



We Hear You & We're Taking Action

The City of Carrollton and Carrollton Police Department (CPD) are taking active steps to work against racial bias. Carrollton celebrates its diversity and strives to operate every day with respect and care toward all.

“Carrollton’s vision is to be the community that families and businesses want to call home and that includes community members of all backgrounds,” Mayor Kevin Falconer said. “We are all in this together, but it’s an ongoing process and we’re always seeking to improve. Examples of systemic racism across this country serve as a painful reminder that there is much work still to be done.”

The City requests citizen feedback as it provides even greater transparency to the public, additional opportunities for community engagement, and more channels for community input. Send your ideas on how the City and CPD can better serve you to CommunityVoice@cityofcarrollton.com.

📍 cityofcarrollton.com/TransparencyAtAGlance

Carrollton: Make It Yours

Carrollton depends on residents who volunteer their time and expertise as members of boards, commissions, and committees. Citizen involvement is important for setting the direction of Carrollton’s future. Applications must be submitted no later than 11:30 am on Friday, September 11. City Council will make appointments in October.

📞 972-466-3005
cityofcarrollton.com/boards

CityServe

Carrollton has expanded its website services to provide citizens and contractors 24/7 year-round access to solutions involving citywide departments and is the first city in Texas to streamline its operations with this suite of products. Complete applications online, pay fees, submit materials, and track progress via computer or phone using the new website portal – no more waiting in lines and no more hauling bundles of construction drawings and architectural plans down to City Hall.



BUILDING INSPECTION

- Apply for a Building Permit
- Application Search
- Upload Submittals



ENVIRONMENTAL QUALITY

- Submit an Environmental Quality Application
- Business Search
- Upload Submittals



CONTRACTOR REGISTRATION

- Apply for a Contractor Registration
- Contractor Search
- Upload Submittals



CODE ENFORCEMENT

- Submit a Complaint
- Case Search



RENTAL HOUSING

- Register Rental Property
- Status & Fees
- Upload Submittals



PROPERTY INFORMATION

- Search for a Property



PLANNING DEPARTMENT

- Apply for a Planning Application
- Application Search
- Upload Submittals

CityServe allows City inspectors, code enforcement officers, and other staff to perform work directly from the field using mobile devices, increasing staff efficiencies, reducing paper generated, and speeding up communications.

📍 cityofcarrollton.com/cityserve



Free Hand Sanitizer for Residents

The City is taking extra steps to ensure that its residents stay safe during the COVID-19 pandemic and one of these steps is the implementation of the Clean Hands Carrollton program in which 30,000 free bottles of hand sanitizer are being distributed to citizens at City facilities.

The program is an extension of Carrollton's "Safe to Work and Shop" initiative, which began in partnership with the Metrocrest Chamber of Commerce to help small businesses reopen while striving to keep employees and customers safe.

cityofcarrollton.com/coronavirus

Online Payments

Avoid the lines and make payments online 24 hours a day, seven days a week.



Utility Bill

Pay current utility bills and view a six-month history.

Alarm Permit

Pay for and renew alarm permits.



Municipal Court Fine

Pay fines and request Deferred Disposition online.

Membership/Class Payment

Register and pay for recreation memberships and programs.



cityofcarrollton.com/how-do-i/pay

Cooking Safety

Cooking fires are the number one cause of home fires and home fire injuries. Know how to prevent a kitchen fire and what to do if you have one.

- Clean cooking equipment after each use. Crumbs in a toaster or grease on the stove can catch on fire.
- If you have a fire in your oven, turn it off. Let the contents cool before cleaning.
- If you have a fire in your oven and the flames escape it, leave your home and call 911.

cityofcarrollton.com/fire
usfa.fema.gov

Empty. Clean. Dry.: The New Way to Recycle



Reduce. Reuse. Recycle. Anyone growing up in the '70s, '80s, or '90s learned the three Rs of recycling. Containers were added to homes, offices, and classrooms, and recycling everything became a part of our culture.

Since recycling was introduced, Americans have recycled nearly 87 million tons per year. That means that, on average, each person/household recycles approximately 1.5 pounds per day! However, the recycling model is changing, and we have to change with it.

Recycling unclean or unrecyclable material increases sorting time, slows down the

recycling process, damages the facility's equipment, and contaminates the bales of clean recyclables, decreasing the value of the items. When this occurs, the ENTIRE load of recyclables has to be placed into landfills due to the contamination.

- **EMPTY:** Make sure there is no food or product residue.
- **CLEAN:** Rinse empty recyclable containers. If you cannot get a container completely clean, it is best to put it into the trash so as not to contaminate the rest of the recycling material.
- **DRY:** Let recyclables dry before placing them in your blue container, so that the paper and cardboard does not get wet or soiled as those cannot be recycled.

By practicing Empty. Clean. Dry. we can help ensure the recycling materials leaving our homes are in fact recyclable.

