



City Manager's Update

Week Ending 05-03-19

CITY MANAGER'S OFFICE

- On Monday, April 22, 2019, the City Manager met with Allison Tucker regarding the talent acquisition for the Family Festival.
- On Friday, April 25, 2019, the CMO had their first meeting with the Public Works & Infrastructure Council Workgroup.
- On Thursday, May 2, 2019, the CMO met with Speed Fab-Crete and Callahan & Freeman to begin discussions on the construction of the new City facilities.
- On Friday, May 3, 2019, the City Manager met with Mottla Architects, to discuss renovations to the concession stand and restrooms at Heritage Park.

UPCOMING MEETINGS

Gateway BOD

May 6, 2019
6:00 pm

City Council

May 7, 2019
7:00 pm

50th Anniversary Committee

May 8, 2019
6:15 pm

Planning & Zoning

May 13, 2019
6:00 pm

COMMUNITY ENGAGEMENT



Staff released a teaser for fans and followers to check our page on Wednesday, May 1, 2019, to see the big reveal for this year's 50th Anniversary/ Family Festival Celebration. The release of this post became the top performing post on social media for this 2-week

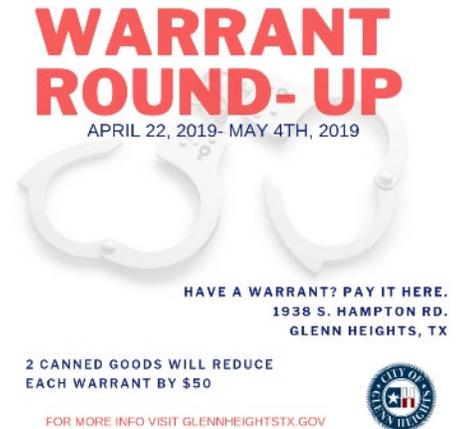


period, reaching more than 2.3 thousand people organically (non-paid) in 24 hours. By the show of comments, we are looking forward to a large turnout this June 1!

More events and activities will be revealed throughout the week to drive excitement.

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. We supported this opportunity by connecting them with our Community partner, the DeSoto Food Pantry, which will receive all canned goods collected. The Pantry services Glenn Heights and DeSoto residents only. The overarching goal of the program is to provide an opportunity for community members and others to resolve any outstanding warrants. This program has received very positive feedback from the community.



Talk Back Tuesday

On Tuesday, April 30, 2019, this question received the most feedback of all our conversation topics. We received VERY POSITIVE feedback. Answers received include the following:

	<p>Top Fan Tiina Arjanen I have lived on my property for 33 years. I didn't choose Glenn Heights, Glenn Heights chose me. I wasn't happy when I found out we were annexed into the City...three months after the fact. We were never even notified we were being annexed but were advised it was legal because the City posted notice in their paper of record, which was a DeSoto paper in Dallas County...we are Ellis County. However, I have grown to love and become involved in OUR City.</p> <p>Like · Reply · Message · 1d</p> <p>Tamstaffing Forfelons I moved here last summer and like it because it is a bedroom community and it rural. I love to visit the city, but I like the county and homes with nice big yards to relax in. I love seeing the neighbors out mowing their own lawns too (me included). We could use more community development projects so small businesses like me can work and live in the same place. I am looking for a small space in Glenn Heights to lease or use.</p>	<p>Tracie McKinney-Garrett I moved to Gleen Heights in 2009, and it has been good for me and my family. I enjoy the quiet environment. I moved to Gleen Heights for the homes and the price.</p> <p>Like · Reply · Message · 1d</p> <p>Cartney Slaughter When I moved here didn't know much about the city. When I came to look at the house it was children on the street and they were outside playing. Secondly I had a backyard for my daughter to play in. Lastly small community with a family feeling.</p> <p>Like · Reply · Message · 1d</p>
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4.26.19 Connect Event: Meadow Springs Neighborhood

The City hosted the second Connect, neighborhood pop-up event of the season in Meadow Springs on Friday, April 26.

Approximately 35 residents joined City Staff in their neighborhood to connect around and provided answers to any questions residents had regarding City functions. Residents, children and staff visited until 8:00 p.m.



