

To: Mayor and Members of City Council

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

Date: January 5, 2024

Subject: Weekly Update



# PARKS AND RECREATION

# **Projects:**

- Quail Run Park:
  - Plotting of the outdoor fitness pads has begun.
- Kidsville:
  - Contractors are installing the electrical and mechanical equipment in the Splashpad pump house.
  - The remaining concrete pouring and new restroom fixture installation were delayed due to the weather.
  - Staff obtained sod and vegetation quotes.
- Ladd Nature Preserve:
  - Park closure signs have been installed at the entryway due to inclement weather and to prevent damage to the property.

#### **Recreation Center:**

2024 Membership Drive – January 1 – 31, 2024
 The Parks and Recreation Department is celebrating Health and Wellness in 2024!
 Join us in January and receive special pricing on memberships. Purchase a 1-year membership for the price of 6 months! You will also have a chance to spin our swag merchandise wheel to win a fabulous prize!

#### Parks:

- The Maintenance crew has begun winterizing park restrooms.
- Staff removed the dead and fallen trees at Rotary Park.
- Crews completed the tree maintenance at the Library and Recreation Center.
- Staff continued maintenance and repairs at parks.

#### Fieldhouse:

Upcoming Events -

- HYPE Sports Youth Basketball Tournament, six courts Saturday, 9:00 a.m. to 8:00 p.m., Sunday, 8:00 a.m. to 4:00 p.m.
- Masters Pro-Am Adult Basketball League, three courts Sunday, 4:00 p.m. to 9:00 p.m.

#### **Senior Center:**

- On Tuesday, December 26, Planning Ahead, a local funeral assistance company, joined us for bingo. Twenty seniors engaged in an entertaining game of bingo while learning more about pre-planning for funeral expenses. The event was designed to foster community and support and provided a cheerful atmosphere for all participants.
- On Wednesday, December 27, Life and Health Insurance, a provider sharing information and valuable health insurance resources, sponsored a delightful bingo

event. Fifteen seniors gathered for some friendly competition and fun. Later that evening, members embarked on one last delightful Christmas adventure. Prairie Lights is a premier holiday light park in Texas located at Lynn Creek Park in Grand Prairie. The Holiday Village featured a magical walk-through forest, carnival rides, photos with Santa, holiday shopping, and more.

On Friday, December 29, Senior Center staff hosted a fun-filled morning of bingo.



Trip to Prairie Lights, Grand Prairie, Texas

#### Upcoming Events -

- Bingo with Humana Monday, January 8 | 10:30 a.m.
- Game Night Monday, January 8 | 5:00 p.m.
- Trip: Texas Through Time Museum Tuesday, January 9 | 10:00 a.m.
- Goldenaires Performance Wednesday, January 10 | 10:00 a.m.
- Monthly Birthday Celebration Wednesday, January 10 | 12:00 p.m.
- Painting with a Twist Wednesday, January 10 | 1:00 p.m.
- Trip: Maskaras Mexican Grill Thursday, January 11 | 4:00 p.m.
- Ivory Truth Music Performance Friday, January 12 | 10:00 a.m.
- MLK Day (City Observed Holiday) Monday, January 15 | CLOSED
- Trip: Babe's Chicken Tuesday, January 16 | 4:30 p.m.
- Bagel Social: Wednesday, January 17 | 9:00 a.m.
- Trip: Train Topia Thursday, 18 | 10:00 a.m.
- Bingo with United Healthcare Friday, January 19 | 10:30 a.m.
- Trip: Alley Cats Bowling Monday, January 22 | 9:30 a.m.

# **POLICE DEPARTMENT**

# **COMMUNITY CORNER**

- Members of the Duncanville Police Department visited the Duncanville Senior Living Center and the Duncanville Health & Rehab Center to wish everyone Happy Holidays and deliver goody bags.
- Officer Arias, along with several members of Citizens on Patrol volunteers, distributed 177 BMW report cards at the 99 Center Store and Cash Saver.







