



To: Mayor and Members of City Council
From: Robert D. Brown, Jr., Interim City Manager
Date: May 19, 2023
Subject: Weekly Update



Welcome to Duncanville City Hall! As of Monday, May 15, we have three Customer Service Advocates eager to greet and assist visitors in both English and Spanish. From left to right are Emily Gwynn, Cynthia Campos, and Lisa Wren.

POLICE DEPARTMENT

PERSONNEL

- Nathan Crosby and Alfredo Gomez are attending the Regional Police Academy.
- We have eight openings for sworn personnel.
- Recruits Rocio Vasquez and Ashley Garcia are in the Dallas Sherriff's Office Police Academy.



COMMUNITY CORNER

- Detective Moon, Detective Welling, and Officer Rawlins conducted six VIN inspections.
- Officer Arias and Chief LiVigni attended a town hall meeting on the dangers of Fentanyl hosted by the Dallas Sherriff's Office. The meeting was very informative, and the Department is pursuing the possibility of hosting a similar event, perhaps in late summer or early fall.
- Detective Berger, Officer Arias, and Officer Banks attended a de-briefing session of the Colleyville synagogue incident hosted by the FBI.
- Officer Arias attended a retail theft meeting with several metroplex law enforcement agencies and loss prevention managers.
- The Police Department will host the annual Fire Truck Pull to benefit Special Olympics of Texas on Saturday, May 27, at 10:00 a.m. in Armstrong Park.
- The Police Department held its annual National Police Officers Memorial event to honor our fallen officers. Due to the potential of severe weather, the event took place in the council chambers.

Registration
9:00 am

Opening
Ceremonies
10:00 am



First Pull
10:15 am

DUNCANVILLE
CITY OF CHAMPIONS
THE LARGEST FIRE TRUCK PULL IN TEXAS!



Play "tug of war" with a fire truck in support of Special Olympics Texas athletes. It's excitement for all ages!

Saturday, May 27, 2023

Armstrong / Kidsville Park, Duncanville, Texas

100 James Collins Boulevard, Duncanville, TX 75116

FIND OUT MORE OR REGISTER:

Doug Sisk 469.623.5176 or email

dougsisk093@gmail.com

www.sotx.org/firetruckpull

Hosted by the **Duncanville Police Department** and
the **Dallas County Sheriff's Department**

