

COVID-19 FAQs

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Important Links

- City of Carrollton COVID-19 Webpage: cityofcarrollton.com/coronavirus
- Online City Services: cityofcarrollton.com/how-do-i/pay
- [City Social Media Channels](#)

The information in this document will be revised as policies and information adjust during this evolving situation.

Health & Safety

What is a novel coronavirus?

A novel coronavirus is a new coronavirus that has not been previously identified. The virus causing coronavirus disease 2019 (COVID-19), is not the same as the coronaviruses that commonly circulate among humans and cause mild illness, like the common cold. COVID-19 was first identified in Wuhan City, Hubei Province, China in December 2019 and has spread around the globe. Health experts are concerned because the new virus has the potential to cause severe illness and pneumonia in some people, especially those over age 60 or who have weakened immune systems.

How does the virus spread?

The virus is thought to spread mainly from person-to-person through respiratory droplets produced when an infected person coughs or sneezes. This happens most commonly between people who are in close contact with one another (within about 6 feet).

What is community spread?

Community spread means people have been infected with the virus in an area, including some who are not sure how or where they became infected.

How many confirmed cases of coronavirus are there in Carrollton?

This is a rapidly evolving public health situation, so that number is quickly changing. For the most up-to-date information, including Carrollton's case count, visit cityofcarrollton.com/coronavirus.

How can I prevent the spread of COVID-19?

In a community effort to slow the spread and flatten the curve of the healthcare system's capacity to treat sick individuals, residents should follow all [State orders](#) and continue to practice social distancing and good hygiene:

- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer that contains 60-95% alcohol.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick. If you experience difficulty breathing, or persistent fever, call your primary care provider.
- Cover your cough or sneeze with a tissue or your sleeve.
- Frequently clean and disinfect touched objects and surfaces.

What are the symptoms?

People with COVID-19 have experienced a wide range of symptoms, ranging from mild to severe. People with these symptoms or combinations of symptoms may have COVID-19:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing

- Fatigue
- Muscle or body aches
- Headache
- Sore throat
- New loss of taste or smell
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

This list is not inclusive. Consult your medical provider for any other symptoms that are severe or concerning to you. Not all carriers of the virus experience symptoms. [Click here](#) to learn more about COVID-19 symptoms.

Who is at higher risk for serious illness from COVID-19?

COVID-19 is a new disease and there is limited information regarding risk factors for severe disease. Based on currently available information and clinical expertise, older adults and people of any age who have serious underlying medical conditions might be at higher risk for severe illness from COVID-19.

Based on what we know now, those at high-risk for severe illness from COVID-19 are:

- People 65 years and older
- People who live in a nursing home or long-term care facility
- People of all ages with underlying medical conditions, particularly if not well controlled, including:
 - People with chronic lung disease or moderate to severe asthma
 - People who have serious heart conditions
 - People who are immunocompromised
 - Many conditions can cause a person to be immunocompromised, including cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications
 - People with severe obesity (body mass index of 40 or higher)
 - People with diabetes
 - People with chronic kidney disease undergoing dialysis
 - People with liver disease

What should people at higher risk of serious illness with COVID-19 do?

If you are at higher risk of getting very sick with COVID-19, you should:

- Stock up on supplies.
- Take everyday precautions to keep space between yourself and others.
- When out in public, keep away from others who are sick.
- Limit close contact and wash your hands often.
- Avoid crowds, cruise travel, and non-essential travel.

- Stay home as much as possible.

If you get sick, stay home and call your doctor. For more information on how to prepare, what to do if you get sick, and how communities and caregivers can support those at higher risk, [click here](#).

If you are a high-risk individual and develop fever or symptoms, call your doctor. If you are not sick enough to be hospitalized, you can recover at home. Follow your doctor's instructions and refer to [Centers for Disease Control and Prevention \(CDC\) recommendations for how to take care of yourself at home](#).

What should I do if I think I have the virus but am generally in good health?

If you are generally in good health and have mild symptoms, stay home and take care of yourself like you would for a cold or the flu. If symptoms worsen, call your doctor.

If you are sick or are caring for someone who is sick, use the [CDC's Self-Checker](#) to help you make decisions about seeking appropriate medical care.

What should I do if I test positive for COVID-19 or think I have COVID-19 but am taking caring of myself at home?

