

To: Mayor and Members of City Council

From: Robert D. Brown, Jr., Interim City Manager

Date: September 1, 2023

Subject: Weekly Update



PARKS AND RECREATION

Parks:

- The Duncanville Girls Softball Association (DGSA) hosted its season opener at Alexander Park.
- Staff cleaned the Harrington baseball field's batting cage area for upcoming Duncanville Baseball Inc. (DBBI) events.
- Parks and Recreation staff cleaned the Oriole Bridge underpass as a joint effort with the Duncanville Police Department.
- Staff trimmed trees at the Charles F. Ladd property entryway; there are some remaining trees near power lines that Oncor is slated to cut.
- A concrete pad was installed for the aeration system at Lakeside Park.

Bond Projects:

Armstrong Park – The splash pad water tank area excavation has begun.



Fieldhouse:

Upcoming Events –

- XERO Rec League, two courts Monday, 6:00 p.m. to 10:00 p.m.
- SPORTSKIND Adult BB League, two courts Tuesday, 6:00 p.m. to 10:30 p.m.
- Next-up Youth BB League, six courts Friday, 6:00 p.m. to 10:00 p.m.
- US Sports Nike BB Camp, one court Saturday, 9:00 a.m. to 3:30 p.m.
- Tha Answer BB Tournament, three courts Saturday, 9:00 a.m. to 6:00 p.m.

Senior Center:

- On Tuesday, August 22, seniors participated in the monthly mystery lunch trip. This
 month's mystery place was Bull Pen's Café in Mesquite, TX. These outings provide
 opportunities for members to socialize and visit different restaurants.
- On Wednesday, August 23, artistic and creative seniors participated in this month's Painting with a Twist class. The theme was sunflowers.
- On Thursday, August 24, Mayor Barry L. Gordon held his monthly Coffee with the Mayor. These meetings allow seniors and community members to get updates on current events and happenings in the City of Duncanville. One of the topics discussed was STAR Transit; seniors shared positive feedback about their bus experience.
- On Friday, August 25, Bingo was sponsored by Duncanville Rehab. The Duncanville Healthcare and Rehabilitation Center is a 124-bed premier skilled nursing, rehabilitation, and long-term care facility. The facility is located minutes away from the Charlton Methodist Hospital in Duncanville. Their facility takes pride in providing excellent quality care that is compassionate and specific to the needs of seniors. Approximately twenty seniors played bingo, and Ms. Norma Herrera was excited to win the Texas T Bingo game.

Upcoming Events -

- Snack and Chat with Advocate Financial Partners Friday, September 1 | 10:00 a.m.
- Labor Day (City Observed Holiday) Monday, September 4 | CLOSED
- Will Probate Seminar with JWC Legal Tuesday, September 5 | 11:30 a.m.
- Bingo with Healing Hands Healthcare Wednesday, September 6 | 10:30 a.m.
- Ivory Truth Music Performance Friday, September 8 | 10:00 a.m.
- Ceramics Bingo Monday, September 11 | 5:00 p.m.



Painting with a twist at D.L. Hopkins Senior Center



Coffee with the Mayor at D.L. Hopkins Jr. Senior Center

Recreation Center:

 New Program – The Recreation Center will roll out SilverSneakers beginning September 1. Staff have completed training sessions to ensure they are ready for launch day.





 Movies in the Park: Fantastic Beasts And Where To Find Them Saturday, September 2, 2023 at 8:00 PM

Join us on Saturday, September 2nd, at the Poe-Hobden Amphitheater at Armstrong Park for Movies at the Park featuring Fantastic Beasts And Where To Find Them. Admission is FREE. The movie will begin at sundown (approx. 8:00 PM). Don't forget to bring your blanket or lawn chair. We hope to see you there!



Catfish Catch and Fishin' with Duncanville PD
 Saturday, September 9, 2023 | 8:00 AM – 11:00 AM

Join the Parks and Recreation Department and the Duncanville Police Department on Saturday, September 9^{th,} for a fun fishing activity. This is a FREE family event. Limited supplies will be available while supplies last. For more information, contact the Recreation Center at 972-780-5070.



