

# Good Neighbor Guide

## FOR NEWCOMERS AND NATIVES

### SECTION ONE - LIFE AT HOME page 2

*Activities Around the Home*

*Save Water - Nothing Can Replace It*

*Vehicles at Home*

### SECTION TWO - HOME UP-KEEP, IMPROVEMENTS & SAFETY page 3/4

*Outside the Home*

*Uniquely Zoned Neighborhoods*

*City Funded Home Repairs and Improvement Programs*

*Home Safety*

*Garbage Collection & Recycling*

### SECTION THREE - FURRY FAMILY MEMBERS page 5

*Pet Ownership*

*Pet Registration/Vaccination*

*Free Spay & Neuter Service*

*Leash Laws*

*Pooper Scooper Law*

*Dog Parks*

*Security/Guard Dogs*

### SECTION FOUR - LOVING LIFE IN YOUR COMMUNITY page 6/7

*Dallas Parks and Recreation*

*Zoo, Botanical Garden & Aquariums*

*Activities Around the Community*

*Planning Your Own Community Fun*

### SECTION FIVE - CONNECTING WITH YOUR NEIGHBORHOOD page 7

*Finding and Joining Neighborhood Groups*

*Attending Public Meetings*

*Submitting Service Requests*

### SECTION SIX - STAYING IN TOUCH WITH THE CITY page 7/8

*Getting a Permit*

*Open Records*

*Water Utilities Service*

*Paying City Citations*



City of Dallas



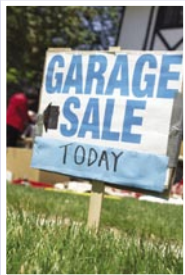
#### DISCLAIMER:

*This document is for informational purposes only and should not be relied upon as the definitive authority of City ordinances. The City of Dallas requests that residents not use this document as a tool to "enforce" possible violations witnessed. Contact 311 to implement corrective action or the appropriate department for more information.*



# SECTION ONE Life at Home

*Now that you've made Dallas your home, we hope you don't think of yourself as just a resident. You're a member of the neighborhood and we're excited to have you! And we want you to be excited about it, too. So, to help you spend more time enjoying your home, let us share with you a few things you need to know about living in a house in Dallas. Here are some basic pointers for you to remember while working or playing around the house.*



## Activities Around the Home

Since you're all moved in, you probably cannot wait to have that housewarming and show off your new home to your family and friends. Or perhaps you're determined to get rid of those knickknacks and other items that just don't work with the new furniture. Whether you are getting down to business or getting down at a party, remember to be a considerate neighbor. Follow these "Do's and Don'ts."

### High Volume Noise

Everyone wants to have a good time, but be respectful of everyone in the area. Ask yourself these questions to help determine if you are creating an unreasonable level of noise:

- Do people have to yell to be heard when the noise is occurring?
- Is the noise close to where your neighbors normally sleep, relax or work?
- Will the noise occur during normal sleeping hours?
- Will the noise last for an extended period?
- Is the noise rhythmic or erratic?

- Have multiple people in different locations complained?

If you answered "yes" to any of these questions, please be respectful and find ways you can keep the noise down.

### Garage/Yard/Estate Sales

Are you planning to part with some of your worldly treasures? If so, plan wisely. You can only have two garage/yard type sales during a 12-month period. No permit is required.

## Posting Signs

Throwing a party or having a garage sale? You may not be aware that you can't post signs on lamp posts, poles or trees located on a public right-of-way or on the facade of any public structure or building. If you do, don't be surprised if your signs are removed before things get started.

## Save Water - Nothing Can Replace It

When you are brushing your teeth, taking a shower, or watering the lawn, try to use water wisely. Dallas currently has adequate water resources, thanks to great planning in the 1950s after a severe drought. Nevertheless, our population is growing and we need your help to manage our City's water resources. So remember these tips, guidelines and restrictions.

### Water Tips - Inside

- Never use the toilet as a wastebasket.
- Take shorter showers and install a low-flow showerhead.
- Never pour grease or oil down drains. You will waste water trying to get the grease down your pipes.
- Wash clothes only when you have full loads.
- Keep a jug of water in the refrigerator to avoid running the tap until the water runs cool.