Web Page and Social Media Traffic Update (reported period: April 19- May 2, 2019)

Web Page:

- We had a 15% decrease in webpage traffic over the past 2 weeks, with our top 3 most-visited pages remaining consistent. They are:
 - Homepage/ Calendar
 - Utility Billing
 - HR
- This trend of increasing and decreasing every other report is consistent with the issuance and payment of the water bill. We have increased traffic to our site during the payment portion of the billing cycle.
- This reporting period, the majority of web traffic was generated by visits to the Warrant Amnesty Program page, with page visits increasing 3200% over the last reporting period.

Social Media:

On Facebook, we are continuing an upward trend gaining 27 followers in this 2-week period, up 1.4% from 2 weeks ago.

Analyzing our top performing posts this period revealed that followers are most excited about programs and news that most impacts their routine and entertainment. Top performing posts were:

- Road Construction Warning
- Warrant Round-Up
- Family Festival Reveal



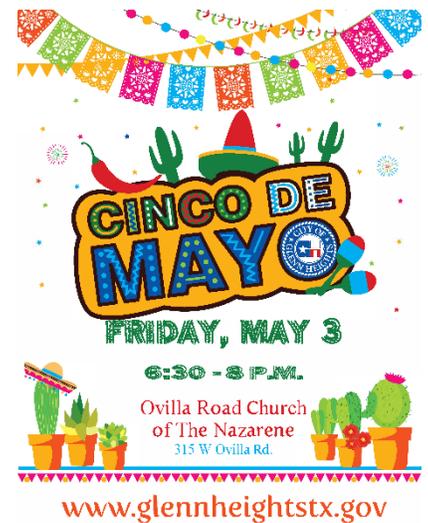
Upcoming Events

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

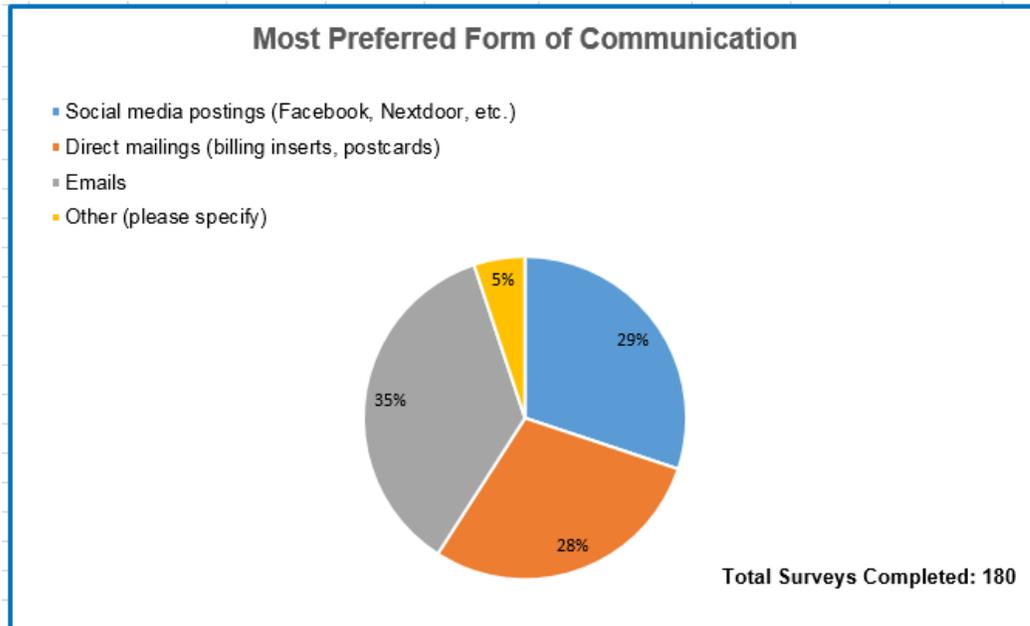
Correspondence

The Economic Development Administrator sent a letter to the real estate representative for the owner of the 5-Acre vacant tract of land at the SW corner of Hampton and Bear Creek Rd. This strategic site is currently zoned Retail and is situated at one of only (4) signalized intersections in the city. The letter conveys the department's support for the development of the site by the company or consideration to list the property for sale to prospective commercial development firms.



