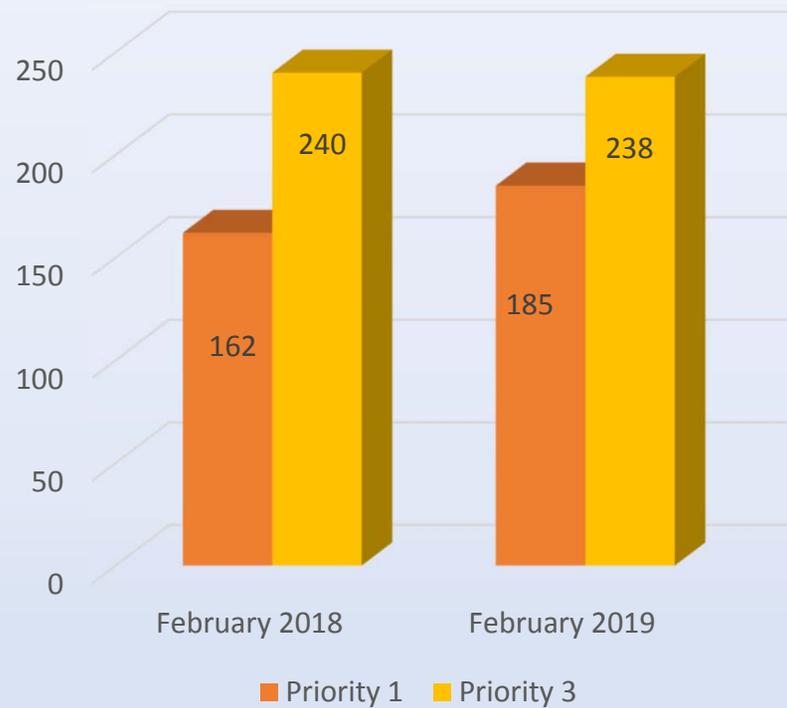
### Traffic Stops





## Calls by Priority with Average Response Times

### Calls by Priority



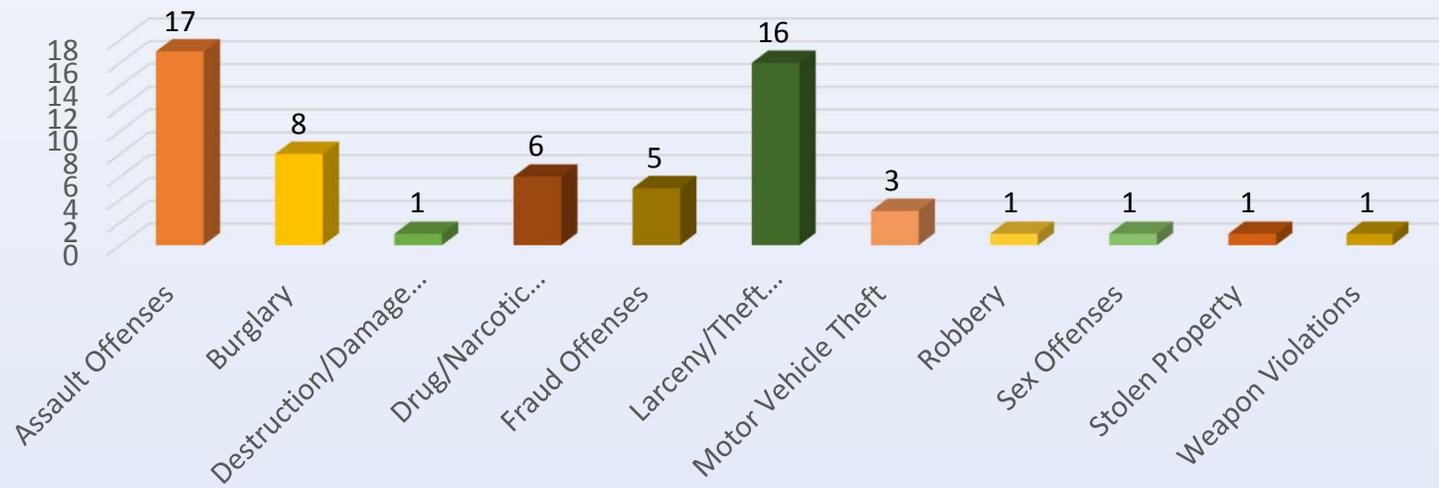
### Average Response Times (minutes)





## Group A Crimes

February 2019



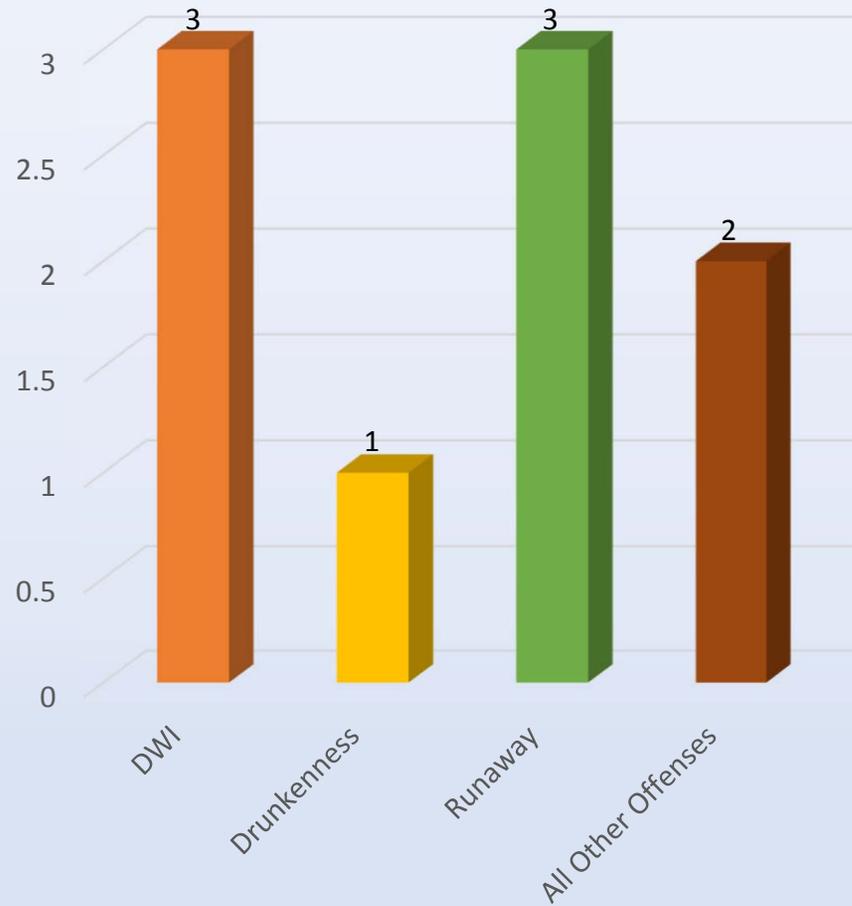
Total Group A Crimes  
February





## Group B Crimes

February 2019



Total Group B Crimes  
February



# ANIMAL CONTROL DEPARTMENT MONTHLY REPORT

Month: Febuary 2019  
Officer: M.Salmeron #408

Animal At Large	29
Wildlife Calls	2
Animal Cruelty/Welfare Concern	3
Carcass Removal	9
Animal Registrations	4
Animal Bites	1
Trap Service	4
Live Stock	6
Animals Impounded	12
Impound Release	2
TTO	2
Red Tags	0
Green Tags	4
Owner Surrenders	2
Court Summons/Citations	3
Special Assignments	6
<b>TOTALS</b>	<b>89</b>

## 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.