



GARLAND
TEXAS



Strategy
for
Vital
NEIGHBORHOODS
garland neighborhoods are where it's @!

neighborhood resource guide

STRATEGY FOR VITAL NEIGHBORHOODS

Neighborhood Resource Guide

City of Garland
Neighborhood Vitality Office
PO Box 469002
Garland, TX 75046-9002
Phone 972-205-3864 • Fax 972-205-2474

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Acknowledgements

The creation of this Resource Guide would not have been possible without the support of City of Garland employees committed to the important work of municipal government. Additionally, we would like to thank the Garland Independent School District and the civic, non-profit, and government organizations that provide the important programs and services included in this guide.

This guide was designed to assist our community in finding necessary resources and information. If you have questions regarding the content, please contact the Office of Neighborhood Vitality at 972-205-3846.

Greetings from the City Manager

Garland's most valuable resources are the people who live, learn, work, shop and play in our city. The health and vitality of Garland's neighborhoods are directly related to the quality of life experienced by our citizens, and is central to the mission of municipal government.

Garland is a unique community; however, the issues facing it as a first-ring suburb are not unique. Aging neighborhoods and infrastructure are challenging municipalities throughout the nation. Strengthening the stability of each Garland neighborhood is a priority for the City Council and the City Manager's Office and we are committed to building neighborhoods of choice throughout our city; moreover, I am confident through partnerships and collaboration with all community stakeholders, this can be accomplished.

Therefore, we have adopted the following neighborhood philosophy statement:

Recognizing a strength of Garland is the character of its neighborhoods, we will work in partnership with neighborhood stakeholders and community resources to build a stronger community and keep Garland an excellent place to live and invest.

We offer this Resource Guide to help our citizens better understand how the City of Garland can partner with residents and businesses. Of course the contents of this guide will be updated frequently. Please check the City's website address <http://www.ci.garland.tx.us/Home> for the most recent updates.

William E. Dollar
City Manager
City of Garland, Texas

Community Snapshot

Population

City of Garland 224, 988 (est. January 1, 2007)

Geography

Land area:
 City of Garland 57.1 square miles
 Dallas County 909 square miles

Elevation 551 feet
 Average annual high temp. 75.2 °F
 Average annual precipitation 33.3 inches
 Average annual snowfall 0.22 inches

Parks and Recreation

68 City Parks and Greenbelts
 14 Miles Mountain bike Trails
 13 Park Trails, paved, with total length of 11.35 miles
 5 Recreation Centers;
 2 Senior Activity Centers;
 4 Outdoor Picnic Rental Pavilions
 4 Public Swimming Pools
 1 Tennis Center with pro shop and 13 Courts
 64 Athletic Fields – baseball, softball, football, cricket and soccer

(source: City of Garland Parks and Recreation Department)

Utilities

Water & Sewer: nearly 70,000 customers
 GP&L: 68,000+ Customers
 Atmos Energy: 43,000+ Customers (as of January 2007)

Garland Municipal Water:

The City of Garland purchases wholesale treated water from the North Texas Municipal Water District. Garland’s water system has a storage capacity of 44.35 million gallons of treated water with a pumping capacity of 229.94 million gallons per day.

Libraries

The Nicholson Memorial Library System has 5 locations in Garland: Central Library and 4 branches.

Hospitals

Garland has 2 hospitals - Baylor Hospital
 Vista Hospital

City Government

Council-manager form of government. The city is divided into eight districts. A City Council member is elected from each district and a mayor elected at-large.

City Budget 2007-2008: \$542,000,000

Public Safety

Police (2007-2008)
 1 station
 1.4 sworn officers per 1000 population

Fire (2007-2008)
 11 fire stations
 1.14 sworn firefighters per 1000 population

(source: City of Garland Police and Fire Departments)

Garland Wastewater Treatment Utility:

The City of Garland owns and operates two advanced biological wastewater treatment facilities:

1. The **Duck Creek Treatment Plant:**
 Receives wastewater from west Garland, and portions of the cities of Dallas, Richardson and Sunnyvale and Treatment capacity of 40 million gallons per day
2. The **Rowlett Creek Treatment Plant:**
 Receives wastewater from east Garland and the cities of Rowlett and Sachse
 Treatment capacity of 24 million gallons per day

(source: City of Garland Environmental Waste Services Department)

Garland Independent School District

Most of Garland is in the Garland Independent School District (GISD). Some parts of the city extend into other districts, including Dallas ISD, Mesquite ISD, and Richardson ISD.

Enrollment: More than 57,000 students as of 2007
Ranks Fourth in the DFW metroplex, Second in Dallas County

(source: [Garland Independent School District](#))

Transportation

Dallas Area Rapid Transit
2 Light Rail Stations
3 Bus Transit Centers

Dallas Fort Worth Airport *(Serves the DFW Metroplex)*
Second largest in the U.S. and Fourth largest in the world.
22 passenger carriers, which fly to 129 domestic and 36 international destinations.

GISD Facilities:

Early Childhood
2 Prekindergarten Schools

Elementary
45 Elementary Schools

Secondary
13 Middle Schools
7 High Schools

News

1 Major Newspaper
2 Local Newspapers
 The Garland News
 Garland Journal News
1 City Government Publication
1 GISD Publication

TV Stations
WFAA (8), KTVT (11), KDFW (4), KXAS (5), KUVN (23),
KDFI (27), KDAF (33), KXTX (39), KERA (13)

Other School Facilities

1 Cooperative Behavior Center
1 Evening High School
1 Alternative Education Center
1 Agriculture Farm
2 Athletic Stadiums
1 Special Events Center
7 Administrative / Support Service Facilities

Inside City Hall

Council-Manager Form of Government

The City of Garland utilizes the council-manager form of government.

The council-manager form is the system of local government that combines the political leadership of elected officials in the form of a council or other governing body, with the managerial experience of an appointed local government manager. This system is used in the majority of American cities with populations more than 12,000.

The form establishes a representative system where an elected city council makes policy and the city manager, hired by the council, oversees the implementation of policy and supervises government operations.

Garland has eight single member districts and the mayor is elected at large.

City Manager's Office
Office -200 N Fifth Street
Hours - Monday - Friday, 8 a.m. - 5 p.m.
Telephone - 972-205-2465
FAX - 972-205-2504

City Charter

A city charter is a legal document establishing a municipality as a home rule municipality.

Garland's original City Charter was drafted in 1951. The Charter forms the "constitution" of city government and guides its structure and operations. Amendments to the Charter can be proposed by the governing body or petition of 5% of the qualified voters or 20,000 qualified voters, whichever is less. The amendments must be approved by the voters before taking effect.

The Charter of the City of Garland is available in the City Secretary's office in City Hall at 200 North Fifth Street and in all branches of the Garland library system. You may also access them on line.

City Secretary's Office

The City Secretary's office facilitates supports and enhances the efforts of the City Council to fulfill the duties and responsibilities of office and the ability of the general public to acquire and access public records and information.

You may obtain copies of ordinances, resolutions, contracts, council minutes and other documents authorized by the City Council.

Office -200 N Fifth Street
Hours - Monday - Friday, 8 a.m. - 5 p.m.
Telephone - 972-205-2403
FAX - 972-205-2399

Public and Media Affairs

The Public and Media Affairs Department's mission is to increase citizen awareness, understanding and participation in all areas of municipal governance from the neighborhoods to City Hall by providing information about City government services and programs in order to make them more accessible to Garland citizens. This is accomplished through the City's Government Access Cable Channel, the Garland City Press and other publications, the City website, news media relations and other means. The Public and Media Affairs Department works closely with the Community Relations Department to support marketing efforts and special events.

Office -200 N Fifth Street
Hours - Monday - Friday, 8 a.m. - 5 p.m.
Telephone - 972-205-2879

Garland Economic Development Partnership

The Garland Economic Development Partnership (GEDP) is a unique coalition formed in 1995 between the City of Garland, the Garland Independent School District, and the Garland Chamber of Commerce to coordinate economic development efforts.

The GEDP is guided by a twelve person Economic Development Steering Committee which includes the Mayor, City Manager, two Council persons, Chamber Chair, two Vice Chairs, Chamber President, GISD President, GISD Vice President, GISD Trustee, and GISD Superintendent. The GEDP staff plans, implements, consults, communicates and markets economic development programs and strategies for Garland including negotiating financial incentives, site location assistance, and governmental liaison on behalf of the City of Garland and the GISD. These negotiated incentives are reviewed by the EDSC and

recommendations are sent to the Garland Plan Commission, Garland City Council and/or the GISD Board of Trustees for official action. Assisted by funding efforts of the City of Garland, the Garland Independent School District and the private fund raising by the Garland Chamber of Commerce through its approximately sixty private investors, the GEDP provides economic development efforts with an annual budget of \$450,000 or \$2.09 per Garland citizen.

The mission of the GEDP is to provide a forum in which the partners can review necessary economic development projects, communicate the needs and desires of each partner, solve any issues before problems arise and ultimately increase the common bond among them by growing the commercial tax base and enhancing the quality of life for Garland businesses and residents.

Garland Independent School District

The Garland Independent School District, led by a seven-member board of trustees, has a proven track record of excellence in education.

The community and staff work as a team to build a strong system. While fiscally conservative, administrators are constantly looking for innovative ways to prepare our students for the 21st century. Support from GISD patrons has always been strong. Citizens realize the importance of a strong public education system to our city. Residents have never failed to pass a school bond issue. The district is one of only 38 districts nationwide and only 3 in Texas to earn an AA1 bond rating from Moody's Investor Service. Standard & Poor's rated the district AA.

More than 57,000 students are enrolled in GISD schools in grades K-12. All schools are fully accredited by the Texas Education Agency. Middle schools and high schools are also accredited by the Southern Association for Schools and Colleges.

Harris Hill Administration Building
501 South Jupiter Road
Garland, Texas 75042
972-494-8201
www.garlandisd.net

Voter Registration

The right to vote is one of the most important freedoms that we exercise and allows citizens the opportunity to participate in decision-making at the local, state, and federal levels.

To be eligible to register to vote in Texas, any United States citizen residing in Texas who is:

- At least 18 years old on Election Day
- Not a convicted felon (unless sentence, probation and/or parole are completed)
- Not declared mentally incompetent by a court of law

You must be at least 17 years and 10 months of age on the date you apply. If for any reason you cannot register yourself, with your permission, your spouse, parent or child may fill out and sign an application for you if that person is a registered voter or has applied for voter registration. This person is known as your "agent."

The application must be received in the Voter Registrar's office or postmarked 30 days before an election in order for you to be eligible to vote in that election. You will receive a voter registration certificate in the mail after the Voter Registrar has processed your voter registration application. Upon receipt of the voter registration certificate, sign it, fold it and keep it in your wallet and take it to the polls with you when you vote.

All voters who registered to vote in Texas must provide a Texas driver's license number or personal identification number issued by the Texas Department of Public Safety. If you do not have such a number, then you must state that fact and provide the last four digits of your social security number. If you do not have a social security number, you must also state that fact.

Even if you have not been issued any of three identification numbers requested on the application, you are still eligible to register to vote, but you will be required to provide proof of your identity. You may enclose a copy of identification with your voter registration application, or you may present identification when you vote.

Dallas County Elections Administrator
2377 North Stemmons, Suite 820, Dallas 75207
Phone: 214-819-6300
Fax: 214-819-6301
www.sos.state.tx.us/elections/voter/
www.dalcoelections.org

Boards and Commissions

The most basic of all values is people helping people and, in the process, helping themselves. Volunteerism plays an important role providing services to the community. Garland's Charter provides for the City Council to utilize citizen volunteers to assist in carrying out the many functions of municipal government by serving on the City's fifteen Advisory Boards and Commissions.

Board of Adjustment

Consists of nine (9) members

Meets the 3rd Wednesday of each month

Considers applications for variances to zoning ordinance regulation, hears appeals regarding determination of the Zoning Administrator, and considers action concerning non-conforming uses.

Building and Fire Codes Board

Consists of nine (9) members

Meets on call

Reviews proposed amendments to Building and Fire Codes and hears appeals on rulings of the Building Official or Fire Chief

Civil Service Commission

Consists of four (4) members

Meets 2nd Thursday of each month

Reviews policy and procedures of the Police and Fire Departments with regard to Civil Service employees with primary focus on disciplinary, testing, hiring and promotional procedures.

Citizens Environmental and Neighborhood Advisory Committee

Consists of nine (9) members

Meets 2nd Wednesday of each month

Reviews, develops, and recommends new and environmental related projects to the City Council.

Community Multicultural Commission

Consists of thirteen (13) members

Meets 3rd Thursday of each month

Researches issues and makes recommendations to Council concerning the City's changing demographic composition and diverse needs.

Electrical Board

Consists of nine (9) members: eight (8) members specializing in electrical work and one (1) lay person

Meets quarterly

Reviews proposed amendments to Electrical Codes, hears appeals on ruling of the Building Official, administers electrical exams to license electricians, and approves electrical contractors to operate in the city

Garland Cultural Arts Commission

Consists of nine (9) members

Meets quarterly

Advises on policies of the Performing Arts Center, negotiates contracts for usage of Heritage Park, awards grants to meritorious arts groups, and promotes the arts in general.

Garland Youth Council

Consists of nine (9) members

Meets 1st Tuesday of each month

Provides a forum which educates Garland's youth to the various workings of City business, and allows youth to be a voice to address their particular ideas and concerns.

Housing Standards Board

Consists of nine (9) members

Meets 1st Thursday of each month and 3rd Thursday if needed

Reviews staff recommendations and issues orders requiring repair/demolition and/or civil penalties.

Library Board

Consists of nine (9) members

Meets 2nd Monday of every month

Advises the Council on library services and programs

Parks and Recreation Board

Consists of nine (9) members

Meets 1st Wednesday of every month

Advises on acquisitions, maintenance, operation, and use of parks, playgrounds, and open spaces.

Plan Commission

Consists of nine (9) members

Meets 2nd and 4th Monday of each month

Reviews rezoning applications, subdivision plats and site plans, and advises Council regarding comprehensive planning issues.

Plumbing and Mechanical Code Board

Consists of nine (9) members: seven (7) members specializing in the construction industry and two (2) lay persons

Meets on call

Reviews proposed amendments to Plumbing and Mechanical Codes and hears appeals on rulings of the Building Official.

Senior Citizens Advisory Committee

Consists of nine (9) members

Meets quarterly

Advises Council on senior citizen issues.

Utility Advisory Board

Consists of nine (9) members

Meets quarterly or at City Council request

Reviews and makes recommendations to the Council on various matters concerning the City's utility services.

