



Blue Line

Management & Consulting Services, LLC

General Manager's Report

September 2024

Prepared for:

PALOMA CREEK
DISTRICTS

&

Northlake Estates

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Management and Operational Activities:

I. Neighborhood Maintenance Issues/Updates/Concerns by District:

A. District 8 A:

1. Southern Botanical has completed their analysis of the damages and issues in the southernmost three medians on PC. An estimate is still pending.
2. Blue Line corrected many leaning sign poles throughout the District. Some poles are bent and will need to be replaced at some point in the future.
3. Blue Line conducted inspections of roadways and at this time no areas were noted as needing replacement. Blue Line will continue to monitor the streets for any problem areas.
4. WOPAC completed erosion control adjacent to 1212 Heather Lane.
5. LEPD deployed the traffic trailer in the Lake Grove area, where residents have noticed speeding violations. The data collection unit on the trailer is currently not functioning but LEPD is working on getting that active again.

B. District 8 B:

1. Panel failures - Canvasback panels are completed.
2. Curb at Mockingbird and Warbler is complete. Additional curbs in the area will be bid out and repaired soon.

C. District 11 A:

1. GM is standing by regarding a permanent solution from legal counsel and the engineer regarding a storm drain access issue on New Marion. It appears fences may need to be modified and an access easement created for this drain.
2. Greenbelt areas in the district are scheduled for quarterly trash pick-up efforts in October along Yellowthroat, Warbler, Spoonbill and Redfin.
3. Blue Line corrected many leaning sign poles throughout the District. Some poles are bent and will need to be replaced at some point in the future.

D. District 11 B:

1. Blue Line is still working with Southern Botanical on a quote for ground cover in the medians.
2. Update at 2200 block of Scott Creek: Continued oil leak issues with a resident's car. Updated photos were sent to general counsel for possible action. Blue Line subcontractors cleaned some of the pavement areas but the leaks continue and the car is always parked on the street.
3. Pavers were removed, area regraded, and new pavers installed near 1432 Christina Creek.
4. Traffic study is still in process at Eppright and Villa Paloma.

E. District 11 C:

1. Town of Little Elm and Denton ISD working on school zone signage on Eppright for Martinez Elementary.

II. Mustang Water Reports, Appeals, UTRWD Updates or Concerns:

- A. Blue Line handled multiple extension requests, disconnects, Adjustments, and refunds with Mustang SUD again this month.
- B. UTRWD remains in Stage 1 Drought Restriction. Mustang SUD went from Stage 2 to no stage and allowed customers to water whenever they wanted. As of 10/15/23, Mustang SUD has now re-implemented Stage 1 with two days a week watering. Paloma Creek and Northlake Estates Districts followed UTRWD and switched back to Stage 1 on October 2, 2024. Stage 1 and Stage 2 signs have been removed.
- C. For all reports related to Mustang SUD use this link below:

https://dww2.tceq.texas.gov/DWW/JSP/EnfActBySys.jsp?tinwsys_is_number=1312&tinwsys_st_code=TX&wsnumber=TX0610036%20%20%20&DWWState=TX

III. Trash Collection Service Updates/Issues:

- A. For the month of September the GM's office received very few trash and recycle related complaints. There were a few instances of missed bins or trash or recycle being left down but in most instances they were recovered by Waste Connections the following day.

IV. Management and Operation Updates and Items / Requests and Recommendations for Future Consideration:

- A. For the month of September 2024 Blue Line read, handled, reviewed, and/or responded to 150 emails to the GM email account and 263 emails to the Customer Service email account.

