



To: Mayor and Members of City Council
From: Douglas Finch, City Manager
Date: January 19, 2024
Subject: Weekly Update



POLICE DEPARTMENT

CITY OF DUNCANVILLE TO CELEBRATE RETIRING CHIEF OF POLICE MARK LiVIGNI

Duncanville, TX - Duncanville Police Chief Mark LiVigni has announced his retirement after 30 years of service with Duncanville. His retirement will be effective January 31, 2024. The City of Duncanville invites the community to a celebration in honor of Chief LiVigni at City Hall, 203 E. Wheatland Rd., Duncanville, TX 75116, on Friday, January 19, 2024, from 1:30 PM to 3:30 PM.

Chief LiVigni, a United States Air Force veteran, began his career in policing in 1993 with the Duncanville Police Department. He has since served in every sworn rank during his 30 years of service.

"I had the honor of appointing Mark to Assistant Chief of Police in 2017. His work ethic was a shining example of what it means to be a dedicated law enforcement professional," said Assistant City Manager Robert D. Brown, Jr., who served as Duncanville's Chief of Police for 15 years. "I would like to thank him for his unwavering commitment to excellence during my tenure as Chief of Police. Mark will be missed."

"Chief LiVigni's dedication to the residents of the City of Duncanville and his long-time service to the community has left us all the better for his efforts. His unwavering commitment to public safety and the well-being of our citizens has been a hallmark of his service," said City Manager Douglas Finch. "As Chief LiVigni retires, we express our heartfelt appreciation to him for his exceptional service to our City of Champions and wish him all the best in his well-deserved retirement."

The Duncanville community is invited to a come-and-go event on Friday, January 19, 2024, from 1:30 PM to 3:30 PM in the Briefing Room at Duncanville City Hall, 203 E. Wheatland Rd., Duncanville, TX 75116. Light refreshments will be available.

COMMUNITY CORNER

- Crime Prevention Officer Michelle Arias and Assistant Chief Freis spoke to students and new drivers at Village Tech about officer interactions during traffic stops and the importance of motor vehicle safety.
- The Police Department had the honor of swearing in the new officer positions for the Citizens Police Academy Alumni Association. The ceremony took place at Grace Place Church.
- Officers Jai Johnson and Trevor Clark conducted eight VIN Inspections.



Officer Michelle Arias and Assistant Chief Freis speak with students at Village Tech



Citizens Police Academy Alumni Swearing In Ceremony

COMMUNITY CORNER

- Officer Ashely Garcia successfully completed her Field Training program and has been assigned to a patrol shift.
- Officers Rocio Vasquez, Nathana Crosby, and Alfredo Gomez are in field training.
- The Police Department will host a Civil Service Exam on February 10.
- There are currently nine openings for sworn personnel.

FISCAL SERVICES

- **Municipal Court:** Week of January 11 – January 17:
 - Dockets: 4
 - Cases processed: 796
- **Utility Billing:** Week of January 11 – January 17:
Six water disconnections for past-due balances were processed, and fifteen new accounts were activated. The Utility Customer Service Field Crew received thirty-five calls regarding frozen pipes, requesting to turn off the water meter due to the winter storm.
- **Accounting & Reporting** – Weeks of January 11 – January 17:
 - EFTS Payments: 4 invoices were processed.

DEVELOPMENT SERVICES

Economic Development

- Staff met with a developer to discuss potential redevelopment opportunities.
- Staff attended the Arts Commission Discussion Meeting.
- Negotiations continue regarding real property located downtown.
- Staff attended a site visit with a local business to discuss potential economic development incentive opportunities.
- Participated in multiple meetings with prospective applicants for DCEDC incentives.
- Staff are preparing for the DCEDC Board meeting on January 22 at 6:00 p.m.
- The new EDC Administrator will start on January 22.

Certificates of Occupancy Applications Received

- Hair salon, new business: 211 E. Freeman St., Suite #102
- Real Estate Transactions, new occupancy: 423 W. Wheatland Rd., Suite #100

Certificates of Occupancy Certificates Issued

- Total by Verizon, new occupancy: 330 S. Cedar Ridge Dr., Suite #336
- Medical Clinic, new occupancy: 423 W. Wheatland Rd., Suite #101
- Chiropractic Clinic, change of ownership: 1014 S. Main St.

Planning and Zoning

- **Items scheduled for the February 12 Planning and Zoning Commission Meeting**
 - SUP request for “Building Materials Sales” at 624, 626, and 628 Crestside Drive
 - March 6 City Council Meeting
 - SUP request for “Short-Term Rental” at 235 Greenstone Court
 - March 6 City Council Meeting
 - Request to Rescind Existing SUP for “School, Business, Tract, or Vocational” at 928 South Cedar Ridge Drive
 - March 6 City Council Meeting
 - Request to Rescind Existing SUP for “School, Business, Tract, or Vocational” at 1210 South Main Street
 - March 6 City Council Meeting
 - Request to Rescind Existing SUP for “Place of Worship” at 310 East Red Bird Lane
 - March 6 City Council Meeting
- **New and Potential Projects**
 - Proposed New Development at **518 East Highway 67**
 - Preliminary Meeting held on 07/12/2022.