Chamber of Commerce

The Garland Chamber of Commerce is a voluntary organization of citizens investing their time and money to improve the economic, civic, and cultural well-being of the area. The work of the Chamber is financed by the investment of members who support it on the basis of their ability to pay and their interest in the progress of the community.

Contact the Chamber for membership information.

Leadership Garland

Leadership Garland is a program offered by the Garland Chamber of Commerce to any interested citizen who lives or works in Garland or is a member of the Garland Chamber. The purpose of Leadership Garland is to provide corporate leadership training; to motivate and encourage civic leaders; and to develop personal leadership characteristics and skills within individuals. Participants are introduced to state, county and city officials, school board trustees and administrators, community leaders, and community boards and commissions. Leadership skill topics are taught with active participation along with numerous field trips. Each graduate is encouraged to actively contribute to Garland's growth and future.

Garland Chamber of Commerce

Office: 914 South Garland Avenue, Garland 75040-6934

Hours: Monday – Thursday, 8 a.m. – 5 p.m.

Friday 8 a.m. – 3 p.m.

Phone: 972-272-7551

Fax: 972-276-9261

www.garlandchamber.com

City Departments & Services

Budget and Research

The Budget and Research Department has seven primary functions:

- Compile and develop the City's Annual Operating Budget for Council consideration and approval.
- Compile and develop the City's annual Capital Improvement Program.
- Monitor and control City revenues and expenditures.
- Annually report departmental performance measures.
- Provide monthly financial reports to Council and management staff.
- Prepare long-term financial forecasts and economic trend indicators.
- Provide research and special studies at management and Council requests.

The department produces an annual Operating Budget that serves as a financial plan for aligning the City's resources with service demands and operating expenditures. In preparing the annual Capital Improvement Plan, the department seeks to develop a coordinated plan for funding the construction of infrastructure and municipal facilities and the acquisition of large or specialized equipment. In the development of the Operating and Capital Budgets, the department develops budgetary strategies that maximize the utilization of the City's financial resources towards the achievement of the Council's priorities and goals.

Contact Information

Budget and Research
200 N. Fifth St.
Garland, TX 75040
972-205-2511

Building Inspection

The Garland Building Inspection Department wants your project to be successful and will help you avoid potential problems that could cost you time and money. The Building Inspection Department will provide you with the resources and information needed for compliance with applicable building codes and refer you to other departments for their approval when necessary.

The Building Inspection Department utilizes the 2003 International Codes as its 'model codes' to regulate construction and maintain fire life and safety in Garland. On February 19, 2002, the Garland City Council voted unanimously to adopt the 2003 International Building, Residential and Energy Conservation codes of which made Garland one of the first cities in the state of Texas to initiate full use of the International codes to regulate construction. In Previous years, the City Council had already adopted the International Plumbing and Mechanical Codes as the model codes of choice for construction in Garland.

Permitting Process

You have access to a staff of construction code certified professionals ready to guide you through the permitting process. Most remodels, additions and miscellaneous permits can be reviewed and processed in 3 to 5 days. However, in some cases, your project may require a meeting with the Pre-Submittal Team. If so, the pre-submittal team will advise you of any requirements related to development in Garland. Following this meeting, you may proceed to making an application for a site and/or building permit.

The Inspection Process

On-site inspections will be required to make certain the work conforms to the local codes and city approved plans submitted during the permitting process. Again, you will have access to the expertise of the field inspection staff to help you with questions or concerns regarding the project and to ward off potentially costly mistakes. The inspection department will let you know approximately how many inspections may be needed for your project.

In addition, Building Inspection utilizes an Interactive Voice Response System (IVRS) in order to streamline the inspection request system. IVRS will also help the Citizens with construction questions, fax data and project status. The IVRS system has proved to be a great tool in assisting our citizens during the construction process so please ask a Building Inspection staff member to familiarize you with IVRS.

Final Approval:

The Inspection Staff will provide documentation when construction is complete and code compliance is attained. You will then have the personal satisfaction of a job done right. Enjoy your new surroundings with the peace of mind and the knowledge that they meet the safety standards in your community.

It takes everyone in a community to keep our homes, schools, offices, stores and other buildings safe for public use. Your safe construction practices help protect you, your family, your friends and your investment. Be sure to get your local code official involved with your project, because the Building Department is ready to help you construct your valued project to meet local ordinances and current model codes.

Contact Information:

Building Inspection
800 Main Street
Garland, TX 75040
972-205-2300

Community Relations

The Community Relations Department serves as the central point of communication, marketing, community outreach, publicity, and promotional opportunities for Garland. Through media relations, design and printing, special events, volunteer recruitment, programming and broadcast, Internet design and response, editing and publishing, and tourism-driven activities, the department is vital to the cohesiveness of communication and

image to citizens and those outside of Garland.

Star Spangled 4th

Each year, the City of Garland proudly hosts its annual Independence Day festival, Star Spangled Fourth, a spectacular multi-day, multi-location extravaganza for residents and visitors alike. The event boasts a safe, family oriented environment offering free admission, free parking, and free entertainment. In addition, the event features enticing children's activities, patriotic celebrations, multicultural events, fabulous food and unique crafters.

Christmas on the Square

The City of Garland's annual Christmas on the Square celebration has been a holiday tradition for more than 25 years. Featuring a lighted holiday parade, children's choirs, crafters, food, snow and spectacular fireworks, the event wouldn't be complete without a visit on Santa's lap in his cozy North Pole home. Young and old alike get into the holiday spirit each year at this wonderful event held the first week in December.

Contact Information:

Community Relations
PO Box 469002
Garland, TX 75046-9002
972-205-3895

Emergency Management

The mission of the Office of Emergency Management is to preserve, maintain or reconstitute civil government's ability to carry out executive, legislative, and judicial processes under the threat of occurrences of any major emergency or disaster that could disrupt normal operations of government. The Emergency Management organization has a primary role in identifying and mitigating the hazards, preparing for, responding to, and managing the recovery from the emergency situations that affect our community.

Services for the Community:

When requested, the Office of Emergency Management provides speakers and/or presenters to discuss a variety of emergency management topics. Speakers routinely discuss such topics as: preparing a family disaster kit, developing a family disaster plan, conducting a home hazard hunt, formulating a disaster communications plan, and how to prepare for severe weather hazards.

The Office of Emergency Management has a variety of brochures available for the public. The brochures cover a number of emergency management topics, and are available at no cost to citizens.

Articles on Emergency Management topics will be provided in electronic format for inclusion in community newsletters. Several articles have been written on a number of topics. To

request an article related to emergency management, contact the Office of Emergency Management at least one month before the publication date.

The Office of Emergency Management would like to be included at community gatherings. The Office of Emergency Management has a booth and display board to illustrate emergency management activities and steps citizen can take to be prepared.

The Office of Emergency Management is interested in making sure that businesses within the City of Garland are prepared for disaster. The department will provide a speaker and business specific disaster planning tools when requested.

Contact Information:

Garland Office of Emergency Management
P.O. Box 469002
Garland, TX 75046
Phone: 972-205-2605

Engineering

The Engineering Department serves as the in-house design and construction company for major infrastructure projects, develops standards for public works improvement development, reviews development projects, and acts as the City's record-keeping agency for general public works construction. The Engineering Department also serves as the City's overall coordinator for the review and inspection of public works projects, and the City's right-of-way. Participation in the National Flood Insurance Program and flood damage prevention is also managed by the Engineering Department. For more information please call 972-205-2170 or visit the City website at www.ci.garland.tx.us.

Floodplain Management

The City of Garland has instituted an aggressive floodplain management program to address flood hazards within the city. Duck, Rowlett, and Spring Creeks are the major flood hazards within the city. In response to major flood events that have occurred on a regular frequency since the 1940s, extensive flood protection measures have been initiated by the City in cooperation with the U.S. Army Corps of Engineers. Even with all of the flood protection measures in place, some properties and areas within the city are subject to flooding, especially when high intensity rainfall occurs for flood events that approximate or exceed the 100-year event. The City has been participating in the National Flood Insurance Program continuously since 1971, and flood insurance is available throughout the city. All citizens should be aware that standard property insurance policies do not cover rising water (flooding) damage and only "flood insurance" policies provide this protection. All insurance agents licensed to sell insurance in Texas can issue a flood insurance policy or citizens can purchase a policy directly from the National Flood Insurance Program. Flood insurance is available for residential and nonresidential (commercial/industrial and other use) structures, and flood insurance is available for contents regardless if owner or tenant/renter. Elevation certificates are available in the Engineering Department for all structures in the floodplain.

Right-of-Way Management and Permits

All users and contractors installing, constructing, maintaining, or operating facilities within the City of Garland Rights-of-Way or easements must register with the City of Garland Engineering Department located at 116 North Glenbrook Drive and obtain a right-of-way permit. Please contact the Right-of-Way Management Administrator at (972) 205-3622 for additional information.

Technical Services

The Technical Services Section of the Engineering Department provides the following information and Services:

Engineering As-Built Drawings	Development Plans (Private)
Rights-of-Way / Easements	Plats
City of Garland Standard Details	City Maps
City of Garland GPS / Benchmark Information	Aerial Photos
Planimetrics / Topo (2' Contours) Maps	Subdivision Maps
Parcel maps w/ Addresses	Street Maps
Abstract Maps	Utility Maps (Water, Sewer, Storm)
City of Garland Standard Details	Master Thoroughfare Plan
Flood Zone Maps	Historical Aerial Maps
Annexation / Disannexation Maps	

GIS Data format provided upon request. The Technical Services Section can provide information in a hard copy format or digital format, depending on the information requested. Additional requests for information or services may be obtained by calling (972) 205-2170.

50/50 Sidewalk, Curb and Gutter Participation Program

Per City Ordinance, residents are responsible for maintaining sidewalks, parkways, curbs and driveways adjacent to property in good and safe condition. Property owners are responsible for repair costs; however, the City may defray up to 50% of the costs of repair through funding provided by the City Council. For more information, contact the Sidewalk Coordinator at 972-205-3913. City staff will then determine what work is eligible and the estimated cost.

Contact Information:

Engineering Department
800 Main Street
Garland, TX 75040
972-205-2170

Environmental Waste Services

Garland’s Environmental Waste Services Department provides local residents, businesses, construction/demolition contractors and other Garland city departments with collection services to maintain a clean and healthy city environment, promote recycling of reusable materials, and minimize the costs of collections.

The department was established more than 50 years ago to provide community residents with quality solid waste collection and disposal service at a competitive rates.

The Environmental Waste Services Department is committed to delivering Service On Unbelievable Levels to meet the changing needs of its customers. The department constantly aims its efforts towards several key goals including: validating and enhancing its strengths; identifying opportunities for improvement; learning and adopting world class business practices so that it may achieve performance excellence in all areas of the department; and rewarding and recognizing employees for their dedication, hard work, and accomplishments in providing outstanding service to customers. The department was proud to be the first recipient of the Garland Performance Excellence Award in November, 2001. The department has taken strategic initiatives to improve processes and define their strategic planning process in order to identify the needs of their customers and employees. While the department is a government entity, management and employees recognize that superior customer service, efficient operations, and satisfied employees are worthwhile goals for any organization.

For more information concerning the Environmental Waste Services Department, please call the Customer Service Division at 972-205-3500.

Contact Information

Managing Director of Environmental Waste Services	972-205-3424
Service Delivery Operations Manager	972-205-3421
Administrative Services Manager	972-205-3419
Disposal Operations Manager	972-205-3661
Fiscal Operations/Analysis Manager	972-205-3677
Customer Service Supervisor	972-205-3709
Commercial Sales Representative	972-205-3742

Facility Locations

Environmental Waste Services Department

Service Center 1434 Commerce Street

Customer Service Division:

972-205-3500

Closed on major holidays

www.garlandenvironmentalwaste.com

Hours of Operation

Monday – Friday

8 a.m.–5 p.m.

Transfer Station

1434 Commerce Street

Garland, TX 75040

Hours of Operation

Monday – Friday

Commercial: 8 a.m.–5 p.m.

Closed on Monday from 2 p.m.–4 p.m.
Closed Saturday
Sunday (Residential Only): 8 a.m.–6 p.m.
Closed on major holidays

Residential: 8 a.m. – 6 p.m.

C.M. Hinton Regional Landfill

3175 Elm Grove
Rowlett, TX 75089
972-205-3670

Hours of Operation
Monday – Saturday
8 a.m. – 5 p.m.
Closed on major holidays

Recycling Center

1426 Commerce Street
Garland, TX 75040

Hours of Operation
Monday – Friday:
8 a.m. – 6 p.m.
Saturday: 8:30 a.m. – 6 p.m.
Sunday: 12 p.m. – 6 p.m.
Closed on major holidays

Fire Department



The mission of the Garland Fire Department is to provide protection for life and property in an effective and professional manner, consistent with the economic capability of the community.

Fire Awareness Public Education

The Fire Department is dedicated to protecting lives and property, not only as emergency responders, but also as public educators. The department reaches out to the community with home safety and other disaster preparedness information.

EMS Division - General Information

The Emergency Medical Services Division is comprised of an EMS Coordinator (RN/Paramedic), Assistant EMS Coordinator (RN/Paramedic), and three EMS Lieutenant/Paramedic shift supervisors.

The EMS Division is responsible for the coordination and operational readiness of the department's EMS system. The EMS system is designed to meet the out-of-hospital emergency medical care needs of the citizens and visitors of the city of Garland in a timely and efficient manner, to most appropriately safeguard against the loss of life, disability, and undue pain and suffering. Our system operates by sending Advanced Life Support (ALS) ambulances to all incidents that require patient treatment. This encompasses all medical calls (sick calls, heart attacks, strokes, stabbings, gunshot wounds), motor vehicle collisions and one ambulance is assigned to go to all structure fires for manpower and/or any medical needs that may arise.

Activities performed by this division include implementing and monitoring pre-hospital care, continuous quality improvement programs, maintaining emergency medical technician (EMT) and paramedic state licensing records, as well as updating and clarifying EMS policies and procedures. The EMS Division coordinates annual and semiannual state-mandated training (continuing education/CE) and provides recommendations and technical support for departmental EMS-related training.

The EMS Division works with the University of Texas Health Science Center in Dallas, which is where all of the department paramedics are trained. A paramedic candidate is in school for approximately six months for training (classroom, hospital, and ambulance rotations).

