



## 'Access Cedar Hill' offers info & service 24/7

We're always looking for ways to improve our communication with residents and provide premier service. Access Cedar Hill (ACH) makes it easier for residents to get information about the most common



Stay up to the minute; follow Cedar Hill

twitter.com/cedarhilltx



### New online service makes it easier to request service from the City at [www.cedarhilltx.com](http://www.cedarhilltx.com)

subjects and issues. And residents can now request City services online 24/7.

At your convenience, go to the City website at [cedarhilltx.com](http://cedarhilltx.com) and click on the ACH button at top left.

You'll find a list of categories related to life in Cedar Hill.

**Click on a category** and you'll find a list of topics. If your question doesn't seem to fit any of the topics, try the search box.

We have surveyed City staff to identify the most common questions that we get by phone. We have collected answers and present them in an easy-to-use format.

**Click on a topic** Some answers will be right there on the page. Additional answers will be links to more information on the City website or other locations. In many cases, you'll find a link to make a service request.

Service requests

in ACH are routed directly to the person or supervisor responsible for providing that service. Residents and businesses will know that their request has been received and is actually monitored until the service request is handled and closed.

On the ACH page are icons to download apps for iPhones and Android phones. These apps make it possible to request City services from anywhere in the community. The apps allow residents to take a photo and use the GPS information from

*Continues on page 2*

### Input Meetings

Please plan to attend two meetings on April 30 at the Recreation Center.

At 10 a.m. is the Cedar Hill Parks Master Plan meeting and at 3 p.m. the Red Oak Creek Trail meeting. The City desires resident input for these two projects with long-term impact.

## Police honor their best



At the recent Police Department Awards Banquet, Chief Steve Rhodes was proud to present the Chief's Unit Award for

2010 to members of the Police And Community Together (PACT) unit.

The PACT team includes Sgt. Jerry Busby and officers Jimmy Boatman, Lawrence Byrd, Tammie Cooper and Roy Rodriguez. *See the back page for more on the PACT unit.*

Additional awards presented included:

### Meritorious Service Lt. Steve Lafferty

Lafferty is a 12-year veteran who anchors the Criminal Investigation Division (CID). His positive relationships with the Dallas County District Attorney's office, courts and other law enforcement agencies benefit the department and the community.

He is a working commander who also manages a caseload. A former recipient of the Supervisor of the Year honor,

his division has been recognized with the Chief's Unit Award.

His professionalism, leadership and dedication have helped make our police department one of the best in Texas.

### Chief's Unit Award Honor Guard

The department's honor guard presents the colors at many events during the year. Members include Lt. Aaron Leutwyler, Lt. Pam Brown, Officer Juan Herrera, Officer

Chad Cooley, Officer Tammie Cooper, Officer Gilbert Soto and Officer Brett Tidmore.

They were honored for their professionalism and dedication as they



*Continues on page 2*

# Help 9-1-1 in an emergency

Help emergency dispatchers and first responders by using 9-1-1 properly. Make sure everyone in your home understands the following information.

Call 911 in an emergency or to report suspicious activity that may indicate crime or danger. Do not call for weather, directions or general information.

When calling 9-1-1, speak clearly and be prepared to provide the:

- location
- telephone number you are calling from
- description of the emergency.

The call taker will send emergency re-

sources based on your description of the emergency.

Give your exact location – a street address and nearest intersection (cross street), including city. This information helps the 9-1-1 call taker send emergency responders to the right location.

If you are unsure of the location, look for landmarks, large buildings, street signs or mile markers to determine your location.

Do not hang up until the call taker ends the call.

If you are cut off, always call back and explain that you were cut off.

Stay on the line, you may need to be transferred to another agency that can provide further assistance for your emergency.

## Cell phones & 9-1-1

Pull over if driving, if it is safe to do so (this reduces the chance of a dropped call).

Provide your exact location to the call taker. Cell phone location technology is not always available or accurate.

## SWRCC

Emergency calls in Cedar Hill, DeSoto and Duncanville are served by the Southwest Regional Communications



Do not program 9-1-1 into your speed dial. Accidental calls from cell phones account for nearly one quarter of all 9-1-1 calls, taking time from true emergency calls. Calling 9-1-1 from a cell phone is always free.

Center (SWRCC). This resource, shared by all three police and fire departments, was started in 2009. SWRCC has improved service and technology for residents.

SWRCC also provides a unique service to residents by directly monitoring residential and commercial alarms.

SWRCC alarm monitoring can save time in an emergency. Call for more information, 972.230.5248.

# ACH from page 1

the phone to locate the address. It is very quick and easy to use. Examples include code violations, graffiti, street maintenance issues and more.

Internally, ACH helps City employees answer citizen's questions by phone call, email or in person. We are in the process of training every employee who takes calls from residents or greets visitors in the new service. In most cases, an employee will be able to answer questions without transferring a call.