- The proposed project has moved forward to building permit stage, building permit issued on 12/18/2023.
- Owners have applied for certificate of occupancy, application in review.
- Proposed New Development at **704 North Main Street**
 - Site Plan submitted 08/30/2023.
 - Building permit application submitted 11/18/2022.
 - Replat approved at the April 10 Planning and Zoning meeting.
 - Building Inspections is reviewing architectural plans; fire is waiting for fire sprinkler plans.
 - Civils have been approved.
- Proposed New Development at **510 East Red Bird Lane**
 - Pre-Development Meetings held on 06/12
 - Updated Plans submitted 07/28; staff sent out comments 08/10
 - DRC meeting scheduled for 10/24; staff sent out comments on 10/25
- Proposed New Development at **615 South Cockrell Hill Road**
 - Pre-development meeting occurred on 08/30.
 - Staff sent comments/markups to developers on 08/29; waiting for developers to respond.
 - Staff reached out to developers on 11/27. Per developers – they will be moving forward with the proposed project after getting with the owner.
- Proposed New Development at **914 and 918 East Highway 67**
 - Pre-development meeting occurred on 10/24
- Proposed New Development at **626 Crestside Drive**
 - Pre-development meeting occurred on 11/07
 - SUP application submitted on 12/06; SUP request scheduled for February 12 PZ docket and March 6 City Council docket.
 - Item tabled at the January 8 PZ meeting.
 - Replat application submitted on 12/13; Replat approved at the January 8 PZ meeting.
- Proposed Re-Development/New Development at **202 West Center Street**
 - Pre-development meeting occurred on **11/20**; staff comments sent out same day to applicants.
 - Second pre-development meeting occurred on 12/18
- Proposed New Development at **1410 South Clark Road**
 - Pre-development meeting occurred on **12/12**; staff comments sent out same day to applicants.
- Proposed Re-Development at **250 West Highway 67**
 - Pre-development meeting occurred on 12/18
- Proposed New Development at **280 West Highway 67**
 - Pre-Development meeting occurred on 01/09/24.
 - Staff sent out comments on 01/09/2024 after the meeting.
- **Short-Term Rental Registration**
 - Five Properties were granted a Specific Use Permit by the City Council in July of 2022. One of the five properties are no longer operating as a short-term rental.
 - Four properties were mailed a final notice from the Building Official on 12/18.

Neighborhood Services

01/11/2024 – 01/17/2024

CASES	Total
New	80
Reinspection's	79
Grand Total	159

CASE TYPE	Total
Brush and Bulk Trash	1
Building without a Permit	1
Fence in Disrepair	8
Garage Sale	1
Growth Limitation	7
High Grass	8
Illegal Sign	30
Junk Motor Vehicle	3
Open Storage	58
Oversized Vehicle	4
POUS	22
Signs - Dilapidated & Deteriorated Condition	1
Substandard Structure	3
Trash Out Early	7
Water Leak	2
Working without a Permit	2
Zoning Violation - Illegal Use	1
Grand Total	159

CASE STATUS	Total
Abated by City	3
BI Notified	2
Citation	7
Complied	43
Extension	11
Notice of Violation	53
Scheduled for Abatement	1
Signs Removed	18
UB Notified	2
Violation not identified	2
Other	8
Grand Total	159

Neighborhood Services Property Abatements

- 318 W. Orange Street – Mowing and property maintenance
- 100 Brookside Drive – Removal of overgrown vegetation
- 383 Parkview Drive – Mowing and property maintenance
- 603 N. Cockrell Hill – Four donation boxes were removed
- 2 Duncanville Road – Mowing and property maintenance
- 1203 Deer Ridge Drive – Tree removal
- 722 W. Center Street – Mowing and property maintenance
- 1207 Lady Lane – Removal of trash and debris and all overgrown vegetation

The Neighborhood Services division would like to thank our three new contractors for completing the abatements promptly and with professionalism and integrity.

Thank you!
Over Time Lawn Care
Texas Road Runner Services
Vergara Lawn Care

1203 Deer Ridge



2 Duncanville Road



383 Parkview Drive



603 N. Cockrell Hill Road



1207 Lady Lane



Building and Inspections

- 1,922 single-family rental properties have been registered; one new property has been registered since the last update. Eight inspections were completed this week; six passed, and two failed. The failed inspections were due to the absence of GFCI protection and missing carbon monoxide and smoke detectors.
- 211 Certificates of Occupancy have been issued since the inception of the Single-Family Rental Registration Program.
- This week, 39 permits were issued.

Permit Type	Number of Permits
Tree Removal	1
Swimming Pool	1
Accessory Building	0
Banner	0
Certificate of Occupancy	3
Foundation	0
CO Clean and show	1
Demo Permit	0
Irrigation	0
Electrical	3
Fence	2
Mechanical	3
Mobile Food	0
Plumbing	9
New Construction Home	0
Residential Add-on	0
Rental Certificate of Occupancy for Change of Tenant	5
Sign	6
Solar	0
Temporary Food	0
Storage Pod	0
Commercial	1
Garage sales	1
Reroof	3
Concrete	0
Pool & Spa	0
Total	39

FIRE DEPARTMENT

- The Fire Department responded to 130 calls for service in the past seven days, which included:

- 110 EMS calls
- 3 building fires
- 2 passenger vehicle fires
- 1 rubbish fire
- 13 motor vehicle accidents
- 2 requests for assistance
- The Fire Prevention Division completed twelve inspections and attended two Pre-Development Meetings; thirteen plans were reviewed.

Investigations:

- Currently working on several investigations to build arson cases.
- Deputy Fire Marshal Training Progress:
 - Deputy Fire Marshall is now conducting inspections and limited plan reviews.
- The Department has two vacancies. The interview committee has scheduled interviews with the remaining candidates on the Civil Service list for January 26, 2024.
- The Department has one firefighter, EMT Mason Quinn, who is attending Paramedic School.

Assistant Chief Greg Chase attended the Second in Command Workshop in College Station January 15-17. The Texas Fire Chief's Association presents the workshop. The workshop's topics tackle common challenges encountered on the job and discuss innovations and strategies departments use throughout Texas.

Executive Assistant Lacey Freeman attended the Fire Administrative Professionals Workshop in College Station January 15-17. The Texas Fire Chief's Association presents the workshop. The conference aims to provide specific training and development opportunities to help connect FIRE/EMS administrative staff to provide the highest level of support.

PUBLIC WORKS

Street Division

- Crews repaired asphalt street pavement on Fairmeadows Dr., Greenway Cir. And Greenway Ct.
- Staff removed trees from right-of-way on Jungle Dr., Carder St, Hill City Rd., Danieldale Rd., and Camp Wisdom Rd.
- Repaired thirteen potholes on Center Street and Danieldale Rd.
- Crews prepared Fire Stations, Main Street, and intersections on Camp Wisdom Rd. and Cockrell Hill Rd. for winter storms.
- Duty Crew assisted Utilities Division with ice chat over icy pavements due to a water main break on Cockrell Hill Rd.
- Crews worked rotating 12-hour shifts Saturday morning through Tuesday to respond to the recent winter weather event.

