



Welcome to Carrollton!

Whether you are a visitor or have chosen Carrollton as your place to call home, this great city offers a variety of advantages from business opportunities, employment, location, and ease of transportation, to quality of life services and activities, a wide range of neighborhoods and housing, excellent school districts, and outstanding medical facilities. While every city lists advantages, Carrollton has been recognized by *MONEY Magazine* as a Best Place to Live in the United States and by *Forbes* as a Best Place to Relocate. If you are moving here, then you have obviously picked Carrollton as home. Welcome to the neighborhood.

Experience Carrollton's award-winning sports complexes, libraries, hike and bike trails, nature preserve, and parks and leisure activities. Learn more about Carrollton's history at the A.W. Perry Homestead Museum. In the summer, beat the heat at the 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 Carrollton's signature event, the Festival at the Switchyard. To unlock more hometown flavor, visit the Downtown Carrollton 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 the place "where connections happen."

To get to know 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, City staff would be pleased to assist you.

Enjoy your Carrollton experience.

24-HOUR CITY SERVICE

Telephone Hotlines

Court Jury Duty.....	972-466-4751
Customer Service after 5:30 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 or *247 (on mobile)
Gang Activities Hotline.....	972-466-GANG (4264)
Inspection Requests.....	972-466-3370
Special Events.....	972-466-9135

Online City Services • cityofcarrollton.com/online-services

Access government information and services 24 hours a day.

- **10-Day Ticket Extension:** Request a 10-day extension to pay a citation and find out more information.
- **Alarm Permit:** Pay for and renew alarm permits online.
- **Jobs (apply online):** Search and apply for jobs at the City of Carrollton.
- **Library:** Access the Carrollton Public Library online to view accounts, place holds, and more.
- **Membership/Class Payment:** Register and pay for recreation memberships and programs.
- **Move, Start, or Stop Utility Services:** Open or close utility accounts for water, sanitation, and waste water services.
- **Municipal Court Fine Payment:** Pay fines online.
- **Online Permitting:** Apply for a building permit by using the CityServe Portal.
- **Online Utility Bill Pay:** Pay current utility bills and view a six month history.
- **Police and Fire Online Job:** 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.
- **Warrant Lookup:** Check to see if there is a warrant in your name.
- And More

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USEFUL TELEPHONE NUMBERS

	Telephone Number
City Government Services	972
A.W. Perry Homestead Museum.....	466-6380
Alarm Permit/False Alarms	466-3525
Ambulance Billing and Collections.....	877-602-2060
Animal Services and Adoption Center	466-3420
Building Inspection	466-3225
City Attorney (legal department).....	466-3025
City Council (information)	466-3001
City Manager (administration).....	466-3001
City Secretary	466-3582
Community Development	466-4299
Crosby Recreation Center	466-9810
Economic Development.....	466-3299
Engineering	466-3200
Environmental Services (code enforcement/pollution prevention)	466-3060
Finance.....	466-3110
Fire Administration.....	466-3070
Fire Prevention & Safety Education	466-3070
Indian Creek Golf Club	466-9850
Information Center.....	466-3000
Jail	466-3335
Justice Center/Municipal Court	466-3348
Library.....	466-4800
Marketing Services.....	466-3593
Oak Creek Tennis Center	466-6389
Parks & Recreation Administration	466-3080
Planning & Zoning	466-3040
Police Administration	466-3290
Public Works	466-3470
Public Works/Service Desk.....	466-3425
Purchasing	466-3133
Risk Management	466-4840
Rosemeade Rainforest Aquatic Complex.....	466-6399
Rosemeade Recreation Center	466-9800
Senior Center	466-4850
Solid Waste and Recycling Services	466-4950
Sports & Leagues.....	466-9833
Streets/Drainage.....	466-3425
Tax Collection	
Dallas County Tax Office.....	214-653-7811
Denton County Tax Office	940-349-3500
Traffic/Signals/Signs.....	466-3425
Utility/Water Billing.....	466-3120
Water Services.....	466-3120
Workforce Services (employment)	466-3091

ANIMAL SERVICES & ADOPTION CENTER

2247 Sandy Lake Road
Carrollton, Texas 75006

 cityofcarrollton.com/animalservices
 [@CarrolltonAnimalAdoptionCenter](https://www.facebook.com/CarrolltonAnimalAdoptionCenter)
 972-466-3420

Hours of Operation:

Monday, Wednesday, and Friday
Tuesday and Thursday
Saturday
Sunday and Holidays

10 a.m.-5 p.m.
10 a.m.-6 p.m.
1:30-5 p.m.
Closed

On-duty and on-call Carrollton Animal Services (CAS) officers are available seven days a week. On-call CAS officers are dispatched through the Carrollton Police Department after hours and during holidays. To contact the Police Dispatch non-emergency number, call 972-466-3333.

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

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 are 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 (registration fees apply). Registration forms available [online](#) or by calling CAS.

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 for a fee. View current animals available for adoption on CAS [website](#) or [Facebook](#) page or visit petango.com/carrolltonadoptioncenter.

Animals Impounded by Animal Services Fees:

1st impoundment within a 12-month period	\$20
2nd impoundment within a 12-month period	\$50
3rd impoundment within a 12-month period	\$100
Overnight Fees (all pets/per night):	\$10/day

Animal Bite Reporting: All animal bites must be reported as soon as possible per the City of Carrollton Animal Ordinance Ch. 91 and Texas Health and Safety Code Ch. 826.041.

Cash Donations/Sponsorships

For your convenience, cash donations or kennel and Tree of Life sponsorships are available [online](#). You may also fill

out a donation form and mail it to: Carrollton 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 cleaner, stainless steel polish, Spic and Span® antibacterial multi-purpose cleaner, dish soap, hand soap, and other similar cleaning supplies

****Dry food items are brand specific as a change in diet can upset animals' stomachs.***

Purchase gifts from Amazon as another way to help shelter animals. Link is available [online](#) or scan the QR code below.




CITY OF CARROLLTON

Street Address:

City Hall
1945 E. Jackson Road
Carrollton, Texas 75006

Mailing Address:

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

 cityofcarrollton.com

 972-466-3000

Hours of Operation:

Monday-Thursday
Friday

7:30 a.m.-5:30 p.m.