Hispanic Heritage Festival
 Saturday, September 23, 2023 | 11:00 AM – 11:00 PM

Join us on Saturday, September 23^{rd,} at Armstrong Park as we proudly celebrate Hispanic Heritage Month at this year's Hispanic Heritage Festival. This is a FREE, family-friendly fun event. Participants will enjoy live Tejano music, mariachis, Folklorico dancers, a lowrider car show, a Selena look-a-like contest, a jalapeno eating contest, and bounce houses. Food vendors with Mexican, Cuban, and Puerto Rican cuisine will be available.

POLICE DEPARTMENT

PERSONNEL

- Recruits Nathan Crosby and Alfredo Gomez are in the Regional Police Academy.
- Recruits Rocio Vasquez and Ashley Garcia graduated from the Dallas Sheriff's Office Police Academy and have begun their In-Service training.
- Officer Paul Becerra is in Field Training.
- Training and Personnel are actively conducting background investigations on police applicants.
- There are currently eight openings for sworn personnel.

COMMUNITY CORNER

- Officer Michelle Arias, Chaplain Moises Ruiz, and Assistant Chief Freis attended the monthly Faith Leaders Breakfast hosted by Faith Baptist Church.
- Officer Jai Johnson and Officer Trevor Clark conducted 11 VIN Inspections, resulting in one recovered stolen vehicle.
- The Duncanville Police Department will host a Fentanyl Town Hall on September 21 at Village Tech. This is an opportunity to address members of the public and their concerns over the increasing use of fentanyl in our community.
- The Duncanville Police Department kicked off its 62nd Citizen's Police Academy.



Recruits Rocio Vasquez and Ashley Garcia graduated from the Dallas Sherriff's Office Police Academy



Recruits Nathan Crosby and Alfredo Gomez at the Emergency Vehicle Operations Course Training



FISCAL SERVICES

• Municipal Court – Week of August 24 – August 30:

Dockets: Bye WeekCases processed: 867

- Utility Billing: Week of August 23 August 29:
 9 water disconnections for past-due balances were processed, and 10 new accounts were activated this week. The Utility Customer Service Field Crew replaced two water meter lids and conducted one meter changeout.
- Accounting & Reporting Week of August 24 August 30:
 - EFTS Payments: 50 invoices processed; 73 payments remitted.

Customer Advocacy Reporting

Calls August 17, 2023 – August 23, 2023

	Answered 2,462		Holds 819	Transfers 475		Avg. Handle 02:21	
Advocate Total Inbound Calls 349 (14.78%) Last week:							

Questions/Interactions August 17, 2023 – August 23, 2023



402 Questions Asked by		Duration	
Visitor (English)	72	0-3 minutes	305
Caller (English)	252	3-5 minutes	26
		5-10 minutes	5
Visitor (Spanish)	9	10-15 minutes	3
Caller (Spanish)	3	15+ minutes	-

Top 10 Question Types

1.	Permitting	117
2.	Police	53
3.	Utility Billing	49
4.	General Information	35
5.	Neighborhood Services	20
6.	Courts	12
7.	Trash and Recycling	8
8.	Service Center	8
9.	Economic Development	5
10.	Fiscal Services	5

Communications & Marketing / Customer Advocacy

Thursday, August 31, 2023

DuncanvilleTX.gov August 24, 2023 - August 30, 2023

Top 10	Pages by Page Title			Users by language
1.	Home	1,906	-	English3,670
2.	Pay Bill Online	1,390	-	Spanish48
3.	Patron Computer FAQ (Library)	976	-	Other4
4.	Search	698	-	
5.	Public Library	412	-	
6.	Police Department	285	1	Device category
7.	Permit & Inspection	282	1	Mobile49.9%
8.	Current Openings	281	$lack \Psi$	Desktop48.6%
9.	Human Resources	262	-	Tablet1.6%
10.	Recreation Center	243.	↑ Mee	eting Stream (Swagit) -



Sessions Avg. Session Duration Users by Language

Last report: 64 English: -- Spanish: --

With Digital Resources, Inc. and Swagit were onsite on Tuesday, August 22, 2023. The goal of their visit was to collaborate on solutions to our issues broadcasting audio during City Council meetings.

Swagit will be returning on Tuesday, August 29, 2023, to continue inspecting equipment, testing, and troubleshooting.

Digital Resources, Inc. intends to visit again to assist with reprogramming interfaces.