Utilities Division

- Water usage was 33.908 million gallons during this reporting period, January 8 – January 14, up from 31.3324 million gallons the previous week. The daily peak water

demand of 4.2314 million gallons occurred on Saturday, January 13. There was 0.4 inches of precipitation during this period.

- An estimated water loss of 38,500 gallons occurred.
- Eleven fire hydrants were flushed, and two valves were exercised.
- Two new water meters were installed, three service lines were installed, and two hydrants were repaired.
- Crews responded to six sewer calls and cleaned 8,575 feet of sewer line.

Sanitation Division

- The Sanitation Division received six calls this week (one scheduling, two trash, one backflow, one bulk, and one recycle).
- Six recycle bins were distributed to residents.

CIP Construction

- **Cherry Alley Phase 1**

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

- **Swan Ridge Reconstruction and Beaver Creek and Shady Tree Place Waterline Replacement Project**

- SYB is scheduled to return this week to complete the final water tie-ins and services at Beaver Creek and Shady Tree Pl.

- **Fire Station 271**

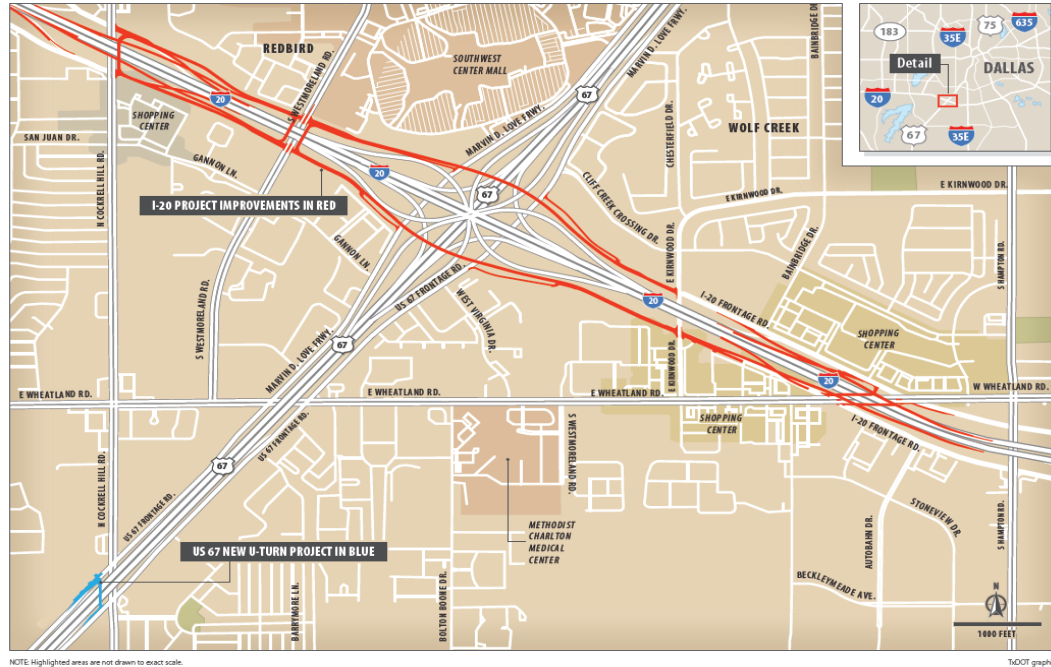
- CORE is working on completing the interior finishes. The fire station is 97% complete.
- IT is wrapping up the installation of audio-visual and communication equipment.
- Staff are making provisions for perimeter fencing.

- **East Daniieldale Rd. Reconstruction and Utility Improvements Project**

- The project is substantially complete; staff is working with the contractor to complete all remaining items, including the monument lettering.

Other Construction

- **TxDOT I20 Construction Cockrell Hill Rd. to Hampton Rd.** TxDOT is constructing new service roads and ramps from Cockrell Hill Rd. in Duncanville to Hampton Rd. in Dallas, including new bridges across US-67. This project also includes construction by TxDOT of a Texas U-Turn at US 67 and Cockrell Hill Rd. on the southwest side of the bridge, which is projected to be completed by 2024, barring any unforeseen conditions. The entire project has an estimated completion date of September 2025.



HUMAN RESOURCES

- The Human Resources Department is recruiting for the following positions:
 - Network Administrator/Engineer
 - Utility Billing Customer Service Supervisor
 - Library Clerk (PT)
 - Animal Control Officer
 - 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 eleven new employment applications across seventeen job openings this week.
- One new employee was hired this week, and two new hires are in the background and onboarding process.

- The Police and Fire Departments are actively processing candidates to fill vacancies within their Civil Service entry-level positions. The Police Department will conduct an entry-level examination in February.

Promotions:

Jaren Malone – Maintenance Worker I to Maintenance Worker II, Utilities, Public Works Department

The New Hires:

Douglas Finch, City Manager, General Government
Antonio Cruz, Maintenance Worker I, Parks Department
Brenda Gamez, PT Library Clerk, Library
Marianna Barbosa, Police Officer, Police Department

Those No Longer Employed With Us:

Clay Mansell, Economic Development Administrator, Dept of Development Services
Timothy Jones, Sr. Evidence/Property Technician, Police Department
Ja'Keveaun Wallace, PT Rec Assistant, Recreation Center/Parks
Mary Thomas, School Crossing Guard, Police Department



*Erica Sheffield,
IT Specialist I*

I am the City of Duncanville's IT Specialist I and have been in this position for almost six months now. I graduated from PV A&M University with a Bachelor's degree in Computer Science and have 13 years of previous IT experience.