Presenting Sponsor W&B Service Company



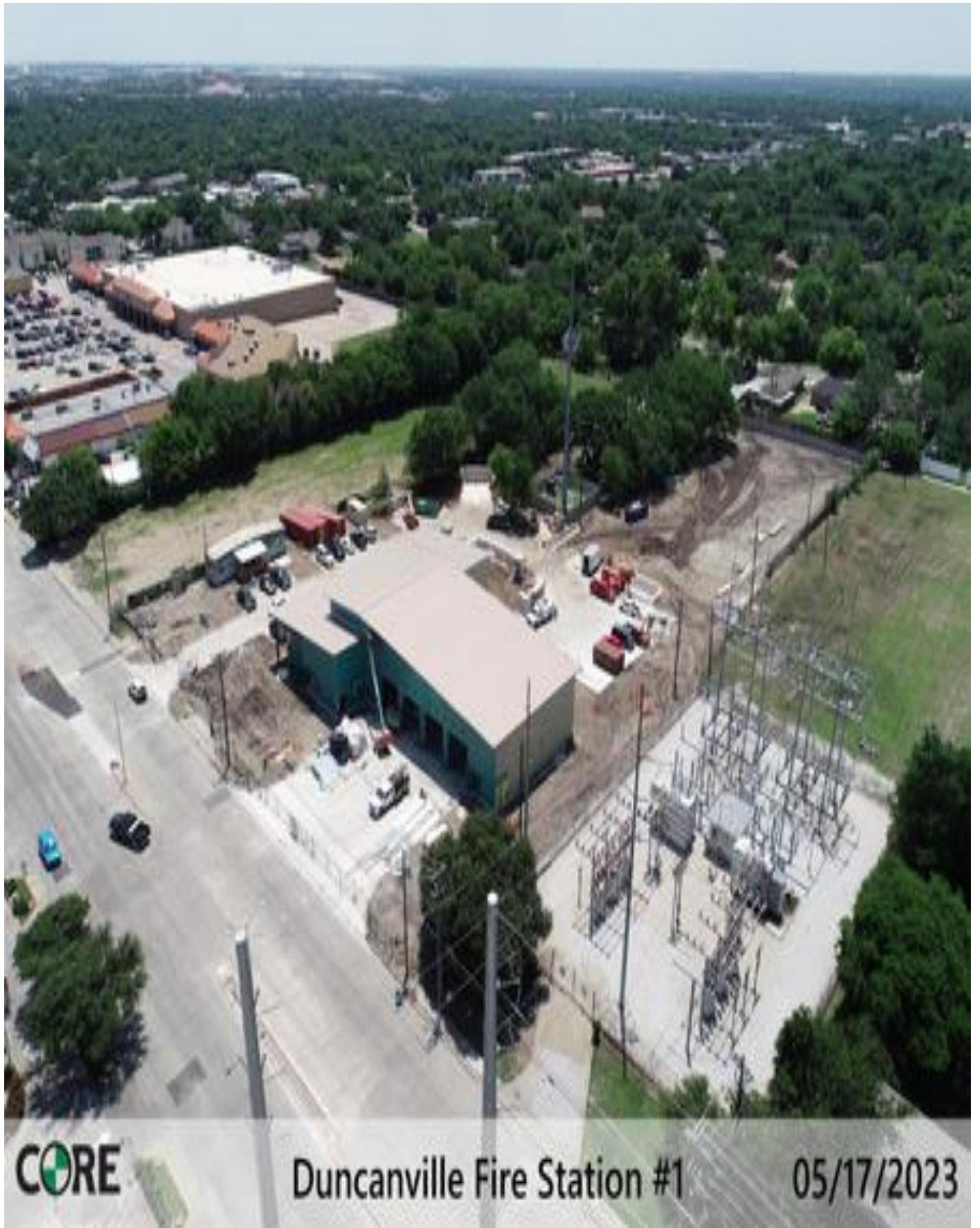


FIRE DEPARTMENT

- The Fire Department responded to 118 calls for service in the past seven days, which included:
 - 85 EMS calls
 - 1 trash fire
 - 1 dumpster fire
 - 9 motor vehicle accidents
 - 3 requests for assistance

- The Fire Prevention Division completed nine regular inspections, seven Certificate of Occupancy inspections, attended ten pre-development meetings, and conducted thirteen plan reviews.
- The Department has four vacancies.
- The Civil Service Entrance Exam is scheduled for June 10, 2023.
- The new Fire Station 271 continues to progress.





Duncanville Fire Station #1

05/17/2023

DEVELOPMENT SERVICES

Economic Development

- Prepared marketing materials for the upcoming International Council of Shopping Centers annual conference.

Neighborhood Services

- Neighborhood Services Officers conducted 143 inspections, including re-inspections, and have 64 open cases.

Building and Inspections

- 1,896 single-family rental properties have been registered to date; one new property has been registered since the last update. Thirteen inspections were completed this week; six passed and seven failed. 1,439 Certificates of Occupancy have been issued since the inception of the Single-Family Rental Registration Program. Since the start of active lien collection in 2019, \$389,047.23 has been collected. A total of \$17,028.26 has been collected since January 1, 2022, this week we collected \$276.25.
- This week 37 permits were issued, and 57 inspections were conducted.
- Lance Brajevich began employment with the City of Duncanville as the new Building Inspector on, Monday, May 15..
- Vickie Sloan also began employment on May 15. Ms. Sloan will serve as a Permit Technician

Health Inspections

- Our Health Inspector conducted eight routine inspections, two follow-up inspections, and two complaints.
- Health Inspector Tru Davis has submitted her letter of resignation and will be moving to a higher position with another agency. Her last day with the City will be on June 2.

Certificate of Occupancy Applications Received

- Medical supplies office, new occupancy: 1102 S. Santa Fe Trail, Suite #3.
- Tattoos, new occupancy: 603 E. Highway (?) – need rest of address.
- Health center new occupancy: 207 S. Ridge Dr., Suite #319.

Certificates of Occupancy Issued

- Action Behavior Center, change of ownership: 703 S. Cedar Ridge.
- Gun retail Sales, new occupancy: 430 E. Wheatland Road, Suite B.
- Cabinet assembly and retail, change of ownership: 1414 N. Main Street, Suite I.
- Senior living facility, change of ownership: 302 W. Wheatland Road., Buildings. A and B.
- Insurance sales, new occupancy: 314 N. Main Street.
- Franchise chiropractic clinic, new occupancy: 255 S. Cedar Ridge Drive.