# <u>PERSONNEL</u>

- Officers Rocio Vasquez, Ashley Garcia, Nathan Crosby, and Alfredo Gomez are in field training.
- Training and Personnel have exhausted the current Civil Service eligibility list. The Department will host another Civil Service exam on February 10, 2024.
- There are nine openings for sworn personnel.

# **FISCAL SERVICES**

- Municipal Court: Week of December 28 January 4
  - o Dockets: 101
  - o Cases processed: 629
- Utility Billing: Week of December 28 January 4:
   Five water disconnections for past-due balances were processed, and thirteen new accounts were activated. The Utility Customer Service Field Crew conducted three meter changeouts and replaced two water meter lids.
- Accounting & Reporting Weeks of December 28 January 4:
  - EFTS Payments: 26 invoices were processed.

# FIRE DEPARTMENT

- The Fire Department responded to 130 calls for service in the past seven days, which included:
  - 86 EMS calls
  - 4 Building fires
  - 8 motor vehicle accidents
  - 7 requests for assistance
- The Fire Prevention Division completed five inspections (2 nursing home facilities in Duncanville) and attended three Pre-Development Meetings, sixteen plan reviews, and one Knox Box/Lock Approval.

# Investigations:

- Residential Structure cause "UNDETERMINED" most likely electrical/mechanical failure but believed to be arson.
- The Department has three vacancies. The interview committee is reviewing the Personal History Statements to schedule interviews with the remaining candidates on the Civil Service list.
- The Department has one firefighter, EMT Mason Quinn, who is attending Paramedic School.

# **DEVELOPMENT SERVICES**

# **Economic Development**

- Staff attended the groundbreaking event for Joe V's in Dallas; Joe V's is situated on the northeast Duncanville/Dallas border; the redevelopment project will have implications for Duncanville as it will serve as a regional retail attraction.
- Staff fulfilled an Open Records request.
- DCEDC grant payments were processed.
- Staff spoke with a local business about the DCEDC incentive and grant application process.
- The following items are being prepared for the January 16 City Council agenda:
  - o Bludot.io
  - o CoStar
  - o Placer.ai
  - Create Atelier

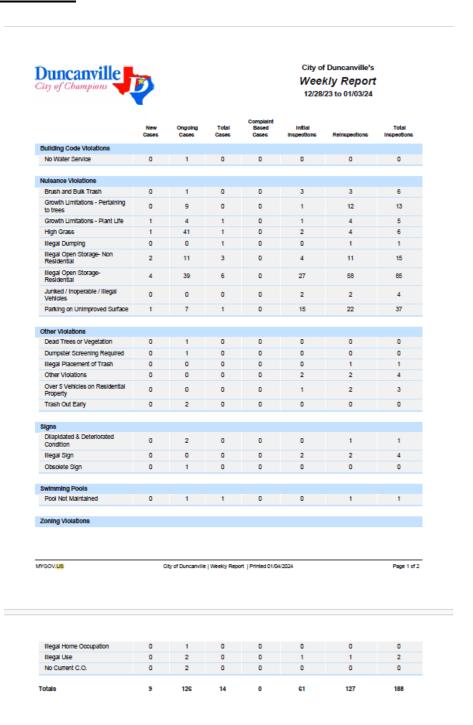
### **Certificates of Occupancy Applications Received**

- Align city records with precise connections use: 1126 Explorer St., Suite H
- Align city records with precise connections use: 1114 and 1126 Explorer St., Suite F
- Align city records with precise connections use: 1114 and 1126 Explorer St., Suite D
- Align city records with precise connections use: 1114 and 1126 Explorer St., Suite A

# **Certificates of Occupancy Certificates Issued**

- Change of Ownership: 215 W. Camp Wisdom Rd., Ste. #2
- Specialize in sister locks interlock micro locs in dreadlocks, new occupancy: 1019 S. Main St., Ste. #120,

### **Neighborhood Services**



# **Building and Inspections**

- 1,919 single-family rental properties have been registered; three new properties have been registered since the last update. Fifteen inspections were completed this week; eleven passed, three failed, and one was canceled. The failed inspections were due to the absence of GFCI protection and missing carbon monoxide and smoke detectors.
- 201 Certificates of Occupancy have been issued since the inception of the Single-Family Rental Registration Program.
- This week, 58 permits were issued.