7:30-11:30 a.m.

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, watch them on cable television (see page [45](#) for schedule), or view them online at cityofcarrollton.com/council.

City Council, citycouncil@cityofcarrollton.com

Mayor Steve Babick
972-466-3167

Councilmember Christopher Axberg
972-466-3205

Councilmember Jason Carpenter
972-466-4235

Councilmember Richard Fleming
972-466-3203

Councilmember Andrew Palacios
972-466-4231

Councilmember Nancy Cline
972-466-3082

Councilmember Daisy Palomo
972-466-4232

Councilmember H.A. "Rusty" Pendleton
972-466-3088

Administration, 972-466-3001

City Manager, Erin Rinehart

Assistant City Manager, Chrystal Davis

Assistant City Manager, Marc Guy

City Secretary, Chloe Sawatzky

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
- Library Board
- Museum & Historic Advisory Committee (MHAC)
- Neighborhood Advisory Commission (NAC)
- Parks & Recreation Board
- Planning & Zoning Commission (P&Z)
- Property Standards Board (PSB)
- Tax Increment Reinvestment Zone No. 1 (TIRZ)
- Traffic Advisory Committee (TAC)

*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.

Public Service Opportunities

For more information, contact the City Secretary's office at 972-466-3003 or visit cityofcarrollton.com/citysecretary.

STAY INFORMED

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

- ***The Carrollton Connection***
eNewsletter – City news and latest updates delivered right to your inbox.
- ***Leisure Connections*** magazine – Find all of the City's cultural activities and leisure services information.
- ***On the Horizon*** newsletter – A newsletter mailed out with utility bills that provides details about City news, events, and other information.

cityofcarrollton.com/connect



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

- African-American Read-In
- New Year Celebration
- C-Con (Carrollton-Convention)
- Citizens' Evening Featuring Mayor's State of the City
- Daddy Daughter Dance
- \$5 Rabies Vaccinations & Free Pet Registrations
- Run for Rover
- TEXFest

April-June

- Carrollton Health & Safety Fair
- Carrollton Trails 5K Run/1-Mile Fun Run/Walk
- Chalk Art Festival
- Library Book Sale
- May the 4th Be With You
- Paws on the Square
- Public Works Week Equipment Rodeo
- Summer Reading Challenge
- Youth Fishing Event

July-September

- Community Job Fair
- Independence Day Concert
- Independence Day Fireworks Show
- Library Book Sale
- Pooch Pool Party
- Swim-In Cinema
- World of Foodies

October-December

- Books for Treats
- Christmas at the Perry
- Cease the Grease Free Cooking Oil Disposal
- Enchanted Library
- Festival at the Switchyard
- Ghost Town
- Mother/Son Monster Mash
- Perry Pumpkin Patch
- Santa on the Square
- Veterans Day Celebration (Veterans Only)
- Winter Reading Challenge



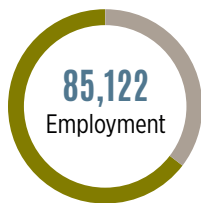
Saturdays on the Square-Downtown Carrollton: For a full list of Downtown Carrollton events, visit cityofcarrollton.com/downtown or call 972-466-9135.

DEMOGRAPHICS



135,110*

Population



85,122

Employment



37.1

Square Miles



37.4

Median Age



\$86,647

Median
Household Income



>15,000

Companies



~430

Restaurants



\$319,547

Median Home Value

**Source: North Central Texas Council of Governments*

Location

Carrollton is centrally located in the DFW Metroplex with direct access to **IH-35E, President George Bush Turnpike (PGBT), SH 121, IH-635** and **Dallas North Tollway**. It 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.

Nearby Transportation

- Three Dallas Area Rapid Transit (DART) light rail stations and citywide bus service:
 - **Downtown Carrollton Station** - Belt Line Road and Broadway Street
 - **Trinity Mills Station** - Trinity Mills Road and Broadway Street
 - **North Carrollton/Frankford Station** - W. Frankford Road at Trade Center Drive

Free parking available at all stations. For more information, visit DART.org or call 214-979-1111.

- 25 minutes from both DFW International and Dallas Love Field Airports
 - **DFW International Airport**
972-973-3112 • DFWAirport.com
 - **Dallas Love Field Airport**
214-670-5683
Dallas-LoveField.com

Economic Base

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

The City is at a crossroads of tremendous opportunity for developers, citizens, potential residents, and businesses. For more information, visit carrolltontxdevelopment.com.

Hospital

Carrollton Regional Medical Center

4343 N. Josey Lane
972-492-1010 • crmc.health

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.

1565 W. Main Street, Lewisville
469-713-5200 • lisd.net

Dallas I.S.D.

9400 N. Central Expressway, Dallas
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

1509 N. Perry Road
972-466-6380
cityofcarrollton.com/museum
Free Tours

Brookhaven College School of the Arts

972-860-4730 • brookhavencollege.edu
Arts exhibits, dance, musical performances, and theatre productions

Carrollton Wind Symphony

carrolltonwindsymphony.org

The Dallas School of Music

14376 Proton Road, Dallas
972-380-8050
thedallaschoolofmusic.com

Community Services

Metrocrest Services

13801 Hutton Drive, Suite 150
Farmers Branch
972-446-2100 • metrocrestservices.org

Metrocrest Chamber of Commerce

14681 Midway Road, Suite 200
Addison
972-746-5768
metrocrestchamber.com




**Help maintain the quality
of life in Carrollton by
thinking local first.**


cityofcarrollton.com/eatlocal

EMERGENCY MANAGEMENT

1111 W. Belt Line Road, Ste. 100
Carrollton, Texas 75006

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

 [@CarrolltonOEM](https://twitter.com/CarrolltonOEM)

 972-466-3070

Hours of Operation:

Monday-Thursday
Friday

7:30 a.m.-5:30 p.m.

7:30-11:30 a.m.