If you are sick with COVID-19 or think you might have COVID-19, follow these steps to care for yourself and help protect other people in your home and community:

- Do not leave your home, except to get medical care. Do not visit public areas.
- Take care of yourself. Get rest and stay hydrated. Take over-the-counter medicines, such as acetaminophen, to help you feel better.
- Separate yourself from other people and pets in your home. You should stay in a specific "sick room" and use a separate bathroom if possible. If you need to be around other people or animals in or outside of the home, wear a cloth face covering. The CDC has provided additional guidance for those living in [close quarters](#) and [shared housing](#).
- Stay in touch with your doctor and call before you get medical care. Be sure to get care if you have trouble breathing or have any other emergency warning signs.
- Avoid public transportation.
- Wear a cloth face covering over your nose and mouth if you must be around other people or animals, including pets (even at home).
- Cover your coughs and sneezes.
- Wash your hands often with soap and water for at least 20 seconds and avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid sharing personal household items.
- Clean high-touch surfaces in your isolation area every day; let a caregiver clean and disinfect high-touch surfaces in other areas of the home.
- Monitor your symptoms and follow care instructions from your health care provider and local health department.
- Do not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people in your home.



For more information from the CDC, [click here](#).

When are those who tested positive for COVID-19 or think they had COVID-19 considered safe to go in public?

If you think or know you had COVID-19 and had symptoms, you can be with others after:

- Three days with no fever **and**
- Symptoms improved **and**
- 10 days since symptoms first appeared

If you tested positive for COVID-19 but had no symptoms and continue to have no symptoms, you can be with others after 10 days have passed since testing.

Depending on your health care provider's advice and availability of testing, you might get tested to see if you still have COVID-19. If you will be tested, you can be around others when you have no fever, symptoms have improved, and you received two negative test results in a row, at least 24 hours apart.

People with conditions that weaken their immune system might need to stay home longer than 10 days. Talk to your health care provider for more information.

When should I seek emergency medical attention?

If you develop emergency warning signs for COVID-19, seek medical attention immediately. Emergency warning signs include (but are not limited to):

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face

What should I do if I had close contact with someone who has COVID-19?

If you feel healthy but recently had close contact with a person with COVID-19, stay home (quarantine) until 14 days after your last exposure. Check your temperature twice a day and watch for symptoms of COVID-19. If possible, stay away from people who are at higher risk for getting very sick from COVID-19.

What does social distancing mean?

Social distancing means deliberately increasing the physical space between yourself and others. To prevent the spread of disease, minimize in-person contact with others not in your household as much as possible and stay at least six feet away from others.

Is COVID-19 the same or similar to the flu?

No. The novel coronavirus is a new coronavirus that has not been previously identified.

Where can I get tested for COVID-19?

- **City of Carrollton** — The City of Carrollton is partnering with Walmart and Quest to offer free COVID-19 testing in the Walmart Supercenter parking lot (1213 E. Trinity Mills Road) and has now moved from parking lot to curbside take-home tests. Prescheduled appointments are required. Testing hours are now Monday to Saturday 9 a.m.-1 p.m. & 2:30-4 p.m.; Sunday 10 a.m.-1 p.m. & 2:30-4 p.m. For more details, [click here](#).
- [Carrollton CVS \(4100 State Highway 121\)](#)
- [Dallas County](#)
- [Texas Division of Emergency Management/Texas Department of State Health Services Collection Sites](#)

Does the CDC recommend the use of facemasks to prevent COVID-19?

The CDC recommends wearing a cloth face covering to cover the nose and mouth in the community setting. This is a public health measure people should take to reduce the spread of COVID-19 in addition to (not instead of) social distancing, frequent hand cleaning, and other everyday preventive actions. A cloth face covering is not intended to protect the wearer, but may prevent the spread of virus from the wearer to others. This would be especially important in the event that someone is infected but does not have symptoms. A cloth face covering should be worn whenever people must go into public settings (grocery stores, for example).

In his Open Texas guidelines and most recent executive order, Gov. Greg Abbott also encourages all individuals to wear face coverings when in public, but prohibited any jurisdiction from imposing civil or criminal penalty for failure to wear a face covering.

The cloth face coverings recommended are not surgical masks or N-95 respirators. Those are critical supplies that must continue to be reserved for healthcare workers and other medical first responders. For more information from the CDC on face coverings, how they should be worn, and how to make one, [click here](#).

What is the risk of my child becoming sick with COVID-19?

Based on available evidence, children do not appear to be at higher risk for COVID-19 than adults. While some children and infants have been sick with COVID-19, adults make up most of the known cases to date.

Can mosquitoes spread the virus?

To date there has been no information nor evidence to suggest that COVID-19 can be transmitted by mosquitoes. The new coronavirus is a respiratory virus which spreads primarily through droplets generated when an infected person coughs or sneezes, or through droplets of saliva or discharge from the nose. As we move into mosquito season, the City will be conducting its normal mosquito surveillance and vector control.

Why won't you give me more information about positive cases, like general information about where they live or work?

The Dallas and Denton County health departments identify and contact individuals who may have been exposed. Any individuals identified as having been exposed will be contacted directly by the County. When an individual tests positive, no other personal information aside from the city they live in and their age will be released to protect patient confidentiality in compliance with the Health Insurance Portability and Accountability Act.