The Medical Control for the Fire Department is "Biotel" (bio-telemetry). It is located in the Emergency Department at Parkland Memorial Hospital. It is staffed with nurses (RN), paramedics, and medical doctors around the clock to meet the needs of not only Garland Fire Department but also Dallas Fire Department and other suburbs.

All fire suppression personnel are EMT trained and approximately 100 fire suppression personnel are paramedic trained.

All Garland Fire Department ambulances are ALS equipped and all truck and engine companies now have automatic external defibrillators (AED's).

Garland Fire Explorer Post 314

Potential explorer recruits between the ages of 14 to 21 can call 972-205-2051 to find out meeting dates and location, public relations activities, and upcoming events.

Citizens Fire Academy

The Garland Fire Department Citizens Fire Academy is dedicated to increasing public awareness by familiarizing and informing the citizens of Garland, our customers and associates, of the various divisions, operations, duties and responsibilities of the Fire Department. Through education, demonstration, and participation, class members will better understand the department's function. After completing the program, participants will be able to use their knowledge to create a safer home and work environment as well as educate others about the Garland Fire Department and the services it provides to the community.

The Citizens Fire Academy is a ten-week program that is interesting, informative, and in some aspects challenging. Participants are given the opportunity to participate in various "hands-on" operations. Upon completion of the program, participants are encouraged to share their knowledge of how their Fire Department operates. We believe the academy will foster a better understanding of the department's duties, responsibilities, and capabilities in serving the community.

Citizens Firefighters Club

The Garland Citizens Firefighters Club is an alumni club of the CFA that maintains non-profit status and volunteers to help the fire department with many activities, such as the Katrina/Rita response efforts. A special service provided by the CFC is the Rehab Team, which responds to two-alarm fires and assists at the fire scene with refreshments and equipment make-ready. The CFC is also involved in helping fire victims with the earliest stages of the recovery process.

Smoke Alarm Program

The Garland Fire Department provides batteries and smoke alarms free of charge to Garland residents that own their homes. All that is necessary is to call and request the service. All installation is done by the fire department or by the Garland CFC. Rental properties do not qualify for the program.

Public Fire and Injury Prevention Education

The Fire Department is dedicated to protecting lives and property, not only as emergency responders, but also as public educators. One of the most important aspects of what we do is to raise the safety awareness level of the community in order to prevent the likelihood that accidents and emergencies will occur.

Public education activities consist of the following:

- Scheduled fire station tours of fire engine and ambulance visits to places throughout the community such as schools, churches, and neighborhood parties.
- Hands-on fire extinguisher training for local businesses and organizations.
- Home Fire Escape Plan Education
- General Home Fire Safety Education and Presentations
- Medical Emergency and Injury Prevention Presentations

For activity or presentation scheduling, Smoke Alarm Program requests, or for additional fire and injury prevention information, please contact the Garland Fire Marshal's Office at 972-205-2271. You may also contact by email at gfdpubed@ci.garland.tx.us.

Firewheel Golf Course

Going on vacation can be time consuming and cumbersome but not when the largest golf recreation facility in Texas is minutes away right inside the City of Garland. Firewheel golf course is home to three golf courses with 63 holes of golf and over 600 acres of beautiful wooden terrain with streams and ponds. This PGA nationally recognized qualifying site is a golfer's paradise. While parts may differ golfers can be assured their best swing on three luxurious courses: the Bridges Course, The Lakes Course or the Old Course. All three courses have a variety to offer depending on the golfer. While at Firewheel guests have the option of choosing their experience first and then choosing their golf course right at their finger tips. Any of the golf courses can also be reserved for events or private parties. Tournaments and fund raisers is another amenity that the golf course provides.

Firewheel Golf Pro Shop

Firewheel Golf Center is also home to two private golf pro shops. The Bridges Course Pro Shop and the Old/Lakes Course Pro Shop are sure to assist with any golfer's golfing needs. Here beginners to professionals can get the gear needed to get started or spruce up their current collection. Lessons can also be acquired from the pro shop, as well as advice from any of the professionals on staff.

Firewheel Golf Association (FGA) & the Firewheel Women's Golf Association (FWGA)

The Firewheel Golf Association (FGA) is offered as a member's only club for monthly tournaments, social events, and meet new people. There are several incentives and benefits to becoming a member of the FGA, one included is a chance to become the champion of the annual Firewheel Cup tournament held each year for members to compete. The membership fee is \$45 and is collected once a year. All FGA events are held on the third Saturday of each month at Firewheel Golf Park. For information about becoming a member of the FGA please contact the pro shop.

Golf is not just for men, women have put their stamp on this popular sport as well. Firewheel now offers a member's only club for women golfers. Members of this association compete in various golf tournaments in the North Texas region and hold special events. Ladies of any golf skill are welcome to join the association and the membership dues are \$30 annually.

The Branding Iron Restaurant

After a round of golf, golfers and guests can enjoy exquisite cuisine from our Branding Iron Restaurant. Whether it is for a Sunday brunch, happy hour or a delicious meal, Branding Iron Restaurant can serve all appetites. The restaurant is also a meeting place and can be reserved for special events or private parties.

Junior Summer/Day Camps

Summer camps and day events are offered at Firewheel for kids each year. Kids are always interested in getting out of the house and being active. Why not let the kids sign up for a week long summer session camp where they can be active, learn the game of golf or perfect their current game of golf and meet new people. From April to August Firewheel Golf Center holds week long Junior summer camps and Saturday day summer sessions. For more information about Junior Summer Golf Camp please contact the Pro Shop.

Contact Information:

Special Events & Tournament Information: 972-205-3652

The Branding Iron Restaurant: 972-205-3958

The Bridges Course Pro Shop: 972-205-2795

The Old/Lakes Course Pro Shop: 972-205-2765

Garland Housing Agency (GHA)

The City of Garland began the Housing Agency in 1976 when the first 100 Section 8 vouchers and certificates were received from Housing and Urban Development (HUD). Only two years after the Section 8 program was introduced at the Federal level.

GHA continues to be more than merely a provider of housing vouchers. It is an agency whose dedicated caseworkers, inspectors, and employees assist families and individuals to obtain not only housing that meets Housing Quality Standards set by HUD, but also employment assistance, counseling, and training.

With an operating budget of more than \$10.5 million, GHA is able to assist low and moderate income families by placing them in privately-owned apartments, houses, and other residential dwellings while paying only a proportionate share of their income for rent.

Section 8 Housing Choice Voucher

The Housing Choice Voucher Program is perhaps the most well known activity that GHA conducts. The program has two primary objectives. First, the voucher program encourages the freedom of housing choice and spatial deconcentration for assisted housing into areas apart from those in which very low income and minority households are concentrated. Secondly, the housing agency aims to provide improved living conditions for very low-income families while maintaining their rent payments at an affordable level. To reach these goals, the GHA administers assistance anywhere within the City of Garland and adjoining metroplex localities. This assures that diverse geographic, social, and economic areas are available for relocation. The second objective is accomplished through the very essence of the program itself, as no client will expend more than 30% of their income on rental costs.

Family Self-Sufficiency Program

In keeping with our mission statement, our goal is to help housing-assisted families achieve economic independence. To assist in that goal, Garland Housing Agency (GHA) administers the Family Self-Sufficiency Program (FSS). FSS was designed for those clients who have no desire to remain on assistance indefinitely.

The FSS program leverages HUD housing assistance programs with public and private sector resources. Clients are asked to set personal goals and sign a contract to achieve these personal goals within five years. The FSS participant must seek and maintain employment for the duration of the contract. Through partnerships and close working relations with the Texas Workforce Commission, Texas Department of Human Services, and the Texas Department of Health, GHA provides assistance in obtaining health screening and immunization, employment, business, social and survival skill training necessary to achieve self-sufficiency. GHA also has fostered a strong relationship with Eastfield and Richland College for education opportunities.

As the client's economic conditions improve, the rental assistance decreases. GHA creates and maintains an escrow account using the funds accumulated from the difference in rental costs. At the completion of the program and achievement of personal goals, these monies are available to the client and are generally used for down payments on home purchases.

Housing Inspections

Inspectors ensure that all rental properties meet Housing Quality Standards (HQS) established by the Department of Housing and Urban Development as well as GHA's own housing standards. Inspectors conduct initial inspections, annual reexamination of properties, and special inspections to address specific issues. In addition, GHA performs Quality Control inspections as a self-check of GHA's standards.

GHA's inspectors are efficient and expedient. Tenants and owners receive written notice of planned inspections in time to correct deficiencies in a unit prior to the inspection date. If any deficiencies still exist at the time of the inspection, both parties are notified immediately. Repairs are to be completed within 30 days. Initial inspections are completed within 15 days to avoid any move-in delays.

In order to promote tenant accountability, GHA adopted the "Zero Tolerance Policy." If a tenant damages property in excess of one month's rent, the tenant loses their housing assistance and is required to resubmit an application to the waiting list (without a preferential status). The vouchers that are removed due to damages are reissued to the next family on the waiting list.

Contact Information

Garland Housing Agency
210 Carver St., Suite 201
Garland, TX 75040
972-205-3393

Garland Power & Light



Since 1923, the City of Garland has been providing electric service to its citizens through **Garland Power & Light (GP&L)**, it's locally owned and controlled not-for-profit municipal utility. With more than 68,000 customers, GP&L is the third largest municipal utility in Texas and the 39th largest in the nation.

The mission of Garland Power & Light is to provide high quality, safe and reliable services at competitive rates to the citizens and businesses of the City of Garland through the efforts of a professional and dedicated workforce, and to enhance the quality of life in the city by creating a utility environment that supports economic development.

GP&L has three gas-fired generating plants, which combine to produce 640 megawatts of generation capacity. In addition, Garland is partners in the Texas Municipal Power Agency which operates the 462 megawatt coal-fired Gibbons Creek Power Plant. GP&L's electric distribution system has 1,007 miles of overhead lines and 1,000 miles of underground lines. Its transmission system consists of 22 substations and 133 miles of transmission lines.

The Customer Service Department for all City utilities is part of GP&L, and many new services are being developed to enhance service to utility customers. Current services include establishment of utility service, meter reading, billing, a variety of payment options, energy audits and conservation tips.

Important GP&L & Customer Service Contact Information

Customer Service – 972-205-2671 (8 a.m. – 5 p.m. Monday – Friday)

New, Transfer, Stop Service	Billing Questions
Credit Questions	Payment by Phone
Letters of Credit	Budget Billing Program
Automatic Bank Draft Program	Energy Audits
Conservation Questions	

Utility Reconnect Services After Hours – 972-205-2607

(5 p.m. – 7 p.m. Monday – Friday; 9 a.m. – 12 p.m. (noon) Saturday)

TDD Hearing Impaired – 972-205-2670

Emergency Power Outage – 972-205-3000 (24 Hours)

Emergency Water Shutoff – 972-205-3210 (24 Hours)

Reporting Energy Theft – 972-205-2635

Line Location – 1-800-344-8377 (1-800-DIG-TESS)

Street Light or Guard Light Installation – 972-205-3506

Street Light or Guard Light Repair – 972-205-3483

Tree Trimming – 972-205-3488

Power Plant Tour – 972-485-6450

Power Quality Audit – 972-205-3569

Safety Demonstration – 972-205-2652

Specifications for Electric Service – 972-205-3577

For services provided by Customer Service, e-mail custserv@garlandpower-light.org

For Electric Services, e-mail info@garlandpower-light.org

Visit www.garlandpower-light.org for information about **Garland Power & Light**

Pay your bills online at www.garlandutilities.org

Establishing Utility Service

To establish a utility service account with the City of Garland you will need to do the following:

Complete an application.

- Residential customers can apply in person at **800 Main Street** or over the phone by calling **972-205-2671**.
- Commercial customers must apply in person at 800 Main Street. **Provide identification such as a Driver's License.**

Choose one of the following three options to satisfy deposit requirements for your account:

- Cash deposit payable by cash, check or money order. Deposit may be billed on first month's bill upon request. (All cash deposits are refunded at the customer's request after 12 months of good pay.)
- Credit check through Experian Inc. for a non-refundable fee of \$10. Your credit report must reflect that credit has been established for at least one year and must also meet our criteria prior to satisfying our deposit requirements.
- Letter of Credit from another utility company (other than telephone). Letter of Credit must show that no more than one late payment occurred within the most recent 12 months of service.

An account establishment fee is assessed on all customers' first utility bill.

- Between 8 a.m. and 3:30 p.m. - \$20.00
- After 3:31 p.m. and Saturdays - \$40.00

You must turn off all water faucets before water service can be established.

As a safety feature, we observe the water meter after we turn on service. If more than 10 gallons of water passes through the water meter (indicating an unattended water faucet is on), we will have to turn the service back off. If this occurs when you are not at home, call our office at **972-205-2671** and make arrangements for reconnection of your service.

New GP&L Electric Commercial Customers

Commercial customers' main electrical breaker boxes must be accessible to servicemen before service can be connected. If the breaker box is inaccessible, call us at **972-205-2673** to make arrangements to get your service connected.

Utility Bill Payment Options

Mail – Pay with check or money order and include account number on the payment.

Customer Service Payment Center
City of Garland
P. O. Box 461508
Garland, TX 75406-1508

Credit/Debit Card via Phone (972-205-2671) **or Online** at www.garlandutilities.org

Automatic Bank Draft – Call 972-205-2671 for more information.

Drop Box/Drive Through – Pay with check or money order and include account number on the payment.

Main Street Municipal Building
800 Main Street (Downtown Garland)

Payment Locations – Pay with check, money order or cash when paying in person at these locations.

Customer Service Payment Center

Main Street Municipal Building
800 Main Street (Downtown Garland)
8 a.m. – 5 p.m. Monday - Friday

Things to remember when paying at Authorized Payment Locations:

- Bring your bill with you.
- Payment must be made with cash, check or money order ONLY.
- There is a small processing fee for each bill payment.
- The store clerk will receive your funds and enter the payment information. Payment posts to your account the next business day.
- You will receive a validated payment receipt as proof that you made your payment. Keep this receipt for your records.
- **IMPORTANT:** If you are delinquent on your account, call Customer Service at 972-205-2671 as soon as possible to ensure service restoration. Have your receipt in hand and be read to provide your name, account number and service address to the Credit Representative. Hours: 8 a.m. – 7 p.m. Monday – Friday and 9 a.m. – 12 p.m (noon) Saturday.

Visit www.garlandpower-light.org for a list of Authorized payment locations or call 972-205-2671.

