



2020 Festival at the Switchyard Cancelled

Carrollton has made the difficult decision to cancel the 11th annual Festival at the Switchyard. While the event was not scheduled to take place until Saturday, November 7, planning for the event takes a full year, and due to the uncertainty of the COVID-19 pandemic and subsequent budget concerns, it would not be wise to spend resources on an event that typically draws more than 40,000 people within a tightly confined site map, and therefore may not be safe to hold.

carrolltonfestival.com



November 3 City General Election
 Early Voting Dates: October 13-30
 3 de Noviembre Elección General de la Ciudad
 Fechas de Votación Anticipada: 13-30 de Octubre

Visit cityofcarrollton.com/elections for more information.
 Visite cityofcarrollton.com/elections para obtener más información.

2020-2021 City Council Strategic Goals

Our Vision for Carrollton: To be the community that families and businesses want to call home

Finance

To build and maintain a consistently thriving and diverse financial base while being outstanding stewards of City resources.

Strategies:

- Increase the sales tax base
- Attract and retain businesses
- Increase the property tax base
- Leverage opportunities around transit-oriented developments
- Navigate the current economic downturn while capitalizing on opportunities

Customer

In each interaction, deliver a comfortable, informative experience where every customer feels safe, valued, and respected.

Strategies:

- Improve accessibility to the services we provide
- Improve the perception and reputation of our brand
- Ensure that we are culturally inclusive and responsive

Process

Our processes enable us to deliver the highest-quality, most expedient, and friendliest service every time.

Strategies:

- Establish a process for integrated, cross-functional business planning and execution

- Judiciously invest in technology to improve our effectiveness and efficiency
- Adapt and modify regulations and business practices to respond to COVID-19

Culture/Employee

Our people are empowered and trusted to work as a team to deliver exceptional service.

Strategies:

- Allocate resources for optimal results
- Ensure our people have the resources necessary to do their job
- Ensure that all employees embrace and exemplify the Vision
- Attract, reflect, and retain a diverse, motivated, qualified team
- Invest in the professional development of our employees



City Council appointed Councilmembers Steve Babick and Pat Cochran as Mayor Pro Tem and Deputy Mayor Pro Tem, respectively, during the Tuesday, July 7 meeting.

cityofcarrollton.com/council



Shop & Dine Local

Local businesses need your support now more than ever. Below are tips on how you can support them while staying safe.

- **Buy gift cards** from your favorite restaurants, stores, hair salons, spas, hardware stores, etc.
- **Spread the word** and write positive reviews on social media.
- **Like, share, post, and repost** your favorite restaurant's menu or a picture of your favorite dish or recent purchase – be sure to tag the business.
- **Shop local first** and purchase gifts for future special occasions and holidays.
- **Tip like a boss.** It's a tough time for servers and delivery drivers because not only are they working fewer hours, they're getting fewer tips from nonexistent customers.
- **Order takeout, delivery, or curbside** if you're not in the mood to cook.
- **Donate** to your local non-profit organization.
- **Sign up** for future classes or take a virtual class.
- **Schedule a service** for later. Knowing that work is coming their way can alleviate some anxiety and help them weather this difficult time.

Let's work together to keep our retail shops and eclectic mix of restaurants in business.

cityofcarrollton.com

False Alarms

City fire and police personnel respond to thousands of false alarm calls annually.



Unnecessary false alarm responses result in an enormous burden in resources and expenses, which in turn reduces emergency unit availability to respond to real emergencies or to actively patrol the community. To prevent unnecessary emergency response to false alarms, the City requires an alarm permit for all alarms operating within the City in compliance with Chapter 110 of the City of Carrollton Code of Ordinances. **Register your alarm system online, by mail, or in person. If a valid permit is not available, emergency response could be suspended.**

Major Causes of False Alarms

- Failure to train other authorized users (i.e., sitters, relatives, children, visitors, etc.)
- Use of incorrect keypad codes
- Failure to secure doors and windows before turning on alarm

