



To: Mayor and Members of City Council  
From: Robert D. Brown, Jr., Interim City Manager  
Date: November 17, 2023  
Subject: Weekly Update



## **PARKS AND RECREATION**

### **Projects:**

- Kraftsman poured the Kidsville Splashpad pump hose foundation. Olson Electric has begun working on the new electrical outlets at Armstrong Park to power new Christmas décor.
- The Kidsville Project was on hold due to inclement weather; concrete pouring of the Splashpad resumed on November 8.



*Kidsville Splashpad pump house foundation*

### **Recreation Center:**

- **Christmas Parade & Tree Lighting – Friday, December 1, 2023 | 6:00 – 10:00 p.m.**  
Join the City of Duncanville for this year’s Christmas Parade and Tree Lighting. The event is scheduled for Friday, December 1, from 6:00 p.m. to 10:00 p.m.

#### **Christmas Parade | 6:00 p.m.**

The parade route starts on Wheatland Rd. at Freeman St., heads west, turns right on N. Main St. and ends on Nance St. Residents are welcome to set up blankets and chairs along the parade route to enjoy the fun and creative floats. After the parade, head to Armstrong Park for the Tree Lighting! Parking is available at the Recreation Center, Library, D.L. Hopkins Jr. Senior Center, and City Hall parking lots.

Float entries are welcome! There is a \$25 float fee, and applications are due by Wednesday, November 22.

#### **Tree Lighting | 7:00 p.m.**

Join Mayor Barry L. Gordon as he lights the Armstrong Park Christmas tree to kick off the holiday festivities, including live performances, a drone show, a snow slide, singing of Christmas carols, tasty food and drink options, bounce houses, and much more. Be sure to dress up for pictures with Santa! For more information, contact the Recreation Center at 972-780-5070.



**Parks:**

- The Parks Department welcomed Mr. Sergio Molina to the team, Mr. Molina is the new Irrigation Crew Leader.
- The Parks Department planted fifteen additional trees at Lakeside and Rotary Park.
- Parks hosted a STIHL Power tool Fleet Maintenance Training.
  - Staff participated in a safety and operations refresher.
  - Trained in inspection and troubleshooting of equipment.
- Athletics crew hosted 3 tournaments this weekend.
  - DSA Hawks Bash Friday – Sunday at Harrington Park
  - DGSA – Year End Tournament – Alexander Park
  - Non-City Sponsored Baseball Tournament
- KDB hosted a pumpkin event.
- With the Police Department’s assistance, staff cleaned up the Cockrell Hill Rd. and I-20 underpass.
- Staff removed and disposed of the small Rotary Park playground due to extensive deterioration and inability to order replacement parts.
- Tree lighting wrapping has begun at Armstrong Park for the upcoming holiday season and celebration.



*Tree light wrapping at Armstrong Park*





*New trees at Rotary Park*



*New trees at Lakeside Park*

**Fieldhouse:**

Upcoming Events:

- New Po-Bill BB Tournament, three courts – Thursday, 7:00 p.m. to 10:00 p.m.
- Next-up Youth BB League, six courts – Friday, 7:00 p.m. to 9:30 p.m.
- Tha Answer BB Tournament, three courts – Saturday, 9:00 a.m. to 4:00 p.m.
- Prodigy Dance Cheer Try-outs, one court – 10:00 a.m. to 8:00 p.m.
- Masters League Adult Basketball League, three courts – Sunday, 4:00 p.m. to 9:00 p.m.

### Senior Center:

- On Wednesday, November 8, The Goldenaires monthly choir performance was a showcase of talent and unity. Members with diverse backgrounds came together to harmonize and share their love for music with their fellow senior members enjoying the performance.
- On Thursday, November 9, the Senior Center, in collaboration with Share and Care orchestrated a community rummage sale. The building buzzed with activity as members generously donated many items, from cherished trinkets to gently loved furniture and tools. The event was not merely a marketplace; it symbolized a community coming together to support its seniors. The proceeds from this collective effort will help fund future senior center activities and events, in addition to aiding members in need.
- On Friday, November 10, ten senior members gathered eagerly awaiting a special musical performance by fellow senior members, Greg Price, and Sue Pointer. The atmosphere buzzed with anticipation as the talented musicians took the the stage.

### Upcoming Events:

- Bingo with United Healthcare – Friday, November 17 | 10:30 a.m.
- Trip: Alley Cats Bowling – Monday, November 20 | 9:30 a.m.
- Meet and Greet with Village Medical – Tuesday, November 21 | 10:30 a.m.
- Trip: Mystery Lunch – Tuesday, November 22 | 10:30 a.m.
- Bingo with Alfred Healthcare – Wednesday, November 22 | 10:30 a.m.
- City Observed Holiday – Thursday, November 23 | CLOSED
- City Observed Holiday – Friday, November 24 | CLOSED
- Bingo with Amerilife – Tuesday, November 28 | 10:30 a.m.
- Holiday Dinner – Wednesday, November 29 | 5:00 p.m.
- Bingo with Duncanville Rehab – Thursday, November 30 | 10:30 a.m.
- Trip: Prairie Lights – Thursday, November 30 | 4:00 p.m.
- Duncanville Christmas Parade & Tree Lighting – Friday, December 1 | 6:00 p.m.



*Game Night at D.L. Hopkins Jr. Senior Center*

## **POLICE DEPARTMENT**

### **COMMUNITY CORNER**

- The Police Department requests toy donations for the annual Santa Cop program. You can donate an unwrapped toy at any of the locations below:
  - Police Department lobby
  - City Hall lobby
  - Duncanville Senior Center
  - Chamber of Commerce lobby
  - Southwest Regional Command Center
  - Inwood National Bank
  - Champions Cove
- Citizen on Patrol volunteers have begun assisting Court personnel during bench and jury trials. Volunteers received training from City Marshal Fred Johnson and have assisted with various administrative tasks.
- Officer Michelle Arias attended a Veteran's Day lunch at the Duncanville Senior Center.
- Officer David Rawlins conducted nine VIN Inspections.