Email Newsletter Past 30 Days

Contacts Sends Opens Clicks

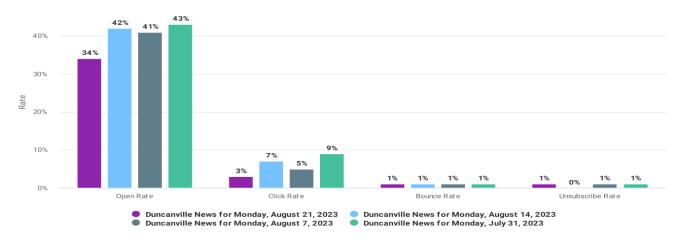
2,591 12,643 5,042 40% open rate 707 6% click rate

Most engaged: 817 (32%) | Somewhat engaged: 513 (20%) | Least engaged: 1,172 (45%) | Everyone else: 91 (4%)

36 Spanish Last report: 35 **46** Last report: 40

2 Last report: 1

Campaign Comparison Report



City of Duncanville Aggregated Social Media Report August 24, 2023 – August 30, 2023

Audience	Engageme	nt	Impressions Published		shed It	tems	
34,866	1,815		65,91	6	37		
Last week: 34,855	Last week: 1,77	74	Last week: 98	,093	Last we	ek: 68	
Owned Channels	NEW FOLLOWERS	TOTAL FOLLOWERS	ENGAGEMENT	IMPRESSIONS	PUBLISHING	REPLIES SENT	REVIEWED ITEMS
Gity of Duncanville	8	4,980	104	5,109	4	2	10
City of Duncanville	8	1,638	10	10,519	2	0	6
in City of Duncanville	-1	355	7	109	2	0	0
Ouncanville Arts Commission	5	23	2	49	0	0	0
Ouncanville Police Dept	6	13,293	1,275	15,260	2	0	50
Duncanville Police Dept	5	1,677	97	1,681	2	0	0
1 Duncanville Fire Dept	0	2,964	13	1,133	1	0	0
Ouncanville Economic Dev	4	499	9	444	1	0	0
Duncanville Economic Dev	1	136	1	22	1	0	1
in Duncanville Economic Dev	0	27	1	9	1	0	0
Ouncanville Public Library	2	1,654	79	3,173	7	4	5
Duncanville Public Library	1	688	11	575	5	0	0
in Duncanville Public Library	0	9	0	0	0	0	0
Ouncanville Parks & Recreation	0	3,280	98	5,315	4	0	0
Duncanville Parks & Recreation	1	449	5	138	3	0	0
G Keep Duncanville Beautiful	6	803	17	327	2	0	0
1 Duncanville Fieldhouse	1	1,608	88	22,102	0	0	0
Duncanville Fieldhouse	0	778	0	0	0	0	0
in Duncanville Fieldhouse	0	28	0	0	0	0	0

Social Sentiment



Total interactions: 1,815

Last week: 1,774

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

Total reviewed items: 72

Last week: 104

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

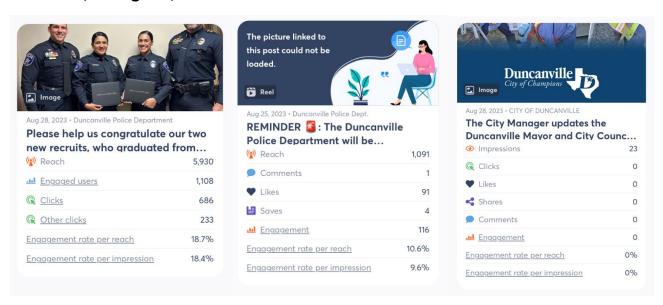
Total number of replies: 6

Last week: 11

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

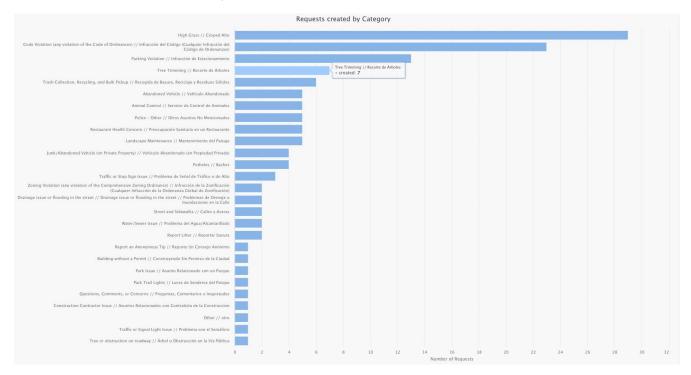
Top Content Based on Reach:

Facebook, Instagram, and LinkedIn:



OurDuncanville

Number of constituents 128 Last report: 126





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

August 31, 2023

Dallas-area football stat leaders (Aug. 30): See the top performers in each classification

Dallas Morning News

Standouts from **Duncanville**, North Garland, Lovejoy and Melissa are among ... Keelon Russell, **Duncanville**, 12-20-0 ... Tyreke Cockroft, Royse **City** ...

<u>LSU commit Dakorien Moore strikes from 70 yards out three times in Duncanville opener MaxPreps.com</u>

8 **Duncanville** had seven receptions for 281 yards and three touchdowns in a 34-13 win over 2022 Class 5A Division II state champion South Oak Cliff ...

August 30, 2023

What's Happening In **Duncanville** September 2023 - Focus Daily News

Focus Daily News

2023 Hispanic Heritage Festival September 23 Armstrong Park. Heritage Festival poster Duncanville. The **City of Duncanville** proudly celebrates and ...

New Oak Ridge city manager hired for \$229K a year

Oak Ridger

Randy Hemann will take over as Oak Ridge **city** manager on Nov. 1. ... who most recently served as **city** manager in **Duncanville**, Texas, ...

August 29, 2023

What's Happening In **Duncanville** September 2023 - Focus Daily News

Focus Daily News

2023 Hispanic Heritage Festival September 23 Armstrong Park. Heritage Festival poster **Duncanville**. The City of **Duncanville** proudly celebrates and ...

Duncanville takes top spot with win over SOC, see Texas HS Football Rankings for Week 2

NBC 5 Dallas-Fort Worth

Class 6A's D1 state champion **Duncanville** opened the season with a win over Class 5A D2 state champion South Oak Cliff. SOC is currently ranked No. 2 ...

WATCH: 5-Star WR Commit Dakorien Moore Shows Elite Speed - Sports Illustrated

Sports Illustrated

LSU picked up a commitment from **Duncanville** (Tex.) five-star wide receiver Dakorien Moore earlier this month as the Tigers continue taking strides ...

August 28, 2023

Week 1 offensive player of the week: Duncanville WR Dakorien Moore

Dallas Morning News

Duncanville wide receiver Dakorien Moore (1) hauls in a long touchdown catch against South Oak Cliff defensive back Marcell Gipson (1) in the ...

Keelon Russell, elite 2025 Texas quarterback, high on SMU, Ole Miss as decision nears

Sports Illustrated High School News, Analysis and More

DALLAS, Texas — On a loaded **Duncanville** roster with several Division I commitments, quarterback Keelon Russell may possibly be the next Panther to ...

10 players to watch in Week 2: Parker Livingstone, Dakorien Moore had huge season openers

Dallas Morning News

South Oak Cliff defensive back Tobias Gary (24) attempts to tackle **Duncanville** wide receiver Dakorien Moore (1) on a long touchdown pass in the ...

Texas Football: 3 Longhorns commits that shined this weekend

Hook'em Headlines -

Duncanville has two Texas commits along the defensive front, five-star edge rusher Colin Simmons and four-star defensive lineman Alex January. Some ...

August 27, 2023

HIGHLIGHTS: Duncanville Five-Star WR Dakorien Moore's Insane Season Opener

Dave Campbell's Texas Football

Five-star LSU Tigers 2025 wide receiver commitment Dakorien Moore racked up 281 receiving yards and scored three touchdowns in **Duncanville's** 34-13 ...

Week 1 offensive player of the week: Duncanville WR Dakorien Moore

Dallas Morning News

Duncanville wide receiver Dakorien Moore (1) hauls in a long touchdown catch against South Oak Cliff defensive back Marcell Gipson (1) in the ...

Keelon Russell, elite 2025 Texas quarterback, high on SMU, Ole Miss as decision nears

Sports Illustrated High School News, Analysis and More

DALLAS, Texas — On a loaded **Duncanville** roster with several Division I commitments, quarterback Keelon Russell may possibly be the next Panther to ...