Grants Management & Compliance Division

Grants Management & Compliance is a team of professionals committed to making a positive difference in the community through the use of federal and state resources by monitoring, reviewing and enhancing the performance of grant subrecipients. This division partners with nonprofits, community leaders, Garland citizens, the Department of Housing and Urban Development staff and city departments to enhance the quality of services made available with federal funding. Staff facilitates and guides the development of improvement efforts by providing accurate analysis, assessments, reviews and program evaluations. The Consolidated Plan directs the focus of grant funded activities and projects through strategic planning approved by the community.

Grants Management & Compliance is responsible for the overall management, planning and monitoring of the City's Community Development Block Grant (CDBG), HOME Program, Emergency Shelter Grant (ESG), and American Dream Down payment Initiative Program (ADDI).

Each year the City of Garland updates the Consolidated Plan with an Annual Action Plan that specifies which activities will be implemented to achieve the Consolidated Plan goals. The City of Garland as a recipient of the *CDBG*, *HOME*, *ESG* and *ADDI* entitlements, includes Garland residents in the decision making process. Citizens are asked to help identify needs that should be addressed to create and maintain healthy, vital neighborhoods through the Public Participation process.

Resources:

Community Development Block Grant (CDBG)

HOME Program (HOME)

Emergency Shelter Grant (ESG)

American Dream Down payment Closing Cost Assistance (ADDI)

Contact Information:

Grants Management

210 Carver, Suite 202

Garland, TX 75046-9002

972-205-3331

Fax 972-205-3303

Health & Code Compliance

The Health Department provides services and programs to minimize the risk of illness and injury to the general population, enhances access to health care and protects the environmental integrity of the city.

Environmental Health Services

The Environmental Health Division of the Garland Health Department consists of the Animal Services and Environmental Health Divisions.

Animal Services

The primary role of the Animal Services Division is to protect the public health by preventing illness or injuries resulting from animal bites or the spread of zoonological diseases such as rabies.

Animal Service Officers (ASO's) respond to all animal complaints, including but not limited to, dog bites, stray animals, barking dogs, animal abuse or overcrowding, aggressive animals, wild animals and other animal related nuisances. ASO's are available for response to routine calls between the hours of 7:00 am and 10:00 pm and are available for emergency response at all times.

The Garland Animal Shelter provides sanctuary and an opportunity for lost animals to be reunited with their owners, or adopted to the general public. The Animal Shelter is open Monday through Friday, 10:00 am to 6:00 pm and on Saturday from 10:00 am to 2:00 pm. Shelter Attendants are available during those times to assist guests in locating lost or adoptable animals. The Animal Services Veterinarian examines all animals prior to adoption for physical and behavioral problems and performs sterilization procedures on animals slated for adoption. Shelter Attendants also assist citizens in registering their pets. Registration fees for unsterilized cats & dogs are \$10.00 annually and \$5.00 annually for sterilized cats & dogs. Please remember to register you animals. Registration is a lost pet's ticket home!

Environmental & Consumer Health

The Environmental & Consumer Health Division protects public health through disease control and prevention and by reducing the risk of injury.

Environmental Health Specialists (EHS's) inspect public swimming pools, food establishments, daycares, commercial and industrial facilities, and fuel dispensing sites to ensure compliance with all applicable safety and environmental standards. Health Specialists also respond to citizen complaints including but not limited to noise, odor, indoor air quality, mosquito breeding, food service or daycare complaints, illegally discharging pollutants, and hazardous material releases.

The public safety/emergency response aspect of the Environmental Health Division is the Regional Response Team. In conjunction with the Garland Police Bomb Squad and the Fire Department, the Health Department responds to potential radiological, biological, or chemical hazards in much of Northeast Texas. The capabilities and expertise developed through this program affords Garland's citizens with greater protection in the event of a radiological, biological or chemical event.

Health
1720 Commerce St.
Garland, Tx 75040
972-205-3460

Clinical Services Division

The Garland Health Department's Clinical Services Division provides immunizations for routine infant and children vaccines, as well as adult vaccines such as flu, pneumococcal, hepatitis A, hepatitis B, typhoid, tetanus/diphtheria and meningitis. Well child exams for infants through 18 years of age are provided at our clinic site. Appointments are required, except for an immunization walk-in clinic on Tuesday and Thursday afternoons from 1 p.m – 4 p.m. Please call the clinic for a listing of our current fee schedule. Public Health Nurses participate in health education programs in the community.

Clinical Services
206 Carver St.
Garland, TX 75040
972-205-3370

Code Compliance

The purpose of Code Compliance is to help residents maintain and improve the neighborhoods they call home. This is accomplished through education of the citizenry of the requirements set forth by the City of Garland's Code of Ordinances. Code Compliance consists of the following divisions:

Neighborhood Standards – this division is responsible for enforcing and abating nuisance violations within residential areas as well as certain violations found in business districts. Code inspectors are assigned certain areas within the city and are charged with educating the public of the requirements set forth by ordinance. Inspectors patrol their areas and

issue notices of violation to property owners as necessary. Upon follow-up, should the violation not be corrected, enforcement actions are taken to abate the nuisance. Some of the more common code violations include, but are not limited to:

encroachments, fence maintenance, garage sales, graffiti, green container placement, high grass, home occupations, improper storage, junk vehicles, open wells, overcrowding, oversized vehicles, parking on unapproved surfaces, poison ivy, abandoned refrigerators, illegally placed signs, trash and refuse and illegal vendors.

Housing Standards – this division is responsible for enforcing the minimum housing standards of the City for both multifamily and single family rental properties. The division performs inspections of the aforementioned rental properties. The inspector provides a copy of the inspection to the property owner and/or manager and sets compliance times based upon the severity of the violation. Follow-up inspections are conducted to verify that the violations observed on the initial inspection were corrected and consequently, the property is compliant with minimum housing standards. These programs ensure that all residents of Garland, whether the property owner or tenant, are afforded safe housing.

Code Compliance
210 Carver #101
Garland, TX 75040
972-485-6400

Human Resources

As municipal governments go about their business of providing services to the community, it becomes obvious that their most important resources are their human resources. The City of Garland takes pride in providing a municipal workforce full of highly dedicated, caring, and professional employees. It is the mission of the Human Resources (HR) department to attract, develop, and help retain a diverse workforce capable of providing quality services to the citizens of Garland. The success of the City of Garland rests in the hands of our employees both current and future. The employment function handles all aspects of recruiting and hiring of new employees. HR department employees process numerous employment transactions daily.

A complete listing of open positions is available on the 24-hour Job Line (972) 205-2475, on CGTV, the city's government access channel and by visiting the Human Resources Department. View our job openings and apply online at www.ci.garland.tx.us.

The City is an Equal Opportunity Employer and does not discriminate in employment practices based on race, color, sex, religion, national origin, disability, age or veteran status. For the hearing impaired; call our TDD at (972) 205-2475 or RELAY TEXAS at 1-800-735-2989.

Library

Citizens in Garland and surrounding communities may apply for a free library card with a current, valid photo ID, such as a Texas driver's license. With a library card, there is no charge to borrow materials or download materials from the Library's collection. The card gives access to web-based resources and services not otherwise available to Internet users, and allows citizens to use computers at the libraries. It also allows use of the Library's WIFI hotspots at every location and outside in parking lots.

Assistance

Librarians at the libraries will assist any citizen with a question or a need, and find information that can help. This reference service is free. In addition, Librarians are trained to assist citizens young and old in finding materials they will enjoy reading.

Materials

The five public libraries in Garland loan popular fiction and nonfiction books and media. Research materials at the Central Library include the Reference, Business, Law and Genealogy Collections. Foreign language collections in Spanish, Vietnamese, Korean and Chinese are available for loan. All the libraries have popular magazines and newspapers. Many materials can be downloaded from office or home for use in portable devices and computers.

Use a Computer, Access the Internet or Remote Access

Computers may be reserved at all library locations, for searching the Internet, word processing, other office applications, and for using educational software programs.

The computers also give access to commercial databases, services and resources that would otherwise not be available to citizens to find information for school research or a personal interest. Some of these online resources can be accessed from any Internet-connected computer at your home or office.

Interactive, Web-Based Services

The Library provides free web-based services to card holders. Garland children in grades four through the first year of college may receive live, online homework help from a certified, background-checked tutor. Another service offers practice test taking for many, many standardized tests. Users may also sign up for 11 different online book clubs.

Adult and Senior Adult Programs

Single programs and program series are offered periodically for adults and for senior adults 55 and over. Adult Summer Reading Program, Senior Social Hour @ the Library, computer classes, health seminars, adult storytellers, concerts, and other programs of interest are free. The Page Turners Book Discussion Group meets once a month at the Central Library to discuss interesting books in a relaxed and fun setting.

Children's Programs, for Babies through Teens

Books and reading can build your children's skills, help them make better grades, and teach them about the world around us. Give your children a great head start in life by coming to Library Story Time. Each of the Nicholson Memorial Library System locations

holds regular and seasonal story times for preschool children, toddlers and even babies. The Children's Librarians select interesting, high quality children's literature to share with the children, along with games and activities.

Summer Reading Program—Preschoolers, Elementary School Age, and Teens

Studies have shown that children who read during the summer months remember more of what they learned during the school year than those who do not read. For this reason, and for the pure enjoyment of it, the libraries offer outstanding summer programs for all ages.

Adult Education

The Nicholson Memorial Library System and the Dallas Independent School District offer free English-as-a-Second-Language (ESL) classes for adults at Walnut Creek Branch, Ridgewood Branch, and the North Garland Branch.

Meeting Rooms

Garland-based organizations may register for use of a Library program room when programs are not scheduled. Contact your library's manager for information.

Check Your Library Account, Reserve or Renew a Book Online

The Library offers web access to an automated catalog of holdings available in the libraries. The catalog is accessible from home or office via the Internet 24 hours a day, seven days a week. Go to the Library's website: www.nmls.lib.tx.us and choose *Library Catalog*. If material you want is checked out, you may request to be placed on a waiting list. Once the item is returned, it will be held for you and an automated message will be sent to your local phone number.

Telephone Access to Your Account

For 24 hour access to your library account, to check on reserves, renew materials and verify titles checked out on your card, you can call the Library's TeleCirc service, at 972-205-2514.

Other Library Services

- Interlibrary Loan process to borrow books from other libraries
- Income Tax Forms and instruction books during tax season
- Test Proctoring by arrangement with your university or college
- GISD Textbooks for parent review
- Exhibits and displays emphasizing subject areas and related books
- Job View Kiosk located in the lobby of the Central Library, and listing of jobs from the Dallas Morning News
- Self Service to allow users to check their own books, reserve a computer, or pay for printing
- City Council Documents for reviewing proposed Budgets or Capital Improvement Programs
- Photocopiers

For more information about the Nicholson Memorial Library System, please call 972-205-2500.

Library Locations:

Central Library
625 Austin Street,
Garland, TX 75040
972-205-2502

South Garland Brach Library
4845 Broadway Blvd. (at Oates Rd.)
Garland, TX 75043
972-205-3931

Ridgewood Branch
120 W. Kingsley Road (at S. First St.)
Garland, TX 75041
972-205-2580

North Garland Branch
3845 N. Garland Avenue (at Apollo Rd.)
Garland, TX 75040
972-205-2803

Walnut Creek Branch
3319 Edgewood Street
Garland, TX 75042
972-205-2588

Neighborhood Services

The Neighborhood Services Department administers several grant funded programs for the City of Garland. The department provides home ownership opportunities and repair services to residents who are income qualified and living in the City of Garland. The following is an overview of programs offered.

Home Infill Program

The Neighborhood Services HOME Infill Program is committed to providing quality n new construction of single family homes at an affordable price. The goal of the program is to assist homebuyers in achieving the American dream of homeownership by providing new affordable single family homes.

Minor Repair Grant Program

The Minor Emergency Home Repair Grant Program provides assistance to low income homeowners to repair their homes. The program addresses repairs of homes which may have major defects and could endanger the occupants.

Neighborhood Enhancement Program

Dedicated to supporting neighborhood stability and revitalization, to preserve and respect neighborhood integrity, and promote cultural appreciation. This program is intended to support neighborhood initiatives that enhance Garland neighborhoods. The program supports activities that will benefit the entire neighborhood and create partnerships among community organizations and neighborhood associations to improve the quality of life within the community.

Single Family Rehabilitation Program

The City of Garland's Single Family Loan Program was created to assist low and very low-income homeowner's with essential home repairs to revitalize their homes and also to meet the needs the City of Garland's Minimum Housing Code requirements.

People Helping People Program

The People Helping People Program is designed to assist low-income persons or elderly and disabled homeowners of Garland with minor home repairs. All services to the homeowner are provided at NO COST and no liens are attached to the property.

Contact Information:

Neighborhood Development
222 Carver Street
Garland, TX 75040
972-205-3310

Neighborhood Vitality

"Providing tools to manage neighborhood change"

The mission of the Office of Neighborhood Vitality is to enhance the ability of Garland residents to create and sustain neighborhoods that are safe, attractive, and economically stable. To assist in accomplishing this very important mission, we:

- Enhance the organization and effectiveness of existing neighborhood associations through management capacity building.
- Enhance citizen awareness and interest in the role that neighborhood associations can play in ensuring neighborhood health and vitality.
- Engage the citizenry through workshops, seminars, and meetings (Neighborhood Summit, Garland Neighborhood Management Academy, City Manager's Quarterly Meeting).
- Ensure that there is effective communication between associations and the City of Garland.
- Provide technical assistance in applying for and gathering knowledge of public, private, and non-profit resources.

Neighborhood Vitality provides the following resources:

- **Capacity Building**
 - Voluntary Groups
 - Copies – 3 meetings per year for 2 years for general meetings (meeting notices, agendas, handouts)
 - Refreshments – for first general meeting along with a list of potential donors for future refreshment needs
 - CD of Neighborhood Management Guides
 - Map of Neighborhood
 - Neighborhood Branding

- Resource information sheet
- Bi-Weekly Email
- Presentations
- Event Support
 - Block Party
 - National Night Out
 - Neighborhood Clean Up
 - Community Garage Sale
- Homeowners Associations (HOAs)
 - CD of Neighborhood Management Guides
 - Map of Neighborhood
 - Resource information
 - Bi-Weekly Email
 - Presentations
- **Assist in Establishing Neighborhood Associations**
 - Core Group Meetings
 - First General Meeting
 - Facilitate Election of Officers
 - Presentations
- **Education**
 - **Garland Neighborhood Management Academy (GNMA):** GNMA exists to provide community stakeholders with the tools to actively engage in the municipal government process and to manage neighborhood growth and change. GNMA increases awareness of city services and programs, provides leadership training, strengthens communications, and increases knowledge of the basic tools that enhance the vitality of our community.
 - **Neighborhood Organizing Guide:** This guide provides information on a variety of important issues related to organizing a neighborhood.
 - **Neighborhood Resource Guide:** This guide is a comprehensive source for information on city services, programs, grants, as well as information on private and non-profit community organizations and service providers.
 - **Good Neighbor Workbook:** The workbook will provide helpful tips on being a good neighbor and share information about the responsibilities of neighbors. **(Available in Summer 2008)**
 - **Neighborhood Marketing Guide:** The guide will contain information on highlighting and promoting neighborhood events and success stories. **(Available in Spring 2008)**
- **Events**
 - **Neighborhood Summit:** The purpose of the Summit is to bridge “neighbors” — residents, businesses, city government, educators, service organizations, and faith-based groups — to a central focus in developing neighborhood strategies.