*Citizens on Patrol*



*Veteran's Day lunch at the Senior Center*

## **PERSONNEL**

- Recruits Nathan Crosby and Alfredo Gomez were sworn in, and have begun their field training.
- Officers Rocio Vasquez and Ashley Garcia are in field training.
- Training and Personnel are actively conducting background investigations on police applicants.
- There are ten openings for sworn personnel.

## **DEVELOPMENT SERVICES**

### **Economic Development**

- Staff successfully applied for a \$100k placemaking grant for downtown.
- Working with local businesses interested in relocating.
- Participated in an internal meeting on a key downtown property – proposed development.
- Staff met with a major property broker in town to discuss redevelopment ideas.
- The DCEDC board will be having its regular meeting on November 20 at 6:00 p.m.
- The TIF Board will be having its annual meeting on November 27 at 6:00 p.m.

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

- Cabinetry Shop, application update: 1233 S. Alexander Ave., Suite H
- Specialize in Locs, new occupancy: 1019 S. Main St., Suite #120
- Liberty Tax Service, new occupancy: 322 N. Main St.
- HVAC Skilled Labor Service, new occupancy: 1010 N. Duncanville Rd.
- Income Tax Business, new occupancy: 606 Oriole Blvd., Suite 100A, Building #1
- 24 Hour Cleaning Services, new occupancy: 606 Oriole Blvd., Suite 100C, Building #1
- Restaurants, change of ownership: 450 E. Wheatland Rd.
- Income Tax Business (same as 100-A), new occupancy: 606 Oriole Blvd., Suite 100B
- Braiding Hair, new occupancy: 606 Oriole Blvd., Suite 100D, Building #1
- Office for the President of 24-Hour Resources for You, new occupancy: 606 Oriole Blvd., Suite 100D, Building #1
- Medical Clinic, new occupancy: 423 W. Wheatland Rd., Suite #101

### **Certificates of Occupancy Permits Issued**

- Office Warehouse/Yard Storage: 815 Mercury Ave.
- Salon Use and Cosmetology, new occupancy: 1111 Main Street, Suite A
- Salon, new occupancy: 314 Hastings St.

- Professional Business Use and Mail Center: 1111 Main St., Suite B

**Planning and Zoning**

- Items tracking for the November 21 City Council meeting:
  - Zoning Change Request at 106 E. Freeman St.
    - Recommended for approval at the September 11 Planning and Zoning Commission meeting.
  - SUP request for “Banquet or Event Center” at 320 Camp Wisdom Rd.
    - Recommended for approval at the November 13 Planning and Zoning meeting.
  - Rescind SUP for Short-Term Rental at 502 San Pedro Ave.
    - Recommended for approval at the November 13 Planning and Zoning meeting.

**Neighborhood Services**

11/16/23, 1:30 PM

app.mygov.us/ce/reports/generate\_reports\_download.php?reportname=Weekly Report &done=81\_report\_ce\_233\_653539



City of Duncanville's  
**Weekly Report**  
11/09/23 to 11/15/23

	New Cases	Ongoing Cases	Total Cases	Complaint Based Cases	Initial Inspections	Reinspections	Total Inspections
<b>Nuisance Violations</b>							
Brush and Bulk Trash	0	0	0	0	0	2	2
Graffiti	0	1	0	0	0	1	1
Growth Limitations - Pertaining to trees	4	3	5	0	8	21	29
Growth Limitations - Plant Life	0	6	0	0	1	2	3
High Grass	4	49	5	0	23	34	57
Illegal Dumping	0	2	0	0	1	1	2
Illegal Open Storage- Non Residential	0	11	0	0	3	5	8
Illegal Open Storage- Residential	5	43	5	0	17	39	56
Parking on Unimproved Surface	1	7	1	0	9	12	21
<b>Other Violations</b>							
Dead Trees or Vegetation	0	1	0	0	0	1	1
Dumpster Screening Required	0	1	0	0	0	0	0
Illegal Placement of Trash	0	0	0	0	1	5	6
Other Violations	1	2	1	0	1	4	5
Over 5 Vehicles on Residential Property	0	0	0	0	1	2	3
Trash Out Early	0	1	0	0	0	2	2
<b>Signs</b>							
Dilapidated & Deteriorated Condition	0	2	0	0	0	0	0
Illegal Sign	1	1	1	0	2	2	4
Obsolete Sign	0	1	0	0	0	0	0
<b>Swimming Pools</b>							
Pool Not Maintained	0	1	0	0	0	0	0
<b>Zoning Violations</b>							
Illegal Home Occupation	0	1	0	0	0	0	0
Illegal Use	0	1	0	0	0	1	1
No Current C.O.	0	2	0	0	0	0	0
<b>Totals</b>	<b>16</b>	<b>136</b>	<b>18</b>	<b>0</b>	<b>67</b>	<b>134</b>	<b>201</b>

MYGOV.US

City of Duncanville  
Weekly Report

Printed 11/16/23



**Building and Inspections**

- 1,933 single-family rental properties have been registered; one new property has been registered since the last update. Eleven inspections were completed this week; six passed, and five failed. The failed inspections were due to the absence of GFCI protection and missing carbon monoxide and smoke detectors.
- 185 Certificates of Occupancy have been issued since the inception of the Single-Family Rental Registration Program.
- This week, 54 permits were issued.