Citizens are encouraged to stop by The Gravelly Center for literature on what to do in case of flooding, tornadoes, and other potential disasters. **Call the Office of Emergency Management at 972-466-3540 for more information.**



Carrollton Alert

Sign up for the City's Emergency Alert Program to receive messages about severe weather and more.

carrolltonalert.com

Outdoor Warning Sirens

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

- Severe weather
- Hazardous materials release
- Other outdoor hazards

Sirens are meant for outdoor warning only. When they sound:

- **STAY OFF THE TELEPHONE: DO NOT** dial 911 or call Carrollton Fire Rescue or the 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.
- **Evacuation Plans:** Get a map and plan various evacuation routes, avoiding low-lying areas in the event of flooding from rivers or flash floods. In times of extreme heat, identify locations where you can escape sweltering conditions such as a mall or movie theater.
- **Disaster Supplies Kit:** Be sure everyone knows where the family disaster supplies kit is located. A checklist can be obtained from literature displays at The Gravelly Center. During extreme heat, include extra water or juice, sunscreen, and hats. For more information, visit fema.gov.

ENVIRONMENTAL SERVICES

1945 E. Jackson Road
Carrollton, Texas 75006

 envservices@cityofcarrollton.com
 972-466-3060

Hours of Operation:

Monday-Thursday
Friday

7:30 a.m.-5:30 p.m.
7:30-11:30 a.m.

Animal Services (see page 5)

Community Development972-466-4299

- Community Development Block Grant Program
- IMPACT Initiative
- Minor Home Repair Program
- Neighborhood preservation (see page 20)
- Neighborhood redevelopment (NOTICE Program)

Community Services..... 972-466-3060

- Address abatement of blight conditions in neighborhoods and business districts to prevent urban decline
- Apartment maintenance
- Commercial code violations
- Commercial parking lot maintenance/pot holes
- Damaged or unrepaired structures
- Environmental health and safety hazards
- Fence complaints
- High grass and weeds
- Housing code violations
- Ice on streets cause from water runoff from sprinkler systems
- Illegal dumping
- Illegal home businesses
- Illegal off-street parking
- Itinerant vendors and illegal car sales in shopping centers and vacant lots
- Junk or inoperable vehicles/trailers
- Overcrowding in a residential home
- Oversized vehicles in residential districts
- Rental registration of long-term and short-term rentals
- Sign Code violations (illegal and unpermitted signs)
- Swimming pools maintenance and enclosures at residential homes
- Trash and debris
- Vacant and unsecured structures
- Zoning code violations

Environmental Quality 972-466-3060

- Chemical spills
- Environmental site assessments
- Food complaints
- Glare complaints
- Grease traps
- Liquid waste haulers
- Municipal setting designations
- Noise from industries and commercial businesses
- Odor complaints
- Paint and chemical disposal
- Pretreatment for industries
- Public and semi-public swimming pools (non-residential pools)
- Restaurant and school food service inspections (restaurant, daycare, caterings, schools)
- Septic tanks
- 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

1111 W. Belt Line Road, Ste. 100
Carrollton, Texas 75006

 cityofcarrollton.com/fire
 [@CarrolltonTXFire](https://www.facebook.com/CarrolltonTXFire)
 972-466-3070

EMERGENCIES	911
Fire Administration, Operations, and Support Services.....	972-466-3070
Fire Prevention & Safety Education	972-466-3070
Non-emergencies	972-466-3333 or *247 (on mobile)

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:** Free 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

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?

**FREE HANDS-ONLY
CPR/AED**

For more information or to schedule a training session, contact us at:

✉ cpr@cityofcarrollton.com






☎ 972-466-4901

Classes taught by CARROLLTON FIRE RESCUE



INDIAN CREEK GOLF CLUB

1650 W. Frankford Drive
Carrollton, Texas 75007

 indiancreekgolfclub.com
 [@IndianCreekGolfClub](https://www.facebook.com/IndianCreekGolfClub)
 [@IndianCreek_gc](https://twitter.com/IndianCreek_gc)
 [@IndianCreekGolfClub_dfw](https://www.instagram.com/IndianCreekGolfClub_dfw)
 972-466-9850

Two 18-hole championship golf courses, the Creek Course and the Lakes Course, are located on 412 acres along the Elm Fork of the Trinity River.

With four sets of tees each of the layouts are diverse and offer players of all abilities the option for recreational golf or a challenging test of skill.

- The Golf Shop, golf courses, and the Arrowhead 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 Arrowhead Grill is available for weddings and private parties.
- Preferred tee times are offered to Carrollton residents seven days in advance.
- Carrollton residents receive a discount with proof of residency.
- PGA qualified instruction by appointment

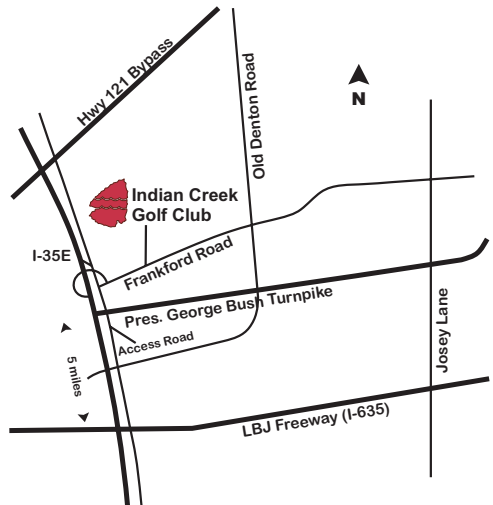
- Tournament services
- Rental clubs
- Gift certificates
- Managed by Orion Management Solutions
- To make reservations or for tournament information, call 972-466-9850.

Creek Course



- Par 72, 7,235 yards
- Four 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 in 2018



CARROLLTON PUBLIC LIBRARY

 cityofcarrollton.com/library
 972-466-4800

 @CarrolltonPublicLibrary
 @CarrolltonTXLib
 @CarrolltonTXLib

Carrollton Public Library at Hebron & Josey

4220 N. Josey Lane
Carrollton, Texas 75010

Hours of Operation:

Sunday 1-5 p.m.
Monday- 10 a.m.-8 p.m.
Thursday
Friday Closed
Saturday 10 a.m.-5 p.m.

