



To: Mayor and Members of City Council  
From: Robert D. Brown, Jr., Interim City Manager  
Date: September 29, 2023  
Subject: Weekly Update



## **PARKS AND RECREATION**

### **Recreation Center:**

- **Family Field Day – Saturday, October 7, 2023 | 11:00 A.M. – 1:00 P.M.**  
Join us on Saturday, October 7, at Armstrong Park for Family Field Day. This a FREE, family-friendly, fun event. We will have our favorite outdoor games– sack race, tug of war, shot put, corn hole, inflatables, and more! The fun begins at 11:00 a.m. We hope you're ready to have fun!
- *Hispanic Heritage Festival Recap* – The City of Duncanville celebrated its Hispanic Heritage Month celebration on Saturday, September 23, 2023. This family-friendly all-day event featured the Dallas Lowriders, the Silver Bullet dancers, El Corazon Valiente Ballet Folklorico, Mariachi Colima, food, and retail vendors. DJ Kane of 89.3 and DJ Chingo of Rocket Radio spun music, and Noel Garcia, Recreation and Senior Center Superintendent emceed the event. Texas Latino and the El Dorado Band wrapped up the evening by lighting up the stage with great Tejano original music and tunes from various decades. Thank you to the estimated 3,700 participants in attendance and the many sponsors who made it possible to celebrate the vibrant culture and traditions of the Hispanic community in Duncanville.







**Parks:**

- Staff sprayed I-20 Entry Corridors for weed control.
- Staff began the James Collins median renovation.
- Staff completed the plant material removal in beds around the Police Station, City Hall, James Collins, Recreation Center, and Library.
- Parks staff assisted with the Hispanic Heritage Festival.
- Hosted DGSA games at Alexander Park and the DBBI and non-city-sponsored tournaments at Harrington Park.
- TPWD installed the aeration systems into the Lakeside Pond. Staff built Lakeside aerator cage.
- Staff completed the bed maintenance at the Duncanville Community Theatre in time for opening night.
- The Keep Duncanville Beautiful Board will host Blackland Prairie Restoration Expansion on Saturday, October 14<sup>th</sup>, at Lakeside Park from 10:00 A.M. to 1:00 P.M.



*Flower beds at Duncanville Community Theater*



 **SATURDAY, OCTOBER 14, 2023**

 **10:00 AM - 1:00 PM**

 **LAKESIDE PARK, 515 HILL CITY DRIVE**



**Bond Projects:**

- Armstrong Park
  - Concrete sidewalks are 40% complete.
  - Spray ground features have arrived.
  - Splashpad Systems is completing group work.
  - Drainage ducts have been installed.
  - The bathroom and Kidsville storage has been painted.



*Armstrong Park*

## **Fieldhouse:**

### Upcoming Events –

- XREO Recreational Adult Basketball League, two courts –Monday, 6:00 p.m. to 10:00 p.m.
- BOSS HS Fall Basketball League, six courts – Tuesday, 6:00 p.m. to 9:30 p.m.
- Next-up Youth Basketball League, six courts – Friday, 6:00 p.m. to 9:30 p.m.
- Pangos High School Basketball Showcase, three courts – Saturday, 10:00 a.m. to 9:00 p.m., Sunday, 9:00 a.m. to 3:00 p.m.
- Masters Pro-Am Basketball League, three courts – Saturday, 9:00 a.m. to 6:00 p.m., Sunday, 10:00 a.m. to 3:00 p.m.
- Breakthrough Basketball Camp, one court – Sunday, 5:00 p.m. to 8:00 p.m.

## **Senior Center:**

- On Tuesday, September 19, twenty-eight senior center members indulged in a culinary adventure with our Mystery Lunch outing. The monthly trip is a mealtime experience designed to add excitement to each participant's day. The month's surprise destination was Butter and Grace in Waxahachie, Texas. The cafe's cozy ambiance and friendly staff made it a perfect setting for our gathering. It was a day filled with laughter, good food, and the joy of supporting local businesses.
- Wednesday, September 20, fifteen members gathered in the dining hall for the monthly Bagel Social. It was a perfect opportunity for both long-time and new members to come together, share stories, and savor life's simple pleasures. This event was a reminder that good company and a tasty bagel can brighten any day. After the bagel social, Frank from Life and Health Insurance brought an extra dose of fun to the center as he hosted a lively bingo game. It was a wonderful morning of laughter, friendly competition, and a chance for our members to connect with a caring community member.

### Upcoming Events –

- Game Night – Monday, October 2 | 5:00 p.m.
- Bingo with Neighborhood Credit Union – Wednesday, October 4 | 10:30 a.m.
- Trip: Rodeo Goat – Thursday, October 5 | 4:00 p.m.
- Movie Day feat. 80 for Brady – Friday, October 6 | 10:00 a.m.
- Ceramics Bingo with Staff – Monday, October 9 | 11:00 a.m.
- Trip: Ford Garage – Monday, October 9 | 4:00 p.m.
- Trip: Latino Cultural Center – Tuesday, October 10 | 9:30 a.m.



*Mystery lunch to Butter & Grace in Waxahachie, Texas*

## **DEVELOPMENT SERVICES**

### **Economic Development**

- DCEDC held a regular meeting on September 23, at 6:00 p.m. The following occurred:
  - Transtar Machine LLC was approved for a six-month extension for their development agreement.
  - A new DCEDC sponsorship policy was adopted.
  - Pink Diamonds Community Bike Ride was approved for a sponsorship grant of \$5000.
  - The team met with a council member to discuss opportunities in their district.
  - Participated in a code review meeting.

