



City Manager's Update

Week Ending 07-05-19

CITY MANAGER'S OFFICE

- On Friday, June 28, 2019, the City Manager kicked off the Employee Engagement/Appreciation program. The theme was “**You Bring Color to this WORLD!**” Mr. Hall traveled to each City facility and handed out bags of Skittles and thanked employees for their hard work.



- On Tuesday, July 2, 2019, the City Manager discussed revisions for the new City facilities Contract with the City Attorney and Design Build team.

COMMUNITY ENGAGEMENT

Website

The City of Glenn Heights launched the new and improved City website on Monday, July 1, 2019. The website allows for the City to better connect with residents, neighbors and friends in a deeper manner, by:

- Allowing for audience members to sign up to receive notifications for articles and events that interest them
- Giving City staff the ability to push notifications for any event and article that is posted to those that have registered on the lists
- Allowing for more dynamic pages, graphics and stronger presentation of information

UPCOMING MEETINGS

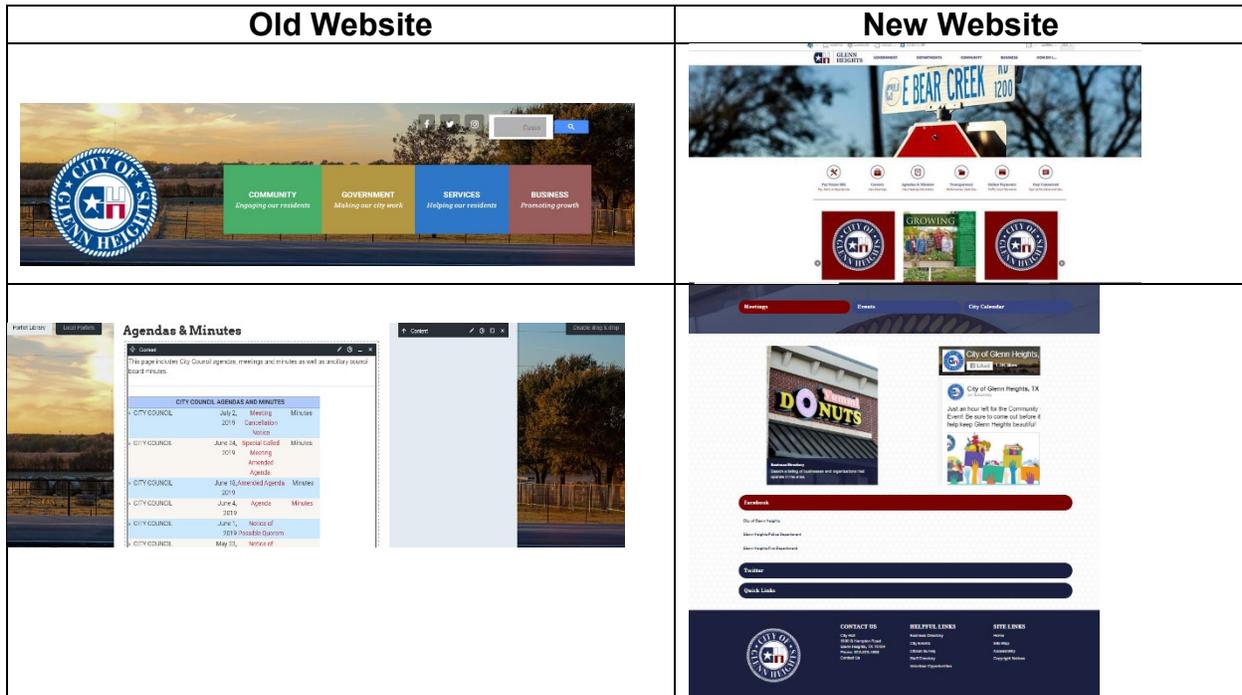
Special Called City Council
July 9, 2019
7:00 pm