I am primarily responsible for assisting my fellow employees with their constantly evolving technological needs, ensuring technology is accessible and secure for all City, Fire, and Police personnel, resolving Help Desk tickets, updating equipment inventories, and monitoring our systems to promote maximum efficiency.

My favorite part of my role is being able to help others, and by fulfilling my duties, I have also been able to meet many amazing people across multiple departments and build relationships with them.

I would like people to know that currently, the IT Team has been working hard on a network infrastructure project at City Hall. We are excited to upgrade our network equipment in order to provide a more reliable, secure, and effective network for our hardworking Champions.

Lastly, a fun fact about myself many may not know is I am an avid gardener and am passionate about maintaining my two vegetable gardens at home year-round. You can find anything from fruit, melons, and vegetables, to a variety of leafy greens, herbs, and peppers!

PARKS AND RECREATION

Projects:

- GCAA Project:
 - The fence along the GCAA beautification project at Cedar Ridge and I-20 has been removed.



- Armstrong Park:
 - Leathers installed the Kidsville Playground frames for swings.



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!



DUNCANVILLE RECREATION CENTER
MEMBERSHIP DRIVE
JAN. 1ST - 31ST

1 YEAR MEMBERSHIP FOR
THE PRICE OF 6 MONTHS

Amenities Include:

- Fitness Room
- Indoor Gym
- Game Room
- Indoor Walking Track

For more information, contact the
Recreation Center at (972) 780-5070.

- Daddy Daughter Dance – Saturday, February 17, 2024 | 6:00 P.M.
Tickets are on sale now for this year's Daddy Daughter Dance! Capture special daddy-daughter memories with a lovely evening that will include dinner, dancing, and fun giveaways. Tickets are \$50 per couple and \$15 for each additional daughter. Formal dress is required. All ages are welcome. To purchase a ticket and for more information, contact the Recreation Center at (972) 780-5070.



THE CITY OF DUNCANVILLE PRESENTS
Daddy-Daughter Dance
A Candyland Adventure

\$50 PER COUPLE | \$15 ADDITIONAL DAUGHTER
FEBRUARY 17TH | 6:00 PM - 9:00 PM
DUNCANVILLE RECREATION CENTER, 201 JAMES COLLINS BLVD. | (972) 780-5070

Parks:

- Horticulture Crews completed tulip planting at various locations.
- Crews removed mulched leaves around City Hall, Police Department, Recreation Center, and the Library.
- Staff mowed and maintained Alexander Park softball fields.
- Berm beds and tree improvements have begun at Armstrong Park.
- Staff updated the TPWD Neighborhood Fishing Program signage at Lakeside and Waterview parks.
- Crews performed preventative maintenance on the Waterview Well/Irrigation Pumps
- Christmas lights and décor removal has begun.
- On January 12, crews participated in the Master Naturalist Work Day at the Charles F. Ladd Nature Preserve.
- Crews performed after-storm inspections
 - Updated Red Bird Park water fountain leak – scheduled for repair
 - Lakeside Park pipe and cable damaged – scheduled for repair
 - Water Main Leak – reported to Utilities
 - Dead plant matter- scheduled to be removed/replaced

Fieldhouse:



The Duncanville Fieldhouse is a valuable community asset that provides our area with opportunities for sports, recreation, social engagement, summer camp programs, and a sense of place. The facility encompasses a 115,000-square-foot indoor multipurpose sporting event, training, and education center, open from 9 a.m. to 9 p.m. daily. Additionally, the facility is home to several small business entrepreneurs specializing in recreation, fitness, dance, and engagement. Currently, the City of Duncanville manages the facility, and its day-to-day operations are handled by city employees.

The City Council has been exploring options to enhance community engagement, offer more opportunities for utilizing the facility, and attract additional events for the greater benefit of our city and local businesses. On January 9, 2024, the Council authorized the City Manager to enter into an agreement with a private group to run the day-to-day operations of the facility with the goal of expanding services for our community.

In the coming weeks, City of Duncanville leadership will meet with the group and stakeholders to develop a transition plan for the facility and communicate these plans with our community and business partners at the Fieldhouse. At this time, we are just initiating the transition plan meetings, and we do not yet have a timeline to share. Please know that we highly value all stakeholders, businesses, and users of the Duncanville Fieldhouse, and we are optimistic that this new agreement and game plan will result in a winning formula for our City of Champions.

Upcoming Events –

- AM Grappling JJ Tournament, six courts – Saturday, 9:00 a.m. to 8:00 p.m., Sunday, 8:00 a.m. to 4:00 p.m.

Senior Center:

Upcoming Events –

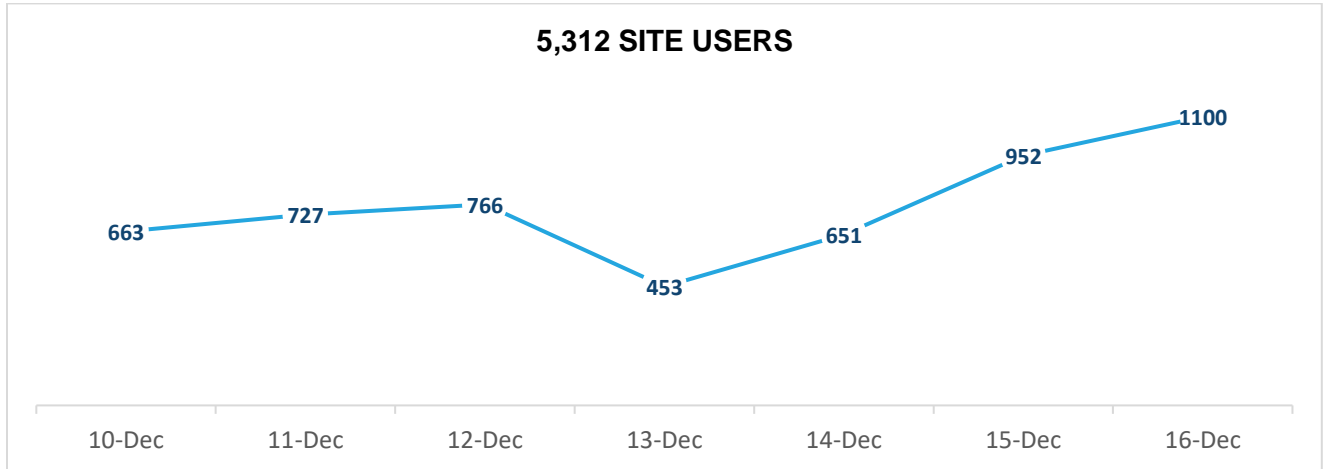
- Bingo with United Healthcare – Friday, January 19 | 10:30 a.m.
- Trip: Alley Cats Bowling – Monday, January 22 | 9:30 a.m.
- Trip: Mystery Lunch – Tuesday, January 23 | 12:00 p.m.
- Coffee with the Mayor – Thursday, January 25 | 12:00 p.m.
- Bingo with Amerilife - Friday, January 26 | 10:30 a.m.
- Bingo with Planning Ahead - Wednesday, January 31 | 10:30 a.m.