- B. Southern Botanical continues to evaluate irrigation systems and conduct assessments of grounds throughout the neighborhood. A report is forthcoming. There may be some cross connections between the District and HOA systems.
- C. Blue Line and Waste Connections will attend the upcoming recycle and bulk waste event on October 19th, 2024 in conjunction with the HOA fall garage sale event. All vendors scheduled.
- D. Stage 2 drought patrols began on August 26th. 104 violations were noted and one residence had a second violation resulting in a fine.. Patrols ended on September 24, 2024.
- E. After receiving several complaints from directors and residents, and after approval from the Liaison Committee, Blue Line will add periodic trash inspections and collection efforts off of the main roadways of Villa Paloma and Paloma Creek to ensure the main roads remain free of trash and debris.
- F. The Public Safety Committee has asked GM to survey the main roads of Villa Paloma and Paloma Creek Boulevard to determine the need for additional speed limit signs and poles. To be determined.
- G. GM and many district directors attended the NNO celebration hosted by the PC HOA. Director Brown brought coloring books for kiddos and some helpful map boards from Pettit ECd that showed the locations of various districts. The event was a success and the table had several visitors throughout the event.
- H. Action Items:
 - Consider and approve requests from LEPD for purchasing specific equipment and items for the two street crimes units. Equipment to be determined and will be assigned to Paloma Creek units only in an amount not to exceed \$45,000.00 or \$9000.00 per district. Approved reimbursements will not take place until LEPD purchases the items and furnishes paid invoices to the Districts.

- Consider and approve a request from the Paloma Creek Public Safety Liaison Committee to authorize the GM to purchase Nationwide PTT WalkieTalkies for all five districts and the GM for use during national, natural (weather) or man-made disaster related incidents for official emergency district group communications in an amount not to exceed \$2000.00 (\$400 per district).
- Consider and approve the GM to purchase embroidered lightweight jackets and/or long sleeve polo style shirts for district board members that want them for fall and winter use.

V. Website, Communications, and Tracker Ticket Committee Updates:

- A. The last meeting occurred on September 4th. The next meeting will be in December and directors ask that Triton send text reminders to the group.
- B. GM is still waiting on Triton for pricing on the QR codes for the district message board signs.
- C. Website is functioning well with no issues reported.
- D. There are currently two (2) open tickets for requests to video tape or stream meetings.



Little Elm Police Services:

I. Personnel/Equipment/Budget Updates:

Personnel: No updates.

Vehicle Updates: No updates.

Equipment: N/A.

Budget: No updates.

II. Community Events and Crime Prevention Efforts

None reported to the GM.

III. Braswell Zone School Updates from LEPD (from the SRO Sergeant):

Catherine Bell:

1. See attached newsletter.

Paloma Creek Elementary:

1. See attached newsletter.

Navo Middle School:

1. See attached newsletter.

Braswell High School:

1. See attached newsletter.

IV. Police Calls For Service, Traffic Enforcement Statistics and Related Activities.

For the month of **September 2024**, Little Elm PD logged the following TOTAL calls and activity in all of Paloma Creek:

Total Calls: 611 (dispatched/self-initiated) down from 850 in August

Dispatched calls: 447 down from 631 in August.

Officer Initiated calls/contacts: 167 (37%)

Traffic Stops: 82, up from 78 in August.

Traffic Warnings and Citations Issued: 19/28

Parking Violation Complaints: 30

****See Attached Reports Provided By LEPD For More Detailed Information on Street Crimes Unit Activity and Notable Offenses****

V. Public Safety Liaison/GM Committee Updates:

The last meeting was held on October 14th, 2024. Topics included receiving an update from Little Elm Police Department, equipment requests from LEPD, recording of monthly meetings, updates on services provided by Waste Connections, Southern Botanical Landscaping, updates from the website and communications committee, an update on UTRWD Stage 1 drought restrictions, discussion regarding the funding for crossing guards for elementary schools, formation of an emergency response committee and the purchase of PTT radios, and assessing the need for additional speed limit signs along the main roads.

The next PC Safety Committee meeting is scheduled for **MONDAY, November 11th, 2024 at 6:30 PM**. Meeting location will be 724 Savannah Blvd. at the Elm Ridge WCID Admin building.

Aubrey Fire Services

I. Aubrey FD Coverage/Staffing/ Updates:

A. Staffing: For the month of September 2024, 30 out of 30 days were covered with a minimum of five (5) personnel assigned to every shift. GM noted that six (6) shifts took between seven (7) and eight (8) different firemen to ensure the minimum number of personnel were staffed.

B. Apparatus Update: None at this time.

C. Personnel Updates: None

II. Community Events:

A. N/A

III. Run Logs and Calls:

A. For the month of September 2024, Aubrey FD responded to a total of **104** calls for fire/ems services, up 1 from 103 in August of 2024. Three (3) of those calls were answered by Station 1 instead of Station 2 at Navo, which is up 1 from 2 in August.

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