

# On the Horizon

## NEWSLETTER



### State of the City @ Citizens' Evening

Mayor Steve Babick will present the State of the City address at the 18th annual Citizens' Evening on **Wednesday, February 25 from 6 to 8:30 p.m.** at the Carrollton Senior Center, Texas Ballroom (1720 Keller Springs Road).

The Mayor will share some of the exciting new developments happening in Carrollton, as well as provide a progress report on the important work accomplished over the last year.

Attendees will have an opportunity to mingle with City officials and meet members of the Neighborhood Advisory Commission. Citizens can learn about City services at informational booths hosted by City departments, engage with social service agencies which serve the community, and honor Carrollton Volunteer Award winners for their hard work and dedication.

This event is free and open to the public; preregistration is recommended.

📞 **972-466-4299**  
[cityofcarrollton.com/  
citizens evening](http://cityofcarrollton.com/citizens evening)

## Citizen Online Reporting Now Available

The Carrollton Police Department empowers residents with an easy online tool for reporting nonemergency crimes.

**T**he Carrollton Police Department (CPD) has launched a system for citizens to submit nonemergency police reports quickly and easily through a secure form. The goal for the digital reporting system is to allow officers to respond to higher priority calls, increase efficiency, and continue providing high quality service.



**Only use the online form if all of these are true:**

- It's not an emergency
- The crime isn't happening right now
- No one is in danger
- The incident happened in Carrollton
- It's not clear who did it
- No physical evidence (such as fingerprints, photos, or video)
- A valid email address is available

#### Types of incidents to report online

- Burglary from a vehicle
- Burglary of a coin-operated machine
- Burglary of a storage unit
- Credit card/debit card abuse
- Criminal mischief/vandalism
- Forgery
- Harassment
- Identity theft
- Lost property
- Package/mail theft
- Reckless damage
- Theft (under \$2,500) or theft of service

The program allows users to submit a police report for certain, nonemergency types of incidents that do not require the immediate presence of an officer. The system can also help end users receive documentation for insurance purposes.

The online reporting system is fully integrated with CPD's existing police report system, Mark43, and every report received electronically is reviewed by a CPD officer. Once a citizen submits an online report, they are assigned a permanent case number and may also need to answer follow-up questions from an officer.

The system is only intended for use within Carrollton. If the crime occurred elsewhere, residents should contact that City's police department. By implementing an online reporting system, Carrollton joins other cities in the Dallas-Fort Worth Metroplex with similar programs.

To file an online report, visit the website below. If someone wishes to make a police report but cannot file online, they should continue to call \*247 or 972-466-3333 for nonemergencies. **Call 911 in an emergency.**

 [cityofcarrollton.com/police](http://cityofcarrollton.com/police)



## Crews Using Technology to Repair Leaks

With thousands of miles of water lines, finding leaks in Carrollton's water system can be difficult. To help, Carrollton Public Works has adopted technology to detect and determine the location of subterranean water leaks.

Acoustic leak detection is a non-invasive method of locating water leaks using specialized, amplified subsurface microphones or sensors to identify leak sounds as they travel through the pipe and surrounding material. Technicians then use headphones to isolate and pinpoint the leak's location, often on a monitor or GIS map, resulting in a highly accurate and cost-effective method of preventing water loss and repairing equipment damage.

This system also aids in water conservation efforts. By discovering hundreds of underground leaks, the City can save thousands of gallons of water.

[cityofcarrollton.com](http://cityofcarrollton.com)

## City Welcomes Pennymac + 1,800 New Jobs

Pennymac, one of the nation's top mortgage lenders and servicers, is establishing a new hub in Carrollton.

The company will initially occupy 150,000 square feet on Plano Parkway, with plans to expand to 300,000 square feet. Pennymac is dedicated to creating new opportunities for current and prospective employees by growing its sales, operations, and technology divisions, supporting City Council's vision of Carrollton as the place families and businesses want to call home.