Permit Type	Number of Permits
Accessory Building	0
Banner	0
Certificate of Occupancy	3
Foundation Permit	1
CO Clean and show	1
Demo Permit	0
Irrigation Permit	0
Electrical Permit	5
Fence Permit	1
Mechanical	5
Mobile Food Permit	0
Plumbing Permit	18
New Construction Home	0
Residential Add-on	5
Rental Certificate of Occupancy for Change of Tenant	9
Sign	0
Solar permits	2
Temporary Food Permit	0
Storage Pod	0
Commercial Permit	1
Garage sales	3
Reroof Permit	2
Concrete Permit	2
Pool & Spa Permit	0
Total	58

# **PUBLIC WORKS**

#### **Street Division**

- Crews repaired twenty-four potholes in the following locations: N. Forest Ln., Blue Ridge Dr., Cockrell Hill Rd., N. Main St., Danieldale Rd., Redbird Ln., Woodhaven Blvd., and W. Redbird Ln.
- Replaced two broken wooden arms and reflective tape on type III barricade at Lodema Ln./Frank Kessler Blvd. dead end.
- Installed ADA concrete ramp with sidewalk on Magnolia Ln.
- Crews replaced the missing manhole cover on Azalea Ln.
- An ADA tie concrete ramp with the sidewalk was completed on Magnolia Ln.

#### **Utilities Division**

- Water usage was 32.6848 million gallons during this reporting period, December 25 December 31, down from 34.272 million gallons the previous week. The daily peak water demand of 4.2314 million gallons occurred on Thursday, December 28. There was 0.00 inches of precipitation during this period.
- An estimated water loss of 134,350 gallons occurred.
- Fourteen fire hydrants were flushed, and two valves were exercised.
- Crews responded to four sewer calls and televised 650 feet of sewer line and 356 feet of storm sewer line.

#### **Sanitation Division**

 The Sanitation Division received three calls this week (one scheduling, one commercial container service inquiry, and one backflow question) for Solid Waste collection services.

#### Cherry Alley Phase 1

 Oncor has completed its improvement, and alley construction will resume this month.

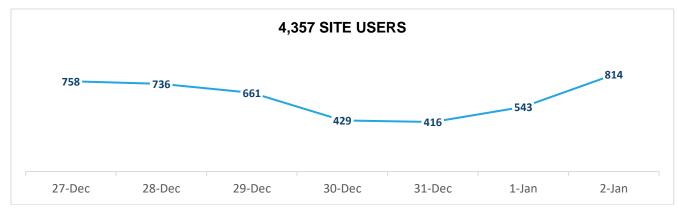
# Communications & Marketing / Customer Advocacy

FY 2023-2024 | Wednesday, January 3, 2024

Views per user

Avg. time

DuncanvilleTX.gov December 27, 2023 – January 2, 2024



Views

Users

1	Home - City of Duncanville	11,416 100% of total 1759	3,988 100% of total 1077	2.86 Avg 0% 1.63	1m 21s Avg 0% 44.63
2	Pay Bills Online - City of Duncanville	1651	1059	1.56	35.86
3	Patron Computer FAQ - City of Duncanville	896	133	6.74	2.91
4	Trash, Waste & Recycling - City of Duncanville	622	439	1.42	57.53
5	Search	450	118	3.81	29.61
6	Duncanville Public Library - City of Duncanville	309	180	1.72	48.21
7	Solid Waste Collection Schedule - City of Duncanville	292	196	1.49	74.14
8	Current Openings - City of Duncanville	280	217	1.29	32.81
9	Recreation Center - City of Duncanville	270	152	1.78	46.80
10	Human Resources - City of Duncanville	221	146	1.51	27.11