Communications & Marketing / Customer Advocacy

FY 2023-2024 | Wednesday, January 17, 2024

DuncanvilleTX.gov January 10, 2024 – January 16, 2024



	Views	Users	Views per user	Avg. time
	14,944	4,721	3.17	1m 29s
	100% of total	100% of total	Avg 0%	Avg 0%
1 Home - City of Duncanville	2,663	1,546	1.72	44.22
2 Pay Bills Online - City of Duncanville	2,168	1,111	1.95	54.99
3 Trash, Waste & Recycling - City of Duncanville	851	596	1.43	61.24
4 Patron Computer FAQ - City of Duncanville	778	123	6.33	2.50
5 Search	658	199	3.31	32.09
6 Current Openings - City of Duncanville	330	231	1.43	22.050
7 Duncanville Public Library - City of Duncanville	326	188	1.73	41.90
8 Trash Collection - City of Duncanville	321	249	1.29	60.21
9 Solid Waste Collection Schedule - City of Duncanville	317	208	1.52	48.91
10 Utility Customer Service - City of Duncanville	305	212	1.44	39.32

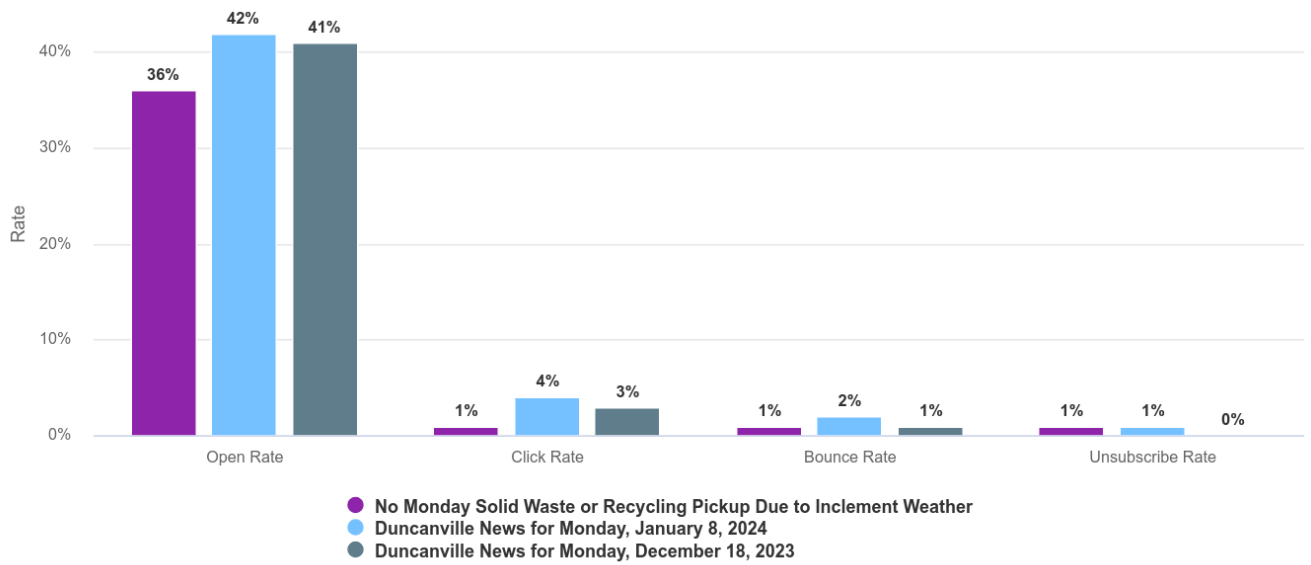
Users by Language

English.....	4,633
Spanish.....	73
Other.....	16

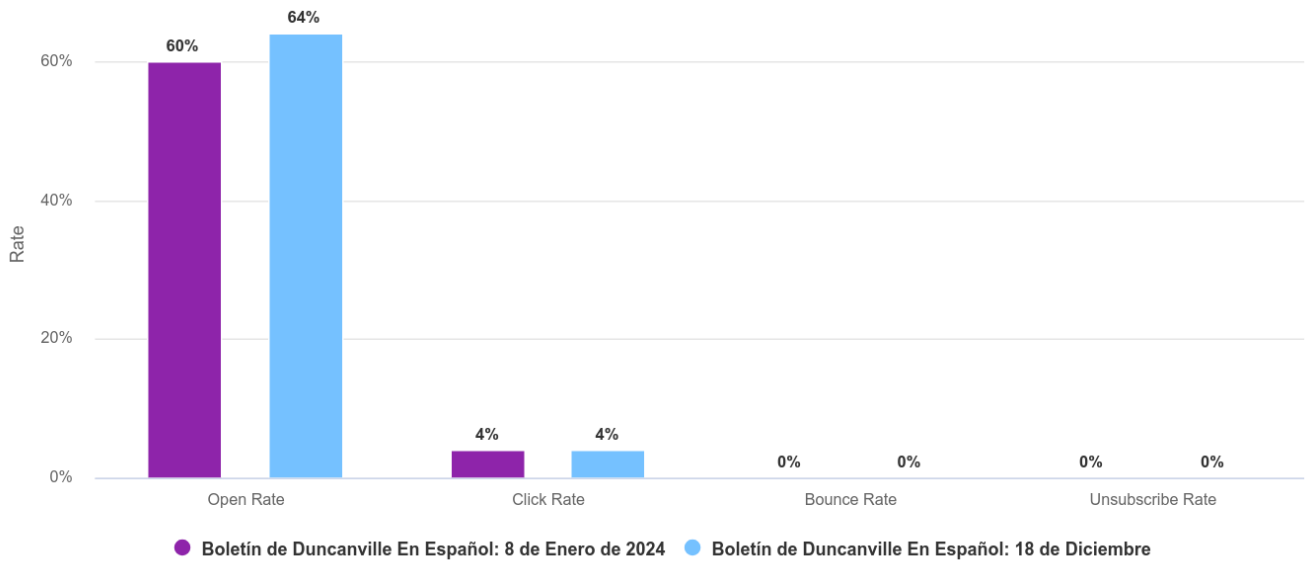
Email Newsletter Past 30 Days

Contacts	Sends	Opens	Clicks
3,254	7,546	2,965 40% open rate	186 3% click rate
Total Last report: 3,256	Last report: 7,564	Last report: 2,888	Last report: 236
Most engaged: 117 (4%) Somewhat engaged: 453 (14%) Least engaged: 1,287 (40%) Everyone else: 1,397 (43%)			
50 Spanish Last report: 50		60 Last report: 42	2 Last report: 4

Campaign Comparison Report



	Sends	Opens	Clicks	Bounces	Unsubscribes
Sun, January 14, 2024, 7:31 PM	2,500	898 - 36%	13 - 1%	27 - 1%	3 - 1%
Mon, January 8, 2024, 5:31 PM	2,499	1,027 - 42%	88 - 4%	52 - 2%	1 - 1%
Holiday - no newsletter sent					
Mon, Dec 18, 2023, 5:32 PM	2,497	1,009 - 41%	83 - 3%	31 - 1%	0 - 0%



	Sends	Opens	Clicks	Bounces	Unsubscribes
Holiday - no newsletter sent					
Holiday - no newsletter sent					
Mon, Jan 8, 2024, 5:42 PM	25	15 - 60%	1 - 4%	0 - 0%	0 - 0%
Mon, Dec 18, 2023, 5:35 PM	25	16 - 64%	1 - 4%	0 - 0%	0 - 0%

City of Duncanville Aggregated Social Media Report January 10, 2024 – January 16, 2024

Audience
36,599

Last report: 36,510

Engagement
3,181