Is a COVID-19 vaccine available?

No, not at this time.

Is there a specified treatment for the disease?

While there is no specific treatment available for COVID-19, physicians treat symptoms. Supportive care can be provided for severe cases.

What should I use to clean surfaces?

Clean and disinfect frequently touched surfaces such as tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks regularly. If surfaces are dirty, clean them using detergent or soap and water prior to disinfection. To disinfect, most common EPA-registered household disinfectants will work. [Click here](#) for the CDC's recommendations for household cleaning and disinfection.

What mental health resources are available?

It is normal to feel stress, anxiety, grief, and worry during times of public crisis. There are a variety of national, state, and local mental health resources available to those who need them:

- Centers for Disease Control and Prevention
 - [Mental Health and Coping COVID-19 Resources](#)
 - [Reducing Social Stigma](#)
- [Disaster Distress Helpline](#) – 800-985-5990 (24/7) OR text TalkWithUs to 66746
- [National Domestic Violence Hotline](#) – 800-799-7233 (24/7) OR text LOVEIS to 22522; resources and chat option also available online
- [National Suicide Prevention Lifeline](#) – 800-273-8255 (24/7); resources and chat option also available online

- [Veterans Crisis Line](#) – 800-273-8255 (Press 1) (24/7) OR text 838255; resources and chat option also available online
- Texas Health and Human Services
 - [COVID-19 Mental Health Support Line](#) (24/7 statewide): 833-986-1919
 - [COVID-19 IDD and Behavioral Health Resources](#)
- [Texas Youth Helpline](#) (for teenagers, children, parents, siblings, and other family members)
 - 800-989-6884 (call 24/7 statewide) OR 512-872-5777 (text 24/7 statewide); resources and chat option also available online
- Dallas County Residents
 - COVID-19 Mental Health Support Line (24/7): 833-251-7544
 - Visit ntbha.org for additional resources.

Can I get COVID-19 from my pets or other animals?

At this time, there is no evidence that animals play a significant role in spreading the virus that causes COVID-19. Based on the limited information available to date, the risk of animals spreading COVID-19 to people is considered to be low. A small number of pets have been reported to be infected with the virus that causes COVID-19, mostly after contact with people with the virus.

Pets have other types of coronaviruses that can make them sick, like canine and feline coronaviruses. These other coronaviruses cannot infect people and are not related to the current COVID-19 outbreak.

However, since animals can spread other diseases to people, it's always a good idea to practice healthy habits around pets and other animals, such as washing your hands and maintaining good hygiene.

You should restrict contact with pets and other animals while you are sick with COVID-19, just like you would around other people. When possible, have another member of your household care for your animals while you are sick.

State Orders

What public health orders are currently in place?

Below are links to the executive orders and guidelines in place for the State of Texas, as well as links to information resources from Dallas, Denton, and Collin Counties.

- [Statewide Executive Orders & Disaster Declaration](#)
 - [Open Texas Checklists/ Abrir Lista de Verificación](#)
 - [Executive Order Related to the Expanded Opening of Texas](#)
 - [Executive Order Relating to Hospital Capacity](#)
- [Dallas County](#)
- [Denton County](#)
- [Collin County](#)



How do I know which county I live in?

To confirm which county a person might reside in, [click here](#) for the City's searchable, interactive map that includes county lines, as well as school districts within Carrollton's city limits.

Where can I find more information from each county, as well as the state and CDC?

There are a number of information resources available through Dallas County Health and Human Services, Denton County Public Health, Collin County Health Care Services, the Texas Department of State Health Services, and the CDC at the links below. This public health situation is ever evolving, so be sure to check back frequently.

- [Dallas County Health and Human Services](#)
- [Denton County Public Health](#)
- [Collin County Health Care Services](#)
- [Texas Department of State Health Services](#)
- [Centers for Disease Control and Prevention](#)

Who do I call if I have questions?

- For Dallas County, call 972-692-2780.
- For Denton County, call 940-349-2585.
- For Collin County, call 211 and select option 6.
- Statewide, call 211 and select option 6.

Are churches still allowed to hold religious services?

Gov. Abbott's Open Texas guidelines include minimum recommended health protocols for churches and places of worship, such as strongly encouraging at-risk individuals to watch or participate in services remotely; designating an area inside the facility reserved for at-risk attendees or offering a service for at-risk attendees only; ensuring proper spacing between attendees; and alternating rows between attendees. For the full checklist, [click here](#).

Food & Supplies

Are there concerns about our food supply lines and grocery store provisions?

Grocery stores are considered essential businesses and have remained open throughout the COVID-19 pandemic without reduced occupancy restrictions, so there is no need to stockpile items. Panic buying creates a lower product availability for other community members.

Do Carrollton grocery stores have special hours in place for high-risk individuals?