Parks and Recreation

Parks:

- The Amphitheatre lighting project is complete and ready for this week's Concert in the Park.
- Staff trimmed down the branches above the LED sign at the corner of Main St. and Wheatland Road.



Amphitheatre Lighting Project

Fieldhouse:

- Upcoming Events –
 - Texas Impact Basketball Tournament, six courts and recreation center: Friday, 6:00 p.m. to 9:00 p.m.; Saturday, 9:00 a.m. to 9:00 p.m.; Sunday, 9:00 a.m. to 4:00 p.m.
 - Engrafted Word Sunday Worship Service, the Center: Sunday, 10:30 a.m. to 12:30 p.m.

Senior Center:

- On Wednesday, May 10 the Goldenaires dedicated all the songs they performed to all mothers, individuals celebrating birthdays, and our country.
- On Thursday, May 11, seniors took a trip to the Dallas Firefighters Museum in Fair Park. The Station was active from 1907 to 1975. It is now a museum that shares the history of the fire department for all who visit.
- On Friday, May 12, Planning Ahead sponsored a bingo session with approximately fifteen participants. Planning Ahead offers counseling and guidance for end-of-life care, estate planning, and wills.
- On Monday, May 15, eight members went on an excursion to Cameron Park Zoo in Waco. Our members were able to enjoy watching the giraffes, elephants, monkeys, tigers, lions, exotic birds, and more. Lastly, they were able to snack on goodies from the food vendors and buy some souvenirs from the gift shop.
- Upcoming Events –
 - Mother's Day Breakfast and Pamper Session – Friday, May 18 | 8:00 a.m.
 - Trip: Alley Cats Bowling – Monday, May 22 | 9:45 a.m.
 - Trip: Mystery Lunch – Tuesday, May 23 | 12:00 p.m.
 - Coffee with the Mayor – Thursday, May 25 | 12:00 p.m.
 - Candyland Senior Prom – Thursday, May 25 | 5:00 p.m.
 - Memorial Day (Observed City Holiday) – Monday, May 29 | CLOSED
 - Bingo – Wednesday, May 31 | 10:30 a.m.



Trip to Cameron Park Zoo in Waco

Recreation Center:

- Upcoming Events:
 - **Concert in the Park: Payton Howie – Saturday, May 20 | 7:00 P.M.**
Join us for a fun evening on Saturday, May 20th, at the Poe-Hobden Amphitheater at Armstrong Park for a Concert in the Park featuring Payton Howie. Admission is FREE. The fun begins at 7:00 pm. Don't forget to bring your blanket or lawn chair. We hope to see you there! For more information, please call (972) 780-5070.



- **Memorial Day Ceremony – Monday, May 29, 2023 | 10:00 A.M.**
The City of Duncanville, in partnership with American Legion Post 81 and Veterans of Foreign Wars Post 7843, respectfully invites you to be a part of the Memorial Day Ceremony held Monday, May 29, 2023, beginning at 10 AM. at Memorial Park. Road closures on Santa Fe Trail will begin at 8: 30 AM, and Main St. will be closed at 9:15 AM.



- **Best Southwest Juneteenth Celebration – Saturday, June 17, 2023 | 3:00 PM**
This year's BSW Juneteenth Celebration will be hosted by the City of Duncanville on Saturday, June 17, 2023, from 3:00 PM to 10:00 PM. The event will feature four hours of live music from the area's best musicians, a Black Author's Expo, Cultural Expo, Wellness Expo, vendor booths, and bounce houses. The Juneteenth Celebration is a great opportunity for people to come together and celebrate African American history, culture, and entertainment with family and friends. Admission is FREE, but registration is required. To register, scan the QR code in the flyer with your phone camera or visit <https://www.eventbrite.com/e/best-southwest-juneteenth-celebration-tickets>. For more information, contact Angela Owens at angela.owerns@duncanvilletx.gov.



PUBLIC WORKS

Street Division

- Installed base and asphalt, temporarily reopening crossover and the eastbound lane located at 232 W. Camp Wisdom Road.
- Removed fallen trees located on Bow Creek and Lady Lane.
- Completed a drive approach tie in Shenandoah Court.
- Repaired potholes on Thrush Ave., Graystone Pl., and Cresthaven Dr.
- Repaired utility cuts on Coronado Ln., 115 E. Davis St., and 819 Oriole Blvd.
- Conducted drainage headwall inspections on Graystone Pl., Cresthaven Dr., and Harrington Park. Four headwalls were inspected and cleaned.
- Repaired utility cuts on Oriole and Wheatland.