[972-466-4950](tel:972-466-4950)
cityofcarrollton.com/recycling

Help Stop Illegal Dumping



Dumping trash in unauthorized locations is not only unsightly, it can cause major public health and safety concerns. Illegal dumping is the disposal of waste in an unpermitted area. Items such as broken glass, exposed metal, hazardous waste, and household items like plastic bags that are illegally dumped can easily be spread into Carrollton's waterways during rain events, causing harm to wildlife. Illegal dumpsites can also attract pests such

as rats, snakes, and mosquitoes which cause public health and safety concerns. Cleaning up illegal dumpsites is costly and places a significant economic hardship on local governments and property owners. Illegal dumping also has economic impacts on the surrounding communities, as it fosters a negative community image. People are more likely to dump on a property where dumping has already occurred, thus perpetuating that negative image.

Putting a stop to illegal dumping is everyone's problem ... and it makes good environmental and economic sense. Help Carrollton reduce illegal dumping by reporting illegal dumpers for a cleaner, healthier, and safer community. Dumpers can be fined up to \$2,000.

[972-466-3060](tel:972-466-3060)
cityofcarrollton.com/envservices

DART Board Approves Carrollton Street Repairs

The Dallas Area Rapid Transit (DART) board approved \$449,455 in funding for a Carrollton street repair project along the Burlington Northern Santa Fe (BNSF) Railway corridor between Carrollton's northern border and Josey Lane. A Street Repair Policy approved in 1994, and updated in 1997 and 2016, permits DART to cooperate with service area cities to accomplish needed repairs.

Carrollton's Rail Crossing/Safety Quiet Zone project will equip 11 locations with automatic

gates, bells, wayside flashers, special medians, constant warning devices at street crossings, repaving of streets approaching the rail crossings, sidewalks, and Americans with Disabilities Act (ADA) ramps. The City is responsible for procuring, constructing, supervising, inspecting, and making future changes to the plans necessary to complete the project.

cityofcarrollton.com

Virtual Programs & Curbside Service



Carrollton Public Library

Summer Reading Program Prizes and Grab & Go Kits will be available for curbside pickup through Monday, August 17 at Josey Ranch Lake Library, Monday through Friday from 10 am to 12 pm and Saturday from 2:30-5 pm.

Grab & Go Kits are separate from Summer Reading Program prizes and consist of age-appropriate, take-home activities, including:

- Story Time To Go (ages 3-5)
- STEAM To Go (ages 5+)
- Tween/Teen To Go (ages 12-17)

Kits are available while supplies last. New kits will be released every two weeks. Limit of six per family.

Virtual Story Time: Children can get ready to read by practicing early literacy skills with stories, songs, rhymes, and movement. A new Story Time is posted every week on the Library's Facebook page.

Adult Book Buzz: Tune in weekly on Mondays at 1 pm on the Library's Facebook page to catch the Adult Book Buzz, where librarians offer theme-based book recommendations.

Virtual Family Night: Join librarians on Zoom for a live, interactive biweekly program designed for the whole family. Read stories and complete a building challenge. Registration is required. Call 972-466-4800 or visit carrolltonpl.libcal.com to sign up.

Parks & Recreation

Virtual Sports: Kids ages 3-12 can engage in virtual sports and physical education programs offered by Skyhawks Sports Academy, including SuperTots, Mini-Hawk Active, STEM & Play: Multi-Sport, and PhysEd Fun.

Virtual Soccer: Kids ages 2.5-10 can learn the game of soccer from the comfort of their home with engaging and enthusiastic Kidz Love Soccer instructors.

Virtual Art Camp: Follow along for live instructions from Abrakadoodle via Zoom and create an adventure park, world travel crafts, and even cartoons. Camp fees will include supply kits to be picked up the Sunday before camp. For questions, contact kayla.camargo@cityofcarrollton.com.

Camp Wonder: For more details on Carrollton's day camp for ages 7-12, including safety protocols and registration information, visit cityofcarrollton.com/campwonder.

Free Virtual Bingo: Seniors join the Carrollton Senior Center on Zoom every Wednesday at 10:15 am. Email shelby.carradine@cityofcarrollton.com for instructions.

 [facebook.com/carrolltonpubliclibrary](https://www.facebook.com/carrolltonpubliclibrary)
[facebook.com/carrolltonparks](https://www.facebook.com/carrolltonparks)

Municipal Court Reopens



Court dockets have resumed. All parties with scheduled in-court appearances must wear a face mask at all times inside the courtrooms. Court staff will be wearing face masks as well and will monitor occupancy and social distancing inside the building.

Parties with scheduled in-court appearances are asked not to bring additional persons with

them unless needed for physical assistance; those not needed for physical assistance will be asked to remain outside the court building.

Jury trials will not resume until further direction is received from the Office of Court Administration.

In addition to online payment options available 24/7, court patrons can utilize the automated kiosk outside the Municipal Court building (2001 E. Jackson Road). The kiosk accepts cash and credit cards. Public service windows to pay court fines or discuss options are also open to the public.

 cityofcarrollton.com/courts



CFR Receives American Heart Association Recognition Award

Carrollton Fire Rescue (CFR) Emergency Medical Service (EMS) and paramedic teams received the 2020 Mission: Lifeline® EMS – Gold Plus Level Recognition Award from the American Heart Association for superior response efforts specifically in the area of cardiac care. This is the third year in a row that CFR has received the EMS – Gold Plus Recognition Award.

