CARROLLTON
TEXAS

Matthew Marchant, Mayor

Dear Resident,

As Mayor, I would like to welcome you to Carrollton. Whether you are a visitor or have chosen Carrollton as your place to call home, our great City offers many advantages varying from business opportunities, employment, location and transportation, to quality of life services and activities, a wide variety of neighborhoods and housing, excellent school districts and outstanding medical facilities. While every city lists advantages, Carrollton has previously been recognized by MONEY Magazine as the 15th Best Place to Live in the United States and by Forbes as the 12th Best Place to Relocate. If you are moving here then you have obviously picked us as #1 and I would like to extend a robust "welcome to the neighborhood."

Experience Carrollton through our award-winning sports complexes, libraries, hike and bike trails, nature preserve and parks and leisure activities. Learn more about Carrollton's historic past at the A.W. Perry Homestead Museum. In the summer, beat the heat at our expansive Rosemeade Rainforest Aquatic Complex or Thomas Splash Park. In the fall, enjoy free concerts, rides, and games at the Festival at the Switchyard. To enjoy more of the hometown flavor of Carrollton, visit our Downtown shops and restaurants for an eclectic mix of shopping and dining. Behind these charming brick facades there is a sophisticated approach to sustainable development and economic vitality.

Carrollton is centrally convenient to the urban amenities of the entire Dallas-Fort Worth Metroplex, and is located 15-20 minutes from both the Dallas Love Field and DFW International airports. With three DART light rail stations, Carrollton is well-positioned to become one of the four major transportation hubs in the DFW Metroplex. Besides the arrival of light rail, Carrollton is serviced by major highways IH-35E, TX 121 and the George Bush Turnpike. No wonder Carrollton is said to be the place "where connections happen."

Become familiar with all that Carrollton has to offer by visiting the City's official website at cityofcarrollton.com or call City Hall at 972-466-3000. If you have questions, or would like more information about Carrollton, our City staff would be pleased to assist you.

Enjoy your Carrollton experience.

24-HOUR CITY SERVICE

Telephone Hotlines

Court Jury Duty.....972-466-4751
Customer Service after 5 p.m. and holidays
(streets, sewers, water leaks, alleys, sidewalks) 972-466-3425
Election Information 972-466-3030
Fire, Police and/or Ambulance
Emergencies.....911
Non-emergencies 972-466-3333
Gang Activities Hotline.....972-466-GANG (4264)
Inspection Requests 972-466-3370
Job Hotline 972-466-3376
Parks & Recreation Special Events.....972-466-9135

Online City Services

Access government information and services 24 hours a day, 7 days a week at cityofcarrollton.com.

- **10-Day Ticket Extension:** Request a 10-day extension to pay a citation.
- **Leisure Classes and Activities Registration:** Register for leisure classes, activities and sports.
- **Online Utility Bill Pay:** Pay current utility bills and view a six month history.
- **Warrant Lookup:** Check to see if there is a warrant for your name.
- **Alarm Permit:** Pay for and renew alarm permits online.
- **Municipal Court Fine Payment:** Pay fines and request Deferred Disposition online.
- **Jobs (apply online):** Search and apply for City jobs in Carrollton.
- **Library (book holds, renewals, and eBooks):** Access the Carrollton library online to renew checked out books and more.
- **Police and Fire Online Job Interest Card:** To apply for a Civil Service position, either Police or Fire, applicants must meet minimum qualifications and register for the exam. Interested applicants may request to be placed on our mailing list to receive information once recruitment periods begin.

...and more

Follow Us!

Twitter
@CarrolltonTX
@CarrolltonSport
@CarrolltonTXLib
@CarrolltonTOD
@CarrolltonTXPD
@CarrolltonFest
@CarrolltonEM

Facebook
Carrollton, Texas
City Hall
Carrollton Public Library
Carrollton Public Library-
Teen Zone
Carrollton Texas
Parks & Recreation
A.W. Perry
Homestead Museum
CarrolltonTxTOD
CarrolltonTXPD
CarrolltonAnimal
AdoptionCenter
CarrolltonFestival

Pinterest
Carrollton,TX
Perry Homestead Museum

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Updated September 2015

USEFUL TELEPHONE NUMBERS

City Government Services	Telephone Number (972)
Alarm Permit/False Alarms	466-3525
Ambulance Billing and Collections	877-602-2060
Animal Services and Adoption Center	466-3420
Athletics	466-9833
Building Inspection	466-3225
City Attorney (legal department)	466-3025
City Council (information)	466-3001
City Manager (administration)	466-3001
City Secretary	466-3005
Crosby Community Center	466-9810
Economic Development	466-3299
Engineering	466-3200
Environmental Services (code enforcement/pollution prevention)	466-3060
Finance	466-3110
Fire Administration	466-3070
Fire Marshal	466-3070
Indian Creek Golf Club	466-9850
Information Center	466-3000
Justice Center/Municipal Court	466-3348
Library	466-4800
Marketing Services	466-3593
Oak Creek Tennis Center	466-6389
Parks & Recreation	466-3080
Planning	466-3040
Police Administration	466-3290
Public Works	466-3470
Public Works/Service Desk	466-3425
Purchasing	466-3133
Risk Management	466-4840
Rosemeade Recreation Center	466-9800
Senior Center	466-4850
Solid Waste and Recycling Services	466-4950
Street/Drainage	466-3425
Tax Collection	
Dallas County Tax Office	214-653-7811
Denton County Tax Office	940-349-3500
Traffic/Signals/Signs	466-3425
Utility/Water Billing	466-3120
Water Services	466-3120
Workforce Services (employment)	466-3091

ANIMAL SERVICES

2247 Sandy Lake Road
Carrollton, Texas 75006

cityofcarrollton/animalservices
972-466-3420

Hours of Operation:

Monday, Wednesday and Friday	10 a.m.-5 p.m.
Tuesday and Thursday	10 a.m.-6 p.m.
Saturday	1:30-5 p.m.
Sunday and holidays	Closed

Animal Service officers on-duty are available from 8 a.m. to 7 p.m. and on-call officers are available 7 p.m. to 8 a.m. Animal Service Officers are dispatched through the Carrollton Police Department on Sundays and during holidays. To contact the Police Dispatch non-emergency number call 972-466-3333.

- Barking dog complaints
- Bite reports
- Cruelty to animals
- Licensing of animals
- Loose livestock
- Stray animal pick-up
- Sick/injured animal recovery
- Animal rescue
- Trap Loan Program
- Aggressive animals
- Wildlife management
- Pet adoptions
- Deceased animal removal
- Pet Release Program (Carrollton residents only)
- Mosquito control
- Public education
- Unsanitary conditions
- Excessive number of animals
- Animal quarantine

Leash Law: All animals must be confined to their owner's property either inside the home or within a fenced yard. Animals taken off the property must be on a leash or otherwise physically restrained.

Number of Pets Allowed: Two (2) dogs or (2) two cats may be kept on a residential property that does not provide a fenced yard. Three (3) dogs and three (3) cats may be kept on a residential property that does provide rear yard fencing.

Pet Waste Removal: All animal housing areas must be cleaned at least once every 48 hours. While walking with your pet, you must carry materials to pick up waste deposited by your pet. All pet waste must be disposed of in an appropriate waste container.

Animal Cruelty: All animals must be provided a minimum standard of care, which includes shelter, food and water.

Nuisance Barking: Pet owners must prevent their dog from barking excessively.

Keeping Fowl in Residential Areas: Keeping fowl in a residential district is prohibited by Carrollton Code of Ordinances.

Pet Registration: Each dog and cat over the age of four months must be vaccinated for rabies and registered annually with the City of Carrollton. City registration fees apply. For a registration form, visit the cityofcarrollton.com/animalservices or call 972-466-3420.

In addition to paying applicable fees, proof of current rabies vaccination must be provided at the time of registration. All rabies vaccinations must comply with Chapter 826, Subchapter C, Section 826.021 of the Texas Health and Safety Code.

Pet Adoption: You may adopt a pet from Animal Services for a fee. Plus an additional fee for a spay/neuter voucher (if the animal has not been sterilized). Upon adoption, the animal will be delivered to a Carrollton veterinarian of your choice for altering and to receive a rabies vaccination.

Animals Received from Animal Services:

Impoundment Fees:	
1st impoundment within a 12-month period	$10
2nd impoundment within a 12-month period	$50
3rd impoundment within a 12-month period	$100
Overnight Fees (all pets/per night):	$10/day

Animal Bite Reporting: All animal bites must be reported to Animal Services as soon as possible per the City of Carrollton Animal Ordinance #2891 and V.A.C.S. Article 4477-6A, Section 3.03 (A),(C).

Cash Donations

To make a cash donation, please fill out a donation form available at cityofcarrollton.com/animalservices and mail in to: Animal Services and Adoption Center, 2247 Sandy Lake Road, Carrollton, Texas 75006.

A receipt will be mailed back to each donor. All donations are tax deductible.

Material Donations

The Animal Adoption Center is limited on what materials are accepted. If you would like to submit material items, please adhere to the following list:

- Ol Roy dry dog food*
- Special Kitty dry cat food*
- Non-clumping kitty litter
- Specialty food – any brand of canned puppy or kitten food
- Cleaning supplies – bleach, glass cleaning, stainless steel polish, spic and span anti bacterial multi-purpose clean, dish soap, hand soap and other similar cleaning supplies

****dry food items are brand specific as a change in diet can upset stomachs***

CITY OF CARROLLTON

Street Address:
City Hall
1945 E. Jackson Road
Carrollton, Texas 75006
972-466-3000

Mailing Address:
City of Carrollton
P. O. Box 110535
Carrollton, Texas 75011-0535

Hours of Operation:

Monday-Thursday	7:30 a.m.-5:30 p.m.
Friday	7:30-11:30 a.m.

cityofcarrollton.com

City Government

Carrollton is a Home Rule City and operates under a Council-Manager form of government. The City Council is composed of the Mayor and seven Councilmembers. All seven Councilmembers and the Mayor are elected at-large. However, four of the Councilmembers are required to reside within defined districts. Offices for all Council positions and the Mayor are three year staggered terms with a limit of two consecutive terms. The general election for City officers is held in May.

The Council meets on the first and third Tuesday of the month at City Hall. The Council worksession begins at 5:45 p.m., followed by the regular City Council meeting at approximately 7 p.m. Agendas are available at City Hall and on the City's website 72 hours prior to each meeting. Citizens are invited to attend council meetings or watch them on cable television (see page 36 for schedule).

2015-2017 City Council, citycouncil@cityofcarrollton.com

Mayor Matthew Marchant	972-466-3166
Councilmember Jeff Lawrence	972-466-3081
Councilmember Anthony Wilder	972-466-3232
Councilmember Doug Hrbacek	972-466-3598
Councilmember Bob Garza	972-466-3258
Councilmember Glen Blanscet	972-466-3082
Councilmember Steve Babick	972-466-3257
Councilmember John Sutter	972-466-3088

Administration, 972-466-3001

City Manager	Leonard Martin
Assistant City Manager	Erin Rinehart
Assistant City Manager	Marc Guy
Assistant City Manager/Chief Financial Officer	Bob Scott
City Secretary	Laurie Garber
City Attorney	Meredith Ladd

Visit fyi.legis.state.tx.us/Address.aspx for information about current districts and members of the Texas Senate, Texas House of Representatives, the Texas delegation to the U.S. Senate and House of Representatives, and the State Board of Education.

Citizen Advisory Boards and Commissions*

- Capital Improvements Plan Advisory Committee
- Civil Service Commission
- Historic Preservation Advisory Committee
- Library Board
- Museum Board
- Neighborhood Advisory Commission
- Parks and Recreation Board
- Planning and Zoning Commission
- Property Standards Board
- Traffic Advisory Committee

**The City Council appoints board members who must meet the following criteria:*

- *be a qualified voter of the City of Carrollton*
- *have been a resident of the State of Texas for at least six months*
- *have been a resident of the City for at least six months*
- *hold no other public office*
- *not be in arrears in the payment of any taxes or other liability due to the City*

Board members are selected for a two year term by City Council each summer. All boards and commission appointments are considered by Council and then adopted by resolution at the next regular meeting of the City Council. Board members are appointed based on qualifications. Members of some boards must possess certain technical skills as specified by ordinance. All applications are maintained on file for one year. As board vacancies arise, applications on file are again reviewed.