- Failure to cancel alarm with monitoring company

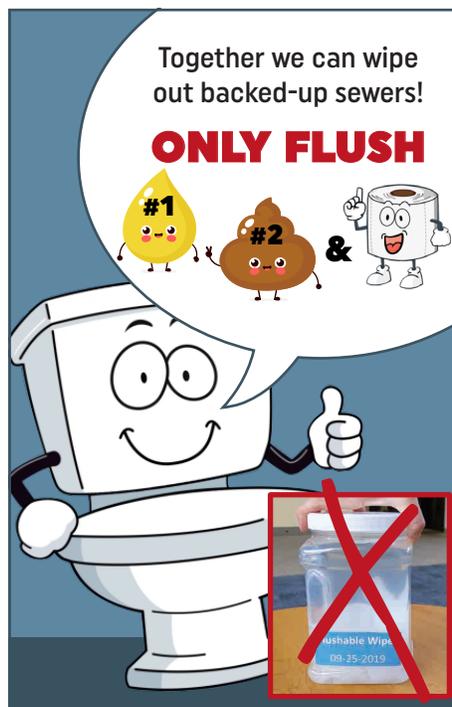
Avoid Objects that Trigger Your Alarm

- **Unlocked, loose fitting, or open doors or windows:** Always keep doors and windows locked when the alarm is armed to reduce the chance that friends or neighbors enter and cause the alarm to activate.
- **Unsupervised pets:** If you have pets, take special care to purchase an alarm system that is tolerant of pets. You may not want to purchase motion detectors if your pets have free run of the house when the alarm is on. Also, sometimes barking dogs can activate glass break detectors.
- **Weak or depleted system batteries**
- **Drafts** from heaters/air conditioning systems or fans that move plants, balloons, curtains, etc. and set off motion sensors

Accidentally Set Off Your Alarm?

- Do not leave your home until you have spoken with your alarm monitoring company.
- **DO NOT call 911** to cancel the dispatch. The dispatcher does not have your cancel code and has no way to know if you are under duress and being forced to call.

972-466-3525
cityofcarrollton.com/alarmpermit



Wipes Clog Pipes & Cost You Money

While "flushable" wipes may seem to swirl easily down the toilet, the truth is they are creating serious plumbing problems not only for wastewater treatment plants but residential plumbing systems as well. These products don't break down once they are flushed, thus creating clogs in every part of the wastewater system and costing hundreds of dollars in repair costs. The pipes underneath your toilet are designed for transportation of only three things: #1, #2, and the toilet paper hanging next to you. Other items to avoid flushing are disinfecting wipes, paper towels, cat litter, and hygiene products, as well as fats, oils, and grease. Remember that the toilet is not a trash can.

cityofcarrollton.com/toilettrash

Prevent Outdoor Fires



Keep your fire pits, outdoor fireplaces, and chimineas at least 10 feet from your home or anything that can burn.

Safe Exchange Zone

Conduct online transactions and child custody exchanges under video surveillance to ensure the safety of all parties involved.

Online classified websites are a great way to find a good deal or make some extra money by turning your trash into someone else's treasure. The downside comes when it is time to meet a perfect stranger face to face to conduct the transaction. Often these transactions are with law-abiding, well-meaning buyers and sellers and are uneventful. Unfortunately, sometimes they are not and end in criminal activity.

One great way to screen your buyer or seller is to suggest meeting at the Carrollton Police Department. The Department offers a secure zone for citizens to conduct exchanges of items bought and sold over the internet via sites like Facebook Marketplace, Craigslist, eBay, OfferUp, or Nextdoor. The two video-monitored, designated parking spaces are in front of the Carrollton Police Headquarters (2025 E. Jackson Road), directly across from the southwest corner of the building. The spaces can also be used for child custody exchanges.

The Carrollton Jail lobby is also available for citizens to conduct these online transactions or child custody exchanges. The jail is located next door to the Police Department (2001 E. Jackson Road). The jail lobby is available for public access and video monitored 24-hours a day.



Below are a few safety tips if you are unable to use the Carrollton Police Department "Exchange Zone":

- Use a well-lit, public parking lot with video surveillance.
- Bring a friend or family member with you. There is safety in numbers.
- Let others know when, where, and with whom you are meeting.
- Don't meet at your home.
- Avoid nighttime transactions.
- Call 911 immediately in an emergency.

 Click on 'Exchange Zone' at cityofcarrollton.com/police



Upcoming Events & Programs

All City programs and events are offered with the community's health and safety top of mind. Social distancing and frequent sanitization are performed for indoor and outdoor activities. Some modifications for virtual attendance have also been made.

 cityofcarrollton.com/leisuremag

PulsePoint RESPOND

Get the App. Save a Life.

Sudden Cardiac Arrest (SCA) is one of the leading causes of preventable deaths. The PulsePoint app alerts bystanders – like you – who can help victims before professional help can arrive. For every minute that passes before help arrives, **SCA survival decreases by 7-10%**. It's like an Amber alert for SCA victims.