### **Neighborhood Services**

- Neighborhood Service Officers conducted 122 inspections, including re-inspections; there are 50 open cases.

### **Building and Inspections**

- 1,923 single-family rental properties have been registered; three new properties have been registered since the last update. Eleven inspections were completed this week; eight passed, and three failed. The primary reasons for the failed inspections were the absence of GFCI protection and missing carbon monoxide and smoke detectors. 172 Certificates of Occupancy have been issued since the inception of the Single-Family Rental Registration Program.
- This week, 62 permits were issued.



### **Certificates of Occupancy Applications Received**

- New occupancy: 210 S. Main St., Suite #10
- Business expansion: 210 S. Main St., Suite, #8
- New occupancy: 314 N. Hastings St.

### **Certificates of Occupancy Applications Issued**

- New Occupancy: 651 Oriole Blvd.
- New Occupancy: 103 N. Cedar Ridge Dr., Suite #103

### **Planning and Zoning**

- Items tracking for the October 9 Planning and Zoning Commission meeting:
  - Final Plat Request at 403 W. Daniieldale Rd.
  - Replat Request at 1302 S. Clark Rd.
  - Replat Request at 1319 and 1321 N. Duncanville Rd.

## **FISCAL SERVICES**

- **Municipal Court** – Week of September 21 – September 27:
  - Dockets: Bye Week
  - Cases processed: 442
- **Utility Billing:** – Week of September 20 – September 27:  
13 water disconnections for past-due balances were processed, and 37 new accounts were activated this week. The Utility Customer Service Field Crew replaced six water meter lids and conducted six meter changeouts.
- **Accounting & Reporting** – Week of September 22 – September 29:
  - EFTS Payments: 47 invoices processed; 58 payments remitted.

## **POLICE DEPARTMENT**

### **PERSONNEL**

- Recruits Nathan Crosby and Alfredo Gomez are in the Regional Police Academy.
- Recruits Rocio Vasquez and Ashley Garcia are in field training.
- The Police Department hosted a civil service exam; Training and Personnel are actively conducting background investigations on police applicants.
- There are currently eight openings for sworn personnel.

### **COMMUNITY CORNER**

- Police Chaplin Moises Ruiz obtained his Master Mental Health Coach Certification.
- Fentanyl Town Hall at Village Tech– Police Chief Mark LiVigni moderated the town hall panel, which consisted of: Dallas County Sherriff Marian Brown, Duncanville ISD Police

Chief Mitchel Lambert, Assistant Police Chief Chris Freis, Assistant Fire Chief Greg Chase, DEA Special Agent William Baker, Dr. Scott Burdette and Internal Medicine Specialist and Co-Chair of “Our Opioid Stewardship Committee” Stefanie Henley. Approximately 50 community members attended the town hall event.

- Officer Trevor Clark and Officer Jai Johnson conducted 11 VIN Inspections.
- The Duncanville Police Department started its 62<sup>nd</sup> Citizen’s Police Academy; this week’s topics included an overview of defensive tactics.



*Fentanyl Town Hall at Village Tech*

## **PUBLIC WORKS**

### **Street Division**

- Reshaped drainage in open ditches at 347 London Ln., 310-327 E. Freeman St., and 106 N. Royal Oak Dr.
- Repaired concrete alley at 1142 Heather Wood Dr.
- Repaired sidewalks at 206 Cardinal Creek Dr. and 427 E. Cherry Cir.
- Removed fallen trees from the ROW at 610 Sherrill Blvd., 1143 Heather Wood Dr., 342 Stratford Dr., 1300 Cedar Hill Dr., and 322 Linklea Dr.
- Cleaned 17 drainage headwalls in various locations.
- Repaired 46 potholes in various locations.
- Assisted with traffic control for the Duncanville High School football game and the Hispanic Heritage Festival at Armstrong Park by providing, placing, and retrieving barricades and cones.



*Reshaped open drainage ditch at 106 N. Royal Dr.*

### **Utilities Division**

- Water usage was 39.428 million gallons during this reporting period, September 18 – September 24, down from 39.36 million gallons the previous week. The daily peak water demand of 5.961 million gallons occurred on Friday, September 22. There was 1.41 inches of precipitation during this period.
- An estimated water loss of 45,000 gallons occurred.
- Thirteen fire hydrants were flushed and to were repaired this week.

### **Sanitation Division**

- The Sanitation Division received eight calls (five trash, one bulk, and one special collect).
- Four recycle bins were distributed this week.
  
- **Swan Ridge Reconstruction and Beaver Creek and Shady Tree Place Waterline Replacement Project**
  - SYB Construction continues to install water and sewer utilities on Swan Ridge. The final installation of the storm system is underway, and PaveCon is preparing for concrete road paving. The 24-inch RCP storm line has been lined and is curing. SYB will conduct lime mixing on Saturday, September 30.
  
- **Fire Station #1**
  - Oncore has provided power to the building.
  - Core is currently testing circuits and the HVAC system.
  - Core is working with the City and BRW to install irrigation system.