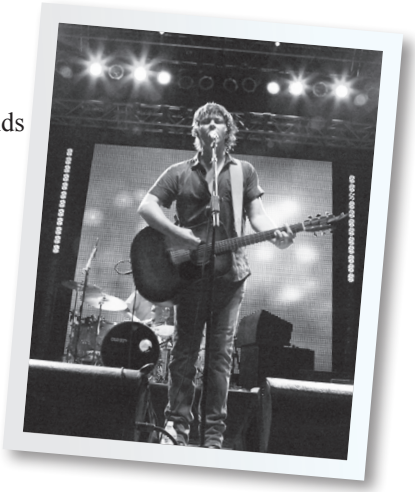
It is imperative that members maintain regular attendance at meetings. Three consecutive absences or absences from more than 25% in any six-month period of time will result in removal from office.

Public Service Opportunities

For more information, contact the City Secretary's office at 972-466-3582 or visit cityofcarrollton.com.

COMMUNITY EVENTS

- **Movie on the Lawn @ the Perry Museum (April, June, October)—**Film will be shown outdoors, projected onto a large canvas screen draped across the barn, 972-466-6380
- **Texas Junior Anglers @ Josey Ranch (May)—**Josey Ranch park pond is generously stocked with adult catfish, 972-466-9833
- **Carrollton Trails 5K Run/1 Mile Walk (May)—**Enjoy this fun family event along Carrollton's scenic hike and bike trails, 972-466-3080
- **Mother's Day Concert & Picnic (May)—**Enjoy a relaxing evening on the Museum grounds while listening to musicians, 972-466-6380
- **Swim Pass Holder Pool Party (June)**—All Individual and Family Season Pass Holders are invited to an exclusive party at the Rosemeade Rainforest Aquatic Complex.
- **4th of July Firworks Display (July)**—A 15-minute display over Josey Ranch Lake, 972-466-3593
- **Swim-in Cinema (July)—**Bring a float to the pool and enjoy a movie, 972-466-9833
- **Pooch Pool Party (September)—**Bring your dog to a pool party with games and competition, 972-466-9833
- **Community Garage Sale**—Shoppers and sellers alike are invited to participate, 972-466-9810
- **Festival at the Switchyard (November)—**An annual outdoor event on the Downtown Carrollton Square features live music, great food, beer and wine, arts and crafts and a children's area filled with interactive games and activities, 972-466-3593
- **Santa's Downtown Dash 5K Run & Kid's Fun Run (December)—**The 5K route will take you through Historic Downtown Carrollton and the quaint Carrollton Highlands neighborhood, 972-466-3080
- **Old-Fashioned Christmas (December)—**Celebrate an old-fashioned holiday event at the A.W. Perry Homestead Museum, 972-466-6380
- **Movies & Concerts on the Square-Downtown Carrollton**—For a full list of Downtown Carrollton events, visit cityofcarrollton.com/downtown or 972-466-9135



Visit cityofcarrollton.com for a complete listing of City and community events.

Parks & Recreation Special Events (recorded)
Hotline: 972-466-9135
cityofcarrollton.com/parksandrec

DEMOGRAPHICS

Location

- Carrollton is the largest City in the Metrocrest area, located northwest of Dallas. Metrocrest cities include Carrollton, Addison, Coppell and Farmers Branch.
- Carrollton is bounded generally by Midway Road on the east, Fyke Road and Valwood Parkway on the south, Elm Fork of the Trinity River on the west, and F.M. 544 to the north.

Population

125,250

Economic Base

Real estate, construction, manufacturing, research, retail and wholesale industries.

Nearby Transportation

- Dallas Area Rapid Transit (DART) bus and light rail network. The Green Line Light Rail serves at three points:
  - **Downtown Carrollton Station** - Belt Line Road and Broadway Street
  - **Trinity Mills Station** - Trinity Mills Road and Broadway Street
  - **North Carrollton/Frankford Station** - W. Frankford Road at Trade Center Drive

  Free parking for Carrollton residents available at Trinity Mills and North Carrollton/Frankford Stations. No parking at Downtown Carrollton Station. For more information, visit DART.org or call DART Customer Services at 214-979-1111.
- D/FW International Airport
  DFWAirport.com
  972-973-8888
- Dallas Love Field Airport
  Dallas-LoveField.com
  214-670-6080

With Dallas Area Rapid Transit's (DART's) Green Line Light Rail, the City is at a crossroads of tremendous opportunity – for developers, citizens, potential residents and businesses. For more information, visit carrolltontxdevelopment.com.

Hospital

Baylor Medical Center @ Carrollton
4343 N. Josey Lane
972-492-1010
baylorhealth.com

First Texas Hospital
1401 E. Trinity Mills Road
972-810-0700
firsttexashospital.com

- Several other hospitals are located within minutes of Carrollton.

Education

Carrollton/Farmers Branch Independent School District
1445 N. Perry Road
972-968-6100 • cfbisd.edu

Other School Districts Serving Carrollton:

Lewisville I.S.D.
1800 Timber Creek Rd., Flower Mound
972-539-1551 • lisd.net

Dallas I.S.D.
3700 Ross Avenue, Dallas
972-925-3700 • dallasisd.org

- 7 private schools
- Carrollton is within 30 minutes of most colleges and universities in the area.

Cultural Arts

A. W. Perry Homestead Museum
Free Tours
1509 N. Perry Road
972-466-6380

Carrollton Amphitheater
2025 East Jackson Road
The amphitheater is a four-acre site equipped for outdoor concerts and other programs. Citizens may reserve the facility by calling a recreation center at 972-466-9800 or 9810.

Carrollton Wind Symphony
1513 Silverleaf Drive
carrolltonwindsymphony.org

Brookhaven College School of the Arts
972-860-4700
Arts exhibits, dance and musical performances and theatre productions.

The Dallas School of Music
2650 Midway Road, Suite 204
972-380-8050
dsminfo.com

Community Services

Metrocrest Services
13801 Hutton Drive, Suite 150
Farmers Branch, Texas 75234
972-446-2100
metrocrestservices.org

Metrocrest Chamber of Commerce
2550 Midway Road, Suite 240
Carrollton, Texas 75006
469-587-0420
metrocrestchamber.com

EMERGENCY MANAGEMENT

Citizens are encouraged to stop by City Hall to get literature on what to do in case of flooding, tornadoes and other potential disasters that may affect our City.

Outdoor Warning Sirens

Twenty-six warning sirens located throughout the City are sounded when there is an immediate danger from:

- Tornadoes
- National Security Threats
- Environmental Hazards/Threats

For information, call Fire Administration at 972-466-3070

Siren Activation

ONLY the "Alert" (steady) sound will be used, lasting for at least 3 minutes indicated a trained observer or radar has sighted a tornado, or indicates public danger from a national security threat or environmental hazard/threat.

When Emergency Warning Sirens Sound

(Severe weather, civil defense and other emergencies)

- **STAY OFF THE TELEPHONE - DO NOT** dial 911 or call the Fire Department or Police Department unless you have an actual fire/medical emergency, or need police assistance.
- **GO or STAY INSIDE** - Take shelter in interior areas and on lower floors of buildings. Stay away from windows and rooms with long roof spans.
- **TAKE NECESSARY COVER** - If outside, seek inside shelter. If shelter is not available, lie flat in a ditch, ravine or depression.
- **LISTEN** to your local radio or TV station for information.
- **DO NOT** attempt to pick up children at schools or other locations where they would be safe.

Plans

- *Disaster Plan:* Decide where to go if at home, school, work, outdoors or in a car when a flood, severe thunderstorm, or tornado warning is issued. Update these plans every school year and as places of employment and residence change.
- *Communication Plans:* Designate a friend or relative outside your area as your family contact in the event you are separated from family members during a flood, tornado, or in case a storm knocks out electricity. Agree upon a place where the family members can meet if separated.
- *Evacuation Plans:* Get a map and plan various evacuation routes, avoiding low-lying areas in the event of flooding from rivers or flash floods. Test run of different routes. In times of extreme heat, identify locations where you can escape sweltering conditions: a mall, movie theater or home of a friend or relative.
- *Disaster Supplies Kit:* Be sure everyone in the family knows where the family disaster supplies kit is located. A disaster supplies kit checklist can be obtained from literature displays at City Hall. During extreme heat, include extra water or juice, sunscreen and hats. For more information, visit fema.gov.

ENVIRONMENTAL SERVICES

1945 E. Jackson Road
Carrollton, Texas 75006

envservices@cityofcarrollton.com
972-466-3060

Animal Services *(see page 5)*

Community Development.....972-466-4299
1945 E. Jackson Road

- Minor Home Repair Program
- Community Development Block Grant Program
- Neighborhood preservation (see page 20)
- Neighborhood redevelopment (N.O.T.I.C.E. Program)

Community Services 972-466-3060
1945 E. Jackson Road

- Addresses improvement and stabilization of health standards, aesthetic qualities of neighborhoods and abatement of urban decline
- Apartment maintenance
- Cars for sale in shopping centers and on vacant lots
- Environmental and health hazards
- Fence complaints
- High weeds and grass
- Housing code violations
- Ice on streets from water runoff
- Illegal dumping
- Illegal home businesses
- Illegal off-street parking
- Junk or inoperable vehicles/trailers
- Living in campers or accessory buildings
- Outdoor merchandising/vendors
- Parking lot maintenance - pot holes
- Rental house maintenance
- Sign code violations (unpermitted signs, prohibited signs, garage sale signs, signs on utility poles)
- Swimming pool maintenance and enclosures
- Trash and debris
- Vacant, unsecured structures
- Vagrants in abandoned buildings
- Zoning code violations

Environmental Quality 972-466-3060
1945 E. Jackson Road

- Pretreatment for industries
- Grease traps
- Liquid waste haulers
- Water pollution issues
- Environmental site assessments
- Noise from industries
- Chemical spills
- Storm Water Program
- Glare complaints
- Odor complaints
- Septic tanks
- Food complaints
- Restaurant inspections-food services (restaurant, day care, catering)
- Smoking complaints
- Municipal Setting Designations

For after hour emergencies, call Police Dispatch at 972-466-3333.
Code enforcement and environmental specialists are on-call 24-hours.

FIRE DEPARTMENT

EMERGENCIES.....911
Fire Administration, Operations and Support Services.....972-466-3070
1945 E. Jackson Road
Fire Prevention and Safety Education.....972-466-3070
Non-emergencies 972-466-3333

cityofcarrollton.com/fire

Administration, Operations and Support Services

Paramedic Emergency Medical Service/Ambulance (EMS) Response teams: Fully equipped advance life support Mobile Intensive Care Units are each staffed by two certified paramedics to provide immediate medical attention to the sick or injured.