<b>Permit Type</b>	<b>Number of Permits</b>
Accessory Building	0
Banner	0
Certificate of Occupancy	8
Foundation Permit	0
CO Clean and show	1
Irrigation Permit	0
Electrical Permit	2
Fence Permit	0
Mechanical	4
Mobile Food Permit	0
Plumbing Permit	5
New Construction Home	0
Residential Add-on	2
Rental Certificate of Occupancy for Change of Tenant	5
Sign	4
Solar permits	2
Temporary Food Permit	1
Storage Pod	0
Commercial Permit	1
Garage sales	16
Reroof Permit	4
Concrete Permit	0
Pool & Spa Permit	0
Total	54

**PUBLIC WORKS**

**Street Division**

- Crews repaired a utility cut on Hayrowth Ave.
- Repaired broken concrete pavement on Power Dr.
- Crews marked two utility drainage locates.

- Installed and tested a sand spreader on one tandem truck in preparation for winter weather.
- Crews repaired nine potholes on Stanwyck Ave., Woodhaven Blvd., Beaver Creek Dr., and Alexander Ave.
- Cleaned drainage creeks on Greenstone Ln., Santa Fe Trl., Chris Paris Park, and Harring Park.
- Staff installed ten removable safety cross bars drainage inlet entrances in the Thoroughbred Hills subdivision.



*Safety cross bars in drainage inlets*

### **Utilities Division**

- Water usage was 45.548 million gallons during this reporting period, November 6 – November 12, up from 40.364 million gallons the previous week. The daily peak water demand of 7.972 million gallons occurred on Tuesday, November 7. There was 0.33 inches of precipitation during this period.
- An estimated water loss of 310,649 gallons occurred.
- Fifteen fire hydrants were flushed, and seven valves were exercised.
- One new meter was installed, and one service line was repaired.
- Crews responded to seven sewer calls.
- 96 feet of sewer lines were televised.

### **Sanitation Division**

- The Sanitation Division received three calls this week (one scheduling, one trash, and one recycle) for Solid Waste collection services.
- Republic Services distributed one recycle bin this week.
- **Swan Ridge Reconstruction and Beaver Creek and Shady Tree Place Waterline Replacement Project**
  - SYB final water main connections on Swan Ridge have been completed.
  - Water services have been moved to the new water main.
  - Contractor is finishing sidewalks and driveways on Swan Ridge.

- Shady Tree and Beaver water main replacement is nearly complete. Testing is slated to begin after the Thanksgiving holiday.
- **Fire Station #1**
  - Core’s landscape subcontractor is installing irrigation and plants.
  - Core is working to complete the interior finish.
  - Generator start-up is complete; testing will be scheduled.
  - TV’s for the EOC and living area have been installed.
- **Cherry Alley Phase 1**
  - The project will reconstruct approximately 1,200 linear feet of alley pavement and needed drainage improvements between Cherry St. and Center St., from Alexander Ave. to N. Cockrell Hill Rd.
  - Oncor has established a date of late November 2023 to complete their work and for construction to resume.

**CIP Construction:**

- **E. Danieldale Rd. Reconstruction and Utility Improvements Project (Main St. to US-67)**
  - Inspection by the Registered Accessibility Specialist Inspector for ADA requirements was completed; minor corrections are to be made by Pavecon.
  - Paving final punch list items are being identified. Minor corrections are to be made by Pavecon.
  - Landscaping continues. We are working with the contractor to ensure all work is completed.
  - Handrail construction began November 8.

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

<b>Phase</b>	<b>Milestone</b>	<b>Projected Completion</b>	<b>Actual Completion</b>
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	August 2023
	Plantings and Landscaping	November 2023	To be determined.

## **HUMAN RESOURCES**

- The Human Resources Department is recruiting for the following positions:
  - Economic Development Executive Assistant
  - Animal Control Officer
  - Regional Emergency Management Specialist (PT)
  - Engineering Manager
  - Engineer in Training
  - Crew Leader – Utilities
  - Streets Maintenance I
  - Streets Maintenance II
  - Utilities Maintenance I
  - Utilities Maintenance II
  - IT Intern (unpaid)
  - Recreation Center Lead (PT)
  - Seasonal Maintenance Worker Parks
  - Recreation Attendant PT
  - Fieldhouse Attendant PT
  - Fieldhouse Attendant Front Desk PT
- The City received fourteen new employment applications across sixteen job openings this week.
- The Police and Fire Departments are actively processing candidates to fill vacancies within their Civil Service entry-level positions. The Police Department administered an entry examination on September 23; there are eighteen candidates on the eligibility list. The Firefighter entry eligibility list has been exhausted, and the new entry exam is scheduled for December 9.
- The City onboarded no new employees in this pay period.

## **FIRE DEPARTMENT**

- The Fire Department responded to 124 calls for service in the past seven days, which included:
  - 86 EMS calls
  - 1 building fire
  - 1 passenger vehicle fire
  - 2 rubbish/trash fires
  - 10 motor vehicle accidents
  - 3 requests for assistance



- The Fire Prevention Division completed fourteen inspections, conducted thirteen plan reviews, and attended three Pre-Development meetings.
  - One Apartment Fire – cause undetermined (Believed to be of an electrical nature, the scene was left for the insurance investigator at property management’s request).
- Firefighter EMT Mason Quin is attending Paramedic School.
- The Department has three vacancies. The Department is working with HR to schedule another Civil Service entrance examination for December 9.

Fire Marshal misc.:

- Completed TCIC/TLETS Full Access with CCH Re-certification.
- Completed H-302 Hazardous Material s (HAZMAT) Technician Re-certification.