ACH does not replace 911. Urgent police, fire and medical emergencies should still be reported to 911.

As we continue to tweak ACH we'll be adding relevant topics and improving the information available. We ask for your input as we start this process. Please email your suggestions to corky.brown@cedarhilltx.com.

## Police awards From front page

served at two formal police funerals, represented the City at the annual 911 ceremony in Lancaster, provided the Honor Guard for Country Day and the National Day of Prayer.

### Officer of the Year Jim Valenti

Valenti's supervisors say his self-initiated activity and beat policing accountability is exceptional. He embraces the department's community policing philosophy. His superior communication skills benefit the department and the community.

### Supervisor of the Year Terry Jeanotte

Jeanotte was recognized because he leads by example. He is the department's representative to the Emergen-

cy Operations Center and is the part-time staff coordinator.

He is the liaison with the school district and Uptown Village. He coordinates most special events and directs the summer burglary detail and holiday crime initiatives. He displays professionalism and employs great time-management skills.

### Rookie of the Year Kristine Hill

Officer Kristine Hill may be short on experience, but she is long on attitude and hard work. She is already a valuable asset to the department, a good communicator and eager to learn.

### Civilian of the Year David Goodspeed

Goodspeed is a multi-talented contributor

to the department. He employs great communication skills with officers and citizens.

He is always willing to step up when needed to assist officers in a multitude of ways and does it all with a positive attitude and a friendly disposition.

## County offers 'Extra Help' with Medicare

If you have Medicare and a limited income you may qualify for extra help with Medicare premiums, deductibles and prescription co-pays. The Dallas County Aging & Disability Resource Center offers information about qualifications and will provide assistance with forms.

Under the "Extra Help" Program you

may qualify if your monthly single income is below \$1,374 with resources of \$12,640 or if your couple income is less than \$1,842 with resources of less than \$25,260.

Call Dallas County's Aging & Disability Center at 1.888.743.1202 for more information and help with an application.



### Who answers your alarm?

For only \$25 a month you can have your home or business alarm monitored by our local 911 Center. Call 972.230.5248 for intro specials.

## City Council



**Above:** Presenting a check for over \$20,000 to Muscular Dystrophy Assn. representatives Tatiana Higdon and Katie Shields at a recent City Council meeting are Chief John Ballard, Jerry Pena and Charles Dixon. Pena expressed his appreciation to the people of Cedar Hill who helped the Cedar Hill Firefighters Assn. "Fill the Boot."

**Below:** City Secretary Lyn Hill, right, administers the oath to new and promoted firefighters at the March 22 City Council meeting. Included are Tedvin Wright, Lauren Helton, Bryan Wallen, Jason Davis, Ricky Pendley and John Ballard. Glen Clark was deployed out of town.



**Above:** Jesse Schumway and Charles Bright of the Cedar Hill Parks Board receive the 2011 Arbor Day Proclamation from Mayor Rob Franke. Arbor Day is a national celebration of trees, their virtues, planting, care and preservation.

**Below:** Council member Chris Parvin presents the March 2011 Star Student award to Jaivean La'Shawn Hurd, a freshman at the Ninth Grade Center. She is planning for a medical career.



# Community Calendar

## April 2011

### 15-17 Visual Artists of Cedar Hill Regional Art Exhibit

Friday from 2-9 p.m. Saturday from 9 a.m. to 6 p.m. and Sunday from 1-5 p.m. at the Cedar Hill Recreation Center  
For more information, email [marcasue@thevach.org](mailto:marcasue@thevach.org)

### 23 Hazardous Household Waste Disposal

9-11 a.m. at the High School parking lot, US67 and Cooper  
Just drive through, your car will be unloaded for you.  
To see allowable items, visit [www.cedarhilltx.com/hhw](http://www.cedarhilltx.com/hhw)

### 26 City Council Meeting

6 p.m. Briefing Session, public meeting  
7 p.m. City Council meeting  
Government Center, Cedar Hill Room

### 30 Parks Master Plan Public Input Meeting

10 a.m. to Noon. Government Center, First Floor, Court Chamber  
The public is invited to give input on the City's parks planning for the next decade and beyond.

### 30 Red Oak Creek Trail Public Input Meeting

1-3 p.m. Government Center, First Floor, Court Chamber  
The public is invited to give input on this project funded by the City and Dallas County.

## May 2011

### 7 Mother Son Dance

11 a.m. to 1 p.m. Recreation Center  
Register online at [cedarhilltx.com](http://cedarhilltx.com) or at the Cedar Hill Recreation Center. For more information call 972.293.5288  
Cost: \$30 per couple or \$15 per person.

