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 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 your #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, W.J. Thomas Splash Park, or Oak Hills Splash Park. In the fall, enjoy free concerts by nationally-known artists, 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 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 Dallas Love Field and DFW International airports. With three DART light rail stations and plans for a new 26-mile regional rail corridor connecting Carrollton to DFW Airport in the east and the existing DART Red Line in Collin County to the west, the City is well-positioned as one of the major transportation hubs in the DFW Metroplex. In addition to the arrival of light rail, Carrollton is serviced by major highways IH-35E, TX 121, and the President George Bush Turnpike. No wonder Carrollton is said to be the place “where connections happen.”

To become familiar with all that Carrollton has to offer, visit 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.

Kevin Falconer, Mayor
24-HOUR CITY SERVICE

Telephone Hotlines
Court Jury Duty.................................................................................. 972-466-4751
Customer Service after 5:30 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
Special Events..................................................................................... 972-466-9135

Online City Services
Access government information and services 24 hours a day 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 jobs at the City of Carrollton.
- **Library (book holds, renewals, and eBooks)**: Access the Carrollton Public Library online, renew 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 a mailing list to receive information once recruitment periods begin.

...and more

Follow Us!

Facebook
@CarrolltonAnimalAdoptionCenter
@CarrolltonFestival
@CarrolltonParks
@CarrolltonPublicLibrary
@CarrolltonRoads
@CarrolltonTexas
@CarrolltonTXFire
@CarrolltonTXPD
@CityofCarrolltonJobs
@HistoricDowntownCarrollton
@PerryHomesteadMuseum
@UNIDOSCarrollton

Twitter
@CarrolltonFest
@CarrolltonOEM
@CarrolltonSport
@CarrolltonTX
@CarrolltonTXLib
@CarrolltonTXRDs
@CarrolltonTXPD

Pinterest
@CarrolltonLibrary
@CarrolltonTX
@PerryHomestead
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*Updated January 2019*
## USEFUL TELEPHONE NUMBERS

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<td>466-3525</td>
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<td>City Manager (administration)</td>
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<td>Library</td>
<td>466-4800</td>
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<td>Oak Creek Tennis Center</td>
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<td>Senior Center</td>
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<td>Solid Waste and Recycling Services</td>
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<tr>
<td>Sports &amp; Leagues</td>
<td>466-9833</td>
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<td>Street/Drainage</td>
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<td>Dallas County Tax Office</td>
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<td>Denton County Tax Office</td>
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<td>466-3091</td>
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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 dogs or cats may be kept on a residential property that does not provide a fenced yard. Three dogs and three 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: Up to six chickens may be kept on any residentially zoned, single-family lot, as long as certain criteria is met and a permit is obtained.
**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. If the pet you are adopting is not currently vaccinated for rabies or spay/neutered, you must sign a contract agreeing to have both procedures completed in a timely manner.

**Animals Impounded by Animal Services:**

<table>
<thead>
<tr>
<th>Impoundment Fees:</th>
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<tr>
<td>1st impoundment within a 12-month period</td>
<td>$20</td>
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<tr>
<td>2nd impoundment within a 12-month period</td>
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<tr>
<td>3rd impoundment within a 12-month period</td>
<td>$100</td>
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</table>

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**

For your convenience, cash donations are available online at cityofcarrollton.com/animalservices. You may also fill out the donation form and mail it to: Animal Services & 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, adhere to the following list:

- Purina Dog Chow 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® antibacterial 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 animals’ stomachs.
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 typically held in May.

The Council usually 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 website 72 hours prior to each meeting. Citizens are invited to attend council meetings or watch them on cable television (see page 45 for schedule).

2018-2019 City Council, citycouncil@cityofcarrollton.com
Mayor Kevin Falconer 972-466-3167
Councilmember Steve Babick 972-466-3205
Councilmember Mike Hennefer 972-466-4233
Councilmember Pat Cochran 972-466-3203
Councilmember Frances Cruz 972-466-4231
Councilmember Glen Blanscet 972-466-3082
Councilmember Young Sung 972-466-4232
Councilmember John Sutter 972-466-3088

Administration, 972-466-3001
City Manager Erin Rinehart
Assistant City Manager Chrystal Davis
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 (CIPAC)
- Firefighters’ and Police Officers’ Civil Service Commission
- Historic Preservation Advisory Committee (HPAC)
- Library Board
- Museum Board
- Neighborhood Advisory Commission (NAC)
- Parks & Recreation Board
- Planning & Zoning Commission (P&Z)
- Property Standards Board (PSB)
- Traffic Advisory Committee (TAC)
- Tax Increment Reinvestment Zone No. 1 (TIRZ)

*For a list of requirements, visit cityofcarrollton.com/boards.

Board members are selected for a two year term by City Council each fall. All boards and commissions 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. 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. Absences from more than 25 percent of meetings in any 12-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/citysecretary.

THE CITY AT YOUR FINGERTIPS

Download City of Carrollton Mobile App

Search restaurants, look up businesses, and report issues all at the click of a button.
COMMUNITY EVENTS

Visit cityofcarrollton.com/events for a complete listing of special events or cityofcarrollton.com/calendar for all City and community events.