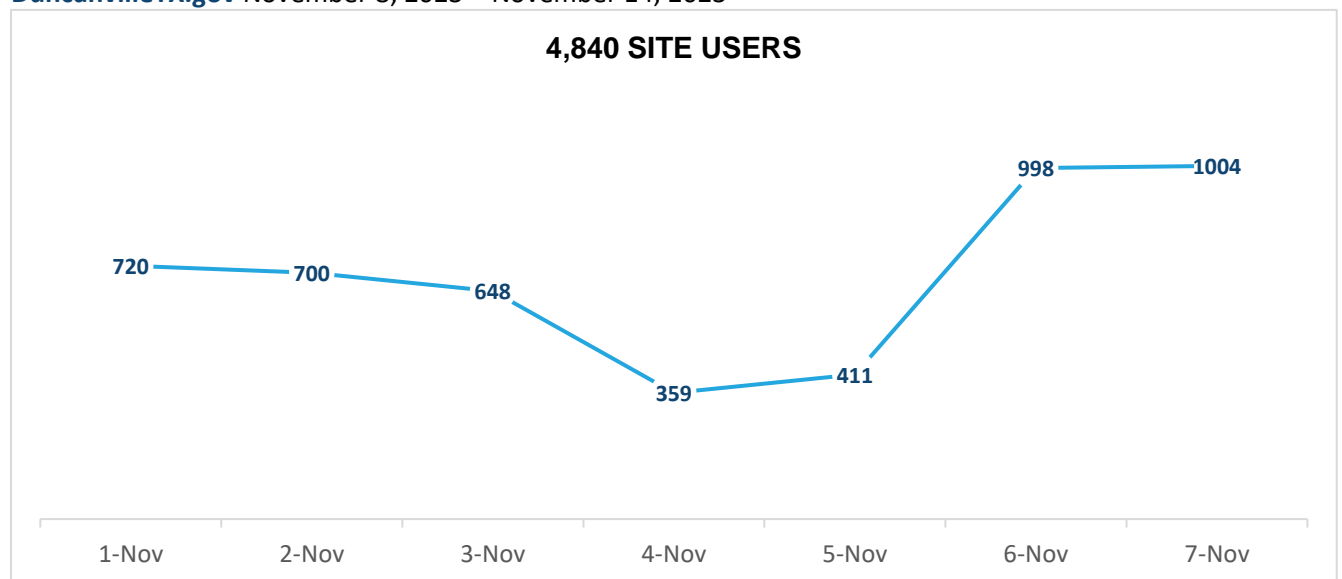
## FISCAL SERVICES

- **Municipal Court** – Week of November 8 – November 15:
  - Dockets: 0
  - Cases processed: 1,055
- **Utility Billing:** – Week of November 8 – November 15:  
Thirteen water disconnections for past-due balances were processed, and twenty-six new accounts were activated this week. The Utility Customer Service Field Crew conducted five meter changeouts and replaced one water meter lid.
- **Accounting & Reporting** – Week of November 8 – November 15:
  - EFTS Payments: 28 invoices were processed.

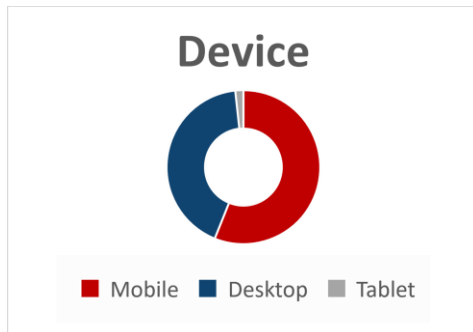
## **Communications & Marketing / Customer Advocacy**

FY 2023-2024 | Wednesday, November 15, 2023

[DuncanvilleTX.gov](http://DuncanvilleTX.gov) November 8, 2023 – November 14, 2023



		Views	Users	Views per user	Average engagement time
		<b>13,342</b>	<b>4,424</b>	<b>3.02</b>	<b>1m 20s</b>
		100%	100%	Avg 0%	Avg 0%
1	Home - City of Duncanville	2,278	1,332	1.71	40s
2	Pay Bills Online - City of Duncanville	1,479	906	1.63	38s
3	Patron Computer FAQ - City of Duncanville	898	156	5.76	7s
4	Search	639	159	4.02	36s
5	City Council Announces Appointment of...	634	469	1.35	43s
6	Duncanville Public Library	321	181	1.77	36s
7	Current Openings	284	205	1.39	23s
8	Human Resources	264	180	1.47	30s
9	Recreation Center	236	109	2.17	58s
10	Police Department	230	156	1.47	42s



**Users by Language**

English	4,358
Spanish	59
Other	8

**Email Newsletter** Past 30 Days

**Contacts**  
**2,579**

Total Last report: 2,578

**Sends**  
**12,569**

Last report: 12,549

**Opens**  
**4,846** 39% open rate

Last report: 4,923

**Clicks**  
**443** 3% click rate

Last report: 431

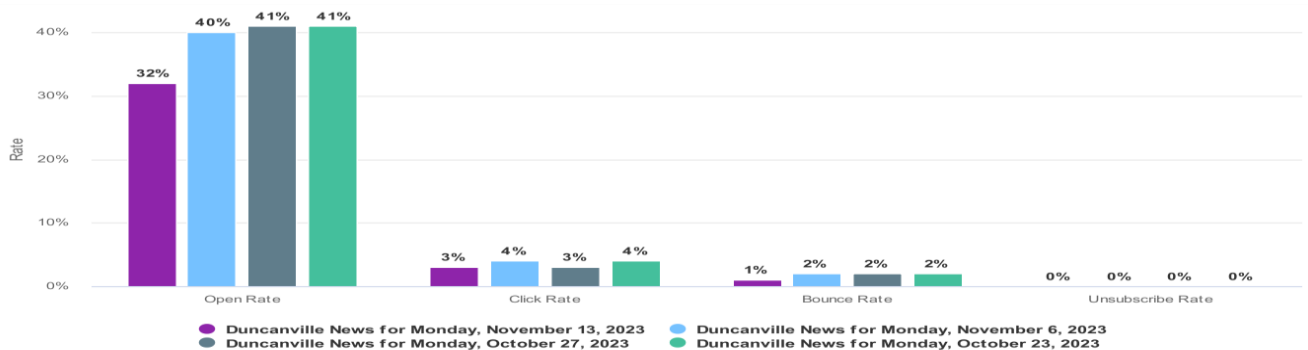
Most engaged: 785 (30%) | Somewhat engaged: 474 (18%) | Least engaged: 1,222 (47%) | Everyone else: 98 (4%)