-  SCA victim in need.
-  911 system sends PulsePoint alert.
-  Signal received by nearby PulsePoint users.
-  Users rush to help the victim before professional help arrives.

Early CPR and rapid defibrillation before an emergency team arrives can boost survival by 50%.

 cityofcarrollton.com/thinksafe

You don't know what's going on in Carrollton?
Why not?

Follow and subscribe to keep connected with all things Carrollton from timely City news and emergency information, to updates on City projects, programs, and special events.

cityofcarrollton.com/connect

The advertisement features a collage of digital content including a newspaper titled 'On the Horizon', a 'CONNECTIONS' magazine, a smartphone displaying 'THE CARROLLTON CONNECTION' with a 'COVID-19 STATUS REPORT', and a laptop showing a website with a 'COVID-19' section. A yellow speech bubble with the text 'CONNECT WITH US' contains icons for Facebook, Twitter, Instagram, YouTube, and LinkedIn.

Maintaining the Quality of Your Neighborhood

We're here to serve. Reach out for assistance on a variety of property issues. Maintaining a thriving and beautiful community is up to all of us.

- Accessory structures placement **B**
(storage shed, fences, carports, patio covers, decks, antennas & satellite dishes, walls, etc.)
- Alleys **PW**
- Animals, all questions **A**
- Basketball goal in right-of-way **E**
- Business in a residence **E**
- Construction, starting too early or too late (noise)..... **PD**
- Disturbances:
- noise, light, odor, smoke, etc..... **E**
- Drainage:
- roadway **PW**
- between existing buildings..... civil matter*
- Drinking water **PW**
- Dumping, illegally **E**
- Excavations, open/not barricaded (not construction related)..... **E**
- Fences:
- maintenance **E**
- permits **B**
- Fire lane maintenance **F**
- Food safety: restaurants/grocery/daycare/food-borne illnesses..... **E**
- Foundations:
- maintenance **E**
- repairs (permit required) **B**
- Garage sales, excessive..... **E**
- Graffiti **E**
- Grass & weeds:
- private or public property..... **E**
- right-of-way **PR**
- Housing:
- people living in campers **E**
- homeless occupying vacant structures **E**
- too many occupants in dwelling unit **E**
- no minimum facilities **E**
(plumbing, heating, ventilation, etc.)
- Ice on street or sidewalk from private property water run-off **E**
- Mosquitoes **A**
- Mud on streets..... **PW**

- Animal Services 972-466-3420
- Building Inspection 972-466-3225
- Environmental Services ... 972-466-3060
- Fire Prevention 972-466-3070
- Parks & Recreation..... 972-466-3080
- Police Department
(Non-emergencies) 972-466-3333
- Public Works..... 972-466-3425

- Parking on grass **E**
 - Parking surfaces & space stripes not maintained/potholes **E**
 - Screening walls on City property..... **PW**
 - Sewer (or septic tank) overflowing **E**
 - 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**
 - 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**
- 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**
- for sale, junked or abandoned in parking lot or on private property **E**
- junked or abandoned on streets..... **PD**
- junked/abandoned on right-of-way or parking lot..... **E**
 - Water:
- leaking (in right-of-way)..... **PW**
- discharging onto streets or alleys **E**
- water pressure **PW**
- *Disputes between individuals or property owners such as trespassing with fences, retaining walls, landscaping, sprinkler discharge, or a treehouse overlooking neighbor's yard are civil matters and are not addressed by the City.*

Shape your future
START HERE >

United States®
Census 2020

You can still get counted for the 2020 Census! Help bring federal funds to the community by getting all persons living or staying in your household, including roommates and infants, counted by Wednesday, September 30.

5 Reasons Why



SCHOOLS

Your children count when providing quality education. Their numbers help decide where we build schools, add teachers, and fund programs like Head Start and reduced-cost lunch.



HEALTH CARE

Your health counts when we need more hospitals, ambulances, and doctors. Quality healthcare, including programs like CHIP, which helps children in need, is based in part on census results.



BUSINESS

Your home counts when businesses choose where to move. Knowing the number and diversity of residents adds jobs and improves the economy.



CITY SERVICES

Minutes count when your family faces an emergency. Knowing where and how many people live in your city affects how many police, firefighters, and 9-1-1 operators are hired.



FAIRLY REPRESENTED

Your voice counts when choosing elected officials. If Texas reaches 30 million people by 2020, we gain three seats in Congress, making our voices count more in state issues.

cityofcarrollton.com/census