January-March
• Harry Potter Yule Ball
• Chinese New Year Celebration
• African-American Read-In
• Run for Rover
• Daddy Daughter Dance
• Citizens’ Evening Featuring Mayor’s State of the City
• TEXFest-A Texas Independence Day Celebration
• Spring Break STEAM Fair
• $5 Rabies Vaccinations & Free Pet Registrations

April-June
• Spring Blooms!
• Carrollton Trails 5K Run/1-Mile Fun Run/Walk
• Cinco de Mayo Celebration
• “May the 4th Be With You” Star Wars Event
• Mother’s Day Concert & Picnic
• Youth Fishing Day

July-September
• 4th of July Concert
• July 4 Community Fireworks Display
• Swim-In Cinema
• Pooch Pool Party
• College and Continuing Education Fair
• Paws on the Square

October-December
• Perry Pumpkin Patch
• Mother/Son Monster Mash
• Library Fall Festival
• Festival at the Switchyard
• Veterans Day Luncheon (Veterans Only)
• Cease the Grease Free Cooking Oil Disposal
• An Old-Fashioned Christmas
• Santa on the Square with Kids’ Santa Dash and Carrollton Snow Globe

Saturdays on the Square-Downtown Carrollton
For a full list of Downtown Carrollton events, visit cityofcarrollton.com/downtown or call 972-466-9135.

Parks & Recreation Special Events Hotline:
972-466-9135
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 to the east, Fyke Road and Valwood Parkway to the south, the Elm Fork of the Trinity River to the west, and FM 544 to the north.

Population
127,980

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 three stations in Carrollton:
  - **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
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.

  Free parking available at all stations. For more information, visit [DART.org](http://DART.org) or call DART Customer Services at 214-979-1111.

- DFW International Airport
  [DFWAirport.com](http://DFWAirport.com)
  972-973-3112

- Dallas Love Field Airport
  [Dallas-LoveField.com](http://Dallas-LoveField.com)
  214-670-5683

Hospitals
- **Baylor Scott & White Medical Center-Carrollton**
  4343 N. Josey Lane
  972-492-1010
  [bswhealth.com](http://bswhealth.com)

- **Texas Health Hospital**
  1401 E. Trinity Mills Road
  972-810-0700
  [TexasHealthHospital.com](http://TexasHealthHospital.com)

Several other hospitals are located within minutes of Carrollton.
Education
Carrollton/Farmers Branch I.S.D.
1445 N. Perry Road
972-968-6100 • cfbisd.edu

Other School Districts Serving Carrollton:
Lewisville I.S.D.  Dallas I.S.D.
1565 W. Main Street, Lewisville  9400 N. Central Expressway, Dallas
469-713-5200 • lisd.net  972-925-3700 • dallasisd.org
• Several private schools in the area
• Carrollton is within 30 minutes of most colleges and universities in the area.

Cultural Arts
A.W. Perry Homestead Museum  Brookhaven College School of the Arts
1509 N. Perry Road  972-860-4730
972-466-6380  brookhavencollege.edu
cityofcarrollton.com/museum  Arts exhibits, dance, musical
Free Tours  performances, and theatre productions

Carrollton Wind Symphony  The Dallas School of Music
carrolltonwindsymphony.org  14376 Proton Road, Dallas
972-860-4730  972-380-8050
brookhavencollege.edu  thedallasschoolofmusic.com

Community Services
Metrocrest Services  Metrocrest Chamber of Commerce
13801 Hutton Drive, Suite 150  2550 Midway Road, Suite 240
Farmers Branch  Carrollton
972-446-2100  972-446-6380
metrocrestservices.org  469-587-0420

Top 5 Reasons to Shop & Dine in 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 more than 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/restaurants for an interactive map of local restaurants and caterers ready to serve you and your family.

SHOP LOCAL: SHOP CARROLLTON
Citizens are encouraged to stop by the Gravley Center (1111 W. Belt Line Road, Ste. 100) for literature on what to do in case of flooding, tornadoes, and other potential disasters that may affect our City. For information, call Fire Administration at 972-466-3070.

Sign-up for Carrollton Alert - This emergency notification program enables the City to provide citizens with critical information quickly in situations such as severe weather. Sign-up at carrolltonalert.com.

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

When Emergency Warning Sirens Sound
(Sirens are meant for outdoor warning only.)
- **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 indoor shelter. If shelter is not available, lie flat in a ditch, ravine, or depression.
- **LISTEN** to a 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 residences 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 or tornado, or in case a storm knocks out electricity. Agree upon a place where 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. Do a test run of different routes. In times of extreme heat, identify locations where you can escape sweltering conditions such as 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 the Gravley Center. During extreme heat, include extra water or juice, sunscreen, and hats. For more information, visit fema.gov.
ENVIRO NMENTAL SERVICES

1945 E. Jackson Road
Carrollton, Texas 75006
envservices@cityofcarrollton.com
972-466-3060

Animal Services (see page 5)

Community Development

- Community Development Block Grant Program
- IMPACT Initiative
- Minor Home Repair Program

- Neighborhood preservation (see page 21)
- Neighborhood redevelopment (NOTICE Program)

Community Services

- 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

- Chemical spills
- Environmental site assessments
- Food complaints
- Glare complaints
- Grease traps
- Liquid waste haulers
- Municipal Setting Designations
- Noise from industries

- Odor complaints
- Pretreatment for industries
- Restaurant inspections-food services (restaurant, daycare, catering)
- Septic tanks
- Smoking complaints
- Storm Water Program
- Water pollution issues

For after-hour emergencies, call Police Dispatch at 972-466-3333.
Code Enforcement and Environmental Specialists are on-call 24/7.
CARROLLTON FIRE RESCUE

EMERGENCIES.......................................................... 911
Fire Administration, Operations, and Support Services............ 972-466-3070
Gravley Center, 1111 W. Belt Line Road, Ste. 100
Fire Prevention & 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 are fully equipped advanced life support mobile intensive care units. They 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, and First Aid Training – Affordable CPR training available to businesses and residents of Carrollton and surrounding cities; call 972-466-4901 for more information or to 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, call 972-466-3070.

• 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 elderly and disabled. 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. To schedule a tour, complete the station tour form at cityofcarrollton.com/fire and fax or email it as indicated.
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 Alarms

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.