August 26, 2023

Duncanville beats South Oak Cliff in clash of Texas state football champions

Sports Illustrated High School News, Analysis and More

DALLAS, Texas — In a matchup between defending state champions, it was all **Duncanville**(Texas). The defending Class 6A Division I champ Panthers ...

Duncanville vs. South Oak Cliff: How to watch, get live score updates

Sports Illustrated High School News, Analysis and More

Watch and follow live as No. 6 Duncanville hosts South Oak Cliff to kick off the 2023 Texas high school football season.

Duncanville's coach says state championship is motivation for new season

NBC 5 Dallas-Fort Worth

NBC 5's Pat Doney talked to **Duncanville** coach Reginald Samples about the big win's impact on preparations for a new season.

Nebraska extends offer to Texas' No. 1 prospect - Cornhuskers Wire

Cornhuskers Wire

Class of 2026 prospect, edge rusher Kevin Ford Jr. from **Duncanville**, Texas, has announced via his social media channels that he has received an ...

August 25, 2023

The Godfather vs. The Prodigy: A tale of two legends - The Hub - Dallas ISD

The Hub - Dallas ISD

The ties between Coach Reginald Samples of **Duncanville** High School and South Oak Cliff's Coach Todd run much deeper than just football.

Texas high school football scores: Live updates, live streams from Week 1 (Aug. 24-26)

Sports Illustrated High School News, Analysis and More

Highlights: **Duncanville** beats North Shore to win Texas UIL 6A Division 1 ... Defending 6A champion **Duncanville** takes on cross-town rival and ...

TXHSFB central: Final scores, top stories and more for Dallas-area teams (Aug. 24-26)

Dallas Morning News

Stories to know. **Duncanville** defensive lineman Colin Simmons sits with his brother Clayton Roberts, 8, and his mother Monica McCarley at **Duncanville** ...

Maxine Harkenrider Obituary (1925 - 2022) - Duncanville, TX - Dallas Morning News

The Dallas Morning News Obituaries

11:00 a.m.. Holy Spirit Catholic Church. 1111 W. Danieldale Rd., **Duncanville**, TX 75137. Send Flowers. Sep. 12. Graveside service. 1:00 p.m.. Dallas/ ...

DEVELOPMENT SERVICES

Economic Development

- This week the Economic Development Team is attending Retail Live! South Central in Austin, Texas.
- DCEDC held its regular meeting on August 28; the following actions were taken:
 - DW Cedar Ridge was approved for a grant totaling \$267,153 for landscaping, signage, facade, and structural roof repairs.
 - Dolani Investments was approved for a grant totaling \$208,610.97 for paint, paving, and landscaping.
 - Lucent Dental was approved for a grant totaling \$31,00 for paving.
 - LRC Flooring was approved for a grant totaling \$4,824.87 for signage.
 - The Diamond Art Studio was approved for a grant totaling \$10,000 for signage.
 - The Duncanville Arts Commission was approved for a sponsorship grant totaling \$4,000 for an art and community development event.
 - The 200 W. Center property purchase agreement was tabled for a future meeting. Staff was directed to consult with the EDC attorney on the Letter of Intent.



DCEDC Team at Retail Live! South Central 2023

Neighborhood Services

• Neighborhood Service Officers conducted 86 inspections, including re-inspections; there are 37 open cases.

Building and Inspections

- 1,919 single-family rental properties have been registered; three new properties have been registered since the last update. Seventeen inspections were completed this week; ten passed, and seven failed. The primary reasons for the failed inspections were the absence of GFCI protection and missing carbon monoxide and smoke detectors. 169 Certificates of Occupancy have been issued since the inception of the Single-Family Rental Registration Program.
- This week, 55 permits were issued.

<u>Certificates of Occupancy Applications Received</u>

- Change of ownership: 1002 S. Cedar Ridge Dr.
- New business: 102 W. Camp Wisdom Rd.
- Change of location: 404 N. Main St.
- New business: 1206 S. Main St.
- New business: 124 W. Fairmeadows Dr.

Certificates of Occupancy Issued

New business: 205 E. Camp Wisdom Rd.

Health Inspections

18 health inspections were conducted, including routine, complaint follow-up, and pool inspections.