Yes, several Carrollton grocery stores are offering dedicated hours for high-risk individuals in our community. For a complete list, visit cityofcarrollton.com/coronavirus and click on Community Resources.

If I have to use something other than toilet paper like a “flushable” wipe or paper towel, can I flush those items down the toilet, as well?

While items like “flushable” wipes can serve as alternatives for toilet paper, they are not actually flushable and can clog pipes, causing costly repairs and leading to sanitary sewer overflows (SSO), which can contaminate our waters, kill fish, cause serious water quality problems and economic loss, and result in property damage and public health impacts.

Other items to avoid dumping down the drain include paper towels, facial tissue, disinfecting wipes, cotton swabs, disposable toilet brushes, cigarette butts, cat litter, and hygiene products, as well as fats, oils, and grease as these items do not dissolve in water and can also clog sewer lines.

If residents do need to use alternative items other than toilet paper for sanitary purposes, they should contain the items in a plastic bag and dispose of it in their trash, as one would a disposable diaper. Remember, the toilet is not a trashcan.

Community Resources

What financial assistance programs are available to residents that are struggling during this pandemic?

The City’s partner organization, [Metrocrest Services](#), offers a variety of social services for individuals and families in need of assistance.

What resources are available to businesses that may be struggling during this difficult time?

The City has compiled a list of resources available for small businesses at cityofcarrollton.com/coronavirus.

How long do I have to file my taxes?

The deadline to file federal income taxes has been extended to July 15.

How can I help others in the community who are struggling during this pandemic?

[Metrocrest Services](#) and community health care partners including first responders, hospitals, and nursing facilities, are in critical need of specific items. Donations of PPE (personal protective equipment), as well as nonperishable food, goods, and money are needed. The City’s partner, Metrocrest Services, will be the drop-off location for all items and the City of Carrollton will assist with distribution. For a full list of needed items, drop-off instructions, and a link to donate, visit cityofcarrollton.com/coronavirus.

What meal assistance programs are available for seniors?

Gov. Greg Abbott has announced free meals for older adults. For more information or to find available services near you, contact the Eldercare Locator at 800-677-1116 or visit eldercare.acl.gov.

Are car and driver’s license registrations extended?

Gov. Abbott directed the Texas Department of Public Safety to temporarily waive expiration dates



for driver's licenses, commercial driver's licenses, and other identification forms. Abbott also granted a temporary extension to obtain initial registration, renewal of registration, vehicle titling, and renewal of a permanent disabled parking placard.

What should I do if I'm unable to pay my utility bill due to a financial hardship as a result of COVID-19?
Call Carrollton Utility Customer Service at 972-466-3120 for questions regarding your utility bill.

What resources are available to help feed children?

For the many children who receive free and reduced-price meals through school, summer can mean hunger. Just as learning doesn't end when school lets out, neither does a child's need for good nutrition. Free grab-and-go meals are available over the summer from a variety of sources:

- The [City of Carrollton](#) has partnered with local non-profit Kids Bring Life Inc. to provide free grab-and-go breakfast and lunch Monday through Friday from 10-11 a.m. at Rosemeade and Crosby Recreation Centers. Meals will be provided to all children under the age of 18, as well as those over the age of 18 enrolled in school programs for those with disabilities.
- [CFBISD](#) is serving free curbside grab-and-go meals during the months of June and July. Restrictions apply.
- [Dallas ISD](#) is serving free curbside grab-and-go meals during the months of June and July. Restrictions apply.
- [Lewisville ISD](#) is serving free drive-through/mobile pick-up grab-and-go meals now through August. Restrictions apply.

Restaurants & Food Operations

Where can I find a list of Carrollton restaurants?

Visit cityofcarrollton.com/eatlocal for a list of many Carrollton restaurants that offer takeout and/or delivery.

How can residents report Carrollton food establishments not complying with State and County orders?

To make a COVID-19 related complaint regarding a business in Carrollton, call 972-466-3060 or email envservices@cityofcarrollton.com. Do not call 911 unless it is an emergency.

Can restaurants serve alcohol to go?

Yes, restaurants can currently serve alcoholic beverages to go with food purchases to patrons.

Businesses & Other Facilities

How can I support local businesses during this time?

As Carrollton restaurants reopen to allow dine-in services under the governor's Executive Order, remember to continue to practice social distancing, wash your hands, cover your cough, and wear a cloth face covering in public. Regular restaurant hours/practices may be affected. Call ahead for details.

You can also still take advantage of food delivery services such as UberEats, GrubHub, DoorDash, or order directly from the restaurant itself. Prepay on the app and make a note for the driver to leave your food in a specific spot, so that you can practice social distancing and still receive yummy food and drinks. Grab your food and be sure to wash your hands immediately for 20 seconds or more. Many local restaurants are now also offering pickup and drive-through options. Call ahead for details.