ARE YOU PREPARED TO SAVE A LIFE?

Sign up for CPR/AED and First Aid classes at cityofcarrollton.com/signupnow.

Taught by Carrollton Fire Rescue
Indian Creek Golf Club
1650 W. Frankford Drive
Carrollton, Texas 75007

- 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 Orion Management Solutions
- 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
- Renovated bunkers
CARROLLTON PUBLIC LIBRARY

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

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

Hours of Operation:
Sunday 2-6 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.

Phone Number
Library 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, bring your Library card when visiting the Library.
  ◦ Report lost or stolen cards immediately.
• Loan Periods
  ◦ eBooks are loaned for two weeks.
  ◦ DVDs and Launchpads are loaned for one week.
  ◦ Books and other items are loaned for three weeks.
• Late Fees
  ◦ DVDs, Launchpads, 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 branch information are accessible at cityofcarrollton.com/library.

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

• **Books & Materials:** Collections for ages infant through adult include print books, magazines, newspapers, books on CD, music CDs, and DVDs, as well as eBooks, eAudiobooks, and digital magazines for Carrollton and Denton County residents.

• **Internet Access:** Free WiFi and desktop access are available in both Library locations.

• **Magazines, Journals, & Newspapers:** Online access to extensive magazine, newspaper, and general research databases is available in the Library and remotely.

• **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.

Free Programs

Information on all activities is available at cityofcarrollton.com/library on the Library calendar and in the City’s Leisure Connections magazine which can be viewed online at cityofcarrollton.com/leisuremag.

The Library offers programs and events throughout the year for all ages.

• **Early Literacy Classes:** Weekly classes for babies, toddlers, and children up to age 6 are offered at both Library locations in the Story Time Rooms.

• **School Age through Teen:** Special events and a summer reading program are offered for Carrollton youth of various age ranges, 18 and younger.

• **Adult Programs & Classes:** Special classes, events, and a summer reading program are offered for the adults of Carrollton throughout the year.

• **Group Tours:** Visits may be arranged by contacting Library staff.

• **Book A Librarian:** Receive individualized, focused assistance from a professional Librarian in a scheduled 30-minute appointment.
Other Helpful Information

• **Reminder notices** are sent prior to due dates to patrons who have requested email notification.

• **Renewals** may be requested 24 hours a day at cityofcarrollton.com/library. Customers may also contact the Library in person or over the phone.

• **Holds** may be placed on items owned by the Library. Users are notified via email when the item is available. This service is especially popular with bestsellers. Holds may be placed online at cityofcarrollton.com/library or by speaking with staff. A maximum of 20 holds are allowed at any time on an established card.

• **Drive-Up Book Drops** are located outside each building and are open for returns 24/7.

Support the Library

• **Volunteer Opportunities:** Volunteer positions are available for ages 13 and up. Current postings may be viewed at cityofcarrollton.com/library.

• **Program Proposals:** Have an idea for a program at the Library? Submit it online at cityofcarrollton.com/library.

• **Friends of the Carrollton Public Library:** Become a friend or donate to receive a plate on the Sir Reads-A-Lot statue at friendscarrolltonlibrary.org. All money raised by the Friends directly supports Library initiatives.

• **Sponsorship Opportunities:** If you are interested in supporting the Library as an event or program sponsor, send an email to supportcpl@cityofcarrollton.com for more information.

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**GET A FREE LIBRARY CARD IN 3 EASY STEPS:**

1. **YOU**
   Those under 18 years old will need a parent or guardian.

2. **PHOTO ID**
   A photo ID such as a driver’s license, Texas ID card, or passport.

3. **PROOF OF RESIDENCE**
   Proof of current address, such as a driver’s license, a lease, or a bill.
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/Marshal’s Office  
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 are also tried in Municipal Court.

- Visit [cityofcarrollton.com/courts](http://cityofcarrollton.com/courts) for online court transactions including payment of outstanding fees, requesting an extension for a citation, and searching for outstanding warrants.
- Fines may be paid by check, cash, money order, cashier’s check, or credit/debit card (VISA, MasterCard, Discover, or American Express) at the Municipal Court clerk’s office unless the citation is in warrant status at which time only cash, cashier’s check, or money order will be accepted.
- In most cases, fines may also be paid using the Automated Payment Kiosks (cash or credit/debit card only) located at the Municipal Court entrance and City Hall’s east parking lot. The kiosks are available 24/7.
- 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.
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. This helps fund activities designed to assist low- to moderate-income residents of Carrollton.

- **NOTICE** (Neighborhood Oriented Targeted Infrastructure and Code Enforcement) places an emphasis on improving infrastructure in neighborhoods located in low- to moderate-income areas of Carrollton. Resources are targeted for design and implementation of repair or replacement of streets, alleys, sidewalks, water, and sewer lines within a designated neighborhood.

- The **Housing Rehabilitation** program provides assistance to low- to moderate-income homeowners throughout the City to make essential repairs to their homes when the owner-occupant lacks sufficient resources of their own. Homeowners can apply for assistance for repairs which can be completed for $10,000 or less. Examples of eligible projects include painting, roof repair, and siding.

**Neighborhood Association Registration**
A significant component of Carrollton is our neighborhoods and the neighborhood associations or homeowners associations which represent them. HOA’s and other neighborhood associations which register with the City are eligible to apply for the Neighborhood Enhancement Matching Grant which can be used on projects to help beautify their neighborhoods.

