



Media contact: Kelli Lewis
Marketing Director
Office: 972-466-4816
Cell: 214-701-0087
kelli.lewis@cityofcarrollton.com

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Public Access to City Facilities Changes in Response to Public Health Emergency; Services Available Virtually

Carrollton, Texas – As of 11:59 p.m. on Thursday, March 19, the City of Carrollton will be closing public access to all facilities and focusing on virtual services for residents. The City of Carrollton is committed to providing continuity of government services for Carrollton residents while helping ensure our citizens and our more than 850 employees stay safe. Using guidance and best practices from the Centers for Disease Control and Prevention (CDC), the City has cancelled large group gatherings, increased cleaning measures in all City facilities, and enabled work from home for City staff when possible. The City of Carrollton is prepared to virtually meet resident needs.

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

The following closures and changes will go into effect:

- City Hall:
 - Water Bills:
 - Residents can 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.
 - Residents can 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 <https://www.fidelityexpress.co/find-a-location>; a \$1.50 fee is charged for each transaction.)
 - Code and Environmental Quality Complaints:
 - Submit any code enforcement or environmental concerns, complaints, or questions to envservices@cityofcarrollton.com, or by phone to 972-466-5727.

- Community Development Grants and Incentives:
 - Submit grant or incentive applications and documents to communitydevelopment@cityofcarrollton.com or call 972-466-5727 for questions.
- Environmental Services Permits:
 - Call 972-466-5727 or email envservices@cityofcarrollton.com for questions or permit scheduling 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.
- Permit Applications and Development Submittals:
 - Operations will continue, but contact with the public will be limited to phone, email, and curbside pickup. Call 972-466-3225 or visit cityofcarrollton.com/buildinginspection.
- Municipal Court:
 - The cancellation of all jury trials that began on Friday, March 13 remains in effect.
 - In-person court appearances are now also being postponed.
 - Public service windows to pay court fines will now be closed 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 you have a court setting in either March or April, call 972-466-3348 to see whether your case has been reset to a later date. Court dates may be rescheduled by calling 972-466-3348. Warrants will not be issued for missing court dates during this timeframe.
 - In the event an emergency hearing or an essential proceeding is required, arrangements will be made to conduct hearings by teleconference, video conference, or other means.
- Recreation Facilities:
 - Crosby and Rosemeade Recreation Centers, as well as the Senior Center will remain closed.
 - Oak Creek Tennis Center, A.W. Perry Homestead Museum, and **Indian Creek Municipal Golf Club will be closed.**
- Carrollton Public Library:
 - Hebron & Josey Library and Josey Ranch Library will remain closed. Hold pick-ups will be available via drive-through windows Monday through Saturday from 10 a.m. to 2 p.m. Holds and other inquiries can be made by phone during the same timeframe or anytime online. Digital resources are available, along with FAQs, at cityofcarrollton.com/library.
- Animal Services & Adoption Center:
 - Temporarily, owner-surrendered pets will not be accepted (hardship cases will be considered).
 - Animal Control Officers will have limited response to certain types of complaints.
 - Owner pick-up of animals will happen by appointment only.
 - Animal adoptions will be 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.
 - The Trap Loan program will be temporarily suspended.

All City events and programs were previously cancelled through March. The City asks residents to continue to use CDC-recommended guidelines for social distancing in public places such as trails, parks, and open spaces.

These facilities are tentatively scheduled to reopen Monday, April 6; however, given the rapidly changing impacts of COVID-19, the City will continue to reassess the situation and adjust as necessary. Follow cityofcarrollton.com/coronavirus for updates.

Trash and recycling services through Republic Services will remain unchanged during this move to virtual City services. Residents will continue to receive trash and recycling pick-up on regularly scheduled collection days.

There are a number of informational resources available through Dallas County Health and Human Services, Denton County Public Health, the Texas Department of State Health Services, and the CDC at the links below. The City of Carrollton resides in three counties: Dallas County, Denton County, and a small portion of Collin County. Each county is subject to its own health orders, recommendations, and restrictions in addition to state and national mandates, guidelines, and recommendations. To find out what county you live in, visit the City's searchable, interactive map that includes county lines, as well as school districts within Carrollton's city limits. To determine which county you live in within Carrollton, visit the [Carrollton School District and County Map](#).

Dallas County Health and Human Services:

<https://www.dallascounty.org/departments/dchhs/2019-novel-coronavirus.php>

Denton County Public Health:

<https://dentoncounty.gov/Departments/Health-Services/Denton-County-Public-Health/Epidemiology-Notifiable-Conditions/Novel-Coronavirus>

Denton County Public Health is now operating a call center for Denton County community members needing more information about COVID-19. You can reach the team at 940-349-2585 weekdays from 8 a.m. to 5 p.m., for information or to get questions answered. The call center team will not be able to provide diagnosis or individual clinical advice. If you are ill, contact your healthcare provider

Texas Health and Human Services: <https://dshs.texas.gov/coronavirus/>

The State of Texas has instituted a COVID-19 hotline. Dial 211, option 6 from anywhere in Texas for information on food, health, housing, and more.

Centers for Disease Control and Prevention: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Visit cityofcarrollton.com/coronavirus or follow the City's [social media channels](#) for additional announcements. For more details on online city services, visit <https://www.cityofcarrollton.com/how-do-i-pay>. For all other inquiries, call 972-466-3000.

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