Fire & Life Safety Programs

Visit cityofcarrollton.com/fire for more information on any of the safety programs listed below. **NOTE: A minimum of two weeks notice is required.**

- **Apparatus Visits** – Fire engines/trucks and ambulances may be scheduled to come to your school, business or National Night Out event.
- **CPR / AED / First Aid Training** – Affordable CPR training available to all businesses and residents of not only Carrollton but all of the Dallas/Ft. Worth area. Call 972-466-4901 to receive additional information or schedule a class.
- **Fire Safety In The Workplace** – Presentation and training programs are available for businesses within the City regarding fire prevention, fire safety, fire extinguisher training and evacuation procedures. For additional information or to schedule a presentation, please call 972-466-3070.
- **Risk Watch®: Unintentional Injury Prevention** – All C/FB ISD elementary and middle schools are utilizing NFPA's (National Fire Protection Association) Risk Watch® life safety curriculum. This is a comprehensive, school-based injury prevention curriculum, with instruction modules that target the eight major risk areas that kill or injure the most children each year.
- **Senior Citizens Safety** – Presentations are available for Senior Citizen groups within the City regarding home fire safety, kitchen/cooking safety, fall prevention, and fire and life safety for the disabled. Please contact Fire Prevention at 972-466-3070 for additional information or to schedule a presentation.
- **Station Tours** – Fire station tours are offered at all eight stations located throughout the City. For scheduling a tour, please complete the Station Tour form available at cityofcarrollton.com/fire and fax or email as indicated.
- **Fire Prevention Safety Tips**

Fire Prevention

- Complaints and inspections
- Responsible for enforcement of the fire code and all City ordinances that directly relate to the protection of life and property from fire and explosions
- Determines origin and cause of fires
- Promotes fire safety education throughout the community
- Conducts building inspections to ensure compliance with the City fire codes
- Fire safe house activities for grades K-3
- Schedules fire station tours

Fire Station Locations

#1 .....1623 E. Belt Line Road
#2 .....1720 E. Jackson Road
#3 .....2255 Marsh Lane
#4 .....2155 E. Rosemeade Pkwy
#5 .....1805 Hutton Drive
#6 .....1115 W. Rosemeade Pkwy
#7 .....4750 N. Josey Lane
#8 .....4041 Huffines Boulevard
Training Center...2301 N. Josey Lane

Smoke Alarm

Install smoke alarms on every level of your home, including the basement, making sure that there is an alarm outside every separate sleeping area. New homes are required to have a smoke alarm inside and outside every sleeping room and all smoke alarms must be interconnected.

If you or someone in your home is deaf or hard of hearing, consider installing an alarm that combines flashing lights, vibration and/or sound.

Top 5 Reasons to Shop & Dine Carrollton

1. A unique shopping experience
2. A restaurant for every palate
3. Make your tax dollars work for you
4. A variety of grocery shopping
5. Go green—shop locally

With over 1,700 retail shops to serve you and an eclectic mix of restaurants, Carrollton is the place for you...why leave home?

Check **cityofcarrollton.com/diningguide** or **cityofcarrollton.com/retailguide** for a list of local retailers, restaurants and caterers ready to serve you and your family.

SHOP CARROLLTON TODAY!

GOLF CLUB

Indian Creek Golf Club
1650 W. Frankford Drive
Carrollton, Texas 75007

indiancreekgolfclub.com
972-466-9850

- Two 18-hole championship golf courses, the Creek Course and the Lakes Course, are located on 412 acres along the Elm Fork of the Trinity River.
- The Golf Shop, golf courses and the 19th Hole Bar & Grill are open from dawn to dusk.
- The outdoor Pavilion is available for corporate outings, tournaments and private parties for 50 to 200+ and the 19th Hole Bar & Grill is available for weddings and private parties.
- Preferred tee times are offered to Carrollton residents 10 days in advance.
- Carrollton residents receive a discount with proof of residency.
- PGA qualified instruction by appointment
- Tournament services
- Rental clubs
- Gift certificates
- Managed by EagleGolf
- To make reservations or for tournament information, call 972-466-9850.

Creek Course

- Par 72, 7,235 yards
- Five sets of tees for golfers of varying skills
- Practice putting green
- Chipping
- Short game area
- Consistently ranked among top 10 public courses in DFW Metroplex

Lakes Course

- Par 72, 7,000 yards
- Four sets of tees
- Greens and tees renovated

LIBRARY

Carrollton Public Library
at Hebron & Josey
4220 N. Josey Lane
Carrollton, Texas 75010

Hours of Operation:

Sunday	2 p.m.-6 p.m.
Monday	10 a.m.-9 p.m.
Tuesday	noon-9 p.m.
Wednesday	10 a.m.-6 p.m.
Thursday	noon-9 p.m.
Friday	Closed
Saturday	10 a.m.-6 p.m.

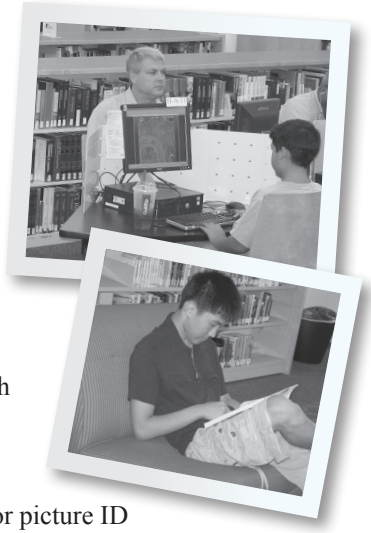
Carrollton Public Library
at Josey Ranch Lake
1700 Keller Springs Road
Carrollton, Texas 75006

Hours of Operation:

Sunday	2 p.m.-6 p.m.
Monday	10 a.m.-9 p.m.
Tuesday	10 a.m.-6 p.m.
Wednesday	noon-9 p.m.
Thursday	Closed
Friday	10 a.m.-6 p.m.
Saturday	10 a.m.-6 p.m.

Phone Number

Information 972-466-4800



Facilities Amenities

- One stop service desk
- Comfortable spaces for reading and studying
- Public access computer workstations
- Large capacity meeting rooms (100 people)
- Small group study rooms
- Quiet reading lounges
- Self-service check-ins and check-outs
- WiFi
- ADA accessibility
- Local history and genealogy room (Josey Ranch Library location only)

Using the Library

- ***Library Cards***
  - Texas driver's license with current address or picture ID plus documentation showing current address is required to apply for a card.
  - Children under 18 must be accompanied by parent to apply for a card.
  - For faster service, please bring your library card when visiting the library.
  - Please report lost or stolen cards immediately.
- ***Loan Periods***
  - eBooks are loaned for two weeks.
  - DVDs are loaned for one week.
  - Books and other items are loaned for three weeks.
- ***Late Fees***
  - DVDs and storytime kits are $1 per item, per day.
  - Books are $.50 per item, per day.
  - Outstanding fees prevent users from borrowing items, renewing, placing holds, accessing the Internet and using the self-check stations.

cityofcarrollton.com/library

Library Resources

24/7 Digital Branch: The library's online catalog, reference information, databases and information about the library are accessible online @ cityofcarrollton.com/library

The library has a collection of over 180,000 items including:

- ***Books:*** Adult and children collections.
- ***Internet Access:*** Free WiFi access in both locations.
- ***Magazines and newspapers:*** Current popular magazines are provided at each library. Online access to extensive magazine and newspaper databases is available in the library and remotely.
- ***DVDs and CDs:*** Fiction and non-fiction books on CD, music on CD, educational DVDs for all ages are available.
- ***Interlibrary Loan Service:*** Many items not owned by the library may be borrowed from other libraries across the nation. There is a small charge for this service.
- ***eBooks:*** eAudiobooks and digital magazines available for Carrollton and Denton County residents.
- ***iPads*** for Library use.

Programs

- ***Preschool classes:*** Weekly classes for babies, toddlers and children up to age 6 are offered at both locations in the Storytime rooms.
- ***Youth Programs***: Special events and summer reading promotions are offered for school-age youth throughout the year.
- ***Teen Advisory Group*** and special events.
- ***Adult Programs:*** Special programs.
- ***Group tours:*** Visits may be arranged by contacting library staff.
- ***Volunteer Program:*** Volunteer positions are available for ages 13 and up.

Information on all activities is available in the City's ***Leisure Connections*** magazine which can be viewed online @ cityofcarrollton.com/leisuremag.

Other Services

- ***Reminder notices*** are sent prior to due dates to patrons who have requested email notification.
- ***Renewals:*** Customers may renew items 24 hours a day @ cityofcarrollton.com/library. Customers may also contact staff at 972-466-4800.
- ***Hold Services:*** Holds may be placed on items owned by the library. Users are notified by email or mail when the item is available. This service is especially popular with bestsellers. Holds may be placed online @ cityofcarrollton.com/library or by speaking with staff. A maximum of 10 holds are allowed at anytime.
- ***Book Drops:*** Materials may be returned 24 hours a day in drive-up book drops at each library.

MUNICIPAL COURT

Carrollton Justice Center (next to City Hall)
2001 E. Jackson Road
Carrollton, Texas 75006

cityofcarrollton.com/courts
972-466-3348

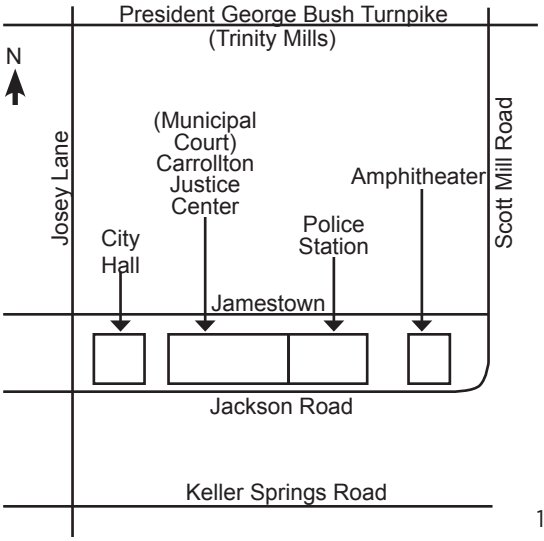
Hours of Operation:

Monday-Thursday	7:30 a.m.-5:30 p.m.
Friday	7:30-11:30 a.m.
Jury Duty Hotline	972-466-4751
Warrant Division	972-466-4777
Presiding Judge	Meredith Lyon

Class C misdemeanor criminal cases, including traffic violations for which the maximum fine, upon conviction, does not exceed $500 and for which no jail term may be assessed, are tried in municipal court. Cases involving violations of City ordinances, with a maximum fine of $2,000 for certain offenses, are also tried in municipal court.

- **Visit cityofcarrollton.com/courts for online court transactions including payment of fines, requesting deferred disposition (probation) and to request an extension for a citation.**
- Fines may be paid by check, cash, money order or credit card (MasterCard, Discover or American Express; **VISA not accepted**) at the municipal court clerk's office unless the citation is in warrant status at which time only cash will be accepted.
- Persons receiving traffic violations may be eligible to take a driving safety course to have the charge dismissed. This request must be made in writing on or before the appearance date on the citation. For more information, call 972-466-3348.

*Disputes between individuals or individual property owners such as trespassing with fences, retaining walls, landscaping, sprinkler discharge or a tree house overlooking a neighbor's yard are **civil matters** and are not addressed by the City.*



NEIGHBORHOOD PARTNERSHIPS

Neighborhood Partnership Office
1945 E. Jackson Road
Carrollton, Texas 75006

communitydevelopment@cityofcarrollton.com
972-466-4299

Hours of Operation:

Monday-Thursday	7:30 a.m.-5:30 p.m.
Friday	7:30-11:30 a.m.

Community Development Block Grant

The City annually receives funding from the U.S. Department of Housing and Urban Development's Community Development Block Grant (CDBG) Program to help fund activities designed to assist Carrollton residents of low- and moderate-income people.

- **N.O.T.I.C.E.** (Neighborhood Oriented Targeted Infrastructure and Code Enforcement) **Program** allows the City to place an emphasis on improving the infrastructure of the neighborhoods most in need by targeting resources for the designs and implementation of all necessary street, alley, sidewalk, water and sewer line projects in Carrollton's neighborhoods.
- The **Housing Rehabilitation** is to provide assistance to low-to-moderate income homeowners to make essential repairs when owner-occupant lacks sufficient resources of their own. Through this program the homeowner can get assistance with repairs that can be completed for $10,000 or less. Eligible projects will potentially include: paint, roofing, or siding.

Neighborhood Association Registration

A significant component of the Carrollton community is our neighborhoods and the various organizations that represent them. Through the registration process, neighborhoods create a communication process with the City and become eligible to apply for a Neighborhood Enhancement Matching Grant and receive other assistance from the City.

Nextdoor Carrollton – nextdoor.com/carrollton

The City is using Nextdoor, the private social network for neighborhoods, to foster neighbor-to-neighbor and citywide communication. Carrollton residents can use Nextdoor to create private websites for their neighborhoods where they can get to know their neighbors, ask questions, and exchange local advice and recommendations. New to town? Then Nextdoor is a great way to meet your neighbors and get involved in the community.