- **Cherry Alley Phase 1**
  - The project will include reconstructing approximately 1,200 linear feet of alley pavement and needed drainage improvements in the alley between Cherry Street and Center Street, from Alexander Avenue to N. Cockrell Hill Road.
  - The contractor has installed storm line piping.
  - The contractor has placed concrete for the bottoms of the storm inlets.
  - The general contractor discovered a conflict with a power line, and we are working with Oncor to resolve the issue. This item continues as we have uncovered the east half of the alley and found the primary power line was directly buried under the concrete.

- **Right of Way Construction**

- Oncor continues to install new electrical poles on S. Main St. as part of a program to upgrade power.
- An AT&T subcontractor continues to install services for AT&T customers throughout the city.
- Charter/Spectrum continues to make repairs to their damaged services.

**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. Medians at E. Danieldale Rd. and Main St. have been poured. The monument construction continues, and the color bands have been completed. The veneer is scheduled to be replaced next. The street striping is 99% complete and PaveCon is working on the final punch list.

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	
	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.	

## **FIRE DEPARTMENT**

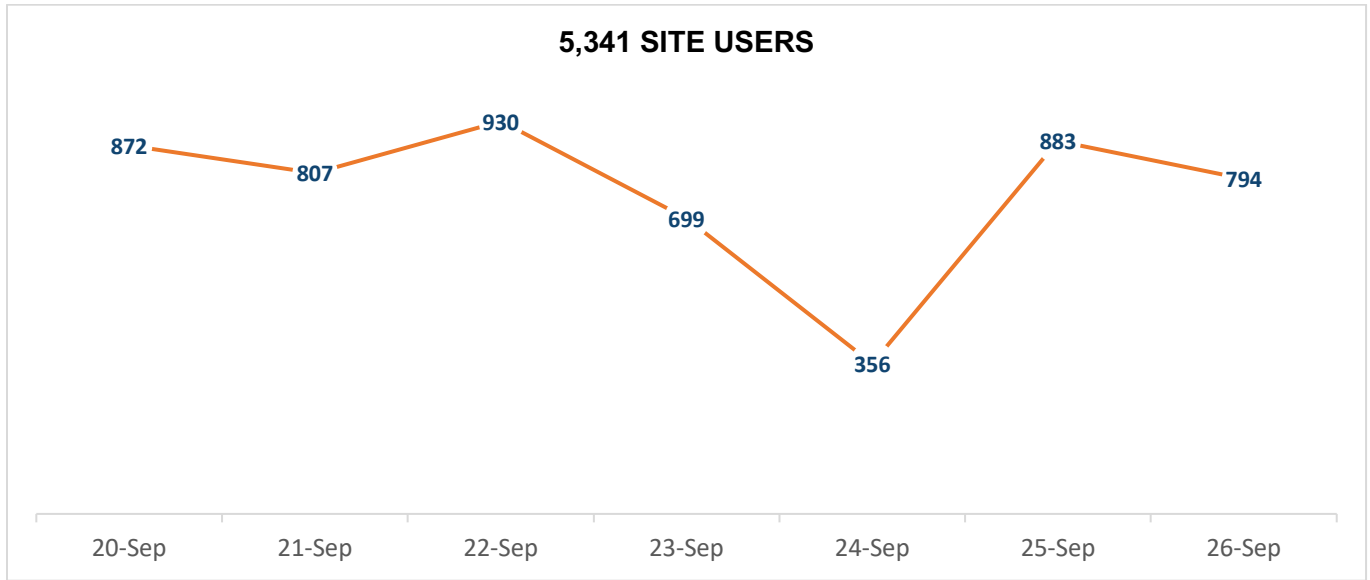
- The Fire Department responded to 151 calls for service in the past seven days, which included:
  - 111 EMS calls
  - 1 outside fire
  - 13 motor vehicle accidents
  - 8 requests for assistance
- The Fire Prevention Division completed 11 inspections. Signed and released 20 new CO's and attended 4 Pre-Development Meetings. Conducted 7 plan reviews and one system acceptance/testing. Assisted with one fire investigation in Cedar Hill. Inspected tents, bounce houses, and food trucks for the Hispanic Heritage Festival on September 23.
- Completed the Final Exam for the Fire Life Safety Educator class (online) with a grade of 94% and is now working on the skills packet.
  - Completed Youth Firestarter Intervention Specialist (in-person) 20hr class.
  - Completed Youth Firestarter Intervention Manager (in-person) 20hr class.
- Deputy Fire Marshal Training Progress:
  - Completed Final Exam for Inspector II (online) with a grade of 100%.
  - Completed Youth Firestarter Intervention Specialist (in-person) 20hr class.
- The Department has three vacancies. The Department's new candidate will have a start date of the week of September 27, 2023, in which he will receive orientation and training. The Department tested the remainder of the candidates on the Civil Service list for the physical agility test (PAT) on September 16, 2023. We had 7 applicants on the list; only two participated in the PAT on Saturday.