- **Grants**
 - **Neighborhood Vitality Matching Grant Program:** The Grant is designed to provide assistance for specific neighborhood projects that provide a public benefit and enhance the vitality of the community.

- **Special Projects**
 - **City Manager's Quarterly Meeting:** The City Manager hosts quarterly meetings with presidents and vice-presidents of homeowner and neighborhood associations to share information and discuss neighborhood concerns. The event also serves as a networking opportunity for neighborhood-based groups.
 - **Strategy for Vital Neighborhoods:** The Strategy is an interdepartmental effort initiated by City Council and City Manager aimed at engaging Garland neighbors in creating and maintaining healthy, vibrant neighborhoods.

We want to help residents capitalize on strengths and assets that exist in their neighborhoods; and provide a thorough understanding of the city resources available for neighborhood maintenance as well as revitalization. We work with neighborhoods and residents to discover and build on their strengths and to expand their capabilities to improve and manage neighborhood image and outcomes.

Contact Information:

Office of Neighborhood Vitality
PO Box 469002
Garland, TX 75046-9002
972-205-3864

800 Main St., 2nd Floor
Garland, TX 75040

Organizational Development

Organizational Development's (OD) mission is to provide policy makers and City management with project management, information, research, and analysis services that are critical for delivering strategic initiatives and making prudent policy, operating, and planning decisions. OD serves as the City's internal consulting unit by providing departments with numerous professional services to address management and operating challenges on both a short-term and ongoing basis. Through these services, OD strives to ensure quality delivery of inter-departmental projects, improve the quality of management decisions, enhance the effectiveness and efficiency of City services, and reduce the organization's reliance on outside consultants.

Neighborhood Benchmarking Program

The Neighborhood Benchmarking Program is designed to monitor neighborhood conditions, needs, and the overall health of neighborhoods throughout the City of Garland. It serves as a management tool that will aid City and neighborhood leaders in future decision-making and provides residents with an opportunity to express their specific concerns and issues that are facing their immediate neighborhood.

By developing profiles and performance indicators for each neighborhood, the Neighborhood Benchmarking Program aims to accomplish the following goals:

1. Create a benchmark for measuring conditions and changes over time,
2. Provide a means for measuring the impact / effectiveness of neighborhood programs,
3. Tailor service delivery to meet specific neighborhood needs,
4. Serve as an early warning system of decline, and
5. Serve as the initial input for aiding a neighborhood in developing a strategic neighborhood action plan.

Data is collected through three avenues: (1) resident opinion surveys, (2) neighborhood appearance assessments, and (3) a Neighborhood Information System.

Resident Opinion Survey

Each fall, the Resident Opinion Survey asks neighborhood residents to rate the condition of infrastructure, crime, nuisance, appeal, and other key factors about their neighborhood. The survey is mailed to a sample of residents from a neighborhood in one quarter of the city in any given year. Each neighborhood is surveyed once every four years.

The City uses statistical sampling to conduct mail surveys. If a neighborhood association chooses to, it may volunteer the financial resources to:

- (a) expand the resident survey mail-out to include every household in its association area and / or
- (b) attach a page of its own survey questions to the City's survey.

Results of the survey are distributed to the neighborhood association President, City Council, and City departments. To find out more about partnering with the City on the Resident Opinion Survey or to schedule a presentation for your neighborhood, call 972-205-2511.

Neighborhood Appearance Assessment

Each spring, the City conducts a neighborhood appearance assessment of one quarter of the neighborhoods in Garland. Using a pictorial survey scale, the appearance of house and yard maintenance are graded for randomly selected properties in each neighborhood. The results of these assessments are available by calling 972-205-2511.

Neighborhood Information System

Data in the Neighborhood Information System consists of crime statistics, code enforcement violations, street ratings, property values and other indicators of neighborhood conditions.

Parks & Recreation Department

The Garland Parks and Recreation Department provides a broad range of recreational programs, classes and fun opportunities through a park system that includes more than 2,300 acres of park land and award-winning park facilities.

Available to the public are five recreation centers, two senior citizen centers, four swimming pools, a 13 court tennis center with pro shop, playgrounds, 74 athletic fields, 4 group picnic pavilions, a marina, and 25 miles of trails.

Whether it's splashing in the waves at Surf and Swim Wave Pool, ballroom dancing at the Garland Senior Activity Center, nature walks at the Spring Creek Forest Preserve, participating in Special Olympic games, a family picnic in Audubon Park, sail boarding on Lake Ray Hubbard at Windsurf Bay Park, adult softball leagues at Carter Softball Complex, or mountain bike rides in the Rowlett Creek Greenbelt, try us for your family's leisure needs. For more information concerning the Parks and Recreation Department, please call 972-205-2750. Program information and other news are available in the Silver Scoop newsletter and the PLAY seasonal activity guide or visit www.garlandparks.com

Recreation Centers

Garland's five recreation centers boast a wide array of opportunities for Garland citizens. All recreation centers have gymnasiums and classrooms for programmed and drop-in activities. The Gale Fields Recreation Center and Bradfield Recreation Center have a fitness room for public use., Gale Fields and Granger Recreation Center have a large meeting room with kitchen. Rooms are available to rent at all recreation centers for meetings and other activities. Call the recreation centers for cost and availability or visit www.garlandparks.com.

Audubon
342 Oates Drive
Garland, TX 75043
972-205-3991

Bradfield
1146 Castle Drive
Garland, TX 75040
972-205-2770

Gale Fields
1701 Dairy Road
Garland, TX 75040
972-205-3090

Granger
1310 West Avenue F
Garland, TX 75040
972-205-2771

Holford
2314 Homestead Place
Garland, TX 75044
972-205-2772

Senior Services

The Garland Senior Activity Center (GSAC) and the Carver Senior Center provides programs and activities for patrons age 55 and older. These facilities are home to a wide variety of programs, activities, events, and trips. Lunches are provided daily and transportation is provided door-to-door to and from the center. Program information and other news are available in the Silver Scoop newsletter and the PLAY seasonal activity guide.

Garland Senior Activity Center
600 West Avenue A
Garland, TX 75040
972-205-2769

Carver Center Senior Program
222 Carver Street
Garland, TX 75040
972-205-3305

Aquatics

Surf and Swim, Texas' first municipally operated wave pool, allows patrons to be "at the beach" without the cost and inconvenience of driving to the coast. Surf and Swim opens Memorial Day weekend and closes Labor Day weekend. Holford Pool, located in north Garland, Bradfield Pool, located in east Garland, and Wynne Pool, located in south Garland are outdoor facilities open Memorial Day through start of school. Conventional pools offer neighboring citizens a convenient and cool break during the hot summer months. Swimming lessons, swim team and water fitness, in addition to open swim, are just a few of the activities available during the summer. Pools are also available for summer rentals. For more information, please call 972-205-2757.

Bradfield Pool
1150 Castle Drive
Garland, TX 75040
972-205-2774

Holford Pool
2322 Homestead Place
Garland, TX 75044
972-205-2776

Wynne Pool
3858 South Glenbrook
Garland, TX 75041
972-205-2777

Surf and Swim Wave Pool
440 Oates Road
Garland, TX 75043
972-205-3993

Athletics

The Parks and Recreation Department co-sponsors a number of athletic associations in Garland, which provide competitive leagues for youth and adults. These athletic associations offer football, soccer, youth baseball, youth and adult softball, youth and adult volleyball, youth basketball, cricket, youth track and field, and cheerleading. Garland Parks and Recreation also offers youth and adult basketball leagues and adult flag football leagues in addition to other athletic tournaments and clinics.

Therapeutic Recreation

Therapeutic Recreation provides opportunities for persons of all ages with disabilities and special needs to develop skills and enjoy the benefits of participating in recreation and leisure experiences.

Reservations

Consider Garland Parks and Recreation Department facilities for your next meeting, event or practice. Rooms, gymnasiums, pavilions, swimming pools and athletic fields are rented based on availability. Advance reservation is required. All programs and activities are offered in the PLAY seasonal activities guide that is distributed in May, August, and December. For more information, please contact the specific facility you wish to rent, 972-205-2750 or visit www.garlandparks.com.

Recreation Programs

The Recreation Division offers a large number of recreation programs that will benefit you and your family. You will find programs for every age and ability including fitness, dance, crafts, community education, outdoor education, gymnastics, therapeutic recreation, martial

arts, day camps, and sports offered at Garland's five recreation centers or satellite sites. All programs and activities are offered in the PLAY seasonal activities guide that is distributed in May, August, and December.

Adopt-A-Spot and Adopt-A-Watershed Programs

The City of Garland Adopt-A-Spot program utilizes volunteer groups to adopt and clean high litter areas in the City of Garland. The program is designed to bring a public awareness of the ever increasing litter problem in the City of Garland. In addition, a visible street sign will be placed at the adopted location to recognize the cleaning efforts of the volunteer group and to demonstrate to the "litterbugs" that Garland does not appreciate littering and "We take it Personally!"

Volunteer groups adopt a high litter area in a park, along a roadside (no medians), or at an intersection. Trash bags are provided and orange safety vests, litter sticks, and bags with shoulder straps are available on a checkout basis. Trash is collected by the City of Garland Parks and Recreation Department.

Granville Arts Center

THE ATRIUM AT THE GRANVILLE ARTS CENTER is a 6,500 square foot ballroom that will accommodate up to 500 people seated for a dinner. The ballroom is encased in glass on two sides and opens onto a beautiful outdoor courtyard. The luxurious glass-lined lobby covers over 3,100 square feet. The Atrium provides an elegant setting for banquets, receptions, weddings, trade shows, exhibits and conventions.

The Atrium at the Granville Arts Center – 300 N. Fifth Street, Garland, Texas 75040
Atrium Banquet Hall Rental: 972-205-3981.

THE PLAZA THEATRE is located at 521 W. State Street on the Square in downtown Garland. It was refurbished in the Art Deco Style in 2001 and provides the perfect setting for stage productions, concerts, meetings, receptions and all other special events. The Plaza Theatre has seating for 350.

Plaza Theatre – 521 W. State Street, Garland, Texas 75040
Plaza Theatre Rental: 972-205-2782

THE PACE HOUSE, located at 234 Museum Plaza is a tastefully restored Victorian home built in 1895. The Pace House is a one story frame house consisting of two large rooms divided by a foyer and two Victorian-style restrooms and a kitchen. The Pace House is available for rental for a myriad of occasions and will accommodate up to 100 people.

Pace House – 234 Museum Plaza, Garland, Texas 75040
Pace House Rental: 972-205-2788

The Granville Arts Center, the Atrium at the Arts Center, the Plaza Theatre and the Pace House are rental facilities which all civic, community and commercial organizations have the opportunity to utilize. Over 150,000 people attend these Garland cultural facilities

during the year. The Arts Center staff is dedicated to assisting these groups in presenting outstanding meetings, seminars, receptions and/or productions. Over the past 22 years, the Arts Center has hosted hundreds of dance recitals, church plays, meetings, concerts, business seminars, and conventions for non-profit as well as commercial entities. All theatres have computerized lighting systems and state of the art technology. In addition, the Arts Center has been utilized for hundreds of GISD plays and concerts, in addition to countless City staff meetings and seminars. These are all booked around the major Affiliate organizations that include: Garland Civic Theatre, Garland Summer Musicals, and the Garland Symphony Orchestra Association.

THE GARLAND CULTURAL ARTS COMMISSION was created in 1986 by the Garland City Council to serve as a liaison between the City and community based arts and historic groups. The Commission's primary goal is increased visibility of the arts in Garland. The GCAC publishes the Arts in Action newsletter and administers a Sub-Grant program for local groups which is made possible through 1% of the Hotel/Motel tax revenues.

THE GARLAND CIVIC THEATRE

The theatres at the Granville Arts Center include the Main Auditorium, which seats 720, the Small Theatre, which seats 200, and a spacious lobby ideal for receptions and exhibits. The main Auditorium – with plush seats, green carpet and warm wood wall – provides the perfect setting for musicals, symphony performances, ballets and concerts. The Small Theatre, with a dramatic décor of red carpet and seats, is an intimate setting for smaller productions.

GARLAND ARTS ORGANIZATIONS

GARLAND CIVIC THEATRE was founded in 1968 and is the oldest community theatre group in Dallas County. Their season begins in August and ends in May. GCT also reaches the youth audience through their Children on Stage Program, which has its own season each year. In addition, GCT offers year round classes for youth. For further information call 972-485-8884.

GARLAND SUMMER MUSICALS was founded in 1983 by the Performing Arts Center Guild in order to create a professional musical theatre program for Garland. Over the years, the GSM has worked closely with Eastfield Community College and Richland College in offering scholarships to theatre students who are cast in the productions. The GSM has received critical acclaim for the quality of their productions. Auditions are in April and shows are presented in June and July. Call 972-205-2780 for information.

GARLAND SYMPHONY ORCHESTRA provides quality entertainment within the Garland community. Founded in 1978, the GSO is a professional orchestra which offers six subscription concerts. The GSO Season is from October through May. Guest artists are featured throughout the season and season ticket prices are available. For further information call 972-926-0611.

GARLAND LANDMARK SOCIETY was formed in 1973 by the City Council. The former Santa Fe Railroad Depot was built in 1901 and was preserved by the Society. The Depot currently houses the Museum, which holds artifacts from the period 1850 to present. Adjacent to the Museum is a Pullman Railroad car, which is also being restored. The Pace House and Lyles House are typical prairie homes of the 1800s. They complete the area known as Heritage Park. For further information call 972-205-2780.

JIM HENDERSON GARLAND CHORALE was founded by Jim R. Henderson in 1996. The membership is open by audition and based at Axe Memorial United Methodist Church in Garland. The concert season consists of two fall concerts and two spring concerts. For more information call 972-495-6455.