Additionally, you can support local businesses by purchasing goods online or buying a gift card that you can use later.

What is the City doing to support local businesses and residents through this hard time?

The City of Carrollton is working in partnership with the Metrocrest Chamber of Commerce to assist local businesses that choose to reopen their doors in accordance with the Governor's Report to Open Texas and most recent Executive Order. As a first step of the program, the City and the Chamber are distributing "Safe to Work and Shop" startup kits designed to help small businesses reopen while striving to keep employees and customers safe. The kits include items such as masks, hand sanitizer, floor clings encouraging social distancing, information resources available to small businesses, and more. If you are a small business owner interested in a kit, send an email to info@metrocrestchamber.com with your business name, address, and contact information. To learn more, [click here](#).

As an extension of the "Safe to Work and Shop" initiative, the City of Carrollton has also implemented the Clean Hands Carrollton program in which 30,000 free individual-sized bottles of hand sanitizer are being distributed to citizens. This initiative is one of the steps the City is taking to ensure its residents stay safe during the COVID-19 pandemic. The bottles of hand sanitizer are available at City facilities, including City Hall, Recreation Centers, Library branches, and Municipal Court. The City asks that residents be good neighbors and only take one per person.

Additionally, the City has included local restaurants offering takeout and delivery [on its website](#), is encouraging citizens to shop local, and has provided a number of information resources for small businesses at cityofcarrollton.com/coronavirus. Economic Development staff are available by phone at 972-466-3299 or by email at ecodev@cityofcarrollton.com to assist local businesses and offer guidance.

How can I report a business in Carrollton that is violating state orders?

To make a COVID-19 related complaint regarding a business in Carrollton, call 972-466-3060 or email envservices@cityofcarrollton.com. **Do not call 911 unless it is an emergency.**

Municipal Operations & Virtual City Services

Which City facilities have reopened?

Whereas virtual services are strongly encouraged and remain available 24/7, the City has reopened limited public access to City Hall, Municipal Court, Carrollton Animal Services & Adoption Center, Crosby and Rosemeade Recreation Centers, Josey Ranch Lake and Hebron & Josey Libraries, A.W. Perry Homestead Museum, McInnish and Rosemeade Dog Parks, Oak Creek Tennis Center and satellite courts, Indian Creek Golf Club, playgrounds and public restrooms, sports fields, outdoor basketball courts, the Rosemeade Rainforest Aquatic Complex, and Oak Hills and W.J. Thomas Splash Parks, in accordance with State orders. The City is taking measures to help keep residents, visitors, and employees safe, such as operating facilities at reduced occupancy rates.

The Senior Center remains closed. Gov. Greg Abbott has encouraged those 65 years and older to stay home as much as possible. However, Senior Center memberships are temporarily valid at Crosby and Rosemeade Recreation Centers.



CITY FACILITY REOPENING DATES
Subject to change depending upon further state mandates.

 Virtual services are strongly encouraged and remain available 24/7.

PARKS & RECREATION

Indian Creek Golf Club	THURSDAY, APRIL 23
A.W. Perry Homestead Museum	MONDAY, MAY 4
by appointment only	MONDAY, JUNE 15
50 percent occupancy	
McInnish & Rosemeade Dog Parks	MONDAY, MAY 4
Oak Creek Tennis Center & Satellite Courts	MONDAY, MAY 4
Crosby & Rosemeade Recreation Centers	MONDAY, JUNE 1
25 percent occupancy	MONDAY, JUNE 15
50 percent occupancy	
Playgrounds & Public Restrooms	MONDAY, JUNE 1
Sports Fields	MONDAY, JUNE 1 (GAMES JUNE 15)
Outdoor Basketball Courts	MONDAY, JUNE 1
Camp Wonder	VIRTUAL: MONDAY, JUNE 8; JULY TBA
Carrollton Senior Center	CLOSED, REOPENING DATE TBA
memberships temporarily valid at Recreation Centers	
Rosemeade Rainforest Aquatic Complex	MONDAY, JUNE 15
50 percent occupancy	
W.J. Thomas & Oak Hills Splash Parks	MONDAY, JUNE 15

CARROLLTON PUBLIC LIBRARY
Josey Ranch Lake Library and Hebron & Josey Library

Drive-through Window	MONDAY, MAY 4
Physical Library Branches	MONDAY, JUNE 1
25 percent occupancy	MONDAY, JUNE 15
50 percent occupancy	

CITY HALL & OTHER FACILITIES
City Hall, Animal Services & Adoption Center, Police Department Lobby, and Municipal Court

25 percent occupancy	MONDAY, MAY 4
50 percent occupancy	MONDAY, JUNE 15

 [cityofcarrollton.com/coronavirus](https://www.cityofcarrollton.com/coronavirus)

For more information, [click here](#).