Co-Op Initiative

Phase I – Public survey to determine preferred method of communication has been completed. The survey results are illustrated in the chart below.



Phase II – May 6, 2019 – June 3, 2019 A local consumer profile survey to determine shopping patterns and support for a food co-op in Glenn Heights will be distributed and made available to the public during the period noted above. Below is a link to the 4-min survey. Please feel free to take the survey. <https://www.surveymonkey.com/r/YD6GDMB>

Upcoming Event

The Best Southwest Education Luncheon will be May 23, 2019, 11:00 am at the Hilton Garden Inn located at 800 N. Main St., Duncanville, TX.

FIRE

On Monday, April 22, 2019, Deputy Chief Moore met with the North Central Texas Council of Governments 9-1-1 Coordinators in reference to the possible merger with the Midlothian dispatch N.E.E.D. Center for emergency 9-1-1 services.

Probationary Firefighter Joshua Lascano has met all the pre-employment requirements and was fitted for gear on Wednesday, April 24, 2019. He began his employment on Tuesday, April 30, 2019.



Saturday, April 27, 2019, the Department visited with the youth at Dar Al-Arqam Masjid Mosque for a Fire Prevention visit.



The Live Fire Training that was scheduled for this week has been canceled due to the weather and is rescheduled for next week.

Chief Burns and Deputy Chief Moore, met with Councilmembers Bradley and Adams for the first Public Safety Workgroup meeting on Monday, April 29, 2019.

HUMAN RESOURCES

Mia Hines joined us on April 30, 2019, as the Planner. Mia will be receiving her Bachelor of Science in Urban and Regional Planning on May 10, 2019, from Texas A&M University. She has worked as a Planning Intern at the City of Desoto and City of Bryan.

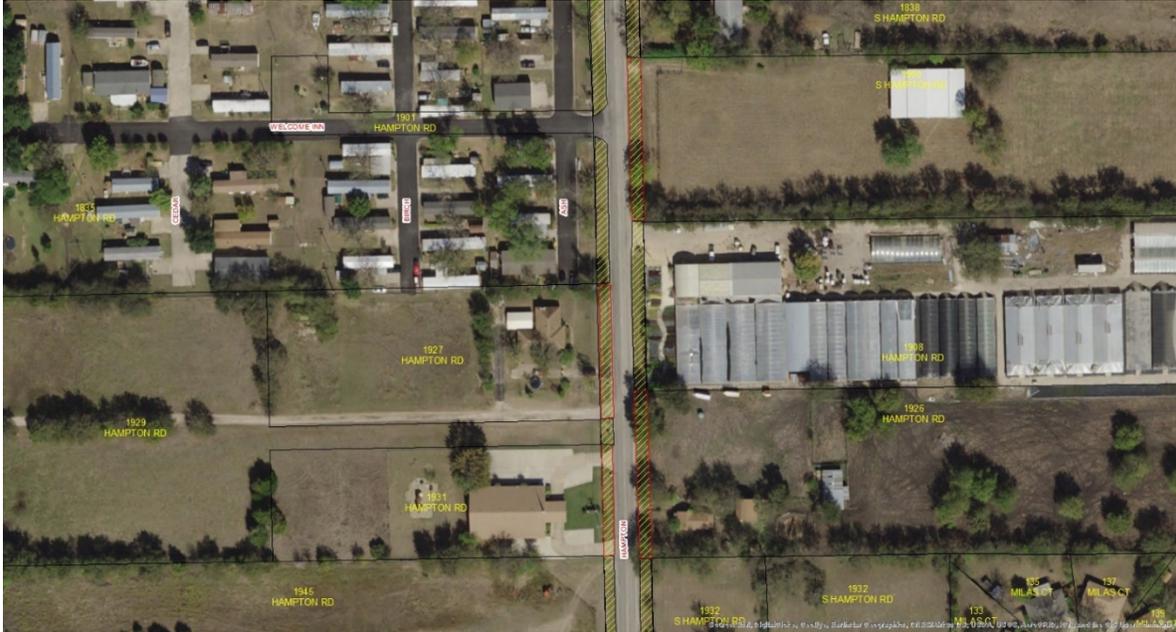
Joshua Lascano joined us on April 30, 2019, as a Firefighter EMT. Joshua attended Navarro College and received his Firefighter/EMT Certificate. He has worked for AMR Dallas, ETMC EMS, Baylor Waxahachie and ESD 6 Fire Department.