**Nextdoor Carrollton – nextdoor.com/carrollton**
Nextdoor is a private social network for neighborhoods to foster neighbor-to-neighbor and citywide communication. The City uses this site to push out information to the neighborhoods and Carrollton residents can use it to create private websites for their neighborhoods. This gives residents a chance to know their neighbors, ask questions, and exchange advice and recommendations on different subjects. If you are new to town, Nextdoor is a great way to interact with your neighbors and to become involved in the community.

**Neighborhood Resources**
Interested in starting a neighborhood organization or creating a newsletter or website for your neighborhood organization? Neighborhood resources can provide information ranging from how to start a neighborhood association to finances, creation of a crime watch group, or member recruitment to increase enrollment in your association.
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 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 good way to identify your neighborhood. Matching grants are available through the City of Carrollton’s Neighborhood Enhancement Matching Grant Program for up to $5,000 per neighborhood.

Neighborhood Empowerment Zones (NEZ)
Neighborhoods create a sense of place for families and friends to connect with one another. Carrollton’s City Council wants neighborhoods to continue to be strong, safe, and vibrant; however, the Council understands that neighborhoods have a life cycle of their own. As some neighborhoods are growing stronger and safer, other neighborhoods may be experiencing issues that threaten their stability. Taking that into consideration, City Council created five Neighborhood Empowerment Zones to assist with rehabilitation. NEZ promote:

• Creation and rehabilitation of affordable housing
• Increase in economic development
• Increase in quality of social services, education, or public safety

All construction fees, including building permit fees, IMPACT fees, platting fees, and project permit fees are waived for both commercial and residential properties located within these empowerment zones. Properties within these zones are also eligible for two incentive programs that offer financial rebates promoting renovation, removal, and replacement of Carrollton’s aging housing stock.

Single Family Rehabilitation Incentive
Eligible applicants can receive 25 percent in reimbursements for exterior repairs including driveways, fences, windows, and more.

Single Family Demolition/Rebuild Incentive
Eligible applicants can be completely reimbursed for demolition costs and receive a 7- or 10-year City property tax rebate depending on the cost of the new construction.

Eligibility
• Applicant owns the home
• Single-family detached dwelling
• Located within a Neighborhood Empowerment Zone
• All payments for City-provided utilities and all property taxes are current

For more information, visit cityofcarrollton.com/IMPACT.
PARKS & RECREATION

Parks and Recreation Administration
1610 E. Crosby Road
Carrollton, Texas 75006
cityofcarrollton.com/parksandrec
972-466-3080
twitter.com/carrolltonsport
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 full-sized softball, 4 girls’ softball, 15 baseball, 2 cricket)
• 1 Swimming complex
• 2 Splashparks
• 2 Recreation centers
• 1 Senior center

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, 7 a.m.-5 p.m.
Tuesday, 7 a.m.-7:30 p.m.
Thursday, 7 a.m.-9:30 p.m.
Saturday, 9 a.m.-1 p.m. (closed Sundays)
• Classes, dances, and tours
• Games and activities area
• Conversation/lounge area
• Weight and fitness room
• Pool tables
• Rooms and kitchen may be reserved for parties
• Annual membership fee or day passes
Dog Parks

**Rosemeade Dog Park**
(next to Rosemeade Recreation Center)
1330 Rosemeade Parkway • 972-466-3080
Open sunrise to 10 p.m. (closed Thursdays 7 a.m.-10 a.m. for maintenance/mowing)
- 1.2 acres
- Small and large dog play areas
- Shade and seating
- Water fountains
- Pet waste stations

**McInnish Dog Park**
(behind the Carrollton Animal Services building)
2241 Sandy Lake Road • 972-466-3080
Open sunrise to sunset (closed Fridays 7 a.m.-10 a.m. for maintenance/mowing)
- 4.4 acres
- Small and large dog play areas
- Splashpad and pond
- Shade and seating
- Pet waste stations

**Rules and Regulations**
- No puppies under 4 months of age allowed
- Maximum of 3 dogs per adult
- All dogs must have current vaccinations.
- Dogs that are aggressive, in heat, or sick are not allowed.
- Dogs must be leashed when entering or leaving the park.
- 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

Spring Hours (mid-February to early June)
Fall Hours (mid-August to mid-November)
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, 10 a.m.-7 p.m.

Winter Hours (mid-November to mid-February)
Monday-Thursday, 9 a.m.-10 p.m.
Friday, 9 a.m.-8 p.m.
Saturday, 8:30 a.m.-6 p.m.
Sunday, 10 a.m.-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.
  • Annual memberships, 3-month memberships, and day passes available
  • Meeting rooms and classrooms
  • Gymnasiums for basketball and volleyball
  • Game and refreshment area
  • Party reservations available

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, 12-8 p.m.
  • 4 handball/racquetball courts
  • Expansive weight and cardio areas

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.
(Closed Sundays)
  • Weight, fitness, and boxing rooms
Rosemeade Rainforest Aquatic Complex
1334 Rosemeade Parkway • 972-466-6399
- 50-meter Olympic-size and 25-meter short course pools
- 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

Splash Parks
Open early May through mid-October
Daily, 9 a.m.-8 p.m.

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

Oak Hills Splash Park
1225 Royal Palm Lane • 972-466-3080
No activation is required. The features will automatically run during operational hours.
- Water play structures
- Shade structures
- Playground

THE CITY AT YOUR FINGERTIPS
Download City of Carrollton Trail App
View your live location, track your favorite routes, share photos, and more.
Sports & Leagues
1330 E. Rosemeade Parkway • 972-466-9833
Monday-Friday, 8 a.m.-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 Road
• 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 of any kind are not permitted.
• Golfing is not allowed on park property.
• Dogs must be kept on a leash at all times.