Carrollton Fire Chief Gregg Salmi said this award highlights CFR's efforts in following evidence-based guidelines for the treatment of individuals who have severe heart attacks. The Gold Plus award is built on the maintenance of previous years' successes and is specifically representative of the care delivered throughout 2019.

 **972-466-3070**
cityofcarrollton.com/fire

When to Call 911 for Emergencies

Call 911 if you are:

- Reporting a crime in progress
- Reporting a fire or immediate threat to life or safety
- Involved in a traffic collision with injuries
- Experiencing difficulty breathing or symptoms of a stroke or heart attack
- Experiencing sudden, severe pain or severe bleeding
- Having an allergic reaction or other medical emergency

When you call 911

- Give the exact address or location.
- Wait for instructions.
- Do not hang up until the dispatcher directs you to do so. **Never call 911 and hang up! If you accidentally dial 911, stay on the line and tell the dispatcher it was a mistake.**

Be prepared to answer questions. All calls are prioritized by the dispatcher based on details obtained from the caller. The details you provide are very important.

 cityofcarrollton.com

Property Maintenance



Maintain the highest value for your property while providing a clean and safe home for your family and upkeeping the neighborhood by following these basic tips:

- Maintain landscaping and irrigation systems.
- Maintain spas and swimming pools and regularly treat them with proper chemicals to prevent a mosquito breeding ground from forming.
- Only discharge swimming pool water through the sanitary sewer connection on your property, not into the alley or street.

- Remove overgrown or dead vegetation.
- Keep grass below 10 inches in height.
- Trim trees and shrubs so they don't hang lower than 12 feet over the street or alleyway or lower than 7 feet over the sidewalk.
- Remove any accumulation of trash, litter, or debris from the property.
- Keep property — buildings, garages, carports, porches, gates, fences, walls, doors, windows, roofs, gutters, basins, and drainage facilities — in good repair and safe condition, including the application of paint and/or preservative as needed.
- Control infestations by removing material that harbors harmful insects, rodents, or other vermin.

To report properties that are not being maintained or if you have questions, contact Environmental Services.

 **972-466-3060**
envservices@cityofcarrollton.com

Summertime Water Conservation



Carrollton's Water Conservation plan outlines watering restrictions through October.

Residents may water ONLY from 6 pm to 10 am; no watering is allowed from 10 am to 6 pm. There are three important things to remember when it comes to watering your landscape:

1. Water early in the morning to prevent excess evaporation.

2. Use the cycle/soak method of irrigation to get the water deep into the soil.
3. Raise the height of your lawn mower to protect your grass roots from sunburn and to avoid excessive evaporation.

In addition, citizens are encouraged to voluntarily irrigate no more than two days a week based on the last digit of their services address.

- **Odd numbered houses** (1, 3, 5, 7, or 9)
Saturday & Wednesday
- **Even numbered houses** (0, 2, 4, 6, or 8)
Sunday & Thursday

These watering strategies are important factors in preserving our water supply throughout the summer.

 cityofcarrollton.com/water



Shape
your future
START HERE >

United States®
**Census
2020**



All persons living or staying in a household, including roommates and infants, should be counted.

It's Safe. It's Easy. It's Important.

#CarrolltonCounts

cityofcarrollton.com/census

COVID-19 INFORMATION RESOURCES

Visit
cityofcarrollton.com/coronavirus
for information regarding:

Health Resources • How You Can Help
FAQs • Community Resources
Resources for Businesses • and more

City Receives Long-Term AAA Rating

S&P Global Ratings (S&P) and Fitch Ratings, Inc. independently assigned a "AAA" long-term rating to Carrollton for \$24 million in general obligation (GO) improvement bonds, series 2020. The ratings outlook is Stable. S&P and Fitch also independently affirmed Carrollton's "AAA" long-term rating for the City's previously issued \$174 million in outstanding GO debt, series 2010 through series 2019.

S&P's assigned the "AAA" scores based on a very strong economy with access to a broad and diverse metropolitan statistical area; very strong management with strong financial policies and practices; adequate budgetary performance with balanced operating results; very strong budgetary flexibility and liquidity with a low contingent liability; as well as a strong S&P institutional framework score.

The City will use the proceeds to fund improvements on streets and traffic flow, parks and recreation, and public safety.

 cityofcarrollton.com/finance

Bike Safety Reminder

Remember, Texas state law considers a bicycle to be a vehicle, and it must be operated according to vehicular laws on the street. Obey all traffic laws, signs, and signals. Always ride with the flow of traffic; wear visible clothing; and use a white front and a red rear reflector or light.

The City reminds drivers to keep an eye out for cyclists and pedestrians. Remember to share the road, allowing a minimum of three feet when passing. Cyclists are allowed to use the full lane.

 cityofcarrollton.com/police