# **Users by Language**

English	3,912
Spanish	76
Other	2

# **Email Newsletter** Past 30 Days

	Contacts	Sends	Opens	Clicks
	3,256	10,069	4,012 41% open rate	251 3% click rate
	Total Last report: 3,255	Last report: 10,069	Last report: 4,012	Last report: 322
ı	Most engaged: 722 (22%)	)   Somewhat engaged: <b>496</b> (15%)	Least engaged: <b>1.261</b> (39%)	Everyone else: 777 (24%)

48 Spanish Last report: 46 60 Last report: 42 2 Last report: 4

**Audience** 

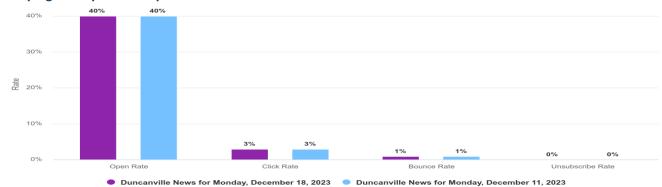
G Community Engagement Advisory Board

Duncanville\_ceab

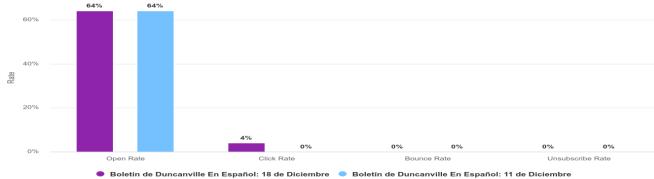
Ouncanville Police Dept

Duncanville Police Dept

# **Campaign Comparison Report**



	Sends	Opens	Clicks	Bounces	Unsubscribes
Holiday - no newsletter sent					
Holiday - no newsletter sent					
Mon, Dec 18, 2023, 5:32 PM	2,497	998 - 40%	83 - 3%	31 - 1%	0 - 0%
Mon, Dec 11, 2023, 5:32 PM	2,493	995 - 40%	85 - 3%	30 - 1%	0 - 0%
64% 64%					



	Sends	Opens	Clicks	Bounces	Unsubscribes
Holiday - no newsletter sent					
Holiday - no newsletter sent					
Mon, Dec 18, 2023, 5:35 PM	25	16 - 64%	1 - 4%	0 - 0%	0 - 0%
Mon, Dec 11, 2023, 5:35 PM	25	16 - 64%	0 - 0%	0 - 0%	0 - 0%

City of Duncanville Aggregated Social Media Report December 27, 2023 – January 2, 2024

0

0

13

11

Engagement

36,443	601		48	,214		48		
Last report: 36,404	Last report: 1,	,908	Last re	port: 70,557	,	Last report	: 47	
Owned Channels		NEW FOLLOWERS	TOTAL FOLLOWERS	ENGAGEMENT	IMPRESSIONS	PUBLISHING	REPLIE S SENT	REVIEWED ITEMS
Gity of Duncanville		5	5,326	97	7,071	8	0	1
City of Duncanville		4	1,884	60	2,312	7	0	2
in City of Duncanville		2	428	20	501	4	0	0
G Keep Duncanville Beautiful		7	893	0	246	1	0	0
Duncanville Arts Commission		0	105	0	98	0	0	0

0

0

13,652

1,706

**Impressions** 

0

0

225

34

0

0

20,003

1,453

0

0

2

2

**Published Items** 

0

0

0

3

0

0

18

4

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Ouncanville Fire Dept	2	3,015	9	799	0	0	0	
1 Duncanville Economic Dev	0	526	0	142	0	0	0	
Duncanville Economic Dev	0	144	1	0	0	0	1	
in Duncanville Economic Dev	0	29	0	3	0	0	0	
Ouncanville Public Library	0	1,671	48	1,893	9	3	4	
Duncanville Public Library	4	731	34	901	9	0	0	
in Duncanville Public Library	0	10	0	0	0	0	0	
Ouncanville Parks & Recreation	0	3,359	41	3,631	3	0	0	
Duncanville Parks & Recreation	1	487	8	401	3	0	0	
Ouncanville Fieldhouse	2	1,660	24	8,733	0	2	2	
Duncanville Fieldhouse	0	792	0	27	0	0	0	
in Duncanville Fieldhouse	2	25	0	0	0	0	0	