**41** Spanish Last report: 41

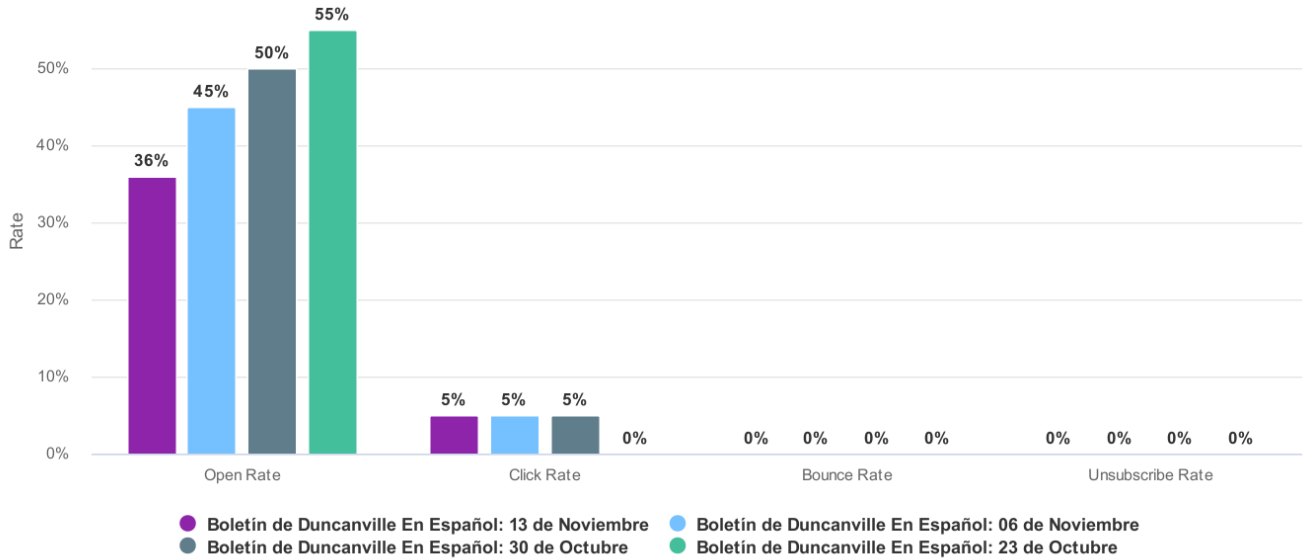
**41** Last report: 42

**3** Last report: 3

**Campaign Comparison Report**



	Sends	Opens	Clicks	Bounces	Unsubscribes
Mon, Nov 13, 2023, 5:31 PM	2,492	798 - 32%	80 - 3%	18 - 1%	0 - 0%
Mon, Nov 6, 2023, 5:30 PM	2,491	979 - 40%	100 - 4%	45 - 2%	0 - 0%
Mon, Oct 30, 2023, 5:31 PM	2,492	1,003 - 41%	64 - 3%	43 - 3%	0 - 0%
Mon, Oct 23, 2023, 5:30 PM	2,492	1,004 - 41%	89 - 4%	38 - 2%	0 - 0%



	Sends	Opens	Clicks	Bounces	Unsubscribes
Mon, Nov 13, 2023, 5:35 PM	22	8 - 36%	1 - 5%	0 - 0%	0 - 0%
Mon, Nov 6, 2023, 5:35 PM	22	10 - 45%	1 - 5%	0 - 0%	0 - 0%
Mon, Oct 30, 2023, 5:35 PM	22	11 - 50%	1 - 5%	0 - 0%	0 - 0%
Mon, Oct 23, 2023, 5:35 PM	22	12 - 55%	0 - 0%	0 - 0%	0 - 0%

City of Duncanville Aggregated Social Media Report November 8, 2023 – November 14, 2023

Audience

35,914

Last week: 35,880

Engagement

2,429

Last week: 3,049

Impressions

88,214

Last week: 103,927

Published Items

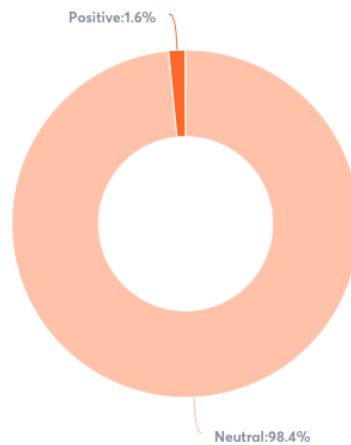
78

Last week: 77

Owned Channels	NEW FOLLOWERS	TOTAL FOLLOWERS	ENGAGEMENT	IMPRESSIONS	PUBLISHING	REPLIES SENT	REVIEWED ITEMS
City of Duncanville	3	5,228	422	12,088	7	1	12
City of Duncanville	3	1,840	9	2,779	5	0	9
City of Duncanville	4	390	41	501	4	0	0
Duncanville Arts Commission	7	87	81	2,634	1	0	1
Community Engagement Advisory Board	0	0	0	0	0	0	0
Duncanville_ceab	0	0	0	0	0	0	0
Duncanville Police Dept	2	13,460	896	14,356	4	0	40
Duncanville Police Dept	2	1,691	2	791	3	1	2
Duncanville Fire Dept	8	2,994	135	7,514	1	0	1
Duncanville Economic Dev	-1	522	6	290	2	0	0
Duncanville Economic Dev	0	140	2	26	1	0	2
Duncanville Economic Dev	0	28	0	4	1	0	0
Duncanville Public Library	2	1,666	86	4,236	19	1	1
Duncanville Public Library	1	709	0	1,280	18	0	0
Duncanville Public Library	0	9	0	0	0	0	0