## **LIBRARY**

- For September, the library hosted 14 programs, including weekly story times, family game nights, and our monthly read-to-dogs event. We had 105 total attendees across all our programs.
- The library had a table at the Hispanic Heritage Month celebration on September 23, spoke to over 50 families, and registered several new library cards.
- The library hosted it's 42<sup>nd</sup> blood drive in collaboration with the Red Cross on September 25.
  - 19 units of blood were collected at this event. A total of 911 units have been collected during our collaboration.
  - The library will host monthly blood drives in 2024 to increase the opportunity for community members to donate if they can. Dates will be posted to the Library calendar soon.
- Best Southwest Library Consortium stats for the week ending September 23.
  - In-person checkouts at Duncanville by patrons from other BSW:
    - Cedar Hill: 105
    - DeSoto: 38
    - Lancaster: 8

- Transfers between BSW libraries:
  - Duncanville to Cedar Hill: 58
  - Duncanville to DeSoto: 30
  - Duncanville to Lancaster: 12
  - Cedar Hill to Duncanville: 75
  - DeSoto to Duncanville: 37
  - Lancaster to Duncanville: 12

**DuncanvilleTX.gov** September 20, 2023 – September 26, 2023



**Top 10 Pages by Page Title**

1. Home ..... 2,052
2. Pay Bill Online..... 1,331
3. Hispanic Heritage Festival ..... 1,134
4. Patron Computer FAQ (Library)..... 1,007
5. Search..... 681
6. Current Openings ..... 354
7. Public Library ..... 316
8. Human Resources..... 308
9. Police Department ..... 300
10. Events ..... 274

**Users by language**

- English..... 4,661
- Spanish ..... 252
- Other..... 20

**Device category**

- Mobile..... 61.5%
- Desktop..... 37.3%
- Tablet..... 1.3%



## Email Newsletter Past 30 Days

Contacts

**2,594**

Total Last report: 2,595

Sends

**10,116**

Last report: 10,094

Opens

**3,999** 40% open rate

Last report: 4,023

Clicks

**455** 5% click rate

Last report: 394

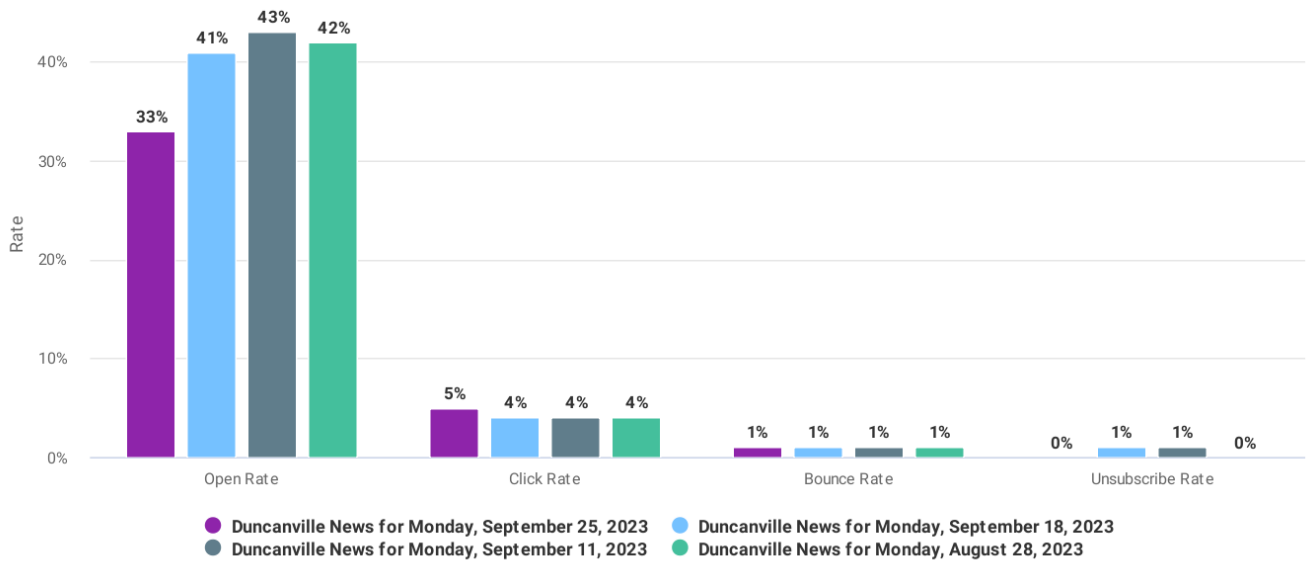
Most engaged: 735 (28%) | Somewhat engaged: 538 (21%) | Least engaged: 1,210 (47%) | Everyone else: 111 (4%)

**39** Spanish Last report: 39

**44** Last report: 40

**7** Last report: -

## Campaign Comparison Report



City of Duncanville Aggregated Social Media Report September 13, 2023 – September 19, 2023