Last report: 1,964

Impressions
396,386

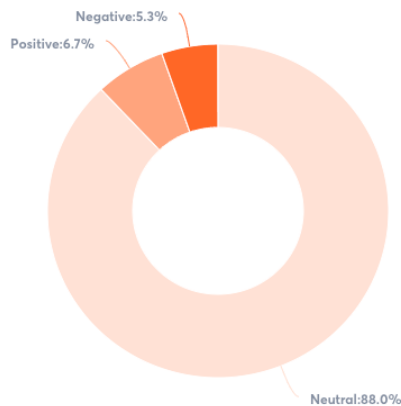
Last report: 119,324

Published Items
97

Last report: 82

Owned Channels	NEW FOLLOWERS	TOTAL FOLLOWERS	ENGAGEMENT	IMPRESSIONS	PUBLISHING	REPLIES SENT	REVIEWED ITEMS
City of Duncanville	48	5,380	984	36,263	38	2	35
City of Duncanville	4	1,885	137	4,768	13	0	7
City of Duncanville	6	444	71	911	5	0	4
Keep Duncanville Beautiful	6	906	2	58	0	2	2
Duncanville Arts Commission	0	107	0	39	0	0	0
Community Engagement Advisory Board	0	0	0	0	0	0	0
Duncanville_ceab	0	0	0	0	0	0	0
Duncanville Police Dept	19	13,693	652	24,312	6	0	15
Duncanville Police Dept	4	1,705	34	1,668	4	4	4
Duncanville Fire Dept	7	3,022	6	701	1	0	0
Duncanville Economic Dev	0	526	0	85	0	0	0
Duncanville Economic Dev	0	145	0	18	0	0	0
Duncanville Economic Dev	0	30	0	0	0	0	0
Duncanville Public Library	2	1,675	73	3,761	12	3	3
Duncanville Public Library	4	741	42	1,013	12	2	2
Duncanville Public Library	0	10	0	0	0	0	0
Duncanville Parks & Recreation	0	3,360	40	4,276	3	3	3
Duncanville Parks & Recreation	1	489	3	359	3	0	0
Duncanville Fieldhouse	2	1,660	1,136	318,094	0	6	6
Duncanville Fieldhouse	3	796	1	60	0	0	1
Duncanville Fieldhouse	0	25	0	0	0	0	0

Social Sentiment



Total interactions: 3,181

Last week: 601

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

Total reviewed items: 82

Last week: 32

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

Total number of replies: 22

Last week: 15

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

Content:

This post had no picture linked.

Post

Jan 14, 2024 · City of Duncanville, Texas Municipal Government

Leave your trash and recycling where it is! Republic Services will...

Reach	6,785
Engaged users	605
Clicks	0
Other clicks	465
Engagement rate per reach	8.9%
Engagement rate per impression	8.9%

SIGN ON BONUS
\$2,500 non-certified
\$3,500 TEOLE certified

BENEFITS

- Paid Vacation
- Paid Holidays
- Paid Sick Time
- Paid Birthday Holiday

SCAN TO APPLY

EXAM DATE AND TIME:
FEBRUARY 10, 2024
8:00AM
DOORS OPEN AT 7:00AM

EXAM LOCATION:
D.L. HOPKINS JR.