For additional information or to report graffiti, vandalism, or maintenance needs, 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 Parks Maintenance at 972-466-4977. Include a contact name, location, date, and time of the event on the fax cover sheet. Bounce houses and other equipment must be transported to the preferred location by other means other than a motorized vehicle. For more information, call Parks Maintenance at 972-466-3160.

Register for leisure classes, activities, and sports at cityofcarrollton.com/signupnow
**Boating in Carrollton**
Boating is allowed on 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 may 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-35E 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.

**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, 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

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 meeting, banquet, or special event needs.
cityofcarrollton.com/rentals
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.
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 Year’s Day collections will be delayed by one day.)*

- Trash from your green roll-out trash carts
- Brush, bulk, and appliances (see page 31)

**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. Report suspected code violations to Community Services at 972-466-3060.

Customers who may require special assistance with carts due to a physical handicap or disability may contact 972-466-4950 for information on help that may be available.

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 one 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-Friday 7:30 a.m.-5:30 p.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 35.

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

Payments may also be made at local stores who offer Fidelity Express payment service. For more information, see pages 34-37, 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/recycling to view and print the current calendar.

Recycle more - it’s easy! Head straight for the blue recycling cart - there is no need to presort items. Do not place items in plastic bags. Make sure the cart lid will close, and roll the cart to the designated pick up spot (curb or alley) on recycling day.
Collection Schedule: Collections normally scheduled for Thanksgiving Day, Christmas Day, and New Year’s Day holidays will 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: The City continues to focus on the importance of recycling, recycling education, and maintaining a green community. 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.

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
- Paper bags
- Plastics #1 through #7 (except Styrofoam)

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

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.

See below for hazardous waste collection.
Visit cityofcarrollton.com/solidwaste for specialty recycling locations.
Hazardous waste includes, but is not limited to, the following items:

- Aerosol sprays
- Automotive fluids & oil filters
- Batteries of all kinds
- Cell phones
- Chemical products for home use
- Cleaners & polishes
- Computers
- Craft & hobby supplies
- Fluorescent light tubes
- Lawn & garden chemicals
- Needles or sharp objects
- Paint & home repair products
- Pool chemicals
- 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, call Waste Management 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 the DFW Landfill. 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 (such as furniture and mattresses) are ACCEPTED at this site. DFW Landfill is located at 1600 S. Railroad Street, Lewisville.

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

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**24/7 Drug Disposal Unit**

Dispose of unwanted or expired medications safely and easily.

Visit the disposal unit in the Jail lobby (2001 E. Jackson Road - ring the buzzer and wait to be let in). Disposal instructions are posted by the unit. No needles or sharp objects. Open and video-monitored 24/7.
Utility Customer Service
1945 E. Jackson Road, 1st Floor, City Hall
972-466-3120

decityofcarrollton.com/ucs

Hours of Operation:
By phone  Monday-Friday  7:30 a.m.-5:30 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, visit Utility Customer Service 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 35) are also available. Payments may also 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.

Utility Customer Service & Miscellaneous Revenue Collections
•  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
•  Set-up of 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: 972-466-3120 or lieninfo@cityofcarrollton.com
•  Billing and collection for Alarm Permit and False Alarms (see page 37): 972-466-3525 or alarmpermituser@cityofcarrollton.com

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 phone by calling 972-466-3120, Monday-Friday from 7 a.m.-6 p.m. The application may also be completed at City Hall, Monday-Thursday from 7:30 a.m.-5:30 p.m. and Friday from 7:30 a.m.-11:30 a.m. 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 a.m.-5:30 p.m. and Friday 7:30 a.m.-11:30 a.m.

A minimum deposit is required on all residential accounts.

A 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 added 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 their debit/credit (Visa, MasterCard, American Express, or Discover) card. A convenience fee applies to the total charge. It’s easy; visit cityofcarrollton.com/paywaterbill.

**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 will 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/ucs, 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, see pages 30-33.

**Night Emergency Assistance**
If you need assistance after regular business hours for the following issues, 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 bill 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:
- If payment of bill is received in the office or by phone by 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, or online at cityofcarrollton.com/alarmpermit.

How do I register my alarm system?

• **Online:** Visit cityofcarrollton.com/alarmpermit and click on NEW ALARM USER to register. Debit/credit (Visa, MasterCard, Discover, or American Express) cards are accepted online. A convenience fee 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, P.O. Box 115125, Carrollton, Texas 75011-5125.

• **In Person:** Visit City Hall-Utility Customer Service to complete an application and make payment. Cash, check, and debit/credit (Visa, MasterCard, American Express, or Discover) cards accepted. A convenience fee applies to card transactions.

Inclement Weather Guidelines

Severe weather (snow, ice, high winds, etc.) may necessitate the temporary closure of City leisure facilities. During the weekdays, these facilities and programs will typically follow the Carrollton-Farmers Branch Independent School District’s (CFBISD) closure schedules during severe weather (including full-day closures, delayed openings, and/or early closings). CFBISD closure schedules (including City leisure services facilities) are announced on area television and radio stations. Automated telephone messages regarding inclement weather operating schedules are recorded as conditions warrant.

During adverse weather conditions, the public is advised to limit driving to minimize accidents, falls, and other weather related incidents.