**Welcome To Our
TEAM**



INFORMATION TECHNOLOGY

- The IT Department has generated maps for affected citizens that shows their ROW responsibility. This includes marking the ROW citizens and printing a map that shows their property with areas of responsibility marked.



PLANNING AND DEVELOPMENT

There were 20 new residential permits issued for the two weeks ending April 26, 2019, for a total construction value of \$4,791,135. New SFR permit applications received during this two-week period total 8.



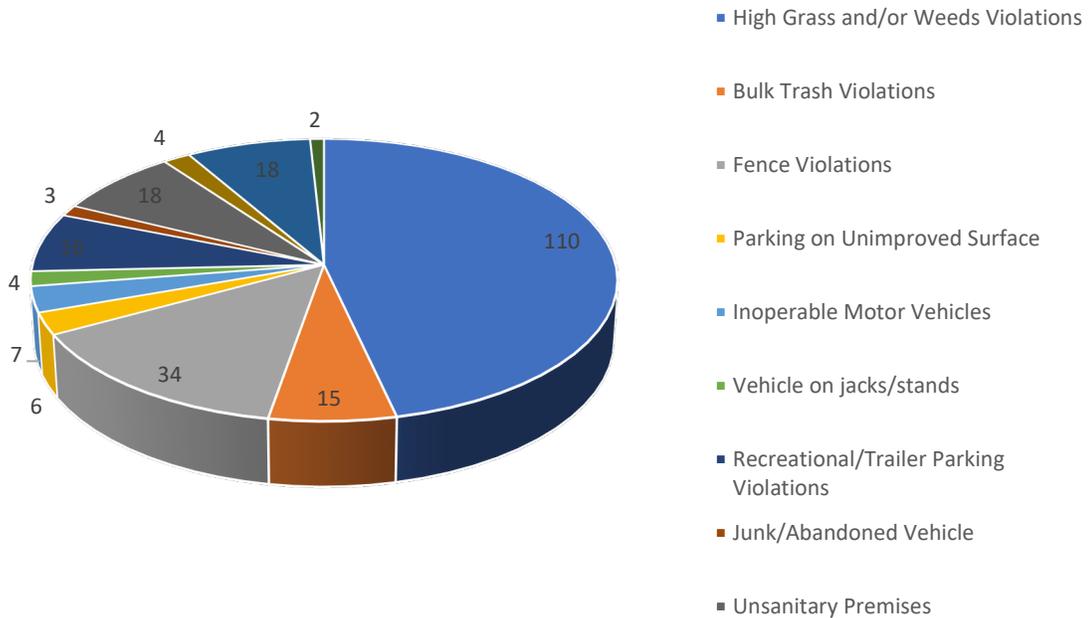
Palladium Apartment Homes is nearing final completion with the issuance of a certificate of occupancy for Building #5.



CODE COMPLIANCE

TYPE OF CASES	No. of CASES
High Grass and/or Weeds Violations	110
Bulk Trash Violations	15
Fence Violations	34
Parking on Unimproved Surface	6
Inoperable Motor Vehicles	7
Vehicle on jacks/stands	4
Recreational/Trailer Parking Violations	16
Junk/Abandoned Vehicle	3
Unsanitary Premises	18
No Permits	4
Sign Violations Abated	18
No Premises Identification	2
Total	237

Code Compliance Violations by Type



POLICE



- On Monday April 22, 2019, at approximately 3:48pm, the Glenn Heights Police Department received an emergency phone call from a residence in the 400 block of Sandy Shores. Officers arrived and entered the home to find a 40-year-old female with multiple gunshot wounds. The victim was transported via Careflight to a Dallas hospital. A 41-year-old male was arrested at the scene and has been charged with Aggravated Assault with a Deadly Weapon.
- On Thursday April 25, 2019, Deputy Chief Dooley was the keynote speaker at Red Oak High School's "First Generations Banquet". The banquet honors students who are the first in their family to graduate high school.