Planning

The Planning Department helps ensure the community develops in a safe, efficient and attractive manner and strives to achieve quality developments that enhance the quality of life for our citizens. This mission is accomplished through two primary departmental functions:

Comprehensive Planning coordinates many of the long-range planning activities in the City and responds to requests for demographic and mapping information. This function is largely responsible for the creation and implementation of the Garland Comprehensive Plan - the instrument by which the City Council establishes goals, recommendations, policies and implementation programs for guiding development, maintenance and enhancement decisions. Comprehensive plans are used as tools for encouraging and coordinating development projects and public improvement projects in a responsible and logical manner. Examples of some of the ongoing long-range planning projects include downtown revitalization, attraction of transit-oriented development (TOD) and corridor improvement studies.

Current Planning and Development Review administers the review of proposed development projects to ensure compliance with the City's zoning and development regulations. Planning staff reviews site plans, coordinates pre-submittal meetings, administers the zoning change application and public hearing process, and coordinates the platting process. This arm of the department prepares and presents site data and recommendations to the Plan Commission regarding zoning considerations, plats, and variance requests.

Neighborhood Planning is primarily engaged in the Strategy for Vital Neighborhoods, an interdepartmental effort aimed at engaging Garland neighbors in creating and maintaining healthy, vibrant neighborhoods. This section supports the Strategy as primary coordinators and creates Neighborhood Action Plans outlining strategies addressing neighborhood issues. Neighborhood Planning serves as a resource to Garland neighborhoods by providing project management expertise to neighborhood organizations.

Police Department



The Mission of the Garland Police Department is
To protect life and property, and
To provide a feeling of safety and security in the community through
Fair and impartial enforcement of the law,
Community Partnerships, and
Creative problem solving.

Boxing Program

The Garland Police Boxing Program is geared to at-risk youth as an alternative to gang membership by giving them an opportunity to have a safe, controlled environment with officers as mentors. The program has produced several national champions and is helping young people get on track for college. For more information about the program, call 972-205-2039.

Neighborhood Crime Watch

The Neighborhood Crime Watch Program is a program to reduce the number of residential burglaries and criminal activity through citizen involvement. This can be accomplished if citizens are observant of activities in their neighborhood and will report suspicious activity to the Garland Police Department. Neighborhood Crime Watch Programs in specific areas are initiated when a resident or a group of residents contact the Police Department and express an interest in the program. A meeting is then scheduled in order for the Neighborhood Police Officer to explain to area residents how the program works. If a sufficient number of residents from the area participate, the area will be eligible to have Neighborhood Crime Watch signs installed. For more information, call 972-205-2980.

Citizens on Patrol

The Citizens On Patrol (C.O.P.) program is an extension of the Neighborhood Crime Watch program, and provides an opportunity for citizens to take an active role in crime prevention in their neighborhood. C.O.P. members must complete a training class provided by the police department, and are instructed in effective ways to patrol their neighborhood in car, on foot, or on bicycle. The objective of the program is to provide more eyes and ears on the streets of Garland observing and reporting crime and/or suspicious activity. For more information, call 972-205-2740.

Apartment Managers Group

These groups were formed to identify, discuss, and address issues and events affecting apartment communities. At these meetings, managers receive area crime statistics, discuss any trends in their area, and receive new information from guest speakers. For more information, call 972-205-2740 or 972-686-1537.

Citizens Police Academy

This group was formed to educate and provide a view inside law enforcement for citizens. The groups meet weekly for 12 weeks. For more information, call 972-205-1698.

Graffiti Hotline

Garland residents can now call one number to report graffiti and have it removed. They can call Code Enforcement's main number, 972-485-6400, and leave a description and location with them.

Neighborhood Police Unit

In October 1997, the Garland Police Department expanded Community Policing efforts to cover the entire city. The existing Neighborhood Service Team (N.S.T.) program was expanded from east and west Garland and merged into a Neighborhood Policing Unit. This unit is an extension of the administration and is comprised of 16 Neighborhood Police Officers (NPO's) who each have an assigned area. These officers work with citizens, patrol officers, and other city employees to identify and assist in solving ongoing problems within these areas.

Each officer has three primary duties:

1. Work with Crime Watch groups, Apartment Managers, Neighborhood Associations, and other community groups within the area. The NPO will be the primary contact for these groups, providing information about ongoing crime trends, soliciting help from the community in solving problems in their neighborhoods, and encouraging and assisting neighborhoods in banding together to work with the police toward a common goal.
2. Identify specific crime trends within the area, formulate a strategy for addressing the offenses, coordinate and participate in the solution.
3. Identify and respond to specific problems within the neighborhood, including repeat call locations, ongoing neighborhood disturbances, and deteriorating conditions that contribute to the overall decline of the neighborhood.

For an updated list of Neighborhood Police Officers and office locations, check out www.ci.garland.tx.us, or call (972) 485-4881.

Garland Volunteers In Police Service (VIPS)

Local citizens offer their services to assist the police department in many areas including clerical work, victim's assistance, speed watch, squad car maintenance, and special events. Volunteers must pass a background check and be committed to offering four hours per week of volunteer time. If you would like to volunteer call the volunteer coordinator at 972- 205-2012.

Unidos/United

UNIDOS is a Hispanic community outreach program designed to provide assistance to Spanish speaking residents in the Garland area. UNIDOS meetings are held every two months and conducted entirely in Spanish. The program is hosted by the Garland Police Department with additional support from other City of Garland departments. The intent of the program is to act as a resource center for Spanish speaking residents and present information and provide assistance in areas of importance to the Hispanic community. For information call 972-205-2020.

Stormwater Management

Stormwater Management's mission is to maintain natural and man-made drainage ways in free-flowing condition, to reduce the risk of localized storm water flooding, to reduce stormwater pollution as required by Federal law, to manage floodplain development, and to manage the municipal drainage utility system.

Stormwater Management is responsible for the administration of the National Pollutant Discharge Elimination System permit within the City of Garland in compliance with state and federal law.

Maintaining water quality and proper drainage is very important and beneficial to all residents and businesses in Garland for several reasons. Property values can erode with increases in water pollution or flooding. Water utility fees may increase because polluted water is difficult and expensive to treat. Water pollution is a deterrent for business growth. Polluted water is unsafe for many activities we all enjoy, including fishing, swimming, boating and other water sports. But perhaps the most important reason of all is that our drinking water is taken from surface water resources. The City of Garland Stormwater Management department is actively working to reduce pollution sources, not only for today, but also for the generations to come.

During the late 1980s, the Environmental Protection Agency (EPA) revised Federal Water Quality Laws to reduce stormwater pollution. Under the new laws, the City of Garland, and all other cities with populations of more than 100,000 residents, were required to develop a stormwater management plan and to obtain a storm water permit. In 1991, the City Council approved a Stormwater Utility fee to pay for the management plan as well as fund drainage maintenance and local flooding projects. Since 1991, the City has worked to implement required elements of the stormwater management plan and to comply with conditions of the EPA- and Texas Commission on Environmental Quality-issued storm water discharge permit.

Programs/Services

Stormwater Hotline

The Stormwater Hotline is an avenue for citizens to ask questions, receive information and report stormwater violations. The number is 972-205-2180.

SmartScape Hotline

The SmartScape Hotline is the number to call for the award-winning Texas SmartScape CD-ROM, an informative landscaping guide that teaches users to plant flora and fauna that use fewer pesticides, fertilizers and less water. The number to call is 972-205-2466. This information can also be accessed at www.txsmartscape.com.

Presentations

Stormwater Management staff frequently make presentations on water quality issues to school and civic groups. Call 972-205-2191 for more information.

Water Monitoring and Sampling

Regular water monitoring is performed to identify sources of water pollution and correct them.

Construction Site Run-Off Control

Stormwater Management performs this function to reduce the amount of sediment that enters our drainage system and the waterways.

Storm Drain Marking

Staff mark 100 storm drains each fiscal year to remind residents and visitors that storm drains lead directly to our surface water reserves. The department also encourages groups to participate in the volunteer inlet marking program; call 972-205-2191 for more information.

Street Services

The Street Department's mission is to provide high quality service to the citizens of Garland by maintaining, repairing and/or replacing streets, alleys and other related infrastructure. The Department will provide a safe road system through proper maintenance, rehabilitation and replacement of failed segments of pavement and all other related infrastructure while upholding the highest regard for customer satisfaction.

The Garland Street Department is a municipal street maintenance and construction department. The department's activities include routine, preventive and emergency street maintenance, concrete street and alley repair, concrete street and alley reconstruction, asphalt street rehabilitation, drainage maintenance, street sweeping and severe weather response. For more information about the Street Department and the services provided, please call (972) 205-3555 or visit the City of Garland website at www.ci.garland.tx.us. Street Department information is found under "Street Services" under the "Development Services" submenu in the "Departments" drop down menu.

Maintenance Services

The maintenance services division performs temporary and permanent repair of asphalt and concrete streets, which addresses specific customer and user requests for service while improving the condition and extending the life of the pavement. The primary services provided by this division include, but are not limited to: pothole patching, major patching, milling, grinding, shoulder maintenance, grading and crack-filling.

Construction

The construction division consists of several different functions. The alley/street repair activity provides for the repair of concrete alleys and streets through permanent repairs with concrete. Repairing sections of concrete alleys and streets ranked in good to excellent condition will prevent these sections of pavement from deteriorating into poor to failed condition. The alley/street replacement activity replaces entire segments of failed pavement with concrete pavement. The asphalt street rehabilitation activity consists of

resectioning, recycling and resurfacing segments of asphalt streets that meet specific condition criteria.

Drainage Maintenance

The drainage maintenance division helps protect residents, visitors and commercial properties from flooding and erosion problems associated with blocked or inadequate storm drains and restricted drainage channels. This division also improves residential and commercial neighborhood quality through routine street sweeping and removal of trash from drainage ways.

Tax

The City of Garland Tax Department bills and collects ad valorem taxes due to the City of Garland. Current year tax statements are mailed by October 1 each year. Taxpayers have until January 31 of the following year to pay the base amount. On February 1, taxes become delinquent and begin accruing penalty and interest. The penalty and interest amount and governing laws are set by the State.

The Tax Department also maintains ownership records and will assist citizens who need this information. We also assist homeowners in applying for specific exemptions with the Dallas Central Appraisal District. Please contact our office regarding any tax related questions.

Contact Information:

800 Main Street, 1st Floor
Garland, TX 75040
972-205-2410

Transportation

The Transportation Department's goal is to provide a safe and effective method of moving traffic, both vehicles and pedestrians through all areas of Garland. The department is responsible for each of the subjects listed below. For general information or questions, please call (972) 205-2430 during regular business hours. For information about Traffic Operations call (972) 205-3250 Monday – Friday, 7 am to 3 pm. To report operational problems after hours, call dispatch at (972) 205-3210. Information may also be obtained on the website, ci.garland.tx.us or garlandtravelerinfo.com

Traffic Operations

The Operations Division installs and maintains traffic signals, school zone flashers, street signs and pavement markings throughout the City of Garland. In addition, Operations performs speed and volume counts on the City streets. All questions regarding these should be directed to the telephone numbers at the top of the page.

Neighborhood Traffic Control

Transportation deploys the speed trailer to any requested location in Garland. This serves to remind drivers of the speed limit and the speed of their vehicle. The Neighborhood Traffic Control Policy addresses the installation of street humps, alley bumps, and all-way stop signs on residential streets. Please contact the general information line or the website for details.

Block Party Information

If a neighborhood wishes to close a public residential street, a block party permit must be obtained from Transportation. This is free of charge, but the following criteria must be met:

- Request should include the applicant's name, address, telephone number, date, time (must be between 9am and 10pm only) and street name to be closed; an alternate person for emergency contact, and a drawing of the proposed closure.
- Petition must be submitted at least 7 days prior to the party with the signature of all residents directly affected by the block party.
- Request must be approved by the Police, Fire, and Transportation Department.
- Transportation will provide and remove the barricades from the applicant's address. All closures must permit emergency vehicle without undue delay and no fire hydrant may be obstructed.
- No alcoholic beverages will be permitted within the street right-of-way and all trash must be removed from the street within 8 hours after the party.

Transportation personnel are available to attend and provide pertinent information at block parties.

Sight Obstructions

It is Transportation's duty to enhance the safety of our streets and rights-of-way. Motorists must have adequate visibility to safely enter the street from alleys and intersections. In order to provide adequate visibility, the City does not allow any fence, wall, screen, billboard, sign, structure of foliage of hedges, trees, bushes or shrubs to be erected, planted or maintained in such a position that obstructs or interferes with the minimum sight line standards: Vision shall be clear between the elevations of three (3) feet and nine (9) feet above the average street grade with a triangle measuring forty-five (45) feet from the corner along the two street curb lines and twenty-five (25) feet from the corner along the street curb line and alley exits.

School Safety/Crossing Guard Program

The City of Garland Transportation Department establishes and maintains school speed zones with crosswalks and school flashers. Crossing guards are provided to assist students crossing streets at hazardous locations. Questions regarding school speed zone times and school crossing guard placement should be directed to Transportation.

Neighborhood Crimewatch

Requests for signs must be processed by the Police Department. Signs are installed by Transportation.

Driveway Permit Approval

Transportation approves the driveway permits which must be initiated by Building Inspection.

Water Utilities Department

The Garland Water Utilities Department is a municipal water distribution and wastewater collection utility. Wholesale treated surface water is purchased from the North Texas Municipal Water District (NTMWD). The district draws raw water from Lavon Lake. Additional water is also available from both the Cooper Reservoir and Lake Texoma. Garland is one of the ten original NTMWD 1951 “Member Cities” and was the first Member City to receive water from the district on November 15, 1956. For more information concerning our services, please call 972-205-3206 or visit our website at www.ci.garland.tx.us under the heading Department and Public Works/Utility Services submenu.

Programs/Services

24-hour Call Center

The call center provides 24- hour dispatch operation for customers to contact us and communicate water service/wastewater collection interruptions and to request general city information. The call center also accepts and dispatches after hour service calls for departments including but not limited to Street, Transportation, Animal Control and Code Compliance departments. Contact our operators by calling (972) 205-3210.

Water Distribution

Exists to ensure that all potable water infrastructures are maintained in an acceptable operational condition to maximize service delivery to the customer.

Plant Operations

Exists to ensure that all plant operations, pumping and storage facilities are fully operational and in compliance with operational procedures to maximize service delivery to the customer.

Wastewater Collection

Exists to ensure that all wastewater collection infrastructures are maintained in an acceptable operational condition to maximize delivery to the customer.