Re-opened cross-over at 232 W. Camp Wisdom Road

Utilities Division

- Water usage was 33.378 million gallons during this reporting period, May 8-14, up from 32.807 million gallons the previous week. The daily peak water demand of 7.779 million gallons occurred on Tuesday, May 9. There were 1.21 inches of precipitation during this period.
- An estimated water loss of 675,500 gallons occurred.
- Sixteen fire hydrants were flushed.
- Installed two new meters at 3088 W. Camp Wisdom (new Fire Station).
- Crews responded to three sewer backup calls and cleaned 5,825 ft. of sewer line in the River Oaks and Skyview Estates area.
- 168 ft. of sewer line were televised.

Sanitation Division

- The Sanitation Division received four calls regarding the solid waste pick-up schedule and ten complaints (two trash, five bulk, one brush, and two recycle). One recycle bin was distributed this week.

CIP Construction:

- **E. Danieldale Rd. Reconstruction and Utility Improvements Project (Main St. to US-67)**

Driveway approaches at 102 E. Danieldale Road, Sunset Village, and Wells Fargo are complete. PaveCon continues excavating for the riprap on the outfall of the storm lines adjacent to the Service Center. They have also placed concrete for the street repair of Sunset Village and the pump station. The grading, forming, and rebar for sidewalks continue, and the contractor has started pouring concrete. M-Co is waiting for the fire hydrant extensions to be delivered. The landscape sub-contractor has started the layout and irrigation installation. Bob Lee Blvd. re-opened on May 12.



Paving Street Repair Sunset Village Dr.



The following table provides the projected and actual milestone schedule of the Daniieldale Road Reconstruction and Utility Improvements project:

Phase	Milestone	Projected Completion	Actual Completion
1	Construct Storm and Sanitary Sewer mainlines under Eastbound Lanes (EBL)	July 2021	July 2021
2	All Utilities Under Westbound Lanes (WBL)	November 2021	March 2022
	WBL Paving	June 2022	June 2022
3	Construct Duncanville Water Main Under EBL	November 2022	February 2023
	Construct Dallas Water Utilities Water Main Under EBL	February 2023	February 2023
	Pave EBL (machine paving Phase 1) complete	April 3, 2023	April 5, 2023
	Pave EBL (hand pours) Turn lanes and median.	April 12, 2023	To be determined.
	Driveway and approaches.	May 2023	To be determined.
	Sidewalk Grading	May 2023	To be determined.
	Sidewalk Concrete Placement	May 2023	To be determined.
	Substantial Completion	May 2023	To be determined.
Plantings and Landscaping	May 2023	To be determined.	

- Fire Station #1** – CORE Construction’s sub-contractors are working on the building's mechanical, electrical, and drywall aspects. Exterior work is ongoing. The project is approximately 60% to 70 % complete. Completion of the fire station is slated for Fall 2023.



Current Building Front



Patio Area



Interior Work

FISCAL SERVICES

- **Municipal Court, Week of May 11 – May 17:**
 - Dockets: 3 cases set
 - Cases processed: 787
- **Utility Customer Service Office:**

57 water disconnections were processed on May 16 for cycle one customers with a past-due balance. The Utility Customer Service Field Crew replaced four-meter lids.

Communications, Marketing, and Customer Advocacy

Customer Advocacy Reporting

On Monday, May 15, 2023, the Customer Advocate Department welcomes Cynthia Campos. Now visitors to City Hall are greeted and assisted in both English and Spanish.

For the Tuesday, May 16, 2023, Duncanville City Council Meeting, Emily Gwynn was on hand to welcome meeting attendees.

On Wednesday, May 17, 2023, Customer Advocates began using a program called Gimlet to record data from their interactions with the public. This data will begin appearing in next week's report.

Call Analytics May 10, 2023 – May 16, 2023

Inbound	Answered	Missed <small>(w/vm)</small>	Holds	Transfers	Refused
3,726	2,288	1,411	691	311	398
Advocates 206					

DuncanvilleTX.gov Analytics May 10, 2023 – May 16, 2023

Users	Session Duration
4,528	00:01:29
Last report: 4,528	Last report: 00:01:30

Top 10 Pages by Page Title

Users by Language

1. Home	2,017	-	English.....	3,820
2. Pay Bills Online.....	1,478	-	Spanish.....	52
3. Patron Computer FAQ.....	1,064	-	(other).....	0
4. Search	752	-		
5. Human Resources	481	↑		
6. Current Openings.....	320	↑		
7. Permit & Inspection Services	302	-		
8. Public Library.....	288	↓		
9. Events.....	290	↑		
10. Police Department	270	-		