### Water Tips - Outside

- Water your lawn only when it needs it - grass only needs an inch of water every seven to ten days.
- Install rain and freeze sensors on your sprinkler system.
- Use a soaker hose or drip irrigation for shrubs, trees and plantings.
- Use native, drought-tolerant or adapted plants in your yard.
- Group plants according to their watering needs.
- Use mulch around trees and plants. This will protect the soil from the sun and will help retain water.

### Water Restrictions and Guidelines

- Don't run your sprinkler system between 10 a.m. and 6 p.m.
- Don't water your yard any time it is raining or drizzling.

- Don't allow your sprinkler system to water driveways, sidewalks and streets.
- Don't waste water by allowing runoff onto a street or other drainage area when you're watering.

Take care to remember these restrictions and guidelines. For additional water saving tips and programs, go to [www.savedallaswater.com](http://www.savedallaswater.com) or call 214-670-3155.

## Vehicles at Home

Whether you prefer the latest model car or a vintage classic, there are things to know concerning where you park, store or repair your car at home.

### Parking Limitations

Public streets are for everyone to use, including the area in front of your home. You are not being neighborly when you block off space or park multiple cars along the street and leave them for days at a time - especially when space is limited. All cars parked on the street should move every 24 hours.

### Parking Surfaces

No matter the time, day or occasion or if it is on your property or in a nearby open lot, you can never park a vehicle on a lawn or grassy area. Make sure you, or anyone that comes over to visit, parks on one of these surfaces ONLY:

- Concrete surface
- Asphalt surface
- Gravel surface that is 6 inches deep and has a surrounding border to keep gravel in place

### Vehicle Storage

Fixing up that car may be your weekend pleasure, but if it is on the street or visible on your property and not drivable or partially dismantled with expired tags or stickers, we consider it a "junk motor vehicle."

So to help do your part to keep your neighborhood looking nice, move the vehicle into the garage or a storage unit when you are not doing repairs. That way your neighbors have a beautiful view and you won't risk having your pet project getting towed and sold for salvage.

## SECTION TWO

# Home Up-keep, Improvements & Safety

*The look of your home should be a reflection of your personal style and taste, as long as it does not reflect disrepair! Make sure to remember your upkeep and repair responsibilities include ALL public areas that touch your property.*

*Please keep an eye on things from the edge of the curb surrounding your home and behind your home to the middle of the alley directly behind your home. Periodically check your home to eliminate or correct potential violations by paying close attention to areas mentioned in this section.*



## Outside the Home

Maintain outside surfaces of your home and garage by applying paint or other coatings when needed. Be sure the floors, walls and ceilings are in good condition. Also, repair all surface holes and cracks and make sure windows are weatherproof and watertight.

### Residential Fencing

Occasionally inspect your fences to be sure they are not leaning, broken or extremely damaged. This includes all fencing materials (i.e. wood, metal, and brick) and any masonry wall that is not shared with another property. No matter the height of



the material, if fencing is leaning more than the length of your hand or appears really damaged, add it to your "To Do" list and get it fixed.



### DON'T FORGET

Before you start any interior or exterior work on your home, check to see if you need a building permit. For information on building or construction, including removing trees or building fences, contact Building Inspection at 214-948-4480 or call 3-1-1.

### Landscaping and Public Access Areas

Keeping grass, trees, brush and other vegetation trimmed and pavement areas repaired around your property will do more than show you care about your home. It will help reduce or prevent criminal activity. Whether you take care of your landscape, or you hire someone, always remember to include alleyways, sidewalks and parkway areas by doing the following:

- Keep grass shorter than 12 inches.
- Make sure streets and sidewalks have an overhead clearance of at least eight feet.
- Alley space directly behind your home needs at least 15 feet of clearance.
- Be sure to pick up litter from alleys and sidewalks.

In addition to keeping these areas clear, remember to keep sidewalks free of damage like cracks or holes. Making sure the community has normal access along sidewalks, not obstructing motorists' views or preventing police passage to inspect the area, will help discourage criminal activity.

### Graffiti

Remove graffiti from sidewalks, walls, fences and other surfaces visible from the property line as soon as possible.



### DON'T FORGET

Add your home to the City's "Graffiti Wipe-Out" program, and they will get rid of the graffiti for you. Just contact Neighborhood Code Compliance Representative or call 3-1-1, to request a release form or for more information.