Jan 14, 2024 · Duncanville Police Department

Ready to become one of Duncanville's finest? 🚔👮🏠 Apply...

Reach	3,412
Engaged users	303
Clicks	133
Other clicks	112
Engagement rate per reach	8.9%
Engagement rate per impression	8.6%

CITY OF DUNCANVILLE PREPARES FOR POSSIBLE WINTER WEATHER EVENT

Jan 12, 2024 · City of Duncanville

The City of Duncanville is currently preparing for the possibility of a...

Reach	744
Comments	3
Likes	31
Saves	0
Engagement	36
Engagement rate per reach	4.8%
Engagement rate per impression	4.4%

Best Southwest Cities on Facebook

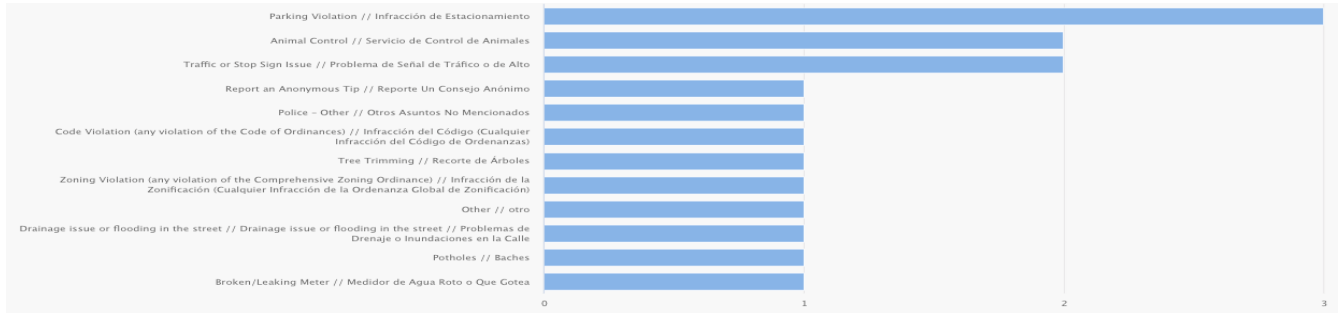
Name	Fans	Talking about this	Fan posts	Page posts	Interactions	Engagement
City of Lancaster, TX - Municipal Government Est. Population: 40,728	7,729 0.6/day	133 1.7% of fans	0 0/day	42 1.4/day	504 12/post	6.5 0.2% post
City of Cedar Hill, Texas – Government Est. Population: 48,557	10,921 9.6/day	1,034 9.5% of fans	0 0/day	40 1.4/day	1,365 34.1/post	12.5 0.3% post
City of DeSoto, Texas - City Hall Est. Population: 55,729	9,442 5.8/day	831 8.8% of fans	0 0/day	143 5.1/day	1,736 12.1/post	18.4 0.1% post
City of Duncanville, Texas Municipal Government Est. Population: 40,706 (est. age 20 and over: 28,631)	5,380 2.6/day	365 6.8% of fans	0 0/day	75 2.6/day	1,021 13.6/post	19 0.3% post

OurDuncanville by SeeClickFix

January 10, 2024 – January 16, 2024

Number of constituents **172** Last report: 172

Number of Requests: 16



Days to Acknowledge: 7



Days to Close: 3

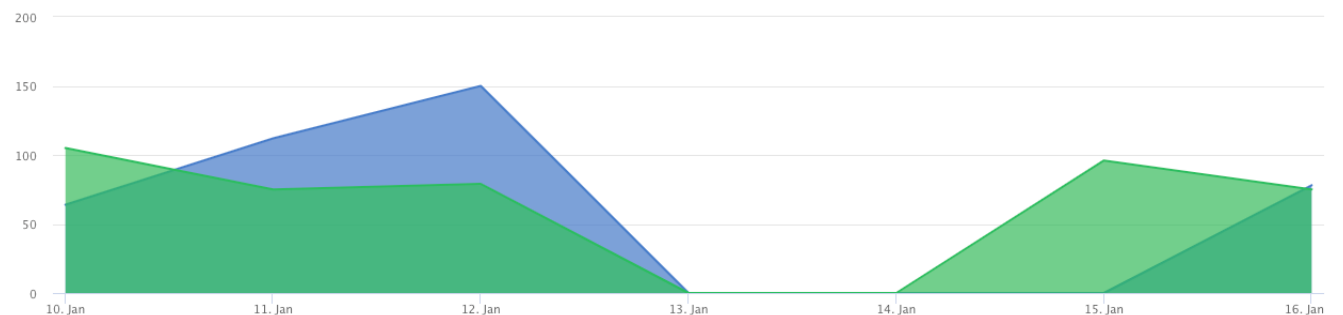



Customer Advocacy Reporting

Call Reporting January 12, 2024 – January 15, 2024

	Total Calls	Avg. Calls/Day	# Inbound	# Outbound	% Missed
12-Jan	1,145	1,154	745	400	39.06
13-Jan	99	99	66	33	36.36
14-Jan	32	32	18	14	50
15-Jan	94	94	74	20	78.38

Questions/Interactions January 10, 2024– January 16, 2024



177 Questions Asked by Duration

Visitor (English)	180	0-3 minutes	377
Caller (English)	187	3-5 minutes	16
Staff	0	5-10 minutes	2
Visitor (Spanish)	29	10-15 minutes	6
Caller (Spanish)	8	15+ minutes	3

Top 10 Question Types

1. Utility Billing..... 165 +267%
2. Permitting 97 -44%
3. Police..... 32 -20%
4. Courts..... 18 -67%
5. General Information 16 -52%
6. Neighborhood Services 12 0%
7. Trash and Recycling 10 -33%
8. Human Resources 8 0%
9. Economic Development..... 7 +17%
10. Service Center 6 -67%



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

January 16, 2024

[Texas welcomes early enrollees from the 2024 class to campus - On3.com](#)

On3.com

Colin Simmons, EDGE, **Duncanville (Texas)**. Simmons is the No. 11 overall prospect in the 2024 class. And just like that...He's off to College. He came ...