City Hall Google Business Performance May 2023

4.4 ★★★★★ 10 Google reviews

Interactions

180

April 2023: 434 -5.9% (v 2022)

Calls

57

April 2023: 119 -37.4% (v 2022)

Messages

0

April 2023: 0

Website Clicks

90

April 2023: 209 +24.4% (v 2022)

DuncanvilleFieldhouse.com Analytics May 10, 2023 – May 16, 2023

Users

719

Last report: 719

Sessions

1,029

Last report: 890

Bounce Rate

53.87%

Last report: 50.00%

Session Duration

00:01:29

Last report: 00:01:38

Duncanville Fieldhouse Google Business May 2023

4.4 ★★★★★ 826 Google reviews +4

Interactions

1,583

April 2023: 4,045 -1.6% (v 2022)

Calls

95

March 2023: 236 +15.6% (v 2022)

Messages

0

March 2023: 0

Website Clicks

380

March 2023: 747 -14.9% (v 2022)

Meeting Stream (Swagit) Analytics May 10, 2023 – May 16, 2023

Users

70

Last report: 81

Sessions

93

Last report: 102

Avg. Session Duration

00:03:25

Last report: 00:02:04

Users by Language

English: 70

Spanish: 0

Email Newsletter Reporting Past 30 Days

Contacts

2,609

Total Last report: 2,610

Sends

12,724

Last report: 12,715

Opens

4,038 39% open rate

Last report: 4,929

Clicks

400 4% click rate

Last report: 487

Most engaged: 743 (28%) | Somewhat engaged: 533 (20%) | Least engaged: 1,251 (48%) | Everyone else: 82 (3%)

14 Spanish

29

0

Current Live Survey Response Totals To-Date

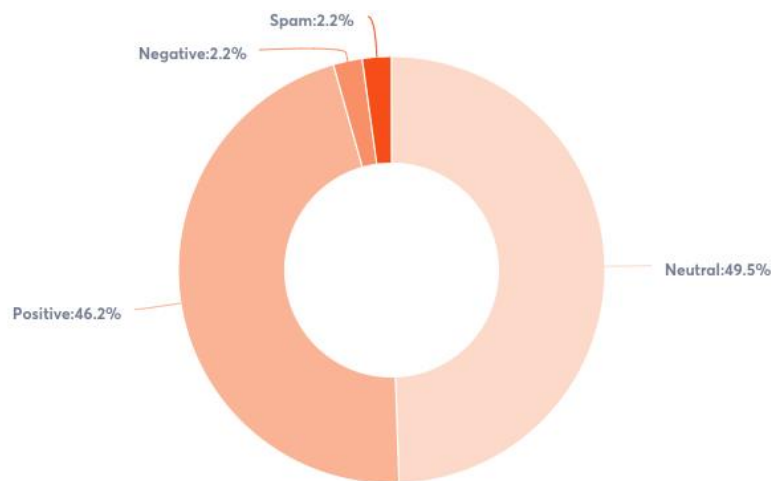
Police Department – Better Together Survey (created 3/24/2022 - ongoing) - English: 34 (+1), Spanish: 1 (-)

City of Duncanville – Comprehensive Plan Survey (created 3/01/2022 - ongoing) - Responses: 63

City of Duncanville Aggregated Social Media Report May 10, 2023 – May 16, 2023

Audience		Engagement		Impressions		Published Items		
38,606		3,267		139,051		83		
Last week: 38,147		Last week: 5,832		Last week: 342,962		Last week: 109		
		New followers	Total followers	Engagement	Impressions	Publishing	Replies	Review items
	City of Duncanville	4	4777	499	17381	8	2	5
	City of Duncanville	3	1126	4	-	7	1	2
	City of Duncanville	7	1085	63	1653	6	3	7
	City of Duncanville	1	314	26	277	6	0	0
	Duncanville Police Dept	10	13167	1408	51500	11	0	61
	Duncanville Police Dept	4	2395	7	-	5	0	1
	Duncanville Police Dept	9	1619	182	3312	10	1	7
	Duncanville Fire Dept	3	2938	46	1925	1	0	0
	Duncanville Fire Dept	0	132	0	-	0	0	1
	Duncanville Economic Dev	2	423	16	861	2	0	0
	Duncanville Economic Dev	0	27	1	-	0	0	0
	Duncanville Economic Dev	0	134	0	17	0	0	0
	Duncanville Economic Dev	0	25	1	8	1	0	0
	Duncanville Public Library	1	1617	38	3069	2	0	0
	Duncanville Public Library	1	468	4	-	1	0	2
	Duncanville Public Library	4	653	10	395	1	6	10
	Duncanville Public Library	0	7	0	5	1	0	0
	Duncanville Parks & Recreation	2	3187	312	9719	7	0	9
	Duncanville Parks & Recreation	0	389	28	645	6	1	4
	Duncanville Parks & Recreation	0	12	0	-	6	0	0
	Keep Duncanville Beautiful	0	758	1	329	2	1	1
	Duncanville Fieldhouse	0	1573	627	47909	0	0	0
	Duncanville Fieldhouse	0	589	0	-	0	0	0
	Duncanville Fieldhouse	1	752	0	46	0	0	0
	Duncanville Fieldhouse	0	28	0	0	0	0	0