**REMINDER:** Turn off irrigation systems during freezing weather. Creating a roadway ice hazard is a safety issue and can be an expensive citable offense — up to $2,000 a day.
OTHER CITY SERVICES

City Secretary

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

Development Services

Building Inspection

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

Planning

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

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

cityofcarrollton.com/VIK
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 .......................................................................................... 972-466-5741
carrolltontxdevelopment.com
- Business retention, expansion, and new business
- Demographic and workforce data
- Maintains and develops the City’s economic activity
- New commercial investment and retail development
- Site selection; available buildings

For information regarding, volunteer services or residential relocations call the Metrocrest Chamber of Commerce at 469-587-0420

Engineering ............................................................................................................. 972-466-3200
cityofcarrollton.com/engineering

Civil Engineering
- Capital Improvement projects and public infrastructure inspections
- Coordinates design and construction of capital improvement projects (streets, drainage, water, and wastewater utilities)
- Copies of plats and construction plans
- Flood plain information

Transportation Engineering
- Liaison with regional and state transportation authorities
- Performs all traffic pedestrian and vehicle counts
- Maintains the plats of property for customer use
- Monthly construction updates
- Permits and inspects installation of utilities in right-of-way
- Reviews and approves subdivision construction plans

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 visiting cityofcarrollton.com/traffic.
Finance ................................................................................................................. 972-466-3110
Purchasing ............................................................................................................. 972-466-3133
cityofcarrollton.com/purchasing
• Online City surplus auctions
• Purchasing card management
• 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)

Marketing Services .............................................................................................. 972-466-3593
• Cable television programming
• City branding
• City department program promotion
• Community events and calendars
• Community relations and communications
• Internal communications
• Media relations
• Tourism promotion
• Website development

Public Works ......................................................................................................... 972-466-3425
cityofcarrollton.com/publicworks

Streets and Drainage
To report problems in the following areas, call the service desk at 972-466-3425, 24 hours a day, 7 days a week.
• Bridge maintenance
• Brush and litter control within street rights-of-way
• Control of drainage from underground springs in public rights-of-way
• Drainage-channel maintenance
• Graffiti abatement
• Guardrails – repair and replacement
• Maintenance and repair of streets, alleys, curbs, and sidewalks
• Maintenance of storm sewers
• Online weekly “street closures” listings
• Pavement cracks and joint sealings
• Pressure grouting of sunken pavement
• Railroad grade crossing improvements
• Removal of obstructions from drainage culverts
• Screening walls (City owned); repair/repaint
• Street sanding during winter weather
• Street sweeping of major thoroughfares

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

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

- Check, repair, and replace water meters
- Install water and sewer service taps
- Maintain fire hydrants
- Repair and repaint elevated water tanks
- Repair and replace sewer (wastewater) mains
- Repair and replace water mains
- Repair sanitary sewer stoppages and overflows
- Replace pavement affected by water main repair
- Camera inspection services of sewer mains
- Water pressure complaints
- Water main leak repairs

For private property sewer backups, call a plumber.

Workforce Services
1945 E. Jackson Road
1st floor, City Hall

- Provides recruitment, employment screening, employee 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

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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 972-466-3091 or email jobs4you@cityofcarrollton.com for assistance.
# PRIVATE PROPERTY ISSUES

<table>
<thead>
<tr>
<th>Accessory structures</th>
<th>B</th>
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<tbody>
<tr>
<td>(storage sheds, fences, carports, decks, antennas, satellite dishes)</td>
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<thead>
<tr>
<th>Alleys</th>
<th>PW</th>
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<table>
<thead>
<tr>
<th>Animals, all questions</th>
<th>A</th>
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<table>
<thead>
<tr>
<th>Apartment maintenance</th>
<th>E</th>
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<table>
<thead>
<tr>
<th>Banners, special events, promotions</th>
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<table>
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<tr>
<th>Basketball goal in right-of-way</th>
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<table>
<thead>
<tr>
<th>Buildings</th>
<th>E</th>
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<tbody>
<tr>
<td>- damaged or unreppaired buildings</td>
<td>E</td>
</tr>
<tr>
<td>- during construction</td>
<td>B</td>
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<tr>
<td>- substandard structures/vacant buildings</td>
<td>E</td>
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<table>
<thead>
<tr>
<th>Business in a residence</th>
<th>E</th>
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<tr>
<th>Caretaker living in a business building</th>
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<tr>
<th>Chemical spills/disposal</th>
<th>E</th>
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<tr>
<th>Child car seat installation training</th>
<th>F</th>
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<tr>
<th>Certificate of Occupancy (C.O.)</th>
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<tbody>
<tr>
<td>- Special Use Permit stipulation not met after occupancy</td>
<td>E</td>
</tr>
<tr>
<td>- violations related to construction codes during construction</td>
<td>B</td>
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<tr>
<td>- violations related to zoning codes</td>
<td>E</td>
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<tr>
<th>Construction, starting too early or too late (noise)</th>
<th>PD</th>
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<tr>
<th>Disturbances</th>
<th>E</th>
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<tbody>
<tr>
<td>- noise, light, odor, smoke, etc</td>
<td>E</td>
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<table>
<thead>
<tr>
<th>Drainage</th>
<th>PW</th>
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</thead>
<tbody>
<tr>
<td>- roadway</td>
<td>PW</td>
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<tr>
<td>- between existing buildings</td>
<td>civil matter*</td>
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<table>
<thead>
<tr>
<th>Drinking water</th>
<th>PW</th>
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<tr>
<th>Dumping, illegally</th>
<th>E</th>
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<tr>
<th>Dumpsters-not screened, not on concrete</th>
<th>E</th>
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<tr>
<th>Encroachments-zoning, building lines, utility easements</th>
<th>B</th>
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<tr>
<th>Excavations, open/not barricaded (not construction related)</th>
<th>E</th>
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<table>
<thead>
<tr>
<th>Fences</th>
<th>E</th>
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<tbody>
<tr>
<td>- maintenance</td>
<td>E</td>
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<tr>
<td>- permits</td>
<td>B</td>
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<table>
<thead>
<tr>
<th>Fire lane maintenance</th>
<th>F</th>
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<thead>
<tr>
<th>Food safety-restaurants/grocery/daycare/food-borne illnesses</th>
<th>E</th>
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<tr>
<th>Foundations</th>
<th>E</th>
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<tbody>
<tr>
<td>- maintenance</td>
<td>E</td>
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<tr>
<td>- repairs (permit required)</td>
<td>B</td>
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<table>
<thead>
<tr>
<th>Garage sales, excessive</th>
<th>E</th>
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<table>
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<tr>
<th>Graffiti</th>
<th>E</th>
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<table>
<thead>
<tr>
<th>Grass &amp; weeds</th>
<th>E</th>
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<tbody>
<tr>
<td>- private or public property</td>
<td>E</td>
</tr>
<tr>
<td>- right-of-way</td>
<td>Parks</td>
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<table>
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<tr>
<th>Grease trap overflowing</th>
<th>E</th>
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<table>
<thead>
<tr>
<th>Housing</th>
<th>E</th>
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<tbody>
<tr>
<td>- people living in campers</td>
<td>E</td>
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<tr>
<td>- homeless occupying vacant structures</td>
<td>E</td>
</tr>
<tr>
<td>- too many occupants in dwelling unit</td>
<td>E</td>
</tr>
<tr>
<td>- no minimum facilities (plumbing, heating, ventilation, etc.)</td>
<td>E</td>
</tr>
</tbody>
</table>
Ice on street or sidewalk from private property water run-off (lawn sprinklers) ........................................... E
Landscape maintenance (where required by zoning) ........................................... P
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
Rezoning, land use, and subdivision of land ........................................... P
Screening walls on City property........................................... 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 sale 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 RPD
  - 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 Inspection ................................................................................. 972-466-3225
Call or visit cityofcarrollton.com/buildinginspection for information on required permits before starting any remodeling or construction project.