# **Social Sentiment**



# **Total interactions: 601**

Last week: 1,908

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

# **Total reviewed items: 32**

Last week: 57

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

# **Total number of replies: 8**

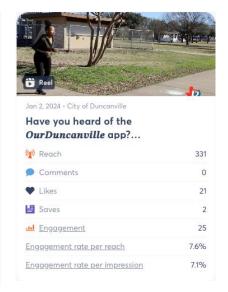
Last week: 6

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

# **Content:**





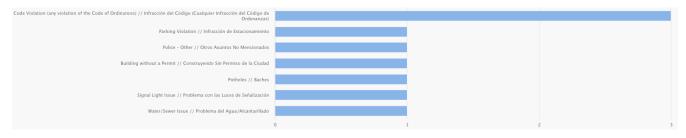


# **Best Southwest Cities on Facebook**

		Talking	Fan	Page		
Name	Fans	about this	posts	posts	Interactions	Engagement
City of Lancaster, TX - Municipal Government Est. Population: 40,728	<b>7,717</b> (18.95%) 0.8/day	<b>71</b> 0.9% of fans	<b>0</b> 0/day	<b>8</b> 1.3/day	<b>8</b> 1.3/post	<b>0.9</b> 0.1% post
City of Cedar Hill, Texas – Government Est. Population: 48,557	<b>10,668</b> ( <b>21.97%</b> ) 2/day	<b>179</b> 1.7% of fans	<b>0</b> 0/day	<b>5</b> 0.8/day	<b>108</b> 21.6/post	<b>1</b> 0.2% post
City of DeSoto, Texas - City Hall Est. Population: 55,729	<b>9,356</b> (16.79%) 5.3/day	<b>583</b> 6.2% of fans	<b>0</b> 0/day	<b>20</b> 3.3/day	<b>335</b> 16.8/post	<b>3.6</b> 0.2% post
City of Duncanville, Texas Municipal Government Est. Population: 40,706 (est. age 20 and over: 28,631)	<b>5,326</b> (13.08%) 0.8/day	<b>58</b> 1.1% of fans	<b>0</b> 0/day	<b>8</b> 1.3/day	<b>60</b> 7.5/post	<b>1.1</b> 0.1% post

# *Our*Duncanville by SeeClickFix December 27, 2023 – January 2, 2024 Number of constituents **169** Last report: 169

**Number of Requests: 9** 



Days to Acknowledge: 6

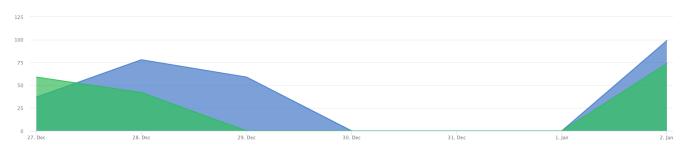


# Days to Close: 2



# Customer Advocacy Reporting

# Questions/Interactions December 27, 2023 – January 2, 2024



177 Questions A	sked by	Duration	
Visitor (English)	79	0-3 minutes	256
Caller (English)	169	3-5 minutes	8
Staff	1	5-10 minutes	5
Visitor (Spanish)	17	10-15 minutes	1
Caller (Spanish)	7	15+ minutes	3

# **Top 10 Question Types**

1.	Permitting	96	+20%
2.	Utility Billing	51	+200%
3.	Police	25	+25%
4.	General Information	23	+21%
5.	Courts	21	+91%
6.	Trash and Recycling	15	+275%
7.	Neighborhood Services	8	+100%
8.	Human Resources	6	+200%
9.	Economic Development	5	+67%
10.	Service Center	5	+400%



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

#### January 2, 2024

#### Sandra Meadows Classic Triumphs: Duncanville Unites for 18th Annual Girls Varsity ...

Focus Daily News

The Meadows Classic Girls Varsity Basketball Tournament held at **Duncanville** HS each December is a team effort supported by the community.