Neighborhood Resources

Interested in starting a neighborhood organization? Does your organization wish to create a newsletter or Website? Neighborhood resources can provide an abundance of information, ranging from how to start a neighborhood association to finance, crime watch to recruitment.

Neighborhood Enhancement Matching Grant Program

This grant program is aimed at providing assistance to neighborhood organizations on projects that improve the aesthetic appeal of the community. Matching grant amounts of up to $25,000 per neighborhood per year can be approved for projects that improve the public areas of a neighborhood.

Identification Sign Toppers for Neighborhoods

Decorative sign toppers are a great way to make your neighborhood stand out! Matching grants are available through the City of Carrollton's Neighborhood Enhancement Matching Grant Program for up to $5,000 per neighborhood.

Strengthen Neighborhood Spirit and Create a Block Party

What is a Neighborhood Block Party?

Block parties are a great opportunity for neighbors to interact. They allow neighbors to gather together and enjoy themselves within their own neighborhood. Block parties are not new; generations of Americans have enjoyed these traditional neighborhood parties, and while things may have changed in our neighborhoods over the past several decades, people still enjoy neighborhood gatherings. Block parties historically have taken place right on the street with people playing games and enjoying themselves on a blocked-off portion of the street. This is still an option, but there are other options, including using a public park or a common green space in your HOA development. Block parties can be held at any time during the year.

How to get started:

1. Gather a few neighbors and divide up the tasks. Decide on the format of the event (block party, cookout, parade, flashlight walk, etc).
2. Start knocking on doors to find out if there is enough interest.
3. Go door to door to hand out invitations and recruit volunteers.
4. Contact Building Inspections (972-466-3225) to inquire about any permits that might be needed to block streets (if applicable). *A completed written special events application must be submitted at least seven (7) business days prior to the requested date for the block party.*

PARKS & RECREATION

Parks and Recreation Administration
1610 E. Crosby Road
Carrollton, Texas 75006

cityofcarrollton.com/parksandrec
972-466-3080
facebook.com/carrolltonparks

Hours of Operation:

Monday-Thursday	7:30 a.m.-5:30 p.m.
Friday	7:30-11:30 a.m.

- 28 Developed parks and recreation sites, totaling 956.93 acres
- 40 Sports fields (12 soccer, 2 football 5 adult softball, 4 girls softball, 15 baseball, 2 cricket)
- 1 Swimming complex
- 1 Splashpark
- 2 Recreation centers
- 1 Senior center
- 1 Dog park
- 1 Full-service tennis center plus 17 satellite courts
- 19 Undeveloped sites, totaling more than 814.17 acres
- 1 Amphitheater
- 1 Museum
- 1 Nature Preserve (40 acres)
- 2 18-hole disc golf courses

A. W. Perry Homestead Museum,
designated as a Texas Historic Landmark, preserves significant artifacts and memorabilia representative of the pioneer home life and community development.
1509 N. Perry Road • 972-466-6380

Tuesday, Thursday and Saturday—
tours available at 11 a.m. and 1 p.m.
(and by appointment)
- Free tours for groups and individuals
- Educational programs and cultural opportunities
- Grounds may be reserved for parties

Carrollton Senior Center
provides programs for citizens 50 years and over.
1720 Keller Springs Road • 972-466-4850

Monday, Wednesday & Friday, 8 a.m.-5 p.m.
Tuesday, 8 a.m.-7:30 p.m.
Thursday, 8 a.m.-9:30 p.m.
Saturday, 9 a.m.-1 p.m. (Sunday Closed)
- Classes, dances and tours
- Games and activities area
- Conversation/lounge area
- Weight and fitness room
- Pool tables, fitness and exercise equipment
- Rooms and kitchen may be reserved for parties
- Annual membership fee or day passes

Dog Park

West Side of Rosemeade Recreation Center
1330 Rosemeade Parkway • 972-466-3080

Open sunrise to sunset
Closed Thursdays 7 a.m.-10 a.m. for maintenance/mowing

- Small and large dog play areas
- Shade and seating
- Water fountains
- Pet waste stations
- Dog was area

Rules and Regulations

- Dogs must be leashed when entering or leaving the park.
- No puppies under 4 months of age allowed.
- Maximum of 3 dogs per adult.
- Dogs that are aggressive, in heat, or sick are not allowed.
- All dogs must have current vaccinations.
- Owners are required to pick-up and dispose of their dog's feces both in and out of the park.
- No strollers, carriages, bicycles, or children's toys allowed in the park.
- No smoking, alcoholic beverages, food, or dog treats allowed in the park.
- Owners are liable for injuries or damage caused by their dogs.
- Small dog park is limited to dogs weighing 30 pounds or less; large dog park is open to dogs of all sizes.
- No digging allowed.
- Dog handlers must be at least 16 years or older.
- Handlers must remain in the park and keep their dog in view at all times.
- Children under 13 must be accompanied by an adult and supervised at all times.
- Owners use the park at their own risk. City of Carrollton Parks and Recreation is not responsible for injury or illness to dogs or owners.

Oak Creek Tennis Center
2531 Oak Creek Drive • 972-466-6389

Summer Hours
Monday-Thursday, 8:30 a.m.-10 p.m.
Friday, 8:30 a.m.-8 p.m.
Saturday, 8:30 a.m.-6 p.m.; Sunday, noon-7 p.m.

Winter Hours (mid-November to mid-February)
Monday-Thursday, 9 a.m.-9 p.m.
Friday, 9 a.m.-7 p.m.
Saturday, 9 a.m.-6 p.m.; Sunday, noon-7 p.m.

- Adult/junior classes
- Pro Shop
- 12 lighted outdoor hard courts
- 2 ball machines
- USPTA, PTR Certified professionals
- Private and group lessons (all ages)

Recreation Centers *provide a variety of professional facilities, fitness areas, leisure classes and activities to enhance your quality of life.*

Rosemeade Recreation Center
1330 Rosemeade Parkway • 972-466-9800

Monday-Thursday, 5:30 a.m.-10 p.m.
Friday, 5:30 a.m.-9 p.m.
Saturday, 9 a.m.-8 p.m.; Sunday, noon-8 p.m.

- Annual and 3-month memberships and day passes available
- Meeting and classrooms
- 2 gymnasiums
- Full-sized basketball & volleyball courts
- 4 handball/racquetball courts
- Game and refreshment area
- Expansive weight and cardio areas
- May be reserved for parties

Crosby Recreation Center
1610 E. Crosby Road • 972-466-9810

Monday-Friday, 6 a.m.-9 p.m.
Saturday, 9 a.m.-6 p.m. (Sunday Closed)

- Annual and 3-month memberships and day passes available
- Meeting and classrooms
- Gymnasium
- Games and refreshment area
- Weight and fitness room
- Boxing and fitness room
- May be reserved for parties

Rosemeade Rainforest Aquatic Complex
1334 Rosemeade Parkway • 972-466-6399

- 50-meter Olympic-size pool & 25-meter short course
- 22-foot structure with a two-flume slide
- Separate diving well and training pool
- Wading pools, lazy river, dump bucket, water slides and play structures
- Classes and season passes
- Picnic areas and shade structures
- Group reservations
- Concessions

W. J. Thomas Park Splashpark
1955 N. Perry Road • 972-466-3080

Splashpark open May 1 through October 15. To start the water flowing, tap the sensor on top of the red fire hydrant water feature.
- Water play structures
- Wooden deck with picnic tables
- Shade structures
- Playground

Athletics' Office
1330 E. Rosemeade Parkway • 972-466-9833

Monday-Friday, 8-5 p.m.
- Leagues for adults and children
- Award-winning athletics fields
- Athletic field reservations

Sports Complexes
- ***McInnish Sports Complex***, 2335 Sandy Lake Road
- ***Josey Ranch Sports Complex***, 1440 Keller Springs
- ***W. J. Thomas Sports Fields***, 1950 N. Perry Road
- ***Jimmy Porter Sports Fields***, 1871 Sherwood Lane
- ***R. E. Good Soccer Complex***, 2335 Sandy Lake Road

Neighborhood Parks
Daily, 5:30 a.m.-10 p.m. (unless otherwise posted)
- Unauthorized vehicles are prohibited on park property.
- Possession or consumption of alcoholic beverages is prohibited.
- Fireworks and/or firearms of any kind are not permitted.
- Golfing is not allowed on park property.
- Dogs must be kept on leash at all times.

For additional information or to report graffiti, vandalism or maintenance needs, please contact Parks Administration at 972-466-3080. To report a violation of park rules or other illegal activity, contact the Police Department at 972-466-3333.

Amphitheater, Gazebo or Mary Heads Carter Park Pavilion
For reservation, call a recreation center at 972-466-9810 or 972-466-9800.

Guidelines for Bounce Houses
Bounce houses are allowed in City parks. The bounce house company must provide their own source of electricity (generator) and a copy of their liability insurance should be faxed to Park Maintenance at 972-466-4977. Please include a contact name, location, date and times of the event on the fax cover sheet. Bounce house and other equipment must be transported to the preferred location by other means other than a motorized vehicle. For more information, please call Parks Maintenance at 972-466-3160.

Boating in Carrollton
Boating is allowed in Carrollton lakes. Follow state boating guidelines with safety vests and boater registrations. No motorized boats are allowed except electric trolling motors.

Fishing in Carrollton
The City follows the Texas Parks and Wildlife (TPWD) fishing guidelines. Licenses and limits are required unless you fall under special provisions made by the State. One-day or consecutive-day fishing licenses can be purchased. Persons under 17 or over 80 years old are not required to have licenses. Oklahoma residents over 64 and Louisiana residents over 65 with a valid fishing license are not required to have a Texas license. For more information, visit the TPWD website at takemefishing.org.

Elm Fork Nature Preserve

2335 Sandy Lake Road • 972-466-3080
Trails open daily, from dawn to dusk

Take Sandy Lake Road west from IH-35 approximately one mile to the McInnish Sports Complex entrance. Turn left into the complex and follow the road behind the sports fields to the Elm Fork Nature Preserve entrance on your right. Parking is approximately 100 yards to the left. There is no admission fee to use the trails. Dogs and bicycles are prohibited on the Preserve's trails.

Trail Etiquette
Take only pictures and leave only footprints. Please stay on designated trails. Do not disturb any wildlife or pick any leaves, flowers or flora from the Preserve. Abide by rules and regulations posted at the entrance. City ordinance prohibits bicycles, dogs, horses and motorized vehicles inside the Preserve.

Animal Assistance
If you find an abandoned, injured or orphaned wild animal, please contact Animal Services at 972-466-3420.

Dimension Tract *is a secluded 38-acre parcel of undeveloped land along the Elm Fork of the Trinity River.*
1199 Elm Park Drive • 972-466-3080

- 14-acre pond
- 3.5 acres of wetlands
- 9 acres of river bottom timber
- 11.5 acres of native vegetation
- Canoe launch area

Register for leisure classes, activities and sports at
cityofcarrollton.com/leisuremag

POLICE DEPARTMENT

2025 E. Jackson Road
Carrollton, Texas 75006

cityofcarrollton.com/police

The Carrollton Police Department, because of its outstanding performance and its compliance with recognized standards and policies, is accredited by the Texas Police Chiefs Association Foundation.

