



City Manager's Update

Week Ending 08-16-19

CITY MANAGER'S OFFICE

- On Tuesday, August 6, 2019, the City Manager met with the Spectrum area representative to review the current services available in the City.
- On Tuesday, August 6, 2019, the City Manager met with the Glenn Heights Community manager and staff.
- On Wednesday, August 14, 2019, the City Manager distributed Tootsie Roll candy bags as party of the Employee Engagement/Appreciation program. The event theme was "You're on a ROLL!"



UPCOMING MEETINGS

City Council

August 20, 2019
7:00 pm

City Council (Special Called)

August 21, 2019
7:00 pm

Municipal Court

August 22, 2019
3:00 pm

Park Board

August 22, 2019
7:15 pm

- On Thursday, August 15, 2019, Geotech soil samples were taken for the Senior/Community Center. The lab will take approximately one week to produce the results and we will receive a report thereafter.



CITY SECRETARY

- The General Election for Mayor, Councilmember in Places 2, 4 and 6 will be on November 5, 2019, pending approval by the City Council. The City Secretary is accepting candidate applications until August 19, 2019, during normal business hours, Monday – Friday, 8:00 A.M. – 5:00 P.M.

For all up to date information regarding the election, including vote center locations and early voting times, please visit our website at:
<http://www.glennheightstx.gov/230/Elections-Elecciones>

COMMUNITY ENGAGEMENT

Several new initiatives were implemented the first two weeks of August. Here are the new items that were launched during this reporting period:

- Chat with the City Manager (social media execution)
- Love Your Block Informational
- Highlighted our Back To School Bash partners and vendors
- Solicited for Parks and Rec Board



Chat with the City Manager

On August 12, 2019, the Office of Community Engagement hosted the first Chat with the City Manager, which was conducted live via Facebook. This execution was a 30-minute, open question and answer session with the public to encourage transparency in government.



Love Your Block Informational

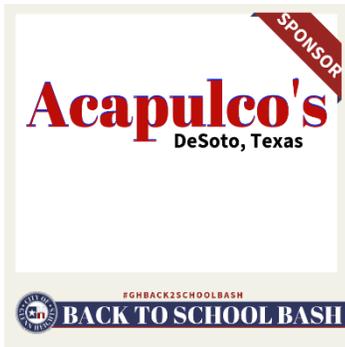
On Thursday, August 8, 2019, 4 community members attended the Love Your Block Informational Session to learn more about the new mini-grant program that will help to beautify Glenn Heights!

Back to School Bash

This upcoming Saturday, we will host the 4th Annual Back to School Bash from 10:00 am -12:00 pm at the Heritage Community Park. We will distribute 250 backpacks to Glenn Heights students. Key highlights for this event include the following:

- 10 barbers and beauticians will be on-site providing haircuts and styles for free
- 10 partners and sponsors will host vendor tables on-site during our community fair
- McCowan Middle School Cheer squad will provide live entertainment at 10:30 a.m. and 11:30 a.m.
- 20 people registered to be volunteers for this event, which is a new record.





To drive an increased digital footprint, we created and shared “thank you” recognitions that have been promoted by city channels as well as the businesses.



Website

The overall web traffic is up by 3.57%, largely driven by the water bill payment page visits. We had 8,860 pageviews vs. 8,555 from July 19- August 1. This period, our web traffic was driven by the following pages:

- Utility Billing
- Departments Full listing page
- City Council Meeting Videos

Social Media

The Office of Community Engagement has finalized a social media calendar that has helped to streamline City information from multiple departments. Through these strategic efforts, we have seen an increase in our engagements and organic traffic on our social platforms.

Facebook

- We received 32 new likes, up 60% this period
- Post engagements are up 274%, with 1007 unique followers engaging with our content through likes, shares, comments and more. This was largely driven by a road update released on August 9, followed by the Chat with the City Manager.

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 have launched all coordinated efforts, including registration lists, sponsorship opportunities and volunteer forms on our social media outlets and the city website.

Movie Night in the Park – September 7, 2019

Movie: TBD



ECONOMIC DEVELOPMENT

Best Southwest TGIF – Speaker Series

Members of City Council, city staff and Chamber of Commerce have attended the first (2) of (4) breakfast speaker sessions hosted by Methodist Charlton Medical Center.



Development Activity:

A Request for Expressions of Interest was published and distributed to the development industry. This action was approved by the City Council on August 6, 2019. It is intended to solicit development concept proposals for the vacant city-owned land located on South Hampton.

Current deadline for proposal submissions is September 16, 2019.

[Request-For-Expressions-of-Interest-2019-PDF](#)

Property Flyover Video can be viewed on City YouTube Channel.

[youtube.com/watch?v=Xk6LY6bT7SM](https://www.youtube.com/watch?v=Xk6LY6bT7SM)



FIRE



Saturday, August 3, 2019, the Fire Department conducted physical agility testing for one open FTE Firefighter/Paramedic position.