Wastewater Treatment Plants

Wastewater Treatment Department exists to provide safe, right-priced, high quality wastewater treatment and quality control services and products for all city retail, industrial and regional wholesale customers; provide well maintained infrastructure and facilities to extend service life and ensure service reliability; and perform all services in a socially, ethically and environmentally responsible manner to protect the health, well being and quality of life of our customers and public-at-large living, working, and playing along downstream Texas waterways.

NEIGHBORHOOD RESOURCE GUIDE

Treatment Facilities

Duck Creek (972) 205-4036

Rowlett Creek (972) 205-2710

Civic Organizations

Civic Organizations

American Red Cross (Dallas)	214-678-4800
Auxiliary To Baylor Medical Center	972-478-5436
Garland A.A.R.P.	972-271-3414
Garland Assoc. of Retired School Personnel	972-278-5036
Garland Assoc. For Hispanic Affairs (GAFHA)	214-837-2878
Garland B.E.S.T	972-487-3254
Garland Bar Association	972-530-7561
Garland Civic Theater	972-485-8884
Garland Opry	972-494-3835
Garland Symphony Orchestra Association	972-926-0611
Garland Elk Lodge #1984	972-278-5300
Garland Masonic Lodge #441	972-276-7614
Garland Hispanic Business Association	972-917-4505
Garland Host Lions Club	972-485-8835
Garland Jaycees	972-276-9366
Garland Junior League	972-272-9160
Garland Host Lions Club	972-485-8835
Garland Jaycees	972-276-9366
Garland Junior League	972-272-9160
Garland Rotary Club	972-494-2265
Garland Morning Toastmasters	972-475-1882
Garland Panhellenic Association	972-495-3754
Garland YMCA	972-272-3484
Garland YWCA	972-271-4681
Hella Temple A.L.A., NMS.	972-240-6624
Kiwanis Club of Garland	972-271-4454
Knights of Columbus, #6402	972-494-2263
Lakes Cities Association of Realtors	972-276-1139
N.A.A.C.P., Garland Branch	972-381-5044
Noon Exchange Club	972-205-2272
Paralyzed Veterans of America, Lone Star Chapter	972-276-5252
Salvation Army	972-272-4531
Optimist Club	972-272-4116

* Phone numbers are subject to change. The City of Garland does not endorse any specific organization.

Education Resources

Garland Area Parent Association for Gifted and Talented

The Garland Area Parent Association for Gifted and Talented (GAPAGT) is an independent, volunteer organization of parents, educators, and community partners supporting gifted and talented students in the Garland Independent School District (GISD), which includes Garland, Rowlett and Sachse. The association offers parenting resources, advocacy information, and partnership opportunities to promote appropriate educational services for the unique social, emotional and intellectual needs of gifted and talented students.

GAPAGT is open to anyone interested in supporting gifted and talented education in GISD, especially parents of gifted/talented students, as well as teachers, administrators and community business partners.

For current calendar of events, visit www.gapagt.org.

Contact Information

P.O. Box 474
Rowlett 75030
972-412-6446
gapagt@gapagt.org

Garland Independent School District Resources

Child Find

Child Find is a federally mandated program whose purpose is to locate, evaluate, and identify any child suspected of having a developmental delay or disability. The program is designed to assist parents of these children in beginning the special education referral process with our school district.

Children ages 3 to 21 years old, that reside in GISD boundaries or attends a private school located within the boundaries of GISD are eligible.

Child Find Liaison
501 South Jupiter Road
Garland, TX 75042
972-487-3300

Garland Independent School District Grandparent Support Group

This group is designed for grandparents and other relatives who are the primary caretakers of their grandchildren and other kinship children. The support group provides a forum where the grandparents can share common experiences, support each other through the challenges that "parenting" presents and learn about available school and community resources.

This support group meets only during the school year and is open to grandparents and other relatives who have taken over the care of children whose parents are unable to so. Meeting dates are announced monthly.

Community Resource Specialist
501 S. Jupiter Rd
Garland, TX 75042
(972)487-3198

Love & Logic Parenting Program

Parent information, strategies and techniques are presented in English and Spanish for assisting parents in guiding their children's behavior and influencing positive academic outcomes. The 7-week parent program, which meets weekly for an 1 ½ hr session is offered at no cost to Garland ISD parents. Parents who enroll in the sessions have the option to buy the workbook and access free childcare for their children. Parents are requested to call the phone numbers listed below for additional childcare information. The interactive sessions specific to elementary or secondary students provide a comfortable format for parents to learn, share and connect with other families.

The program is open to any family whose child is enrolled or eligible for enrollment in an elementary or secondary Garland ISD school.

The Love & Logic sessions are provided, at least, once in the fall and once in the spring of each academic year.

Contact Information

Parenting Programs (English)

Garland ISD, Special Education Dept.
Harris Hill Administration
501 S. Jupiter
Garland, TX 75042
Tel: 972-487-3326

Parenting Programs (Spanish)
Home/School/Community Liaison
Bilingual Counselor

Garland ISD, BE/ESL Dept.
Shugart Professional Development Center
870 W. Buckingham Rd.
Garland, Texas 75046
972-494-8994

GISD LIGHT Program

LIGHT is a student assistance program providing crisis intervention, short term individual counseling, referral services and consultation to the students, parents and staff of Garland ISD. The LIGHT Program also has a grandparent support group for grandparents that are raising their grandchildren; and provides positive peer groups at all middle and high schools and drug prevention/awareness activities.

GISD students, parents and staff may utilize this service during the school year.

Contact Information

Lead Student Services Specialist
600 Colonel Drive
Garland, TX 75043
(972) 926-2700 ext 60524
or
501 S. Jupiter Road
Garland, TX 75042
972-487-3194

Migrant Education Program (MEP)

MEP is intended to help migratory children overcome educational disruptions, social isolation, various health-related problems, cultural as well as language barriers, and other factors resulting from their migratory lifestyle that inhibit their ability to successfully perform in school. Migrant education furnishes these students with academic support to help ensure high school graduation as well as ease the transition to postsecondary education or employment.

The program is available to families engaged in temporary or seasonal work in activities related to agriculture, fishing, livestock, poultry, dairy, and nursery industries.

Identification and recruitment of migratory students are ongoing and conducted throughout the year.

Contact Information

Migrant Liaison Recruiter
Harris Hill Administration Building
501 S. Jupiter Rd.
Garland, TX 75042-7108
972-487-3186

New Horizons School Age Parenting Program

This program is designed to improve school attendance, increase graduation rates and enhance parenting skills for students who are pregnant or who are parents and at risk of dropping out of school. The program utilizes objectives that include at a minimum:

- Individual counseling, peer counseling and self-help programs
- Career counseling and job-readiness training
- Child care assistance
- Transportation assistance
- Instruction related to knowledge and skills in child development, parenting, and home and family living
- Assistance in obtaining available services from government agencies or community service organizations, including prenatal and postnatal health and nutrition programs

Eligible students must be enrolled in the Garland ISD. The program accepts students into the program at any time during the school year.

Contact Information

Career & Technical Education Department
New Horizons Program Coordinator
P.O. Box 469026
Garland, TX 75046-9026
972-487-3165

Parent Collection

Parenting books and videos are available for checkout by district parents. Adults must complete an address form and return the items in two weeks.

Contact Information

Library Coordinator
Instructional Resource Center
870 W. Buckingham Rd.
Garland, TX 75040
972-494-8230

Parents as Teachers

Parents as Teachers is a free and voluntary parent education program for families in Garland ISD who are expecting a baby or have a child under 5 years of age. A family must meet income requirements to participate. If a family receives food stamps, free or reduce lunch, or TANF, they may qualify. Teen parents are automatically eligible.

Contact Information

Lead Parent Educator
702 Stadium Drive
Garland, TX 75040
972-494-4781

Parents in Partnership (P.I.P.) Early Childhood Intervention Program

P.I.P. provides services to children under the age of three who are developmentally delayed or at risk for a delay based on medical conditions or atypical development. Services include Developmental Intervention, Speech Therapy, Occupational Therapy, Physical Therapy, Clinical Social Work, and Audiology.

Eligible children must be under the age of 3, a resident of Garland ISD, and have a developmental need. This Early Childhood Intervention program is year round.

Program Director
The Warren School
2625 Anita Drive
Garland, Texas 75041
972-926-2671

Special Education

Special Education and related services provided to students in Garland ISD who are eligible as disabled under the Individuals with Disabilities Education Act (IDEA).

Special education and related services are available for children three years of age through age 21, except for auditorially impaired and visually impaired children are served from birth.

Eligibility categories for special education include auditory impairment, autism, deaf-blind, emotional disturbance, mental retardation, multiple impairment, orthopedic impairment, other health impaired, specific learning disability, speech or language impairment.

Contact Information

Child Find
501 S. Jupiter Rd.
Garland, TX 75042
972-487-3300

Texas BEST Education Foundation

“It takes a village to raise a child.” This African proverb sums up the many reasons why the BEST Education Foundation exists. As citizens in this community, we are the “village” committed to shepherding our youth to adulthood.

We believe that the investment made in the youth of our community will be repaid tenfold when they reach adulthood.

As a 501 (c)(3) not-for-profit community organization, the BEST Education Foundation generates and distributes resources to support and enrich education for all students in the Garland ISD.

This foundation was established to support the students and staff of the Garland Independent School District, which encompasses the north Texas communities of Garland, Rowlett, and Sachse. The foundation is overseen by a 25-member Board of Directors, comprised of a cross-section of the community served by the Garland ISD. The foundation operates independently, but in cooperation, with the district.

The BEST Education Foundation supports educational excellence by providing funds for enrichment purposes in program areas not otherwise funded by Garland ISD. Funding does *not* replace or alter use of funds from traditional tax-based purposes.

Goals

- To encourage academic excellence in the Garland Independent School District by providing funds not available through local, state, or federal sources.
- To provide a perpetual source of funds with gifts received from individuals, businesses, corporations, organizations, and other foundations.
- To serve as a catalyst for involving the three communities within the school district in education.

Contact Information

BEST Education Foundation
P.O. Box 460517
Garland, TX 75046-0517
972.487.3254
BEST@garlandisd.net

Richland College Community Outreach Division

The Community Outreach Team was formed in the spring of 2005 in order to attract more students from underserved groups and is committed to the incorporation of Richland College's *Mission Statement* of teaching, learning, and community building as the foundation of its outreach activities.

Richland College has an open-door policy to its neighbors. Neighbors attend classes, attend concerts in Fannin Hall, take affordable physical education classes in the state-of-the-art gymnasium, enjoy all the athletic activities, and participate in any and all other events Richland College has at very little or no cost.

In addition to the two-year, Liberal Arts Associate Degree programs which are transferable to 4-year universities and colleges, Richland College provides 17 Technical Career Programs, and has Associate Degree Programs in African American/Black Studies (AABS), Asian/Middle Eastern American Studies (ASIA), and Mexican-American/Latino Studies (MALS). The Continuing Education and Workforce Development division offers 9 Healthcare Certificates, at least 19 Information Technology Certifications, a Language Institute which offers 12 languages, including Conversation Partners with the Emeritus Program, Business Communication Skills and hundreds of other courses and certificates. The Corporate Services division designs courses for businesses and organizations to be taught at Richland or at the participant's site.

The Outreach Team also participates in community, church, and organizational activities to provide educational support as needed to introduce the entire population to higher education as a planned option; and as such, they are considered the college's resource staff. Group and individual tours are provided as well as meeting space for groups interested in exploring educational options.

Richland College interacts with students of all ages. The Community Outreach division is the resource arm of the college. If you need information and do not know where to find it, the team will research it for you.

Contact Information

Richland College
12800 Abrams Road
Dallas, Texas 75243-2199
Dean
972-238-6361
Outreach Team
972-761-6854
972-761-6874
972-238-6159

Social Services

Social Service Network

Abuse and Neglect/Protective Services

Child Abuse

Buckner Child and Family Services 214-328-3141
 5202 Buckner Blvd., Dallas 75227 214-321-4569 Fax

Child Abuse Reporting and Child Protective Services 800-252-5400 (24 Hours)
 2355 Stemmons Freeway, Dallas 75207 512-832-2090 Fax

Family Outreach Centers of Garland 972-840-8555
 3256 Southern Drive, #600, Garland 75043 972-840-8838 Fax

Garland Police Department – Youth Crimes Unit 972-205-1620

Domestic Violence

Garland Police Department – D.I.S.C. 972-205-2016

New Beginning Center 972-276-0423
 218 N. 10 St. Garland 75040 972-276-0057 (24 Hours)
 972-276-1344 Fax

Elderly

Adult Protective Services 800-252-5400 24 hrs.
 2355 Stemmons Freeway, Dallas 75207 214-353-0212 TDD
 Garland Police Department – Crisis Counselors 972-205-2086

Sexual – Victim Services/Prevention

Counseling Institute of Texas 972-494-0160 (24Hours)
 W. Avenue B, Ste. 306, Garland 75040 972-494-0431 Fax

Substance

Behavioral Medicine Garland Community Hospital 972-487-2495 24 hrs.
 2696 West Walnut, Garland 75042 972-487-2495 Fax

Children/Youth

Bilingual/English-as-a-second Language 972-494-8585
 870 W. Buckingham Rd., Garland 75040 972-494-8941 Fax

Dallas Challenge 972-566-4680 (24 hrs.)
 7777 Forest Lane, Ste. 410, Bldg. B
 410 Dallas, TX 75230
Info@dallaschallenge.org

Camp Fire Boys & Girls 214-824-1122
 KidTalk 214-823-5555

4209 McKinney Ave, Ste, 100, Dallas, 75205
 Garland Family YMCA 972-272-3484

1709 N. Garland Ave, Garland 75040 972-494-4411 Fax

Garland Police Department Gang Unit (Youth Boxing) 972-494-4264

Counseling

Counseling Institute of Texas 972-494-0160 24 hrs.
705 W. Avenue B, Suite 306, Garland, 75040 972-494-0431 Fax

Family Outreach 972-840-8555
3256 Southern Drive, #600, Garland 75043 972-840-8838 Fax

Galaxy Counseling Center 972-272-4429
1025 S. Jupiter Road, Garland, 75042 972-494-2812 Fax

GISD Guidance & Counseling 972-494-8538
870 W. Buckingham Rd., Garland, 75040 972-494-8951

New Beginning Center 972-276-0423
218 N. 10th St., Garland, 75040 972-276-0057 24 hrs.
972-276-1344 Fax

Crisis Intervention

CONTACT Counseling & Crisis Agency 972-233-2233 Adults 24 hrs.
PO Box 8000742, Dallas, 75380-0742 972-233-TEEN 24 hrs.