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

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 | 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 | Planning | 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 |
Electric
Oncor Outage Reporting & Status (street light issue, downed power line, meter tampering, temporary removal of meter) ......................................................... 888-313-4747
onor.ifactornotifi.com/ui/m/outage-reporting
Power to Choose ......................................................................................................................... 866-797-4839
powertochoose.org
Power to Save ................................................................................................................................. 888-782-8477
powertosavetexas.org
Public Utility Commission of Texas - Consumer Complaints ........................................... 888-782-8477
www.puc.texas.gov
Public Utility Commissions Interchange .............................................................................. interchange.puc.texas.gov

Gas: Atmos Energy ..................................................................................................................... atmosenergy.com
Customer Service: new service, reconnect, bill inquiry ...................................................... 800-460-3030
Gas Emergencies and gas leak notification ........................................................................... 800-817-8090

Other Related Links
Federal Communications Commission ............................................................................................. fcc.gov/media
Cable Services Bureau
Better Business Bureau ............................................................................................................. bbb.org
Office of the Attorney General - State of Texas
Consumer Protection Hotline ................................................................................................. 800-621-0508
Consumer Protection Division Regional Offices ................................................................. texasattorneygeneral.gov/agency/site-index

Telephone Service
To find out which companies are currently offering local phone service in your area, visit www.puc.texas.gov/consumer/phone/providers/Search_Phone.aspx.
Complaints ........................................................................................................................................ 1-888-782-8477 (TTY 1-800-735-2988)
customer@puc.state.tx.us
Fax: 1-512-936-7003

Utility Easement-Underground Utility Locations
Texas 811, Call Before You Dig ................................................................................................. 800-245-4545
texas811.org

Carrollton Government Cable Television
Catch the latest local government meetings and view information on City events and announcements. Council meetings are on-air at 10 a.m. and 9 p.m. daily, while Planning & Zoning Meetings can be viewed at 7 a.m. and 5 p.m.
• Frontier: Channel 39
• Spectrum: Channel 16
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)  
1201 Elm Street, Suite 2600  
Dallas, Texas  75270  
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/

**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, Suite 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
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, 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. In 2018, the City built a gazebo in honor of Milburn Gravley dedicated to his continuous service to Carrollton. 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.

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

• 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.

• Watering during the hours of 10 a.m. and 6 p.m. with a permanently installed automatic irrigation system is prohibited from April 1 to October 31.

• 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 trash 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.

• For weekly watering advice, visit waterisawesome.com.

Don’t let your watering system rob you blind

Learn how to stop the WATER ROBBERS

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

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

APPRAISAL OFFICE
Denton Central Appraisal District ........................................... 940-349-3800
dentoncad.com
Dallas Central Appraisal District, dallascad.org ................... 214-631-0910

BETTER BUSINESS BUREAU, dallascad.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/government/county-clerk/birth-certificates.php
Sandy Jacobs Gov’t Center, 1029 W. Rosemeade Parkway ......... 972-434-7170

BUSINESS LICENSE
Dallas County Clerk (Records Bldg.) ............................. 214-653-7099
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 800-252-5555
window.state.tx.us/taxpermit/

CAR TITLES, TAGS, & REGISTRATIONS
Denton County ......................................................... 972-434-7150
tax.dentoncounty.com
Collin County .......................................................... 972-547-5020
collincountytx.gov/
Dallas County ......................................................... 214-653-7099
dallascounty.org/department/tax/
Texas Department of Transportation, txdmv.gov
Replacement Titles ........................................... 800-558-9368
DMV ................................................................. 888-368-4689
Specialty License Plates ........................................ 512-374-5010

COUNTY GOVERNMENT OFFICES
Dallas County Government Office, dallascounty.org
Tax Office .......................................................... 214-653-7811
County Clerk’s Office ........................................... 214-653-7099
Justice of the Peace
Precinct JP 3, Place 1 ........................................... 214-321-4106
Precinct JP 3, Place 3 ........................................... 214-904-3042
District Attorney .................................................. 214-653-7099