### 10 City Council Meeting

6 p.m. Briefing Session, public meeting  
7 p.m. City Council meeting  
Government Center, Cedar Hill Room

### 14 Senior Center Garage Sale

9 a.m. to 2 p.m. at Senior Center in Community Park,  
Booth space available for groups, call 972.291.5353

### 24 City Council Meeting

6 p.m. Briefing Session, public meeting  
7 p.m. City Council meeting  
Government Center, Cedar Hill Room

## June 2011

### 4 Kid Fish

8 a.m. to 1 p.m. Valley Ridge Park Pond, 2850 Park Ridge Drive  
Children 16 and under can bring tackle or use provided equipment.  
Register early for free T-shirt. Prizes awarded at free hot dog lunch.

### 3, 10, 17, 24 Music in the Park Series

Live music every Friday evening in June in the Valley Ridge Park Amphitheatre. Check [www.cedarhilltx.com/index.aspx?NID=793](http://www.cedarhilltx.com/index.aspx?NID=793) for more information.

To submit your community organization's activity to be considered for this Community Calendar, please email complete info to [corky.brown@cedarhilltx.com](mailto:corky.brown@cedarhilltx.com).

# Contacts

- After Hours  
972.780.6643
- Alarm Monitoring  
972.230.5248
- Animal Control  
972.223.6111
- City Administration  
972.291.5100x1010
- City Secretary  
972.291.5100x1011
- Code Enforcement  
972.291.5100x1090
- Economic Develop. Corp.  
972.291.5132
- Fire Department  
Non-emergency  
972.291.1011
- Human Resources  
972.291.5100x1050
- Library  
972.291.7323
- Municipal Court  
972.291.5100x1041
- Neighborhood Services  
972.291.5100x1084
- Parks & Recreation  
972.291.5100x1500
- Parks Rain-outs  
214.855.9758
- Parks Special Events  
214.890.6977
- Police Department  
Non-emergency  
972.291.5100x2400
- Public Relations  
972.291.5100x1032
- Public Works  
972.291.5126
- Recreation Center  
972.293.5288
- Senior Center  
972.291.5353
- Tri-City Animal Shelter  
972.291.5335
- Utility Billing  
972.291.5100x1200

# PACT unit earns honors

Chief Steve Rhodes recently presented his Unit Award to members of the Cedar Hill PACT unit. These five professionals have helped residents form about 45 Neighborhood Crime watch Groups.

They supported 37 neighborhood groups' involvement in National Night Out.

They established a very successful Graffiti Abatement program that involved high school students and businesses.

These officers attended 88 neighborhood watch group meetings and they conducted 47 home

security inspections. They presented the annual Citizen Police Academy class.

They have responded to over 100 Action Requests that were submitted online by residents.

PACT officers established and executed the "Take it - Lock it - Hide it" campaign, encouraging shoppers to hide items when parked in shopping areas.

Beyond all these accomplishments, they patrolled their neighborhoods on a daily basis, made contact with residents and assisted on patrol calls as needed.



The City of Cedar Hill sends warnings by phone for severe weather, hazardous road conditions and other situations that impact the safety of our citizens.

To make sure you get the message, even if you're not at home, the City asks that you visit the website below and add your cell phone and email address. If you have an unlisted home phone you will not receive City warnings by phone unless you register your number at the site below. Your information will not be available to telemarketers.

Messages are sent as recordings, emails and SMS text messages. Messages will always clearly indicate that they are from the City of Cedar Hill.

The City uses the regular white pages listing for home numbers, but we need residents to visit the website below and add cell phone numbers, unlisted numbers and email addresses.

<https://portal.blackboardconnectcty.com/1228101>



# Talkin' trash and such

Residential trash pickup is provided twice weekly as shown in the map above. Trash must be in trash bags placed at the alley, if available, or at the curb by 7 a.m. on collection day. Trash should not be set out before 6 p.m. the evening before.

Trash will not be picked up on New Year's Day, Thanksgiving or Christmas. Please set out your trash on the next scheduled trash day.

Twice weekly pickups of trash and bulky items, weekly recycling pickups, monthly brush service and free access to both the Waste Management landfill and Fort Worth's Environmental Collection Center are provided for \$11.56 a month. (\$8.51 for seniors 65 and over). This amount is included on your water/sewer bill.

## Bulky Items

On your trash days you are allowed to set out 1 additional bulky item or 4 bundles of brush.

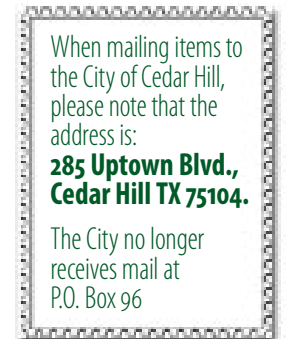
Bulky items are defined as: appliances, furniture, carpet, mattresses, fence sections (cut to 4 ft. with no

concrete)

This service does not include construction material, tires, automobile batteries or other parts.

Brush must be in bundles no longer than 4 feet and contain branches no larger than 6 inches in diameter.

Refrigerators, ice makers, freezers and window air conditioners must be tagged by a licensed technician as free of Freon.



Published by the City of Cedar Hill  
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