Metro Family Pregnancy Center 972-494-1879
3375 Edgewood Drive, Garland, 75042

M.H.M.R. – R.A.D.D. Crisis Response Unit 214-330-7722 24 hrs.
214-330-6061 Fax
Suicide and Crisis Center 214-828-1000 24 hrs.

Daycare

Achievement Center of Texas 972-272-8343
1310 W. Ave. F, - Granger Rec. Center, 972-272-4634 Fax
Garland, 75040

Anderson Center – Head Start 972-276-6508
625 East Avenue B, Garland, 75040 972-276-6321 Fax

Boys & Girls Club of Garland 972-272-2678
435 5th St., Garland, 75040

Head Start at Garland 972-485-1140
3709 W. Walnut, Garland, 75042 972-276-9876 Fax

Y.W.C.A. 972-271-4681
3821 Broadway, Garland, 75043 972-278-4274 Fax

Elderly Services

Senior Citizen Center 972-205-2890
600 W. Avenue A, Garland, 75040 972-205-2417 Fax

Meals on Wheels 214-689-2994
1440 West Mockingbird Lane # 500, Dallas, 75247 214-689-2900 Fax

Services to the Aged and Disabled 972-337-6143
801 W. Freeway, Grand Prairie, 75051

Emergency Assistance

Axe Memorial United Methodist Church 972-278-2175
1700 West Kingsley Road, Garland, 75047 972-278-9334 Fax

Friendship House of First Baptist Church 972-272-1010
620 W. Avenue B, Garland, 75040 972-272-4997 Fax

Good Samaritan of Garland 972-276-2263
214 N. 12th Street, Garland, 75040 972-276-3126 Fax

Good Shephard Catholic Church 972-276-8587
201 South 13th St., Garland, 75040 972-494-3653 Fax

Salvation Army 972-272-4531
451 W. Avenue D, Garland, 75040 972-487-1366 Fax

TX Dept. of Human Services 972-272-0889
3306 W. Walnut, Garland, 75041 972-272-0366 Fax

Urban League 214-413-1720
210 Carver Drive, Ste. 102b, Garland, 75040 972-276-5594

Victory Baptist Church 972-414-1494
5840 N. Garland Ave, Garland, 75044 972-414-0406 Fax

Help/Hotline Numbers

Abuse

Child Protective Services (report child abuse) 800-252-5400
Adult Protective Services (report elder abuse) 800-252-5400
Child Care Licensing (report complaints against day cares) 800-252-5400

Crisis

Child Find – For missing children 800-426-5678
Child Support Enforcement Payment Information 800-252-8014
Contact Counseling & Crisis Line 214-233-2233
Crime Victims Assistance 800-TRY NOVA
Drug Abuse Hotline, Garland 972-487-2495
Hispanic Helpline 214-730-HELP

NEIGHBORHOOD RESOURCE GUIDE

MHMR – Mobile Crisis Response Team	214-330-7722
Promise House	214-941-8578
Rape Crisis Center	214-653-8740
Suicide Crisis Line	214-828-1000
Victims Outreach	214-358-5173

Domestic Violence

New Beginning Center	972-276-0057
Women's Advocacy Project	888-325-SAFE

Legal

Legal Hotline	800-777-FAIR
Texas Family Violence Legal Hotline	800-374-HOPE
Legal Services of North Texas	214-748-1234

Parenting

Center for Successful Fathering	800-537-0853
DARE Warmline	972-699-7742
Parents Anonymous/TX Parent Hotline	800-554-2323
Teens	
GANG Hotline, Garland Police Department	972-494-GANG
HOPELINE (Christian Crisis Line for Youth)	800-394-HOPE
Our Friend's Place (girls in crisis)	214-520-6263
Teen Challenge of North Texas	214-823-1342
Texas Runaway Hotline	888-580-4357
Youth/Teen Hotline	800-210-2278

Housing/Neighborhood Services

Apartment Managers Group	972-276-5713
1226 S. Shiloh Road, Apt. #1, Garland, 75042	972-276-4930 Fax
Neighborhood Services Department	972-205-3310
210 Carver, Garland, 75040	
Community Liaison	972-494-8936
PO Box 469026, Garland, 75046	972-494-8569 Fax
Family Self Sufficiency	972-205-3384
210 Carver St. Ste 201 #B, Garland, 75040	972-205-3388 Fax
Garland Housing Agency	972-205-3352
210 Carver, Ste 201 #B, Garland, 75040	972-205-3388 Fax
Garland Housing Finance Corporation	972-205-2343
P.O. Box 461243, Garland, 75046	
Garland203@yahoo.com	
Garland Neighborhood Police Officers	972-205-2122

NEIGHBORHOOD RESOURCE GUIDE

Habitat for Humanity of Greater Garland 972-272-8530
1110 Main Street, Garland, 75044

Mesquite Housing Dept. 972-216-6424
PO Box 850137, Mesquite, 75185-0137 972-216-6429 Fax

People Helping People 972-205-3317
222 Carver St, Garland, 75040

Legal Services

A.C.E.S. 214-553-5935
PO Box 550302, Dallas, 75355

Attorney General of Texas Child Support Enforcement 972-339-3100
12025 Shiloh, Suite#260 Dallas, 75228 800-252-8014

Automated

Dallas County District Attorney Protective Orders 214-653-3751
Frank Crowley Courts Bldg, 10th Floor 214-653-3759
133 North Industrial, LB 19, Dallas, 75207

Fathers for Equal Rights 214-741-4800 24 hrs.
1500 Elm St. Ste, 870, Dallas, 75250 214-953-0633 Fax

Legal Services of North Texas 214-748-1234
1515 Main Street, Dallas, 75201 214-748-0640 TDD
214-748-1159 Fax

Medical/Dental Services
Baylor Medical Center at Garland 972-487-5000 24 hrs.
2300 Marie Curie, Garland, 75042

Behavioral Medicine at Garland Community Hospital 972-487-2495 24 hrs.
2696 West Walnut, Garland, 75042 972-487-2477 Fax

Community Oriented Primary Care (CPOC) 214-266-0700
802 Hopkins, Garland, 75040 214-266-0656 Fax

Garland Community Hospital 972-276-7116 24 hrs.
2696 West Walnut St., Garland, 75042

Garland Dental Health Clinic 214-630-7080
802 Hopkins, Garland, 75040 214-630-7085 Fax:

Health Dept. & Immunization Clinic 972-205-3443
1720 Commerce, Garland, 75040 972-205-3443 Fax

Outreach Health Services of North Texas 972-840-3400 24 hrs.
1919 S. Shiloh Rd, Ste, #420, LB 46, Garland, 75042 972-840-0997 Fax

NEIGHBORHOOD RESOURCE GUIDE

Planned Parenthood
1015 W. Centerville, Ste 118, Garland, 75041
972-686-9222
972-686-0614 Fax

R.O.C. Metro Family Pregnancy Center
3375 Edgewood Dr., Garland, 75042
972-272-1002
972-272-0369 Fax

Visiting Nurse Association of Texas
1440 W. Mockingbird Lane, Dallas, 75247
214-689-0000

Parenting

Family Outreach Centers
1229 Main, Garland, 75040
972-205-2900
972-205-2903 Fax

Garland ISD – New Horizons
South Garland High School
600 Colonel, Garland, 75043
972-926-2700

Grandparents Support Group
2015 Country Club Dr., Garland, 75041
972-926-2681
972-278-8813 Fax

Parents as Teachers
2015 Country Club Dr., Garland, 75041
972-278-8524
972-278-6552 Fax

Parents in Partnership
2015 Country Club Dr., Garland, 75041
972-926-2671
972-926-2679 Fax

Family Enrichment Program
2015 Country Club Dr., Garland, 75041
972-926-2681
972-278-8813 Fax

Shelter/Residential Facilities

Collin County Women's Shelter
279 West 15th Street, Plano, 75075
972-422-7233 24 hrs.
972-423-4154 Fax

Family Gateway
711 South St. Paul, Dallas, 75201
Corporate Office
214-741-6515
214-823-4500
214-761-5658 Fax

New Beginning Center
218 N. 10 St. Garland, 75040
972-276-0423
972-276-0057 24 hrs.

Support/Self-Help Groups

Diabetic Support Group
972-276-7116

Divorce Care
972-276-7194

K.L.H. Foundation (kindness, love, hope)
972-495-5855

Survivors of Sexual Abuse
214-818-2600

Survivors of Suicide
214-828-1000

Work/Job Services

Adult Literacy Center 972-278-5209
2105 Country Club Rd, Garland, 75041

Other Important Contacts

Baylor Garland 972-487-5000

Dallas County

Automobile License Tags 214-653-7811

Birth/Death/Marriage Certificates 214-643-4773

National Runaway Hotline 800-621-4000 24 hrs.
800-621-0394 24 hrs.

TX Dept. of Health & Human Services 972-681-9778

Texas Department of Public Safety 214-861-2000

Texas Runaway Hotline 888-580-4357

512-463-3098 Fax

972-276-8361

972-272-6469 Fax

Texas Workforce Commission
217 N. Tenth St., Garland, 75040

Voter Registration 214 637-7937

*** Phone numbers are subject to change. The City of Garland does not endorse any specific organization.**

Appendix

Quick Reference

Emergencies – 911
 City of Garland Main Switchboard 972-205-2000
 After Hours/Weekends Utility Services/Animal Services 972-205-3210

City Departments & Divisions	Phone #	Areas of Responsibility
Administration/City Manager	972-205-2465	
Animal Services	972-205-3570	Shelter, animal control, pet adoption
Building Inspection & Permits	972-205-2300	Fence permits, construction permits (add-ons, garage conversions, remodeling, etc.), storage shed permits, certificates of occupancy
City Attorney	972-205-2384	Open records requests
City Secretary	972-205-2404	Boards and Commissions applications, City Council minutes, elections
Code Compliance	972-485-6400	Junk vehicles, graffiti removal, high grass complaints, unsecured pools, garage sale permits, overcrowding, parking on unimproved surfaces
Customer Service TDD	972-205-2671 972-205-3070	Utility bill payments
Emergency Management	972-205-2605	CERT Training
Engineering Sidewalk Repair	972-205-2170 972-205-3913	Alley paving, 50/50 Sidewalk Program, flooding on property, right of way questions, flood plain questions
Environmental Waste	972-205-3500	Trash can/recycling bin replacement, trash/bulky waste pickup, recycling questions
Fire Administration	972-205-2250	Fire prevention awareness and education, non-emergency fire questions
Fire Marshall	972-205-2257	
Garland Power & Light Emergency Power Outage Street Light Repair Other Electric Inquiries Tree Trimming (Electric lines) Utility Reconnect/After Hours	972-205-3000 972-205-3483 972-205-2650 972-205-3000 972-205-2607	
Granville Arts Center Box Office Theater/Banquet Hall Rental	972-205-2780 972-205-2790 972-205-2780	Cultural arts information
Health Public Health Nurse	972-205-3460 972-205-3370	Hazardous waste disposal, restaurant scores, health violations, daycare inspections, loud noise from residence, mosquito control, immunizations

NEIGHBORHOOD RESOURCE GUIDE

Housing Agency	972-205-3347	Section 8 Vouchers, Family Self-Sufficiency Program
Human Resources/Job Line	972-205-2475	
Mayor	972-205-2400	
Municipal Court	972-205-2330	Citations, Safelight questions
Neighborhood Development	972-205-3310	Homebuyer assistance, emergency home repair grants (elderly and disabled), home rehabilitation, infill development
Neighborhood Vitality	972-205-3864 972-205-2108	Neighborhood organizing, neighborhood association registration, Garland Neighborhood Management Academy, block party planning
Nicholson Memorial Library System	972-205-2501	
Central Library	972-205-2803	
North Garland Branch	972-205-2578	
Ridgewood Branch	972-205-3931	
South Garland Branch	972-205-2587	
Walnut Creek Branch		
Parks and Recreation	972-205-2750	The Body Shops at Garland, recreation center reservations, sports, crafts, and other recreation activities
Athletics	972-205-2926	
Aquatic Office	972-205-2757	
Parks Service Center	972-205-3588	
Recreation Centers		
Audubon	972-205-3991	
Bradfield	972-205-2770	
Gale Fields	972-205-3090	
Granger	972-205-2771	
Holford	972-205-2772	
Senior Centers		
Downtown Center	972-205-2769	
Carver Center	972-205-3305	
Swimming Pools		
Bradfield	972-205-2774	
Holford	972-205-2776	
Wynne	972-205-2777	
Surf and Swim	972-205-3993	
Tennis Center	972-205-2778	
Planning	972-205-2445	Zoning information, Development Review, Neighborhood and Comprehensive Planning
Police		
Crimestoppers	972-272-TIPS	Report crime tips
Non-Emergency	972-485-4840	Loud music from vehicles or residences
Neighborhood Police Officers	972-485-4881	Crime Watch information

Public Information and Media Affairs	972-205-2879	Code Red registration, City Press, Townhall Meetings
Stormwater Management	972-205-2191	Inlet Marking Program, awareness and education
Stormwater Hotline	972-205-2180	Stormwater runoff, storm drain pollution
Street Department	972-205-3555	Curb repair, alley repair, potholes, street repair, drainage repairs
Transportation Department	972-205-2430	Blocking streets, street signs
Speed Humps	972-205-2438	
Traffic Signal Malfunction	972-205-3250	
Water Department	972-205-3200	Water use restrictions, water conservation awareness and education

Volunteer Opportunities

Adopt-A-Spot	972-205-3588
Boards and Commissions	972-205-2404
Citizens Emergency Response Team	972-781-7131
Citizens' Fire Academy	972-781-7109
Citizens' Police Academy	972-205-2012
Code Cares	972-485-6420
Keep Garland Beautiful	972-205-3896
Garland Goes Green	
Fall Trash Bash	
Police VIPs	972-205-2012

Helpful Websites

- Visit the City of Garland web site for more information regarding city services and policies.
www.ci.garland.tx.us
- www.GarlandVitalNeighborhoods.org
- National Night Out, 1st Tuesday in August
www.nationalnightout.org
- National Good Neighbor Day, 4th Sunday in September
www.natgoodneighborday.org/
- Neighborhood Link - Activate a neighborhood website
www.neighborhoodlink.com
- Neighborhoods USA - Information and resources for building stronger communities
www.NUSA.org
- Texas Secretary of State
www.sos.state.tx.us