Social Sentiment



Total interactions: 3,267

Last week: 5,832

Number of audience's interactions with your social profiles during the selected period.

Total reviewed items: 109

Last week: 171

Number of times "Review" or "Delete" actions have been performed on items received during the selected period.

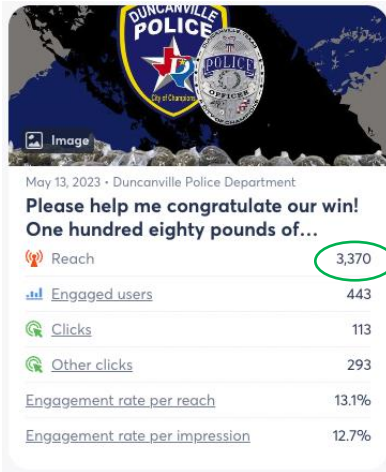
Total number of replies: 15

Last week: 21

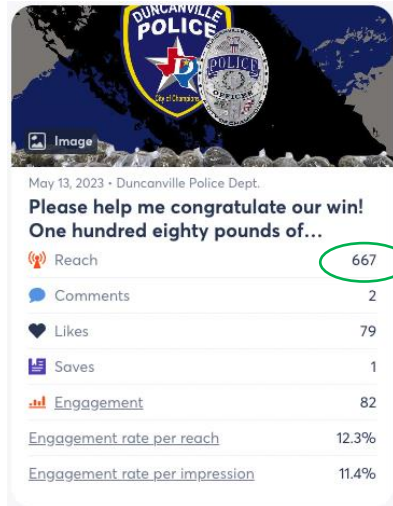
Number of replies to inbox's items during the selected period.

Top Content

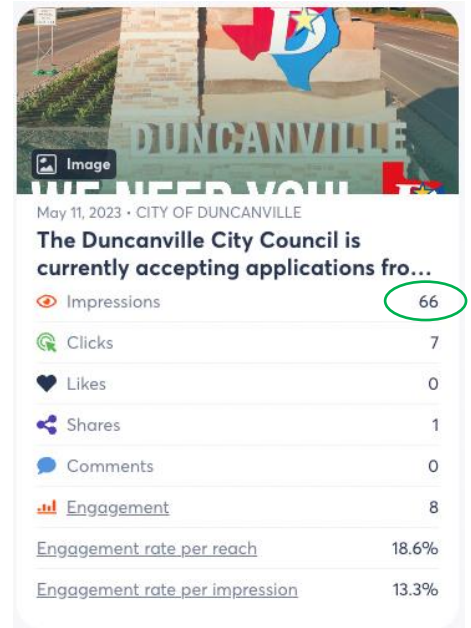
Facebook (reach)



Instagram (reach)



LinkedIn (impressions)



Social Media Advertising

Each year the Best Southwest Communities of Duncanville, DeSoto, Cedar Hill, and Lancaster come together for North Texas' best Juneteenth Celebration. This year, the City of Duncanville will host the celebration on Saturday, June 17, 2023,...