Pennymac expects to begin operations in Carrollton by the end of 2025. The company currently has 15 locations nationwide and will bring more than 1,800 new jobs to the City.

[cityofcarrollton.com/news](http://cityofcarrollton.com/news)

# Nominate an Outstanding Volunteer Today!

Know an individual or organization who has made a significant impact in Carrollton with their community service?



The Carrollton Cares Volunteer Awards are designed to recognize individuals, organizations, and leaders who have gone above and beyond to deliver exceptional community service to Carrollton and its residents in 2025. The City appreciates the contributed time, ideas, and efforts to enhance the lives of others and make the community a better place to live.

- **Volunteer of the Year Award** is for distinguished service to a City department or program, e.g., board or commission, Citizen Patrol, Animal Services & Adoption Center, or the Carrollton Public Library.

- **Youth Volunteer of the Year Award** recognizes a Carrollton youth who has volunteered for a City department, program, school, or affiliate organization.
- **Neighborhood Leadership Award** is designed to recognize Carrollton community members who have taken a proactive role in addressing the needs of the City and its residents.
- **Outstanding Community Organization Award** recognizes active organizations giving back to the community, such as neighborhood associations, nonprofits, PTAs, churches, and youth groups.

**All nominations will be accepted through Saturday, January 31.** *Nominees are not required to be Carrollton residents, but they must serve an organization or entity that serves the City. Winners from previous years are ineligible for the next three years from the time of their win.*

For more information about Carrollton's Volunteer Awards or to make a nomination, visit the link below. For more information about the City's volunteer opportunities, visit [cityofcarrollton.com/volunteer](http://cityofcarrollton.com/volunteer).

[cityofcarrollton.com/volunteerawards](http://cityofcarrollton.com/volunteerawards)



## Apply for Storm Drain Art Contest

Make waves in Downtown Carrollton by painting a storm drain inlet to help promote the protection of Carrollton's waterways. Applications are now open to submit designs that fit themes of preventing stormwater pollution, maintaining safe drinking water sources or water conservation, and protecting natural habitats.

Submissions are open to all Carrollton residents and organizations, as well as those in the DFW area. Artists must be at least 12 years old to enter. Minors will need a parent or guardian to sign a permission waiver.

**The deadline to submit is Thursday, January 15.** For complete details and to apply, find Storm Drain Art Contest on the Stormwater webpage.

[cityofcarrollton.com/stormwater](http://cityofcarrollton.com/stormwater)

# Is It a Scam?

Scammers are good at what they do. Protect that hard-earned money and personal information from scams.

Scammers primarily use phone, email, or text message communication to notify a person of an urgent problem. Whether the scammer claims to be with PayPal, the bank, the police department, or the FBI, they all have one thing in common. They intend to defraud a person of money. The scammer may claim to be from the bank's fraud department and offer to assist the individual in protecting their assets. The scammer may claim they require a person's help with an investigation, but they can only assist if the person pays them in bitcoin or gift cards. No matter the story, always exercise caution any time money is involved in an urgent phone call, email, or text message.

## Signs of a Scam

- Scammers contact an individual and claim there is a problem. They will mislead the individual by claiming they owe someone else money or that they must pay the scammer a large sum of money to fix the problem.
- Scammers advise their victims to hurry. They don't want the person to have time to think or check out their story. Scammers may threaten to harm the victim or their loved one if they don't act quickly.

- Scammers urge individuals to pay, then tell them HOW and often claim that payments can only be made by:
  - Withdrawing cash and depositing it into a crypto ATM
  - Withdrawing cash and delivering it to a representative who will come to the person's residence to collect it.
  - Buying a large sum of gift cards and giving the scammer the redemption codes over the phone.



## What To Do If Contacted by a Possible Scammer

- Don't respond directly to unsolicited calls, emails, or texts claiming there is an urgent problem. Always refer to the original source or a well-known website.
- Take time. Scammers want to rush a person before they have time to think. BEFORE sending money, consult with a trusted person or contact the police.
- Never pay anyone who insists on payment using cryptocurrency, a wire transfer, gift cards, or cash picked up by a courier.