EMERGENCIES.....911

Police Dispatch Non-emergencies 972-466-3333

Maintains radio, telephone and computer communications for Police, Fire and ambulance; non-emergency requests for service; reports of illegal parking in handicapped spaces; personnel and training; 911 Dispatch (emergencies)

Administration Division.....972-466-3290

Manages personnel, policies, equipment and resources; fiscal management; analysis and projection; hiring and training of personnel; community services; planning and research; internal affairs; Crime Awareness Unit; School/Crossing Guard Program

Alarm Permits 972-466-3525
Crime Analysis.....972-466-3341
Crime Tip Hotline 972-466-3329
Crime Victim's Assistance 972-466-3158
Criminal Investigation Division.....972-466-3300

Investigate offenses involving adults and juvenile criminal acts and the filing of cases; School Resource Officer Program; Victim's Assistance Program; intelligence; Drug Task Force

Drug Tip Hotline.....972-466-9133
Jail.....972-466-3335
Operations Bureau 972-466-3333

Patrol; Motorcycle Unit; respond to calls for service; investigate accidents; preliminary reporting of offenses; traffic enforcement

Personnel.....972-466-3028
Property & Evidence.....972-466-3557
Public Affairs Office 972-466-3297
Records 972-466-3345

Filing of records: offenses, arrests, subpoenas, accidents; provides public Police information; provides copies of offenses, incident and accident reports; handbill and solicitor permits; Uniform Crime Report; registrar of registered sex offenders living in Carrollton

Traffic Motorcycle Unit 972-466-3530

Does Your Family Know How to Call EMERGENCY 911

Never call 911 and hang up! If you accidentally dial 911, stay on the line and tell the dispatcher it was a mistake.

Report only emergency situations
- **Serious medical problems**
- **Fire**
- **Life-threatening situations**
- **Crimes in progress**

When you call 911
- Tell the dispatcher the **exact address or location** of the emergency
- **Wait for instructions** from the dispatcher
- **Do not hang up** until the dispatcher directs you to do so

Be prepared to answer questions!
- Emergency 911 calls are handled based on WHAT is happening WHEN
- All calls are prioritized by the dispatcher based on details obtained from the caller. *The details you provide are important!*
- Listen to the 911 dispatcher for instructions

Help is on the way
- Help is dispatched **at the same time** the dispatcher is asking you questions. *These questions are not delaying a response.*
- Remain on the line until you are directed to hang up. *The dispatcher may need more information or need to give you instructions.*

What Are You Saying To Thieves?

We Need Your Help:
You are the Key to Preventing Vehicle Crime

What are thieves looking for?
EVERYTHING

Lock your doors and do not leave purses, cash, cell phones, briefcases, portfolios, laptops, iPods or portable GPS navigation systems in your car. Hiding items is not enough!

If you can't take your items with you, place them in the trunk before you arrive at your final destination because burglars may be watching your every move.

For more information, please contact the Carrollton Police Department Crime Prevention Unit at 972-466-3330.
To report suspicious behavior, call 911.
cityofcarrollton.com/police

Residual SOLID WASTE/TRASH & RECYCLING

Solid Waste Service Questions	972-466-4950
Billing Questions & New Service	**cityofcarrollton.com/solidwaste** 972-466-3120

Weekly Collections

The following materials are collected one day each week from Carrollton single-family residences ***(Thanksgiving Day, Christmas Day, and New Years' Day collections will be delayed by one day.)***

- Trash from your green roll-out trash carts
- Brush, bulk and appliances (see page 30)

See page 30 for Recycling Collection.

Placement of containers: According to City Ordinance, residential waste must be placed at the location designated by the City (street or alley) no earlier than 6 p.m. of the evening before and no later than 6:30 a.m. of the collection day. Place trash and recycling carts at least 3 feet away from each other, mailboxes, water or gas meters, fences, parked cars and overhead obstacles. Do not block or impede a street or alley right-of-way, drainage ditch, or sight triangle at an intersection or sidewalk. **Improperly placed or blocked waste will not be collected.**

Containers must be removed from curbside no later than 9 a.m. the day following collection. Residents who do not remove containers after collection are violating City Ordinances. Please report suspected code violations to Community Services at 972-466-3060.

Inclement Weather

Bad weather conditions may delay trash collections, but all collections will be made as soon as possible. There is no need to call for service.

New Service and Monthly Fees

Residential solid waste services are included on monthly City utility bills. The basic monthly charge for collections includes one green trash cart and a blue recycling cart. An additional green cart is available for an additional charge and additional blue recycling carts are available at no extra charge. Call 972-466-3120 to request additional carts. To transfer existing service or establish residential utility service in the City, an application must be completed:

- By phone (972-466-3120): Monday-Thursday 7 a.m.-6 p.m.; Friday 7-11:30 a.m.
- In person at Carrollton City Hall, 1945 E. Jackson Road: Monday-Thursday 7:30 a.m.-5:30 p.m.; Friday 7:30-11:30 a.m.

Auto-pay bank drafting service: Residential customers can have monthly utility bills paid automatically from a bank account to save time and money—no checks to write, no postage and no fees for the service. For more information, see page 34.

Pay your water bill online: Citizens who do not already pay via bank draft can pay their water bill online using their debit/credit (Mastercard, Discover, Visa, and American Express) card. Visit cityofcarrollton.com/obp for details.

Payments may also be made at local stores who offer Fidelity Express payment service. For more information, see pages 33-36, visit cityofcarrollton.com/ucs or call Utility Customer Service at 972-466-3120.

Brush, Bulk and Appliance Collections

Brush (tree trimmings, limbs and branches) and bulk waste (items too large for green roll-out containers, including bagged or boxed material) is collected weekly at the street curb (not the alley) on customers' regular collection day. All limbs must be cut into 4-foot lengths and placed in bundles not exceeding 40 pounds to fit in a rear-end loader truck. Loose bulk items should be placed in boxes not exceeding 50 pounds for safe, manageable collection.

Appliances such as stoves and water heaters are collected curbside on customers' regular collection day. There is no additional charge, and customers do not need to call for collection. Appliances or "White Goods" such as a freezer, refrigerator, water cooler, dehumidifier, air conditioner and any appliances containing refrigerants must be tagged certifying that all CFCs, chlorofluorocarbons, have been removed by a certified refrigerant technician prior to their placement for collection.

IMPORTANT: Residents may request collection of bulk or brush waste on a day **other than the regularly scheduled trash day** for a fee. Call 972-466-4950 to request this service.

Recycling Collection

Recyclables are collected from blue recycling carts **on regular trash collection days** every other week according to the Recycling Calendar. Visit cityofcarrollton.com/solidwaste to view and print the calendar for the current year.

Recycle more - it's easy! Head straight for the blue recycling cart - there is no need to presort items or place them in plastic bags (except shredded paper, which should be placed in a CLEAR plastic bag). Make sure the cart lid will close, and roll the cart to the designated pick up spot (curb or alley) on recycling day.

Acceptable items:

- Aluminum and steel/tin cans (no foil or aluminum pans)
- Boxboard (such as cereal and cracker boxes)
- Cardboard (flatten and place in cart)
- Glass bottles and jars of any color (rinse containers and discard lids)
- Junk mail, magazines, catalogs and phone books
- Newspaper (do not bundle or place in bags)
- Office and school paper (place shredded paper in CLEAR plastic bag)
- Paper bags
- Plastic #1 through #7 (except Styrofoam)

See page 32 for hazardous waste collection.
Visit cityofcarrollton.com/solidwaste for specialty recycling locations.

Unacceptable Items:

- Batteries of any kind
- Bubble wrap
- Chemicals
- Christmas lights
- Diapers
- Food-soiled paper products (such as pizza boxes)
- Garden hoses
- Hardback books
- Household hazardous waste
- Kitchen waste
- Oil
- Paint
- Plastic bags
- Plastic takeout containers and utensils
- Styrofoam
- Tires
- Trash
- Waxed cartons
- Yard waste

Collection Schedule

Collections normally scheduled for the Thanksgiving Day, Christmas Day, and New Year's Day holidays will now be picked up the following day and collections for remaining days in the week will be delayed by one day through Saturday.

Recycling in Carrollton

Residents' concerns have been heard and in an effort to keep costs affordable, the City has discontinued the existing recycling rewards program through Recyclebank. Less than 3 percent of registered households participated in this program on a monthly basis despite Carrollton citizens recycling more than 2.5 million pounds a year. The cost of the rewards program to all Carrollton households could not be justified since households are recycling without redeeming rewards.

However, the City continues to focus on the importance of recycling, recycling education, and maintaining a green community. Current customers with active Recyclebank accounts will be able to redeem earned points through September 30, 2016. All residents are encouraged to continue recycling as much as possible and, as a reminder, additional recycling carts are available upon request at no additional charge.

Household Hazardous Waste

Hazardous waste is collected by setting up an appointment. This service is no additional charge, as it is included in the solid waste bill for residents of Carrollton and other participating cities. Carrollton household residents may call Waste Management at 1-800-HHW-PKUP (1-800-449-7587) to schedule a free curbside collection. Waste Management will send out a collection bag and schedule the service at no charge.

Hazardous waste includes, but is not limited to, the following items:

- Chemical products for home use
- Paint & home repair products
- Lawn & garden chemicals
- Aerosol sprays
- Pool chemicals
- Craft & hobby supplies
- Cleaners & polishes
- Batteries of all kinds
- Automotive fluids & oil filters
- Fluorescent light tubes
- Computers
- Cell phones
- Televisions

Waste not accepted includes business or commercial waste, containers larger than 5 gallons, explosives or ammunition, shock sensitive materials, smoke detectors or other radioactive materials, medical waste, common trash or recyclables, construction debris, electronics or appliances other than computers and cell phones.

For questions regarding other hazardous waste, please call Waste Management program at 1-800-HHW-PKUP (1-800-449-7587) or Waste Management customer service at 972-315-5400.

Landfill

Carrollton residential customers may take one load per month (one pick-up truckload or one small trailer load up to 3 cubic yards) on Saturdays from 7 a.m. to 1 p.m. to Waste Management's DFW Landfill. Carrollton residents must pay a $15 fee at the gate and present both a Texas driver's license and a City of Carrollton utility (water) bill with a matching address.

The DFW Landfill is available to Carrollton residential (not commercial) customers: accepted waste includes construction debris and yard waste. Garbage items from inside the house (for example, furniture and mattresses) are ACCEPTED at this site. DFW Landfill is located at 1601-A Railroad Street, Lewisville.

For additional information regarding solid waste services to residential customers, contact the City at 972-466-4950.

Do you want to save driving time?
Find out what street construction is underway near your home and workplace and along your driving routes by simply visiting cityofcarrollton.com/streetclosure.

UTILITY SERVICES & MISCELLANEOUS BILLING

Utility Customer Service
1945 E. Jackson Road, 1st Floor, City Hall

cityofcarrollton.com/ucs
972-466-3120

Hours of Operation:

By phone	Monday-Friday	7 a.m.-6 p.m.
In person	Monday-Thursday	7:30 a.m.-5:30 p.m.
	Friday	7:30-11:30 a.m.

For your convenience, you may mail your payment or visit our utility customer service center at City Hall, or use the kiosk in the east parking lot. Auto pay bank drafting service (see page 53) and online payments (see page 34) are also available. Payments may be made at local stores who offer **Fidelity Express** payment services. Visit cityofcarrollton.com/ucs (click on Authorized Carrollton Utilities Payment Locations from the left menu bar) for a list of stores.

The Utility Customer Service & Miscellaneous Revenue Collections Division:

- Bills and collects water, wastewater and solid waste for residential and apartment customers; bills and collects water and wastewater for commercial customers
- Responds to customer inquiries regarding billing and consumption
- Setup new service, transfer of service, and termination of service
- Reads water meters monthly
- Ambulance (EMS) billing and collections including insurance filing: 877-602-2060
- Billing and collection for mowing/maintenance liens and other services rendered by Environmental Services: 972-466-3378
- Billing and collection for Alarm Permit and False Alarms (see page 36): 972-466-3525 or alarmpermituser@cityofcarrollton.com

You can request that your personal information contained in our utility records not be released to unauthorized persons (see page 55).

Utility Service

- Establish residential or commercial water utility service in the City
- Move water utility service within the City
- Discuss charges on water utility bill

An application must be completed when applying for new utility service. For residential service only, the application can be completed over the telephone by calling 972-466-3120, Monday-Friday from 7 am-6 pm. The application may also be completed at City Hall, Monday-Thursday from 7:30 am-5:30 pm and Friday 7:30 am-11:30 am. Residential rental properties must provide a valid lease before water utility service will be started.

All commercial applications must be completed in person at City Hall, Monday-Thursday from 7:30 am-5:30 pm and Friday 7:30 am-11:30 am.

A minimum deposit is required on all residential accounts.