Audience

**35,467**

Last week: 35,216

Engagement

**15,846**

Last week: 5,011

Impressions




















**617,823**

Last week: 206,829

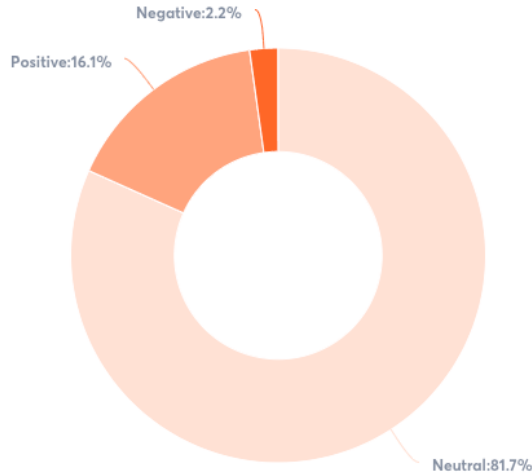
Published Items

**302**

Last week: 74

Owned Channels	NEW FOLLOWERS	TOTAL FOLLOWERS	ENGAGEMENT	IMPRESSIONS	PUBLISHING	REPLIES SENT	REVIEWED ITEMS
 City of Duncanville	212	5,185	6,578	258,990	31	29	199
 City of Duncanville	177	1,802	2,233	80,517	33	9	96
 City of Duncanville	14	356	50	1,046	21	0	0
 Duncanville Arts Commission	6	32	7	46	0	0	0
 Duncanville Police Dept	41	13,336	3,955	66,616	28	1	194
 Duncanville Police Dept	20	1,684	200	6,194	22	1	8
 Duncanville Fire Dept	-1	2,967	75	6,460	5	0	0
 Duncanville Economic Dev	23	522	16	1,968	6	0	0
 Duncanville Economic Dev	3	139	19	152	5	0	12
 Duncanville Economic Dev	0	25	1	28	5	0	0
 Duncanville Public Library	0	1,656	231	9,438	42	11	10
 Duncanville Public Library	16	700	114	3,249	38	1	2
 Duncanville Public Library	0	9	0	3	0	0	0
 Duncanville Parks & Recreation	18	3,299	1,045	44,028	34	8	22
 Duncanville Parks & Recreation	20	464	196	5,207	26	0	0
 Keep Duncanville Beautiful	47	850	50	1,987	6	0	1
 Duncanville Fieldhouse	26	1,634	1,073	131,695	0	1	1
 Duncanville Fieldhouse	11	784	3	199	0	0	3
 Duncanville Fieldhouse	0	23	0	0	0	0	0

## Social Sentiment



**Total interactions: 15,846**

**Last week: 5,011**

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

**Total reviewed items: 548**

**Last week: 202**

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

**Total number of replies: 16**

**Last week: 12**

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

## Content:

**HISPANIC HERITAGE FESTIVAL**  
SATURDAY, SEPT. 23, 2023  
11:00 AM - 11:00 PM AT ARMSTRONG PARK  
100 JAMES COLLINS BLVD, DUNCANVILLE, TX 75716

Sep 8, 2023 · City of Duncanville, Texas Municipal Government

**Join us on Saturday, September 23rd at Armstrong Park as we proudly...**

Reach	55,604
Engaged users	4,597
Clicks	1,577
Other clicks	2,776
Engagement rate per reach	8.3%
Engagement rate per impression	4.2%

Sep 20, 2023 · City of Duncanville

**The City of Duncanville is hosting the Hispanic Heritage Festival on...**

Reach	18,909
Comments	19
Likes	990
Saves	69
Engagement	1,902
Engagement rate per reach	10.1%
Engagement rate per impression	9.1%

**HAPPY LABOR DAY**  
City offices and facilities will be closed  
September 4, 2023, in observance of the Labor Day holiday.

Sep 1, 2023 · CITY OF DUNCANVILLE

**Happy Labor Day, Duncanville! Observed the first Monday in...**

Impressions	70
Clicks	5
Likes	1
Shares	0
Comments	0
Engagement	6
Engagement rate per reach	12.5%
Engagement rate per impression	8.6%