What is the City doing to keep employees, citizens, and visitors safe as facilities reopen to the public?

As the City of Carrollton provides government continuity, it is simultaneously committed to helping ensure our citizens and our more than 850 employees stay safe. Using guidance and best practices from the CDC, the City is performing enhanced cleanings of high-touch areas and putting safety measures in place such as utilizing installed sneeze guards at countertops to protect employees and the public, making hand sanitizer stations available, and applying floor decals to assist employees and customers with proper social distancing. Additionally, staff attendants at each reopened facility are monitoring the occupancy and regularly wiping down and disinfecting frequently used surfaces. The City asks all employees and guests to stay home if symptomatic and encourages all high-risk citizens to utilize virtual services when possible.

How can I pay my water bill?

Residents can pay utility bills at the Utility Customer Service counter, but there are requirements on physical space and a limited number of individuals allowed inside the Utility Billing area.

Residents are encouraged to pay utility bills online by visiting cityofcarrollton.com/paywaterbill, by setting up “bank online” payments via their bank, by setting up auto-pay bank drafting, by mailing their payment to City of Carrollton, P.O. Box 115120, Carrollton, Texas 75006, or by paying via an authorized City payment location (list of Fidelity Express authorized payment partners can be found at fidelityexpress.co/find-a-location; a \$1.50 fee is charged for each transaction).

Residents can also pay utility bills using the automated payment kiosk located on the east side of the City Hall parking lot (1945 E. Jackson Road). The kiosk is live 24 hours a day, seven days a week. Customers are able to look up their water utility account and make payment by cash, check, or credit card (a 2% convenience fee will apply to credit cards). The customer will then receive a receipt showing payment was made.

How do I submit a code or environmental quality complaint?

Staff is available at City Hall in the Environmental Services offices to take any code enforcement or environmental concerns, complaints, or questions. Submissions can also be sent to envservices@cityofcarrollton.com or made by phone to 972-466-3060.

How do I submit a community development grant or incentive application?

Staff is available at City Hall in the Environmental Services offices to take any grant or incentive applications and documents. Submissions can also be sent to communitydevelopment@cityofcarrollton.com. Call 972-466-5727 for questions.

How do I apply for a food establishment, pool/spa, liquid waste haulers, industrial pretreatment, or other permit?

Staff is available at City Hall in the Environmental Services offices to take any questions or to schedule permits for food establishments, pools and spas, liquid waste haulers, industrial pretreatment, or other permits not listed.



The City is currently unable to process single-family rental registrations at this time and is working to restore this service. Property owners and managers will be notified when registrations can be accepted.

Call 972-466-5727 or email envservices@cityofcarrollton.com for questions.

How do I complete and submit a permit application to the Building Inspection/Development Services Department?

Operations have resumed at the Permits counter at City Hall, but there are requirements on physical space and a limited number of individuals allowed inside the Permits area. Curbside pickup is still available. Call 972-466-3225 or visit cityofcarrollton.com/buildinginspection for more information.

How do I apply for zoning or special use permits, subdivisions or plats, technical site plans, development plans, or other types of cases heard by the Planning & Zoning Commission?

Call 972-466-3040 or email planning@cityofcarrollton.com for information and procedures for planning applications.

Have in person court appearances resumed?

The Municipal Court is open during normal hours of operation. All parties with scheduled in-court appearances will be required to wear a face mask at all times inside the courtrooms. Court staff will also be wearing face masks and will enforce social distancing inside the building.

Parties with scheduled in-person appearances are asked **not** to bring additional persons with them to court unless needed for physical assistance; others not needed for physical assistance will be asked to remain outside the court building.

Jury trials will not resume until further direction is received from the Office of Court Administration. Call 972-466-3348 for questions.

How do I pay my court fines?

The Court's public service windows to pay court fines or to discuss options have reopened to the public. Defendants are encouraged to use the online payment service by visiting cityofcarrollton.com/courts or utilizing the automated kiosk outside the Municipal Court building (2001 E. Jackson Road) if they choose to simply pay their fine. The kiosk accepts cash or credit cards.

What if I have general questions and don't know who to talk to?

Call 972-466-3000.

Parks & Recreation

Are any recreation facilities open?