## Uniquely Zoned Neighborhoods

Is your property in a neighborhood that has been uniquely zoned? Ask your neighbors, or check and see if the streets around your home have small sign toppers that identify your type of neighborhood above the street name. If so, they tell you that your home may be part of one of these zoning types:

- Historic District (HD)
- Conservation District (CD)
- Neighborhood Stabilization Overlay (NSO)
- Planned Development District (PDD)
- Public Improvement District (PID)

These special designations are examples of communities working together to maintain a unique look, style or other characteristic, and special rules and regulations may apply when repairing or improving your home.

To find out more about the zoning of your area visit [www.dallascityhall.com](http://www.dallascityhall.com), select "Find a map" and type in your address to see a quick property summary. To get a better understanding of future plans for your area, contact Long Range Planning at 214-670-5088 and request a copy of "FORWARD DALLAS!"



# Home Up-keep, Improvements & Safety continued...



## City Funded Home Repairs and Improvement Programs

We recognize that everyone needs a little help at one time or another. Just like everyone else, low- to moderate-income homeowners deserve to preserve, restore and beautify the places they live. The City of Dallas Home Repair Programs assist homeowners who live in houses that need minor rehabilitation, emergency repair or reconstruction. Call the Housing Department at 214-670-3631 or 3-1-1 for more information on programs available to help make your house into a home.

## Home Safety

No matter where you live, personal safety is a concern for people of all ages, especially at home. We understand you want to do everything you can to protect yourself and your loved ones. Please keep a few things in mind:

### Fire Safety

Remember to test your smoke alarms at least once a month. Replace the batteries once a year, or as soon as the alarm "chirps" warning that the battery is low. If you cannot afford a smoke alarm, call 3-1-1, and Dallas Fire-Rescue will

provide one for you free of charge.

### Security Alarm Permit

Make sure you get a security alarm permit if your security system is audible and/or monitored to provide police response. For residents, an annual permit fee is \$50 and you are allowed only five false alarms in a 12 month period. Residents will be charged \$50 for each false alarm above five in a 12 month period. So make sure your alarm is in good working order.

Call 3-1-1 for more information or to fill out and submit a City of Dallas alarm permit application visit [www.dallascityhall.com/controller/special\\_collections\\_registrations.html](http://www.dallascityhall.com/controller/special_collections_registrations.html) and click the "Security Alarm Permit" link.

## Garbage Collection & Recycling

Whether you are getting rid of trash or other materials or just doing your part to help save the environment, recycling or disposal in Dallas is easier than ever. The City of Dallas is switching to OneDay. All you have to do is set out your garbage and your recycling roll carts for collection on your designated day. Soon you'll find that nearly half of the things you used to throw away aren't really garbage at all! Nearly all paper, plastic, glass and metal items can be recycled. Best of all you won't miss having garbage trucks coming to your house twice a week! To find your days of

service visit the OneDay website at <http://www.onedaydallas.com/yourday.asp>. If you need to let us know you missed your collection window, just call 3-1-1 or 214-670-3555.

### Recycling for Apartment Dwellers

The City is working very hard to have recycling services available for all residents. We offer 40 Igloo Recycling Drop-Off Sites throughout the City where you can drop off recyclable materials. To find a location near you, visit [www.dallascityhall.com](http://www.dallascityhall.com) or call 3-1-1.

### Brush and Bulky Items

Brush and bulky trash includes large limbs, shrubbery, bagged leaves (in sealed bags with a maximum 50-gallon capacity), furniture, appliances, mattresses and box springs. To help you get these items out in time for pick-up you are allowed to start putting these materials in the designated area starting on the Thursday BEFORE your collection week.



### DON'T FORGET

The City will not pick up certain items like lumber, dry wall or roofing materials during normal trash collection or bulk trash pick-up. The city also will not pick up hazardous waste items under any circumstance. These items include paint, insecticides, bleach and many other types of cleaners. However, there are special service programs available to assist you. To find out more about these special services or other waste disposal restrictions, please call 3-1-1.