 [cityofcarrollton.com/police](https://cityofcarrollton.com/police)

# Egret Prevention

When establishing a nest, egrets are drawn to large, well-established trees with dense canopy cover.

Carrollton has previously faced many challenges with migratory birds nesting in residential communities. These birds, protected by the Migratory Bird Treaty of 1918, are beautiful creatures that can leave behind a foul mess of feathers, feces, and regurgitated food. Additionally, their waste often destroys the trees they nest in and any plant life below, not to mention the smell intensified by sweltering temperatures.

With nesting season just a few months away, the City encourages residents to join the effort in preventing rookery establishment. The following steps should be planned during winter months and finished prior to the arrival of birds:

- Remove old nesting material.
- Trim tree canopies to allow light to shine between limbs and other trees.



If residents identified migratory bird activity in their trees last year, now is the time to hang visual deterrents such as owls, scare-eye balloons, reflective tape, or other similar materials in trees on the property. Residents can report heron and egret activity to Carrollton Animal Services at any time.

 [972-466-3420](https://cityofcarrollton.com/animalservices)  
[cityofcarrollton.com/animalservices](https://cityofcarrollton.com/animalservices)



## Move Over or Slow Down

As of Monday, September 1, the State of Texas expanded its "Move Over, Slow Down" law to include animal services vehicles and officers, who frequently risk their lives on busy streets and highways to rescue animals or clear roadways.

The law, which is part of the Texas Transportation Code 545.157, requires drivers to move over to another lane, if safe to do so, or slow down by at least 20 mph below the posted speed limit when approaching a stopped emergency or first-responder vehicle, TxDOT vehicles, tow trucks, utility service vehicles, and now including animal services vehicles with activated flashing lights.

Stay alert and move over to help ensure the safety of the animal services officer and the animals in their care. Violations can result in serious fines and penalties.

 [cityofcarrollton.com/news](https://cityofcarrollton.com/news)

## Inclement Weather

Severe weather (snow, ice, high winds, etc.) may necessitate the temporary closure of some City facilities. During the weekdays, these facilities and programs will typically follow the Carrollton-Farmers Branch Independent School District's closure schedule (including full-day closures, delayed openings, and/or early closings), which is announced on area television and radio stations. Automated telephone messages are recorded as conditions warrant.

 [cityofcarrollton.com/weather](https://cityofcarrollton.com/weather)

## Bump. Set. Spike.

Set it up for volleyball in Carrollton. Girls, ages 7-14 as of September 1, 2025, can sign up to learn the fundamentals of the game from strategy, rules, and mechanics to basic volleyball techniques. Early-bird registration runs from Monday, December 8 to Monday, January 19.

**Interested in coaching?** Contact Carrollton Parks & Recreation.

 [cityofcarrollton.com/athletics](https://cityofcarrollton.com/athletics)

# Undeck the Halls

From trees to lights and ornaments, there's a lot of holiday decor that should never go in the recycling bin.

**W**hen updating ornaments or switching from white to colored lights, old decor can be given new life by donating or selling items that remain in good condition. But what happens when the lights stop working or an ornament breaks?

- **Real Trees:** Remove tinsel, ornaments, and lights first, and place them at the curb for collection.
- **Artificial Tree:** Consider donating or repurposing it to make a DIY wreath or decorative arrangement.
- **Holiday Lights:** Donate to a reuse center or throw them out instead of trying to recycle them. String lights can spool around the equipment at recycling facilities, causing significant damage.
- **Giftng Supplies:** Recycle cardboard boxes, plain wrapping paper, tissue paper, and gift bags (no glitter, foil, or decorations); however, donate, reuse, or throw the following items in the trash bin:
  - Bubble wrap
  - Ribbons and bows
  - Gift bags (laminated, coated, or dyed)
  - Embellished wrapping paper (foil or glitter)
  - Sticky gift labels
  - Cellophane
  - Foam packing peanuts
- **Electronics:** Schedule a free Household Hazardous Waste collection appointment to dispose of electronics and batteries at [cityofcarrollton.com/HHW](http://cityofcarrollton.com/HHW) or call 469-451-3713.