Duncanville Parks & Recreation	4	3,336	335	11,014	6	19	26
Duncanville Parks & Recreation	3	472	1	562	4	0	1
Keep Duncanville Beautiful	2	873	5	445	2	1	0
Duncanville Fieldhouse	1	1,655	408	29,667	0	0	0
Duncanville Fieldhouse	2	791	0	27	0	0	0
Duncanville Fieldhouse	0	23	0	0	0	0	0

### Social Sentiment



**Total interactions: 2,429**

**Last week: 3,159**

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

**Total reviewed items: 95**

**Last week: 71**

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

**Total number of replies: 23**

**Last week: 10**

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

### Content:

Nov 10, 2023 · Duncanville Police Department

**It's official, Officer Crosby and Officer Gomez have been sworn in! Help me...**

Reach	3,175
Engaged users	375
Clicks	153
Other clicks	102
Engagement rate per reach	11.8%
Engagement rate per impression	11.8%

Nov 11, 2023 · Duncanville Police Department

**We send our condolences to his family, loved ones, and to his Austin...**

Reach	2,181
Engaged users	167
Clicks	96
Other clicks	38
Engagement rate per reach	7.7%
Engagement rate per impression	7.6%

Nov 10, 2023 · City of Duncanville, Texas Municipal Government

**The Duncanville City Council is pleased to announce the appointme...**

Reach	1,739
Engaged users	223
Clicks	72
Other clicks	159
Engagement rate per reach	12.8%
Engagement rate per impression	12.4%

Name	Fans	Talking about this	Fan posts	Page posts	Interactions	Engagement
------	------	--------------------	-----------	------------	--------------	------------



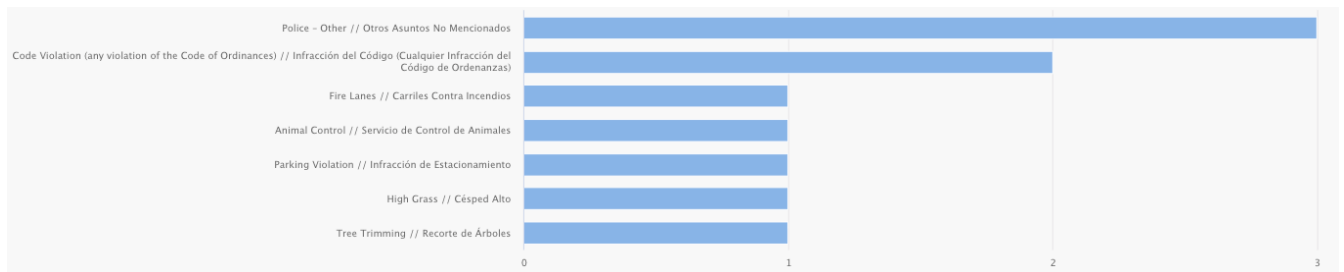
City of Lancaster, TX - Municipal Government	7,681 0.3/day	120 1.6% of fans	0 0/day	14 2.3/day	121 8.6/post	1.6 0.1% post
City of Cedar Hill, Texas - Government	10,476 1.3/day	825 7.9% of fans	0 0/day	9 1.5/day	686 76.2/post	6.5 0.7% post
City of DeSoto, Texas - City Hall	8,950 3.3/day	411 4.6% of fans	0 0/day	14 2.3/day	325 23.2/post	3.6 0.3% post
City of Duncanville, Texas Municipal Government	5,228 0.5/day	102 2% of fans	0 0/day	7 1.2/day	172 24.6/post	3.3 0.5% post

### Best Southwest Cities on Facebook

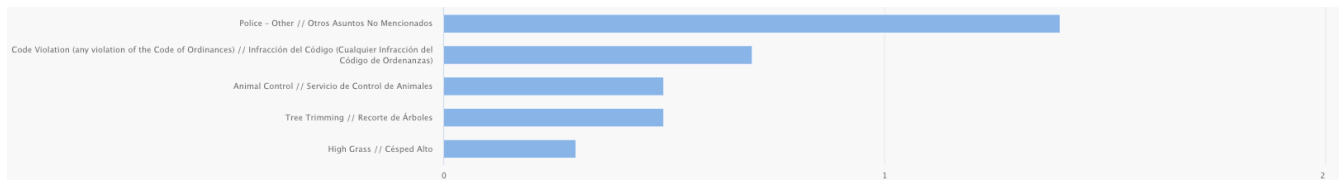
**OurDuncanville** November 8, 2023 – November 14, 2023