The following recreation facilities have reopened:

- The A.W. Perry Homestead Museum has reopened at a reduced occupancy of 50 percent.
- Limited public access to Indian Creek Golf Club has reopened. For a complete list of rules for golfers, visit indiancreekgolfclub.com.
- Oak Creek Tennis Center and satellite courts have reopened. Visitors are asked to practice social distancing
- McInnish and Rosemeade Dog Parks have reopened, but human visitors are asked to practice social distancing.
- Crosby and Rosemeade Recreation Centers have reopened at a reduced occupancy of 50 percent. Showers, drinking fountains, and locker rooms at both Recreation Centers have reopened.
- Playgrounds, public restrooms, and outdoor basketball courts have reopened.
- All of Carrollton's sports fields have reopened for youth and adult practices, games, and tournaments. Spectators should practice social distancing of at least 6 feet from individuals not within the spectator's group. Outside of sporting events, mixing between teams is discouraged, per Gov. Abbott's guidelines, as are group excursions related to recreational sports. Spectators are encouraged to wear cloth face coverings at sporting events. Participants of recreational sports events or practices should minimize in-person contact with any person 65 or older, especially those with pre-existing health conditions, for 14 days.
- Limited public access to the Rosemeade Rainforest Aquatic Complex has opened at a reduced occupancy rate of 50 percent.
- Both Oak Hills and W.J. Thomas Splash Parks have reopened. As in the past, the splash parks will not be staffed or monitored, but visitors are asked to maintain distance from those not within their household.

The Senior Center remains closed. Abbott has encouraged those 65 years and older to stay home as much as possible. However, Senior Center memberships will continue to be temporarily valid at Crosby and Rosemeade Recreation Centers.

Will Recreation Center memberships be extended?

Yes, memberships will continue to be extended during this time. All members will be notified when use is again being counted toward membership.

Have facility rentals resumed?

Yes, facility rentals at some recreation facilities are now available at a reduced capacity of up to 50 percent. Rentals at the Carrollton Senior Center are not available at this time. For more information, [click here](#).



Are events cancelled?

All City events through the end of June, including Father's Day Celebration and the iRunCarrollton marathon are being held in socially distanced or virtual formats. Visit cityofcarrollton.com/events for more details.

Can my family visit Carrollton playgrounds, sport courts, and dog parks?

Yes, Carrollton's playgrounds, sport courts, and dog parks have reopened to the public. Visitors are asked to practice social distancing.

Can I visit Carrollton's trails and parks?

Trails and open park spaces remain available for use, but visitors are asked to practice social distancing. When on the trails, stay 6 feet or more apart and step off the trail when passing others if you need to make room. Directly passing others means you are breathing in what they are exhaling.

Carrollton Public Library

Are either of the Libraries open? What can I do at the Library?

Both Hebron & Josey Library and Josey Ranch Lake Library have reopened at a limited occupancy Monday through Saturday. For hours of operation, visit cityofcarrollton.com/library or call 972-466-4800. Patrons should be prepared to wait to enter if the Library has already met that capacity limit. Children under 16 must be accompanied by an adult.

Computers are available for use by the public, but the amount of time per person per day is limited to ensure availability to all throughout the day. Copiers and printers are also available for public use. Staff are available to assist with account inquiries, readers' advisory requests, and reference questions.

Curbside pickup remains the recommended and quickest way to pick up holds that are ready on patrons' accounts. Holds can be made anytime [online](#). Staff is also available to assist over the phone during Library open hours at 972-466-4800.

Am I allowed to browse the Library's collections, study, or sit and read at the Library?

The Library's collections are now available for browsing and limited capacity study areas are available for use. The Library asks that if you handle any Library materials, you place those items not checked out in designated areas to assist staff in maintaining the cleanliness of the collection for others' use.

Study rooms are available on a limited basis with occupancy restrictions. Reservations may be made the day of use for two-hour blocks at the following times:

- 10 a.m.–12 p.m.
- 1-3 p.m.
- 4-6 p.m.



Reservations not claimed within 30 minutes after their scheduled time will be cancelled.

For more information and to book a study room, [click here](#).

What if my items are due? Will I accrue late fees?

Fines will be assessed if items are not renewed or returned on or before the due date. Outdoor book drops have been open since May 1 for returns, and indoor book drops are now available during Library open hours. All returns will be subject to a 72 hour quarantine before being checked in. [Click here](#) to contact Library staff if you have specific questions about your account.

How is the Library cleaning items and keeping customers safe?

The Library is taking the safety of staff and customers very seriously. All staff handling materials and assisting the public are required to wear gloves and masks. Items are cleaned and quarantined for several days, in accordance with CDC recommendations, after they are returned to the Library before they can be checked out again.

Consequently, returned items will still show on patrons' accounts for a few days. Items will be checked in for the date they were returned, so no late charges will be added as long as the items were returned on time.

Can I drop off my materials in outdoor book drops?

Yes, outdoor book drops are open. Returned items will still show on your account for a few days while they are being cleaned and quarantined. Indoor book drops are also now available during Library open hours.

Can I pick up and place holds on physical items?

Holdings are available in the classic catalog and in OneSearch. Visit the [Holds page](#) for information on how to place a hold.