City Council
July 16, 2019
7:00 pm

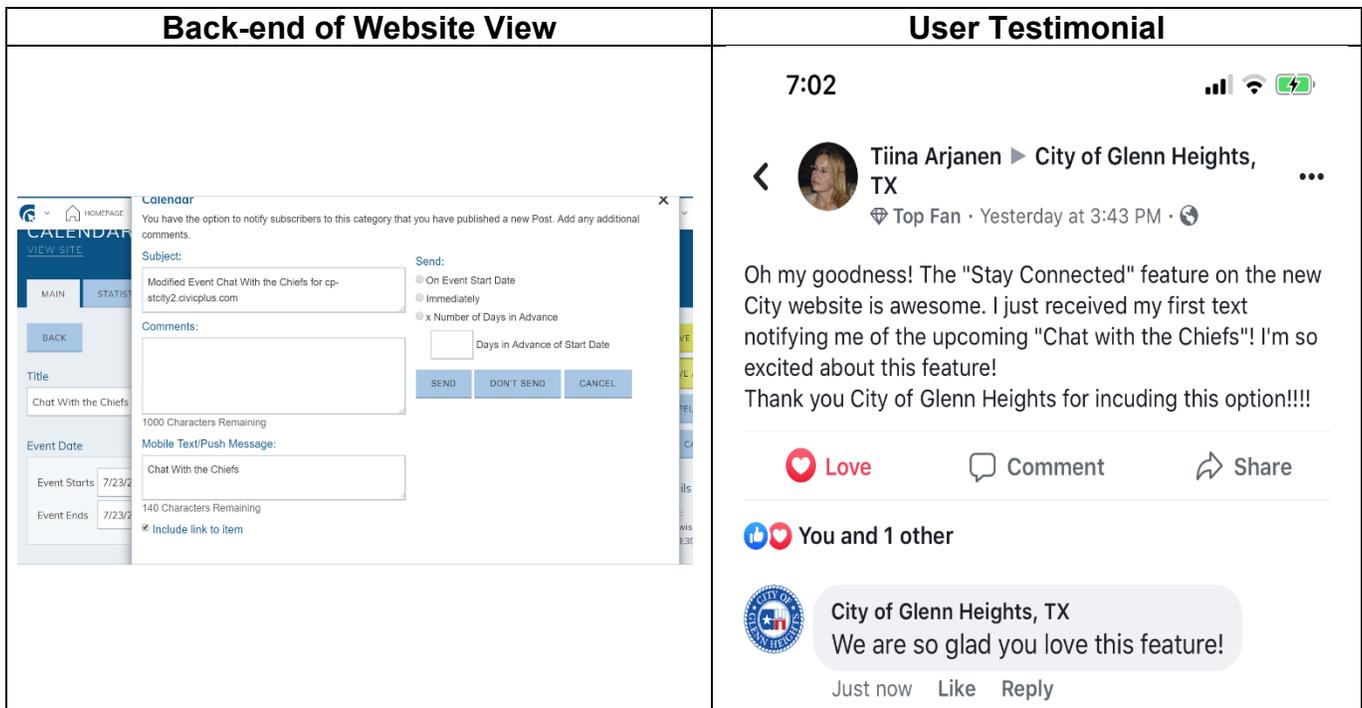
50th Anniversary
July 18, 2019
6:15 pm



Old website features vs New Website:



Testimonials from week 1 on new Website:



Social Media Traffic Update (reported period: June 21 – July 4)

Social Media:

Facebook:

During this reporting period, all our Facebook metrics have significantly increased. This is largely due to the launch of our new website and being more strategic about the release of our digital content. We have monitored posting trends for the past 2 months and now have a better understanding of when our audience engages with our content, so we focus on posting at 7:00 a.m., 12:00 p.m., 3:00 p.m. and 6:00 p.m.

Because of this, we have increased our page likes by 16 fans, reaching 1574 up from 1558 at the beginning of this 2-week period.

The Office of Community Engagement is working on a strategic social media plan that will guide our executions for the next year. We plan to launch 2 additional engagement executions before the end of this calendar year to help increase our following on all digital platforms and yield more engagement (interactions). This past week, we reviewed all external social media outlets and created a digital presence on linked in, google and Yelp, which will help to increase our SEO optimization which will result in a higher placement in search engines.

Upcoming Events

Chat with the Chiefs – July 23, 2019

Time: 6:30 p.m. – 8:00 p.m.

Location: City Hall Council Chambers

Join the Chiefs of Public Safety as they share new information on the Community Policing efforts taken this spring/summer and give the latest update on crime stats throughout the City.



Back to School Bash – August 17, 2019

Time: 10:00 a.m. – 12:00 p.m.

Location: Heritage Community Park

The City of Glenn Heights will host the Annual Back to School Bash the weekend prior to school starting, to assist 250 students with supplies, backpacks, haircuts and fun before the new school year. We will launch all coordinated efforts, including registration lists, sponsorship opportunities and volunteer forms on July 15.



ECONOMIC DEVELOPMENT

Upcoming Events & Meetings:

- The Glenn Heights Chamber of Commerce Board meeting is scheduled for July 8, 2019. Regularly scheduled Board of Directors meeting occur on the second Monday of each month at 8:30 am.
- On July 9, 2019, TXDOT will host a meeting at the Red Oak Municipal Center, 200 Lakeview Pkwy at 6:00 pm to discuss the proposed Loop 9 alignment.
- **Save-the-Date**—July 31, 2019, will be the official Grand Opening for Palladium Glenn Heights.
- On August 2, 2019, there will be a TGIF Legislative Series. This is a free event Sponsored by Best Southwest Partnership. **To RSVP or for more information, please visit:**
<https://www.bestsouthwest.org/160/TGIF-Legislative-Breakfast-Series>



FIRE

Chief Eddie Burns traveled to Birmingham, AL the week of June 24-28, 2019, to attend the Black Chief Officers Educational Conference. Chief Burns was also instructor classes at the conference.