#### January 1, 2024

#### Lady Wampus Cats fall to host in Sandra Meadows Classic | Sports - Log Cabin Democrat

Log Cabin Democrat

For the third consecutive season, the Conway Lady Wampus Cats are the runners-up of the Sandra Meadows Classic in **Duncanville, Texas**.

#### KING COTTON 2023: Zebras close out tournament with win over St. Frances | Pine Bluff ...

Pine Bluff Commercial

The Zebras finished the weekend 2-1 after opening the tournament by beating **Duncanville (Texas**). Gonzaga went on to win the King Cotton ...

#### Jaylin Lucas, Dante Dowdell, and the Rest of the Top Running Backs Available in the Portal

Mike Farrell Sports

Jackson was a High School All-American quarterback out of **Duncanville (TX)** High School as a 4-star recruit and #2 overall prospect in the State of ...

#### December 31, 2023

#### High school girls basketball: Parkway goes 1-1 in Sandra Meadows Classic Saturday

**Bossier Press-Tribune** 

Parkway fell to Frisco Liberty 52-39 in the second round of the 32-team Sandra Meadows Classic Friday in **Duncanville, Texas.** The Lady Panthers ...

#### Saturday girls basketball: Duncanville wins title game rematch in Sandra Meadows Classic

**Dallas Morning News** 

For the third straight season it came down to **Duncanville** and Arkansas power Conway. And for the third straight season, **Duncanville** took the ...

#### King Cotton Holiday Classic 2023: Top performers, all-tournament teams and final scores

Sports Illustrated High School News, Analysis and More

... **Duncanville** on Wednesday. (Photo by Justin Manning). JJ Andrews, Little Rock (Ark.) Christian. The sophomore averaged 19.3 points, 11.3 rebounds ...

#### December 30, 2023

#### <u>Duncanville</u> cornerback Ennis Rakestraw, Jr., places a Missouri cap (copy) (copy)

St. Joseph News-Press

Former **Duncanville** cornerback Ennis Rakestraw Jr., places a Missouri cap on his head, revealing he will play for the Tigers, during National ...

#### Friday girls basketball: Mansfield Timberview takes hometown tourney; Duncanville advances

**Dallas Morning News** 

**Duncanville** (16-3) will face Powder Springs (Ga.) McEachern in the second championship bracket semifinal at 10:30 a.m. Saturday. Advertisement. Frisco ...

#### December 29, 2023

#### GasBuddy sees gas prices dropping 13 cents a gallon across the U.S. next year

The Dallas Morning News

Texas drivers will again see lower prices than motorists in other states, based on their location and taxes. Unlead gas prices in **Duncanville** were ...

#### 2023 King Cotton Classic: Pine Bluff slips past Duncanville (Texas) behind Missouri Tigers ...

Sports Illustrated High School News, Analysis and More

2023 King Cotton Classic: Pine Bluff slips past **Duncanville (Texas**) behind Missouri Tigers football signee Courtney Crutchfield's 31 points.

#### KING COTTON 2023: Zebras dominate glass, beat Duncanville 84-79 | Pine Bluff Commercial News

Pine Bluff Commercial

The Zebras defeated **Duncanville (Texas)** 84-79 by dominating the glass. Pine Bluff (9-2) out-rebounded the Panthers 54-34 and collected 24 offensive ...

#### 2023 King Cotton Classic: Pine Bluff (Ark.) vs Duncanville (Texas) live updates - BVM Sports

**BVM Sports** 

2023 King Cotton Classic: Pine Bluff (Ark.) vs **Duncanville (Texas)** live updates ... PINE BLUFF, ARKANSAS. ... The Panthers finished last season as the No.

#### St. Joseph vs. <u>Duncanville</u> (King Cotton Classic) - MaxPreps.com

MaxPreps.com

St. Joseph vs. **Duncanville** (King Cotton Classic) photo gallery was published on Friday, Dec 29, 2023 by Justin Manning. The gallery features St.