Contact-free curbside pickup of holds at the drive-through windows is available Monday through Saturday from 10 a.m. to 6 p.m. at both Hebron & Josey and Josey Ranch Lake Library. Items are only available for pickup after you have received notification from the Library of your holds being ready. Be prepared to show your Library Card or Photo ID at the drive-through window.

My Library card is about to expire. How can I renew?

Library cards must be renewed in person at [either Library location](#).



I'm a Carrollton or Denton County resident. Can I sign up for a new Library card?

Yes, to sign up for a new Library card, [click here](#). Your temporary Library card number will allow you access to the Library's digital resources, and once you have created an account on the Library's site, you can also place holds for contact-free curbside pickup. Please allow 48 hours for activation.

Citizens can also visit the Library during open hours to complete the Library card set-up and registration.

When will regular programs resume?

All Library programs and events have been cancelled through June. We do not yet know when regular programming will resume.

Visit the [Events & Classes page](#) for virtual programs being offered.

What about the Summer Reading Program?

The Summer Reading Program is typically held from June – August. To learn more about the Summer Reading Program, [click here](#). If you already have a READSquared account, visit cityofcarrollton.com/readquared to log in.

What about the Winter Reading Program?

The Winter Reading Program is held from December 21 – February 21. To learn more about the Winter Reading Program, [click here](#). If you already have a READSquared account, visit cityofcarrollton.com/readquared to log in.

What online resources does the Carrollton Public Library offer?

The Library's 24/7 digital branch provides an extensive variety of online resources and services, including eBooks, eAudiobooks, and digital magazines available to citizens on any device with an internet connection. The Library is also offering virtual story times at facebook.com/carrolltonpubliclibrary. For a full list of special resources and digital offerings, [click here to visit the Library at Home webpage](#).

Carrollton Animal Services

Is the Carrollton Animal Services & Adoption Center open?

The Carrollton Animal Services & Adoption Center is open to the public Monday, Wednesday, and Friday from 10 a.m. to 5 p.m.; Tuesday and Thursday from 10 a.m. to 6 p.m.; and Saturday from 1:30-5 p.m.

Animal-related services that require closer one-on-one interaction such as adoptions, reclaims, rescues, and owner surrenders are conducted by appointment only. Counter services such as pet registrations, trap loans, and donations are available without appointment during business hours, but there are requirements on physical space and a limited number of individuals allowed in the Center.



Are owner-surrendered pets accepted?

Yes, owner-surrendered pets are accepted by appointment only. Call 972-466-3420 for more information.

Can I adopt an animal?

Animal adoptions are currently available by appointment only. Residents wanting to adopt should visit cityofcarrollton.com/animaladoptions first, and then call 972-466-3420 to make an appointment to come pick up that specific animal.

Are Animal Services Officers on duty?

Yes, Animal Services Officers are on duty and responding to all routine calls.

Do you need donations of food/supplies and money for the animals?

Carrollton Animal Services always appreciates donations to support the animals in Carrollton's care. To make a donation, visit cityofcarrollton.com/asdonations or call 972-466-3420 for more information.

Is the Trap Loan program still available?

The Trap Loan program has resumed operations. Counter services such as trap loans, pet registrations, and donations are available without appointment during business hours, but there are requirements on physical space and a limited number of individuals allowed in the Center.

Public Safety

Have emergency services been impacted?

Emergency services are uninterrupted. The Carrollton Police, Fire, and Public Works Departments are fully operational and have protocols in place to protect first responders so they can continue to serve the City of Carrollton.

What is the City doing to protect first responders?

The City currently has a sufficient supply of personal protective equipment (PPE) for its first responders and is taking precautions to ensure that employees have limited contact with one another.

When should I call 911?

Residents should only call 911 in the case of an emergency. Examples include: to report a crime in progress, report a fire or immediate threat to life or safety, if they're involved in an injury traffic



Where Connections Happen

collision, if they're having difficulty breathing or symptoms of a heart attack or stroke, if they're experiencing sudden, severe pain or severe bleeding, or having an allergic reaction or other medical emergency. **DO NOT** call 911 if you want info about COVID-19, want to get tested, have mild symptoms, or want to report a person or business for not following a State order.

For general questions about COVID-19, call 211 and select option 6. To make a COVID-19 related complaint regarding a business in Carrollton, call 972-466-3060 or email envservices@cityofcarrollton.com.

Education

Where can I find information from Carrollton-Farmers Branch ISD, Lewisville ISD, and Dallas ISD about COVID-19 and impacts to area schools?

Click the links below to visit each of the school district's websites for information about their response to COVID-19.

- [Carrollton-Farmers Branch ISD](#)
- [Lewisville ISD](#)
- [Dallas ISD](#)

Elections

What is COVID-19's impact on the City General Election?

Carrollton City Council voted to postpone the City General Election originally scheduled for Saturday, May 2 until Tuesday, November 3. For more information, visit cityofcarrollton.com/elections.