Commercial deposit is determined at the time of application and must be paid at that time.

A connection fee for all new service or move of service will be billed to your first month's bill. Connection of new utility service and move of service is scheduled two business days from the date application requirements are completed.

Online Payments
Pay your water bill online! Customers who do not already pay via auto draft can pay their water bill online using the debit/credit (Visa, MasterCard, American Express or Discover) card. A convenience fee of 3% applies to the total charge. It's easy, just go to cityofcarrollton.com/obp

Auto Pay - Bank Drafting Service
Customers can have their monthly utility bill paid automatically from their checking or savings account. It saves time and money – no checks to write, no postage and no fees for the service. Bills will always be paid on time (see page 53).

Customers continue to receive their monthly utility bills indicating the monthly fees and the due date. The total amount of the bill will be electronically deducted from the bank account each month on the due date, which appears on the bill.

Customers may download a bank drafting application form from the City's website, cityofcarrollton.com, request one by phone at 972-466-3120, pick one up at City Hall or use the form on page 53.

Solid Waste - Residential Only
For information on collection schedules, recycling, collection of organic materials such as bagged yard waste, brush, limbs and disposal of hazardous waste, please see pages 29-32.

Night Emergency Assistance
If you need assistance after regular business hours for the following issues, please call 972-466-3425, 24 hours a day, 7 days a week.

- Water main break
- Leaking fire hydrant
- Service restoration (requires payment and additional fees)
- Low water pressure

Utility Billing
Utility bills are issued every month and represent approximately 30 days of service. There are two basic classes of service; Commercial and Residential. The following services are included on the utility bill:

Water

- Water meters are read each month
- Water billed represents the water usage since the last meter reading
- Water is billed in thousands of gallons

Wastewater-Residential Customers

- Wastewater rate is the average monthly use calculated during the months of January, February and March
- This average use is billed each month from the April bill through the following March bill
- For example:
  - The water usage at your residence is:
    - January = 10,000 gallons
    - February = 12,000 gallons
    - March = 11,000 gallons
    - Total used is 33,000 gallons / 3 months = 11,000 gallons average
  - The wastewater billed for the next year from April through March would be at 11,000 gallons per month.

Wastewater-Commercial Customers

- Wastewater rate is based on actual water consumption
- For example:
  - The water usage at your business is:
    - January = 15,000 gallons
    - February = 20,000 gallons
  - The wastewater billed would be actual consumption for each month; 15,000 gallons for January and 20,000 gallons for February.

Rates

Visit cityofcarrollton.com/ucs for current water, wastewater, and sanitation rate information.

Fees

The fee for late payment of bills was established to encourage prompt payment and to cover the costs associated with late payment.

There are several ways to avoid the late payment fee:

- Payment of bill is received **in the office or by telephone before the scheduled close of business on the due date** the customer will not receive a late fee.
- Payment made after the due date will incur a late fee.
- After a late notice, payment must be made by the due date on the notice in full. Failure to pay by the due date on the notice will incur **interruption of service and another late fee**.
- If service is interrupted, all outstanding charges and fees are due before service is restored.

Alarm Permits

- In compliance with Chapter 110 of the City of Carrollton Code of Ordinances, the City of Carrollton requires an Alarm Permit for all residential and business alarms operating within the City. If a valid permit is not available, emergency response could be suspended.
- There is an initial fee for an alarm permit. All alarm permits are charged the initial fee. Annual renewals are required at a reduced fee.
- Each location with a permit is permitted three false alarms within 12 consecutive months; afterwards, each false alarm is billed at the current fee.
- For additional information, email alarmpermituser@cityofcarrollton.com, call 972-466-3525, visit City Hall-Utility Customer Service Counter, or online at cityofcarrollton.com/alarmpermit.

How do I register my alarm system?

- You can register your alarm system or renew your alarm permit:
  - **Online:** Visit cityofcarrollton.com/alarmpermits and click on NEW ALARM USER to register. Debit/credit (Visa, MasterCard, Discover, and American Express) cards are accepted online. A convenience fee of 3% applies to the total charge.
  - **By Mail:** Print and complete the registration form from the website. Send the completed form and payment to City of Carrollton-Alarm Permits, PO Box 115125, Carrollton, Texas 75011-5125.
  - **In Person:** Visit us at City Hall-Utility Customer Service Counter to complete an application and make payment. Cash, check and debit/credit (Visa, MasterCard, American Express, and Discover) cards accepted. A 3% convenience fee applies to card transactions.

Carrollton Government Cable Television

- Channel 15-1 (Time Warner Cable), Channel 39 (Verizon FIOS) and Channel 10 (Charter Communication) provide up-to-date information on City activities.
- These channels air the City information electronic bulletin board and the following City programming:

Daily Schedule:	7 a.m. & 5 p.m.	Planning & Zoning Meeting
	10 a.m. & 9 p.m.	City Council Meeting
	2 p.m.	Denton County Commissioners Court

OTHER CITY SERVICES

City Secretary 972-466-3005
cityofcarrollton.com/citysecretary

- Oversees City elections
- Maintains City records
- Boards, commissions and committees
- Code of Ordinances

Development Services

Building Inspection 972-466-3225
cityofcarrollton.com/buildinginspection

- Administration and enforcement of construction and property maintenance codes
- Building permits & inspections
- Parking spaces—analysis & renewal of requirements
- Certificates of Occupancy
- Review construction plans for new private development
- Review plans for public infrastructure related to private development
- Investigate construction complaints and perform code enforcements (litter, mud)
- Setback requirements
- Contractor registration trade licenses (electrical, plumbing, mechanical, etc.)
- Building permit fees
- Structure encroachment over platted boundaries
- Construction inspections on public infrastructure related to private development
- Sign and banner permits
- Pre-application/pre-construction meetings offered
- Development review process
- Encroachments on utility easements
- Special events, block parties, parade permits
- Visibility obstruction—investigate and coordinate the removal of violation
- Seasonal information—Christmas tree lots and snow cone stand permits

Virtual Information Kiosk

Carrollton's Virtual Information Kiosk - VIK - guides you through the processes and forms needed for permits and inspections for commercial or residential projects.

cityofcarrollton/VIK

Planning 972-466-3040
cityofcarrollton.com/devservices

- Implements policies and ordinances which promote the orderly growth and sustainability of Carrollton
- Provides professional staff support and recommendations to the City Council, and Planning & Zoning Commission
- Analyzes development proposals in accordance with the City's zoning and subdivision ordinance
- Processes requests for rezoning, special use permits, subdivision plats and amendments to the City's Comprehensive Plan

Transit-Oriented Development 972-466-3042
carrolltontxdevelopment.com

- Encourages a higher density, mixed-use community with an urban aesthetic
- Supports development near the City's three Dallas Area Rapid Transit (DART) Green Line stations (Downtown, Trinity Mills and North Carrollton)

Economic Development 972-466-3299
carrolltontxdevelopment.com

- Maintains and develops the City's economic activity
- Business retention, expansion and new business
- Retail Development Program
- Site selections; available buildings
- New commercial investment
- For information regarding small business start-up, volunteer services, residential relocations, small business counseling, call the Metrocrest Chamber of Commerce at 469-587-0420

Engineering 972-466-3200
cityofcarrollton/engineering

Civil Engineering

- Coordinates design and construction of capital improvement projects (streets, drainage, water and wastewater utilities)
- Reviews and approves subdivision construction plans
- Monthly construction updates
- Flood plain information
- Permits and inspects installation of utilities in right-of-way
- Copies of plats and construction plans
- Maintains the plats of property for customer use
- Capital Improvement Projects and public infrastructure inspections

Transportation Engineering

- Responsible for all traffic operations and transportation planning services
- Performs all traffic pedestrian and vehicle counts
- Traffic ordinances, speed limits
- Liaison with regional and state transportation authorities
- School safety issues

Finance 972-466-3110
Purchasing 972-466-3133
cityofcarrollton.com/purchasing

- Responsible for the procurement of all materials, supplies, services and equipment through the sealed bid process for the City including construction projects (except Public Works projects)
- Online City surplus auctions
- Purchasing card management

Marketing Services 972-466-3593

- Media relations
- Internal communications
- Community relations and communications
- City branding
- Promote tourism
- Community events and calendars
- Website development
- Cable television programming
- Promote City department programs

Public Works cityofcarrollton.com/publicworks

Streets and Drainage 972-466-3425

To report problems in the following areas, call the service desk at 972-466-3425, 24 hours a day, 7 days a week.

- Street sweeping of major thoroughfares
- Maintenance and repair of streets, alleys, curbs and sidewalks
- Pavement crack and joint sealing
- Pressure grouting of sunken pavement
- Brush and litter control within street rights-of-way
- Guardrails – repair and replacement
- Maintenance of storm sewers
- Street sanding during winter weather
- Drainage channel maintenance
- Control of drainage from underground springs in public rights-of-way
- Removal of obstructions from drainage culverts
- Bridge maintenance
- Graffiti abatement
- Screening walls (City owned); repair/repaint
- Railroad grade crossing improvements
- Online weekly "street closures" listing

Traffic Operations 972-466-3425

To report traffic signal or school zone flasher malfunctions, call 972-466-3425.

- Installation and maintenance of traffic control signs, traffic signals and school zone flashers
- Installation and maintenance of pavement markings
- Perform vehicle and pedestrian traffic counts

Water Quality 972-466-3425

- Drinking water taste and odor complaints
- Utility line locations for construction or excavation
- Water conservation and emergency water use management
- Monthly bacteriological water sample
- Consumer Confidence Report
- Monthly minerals analysis reports
- Backflow and cross-connection control program
- Registration for cross-connection testers
- Bacteria sales (private samples)
- Maintain elevated water tower and ground storage tanks

Water and Wastewater 972-466-3425

To report water leaks or sewer main backups, call the service desk at 972-466-3425, 24 hours a day, 7 days a week. Your call will be evaluated as needing either emergency or routine attention, and treated accordingly.

- Replacement of pavement affected by water main repair
- Repair and replace sewer (wastewater) mains
- For private property sewer backups, please call a plumber.
- Repair and replace water mains
- Repair sanitary sewer stoppages and overflows
- Install water and sewer service taps
- TV inspection services of sewer mains
- Water pressure complaints
- Water main leak repairs
- Checking, repairing and replacing water meters
- Fire hydrant maintenance
- Repair and repainting of elevated water tanks

Workforce Services 972-466-3091

Job Hotline 972-466-3376

1945 E. Jackson Road
1st floor, City Hall

- Provides recruitment, employment screening, benefits administration, position classification, employee relations, policy development and civil service
- Monitors compliance with state and federal laws and City policy with regard to personnel related issues
- Compensation plans; salaries

City of Carrollton Job Opportunities

Job applications are ONLY accepted online at cityofcarrollton.com/jobs.

Workforce Services employees are available to assist you with the online application process Monday through Thursday from 7:30 a.m. to 5:30 p.m. and Friday from 7:30 to 11:30 a.m. Call 972-466-3090 or email jobs4you@cityofcarrollton.com for assistance.