Monday, August 5, 2019, the three applicants that passed the physical agility test went through an interview with our interview panel which consisted of a Captain, Driver/Engineer, and Firefighter. All three applicants passed the interview panel.

Wednesday, August 14, 2019, Deputy Chief Moore conducted Chief Interviews for two finalists. A candidate was chosen, and a verbal conditional job offer was made and accepted pending final HR processing. The expected started date for the Fire Department new hire will be Tuesday, August 20, 2019.

Wednesday, August 7, 2019, we conducted our monthly Outdoor Warning siren test. This test included a new siren which was added by the developer in the Magnolia Farms edition. We now have a total of six Outdoor Warning Sirens for our city.



HUMAN RESOURCES

Utility Billing:

Mariza Lopez – Customer Service Clerk II (FT)

Hire date – 08/19/2019

- The Home Depot- Carrollton, TX; Service Desk Representative
- Over 17 years of experience in customer service.

Administration/IT:

Byron L. Hardy – Information Technology Administrator (FT)

Hire date – 08/26/2019

- University of North Texas – Dallas, TX; Bachelor's in Applied Arts & Sciences, Information Technology, Communication Technology, Sociology



- Mountain View College – Dallas, TX; Associates in IT Network Administration and Support.
- Over 7 years of experience in all phases of computer technologies including monitoring, security, development and projects. ADT, Irving TX; Monitronics, Irving TX; DeSoto ISD, DeSoto TX

Fire Department:

John D. Chapman – Firefighter/Paramedic (FT)

Hire date – 08/20/2019

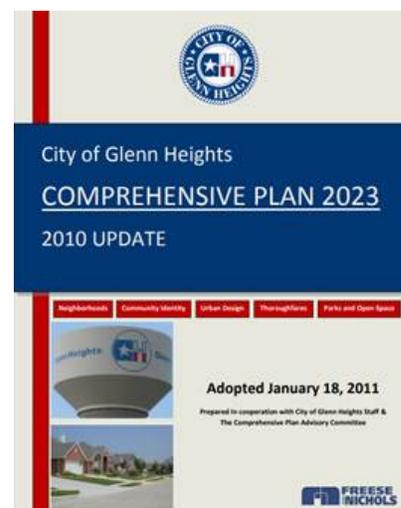
- Emergency Medical Training Services – Richardson, TX; EMT- B
- DeSoto Fire Academy – DeSoto, TX; Firefighter, Instructor 1, Officer 1
- Art Institute of Dallas – Dallas, TX; Associates of Applied Arts in Visual Communications.
- Navarro College – Waxahachie, TX; Paramedic
- Over 16 years of experience as a Firefighter, EMT, Engineer. Ovilla Volunteer Fire Department, Ovilla TX; Midlothian Fire Dept., Midlothian, TX; Acadian Ambulance Service, Dallas, TX; Grapevine Fire Dept., Grapevine, TX

PLANNING AND DEVELOPMENT

There were 7 new Single-Family Residential permits issued between August 1 - 14, 2019, for a total construction value of \$1,731,271.50.