Number of constituents **164** Last report: 163

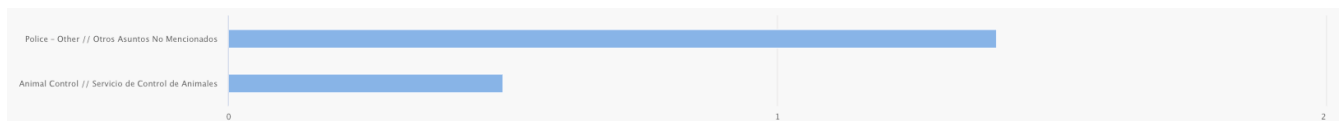
#### Number of Requests



#### Days to Acknowledge

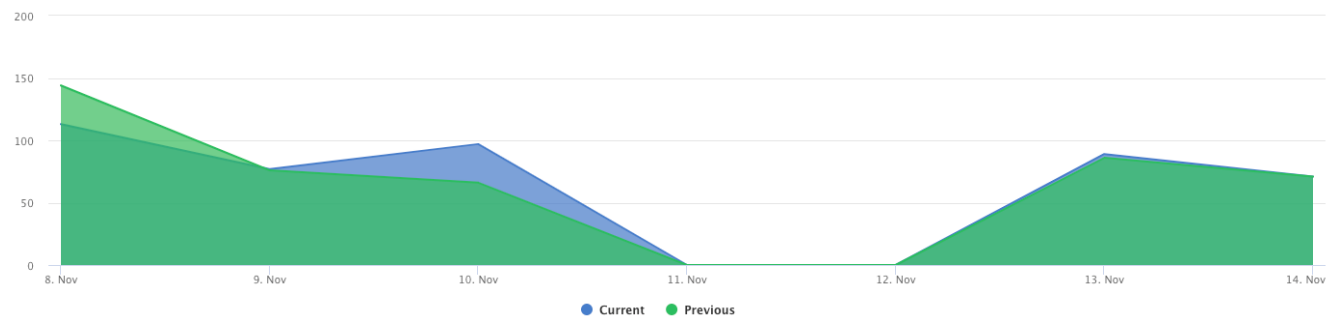


#### Days to Close



## Customer Advocacy Reporting

Questions/Interactions November 8, 2023 – November 14, 2023



**395 Questions Asked by**  
Visitor (English) 120

**Duration**  
0-3 minutes 432

Caller (English)	302	3-5 minutes	6
Staff	1	5-10 minutes	5
Visitor (Spanish)	19	10-15 minutes	1
Caller (Spanish)	5	15+ minutes	3

**Top 10 Question Types**

1. Permitting..... 160 -8%
2. Utility Billing ..... 61 +9%
3. Police ..... 57 +33%
4. Courts ..... 40 -27%
5. General Information..... 30 -3%
6. Fiscal Services ..... 19 +138%
7. Service Center ..... 17 +21%
8. Neighborhood Services ..... 15 -29%
9. Trash and Recycling..... 8 +33%
10. Human Resources..... 7 +17%

SPONSORED BY ECONOMIC DEVELOPMENT CORP AND  
PRESENTED BY THE DUNCANVILLE ARTS COMMISSION

# HOLIDAY MIXER

**THURSDAY, DECEMBER 7TH | 6:30 PM - 8:30 PM**

Come out and meet the members of Duncanville’s boards and commissions, area businesses, educators, and supporters of the arts, as our community comes together for a holiday jingle & mingle.

**ENJOY LIVE MUSIC, DELICIOUS FOOD, AND GREAT VIBES.**

Attendees are invited to bring unwrapped toys or nonperishable food items benefitting Duncanville Police Department’s Santa Cop and the Duncanville Public Library’s Little Free Pantry.

**HOSTED AT:**  
**Smokey D’z BBQ and Day Drink Wine & Cocktail Lounge**  
**215 W Camp Wisdom Rd.**





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

### November 14, 2023

#### [Canandaigua town manager announces departure - Democrat and Chronicle](#)

Democrat and Chronicle

The **Duncanville City Council** voted unanimously on the appointment last Thursday. Duncanville is a city of about 50,000 people in the Dallas-Fort ...

#### [Rockwall-Heath vs. \*\*Duncanville\*\* - 7:00PM - 11/17/2023 - Football - Live from McKinney ISD Stadium](#)

Texan Live

Rockwall-Heath vs. **Duncanville** - 7:00PM - 11/17/2023 - Football - Live from McKinney ISD Stadium - Area Round Playoffs ...

### November 13, 2023

#### [Texas jumps into Top 10 in On3 Industry Team Recruiting Rankings](#)

On3.com

**Duncanville (Texas)** Five-Star Plus+ edge rusher Colin Simmons committed to Texas over LSU in August, while Santa Ana (Calif.) Mater Dei five-star ...

#### [Texas high school football playoff brackets: 2023 UIL area round matchups, game times](#)

Sports Illustrated High School News, Analysis and More

SMU commit Keelon Russell postgame after **Duncanville** vs. Hutto (11/10/2023) ... **Duncanville** blasts Hutto to open Texas high school football playoffs.

### November 12, 2023

#### [USA TODAY High School Sports Super 25 football recap: The upset trend doesn't continue](#)

USA TODAY High School Sports

... **Duncanville (Texas)**. Record: 9-1 | Last Result: def. Hutto (Texas) 63-7. 13. Colquitt County (Ga.) Record: 11-0 | Last Result: def. Parkview (Ga ...

**City Council Announces Appointment of Douglas Finch As City Manager**

By News Staff - November 10, 2023



Facebook Twitter Pinterest

Duncanville, TX – The Duncanville City Council is pleased to announce the appointment of Douglas Finch as the new city manager. The Mayor and Council unanimously appointed Mr. Finch during a special called meeting on Thursday, November 9, 2023. Mr. Finch's appointment is contingent upon completion of a background check and pre-employment screening test, at which time the Mayor and City Attorney will formally execute the employment contract.

#### [Duncanville blasts Hutto to open Texas high school football playoffs](#)

Sports Illustrated High School News, Analysis and More

**DUNCANVILLE** — **Duncanville** put together one of its best offensive games of the season and needed only two quarters to do it. [Rockwall-Heath earns shot at defending champs by winning thriller over Sachse](#) Dallas Morning News

Heath beat Sachse 56-42 and will face **Duncanville** in the second round of the playoffs.