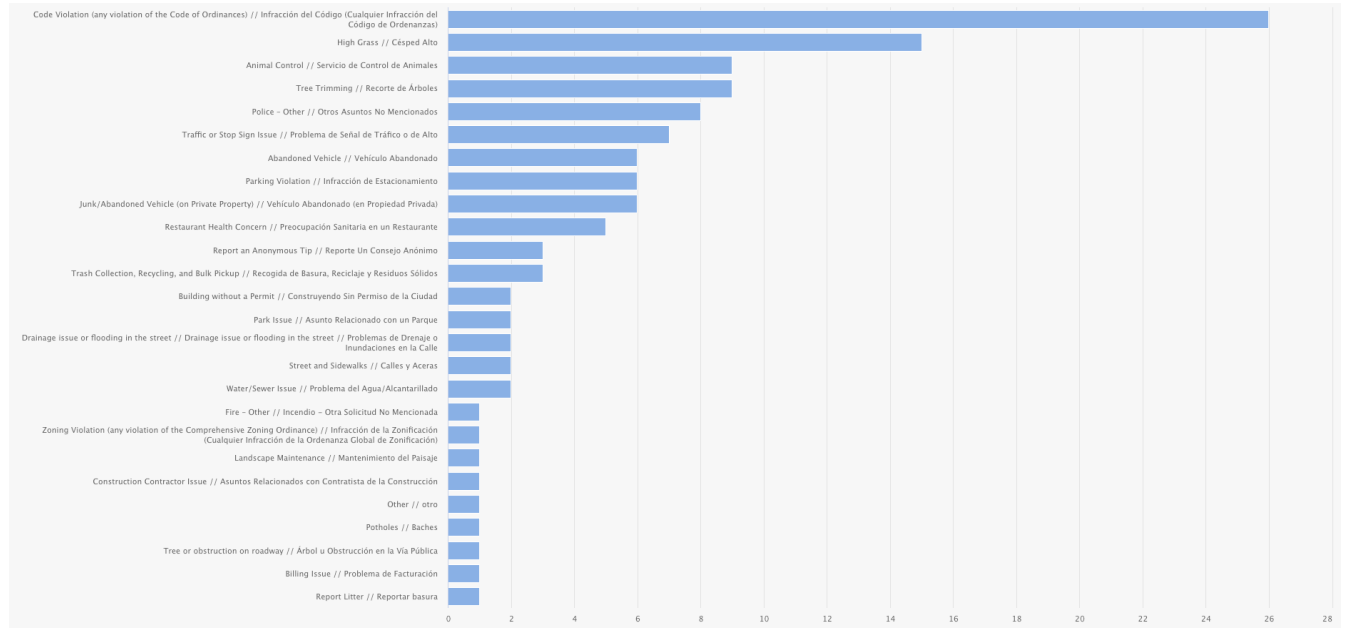
## Best Southwest Cities on Facebook

Name	Fans	Talking about this	Fan posts	Page posts	Interactions	Engagement
City of Lancaster, TX - Municipal Government	7,646 -0.2/day	165 2.2% of fans	0 0/day	8 1.3/day	61 7.6/post	0.8 0.1% post
City of Cedar Hill, Texas - Government	10,360 7/day	522 5% of fans	0 0/day	10 1.7/day	376 37.6/post	3.6 0.4% post
City of DeSoto, Texas - City Hall	8,820 1.3/day	208 2.4% of fans	0 0/day	44 7.3/day	164 3.7/post	1.9 0% post
City of Duncanville, Texas Municipal Government	5,185 9.2/day	525 10.1% of fans	0 0/day	5 0.8/day	505 101/post	9.7 1.9% post

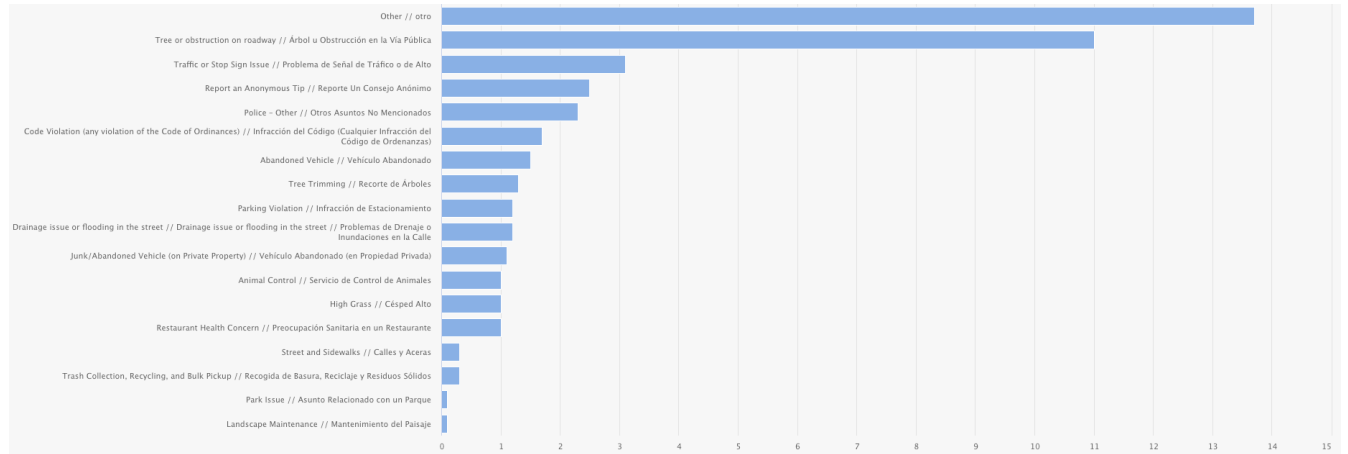
Number of constituents **144** Last report: 140