Window Hours:

Sunday 1-5 p.m.
Monday- 10 a.m.-7 p.m.
Thursday
Friday- 10 a.m.-5 p.m.
Saturday

Carrollton Public Library at Josey Ranch Lake

1700 Keller Springs Road
Carrollton, Texas 75006

Sunday 1-5 p.m.
Monday- 10 a.m.-8 p.m.
Wednesday
Thursday Closed
Friday-Saturday 10 a.m.-5 p.m.

Sunday 1-5 p.m.
Monday- 10 a.m.-7 p.m.
Wednesday
Thursday- 10 a.m.-5 p.m.
Saturday



The Carrollton Public Library (CPL) offers free Library cards and resources to residents of Carrollton. The CPL mission is to provide balanced, trustworthy, independent learning, and recreational opportunities dedicated to sustaining a high quality of life for the community.

Amenities & Resources

Your Library card give you access to:

- Online databases
- Study rooms
- Book-A-Librarian research assistance
- Comfortable facilities
- Quiet reading lounges
- Local history and genealogy collections
- Wi-Fi in both buildings and parking lots
- Computers and internet access
- Books
- Audiobooks
- eBooks and eAudiobooks
- Mobile Hotspots
- Board games
- Movies
- Wonderbooks
- Launchpads
- Digital magazines and newspapers
- STEM kits
- And more

A Library card also grants you access to many online resources, including general research databases, test prep, and language learning. You can find a full list of resources, as well as an online catalog and reference information, on the 24/7 digital branch accessible at cityofcarrollton.com/library.

Support the Library

Visit cityofcarrollton.com/library for information on volunteer opportunities and submitting ideas for programs.

For sponsorship or partnership inquiries, email supportcpl@cityofcarrollton.com.

Become a Friend! Visit friendscarrolltonlibrary.org to learn about how the Friends of the Carrollton Public Library support the community and how you can be involved.



Loan Periods

Hotspots	1 week*
eBooks	2 weeks
Books, DVDs, and all other items	3 weeks

Eligible items may be renewed up to three times via your online account, in-person, or by phone.

*Hotspots are not eligible for renewal.

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 Carrollton address, such as a driver's license, a lease, or a bill.



MUNICIPAL COURT

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

 cityofcarrollton.com/courts
 972-466-3348

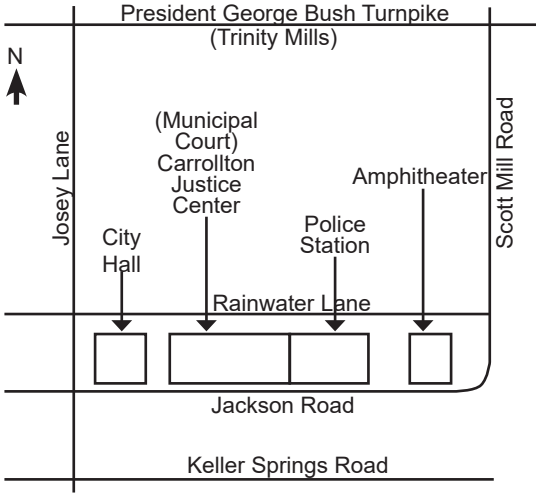
Hours of Operation:

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

Carrollton Municipal Court has jurisdiction over "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. Cases involving violations of City Ordinances (with maximum fines up to \$2,000) are also tried in Municipal Court.

- Visit cityofcarrollton.com/courts for online processing options, including payment of outstanding fines/fees, requesting driving safety course or deferred disposition, if eligible, 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 during regular business hours. However, if a case is in warrant status, personal checks are NOT acceptable.
- 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



NEIGHBORHOOD PARTNERSHIP OFFICE

1945 E. Jackson Road
Carrollton, Texas 75006

 cityofcarrollton.com/impact
 972-466-4299
 communitydevelopment@cityofcarrollton.com

Hours of Operation:

Monday-Thursday
Friday

7:30 a.m.-5:30 p.m.
7:30-11:30 a.m.

Community Development Block Grant (CDBG)

The City annually receives funding from the U.S. Department of Housing and Urban Development's CDBG Program.

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 under the following programs.

- **Minor Home Repair** is a forgivable loan up to \$10,000 to assist with rotten siding, roof leaks, and projects that are considered a safety or health issue.
- **Emergency Repair** is a grant up to \$5,000 to assist with plumbing and HVAC issues.
- **People Helping People** is a grant up to \$5,000 to assist a homeowner in painting their home. All work is done by volunteers in the community.

Neighborhood Association Registration

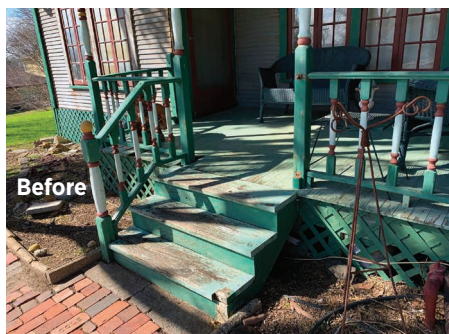
A significant component of Carrollton is the neighborhoods and the neighborhood or homeowners associations which represent them. HOA's and other neighborhood associations which register with

the City are eligible to apply for the following grants which can be used on projects to help beautify their neighborhoods.

- The **Neighborhood Enhancement Matching 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 and can be approved for projects that improve the public areas of a neighborhood.
- Decorative sign toppers are a good way to identify your neighborhood. **Matching Sign Topper Grants** are available through Carrollton's Neighborhood Partnership Office for up to \$5,000 per neighborhood.

Nextdoor Carrollton – nextdoor.com/carrollton

The City uses Nextdoor, the private social network for neighborhoods, to foster neighbor-to-neighbor and citywide communication. Nextdoor enables residents to communicate online in private, secure websites to build stronger communities, get to know 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 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.

Neighborhood Empowerment Zone Minor Home Repair Program is a grant up to \$7,500 to assist with City code violations.

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 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.

All applications must be approved before the work begins.