#### December 28, 2023

#### CandysDirt.com Picks Top Suburb (And Fast-Growing Fort Worth) Stories of 2023

Candy's Dirt

 $\textbf{Less than 20 years ago Fort Worth's Seventh Street corridor looked completely different} \cdot \textbf{White Rock Chapel} \cdot \textbf{Duncanville City Council meeting} \cdot \textbf{The} \dots$ 

#### 6 dead, 3 injured after head-on collision off US 67 in Johnson County

NBC 5 Dallas-Fort Worth

This incident comes hours after another crash on U.S. 67 in **Duncanville** left a person dead. Local. The latest news from around North Texas. Dallas ...

#### Duncanville, TX - Major Accident on NB Hwy 67 Near Cockrell Hill Rd Results in Injuries

**Local Accident Reports** 

**Duncanville, TX** (December 27, 2023) - A severe vehicle rollover accident occurred on northbound Highway 67 near Cockrell Hill Road on Wednesday, ...

#### King Cotton Classic Another Opportunity for Fond Memories for Basketball Fans

Sports Illustrated

However, perhaps the most dominant program of the past half decade, **Duncanville High School** from the Dallas-Fort Worth area in Texas, is going to ...

#### King Cotton Classic: Elite High School Basketball Tournament Revives Memories of Past ...

**BVM Sports** 

The tournament has regained prestige as an Arkansas vs. The World elite tournament. An upcoming match between **Duncanville High School** from Texas and ...

#### 2023 King Cotton Classic: Pine Bluff (Ark.) vs **Duncanville** (Texas) live updates

Sports Illustrated High School News, Analysis and More

**Duncanville** has been one of the premier programs not only in Texas, but also nationally, in recent memory, but a young squad has gotten off to a ...

#### KING COTTON 2023: Zebras dominate glass, beat Duncanville 84-79 | Pine Bluff Commercial News

Pine Bluff Commercial

The Zebras defeated **Duncanville** (Texas) 84-79 by dominating the glass. Pine Bluff (9-2) out-rebounded the Panthers 54-34 and collected 24 offensive ...

#### December 27, 2023

#### Duncanville crash causes traffic delays - NBC 5 Dallas-Fort Worth

NBC 5 Dallas-Fort Worth

Police are investigating a crash that caused traffic problems in **Duncanville** Tuesday afternoon. Texas Sky Ranger flew over U.S. 67 and Cockrell ...

#### Police investigating **Duncanville** crash - NBC 5 Dallas-Fort Worth

NBC 5 Dallas-Fort Worth

Police are investigating a crash that caused traffic problems in **Duncanville** Tuesday afternoon.

#### The 10 highest-paid superintendents in the Houston region and Texas, according to TEA data

**Houston Chronicle** 

YSLETA ISD  $\cdot$  **DUNCANVILLE ISD**  $\cdot$  KIPP TEXAS PUBLIC SCHOOLS  $\cdot$  ALIEF ISD; DE LA TORRE, GUADALUPE JAVIER  $\cdot$  SMITH, MARCELL  $\cdot$  ALI, SEHBA Z  $\cdot$  CHAMBERS, HD ...

#### High school football rankings: Texas teams receive national recognition - Chron

Chron

**Duncanville (Texas)** 7. St. Joseph's Prep (Philadelphia, Pa.) 8. St. John Bosco (Bellflower, Calif.) 9. St. Thomas Aquinas (Fort Lauderdale, Fla ...

#### Seven Texas signees playing in the Under Armour All-America Game - On3.com

On3.com

, EDGE, **Duncanville (Texas**) High #AllGasNoBrakes. On3 Industry Ranking: No. 11 (5-star). Xavier Filsaime, S, McKinney (Texas) High #AllGasNoBrakes

#### Cream of the crop | The Arkansas Democrat-Gazette

The Arkansas Democrat-Gazette

... **Duncanville, Texas**. The Newport native reserved his spot in Razorback lore when he hit a 4-footer along the baseline to beat Michael Jordan and ...

#### High school football rankings: Texas teams receive national recognition

Laredo Morning Times

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**Duncanville** defeated Houston-area power North Shore in the title game for the second straight year to claim the Class 6A Division I championship.