Private Property Issues

Animal Services 972-466-3420
Building Inspection 972-466-3225
Environmental Services 972-466-3060
Fire Prevention 972-466-3070
Planning 972-466-3040
Police **D**epartment (Non-emergencies) 972-466-3333
Public **W**orks 972-466-3425

Accessory structures ..... **B**
(storage sheds, fences, carports, decks, antennas, satellite dishes)

Alleys ..... **PW**

Animals, all questions ..... **A**

Apartment maintenance ..... **E**

Baby car seat installation ..... **PD**

Banners, special events, promotions .... **B**

Basketball goal in right-of-way ..... **E**

Buildings
- damaged or unrepaired buildings ... **E**
- during construction ..... **B**
- substandard structures/vacant buildings ..... **E**

Business in a residence ..... **E**

Caretaker living in a business building ..... **E**

Chemical spills/disposal ..... **E**

Certificate of Occupancy (C.O.)
- Special Use Permit stipulation not met after occupancy ..... **E**
- violations related to construction codes during construction ..... **B**
- violations related to zoning codes .. **E**

Construction, starting too early or too late *(noise)* ..... **PD**

Disturbances
- noise, light, odor, smoke, etc. ..... **E**

Drainage
- roadway ..... **PW**
- between existing buildings ..... civil matter*

Drinking water ..... **PW**

Dumping, illegally ..... **E**

Dumpsters-not screened, not on concrete ..... **E**

Encroachments-zoning, building lines, utility easements ..... **B**

Excavations, open/not barricaded *(not construction related)* ..... **E**

Fences
- maintenance ..... **E**
- permits ..... **B**

Fire lane maintenance ..... **F**

Food safety-restaurants/grocery/ day care/food borne illnesses ..... **E**

Foundations
- maintenance ..... **E**
- repairs (permit required) ..... **B**

Garage sales, excessive ..... **E**

Graffiti ..... **E**

Grass & weeds
- private or public property ..... **E**
- right-of-way ..... **Parks**

Grease trap overflowing ..... **E**

Housing
- people living in campers ..... **E**
- homeless occupying vacant structures ..... **P**
- too many occupants in dwelling unit ..... **E**
- no minimum facilities ..... **E**
(plumbing, heating, ventilation, etc.)

Ice on street or sidewalk from private property water run-off *(lawn sprinklers)* ..... **E**

Landscape maintenance *(where required by zoning)* ..... **E**

Liquid waste hauler ..... **E**

Liquor license *(permit required)* ..... **P**

Mosquitoes ..... **A**

Mud on streets ..... **PW**

Outside display or storage of merchandise not allowed by Certificate of Occupancy ..... **E**

Parking on grass ..... **E**

Parking surfaces & space stripes not maintained/potholes ..... **E**

Performance standards *(noise, glare, odors, vibration, smoke, etc.)* ..... **E**

Placement of accessory structures *(storage shed, fences, carports, patio covers, decks, antennas & satellite dishes, walls, etc.)* ..... **B**

Pretreatment *(industrial waste, permits)* ..... **E**

Screening walls ..... **PW**

Sewer (or septic tank) overflowing ..... **E**

Signs and banners: permit required..... **B**

Signs
- home builder signs in right-of-way ..... **B**
- political signs on public property. .. **E**
- garage sales signs on utility poles .. **E**
- signs on right-of-way or private property ..... **E**

Smoking in public places/restaurants... **E**

Stormwater (permits, discharges) ..... **E**

Streets, sidewalks ..... **PW**

Substandard structures (vacant or occupied) ..... **E**

Swimming pools/spas:
- construction ..... **B**
- enclosures not secure or insufficient height ..... **E**
- water quality, discharging water on street/alley ..... **E**

Traffic signs, signals and pavement markings ..... **PW**

Trash/bulk waste/debris:
- accumulated on property ..... **E**
- abandoned appliances..... **E**
- construction ..... **B**
- put out too early or left out too long..... **E**

Trees/shrubs:
- blocking view of motorists ..... **B**
- overhanging street, alley or sidewalk..... **E**

Vehicles:
- trucks/trailers/boats parked on residential streets ..... **E**
- truck/trailers parked on residential property (over one ton capacity, semis) ..... **E**
- for sale, junked or abandoned in parking lot or on private property... **E**
- junked or abandoned on streets .... **PD**
- junked/abandoned on right-of-way or parking lot ..... **E**

Unscreened outside storage, general items not allowed, Certificate of Occupancy ..... **E**

Water:
- leaking (in right-of-way) ..... **PW**
- discharging onto streets or alleys ... **E**
- water pressure..... **PW**

Zoning or platted building line: encroachments ..... **B**

**Disputes between individuals or property owners such as trespassing with fences, retaining walls, landscaping, sprinkler discharge, or a tree house overlooking neighbor's yard are civil matters and are not addressed by the City.*

Permits

Building Inspections.....972-466-3225

Call or visit cityofcarrollton.com/buildinginspection for information on required permits before starting any remodeling or construction project.

Awning/Canopy
Banner
Building Additions
Building Moving
Carports
Christmas Tree Lot
Cold Air Balloon
Demolition
Deck over 30” high
Electrical
Fence
Fire Sprinkler
Foundation Repair
Lawn Sprinkler
New Building
Mechanical
Patio Cover
Plumbing
Retaining Wall
Roofing
Sheds
Sign
Snow Cone Stand
Solar Panels (wind/rainwater harvest)
Structures
Swimming Pool/Spa
Temporary Heat/Clean & Show Tent
Water Heater
Weekend Directional Sign

Development Permits

Site Grading for subdivisions	Engineering	972-466-3200
Site Grading related to private development	Building Inspection	972-466-3225

Streets & Right-of-Way Permits

Block Party	Building Inspection	972-466-3225
License Agreement *(Landscaping, parking, etc. in public ROW)*	Planning	972-466-3040
Parade	Building Inspection	972-466-3225
Solicitation	Police	972-466-3347
Special Event Permit	Building Inspection	972-466-3225
Street Cut/Curb Cut	Engineering	972-466-3200
Street Name Change	Fire Prevention	972-466-3070
Utilities (phone/cable)	Engineering	972-466-3200

Use Permits

Certificate of Occupancy	Building Inspection	972-466-3225
Food Handling	Environmental Services	972-466-3060
Industrial Pretreatment	Environmental Services	972-466-3060
Liquid Waste Transportation	Environmental Services	972-466-3060
Storage Tanks	Fire Prevention	972-466-3070

Alarm Permits

Fire Alarms	Building Inspection	972-466-3225
Burglar Alarms	UCS/Alarm Permits	972-466-3525

CITY TAXES

The City has contracted with Dallas and Denton County Tax Offices to handle property tax billing and collections for City of Carrollton property owners.

County Tax Offices

Dallas County Tax Assessor-Collector
(for Dallas County properties)
500 Elm Street
Records Building
Dallas, Texas 75202-3504

214-653-7811
dallascounty.org/department/tax/

Denton County Tax Assessor-Collector
(for Denton and Collin County properties)
Sandy Jacobs Government Center
1029 W. Rosemeade Parkway
Carrollton, Texas 75007

940-349-3500 (metro)
tax.dentoncounty.com/

Inclement Weather Guidelines

Severe weather (snow, ice, high winds, etc.) may necessitate the temporary closure of City leisure facilities. During adverse weather conditions, the public is advised to limit driving to minimize accidents, falls and other weather related incidents. To comply with public safety advisories, the following leisure facilities may be closed:

Crosby Recreation Center	972-466-9810
Rosemeade Recreation Center	972-466-9800
Oak Creek Tennis Center	972-466-6389
Carrollton Senior Center	972-466-4850
Hebron & Josey Public Library	972-466-4800
Josey Ranch Lake Public Library	972-466-4800
Indian Creek Golf Club	972-466-9850
A.W. Perry Homestead Museum	972-466-6380

Automated telephone messages regarding inclement weather operating schedules are recorded as conditions warrant. For more information, visit cityofcarrollton.com.

Public Safety Closure Announcements

Weekdays: City leisure facilities and programs typically follow the Carrollton-Farmers Branch Independent School District's (C-FB ISD) closure schedules during severe weather (including full-day closures, delayed openings and/or early closings).

C-FB ISD closure schedules (including City leisure services facilities) are announced on area television and radio stations. You can also visit cityofcarrollton.com or call 972-466-3080 for updates.

HISTORIC SITES

A. W. Perry Homestead Museum and Barn
1509 N. Perry Road
972-466-6380
Hours: Tuesday, Thursday and Saturday
Tours available at 11 a.m. and 1 p.m. (and by appointment)
This lovely story and a half, restored and preserved historic home was owned by DeWitt C. Perry, a son of a founding father of Carrollton, A. W. Perry. It was completed in 1909 utilizing building materials carefully salvaged from the first Perry family home, built circa 1857. The museum displays authentic period furnishings and is now maintained by the City. Group tours and admission are free of charge. The grounds may be reserved for weddings, photography, children's birthday parties and other special occasions.

Bramblitt Woodright
2335 Sandy Lake Road (10 acres located in Elm Fork Nature Preserve)
972-466-3080
Purchased in 1861, the wood from this property was used by the Elknah Bramblitt family for over 122 years to provide shelter and fuel for cooking and heat.

Historic Downtown Carrollton Square
Southeast corner of Belt Line Road and IH-35E
Between Broadway, 4th Street, Elm Street and W. Main Street
The Square's formation began prior to 1900, with buildings erected that cultivated commerce and created the first Downtown Carrollton. A fresh spring flowed through the center of the Square where the gazebo now stands. The Square still has early 20th century charm and continues to be a focal point for many town gatherings. olddowntowncarrollton.com

Downtown Square Gazebo
Call a Recreation Center to reserve the gazebo for special occasions (972-466-9800 or 9810).

For a complete list of historic sites, visit
cityofcarrollton.com/history.

Outdoor Water Use Tips

SAVE MONEY AND WATER ON OUTDOOR LANDSCAPING CARE

- Water only when needed. Look at the grass, feel the soil, or use a soil moisture meter to determine when to water.
- Deep and infrequent watering is best. Deep is four to six inches deep, infrequent is when your grass signals that it needs water (discolored, wilting, leaf blades begin to roll or fold, or footprints remain visible after you walked across it).
- Light, frequent applications of water produce a weak, shallow-rooted turf that cannot withstand heat and drought. By watering at the proper depth only when your lawn needs it, you encourage deep, healthy roots that can endure hot, dry weather. Water no more than every 5 days.
- Water during the early morning or evening hours since evaporation losses will be up to 60 percent higher during the day. Do not water on windy days. Set sprinklers so the lawn is watered, not sidewalks and driveways.
- Do not cut the grass too short. Longer blades of grass will reduce evaporation and root stress since shaded soil will not dry out as quickly.
- The best choice for managing lawn clippings is the Don't Bag It approach, which leaves clippings on the lawn and returns valuable nutrients to the soil. Plastic or paper bags of grass, leaves and other lawn clippings should be sealed and placed in your automated containers for weekly collection or placed at your front curb for collection as bulk waste.
- Use SmartScape technique: txsmartscape.com.
- Visit cityofcarrollton.com/water for more detailed information on ways to save water.

Save Water by the Yard

For water conservation information call Utility Customer Service at 972-466-3120, Water Utilities at 972-466-3425 or visit cityofcarrollton.com/water.

10 Ways to Save Water (and Money)

1 **Install low-flow showerheads.** They use 30% to 70% less water.

2 **Install low-flow or air assisted commodes to cut water use up to 70%.** If you can't replace your toilet, place a half-gallon plastic jug of water or a toilet dam in your tank. This can cut toilet water use by 20%. (Don't use bricks—they fall apart.)

3 **Install low-flow faucet aerators on the bathroom and kitchen sinks.** These use about half as much water without compromising performance.

4 **Take shorter showers.** Your shower shouldn't last longer than five minutes. Turn the faucet off while brushing your teeth or shaving.

5 **When washing your car, use a cut-off nozzle.** Don't run the hose continuously.

6 **Be sure your dishwasher is full before you run it.** About 8% of home water use takes place in the kitchen. Instead of running water, rinse dishes in a basin and soak pots and pans before scrubbing. (Water-saving models can cut water use by 25%.)

7 **Adjust the water level on your washing machine to match the size of your load.** Laundry accounts for about 14% of home water usage. If you can't set the level on your machine, be sure to wash only full loads. Water-saving models reduce water use by up to 30%.

8 **Repair plumbing leaks immediately.** A dripping faucet can waste up to 2 gallons of water per hour. Check your toilet by dropping a small amount of food coloring into the tank. If colored water appears in the bowl after 10 minutes, you've got a leak that needs repairing.

9 **Insulate your water heater and hot water pipes.** Avoid having to run the water until it's hot.

10 **Voluntarily cut back on lawn watering.** Water no more than once every five days with no more than an inch of water at a time. To avoid evaporation, water before 10 a.m. or after 6 p.m.