HUMAN RESOURCES

- The Human Resources Department is currently recruiting for the following positions:
 - a. Health Inspector
 - b. Animal Control Officer
 - c. Economic Development Intern
 - d. Crew Leader Irrigation
 - e. Financial Services Managing Director
 - f. Engineering Manager
 - g. Engineer In Training
 - h. Irrigation Technician
 - i. Parks Seasonal Grounds Maintenance (Beautification)
 - j. Streets Maintenance I
 - k. Streets Maintenance II
 - I. Utilities Maintenance (I&II)

- m. IT Intern (unpaid)
- n. School Crossing Guard
- o. Seasonal Maintenance Worker Parks
- p. Seasonal Maintenance Worker Parks (Weekends Only)
- g. Recreation Attendant PT
- r. Fieldhouse Attendant PT
- s. Fieldhouse Attendant Front Desk PT
- This week, the City received one new employment application across 19 job openings.
- The Police and Fire Departments are actively processing candidates to fill vacancies within their Civil Service entry-level positions. The subsequent Police Entry examination is on September 23.
- The City onboarded one new employee this pay period.

FIRE DEPARTMENT

- The Fire Department responded to 146 calls for service in the past seven days, which included:
 - o 112 EMS calls
 - o 2 fires; other
 - 1 grass fire
 - o 13 motor vehicle accidents
 - 4 requests for assistance
- The Fire Prevention Division completed 15 inspections and is awaiting the new Building Official to begin before releasing new Certificate of Occupancy.
- Staff attended three Pre-Development meetings and conducted plan reviews and one system acceptance/testing.
- The Fire Marshall's office completed the TCOLE Audit and passed without deficiencies.
- Deputy Fire Marshall Carpenter has passed the Fire Officer I class and is awaiting his State test date; he will begin Inspector II class on September 1.
- The Fire Department has four vacancies.
- The Fire Department is slated to schedule an agility test for the remaining candidates.



Fire Station 271

PUBLIC WORKS

Street Division

- Repaired nine potholes at E. Wintergreen Rd., Green Tree Ln., Seabrook Dr., and Hustead St.
- Performed eight drainage right-of-way utility locates.
- Repaired concrete utility cuts on E. Center St. and W. Camp Wisdom Rd.
- Staff repaired an asphalt utility cut at Wren Cir.

Utilities Division

- Water usage was 56.223 million gallons during this reporting period, August 21 –
 August 27, down from 57.253 million gallons the previous week. The daily peak water
 demand of 8.369 million gallons occurred on Monday, August 21. There were 0.00
 inches of precipitation during this period.
- An estimated water loss of 28,000 gallons occurred.
- Eight fire hydrants were flushed this week, and two hydrants were replaced.
- Two service lines were repaired on Staler Dr. and Meadowcrest Ln.
- Crews responded to eight sewer calls.
- The City of Duncanville implements irrigation restrictions annually from April 1 to
 October 31 per our Water Conservation Plan. These restrictions do not allow irrigation
 systems or yard sprinklers to be used between 10:00 a.m. 6:00 p.m. Our elevated
 storage supply is currently 140% of what is required by TCEQ. Our ground storage
 supply is presently 100% of what is received from DWU. No drought stages are
 currently in place or recommended at this time.

Sanitation Division

- The Sanitation Division received nine calls (six trash, one bulk, one recycle, and one code enforcement).
- One recycle bin was distributed this week.

CIP Construction:

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

PaveCon has opened all lanes of traffic; temporary traffic control is set as needed during working hours to perform the remaining work. Landscaping continues.

- Swan Ridge Reconstruction and Beaver Creek and Shady Tree Place Waterline Replacement Project
 - SYB Construction has mobilized on the project and is installing new storm drain lines, and sanitary sewer pipe bursting has been completed. SYB is working to open-cut the sanitary sewer line and has installed the new storm sewer line, and a temporary connection has been made.

• Fire Station #1

- The exterior work is almost finished and expected to be completed within the next few weeks.
- o Upcoming focus items include the building's electrical, landscaping, and fencing.

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	
	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		
3	Driveway and approaches.	May 2023	May 2023	
	Sidewalk Grading	May 2023		
	Sidewalk Concrete Placement	May 2023		
	Substantial Completion	September 2023	To be determined.	
	Plantings and Landscaping	September 2023	To be determined.	