PARKS & RECREATION

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

 cityofcarrollton.com/parksandrec
 [@facebook.com/carrolltonparks](https://facebook.com/carrolltonparks)
 [@twitter.com/Parks](https://twitter.com/Parks)
 972-466-3080

Hours of Operation:

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

- 29 Developed parks and recreation sites, totaling 956.93 acres
- 38 Sports fields (10 soccer, 12 youth baseball, 5 adult softball, 4 youth softball, 2 football, 1 multi-purpose, 1 drone field, 1 cricket)
- 1 Swimming complex
- 2 Splash parks
- 2 Recreation centers
- 1 Senior center
- 2 Dog parks
- 1 Full-service tennis center plus 14 satellite courts, 3 pickleball courts, and 1 soccer court
- 19 Undeveloped sites, totaling more than 814.17 acres
- 1 Amphitheater
- 1 Museum
- 1 Nature preserve (40 acres)
- 2 18-hole disc golf courses

A.W. Perry Homestead Museum, designated as a Texas Historic Landmark, preserves significant artifacts and memorabilia representative of the pioneer home life and community development.

1509 N. Perry Road • 972-466-6380

 [@facebook.com/perryhomesteadmuseum](https://facebook.com/perryhomesteadmuseum)

Tuesday-Thursday and Saturday — tours available 11 a.m.-1 p.m. (and by appointment)

- Free tours for groups and individuals
- Educational programs and cultural opportunities
- Grounds may be reserved for parties and photo shoots

Carrollton Senior Center provides programs for citizens 50 years and over.

1720 Keller Springs Road • 972-466-4850

 [@facebook.com/groups/carrolltonseniors](https://facebook.com/groups/carrolltonseniors)

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, activities, and lounge areas
- Weight and fitness room
- Pool tables
- Rooms and kitchen may be reserved for parties
- Annual/monthly membership fees 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)

1845 Legends Trail • 972-466-3080

Open sunrise to 10 p.m. (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 four months of age allowed
- Maximum of three 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.

Register for leisure classes, activities, and sports at

cityofcarrollton.com/signupnow

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
- Two 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.

- Annual, 3-month, and monthly memberships and day passes available
- Meeting rooms and classrooms
- Gymnasiums for basketball, volleyball, and pickleball
- 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.

- Four 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 functional training rooms
- Esports Center

Summer Hours

(early June to mid-August)

Monday-Thursday, 8 a.m.-10 p.m.

Friday, 8 a.m.-8 p.m.

Saturday, 8 a.m.-6 p.m.

Sunday, 10 a.m.-7 p.m.



Rosemeade Rainforest Aquatic Complex

1334 Rosemeade Parkway • 972-466-6399

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

Splash Parks – No activation is required for either Splash Park. The features will automatically run during operational hours.

Open early May 1 through September 30
Daily, 9 a.m.-8 p.m.

W.J. Thomas Splash Park

1955 N. Perry Road • 972-466-3080

- Water play structures
- Wooden deck with picnic tables
- Shade structures
- Playground

Oak Hills Splash Park

1225 Royal Palm Lane • 972-466-3080

- Water play structures
- Shade structures
- Playground

Sports Complexes

For field reservations, visit cityofcarrollton.com/parksandrec (Facility Rentals section, Outdoor Venues).

- **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.-10:30 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.



CARROLLTON AT YOUR FINGERTIPS

Download the City Trail App

View your live location, track your favorite routes, share photos, and more.



Amphitheater, Gazebo, or Mary Heads Carter Park Pavilion

For reservation, call a Recreation Center at 972-466-9810 or 972-466-9800.

Guidelines for Park Permit

Bounce houses, food trucks, tents, and other specialty equipment in use at public parks must be registered with Carrollton Parks & Recreation. Visit Rosemeade or Crosby Recreation Centers to complete a notification application.

- A copy of the rental company's liability insurance should be submitted with the application.
- Electricity will not be provided by the City.
- Vehicles are not allowed to drive on parks.
- Special equipment must be transported to the preferred location by a dolly or some means other than a motorized vehicle.

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 on Elm Fork Drive by R.E. Good Sports Complex
972-466-3080

Trails open daily, from dawn to dusk
Take Sandy Lake Road west from IH-35E approximately half of a mile,

and then turn left onto McInnish Drive. Follow the road behind the sports fields for one mile, then turn right onto Elm Fork Drive. The Elm Fork Nature Preserve parking will be on your left.

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?





Carrollton's multi-purpose meeting rooms, sports facilities, swimming pools, and outdoor areas offer a wide range of accommodations perfect for your next party, special event, meeting, 5K run, or activity.

cityofcarrollton.com/rentals



POLICE DEPARTMENT

2025 E. Jackson Road
Carrollton, Texas 75006

-  cityofcarrollton.com/police
-  [@CarrolltonTXPD](https://www.facebook.com/CarrolltonTXPD)
-  [@CarrolltonTXPD](https://twitter.com/CarrolltonTXPD)
-  [@CarrolltonTXPD](https://www.instagram.com/CarrolltonTXPD)

EMERGENCIES	911
Police Dispatch Non-emergencies.....	972-466-3333 or *247 (on mobile)
Administration Division.....	972-466-3290
Crime Tips.....	972-466-9133 or *247 (on mobile)
Crime Victim's Assistance	972-466-3158
Criminal Investigation Division	972-466-3300
Drug Tip Hotline	972-466-9133
Jail	972-466-3335
Personnel	972-466-3028
Property & Evidence	972-466-3557
Public Affairs Office	972-466-3297
Records.....	972-466-3345
Solicitation Complaints (in progress).....	972-466-3333
Solicitation Complaints for Follow-Up	972-466-3281

Programs & Services

Visit cityofcarrollton.com/police for more information on the following programs and services or to view others available.



The Carrollton Police Department's **Project H.O.M.E.** – Help Our Missing and Endangered – program is designed to help officers identify children or adults who are lost and unable to communicate their names or addresses. This includes people with autism spectrum disorder, Alzheimer's disease and other dementias, Down syndrome, a traumatic injury, or any other condition which makes communication difficult, especially in stressful situations.

Project H.O.M.E. is voluntary and free for citizens who choose to participate,

and all information is kept confidential. To enroll, a family member or caregiver should complete an information sheet and provide a current photo of the individual.