VOTING INFORMATION

Dallas County Elections Department
Dallas County Health and Human Resources Building
2377 N. Stemmons Freeway
8th Floor, Suite 820
Dallas, Texas 75207

214-819-6300
Fax: 214-819-6301
dallascountyvotes.org

Denton County Elections Department
701 Kimberly Drive, Sutie A101
Denton, Texas 76208

940-349-3200 (Metro)
Election Line: 940-320-VOTE
Fax: 940-349-3201 (Metro)
votedenton.com

City of Carrollton
City Secretary's Office: 972-466-3582
cityofcarrollton.com/elections

Looking for that perfect location for your next event? Need a place to celebrate a special occasion?

Look no further than the City of Carrollton for your next meeting, banquet or special event.

cityofcarrollton.com/rentals

Community Resources

ADA (Americans with Disabilities Act), ada.gov/.....800-514-0301 (voice)
800-514-0383 (TTY)

APPRAISAL OFFICE
Denton Central Appraisal District 972-434-2602
dentoncad.com/Appraisal/PublicAccess/
Dallas Central Appraisal District, dallascad.org/.....214-631-0910

BETTER BUSINESS BUREAU, dallas.bbb.org/ 214-220-2000

BIRTH CERTIFICATES (Bureau of Vital Statistics)
North Dallas Gov't Center, 1411 W. Belt Line Road, Richardson ..214-904-3042
dallascounty.org/department/countyclerk/birthcertificates.htm
Sandy Jacobs Gov't Center, 1029 W. Rosemeade Parkway 972-434-7170
dentoncounty.com/dept/main.asp?Dept=17&Link=49

BUSINESS LICENSE
Dallas County Clerk (Records Bldg.).....214-653-7131
Denton County Clerk (Records) 940-349-2010
Collin County Clerk.....972-424-1460
DBA (Recorder).....214-653-7177
File for tax ID number through:
State of Texas Comptroller's Office.....1-800-252-5555
window.state.tx.us/taxpermit/

CAR TITLES, TAGS & REGISTRATIONS
Denton County.....972-434-7150
tax.dentoncounty.com/main.asp?Dept=55
Collin County.....972-881-3014
co.collin.tx.us/tax_assessor/index.jsp
Dallas County 214-653-7811
m.dallascounty.org/taxoffc/titles.html
Texas Department of Transportation 972-417-0884
(Titles and Special & Personalized Plates & Lost Titles)
dot.state.tx.us

COUNTY GOVERNMENT OFFICES
Dallas County Government Office
Tax Office.....214-653-7811
County Clerk's Office 214-653-7679
Justice of the Peace—Precinct JP 3-1—Collin Co.....972-424-1460 x3001
Justice of the Peace—Precinct JP 3-3—Dallas Co 214-904-3042
dallascounty.org/department/jpcourts/jpcourts_intro.html
District Attorney.....214-653-3600

Denton County Sandy Jacobs Government Office
Tax Office-Carrollton 972-434-7150
dentoncounty.com/locations/cgc.asp
County Clerk's Office 940-349-2010
dentoncounty.com/dept/main.asp?Dept=17
Justice of the Peace 972-434-7100
dentoncounty.com/dept/main.asp?Dept=42
District Attorney 940-349-2600
Collin County Government Office
Tax Office 972-547-5014
County Clerk's Office 972-424-1460 x4185
Justice of the Peace—Precinct 3, Place 1 ..... 972-424-1460 x3001
District Attorney, co.collin.tx.us/justices_peace/index.jsp 972-548-4323

DART BUS
Information, dart.org/ 214-979-1111
Dart Police, dart.org/about/dartpolice/dartpolice.asp 214-928-6300

DEATH CERTIFICATES
City of Dallas, dallascityhall.com/ehs/vital_statistics.html 214-670-3092
Texas Department of State Health Services 888-963-7111
Denton County 940-349-2018
dentoncounty.com/dept/main.asp?Dept=17&Link=49

DRIVER'S LICENSE
Department of Public Safety 972-245-5800
DPS Austin 512-424-2000
Online renewal ..... txdps.state.tx.us

EMPLOYMENT INFORMATION
City of Carrollton Workforce Services 972-466-3090
Job Hotline 972-466-3376
E-mail ..... jobs4you@cityofcarrollton.com
Fax 972-466-4789
Police Employment-Personnel Unit 972-466-3286
Texas Workforce Commission, www.twc.state.tx.us/
Preston at Alpha Center 972-388-5600
Irving Center 972-573-3500
Equal Employment Opportunity Commission 1-800-669-4000

FINANCIAL ASSISTANCE
Medicare/Food Stamps, www.hhsc.state.tx.us/ 972-562-5832
Texas Department of Human Services, www.hhsc.state.tx.us/ 972-771-8386
U S Dept. of Health & Human Services, hhs.gov 877-696-6775
Utility Bill/Food/Living Assistance
Metrocrest Social Services 972-446-2100
metrocrestsocialservices.org
Community Christian Action, ccahelps.org 972-219-4357
Salvation Army 214-398-6619
uss.salvationarmy.org/uss/www_uss_dallasac.nsf

FINGERPRINTING 972-466-3290

HANDICAP PARKING
Spaces - Striping Info. & Requirements 972-466-3225
Signs & Stickers -County Tax Office
Denton County Tax Office 972-434-7150
Dallas County Tax Office 214-653-7811
Collin County Tax Office 972-424-1460

HEALTH SERVICES
Denton County
Denton County Health Dept. ..... Metro 940-349-2900
dentoncounty.com/dept/main.asp?Dept=33
Women, Infants, Children Services
dshs.state.tx.us/wichd/default.shtm
Lewisville Site 972-221-1603

Dallas County
Dallas County Health Department 214-819-2000
Carrollton Women, Infants, Children Office (WIC) 972-446-1507

HOMESTEAD INFORMATION
Homestead Exemption Forms:
Dallas County Appraisal District 214-631-0910
dallascad.org/Exemptions.aspx
Denton County Appraisal District 972-434-2602
dentoncad.com/Appraisal/PublicAccess
Collin County Tax Assessor 972-424-1460
co.collin.tx.us/tax_assessor/index.jsp

HOUSING ASSISTANCE
Denton Housing Authority, dentonhousingauthority.com 940-383-1504
Dallas Housing Authority, dhadal.com 214-951-8300
Plano Housing Authority, planoha.org 972-423-4928
Garland Housing Agency, ci.garland.tx.us 972-205-3393
Housing Crisis Center, www.hccdallas.org/index1.html 214-828-4244
HUD (Housing & Urban Development) 800-955-2232
hud.gov/local/index.cfm?state=tx

LANDFILL INFORMATION
DFW Landfill 972-315-5421

MARRIAGE LICENSES
(see County Government Offices-Justice of the Peace)

NATATORIUM - C/FB ISD 972-968-5667
1334 Valwood Parkway, Farmers Branch, Texas

NEWSPAPERS – local, weekly
NeighborsGo ..... community@neighborsgo.com
Dallas Morning News 214-977-8222
The Carrollton Leader 972-424-6565

PASSPORTS

North Dallas Government Center 214-904-3030
Denton County Government Center 940-349-2010
Collin County Government Center 972-424-1460
East Dallas Government Center 214-321-3183

POST OFFICE, usps.com 972-245-3512
Carrollton Main Office, 2030 E. Jackson Road

SOCIAL SECURITY INFORMATION, www.ssa.gov/ 800-772-1213

SOCIAL SERVICES

Bea's Kids, beaskids.org 469-892-6300
Big Brothers & Sisters, bbbsi.org 214-871-0876
The Family Place, familyplace.org 214-941-1991
Housing Crisis Center-Dallas Tenants Assoc. 214-828-4244
Metrocrest Services, metrocrestservices.org 972-446-2100

TAX ASSESSSOR/COLLECTION

Denton County 940-349-3500
Dallas County 214-653-7811
Collin County 972-424-1460
City of Carrollton Tax Questions 214-653-7811
C-FB ISD Tax Office 972-968-6172
Lewisville ISD Administration Office 469-713-5200
Dallas ISD 214-653-7811

TOLL TAGS

North Texas Tollway Authority (NTTA), ntta.org 972-818-6882

UNEMPLOYMENT INFORMATION, www.twc.state.tx.us

Denton Center 940-382-6712
Irving Center 972-573-3500
Preston at Alpha Center 972-388-5600

For more Community Resources visit
cityofcarrollton.com (Living/Community Resources)

AUTO-PAY FORM

For your convenience . . .

BANK DRAFTING SERVICE FOR CARROLLTON WATER UTILITY BILLS

See form on page 55.

Pay your monthly utility bills automatically from your checking or savings accounts. It saves time and money – no checks to write, no postage, no fees for the service. Bills will always be paid on time!

You will continue to receive a monthly utility bill indicating water consumption, amount owed and due date. The total amount of your bill is electronically deducted from your checking or savings account each month on the due date, which appears on your bill. Financial institutions list automatic payments on their monthly account statements.

TERMS AND CONDITIONS FOR ENROLLMENT

You are responsible for contacting your financial institution prior to signing the authorization form below:

- To ensure your institution's participation
- To determine any bank fees your institution may charge

It takes approximately one billing cycle before the automatic deduction will occur. In the meantime, please continue to pay your bill by cash, check or debit/credit card. Your bill will indicate that electronic bank drafting is effective with the statement: "YOUR ACCOUNT WILL BE DRAFTED FOR…"

Returned payments will be assessed a fee by the City. Please call your financial institution regarding questions on fees they may charge separately. The City will remove your utility account from bank drafting for two (2) returned payments in a consecutive twelve (12) month period or for "frozen" and "closed" account notifications. Removal for returned payments will make the utility account ineligible for auto draft in the future.

Claims on disputed bills must be received by the Utility Customer Service office at City Hall at least ten (10) business days prior to the due date.

To remove your account from auto draft, written authorization must be received in the Utility Customer Service office at City Hall, 1945 E. Jackson Road, Carrollton, Texas 75006 at least 30 days prior to the effective bill due date.

Please check: ____ New ____ Change

Authorization Form for Auto Draft -
Bank Drafting of Your Monthly Utility Bills:

I have read and agree with the terms and conditions. Please initial: _____

I authorize the City of Carrollton to debit my checking/savings account each month for the amount of services billed on my water utility account. I also authorize my financial institution, below, to debit same amount from my checking/savings account.

_____
Name of Financial Institution Phone Number

_____
City State Zip Code

Please check the appropriate boxes:

Type of financial institution: ____ Bank ____ Savings & Loan
____ Credit Union ____ Other

Type of account: ____ Checking ____ Savings

Please print:

_____
Customer Name

_____
Service Address

_____
City State Zip Code

_____

_____
(All authorized signatures are required.)

_____
Date

_____
Water Utility Account Number

_____
Daytime Telephone Number

Please return this form and a voided check to:

City of Carrollton-UCS
P.O. Box 115120
Carrollton, TX 75011-5120

YOU MUST ALSO INCLUDE A <u>VOIDED CHECK</u> SO THE CORRECT BANKING INFORMATION CAN BE RECORDED.

For questions, please call 972-466-3120 or visit us at City Hall – Utility Customer Service Counter.

CONFIDENTIAL

You can request that your personal information contained in our utility records not be released to unauthorized persons.

A change has been made by the Texas Legislature in the Open Records Act. This applies to Utility Billing only. This change gives you the right to request that your personal information (address, telephone number or last 4 digits of your social security number) not be made available to the public.

You may exercise your right by checking the box below and returning this form with your signature to the City of Carrollton – Utility Customer Service Department.

☐ I request that my personal information be kept confidential.

_____	_____
Account Number	Print Name (must be the billed party)
	_____
	Service Address
	_____
	Signature (must be the billed party)

We Must Still Provide the Information to:

- An official or employee of the state or a political subdivision of the state, or the federal government acting in an official capacity;
- An employee of a utility acting in connection with the employee's duties;
- A consumer reporting agency;
- A contractor or sub-contractor approved by and providing services to the utility or to the state, a political subdivision of the state, the federal government or an agency of the state or federal government;
- A person for whom the customer has contractually waived confidentially for personal information; or
- Another entity that provides water, wastewater, sewer, gas, garbage, electricity or drainage service for compensation.