[Buy tickets](#)



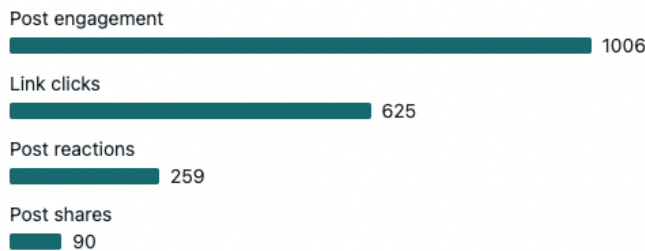
Link clicks

625

Reach **11,781**

Cost per click **\$0.13**

Activity on Facebook



Other Channels



Members	New members	Claimed households	Agency posts
12,425	78	7,765	20

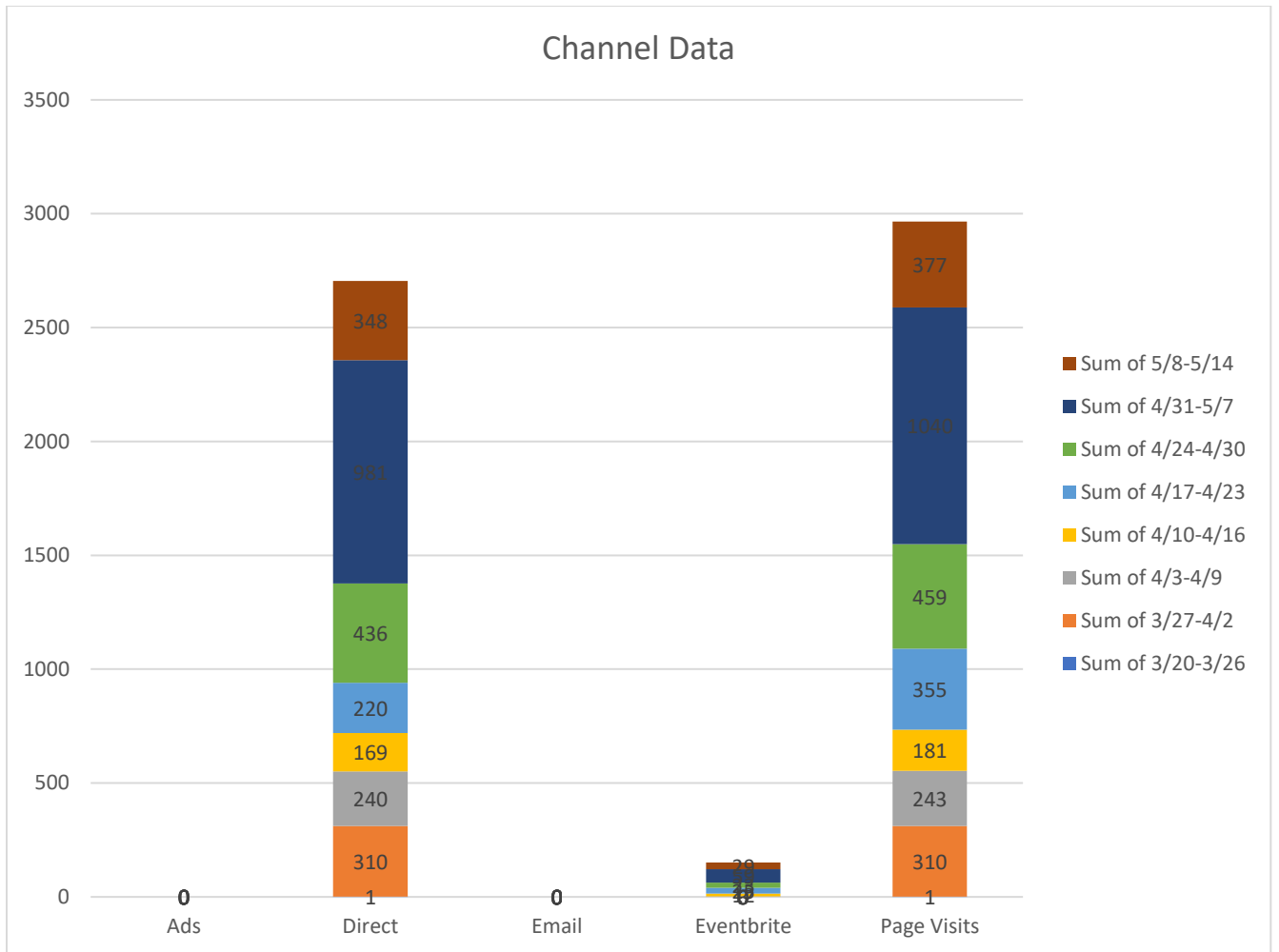


Number of constituents **83 +3**



City Non-Emergency Alert Subscribers: 25

Juneteenth Event Page Traffic



Week	Email	Advertising	Eventbrite	Direct
20-Mar	1	0	0	0
27-Mar	310	0	0	0
3-Apr	240	3	0	0
10-Apr	169	12	0	0
17-Apr	220	25	0	0
24-Apr	459	23	0	0
7-Mau	459	23		0
14-May	459	23		0



The following are included due to the persons, places or events in these stories having ties to the City of Duncanville.