# SECTION THREE Furry Family Members

*The City of Dallas is an exceptional place to live for all family members - including four-legged and furry ones. To meet the special needs of your pets, the City has developed dog parks for you to enjoy. The City has also established a few simple rules to protect their health and quality of life.*

## Pet Ownership

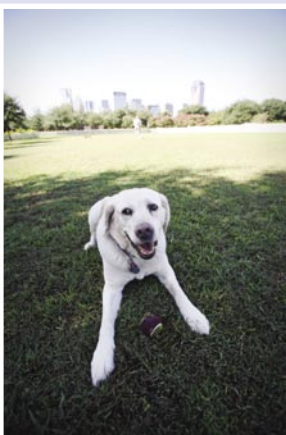
Having a pet can have therapeutic benefits in addition to being a great way to make new friends. However when it comes to the number of pets you own, let's not have too much of a good thing. On June 25, 2008, Dallas Council passed new animal control ordinances in an attempt to control the over population of stray and loose animals.

- All residents are limited to own a maximum of six (6) dogs, cats or any combination of dogs and cats on the premises of a dwelling unit that shares no common wall with another dwelling unit and that is located on not more than one

half acre of land. For residents that currently have pets in excess; Grandfathering has been extended but not indefinitely.

- All dogs and cats are required to be spay/neutered. Animals younger than 6 months old, service animals, competition animals, those belonging to a licensed breeder or animal owners with a valid intact animal permit are exempt from spaying or neutering regulations. A veterinarian can also certify that an animal shouldn't be spayed or neutered for health reasons.

- All animal breeders are required to obtain a breeding permit which carries a fee of \$70 per animal.
- It is prohibited to use animals as prizes.
- The City is permitted to seize and impound a dog suspected of causing bodily injury to a person until after a hearing on the dog's fate.
- A dog owner is required to provide at least 150 square feet of space and a 'building or properly designed doghouse' for a dog confined outdoors.



## Pet Registration/Vaccination

Make sure your cat or dog enjoys a long and healthy life by having them vaccinated annually or tri-annually for rabies. Afterwards getting them registered is easy. Just present your certificate of vaccination and pay the registration fee. The City will give you a registration tag for your pet.

### Registration fees are:

- \$30 per pet plus \$70 for animals not spayed/neutered.
- Free for up to three (3) spayed/neutered pets owned by residents 65 years old or older.

If your pet is lost and has a valid registration, Animal Services will be able to help get your special family member safely home as soon as possible. A valid registration will also increase the likelihood of emergency medical care and an extended stay at our shelter if needed.

For more information contact:

### Dallas Animal Shelter

1818 N. Westmoreland  
Dallas, TX 75212  
214-670-8248

### Hours of Operation

Monday - Friday: 10 a.m. to 5:30 p.m.  
Saturday: 10 a.m. to 4:30 p.m.  
Sunday: 1 p.m. to 3:30 p.m.  
Closed: Legal Holidays

## Free Spay & Neuter Service

Dallas offers free spay and neuter services for pets owned by qualified, low-income Dallas residents. To find out more about this program or any animal related services available, contact the Animal Services location listed, or call 3-1-1.

## Leash Laws

Any time your pet is not in your fenced yard, in your home or in a dog park, they need to be on a leash. This includes both dogs and cats. It is prohibited to tether unsupervised dogs to trees or poles except 'for a period no longer than necessary for the owner to complete a temporary task.'

## Pooper Scooper Law

When they have to go - they have to go! Just remember to keep a few "Poop Removal" devices with you when you're out and about. If you don't, you may be cited and fined, if observed by City officers.

## Dog Parks

Need a place to run and play? Come visit one of the two dog parks in the City of Dallas. Both are open from 5 a.m. until midnight and include a fenced area for your dog to run and play. Parks may close due to rain.

### Mockingbird Point Dog Park

Located near White Rock Lake. Closed the second and fourth Monday for maintenance.

### Bark Park Central

Located Downtown near Deep Ellum and Farmers Market. Closed Mondays for maintenance.

If you have specific questions about either park, please call 214-671-8001.

## Security/Guard Dogs

Please be careful how you train and care for your dog. If your dog is accused of making an unprovoked attack causing bodily injury, or causes a reasonable person to believe that the dog will attack, your dog may be labeled a "Dangerous Dog". If this occurs, the department director may authorize personnel to seize and impound the dog at the owner's expense pending a hearing and a determination of whether the dog is dangerous. You will be required to register the dog as a dangerous animal, restrain or secure it at all times and obtain liability insurance of at least \$100,000, in addition to the normal requirements for dog ownership.