Showing Results from 8/1/2023 to 9/1/2023

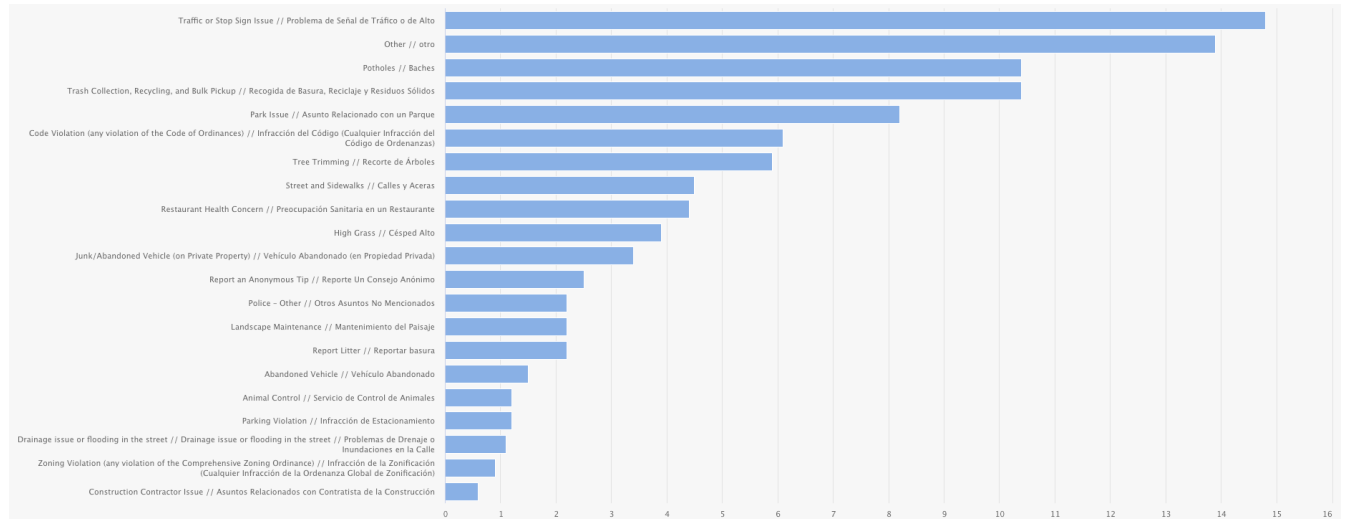
**NUMBER OF REQUESTS**



**DAYS TO ACKNOWLEDGE**



**DAYS TO CLOSE**





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

## September 26, 2023

[From Duncanville ISD to McKinney, see how this band director creates a sense of community](#)  
Star Local Media

From **Duncanville** ISD to McKinney, see how this band director creates a sense of community · Tell our readers about yourself. · How did you become the ...

[Texas AP high school football poll \(9/25\): Duncanville, Melissa hang on to top spots](#)

The Dallas Morning News

Eight Dallas-area 6A teams are in Dave Campbell's Texas Football magazine and TexasFootball.com's **high school** rankings, distributed by The ...

[Duncanville gets another shutout, leads 6A; Melissa, Aledo sit atop 5A](#)

NBC 5 Dallas-Fort Worth

**Duncanville**, Aledo and Melissa are still holding on to first place in their respective classes after three decisive wins, two of them shutouts. In ...

## September 25, 2023

[LSU 4-star RB commit Caden Durham visiting Texas A&M - On3.com](#)

On3.com

**Duncanville (Texas)** four-star running back and LSU commit Caden Durham is in College Station to watch Texas A&M on Saturday.

[Texas football recruiting: Horns beat Oregon, FSU, Ohio State for 5-star OT Brandon Baker](#)

The Athletic

Baker is the second five-star prospect in Texas' class, joining defensive lineman Colin Simmons of **Duncanville (Texas)** High. Texas now has 18 ...

[4-star hoops recruit, father impressed by UA - The Northwest Arkansas Democrat-Gazette](#)

The Northwest Arkansas Democrat-Gazette

"The facilities are great. Basketball and football." Davis-Ray, 6-7, 190 pounds, of **Duncanville, Texas**, has scholarship offers from Arkansas, Kansas, ...

## September 24, 2023

[Texas high school football scoreboard: Live updates, live streams from Week 5 \(9/23/2023\)](#)

Sports Illustrated High School News, Analysis and More

All four teams from the Lone Star State ranked nationally won. No. 6 **Duncanville** (Texas) thrashed Cedar Hill, No. 12 Galena Park North Shore blew out ...

[4-star hoops recruit, father impressed by UA - The Northwest Arkansas Democrat-Gazette](#)

The Northwest Arkansas Democrat-Gazette

"The facilities are great. Basketball and football." Davis-Ray, 6-7, 190 pounds, of **Duncanville**, Texas, has scholarship offers from Arkansas, Kansas, ...

[Texas Football: 4 Longhorns commits that shined this weekend - Hook'em Headlines -](#)

Hook'em Headlines -

**Duncanville's** domination of Cedar Hill was just one instance of Texas commits leading their teams to convincing wins around the high school football ...

## September 23, 2023

### [SMU football lands \*\*Duncanville \(Texas\)\*\* quarterback Keelon Russell](#)

Sports Illustrated High School News, Analysis and More

**Duncanville (Texas)** junior Keelon Russell announced his commitment to SMU on Thursday, giving the Mustangs one of their top-ranked pledges in ...

### [SMU football lands \*\*Duncanville \(Texas\)\*\* quarterback Keelon Russell - BVM Sports](#)

BVM Sports

The SMU Mustangs have found their future quarterback, and they didn't have to look far. **Duncanville (Texas)** junior Keelon Russell announced his ...

### [SMU Mustangs land a commitment from On3 top-100 QB Keelon Russell](#)

On3.com

On3 top-100 quarterback Keelon Russell, who lifted local Dallas powerhouse **Duncanville (Texas)** High School to a state championship last December ...

### [SMU Knocks Off TCU Before Iron Skillet Even Starts - Sports Illustrated](#)

Sports Illustrated

Thursday evening Rhett Lashlee's Mustangs beat out the Horned Frogs for **Duncanville** 4-star quarterback Keelon Russell, the No. 16 quarterback in ...

### [Duncanville vs Spur | Football | 9/22 - MaxPreps.com](#)

MaxPreps.com

**Duncanville**3-0. 7-0Spur. IN-PROGRESS@1:45PM Report Score. Share contest. Fan Chat; District; Matchup. Scoretracker Scorers. Report for **Duncanville**. Be ...