May 16, 2023

[2023 Regional Quarterfinal baseball playoffs - Wise County Messenger](#)

Wise County Messenger

(All games played at **Duncanville High School**). Game 1: 6 p.m. Friday, May 19; Game 2: 2 p.m. Saturday, May 20; *Game 3: 30 minutes after Game 2 ...

[Texas Middle School Serves Moldy Pizza to Students - 95.5 KLAQ](#)

95.5 KLAQ

This occurred at Byrd **Middle School** in **Duncanville** ISD. The meal consisted of a fruit cup and pizza that already had a few bits taken out of it.

May 15, 2023

[Nitya Capital Closes Sale of Four Multifamily Properties in Texas | Business Wire](#)

Business Wire

Candlelight Park Apartments located in **Duncanville, Texas** (a suburb southwest of Dallas) has 128 units and was purchased by Lone Star Capital in ...

[Disgusting Moldy Pizza Served for Lunch at Middle School in Texas - 101.5 KNUE](#)

101.5 KNUE

According to the **Duncanville** ISD, there were no reports of issues with food made to the **school** or district. They do know about the picture and ...

[Panthers relay team comes close to medal at state championship | Murphy Monitor](#)

Murphy Monitor

... Doriyan Marshall and Jaylon Hatcher ran for the **Panthers**, with the team finishing 2.36 seconds short of first place **Duncanville** (1.23.95).

[See all the photos from the UIL 6A State track championships - Dallas Morning News](#)

Dallas Morning News

Indyia Walton of **Duncanville** competes in the 100M hurdles at the UIL ... 1 person dead, multiple people shot in Pleasant Grove, Dallas **police** say ...

[Who Want The Smoke: Top flight guards show off while several break out in Texas](#)

247 Sports

If you were looking to see some of the top point guards in the country, then **Duncanville** was the place to be as 2024's No. 1 ranked point guard Zoom ...

May 14, 2023

[5-Star EDGE Colin Simmons could visit Texas football this weekend - Hook'em Headlines -](#)

Hook'em Headlines -

Top **Texas** football priority recruit and 5-Star **Duncanville** edge rusher Colin Simmons could reportedly be on the Forty Acres this weekend.

[See all the photos from the UIL 6A State track championships - Dallas Morning News](#)

Dallas Morning News

Indyia Walton of **Duncanville** competes in the 100M hurdles at the UIL State track championships at Mike Myers Stadium in Austin, Saturday May 13, ...

[Weekly Recruiting Recap - May 7th to May 13th - The Burnt Orange Board - HornSports](#)

HornSports

OFFERS IN **TEXAS** - MAY 7th TO MAY 13th 2024 QB Brad Jackson (Cypress Creek) - COLUMBIA, GEORGETOWN, ... RB Caden Durham (**Duncanville**) - LOUISVILLE

May 13, 2023

No updates

May 12, 2023

[One-on-one with Lady Vol Zaay Green - 247 Sports](#)

247 Sports

Zarielle "Zaay" Green, a 6-0 guard from **Duncanville, Texas**, is the highest-ranked recruit among a stellar freshman class.

May 11, 2023

[Gym renaming to honor Duncanville ISD favorite daughter - Focus Daily News](#)

Focus Daily News

Sharon Smith loved coaching at Reed Junior High. ... The **Duncanville** School District is going to name the floor in the Reed **Middle School** ...

[Basketball world still waiting on No. 1 prospect Ron Holland, who hasn't been released from](#)

...

247 Sports

2023's top player Ron Holland requested his release from Texas at the end ... of **Duncanville (Texas)** High, there has been little actual movement.

[Four-star DL Jericho Johnson locks in his first official visit - 247 Sports](#)

247 Sports

... could be next for the 6-foot-8 McDonald's All-American power forward out of **Duncanville (Texas)** High, there has been little actual movement.

May 10, 2023

[Ole Miss Basketball: Chris Beard lands a pair of highly-rated recruits](#)

Ole Hotty Toddy

... and a splash hire was made in former Texas head coach Chris Beard. ... 210-pound power forward Cameron Barnes from **Duncanville, Texas**.

[Louisville extends scholarship offer to Top247 RB Caden Durham - 247 Sports](#)

247 Sports

Duncanville, Tex., prospect ranks as one of the nation's top running backs in the 2024 class.