## SECTION FOUR Loving Life

*Here in Dallas, we value quality time outdoors. Plan a day of jogging, biking, rollerblading, sailing or just relaxing. Spend time in our 23,018 acres of park, enjoy 13 lakes with 4,400 surface acres of water or hike along 18,618 acres of parkland and 85.5 miles of jogging and bike trails located citywide.*

## in Your Community

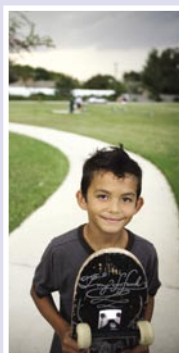
### Dallas Parks and Recreation

Dallas currently offers 47 recreation centers, each with creative and innovative leisure programs that promote healthier lifestyles and enhance the quality of life for all ages. Conveniently located throughout Dallas, each center offers a variety of traditional recreational activities for you and your family. So stop by and find a class or program that meets your needs.

You can also browse our Web site for programs and then register online. It is fast, easy, convenient, secure and available 24 hours a day, 7 days a week! Visit [www.dallascityhall.com](http://www.dallascityhall.com) and click the "Find a Park Rec Program" link located on the left side of the home page.

#### Reserving Park Time

For building reservations, picnic reservations, and large outdoor event reservations at the various Recreation Centers, Parks, and White Rock Lake locations (Winfrey Point and Big Thicket), call the Park and Recreation Department at 214-670-8740, Monday through Friday 8:15 a.m. to 5 p.m.



### Pools and Spray Grounds

Whether you swim for fun or would like to learn, have fun in the sun with your whole family at one of the City's 22 community pools or visit one of seven spray grounds near you. To learn more about

our swimming programs or to locate a facility in your neighborhood, visit [www.dallasparks.org](http://www.dallasparks.org) or give us a call at 214-670-4100.

#### Send a Kid to Camp Program

Are you looking for a free, drop-in program for your child during the summer? The City of Dallas Park and Recreation Department offers fun, supervised and structured activities for kids ages 6-15 at many of our locations. To learn more about our summer camp or to register your son or daughter, visit us online at [www.dallasparks.org](http://www.dallasparks.org) or call 214-671-0217.

### Zoo, Botanical Garden & Aquariums

A visit to the zoo, botanical garden, or one the City's aquariums will provide a fun-filled, educational time for you and your family. Contact any of these places to plan your visit or find out about discount days or other special pricing. We can't wait to see you!

#### Dallas Zoo

650 South R.L. Thornton Freeway (I-35E)  
Dallas, TX 75203  
214-670-6826  
[www.dallas-zoo.org](http://www.dallas-zoo.org)

#### Hours

Open daily 9 a.m. to 4 p.m. (Closed Christmas)

#### Dallas Arboretum & Botanical Garden

8625 Garland Rd  
Dallas, TX 75218  
214-515-6500  
[www.dallasarboretum.org](http://www.dallasarboretum.org)

#### Hours

Open daily: 9 a.m. to 5 p.m.  
(Closed Thanksgiving, Christmas & New Year's Day)

#### Dallas Aquarium at Fair Park

1462 First Avenue  
Dallas, Texas 75210  
214-670-8443  
[www.dallas-zoo.org](http://www.dallas-zoo.org)

#### Hours

Open daily: 9 a.m. to 4:30 p.m.  
(Closed Thanksgiving & Christmas)

### Activities Around the Community

Throughout the year, the City of Dallas hosts many fun events, educational programs and classes. To find a festival, event or class near you, check out what the following places have to offer:

#### Dallas Convention and Visitors Bureau

There's a reason they call Dallas "Big D." Actually, there are hundreds of reasons: world-class art exhibits, distinct restaurants, stylish shopping, unbelievable live music and much more. Exploring Dallas provides a new adventure every day. And you may be surprised at just how much the city has to offer.

To find activities and information, call the events hotline at 214-571-1301 or visit [www.visitdallas.com](http://www.visitdallas.com) and check out the "Discover Dallas" page.

#### Dallas Cultural Centers

Experience one of the six cultural centers that extend artistic programs to culturally diverse areas of the city. To get information regarding locations and events call the Office of Cultural Affairs at 214-670-3687 or visit [www.dallasculture.org](http://www.dallasculture.org).