Exchange Zone

CPD 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 open and video monitored 24 hours a day.

Does Your Family Know How to Call 911?

Report only emergency situations

- Serious medical problems
- Fire
- Traffic collision with injuries
- 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. **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

- 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.*

Which number do you call?



General City Info
972-466-3000

- Facility hours of operation
- City Council meeting info
- Upcoming event details



Non-emergencies
***247 or 972-466-3333**

- Stolen bike or car
- Noise complaints
- Assault that previously happened
- Suspicious behavior



Emergencies
911

- Medical Emergencies
- Fires
- Crimes in progress
- Major vehicle accidents



Dial *247 from a cellular phone to reach non-emergency dispatchers available 24 hours a day, 7 days a week.

Call 911 for emergencies

Residential SOLID WASTE/TRASH & RECYCLING

Solid Waste Service Questions
Billing Questions & New Service

☎ 972-466-4950
🌐 cityofcarrollton.com/solidwaste
☎ 972-466-3120



Weekly Collection

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 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. Improper placement could result in a missed collection or code enforcement citation as the above rules are defined by City

Ordinance. 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 waste 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 trash cart is available for an additional charge and additional recycling carts are available at no extra charge. Visit cityofcarrollton.com/solidwaste to request additional carts.

To transfer existing service or establish residential utility service in the City, an application must be completed online at utilities.cityofcarrollton.com.

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.

Follow these simple guidelines to become a better recycler.

1. Know What to Throw

Glass*



Bottles



Jars



Colorful Glass

Tips: no glass broken into small pieces, no Pyrex or heat-resistant glass

Plastic*



Milk, Water, & Juice Jugs



Beverage Bottles



Detergent, Shampoo, & Soap Jugs

Tips: remove soapy residue from detergent containers; no plastic bags; no bubble wrap, packing peanuts, or foam packaging

Metal & Steel/Tin*



Beverage Cans



Food Cans

Tips: no metal smaller than a credit card, remove paper labels

** Keep lids on bottles or toss them in the trash - they're too small to recycle by themselves.*

Paper



Newspaper



Mail & Magazines



Notebook Paper



Scrap Paper

Tips: remove all staples and paper clips, remove the plastic windows from envelopes, no pieces smaller than a credit card, no tissue or sparkly wrapping paper, no paper towels and napkins

Cardboard



Moving Boxes



Shipping Boxes



Food Boxes



Envelopes & Folders

Tips: remove shipping labels and packaging tape, no used paper plates and to-go cups, no wet or soiled materials

2. Empty. Clean. Dry.™

Keep all recyclables free of food and liquid. One dirty item can contaminate an entire truckload, so make sure recyclables are empty, clean, and dry.

3. Don't Bag It

Never bag or bundle recyclables. Items should be placed in the container loose.

Other Unacceptable Items: aluminum foil, batteries of any kind, chemicals, Christmas lights, clothing and shoes, construction waste, diapers, electronics, garden hoses, glass windows, greasy pizza boxes, hangers, hardback books, household hazardous waste (see page 33), kitchen waste, medical waste (see page 32), mirrors, oil, paint, plastic takeout containers and utensils, scrap metal, Styrofoam, tires, tools, toys, trash, wrappers, yard waste.

Household Hazardous Waste (HHW) Collection Service

- Carrollton household residents can schedule a pickup by calling 469-451-3713 Monday through Friday from 7 a.m. to 7 p.m. or emailing CarrolltonHHW@republicservices.com.
- Residents will receive a collection kit via mail containing a confirmation letter with a scheduled pickup date, bags for disposal, labels to identify each bag of items, and instructions.
- On collection day, materials should be placed on the front porch where they are visible from the street. Collection items must not be placed at the curb.
- Republic Services will arrive starting at 7 a.m. on the scheduled day to collect the packaged HHW items.

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

Waste not accepted includes business or commercial waste, containers larger than five 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, contact CarrolltonHHW@republicservices.com or call 972-316-0789.

Landfill

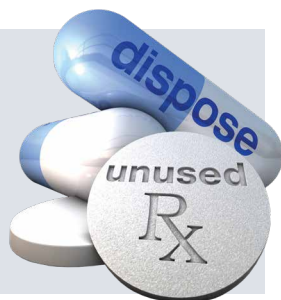
Carrollton residential customers may take one load per month (one pick-up truckload or one small trailer load up to three cubic yards) on Saturdays from 7 a.m. to 1 p.m. to the Camelot Landfill. Residents must pay a \$15 fee at the gate and present both a Texas driver's license and a City of Carrollton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

The Camelot 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. Camelot Landfill is located at 1580 Huffines Boulevard, Lewisville.

Contact the City at 972-466-4950 for additional information regarding solid waste services to residential customers.



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 SERVICES & MISCELLANEOUS BILLING

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

 cityofcarrollton.com/ucs
 972-466-3120

Hours of Operation:

By phone	Monday-Friday	7:30 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: 972-466-3060 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 online at cityofcarrollton.com/ucs or over the phone by calling 972-466-3120, Monday-Friday from 7 a.m.-5:30 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. A minimum deposit is required on all accounts.

All commercial applications may 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. or by emailing your request to contactus@cityofcarrollton.com

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](#).



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). Closure schedules (including City leisure services facilities) are announced on area television and radio stations or visit cityofcarrollton.com. Automated telephone messages 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.

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 physically 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 the payment of a 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.