[A year after being ineligible for playoffs, **Duncanville** girls are a state title contender](#)

Dallas Morning News

Kaylenn Kemp thinks that **Duncanville** was the best girls basketball team in the state last season, even though the 11-time state champion didn't ...

[Will North Texas schools be open or closed Tuesday? Here's what districts are saying](#)

WFAA

Duncanville ISD says they hope to make a decision by 4 a.m. Tuesday. Aledo ISD says they'll make a decision by 5:30 a.m. Tuesday. Anna ISD says ...

[DFW School Closures For January 16, 2024 - Focus Daily News](#)

Focus Daily News

Duncanville ISD 1/16/24. red background with white text. All **Duncanville** ISD schools and offices are closed tomorrow, Jan. 16, and all classes and ...

[North Texas school closures, delays due to winter weather - Audacy](#)

Audacy

... **Duncanville**. 12 Noon Start. City of Irving. Delayed ... **ISD**. Closed Tuesday. Wills Point **ISD**. Closed Tuesday. Winfree Academy Charter Schools. Closed ...

[North Texas school closures, delays due to winter weather - Audacy](#)

Audacy

... **City of Duncanville**. 12 Noon Start. City of Irving. Delayed Start 10am. City of Rowlett. Delayed Opening. Cityscape Schools. Closed Tuesday. Cleburne ...

January 15, 2024

No Updates

January 14, 2024

[City Of **Duncanville** Shares Preparedness Plans Ahead of Winter Storm - Focus Daily News](#)

Focus Daily News

Duncanville, TX – The City of **Duncanville** is currently preparing for the ... On behalf of the entire **City Council**, I encourage you to also make a ...

[Texas high school football: Terry Bussey, Alex January headline SBLive All-American team](#)

Sports Illustrated High School News, Analysis and More

7 **Duncanville** (14-1), No. 13 North Shore (15-1), No. 19 Aledo (16-0) and Austin Westlake (honorable mention). Read up on the SBLive's high school ...

January 13, 2024

[Duncanville ISD Trustees Appoint Interim Superintendent - Focus Daily News](#)

Focus Daily News

The **Duncanville** ISD Board of Trustees named Chief of Staff Andrea Fields as the district's interim superintendent effective January 20, 2024.

[Duncanville names interim superintendent as previous leader leaves for Fort Bend](#)

Dallas Morning News

Duncanville school trustees tapped Chief of Staff Andrea Fields as the district's interim superintendent, effective Jan. 20.

[SBLive's 2023 high school football All-America team](#)

Sports Illustrated High School News, Analysis and More

EDGE: Colin Simmons, **Duncanville (Texas)**. Duncanville's ...

January 12, 2024

[Texas football: 3 underclassmen poised to breakout in 2024 - Hook'em Headlines](#)

Hook'em Headlines

The **Duncanville** (TX) product was a consensus five-star recruit ranked as the No. 11 player in the On3 Composite. Simmons was the first five-star ...

January 11, 2024

[Celebrate **Duncanville** at the Gala Awards Dinner Jan. 18 - Focus Daily News](#)

Focus Daily News

Celebrate **Duncanville**, an annual gala Jan. 18 at Hilton Garden Inn, with dinner and awards presentations by City, Chamber and school district.

[SBLive/SI Top 25 national girls basketball rankings: Archbishop Mitty still on top](#)

Sports Illustrated High School News, Analysis and More

... **Duncanville (Texas)** jumps into Top 10. Author: Lance Smith, SBLive Sports and Todd Milles, SBLive Sports. Publish date: 20 minutes ago. Recently ...

[Basketball replay: Sunnyvale star has school-record 46 points; **Duncanville** girls win big](#)

BVM Sports

... **Duncanville** girls win big Member Exclusive **Duncanville**, DeSoto, South Oak Cliff state finals outdraw more than... Follow your favorite teams. A fan ...

['It just felt like home': LSU gave nation's No. 1 player Bryce Underwood of Michigan ...](#)

Tiger Rag

... **Duncanville, Texas**) among their eight pledges. "Whether they hold onto them will be on this staff and there's still a lot of work to be able to ...

[Basketball replay: Sunnyvale star has school-record 46 points; **Duncanville** ... - Dallas Morning News](#)

Dallas Morning News

... **Duncanville** girls win big. Plano East boys improve to 23-0, junior point guard has triple-double for Lake Highlands girls.

January 10, 2024

[New Fort Bend **ISD** superintendent Marc Smith's \\$410K salary approved - Houston Chronicle](#)

Houston Chronicle

Smith came from **Duncanville ISD**, where he served as superintendent since 2016 and was named Region 10 superintendent of the year in 2020. Before that, ...

[Fort Bend **ISD** Board of Trustees appoints new superintendent - Houston Public Media](#)

Houston Public Media

Smith formerly served as superintendent of **Duncanville ISD** in North Texas, where he was hired in 2016. He also served as Marshal ISD superintendent ...

[Duncanville, DeSoto, South Oak Cliff state finals outdraw more than half of college bowls](#)

Dallas Morning News

Attendance was down overall for this season's UIL football state championship games at AT&T Stadium. But the title games featuring **Duncanville**, ...

[Elite 2025 DL Kamaurnyn Morgan to take three in-state visits - On3.com](#)

On3.com

Four four-stars are committed, including **Duncanville (Texas)** quarterback Keelon Russell, the No. 21 signal-caller in the cycle. All five pledges ...

[Back in form! See photos of **Duncanville** girls basketball's dominant win vs. Mansfield](#)

Dallas Morning News

[1/18] Mansfield guard Abby Bush (30), right, winces as she pulls down a rebound against the challenge of **Duncanville** guards Trystan James (23), ...

[Duncanville, DeSoto, South Oak Cliff state finals outdraw more than half of college bowls](#)

BVM Sports

Duncanville, DeSoto, South Oak Cliff state finals outdraw more than half of college bowls ... 6 Qué pasó con el show de Raúl Brindis Dallas ISD files ...