Denton County Sandy Jacobs Government Office, dentoncounty.com
Tax Office-Carrollton ........................................... 972-434-8810
County Clerk’s Office ........................................... 972-434-7170
Justice of the Peace ........................................... 972-434-7100
District Attorney .................................................. 940-349-2600
Collin County Government Office, collincountytx.gov
Tax Office.................................................................972-548-4100
County Clerk’s Office..................................................972-424-1460
Justice of the Peace — Precinct 3, Place 1......................972-424-1460 x3001
District Attorney..........................................................972-424-1460

DART BUS, dart.org
Information .................................................................214-979-1111
Dart Police .................................................................214-749-5900

DEATH CERTIFICATES
Dallas County, dallascounty.org ..................................214-653-7099
Texas Department of State Health Services ..............888-963-7111
Denton County, dentoncounty.com ............................940-349-2010

DRIVER’S LICENSE
Department of Public Safety .........................................972-245-5800
DPS Austin .................................................................512-424-2600
Online renewal .........................................................txdps.state.tx.us

EMPLOYMENT INFORMATION
City of Carrollton Workforce Services .........................972-466-3090
  E-mail.......................................................... jobs4you@cityofcarrollton.com
  Fax.................................................................972-466-4789
  Police Employment-Personnel Unit ..........................972-466-3028

Texas Workforce Commission, twc.state.tx.us
  Richardson Center .................................................972-388-5660
  Irving Center ......................................................972-573-3500

Equal Employment Opportunity Commission ............800-669-4000

FINANCIAL ASSISTANCE
Texas Health & Human Services, hhs.texas.gov ..........972-771-8386
  Medicare/Food Stamps .............................................972-562-5832
US Dept. of Health & Human Services, hhs.gov ......877-696-6775
  Utility Bill/Food/Living Assistance
  Metrocrest Social Services, metrocrestservices.org .....972-446-2100
  Community Christian Action, ccahelps.org ..........972-219-4357
  Salvation Army, dallas.satruck.org ..................214-424-7050

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/health
Women, Infants, and Children Program
dshs.state.tx.us/wichd/default.shtm
Carrollton Clinic................................................................. 214-670-7200

Dallas County
Dallas County Health Department ........................................... 214-819-2100
Carrollton Women, Infants, Children Office (WIC)........... 972-418-7737

HOMESTEAD INFORMATION

Homestead Exemption Forms:
Dallas County Appraisal District ........................................ 214-631-0910
dallascad.org/exemptions.aspx
Denton County Appraisal District, dentoncad.com ............ 940-349-3800
Collin County Tax Assessor, co.collin.tx.us/tax_assessor .... 972-424-1460

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, hccdallas.org ................................. 214-828-4244
HUD (Housing & Urban Development), hud.gov ............. 817-978-5600

LANDFILL INFORMATION

DFW Landfill........................................................................ 972-315-5421

MARRIAGE LICENSES

(see County Government Offices-Justice of the Peace)

NATATORIUM - CFBISD .......................................................... 972-968-5667
1334 Valwood Parkway, Farmers Branch, Texas

NEWSPAPERS – local, weekly
Dallas Morning News............................................................ 214-977-8222
The Carrollton Leader......................................................... 972-398-4200

PASSPORTS

North Dallas Government Center ........................................... 214-904-3030
Denton County Government Center .................................... 972-434-7170
Collin County Government Center ....................................... 972-548-4381
East Dallas Government Center ........................................... 214-321-3182

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

SOCIAL SECURITY INFORMATION, ssa.gov ...................... 800-772-1213
SOCIAL SERVICES
Bea’s Kids, beaskids.org ....................................................... 214-699-4800
Big Brothers & Sisters, bbbsi.org .......................................... 972-573-2330
The Family Place, familyplace.org ....................................... 214-559-2170
Housing Crisis Center-Dallas Tenants Assoc. ...................... 214-828-4244
Metrocrest Services, metrocrestservices.org ...................... 972-446-2100
Senior Adult Services .......................................................... 972-242-4464

TAX ASSESSOR/COLLECTION
Denton County .................................................................. 972-434-8835
Dallas County .................................................................. 214-653-7811
Collin County .................................................................. 972-548-4100
City of Carrollton Tax Questions ....................................... 214-653-7811
CFBISD Tax Office ............................................................ 972-968-6172
Lewisville ISD Administration Office ................................ 972-539-1551
Dallas ISD .................................................................... 214-631-0910

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

UNEMPLOYMENT INFORMATION, twc.state.tx.us
Denton Center .................................................................. 940-380-9652
Irving Center .................................................................. 972-258-0114
Richardson Center ............................................................ 972-234-5391

For more Community Resources visit
cityofcarrollton.com (Residents/Community Resources Directory)

What Are You Saying To Thieves?
We Need Your Help:
You are the Key to Preventing Vehicle Crime

Lock your doors and do not leave purses, wallets, cash, cell phones, laptops, briefcases, or any other valuable items in view inside your car. Hiding items is not enough! If you can’t take your items with you, place them in the trunk before you arrive. Burglars are watching your every move.
For your convenience . . .

BANK DRAFTING SERVICE FOR CARROLLTON WATER UTILITY BILLS

Pay your monthly utility bills automatically from your checking or savings account. 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.

<table>
<thead>
<tr>
<th>Name of Financial Institution</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>City</td>
<td>State</td>
</tr>
</tbody>
</table>

**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

<table>
<thead>
<tr>
<th>City</th>
<th>State</th>
<th>Zip Code</th>
</tr>
</thead>
</table>

____________________________
Water Utility Account Number

____________________________
Daytime Telephone Number

(All authorized signatures are required.)

____________________________
Date

**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 VOIDED CHECK 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.
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.