Help Protect Our Creeks, Lakes, and Rivers

When we keep stormwater drains free of trash, the flow of rainwater keeps the City's surface water free of debris.

cityofcarrollton.com/stormwater



OTHER CITY SERVICES

City Secretary 972-466-3003
cityofcarrollton.com/citysecretary

- Boards, commissions, and committees
- Code of Ordinances
- Maintains City records
- Oversees City elections
- Texas Alcoholic Beverage permits

Development Services

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

- 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-development/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
- Small Business Program
- Special events, block parties, parade permits
- Structure encroachment over platted boundaries
- Visibility obstruction — investigate and coordinate the removal of violation



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

Planning 972-466-3040
cityofcarrollton.com/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

Transit-Oriented Development 972-466-3042
cityofcarrollton.com/TOD

- 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 972-746-5768

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
- 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

Transportation Engineering

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

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	972-466-3115
	cityofcarrollton.com/purchasing

- | | |
|---|---|
| <ul style="list-style-type: none"> • Bid process for expenditures over \$50K in a fiscal year (Engineering and Construction bids are handled separately by the Engineering Department) | <ul style="list-style-type: none"> • City surplus auctions • Purchasing card program • Purchasing policies including State and City requirements |
|---|---|

Marketing Services	972-466-3593
	cityofcarrollton.com/marketing

- | | |
|--|---|
| <ul style="list-style-type: none"> • Brand management • Crisis management • Digital content management (social media, website, and eNewsletters) • Internal and external communications • Marketing | <ul style="list-style-type: none"> • Policy response • Special event promotion • Special projects (City Council projects, Festival at the Switchyard, ribbon-cuttings, ceremonies, State of the City presentation, etc.) |
|--|---|

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

Streets and Special Operations

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

- | | |
|--|--|
| <ul style="list-style-type: none"> • 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” | <ul style="list-style-type: none"> • 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, school zone flasher malfunctions, or arterial street lighting, call 972-466-3425.

- | | |
|---|---|
| <ul style="list-style-type: none"> • Installation and maintenance of traffic control signs, traffic signals, and school zone flashers • Installation and maintenance of pavement markings | <ul style="list-style-type: none"> • Perform vehicle and pedestrian traffic counts • Responsible for arterial street lighting |
|---|---|

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
- Repair and repaint elevated water tanks
- 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 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 replace sewer (wastewater) mains
 - Repair and replace water mains
 - Replace pavement affected by water main repair
 - Respond to sanitary sewer stoppages and overflows on City's mains
 - Camera inspection services of sewer mains
 - Water pressure complaints
 - Water main leak repairs
- For private property sewer backups, call a plumber.

Workforce Services..... 972-466-3091

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

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

Animal Services	972-466-3420
Building Inspection.....	972-466-3225
Environmental Services.....	972-466-3060
Fire Prevention.....	972-466-3070
Planning.....	972-466-3040
Police Department (Non-emergencies)	972-466-3333
Public Works.....	972-466-3425

Accessory structures	B	Drinking water	PW
<i>(storage sheds, fences, carports,</i>		Dumping, illegally	E
<i>decks, antennas, satellite dishes)</i>		Dumpsters-not screened,	
Alleys	PW	not on concrete	E
Animals, all questions.....	A	Encroachments-zoning, building	
Apartment maintenance.....	E	lines, utility easements.....	B
Banners, special events, promotions	B	Excavations, open/not barricaded	
Basketball goal in right-of-way	E	<i>(not construction related)</i>	E
Buildings		Fences	
- damaged or unrepaired buildings...	E	- maintenance	E
- during construction.....	B	- permits	B
- substandard structures/vacant		Fire lane maintenance	F
buildings	E	Food safety-restaurants/grocery/	
Business in a residence	E	daycare/food-borne illnesses	E
Caretaker living in a business		Foundations	
building.....	E	- maintenance	E
Chemical spills/disposal.....	E	- repairs (permit required)	B
Child car seat installation training	F	Garage sales, excessive.....	E
Certificate of Occupancy (C.O.)		Graffiti	E
- Special Use Permit stipulation not		Grass & weeds	
met after occupancy	E	- private or public property	E
- violations related to construction		- right-of-way	Parks
codes during construction	B	Grease trap overflowing	E
- violations related to zoning codes..	E	Housing	
Construction, starting too early or		- people living in campers.....	E
too late <i>(noise)</i>	PD	- homeless people occupying vacant	
Disturbances		structures.....	E
- noise, light, odor, smoke, etc.	E	- too many occupants in dwelling	
Drainage		unit	E
- roadway	PW	- no minimum facilities	E
- between existing		<i>(plumbing, heating, ventilation, etc.)</i>	
buildings	civil matter*		

Ice on street or sidewalk from private property water run-off (<i>lawn sprinklers</i>)	E	Swimming pools/spas:	
Landscape maintenance (<i>where required by zoning</i>)	P	- construction.....	B
Liquid waste hauler	E	- enclosures not secure or insufficient height	E
Liquor license (<i>permit required</i>)	P	- water quality, discharging water on street/alley	E
Mosquitoes	A	Traffic signs, signals, and pavement markings.....	PW
Mud on streets.....	PW	Trash/bulk waste/debris:	
Outside display or storage of merchandise not allowed by Certificate of Occupancy.....	E	- accumulated on property	E
Parking on grass	E	- abandoned appliances	E
Parking surfaces & space stripes not maintained/potholes.....	E	- construction.....	B
Performance standards (<i>noise, glare, odors, vibration, smoke, etc.</i>)	E	- put out too early or left out too long.....	E
Placement of accessory structures (<i>storage shed, fences, carports, patio covers, decks, antennas & satellite dishes, walls, etc.</i>)	B	Trees/shrubs:	
Pretreatment (<i>industrial waste, permits</i>)	E	- blocking view of motorists.....	B
Rezoning, land use, and subdivision of land.....	P	- overhanging street, alley, or sidewalk	E
Roll off dumpster.....	E	Vehicles:	
Screening walls on City property.....	PW	- trucks/trailers/boats parked on residential streets.....	E
Sewer (or septic tank) overflowing.....	E	- truck/trailers parked on residential property (over one ton capacity, semis)	E
Signs and banners: permit required.....	B	- for sale, junked or abandoned in parking lot or on private property ..	E
Signs		- junked or abandoned on streets ..	PD
- Signs on private property.....	E	- junked/abandoned on right-of-way or parking lot.....	E
- political signs on public property....	E	Unscreened outside storage, general items not allowed, Certificate of Occupancy	E
- garage sale signs on utility poles....	E	Water:	
- signs in right-of-way	E	- leaking (in right-of-way).....	PW
Smoking in public places/restaurants ..	E	- discharging onto streets or alleys...	E
Storage containers	E	- water pressure	PW
Stormwater (permits, discharges).....	E	Zoning or platted building line: encroachments.....	B
Streets, sidewalks	PW		
Substandard structures (vacant or occupied)	E		