On Tuesday, June 25, 2019, Deputy Chief Keith Moore completed the Annual Inspection for the Nazarene Child Care facility on Ovilla Road.



HUMAN RESOURCES

On Friday, June 28, 2019, a DeVry University representative held sessions with employees to discuss the new DeVry Corporate Education Program.



New Hires

Giovanni Barnes – Grounds Keeper (FT)

Mr. Barnes began on June 24, 2019. He comes to us from Ferris ISD.



Nicklas Barrientos – Utility Worker I (FT)

Mr. Barrientos began on July 1, 2019. He comes to us from Michael's Fence and Landscaping where he worked as a Laborer.

James Harrison – Utility Worker I (FT)

Mr. Harrison will begin on July 10, 2019. He has worked as an Ironworker Apprentice for SnS Erectors in Arlington, TX and as a Construction Laborer for PSC Construction in Dallas, TX.

Steve Martin – Director of Public Works and Infrastructure (FT)

Mr. Martin will begin on July 8, 2019. He has over 20 years' experience in Public Works and Infrastructure and has worked with the Cities of Irving, Keene, Richardson, Willow Park, and most recently the City of Justin. He has a Bachelor's Degree from DeVry University. His professional licenses include: Class B Water with TCEQ, Waste Water Collections Op III with TCEQ, AWS Welding Inspector, and NACE Coating Inspector Level I.

Denita Quinn – Community Engagement Coordinator (PT)

Ms. Quinn began on July 1, 2019 and comes to us with 15 years of experience in Public Relations and Business Development with various companies in the Dallas, TX area.

PLANNING AND DEVELOPMENT

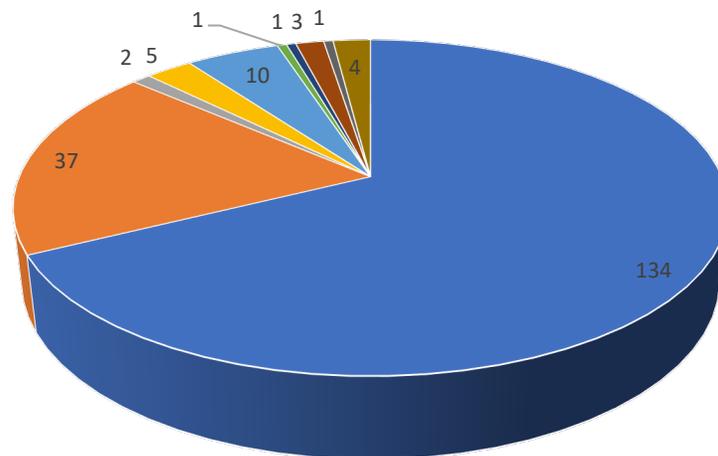
There were 15 permits issued for new residential homes in the two weeks ending July 3, 2019, for a total calculated construction value of \$3,191,050.



CODE COMPLIANCE

| TYPE OF CASES | No. of CASES |
|------------------------------------|--------------|
| High Grass and/or Weeds Violations | 134 |
| Bulk Trash Violations | 37 |
| Fence Violations | 2 |
| Parking Violations | 5 |
| Parking on Unimproved Surface | 10 |
| Inoperable Motor Vehicles | 1 |
| Commercial Vehicle Violations | 1 |
| Unsanitary Premises | 3 |
| Working without Any Permit | 1 |
| Prohibited Signs | 4 |
| Overhanging Tree Limbs Violations | 1 |
| Total | 199 |

Code Compliance Violations by Type



- High Grass and/or Weeds Violations
- Bulk Trash Violations
- Fence Violations
- Parking Violations
- Parking on Unimproved Surface
- Inoperable Motor Vehicles
- Commercial Vehicle Violations
- Unsanitary Premises
- Working without Any Permit
- Prohibited Signs



PUBLIC WORKS

Water leak on Whitecreek Dr. Tuesday, June 25, 2019

Workers exposed a leak on a corp stop that connects a water service line to the water main underneath the sidewalk and made necessary repairs.



Pot holes in the Mesa area June 26-27, 2019

Staff made some needed street repairs in the Mesa Subdivision on multiple streets. These repairs will continue throughout the month.





POLICE

- On Wednesday June 26, 2019, the US Department of Justice conducted a review of our community policing activities. The review is a standard procedure associated with receiving funds from the Community Oriented Policing Services grant. The evaluator was extremely pleased with our community policing activities and specifically, our approach to treating every citizen we encounter with dignity and respect. He remarked that “our small agency does more than much larger agencies!”
- Also, on Wednesday June 26, 2019, several of our police officers attended “Courtroom Testimony” training conducted by the Ellis County District Attorney’s Office. Officers received instruction on how to be more professional and effective when they testify.
- On Thursday June 27, 2019, Deputy Chief Dooley attended “Managing Criminal Investigations” training. He learned several concepts related to ensuring all investigations are handled properly, more effective methods on following up with victims, and proper staffing models for criminal investigations divisions.