#### Dallas Public Library

From checking out a bestseller to renting the latest movie, the Dallas Public Library is the place for you! With 25 branches conveniently located throughout the city, you will find your area library offers a host of events, programs and book clubs ready for you to enjoy.

Various branches even offer classes that cover these high-demand subjects:

- Citizenship
- English as a Second Language (ESL)
- General Equivalency Diploma (GED)
- Computer Basics
- Internet for Beginners

All classes are free and offered all year. Many are taught in English and Spanish.

For more information on class locations, upcoming programs in your area or other activities, call 3-1-1. To locate your local library branch go to [www.dallaslibrary.org](http://www.dallaslibrary.org).

## SECTION FOUR

# Loving Life in Your Community continued...



## Planning Your Own Community Fun

Whether it's a 50th anniversary block party, a St. Patrick's Day festival or a community event to get to know your neighbors, the City of Dallas wants to ensure that you have a safe and fun event. Please remember that certain types of temporary events and activities (in both public and private areas) may require a permit. Use the following as a guide to determine if you will need a permit when planning your next outdoor event:

A special permit is required if the estimated number of participants and spectators exceeds 75 during any day of the event, and involves one or more of the following activities:

1. Closing a street
2. Blocking or restricting access to property
3. Sale of merchandise, food or beverage
4. Using a tent larger than 400 square feet
5. Installation of a stage, band shell, trailer, portable unit or toilet, grandstand or bleachers

6. Placement of temporary no-parking, directional, over-sized or identification signage or banners

For more information about planning requirements, special event restrictions, or to get a permit application, visit our website at [www.dallasspecialevnts.com](http://www.dallasspecialevnts.com), or contact:

### Office of Special Events

650 S. Griffin Street  
Dallas, TX 75202  
214-939-2701

## SECTION FIVE

# Connecting with Your Neighborhood

*The City of Dallas has hundreds of neighborhood organizations. To find one in your area, visit the City of Dallas Web site. There you'll find information about your local neighborhood association, homeowners association or crime watch group.*

## Finding and Joining Neighborhood Groups

Joining a neighborhood organization is a great way to get to know your neighbors. It can also increase your safety and give you a stronger voice to let the City know the needs of your neighborhood.



If there is no established organization in your neighborhood, let the City show you how to start a successful and effective neighborhood organization or crime watch. We can provide the assistance of an experienced Service Area

Coordinator and the Dallas Police. Contact your Service Area Coordinator at 214-670-5551, and the Dallas Police Department at 214-671-4020.

## Attending Public Meetings

We encourage you to become familiar with hot topics that impact your neighborhood, and the City by attending public meetings. Information including dates, times, and locations may be found on the City of Dallas Web site, in local newspapers, and are frequently publicized by local media. Attending meetings will provide you information and may also offer access to knowledgeable City staff and City Council members. To get a list of meetings in your area, visit [www.dallascityhall.com](http://www.dallascityhall.com) or call 3-1-1.

## Submitting Service Requests

Dallas covers more than 384 square miles

and the City can't see everything all the time. We need your help. Commit to partnering with the City to keep your neighborhood safe, clean and beautiful by reporting code violations or problems in your neighborhood. If you see something that you believe needs the City's attention, please let us know by calling 3-1-1 or entering an online service request at [www.dallascityhall.com](http://www.dallascityhall.com).

## SECTION SIX

# Staying in Touch With the City

*The City of Dallas wants to hear from you. Whether you have a question about adding on to your home, where to get a recycling bin, or how to obtain information about your water service, we have the number for you...3-1-1!*

Everyone knows that in case of an emergency, you should call 9-1-1 to report a fire, get an ambulance or get help from the police. But you may not know that your customer service link to the City of Dallas is 3-1-1. By phone or online, 3-1-1 is the most efficient way to find out basic information, submit a request for City service or just let us know how we are doing. 3-1-1 is the only number you need to know.