- **Tinsel & Ornaments:** Throw them away if they can't be donated or repurposed. To safely dispose of broken ornaments, place the broken glass in a cardboard box with paper towels. Seal the box with tape and throw it in the trash bin.

**Have an item not listed above?** Visit the City's Solid Waste webpage and use the interactive Waste Wizard tool to learn how to properly recycle, reuse, or dispose of hundreds of products.



**Residential recycling** collection occurs every other week. A neighborhood map with the recycling schedule can be found on the City's website. To request a printed copy, call 972-466-3593 or email [marketing.services@cityofcarrollton.com](mailto:marketing.services@cityofcarrollton.com).

### Online Self-Service Options

Request an additional bin, removal of excess bins, or a repair/replacement of an existing bin through the City's website. Report missed trash, recycling, or bulk as early as 7 p.m. on the day of collection. Choose the appropriate request from the options on the left-hand side of the City's solid waste webpage.

While it's tempting to use shortcuts when tired during the busy holiday season, take the time to be thoughtful about how and where spent holiday decor is tossed.

 [cityofcarrollton.com/solidwaste](http://cityofcarrollton.com/solidwaste)



## Upcoming Events

**Santa on the Square, Dec. 6, 4-8 p.m., Downtown Carrollton** – Watch the sky shine brightly from the 175-drone holiday-themed light show and tree lighting. Visit with Santa and his reindeer, enjoy performances from local groups, shop from an array of vendors in the Christmas village, and more.

**Winter Break Fun!** – Stop by the Library for holiday activities, such as a screening of *Snow White* (2025), PG, a story time with the Pigeon, winter-themed makerspace fun, come-and-go activities, and more. *See website for details on the festive lineup planned for all ages.*

**Martin Luther King Jr. Day Parade, Jan. 17, 10 a.m.** – Celebrate MLK Day by watching a memorial parade. Visit the link below for parade route. *Sponsored by Christ Community Connection, Inc. in partnership with the City of Carrollton.*

**African American Read-In, Feb. 1, 3:30-4:30 p.m., Josey Ranch Lake Library** – Hear excerpts from stories, poems, and songs written by African American authors. Free books will be available to children and teens while supplies last. *Presented by Professional Achievers for Community Excellence.*

**Daddy Daughter Dance, Feb. 21, 6-9 p.m., Bent Tree Bible Fellowship Church** – Join the dance party and enjoy cookies, punch, crafts, games, prizes, and photo opportunities. For an early bird discount, preregister before the event at [cityofcarrollton.com/daddydaughterdance](http://cityofcarrollton.com/daddydaughterdance). **Sorry, no moms or sons allowed.** *Presented by the Carrollton Police Officers' Association and Friends of the Carrollton Public Library.*

- Dec. 4-Feb. 5: **Kodansha Manga Gallery Exhibition**
- Dec. 13: **Special Needs Winter Dance Bash** (for all ages and abilities)
- March 1-31: **Citizens at Last: The Woman Suffrage Movement in Texas Exhibition**

 [cityofcarrollton.com/calendar](http://cityofcarrollton.com/calendar)



# TEXFest

March 7 • 3-9PM

TEXFest is back, bringing live Texas music, local craft beer vendors, and a mouthwatering food village to Historic Downtown Carrollton. Get ready for unforgettable photo moments, a beer garden, a thrill ride on a mechanical bull, and more. So, come on over for a Texas-sized good time!

[cityofcarrollton.com/TEXFest](http://cityofcarrollton.com/TEXFest)