**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.

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

Development Permits

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

Streets & Right-of-Way Permits

Block Party	Building Inspection	972-466-3225
License Agreement (Landscaping, parking, etc. in public ROW)	Planning	972-466-3040
Parade	Building Inspection	972-466-3225
Special Event Permit	Building Inspection	972-466-3225
Street Cut/Curb Cut	Engineering	972-466-3200
Street Name Change	Planning	972-466-3040
Right-of-Way (ROW) Permit	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

UTILITY RESOURCES

Electric

Oncor Outage Reporting & Status (street light issue, 888-313-4747
downed power line, meter tampering, [oncor.ifactornotifi.com/
temporary removal of meter\) \[ui/m/outage-reporting\]\(http://oncor.ifactornotifi.com/ui/m/outage-reporting\)](http://oncor.ifactornotifi.com/ui/m/outage-reporting)

CoServ Outage Reporting & Status 855-938-3496
..... coserv.com/outagemap

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
..... 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](http://texasattorneygeneral.gov/agency/site-index)

Telephone Service

To find out which companies are currently offering local phone service in your area,
visit puc.texas.gov/consumer/phone/providers/Search_Phone.aspx.

Complaints 1-888-782-8477 (TTY 1-800-735-2988)
..... customer@puc.state.tx.us

Utility Easement-Underground Utility Locations

Texas 811, Call Before You Dig 800-245-4545 or 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

CITY TAXES

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

County Tax Offices

Dallas County Tax Assessor-Collector

(for Dallas County properties)

1201 Elm Street, Suite 2600

Dallas, Texas 75270

214-653-7811

dallascounty.org/departments/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

Collin County Elections Department

2010 Redbud Boulevard. Suite 102

McKinney, Texas 75069

972-547-1990 (McKinney)

Fax: 972-547-1914

collincountytexas.gov/elections

Dallas County Elections Department

1520 Round Table Drive

Dallas, TX 75247

469-627-VOTE (8683)

Fax: 214-819-6301

dallascountytexasvotes.org

Denton County Elections Department

701 Kimberly Drive, Suite A101

Denton, Texas 76208

940-349-3200

Fax: 940-349-3201

votedenton.com

City of Carrollton

City Secretary's Office: 972-466-3003

cityofcarrollton.com/elections

HISTORIC SITES

A.W. Perry Homestead Museum

1509 N. Perry Road

972-466-6380

Hours: Tuesday-Thursday and Saturday

Tours available between 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 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.**](http://cityofcarrollton.com/history)

OUTDOOR WATER USE TIPS

Save Money and Water on Outdoor Landscaping

- Water only when needed. Look at the grass, monitor for rainfall in the forecast, feel the soil, or use a soil moisture meter to determine when to water.
- Deep and infrequent watering called Cycle and Soak 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 the SmartScape technique: txsmartscape.com.
- Visit cityofcarrollton.com/water for more detailed information on ways to save water.
- Visit waterisawesome.com for weekly watering advice.


WATER SAVING TIPS

 **Take shorter showers** using a low-flow showerhead instead of baths.


Fix all leaks around the house, no matter how small.

 **Install high-efficient toilets**

Sweep driveways, sidewalks, and steps rather than hosing them off.

 **Adjust sprinklers**, so they don't spray sidewalks or driveways.

Invest in high-efficiency appliances and only run full loads.

 **Put organic mulch** around shrubs and plants to reduce evaporation.

Turn off the faucet when you:

- brush your teeth
- shave your face or legs
- dry your hands or face

For water conservation information, call Utility Customer Service at 972-466-3120, Environmental Services at 972-466-5727, or visit

cityofcarrollton.com/water

COMMUNITY RESOURCES

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

APPRAISAL OFFICE

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

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

BIRTH CERTIFICATES (Bureau of Vital Statistics)

North Dallas Gov't Center, 1411 W. Belt Line Road, Richardson 214-904-3042
dallascounty.org/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

Dallas County 214-653-7099
dallascounty.org/department/tax/
Denton County 972-434-7150
tax.dentoncounty.com
Collin County 972-547-5020
collincountytx.gov/
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.....	dps.texas.gov

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
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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, cchelps.org	972-219-4357
Salvation Army, dallas.saltruck.org	214-424-7050

FINGERPRINTING	972-466-3290
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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, garlandtx.gov	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
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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
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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)

**CARROLLTON AT
YOUR FINGERTIPS**

**Download City of
Carrollton Mobile App**

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



AUTO-PAY FORM

For your convenience . . .

BANK DRAFTING SERVICE FOR CARROLLTON WATER UTILITY BILLS

***See form
on page 55.***

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

Name of Financial Institution		Phone Number
City	State	Zip Code

Please check the appropriate boxes:

Type of financial institution:	<input type="checkbox"/> Bank	<input type="checkbox"/> Savings & Loan
	<input type="checkbox"/> Credit Union	<input type="checkbox"/> Other

Type of account:	<input type="checkbox"/> Checking	<input type="checkbox"/> Savings
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Please print:

Customer Name

Service Address

City	State	Zip Code
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(All authorized signatures are required.)

Date

Water Utility Account Number

Daytime Telephone Number

Please return this form
and a voided check to:

City of Carrollton-UCS
1945 E. Jackson Road
Carrollton, TX 75006

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.



FOLLOW US!



Get the latest info on news, events, and more
by following the City's social media pages.



Facebook

@CarrolltonAnimal
AdoptionCenter
@CarrolltonFestival
@CarrolltonParks
@CarrolltonPublic
Library



@CarrolltonTexas

@CarrolltonTXFire
@CarrolltonTXPD
@CityofCarrolltonJobs
@HistoricDowntown
Carrollton
@PerryHomestead
Museum
@UNIDOSCarrollton



Twitter

@CarrolltonFest
@CarrolltonOEM
@CarrolltonParks
@CarrolltonTX
@CarrolltonTXLib
@CarrolltonTXPD
@CPDPTXChief



Instagram

@CarrolltonTX
@CarrolltonTXLib
@CarrolltonTXPD



Nextdoor

City of Carrollton