3-1-1, is your one call to City Hall! A one-stop customer service shop. Use it to request any of the following:

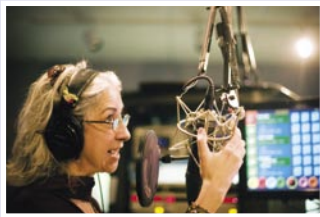
- City services
- Non-emergency police and fire assistance
- City information
- A way to submit a compliment

- A way to submit a concern or suggestion for service improvement

To access Dallas' 3-1-1 service either:

- Dial 3-1-1
- Dial 214-670-5111 if dialing 3-1-1 is not accepted on your phone service
- Visit [www.dallascityhall.com](http://www.dallascityhall.com) and click "To Request a City Service"

# Staying in Touch With the City continued...



When you submit a request for a City service, make sure you remember to:

- Write down the **Service Request Number** for each item processed. This is a request locator that City personnel use to track items in the system.
- Find out the **Estimated Response Time** for that specific service request. This is how long the primary department has to make "first contact" and investigate the situation.
- Find out the **Service Level Agreement**. This is how long it will take the responsible department to complete the service, including paperwork and reporting after the service has been completed.
- Provide your contact information so we can reach you if we need additional information.

## Getting a Permit

### Construction Permits

Permits are required to keep your neighborhood safe and up to Dallas City Code. You may be required to obtain a permit if you are planning construction on your home or property. Find out more at:

### Building Inspections

Oak Cliff Municipal Center (OCMC)  
320 E. Jefferson  
Dallas, TX 75203  
214-948-4480

## Open Records

You may request a copy of an open record through the City of Dallas.

The City must receive requests for information in written form through any of the following methods:

1. E-mail the Open Records Project Manager at [openrecords@dallascityhall.com](mailto:openrecords@dallascityhall.com)
2. Fax your request to 214-670-0160
3. Deliver in person to:  
**Public Information Office**  
c/o Open Records Project Manager  
Dallas City Hall  
1500 Marilla St., 4ES  
Dallas, TX 75201

4. Mail your request to the address above

Verbal requests are not accepted. Specific details must be included in the request prior to processing. Copy fees may apply. For specific guidelines, e-mail the Open Records Project Manager at [openrecords@dallascityhall.com](mailto:openrecords@dallascityhall.com).

## Water Utilities Service

Now it is easier than ever to turn on your water service or pay your water bill in the City of Dallas. Simplify your life and use the online water bill payment by going to the City of Dallas Water Utilities Epay site.

### Payment Methods

- Online: Visit [dallascityhall.com](http://dallascityhall.com) and click on "Pay Water Bill" on the left side of the homepage.

Once you enroll in this service you can pay your bill online each month. Payments will be posted to your account within two business days. You will be able to view your bills online for 13 months. There is no charge for this service.

- In person: Visit us at one of the following locations to pay your bill in person during normal business hours:

### Dallas City Hall Lobby\*

1500 Marilla St., (facing Ervay Street)  
Dallas, TX 75201

\*A night deposit box is located directly across from the entrance.

Payment pick-up times are 6:30 a.m., 10:30 a.m. and 3:30 p.m.

### Martin Luther King, Jr. Community Center

2922 Martin Luther King, Jr. Blvd.  
Dallas, TX 75215  
214-670-8367

### West Dallas Multipurpose Center

2828 Fish Trap Road  
Dallas, Texas 75212  
214-670-6340

Water bills that are not overdue can also be paid at any authorized pay station. For a list of pay stations near you call us at 214-651-1441.

## Paying City Citations

There are several types of citations issued by the City of Dallas. Should you receive a citation, we offer several ways to make a payment, outlined below for your convenience. For payments over the phone or online, Visa, Master Card and American Express are accepted. For additional answers to more specific questions or payment locations other than those listed visit [www.dallascityhall.com](http://www.dallascityhall.com) or call 3-1-1.

### How can I pay for a Red Light Camera ticket (Safelight Ticket)?

- Online at [www.dallascityhall.com](http://www.dallascityhall.com)
- Over the phone at 866-247-1951

### How can I pay for a parking ticket?

- Online at [www.dallasparkingtickets.com](http://www.dallasparkingtickets.com)
- Over the phone at 866-247-1951
- By mail:  
**City of Dallas**  
P.O. Box 650302  
Dallas, TX 75265
- In person:  
**Parking Services**  
1200 Ross Avenue, Suite 102  
Dallas, TX 75201  
Monday through Friday, 8 a.m. to 5:30 p.m.

### How can I pay for other City of Dallas citations?

- By mail  
**City of Dallas Municipal Court**  
P.O. Box 840245  
Dallas, TX 75284  
Please include your citation number with your check or money order.
- In person:  
**City of Dallas Municipal Court**  
2014 Main St., Room 109  
Dallas, TX 75201