#### [Dakorien Moore says 'Oregon is in the picture' following visit](#)

Sports Illustrated High School News, Analysis and More

The Oregon Ducks are working to flip the nation's No. 2 wide receiver. Do they have a shot? **Duncanville**(Texas) standout Dakorien Moore committed ...

### November 11, 2023

[City Council Announces Appointment of Douglas Finch As City Manager - Focus Daily News](#)

Focus Daily News

Duncanville, TX – The **Duncanville City Council** is pleased to announce the appointment of Douglas Finch as the new city manager. The Mayor and ...

[Hutto vs. Duncanville football: How to watch, get live score updates](#)

Sports Illustrated High School News, Analysis and More

Where: Duncanville High School | **Duncanville, Texas**. How to watch the live stream online: You can watch this game live on the NFHS Network. Live ...

[Dakorien Moore says 'Oregon is in the picture' following visit](#)

Sports Illustrated High School News, Analysis and More

The Oregon Ducks are working to flip the nation's No. 2 wide receiver. Do they have a shot? **Duncanville (Texas)** standout Dakorien Moore committed ...

[Duncanville leads Hutto: Live score, game updates from Texas high school playoff football bi ...](#)

Sports Illustrated High School News, Analysis and More

**Duncanville**, the No. 3 ranked team in Texas, is led by five-star prospects Dakorien Moore (LSU), Collin Simmons (Texas) and four-stars Keelon Russel ( ...

[Hutto vs Duncanville - Dallas Morning News](#)

Dallas Morning News

**DUNCANVILLE** -- Reigning 6A-Division I champion **Duncanville** (9-1) began its quest for back-to-back titles with a convincing Region II, bi-district ...

**November 10, 2023**

[Dr. Marc Smith Brings Winning Mindset to Education at Duncanville ISD - Focus Daily News](#)

Focus Daily News

Coming from a sports background, **Duncanville** Superintendent Dr. Marc Smith understands the concept of winning with consistency.

[High School Playoff Football Starts Thursday. Here's What You Need to Know. - D Magazine](#)

D Magazine

That includes teams like **Duncanville**, DeSoto, and South Oak Cliff, who won their respective championships last year. There are plenty of North Texas ...

[With coach David Peavy back, Duncanville hopes to maintain basketball supremacy](#)

Dallas Morning News

Last year's team, that's one of the best teams ever," Peavy said. "Anywhere." This season, Peavy is back and hoping **Duncanville** can make another ...

[Hutto vs Duncanville - Dallas Morning News](#)

Dallas Morning News

Hutto plays **Duncanville** in High School Football.

**November 9, 2023**

[Duncanville Unveils Spectacular Christmas Festival - Focus Daily News](#)

Focus Daily News

The screenshot shows the Focus Daily News website. The main article is titled "Duncanville Unveils Spectacular Christmas Festival" by News Staff, dated November 9, 2023. The article features a large image of a Christmas tree with lights and decorations. Below the image, there is a social media sharing bar with icons for Facebook, Twitter, and Pinterest. To the right of the article, there is a "Recent Posts" section with several smaller article thumbnails. At the bottom of the page, there is a "Weather" section for Dallas, Texas, showing a temperature of 51.6°F and a 55% chance of rain.



Duncanville, TX – FRIENDS, THE TIME IS UPON US TO CELEBRATE THE MOST WONDERFUL TIME OF THE YEAR IN **DUNCANVILLE, TEXAS!** On December 1st, our ...

[Duncanville](#) [ISD Voters Approve \\$170 million Bond Election - Focus Daily News](#)

Focus Daily News

Voters in **Duncanville** ISD approved the district's \$170 million bond package which will generate funding for districtwide facility improvements.

[2023 Texas high school football playoff predictions: Who will be crowned state champions?](#)

Dallas Morning News

... **City Council** OKs \$2.7 million for IT security; county investigates own

... **Duncanville, Duncanville, Duncanville.** 6A DII, DeSoto, DeSoto, DeSoto, DeSoto.

[Hippos travel to take on powerhouse \*\*Duncanville\*\* | Taylor Press](#)

Taylor Press |

... **Duncanville** High School at Panther Stadium. Prior to **Duncanville's** loss Oct ... At the regular meeting of the Taylor **City Council** Nov. More. Most ...

[These Star Football Recruits Are Elite Track Athletes, Too - MileSplit](#)

MileSplit

**Duncanville (TX)**, Louisiana State, No. 195. HM, Will Henderson, Gilmer (TX), Not committed, No. 1,313. HM, Armani Cargo, John Ehret (LA), Tulane, No.

[Top 10 New York boys basketball players in Class of 2024 - BVM Sports](#)

BVM Sports

... **Duncanville High School** Panthers during the HoopHall West basketball tournament at Chaparral High School. (Credit: Mark J. Rebilas-USA TODAY ...

**November 8, 2023**

[North Texas election results for November 7, 2023 - CBS News](#)

CBS News

**DUNCANVILLE** I.S.D.. MEASURE, Proposition A. DESCRIPTION, \$161,177,000 for schools. YES. NO. AUTHORITY, EAGLE MOUNTAIN-SAGINAW I.S.D.. MEASURE ...

[North Texas election results for Nov. 7, 2023 - NBC 5 Dallas-Fort Worth](#)

NBC 5 Dallas-Fort Worth

Here is a listing of all races covered during the Nov. 7, 2023, election in Texas. Races are sorted by topic first and then alphabetically.

[North Texas election results for November 7, 2023 - CBS News](#)

CBS News

Texans are making their voices heard on issues including property tax bill reform, high-dollar bond packages for local school districts, ...

[Texas offer is 'really big deal' to Longhorns legacy Jalen Lott - 247 Sports](#)

247 Sports

**Duncanville** beat Mansfield Legacy 35-3. Simmons' stats were not made available. This week **Duncanville** faces Hutto in the first round of the playoffs.