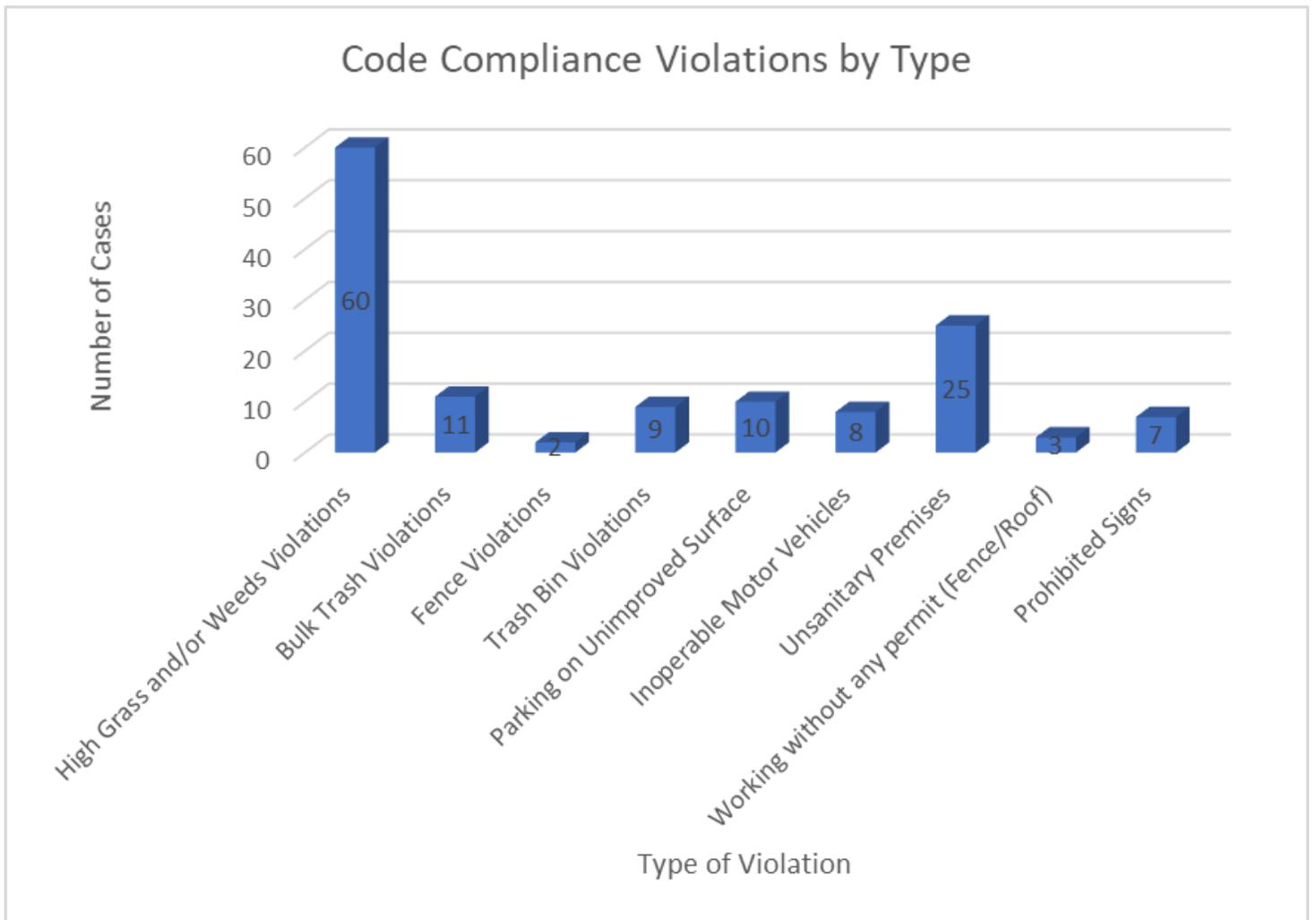
Staff is kicking off the Parks Master Plan at the Parks Board meeting on August 29, 2019. Norris Design of Dallas is the consultant for the Parks Master Plan.

The RFP for the Comprehensive Plan Update closed on Wednesday, August 14, 2019 at 5:00pm. The proposals are currently under review. The Comprehensive Plan Advisory Committee will host interviews and hear presentations on Thursday, August 22, 2019. The successful respondent will be announced by Monday, August 26, 2019.



CODE COMPLIANCE

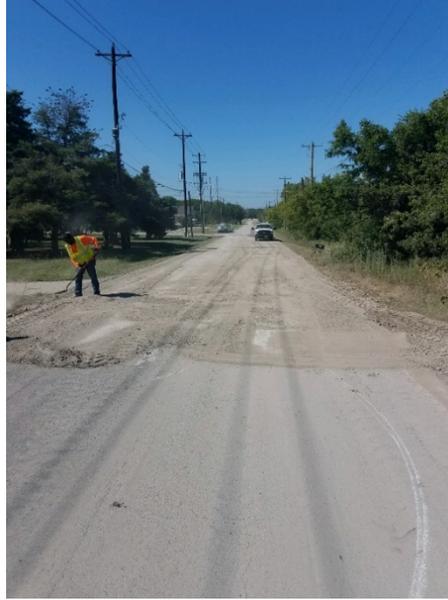
TYPE OF CASES	No. of CASES
High Grass and/or Weeds Violations	60
Bulk Trash Violations	11
Fence Violations	2
Trash Bin Violations	9
Parking on Unimproved Surface	10
Inoperable Motor Vehicles	8
Unsanitary Premises	25
Working without any permit (Fence/Roof)	3
Prohibited Signs	7
Total	135



PUBLIC WORKS

STREETS

On Monday morning August 12, 2019, Staff closed Uhl Road between Bear Creek Road and Barton Road for road maintenance. Staff used a Motor Grader to level the roadway. Staff then cleaned up the edges by hand, before watering and compacting the road surface.



WATER

Public Works staff completed water main and water line repairs at these locations



600 Green Mound



2808 Cinnamon Springs



Fire Hydrants at these locations were stolen and will be replaced at 805 Creekside and 1408 Bob White.



Drainage

Staff is in the process of cleaning and clearing the Kingston Meadows drainage channel and the surrounding walking trail.



Staff Training

Some of the training activities in Public Works include basic equipment operations for new employees.





POLICE

- On Sunday August 11, 2019, Officer Illingworth conducted a traffic stop for a minor violation on Bear Creek. During the traffic stop, she developed probable cause to search the vehicle. The search led to the discovery of 8.7 ounces of marijuana. Officer Illingworth leads the department in the number of traffic stops and this type of arrest is a result of her proactively protecting our community.