## September 22, 2023

### [Duncanville quarterback and reigning Class 6A state champion Keelon Russell commits to SMU](#)

Dallas Morning News

**Duncanville** quarterback Keelon Russell is staying close to home for college and committed to SMU Thursday.

### [SMU football lands \*\*Duncanville \(Texas\)\*\* quarterback Keelon Russell](#)

Sports Illustrated High School News, Analysis and More

SMU football lands **Duncanville (Texas)** quarterback Keelon Russell. The 4-star junior picked the Mustangs over offers from Texas A&M, Baylor, Oklahoma ...

### [2025 \*\*Duncanville\*\* QB Russell commits to SMU - 247Sports](#)

247Sports

The SMU football team got some good news on Thursday as it goes into the Iron Skillet game against TCU with 2025 **Duncanville** quarterback Keelon ...

## September 21, 2023

### [09-20 KidCam: \*\*Duncanville\*\* Middle School | WBMA - ABC 33/40](#)

ABC 33/40

... **Duncanville** Middle School. by James Spann. Wed, September 20th 2023, 3:29 PM PDT. UserWay icon for accessibility widget. WBMAThumbnail.

### [South Central regional high school football rankings \(9/19/2023\)](#)

Sports Illustrated High School News, Analysis and More

From **Duncanville (Texas)** to Conway (Arkansas) the South Central region is loaded with high school football talent. In our inaugural regional ...

[On Texas Football: Recruiting Breakdown, Wide Receiver Targets, Potential Flips - On3.com](#)  
On3.com

Ryan and his father spent time with Steve Sarkisian and his staff, but also with **Duncanville (Texas)** EDGE and No. 4 overall prospect in the Class ...

[Texas Football: Predicting each remaining 5-Star commit for Horns this fall](#)  
Hook'em Headlines -

A few of the top priority recruits that visited the Longhorns for the win over Wyoming last weekend were five-star **Duncanville** wide receiver Dakorien ...

[Total by Verizon Brings Premium No-Contract Wireless Phone Plans to \*\*Duncanville, TX\*\*, with ...](#)  
Patch

Thursday September 21, 2023: Total by Verizon welcomes local residents to its new **Duncanville, TX** store, which officially opens its doors to...

## **September 20, 2023**

[Two Witches, No Waiting Opens in \*\*Duncanville\*\* - Focus Daily News](#)  
Focus Daily News

Two Witches, No Waiting, directed by Joe Skrivanek, is onstage at **Duncanville** Community Theatre Sept. 21-24 and Sept. 28-30.

[Cedar Hill vs \*\*Duncanville\*\* - Boys Varsity Football 09/22/2023 | Live & On Demand](#)  
NFHS Network

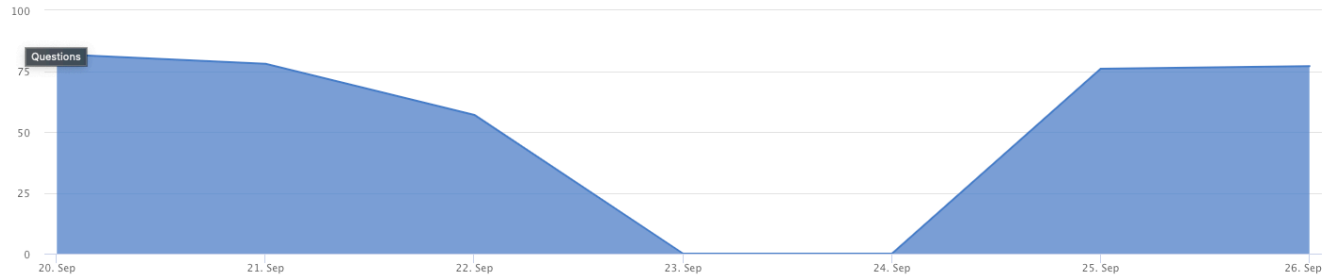
Varsity Football **Duncanville** High School vs. Cedar Hill High School. Sep 22, 2023 | 5:00 PM PDT.

[Week 5 high school football media picks: 30 games across the Dallas area](#)  
Dallas Morning News

**Duncanville, Duncanville, Duncanville, Duncanville, Duncanville, Duncanville, Duncanville, Duncanville.** Crowley vs. Hurst L.D. Bell, Crowley, Crowley ...

**Calls** September 20, 2023 – September 26, 2023

<b>Inbound</b> <b>4,011</b>	<b>Answered</b> <b>2,530</b>	<b>Missed</b> (w/vm) <b>1,460</b>	<b>Missed</b> (w/vm) <b>36.40%</b>	<b>Holds</b> <b>977</b>	<b>Transfers</b> <b>541</b>	<b>Refused</b> <b>186</b>	<b>Avg. Handle</b> <b>02:14</b>
Advocate Total Answered Calls <b>595 (14.83%)</b> Last week: 595/24.03%							

**Questions/Interactions** September 20, 2023 – September 26, 2023


<b>380 Questions Asked by</b>		<b>Duration</b>	
Visitor (English)	101	0-3 minutes	352
Caller (English)	248	3-5 minutes	12
		5-10 minutes	2
Visitor (Spanish)	10	10-15 minutes	3
Caller (Spanish)	11	15+ minutes	1

**Top 10 Question Types**

1. Permitting..... 120
2. Courts ..... 47
3. Utility Billing ..... 40
4. Police ..... 38
5. General Information..... 32
6. Neighborhood Services ..... 21
7. Trash and Recycling ..... 14
8. Service Center ..... 14
9. Fiscal Services..... 9
10. Recreation Center ..... 8