



NEW RESIDENT WELCOME PACKET

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Printable City Maps
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City of University Park
Committed to Excellence

Dear University Park Resident:

On behalf of the City of University Park, I welcome you to the community. I sincerely believe that you have selected an exceptional place to live, work, learn, and raise a family. The City prides itself on providing high quality services to its residents.

As you settle into your new home, I encourage you to take a few minutes to review our New Resident Information Guide. Located on the City's website, it details City history, services and policies. This free resource is easily accessed by going to www.uptexas.org/newresident.

Answers to questions about the City are also just a phone call away. Residents may call the City's 3-1-1 Information Line at any time of the day or night. You may also want to follow the City on [Social Media](#). Of course, local media publications, as well as your neighbors are also great sources of information.

It is my pleasure to serve as your Mayor and I look forward to the opportunity to meet you. Again, welcome to University Park.

Sincerely,

Olin Lane, Jr.
Mayor



CITY WEBSITE GUIDE

The City's website, uptexas.org, provides residents and those who conduct business with the City needed information on City services, projects and events. There are specific homepage headings for:

- [Government](#)
- [Residents](#)
- [News & Events](#)
- [About UP](#)

There are also one-click buttons on the homepage for:

- [Police](#)
- [Fire](#)
- [Direct Alarm](#)
- [Resident Online Center](#)
- [Pay/Sign-up](#)
- [Parks and Recreation](#)
- [Library](#)

Resident Online Center

Click on the “**Resident Online Center**” button to view a variety of community service options, including a Find and Ask Questions section, a Request Services section and a **View City Council Meeting** video section. From this page you can also quickly find the answers to hundreds of frequently asked questions about City services and procedures, make an **Open Records Request** and sign up for **Code Red** notifications.

COMMUNITY OUTREACH

The Arbor

Delivered to all households in monthly utility bills, **The Arbor** has news and information you can use on City services, projects, and events. *The Arbor* also profiles outstanding City employees, community volunteers and others who make University Park such a special place to live.

What's UP

These short videos highlight various City projects, programs and policies. Click here to view a specific **What's UP** segment or go to the City's website at uptexas.org and click on the Video section.

Social Media

The City uses various Social Media platforms to keep residents informed.





HISTORY OF THE CITY

Introduction

University Park, a predominantly residential community of 23,500 residents, is located approximately five miles north of downtown Dallas, Texas. The city is the home of Southern Methodist University and is also known for its attractive homes, beautiful parks and numerous churches. The location of University Park in north-central Dallas provides easy access to a broad range of cultural, recreational, shopping and business activities.

A diverse range of single family homes and multi-family units supports a unique population base. Eighty percent of residents over 18 have college or advanced degrees with the majority being employed in management and other professional occupations. The Highland Park Independent School District (HPISD) serves the city. In state testing, HPISD students consistently rank among the highest in the state, with 98% of the graduating class typically continuing on to college.

The city government prides itself on providing prompt and personal attention to requests for services. The importance of providing quality service is emphasized to each city employee. A primary goal of the City is to provide and maintain a secure residential atmosphere. Crime rates are among the lowest in the metropolitan area. The nature of the community and the dedication of city employees foster this level of excellence and help maintain a relatively low property tax rate.

Citizen surveys indicate that people choose to live in University Park because of the school district, the quality of its public safety efforts, neighborhood character and location. Residents can be assured that University Park will maintain its distinguished character and high standards.

History

University Park began as a cluster of homes surrounding the fledgling Southern Methodist University, which was founded in then-rural Dallas County in 1915. The University supplied these homes with utility service until 1924, when the growing population could no longer be supported by the schools' facilities. In response, the area's homeowners first sought annexation into the Town of Highland Park, but were refused due to the high cost which would have been required to provide the necessary utility and safety services. Shortly thereafter, Dallas also refused a request for annexation on similar grounds. Determined to confront the challenges, community leaders organized to incorporate as a separate city.

According to state law, incorporation required that area residents hold an election on the issue before the new city could be officially formed and recognized. On April 12, 1924, voters approved the incorporation measure by a 5 to 1 margin. Operating under the Commission form of government, the city began the work of shaping the new government and addressing the pressing need to establish basic municipal services. To provide for the financial needs of the city, another election was held soon thereafter to authorize the issuance of municipal bonds. Passing by a near unanimous margin, the \$150,000 bond

issue funded the installation of a new water supply system, street paving, and the construction of a city hall and fire station. When first incorporated, the city encompassed 515 acres, 380 homes and 1,200 residents.

As a result of efforts to build and improve the city, University Park grew to a population of over 20,000 residents by 1945 and became one of the most prestigious cities in the area. In fact, the community's attractiveness and tax value had risen to such an extent that the City of Dallas now wanted to annex University Park. At the time of the election, even University Park's elected officials favored annexation. In the largest voter turnout to date, and one of the largest in city history, the annexation was rejected by a 53% to 47% margin.

In 1946, an election was held to adopt a Home Rule Charter, but the measure failed and the city continued to operate as a General Law city. In 1989, voters approved a Home Rule Charter, which officially adopted the Council-Manager form of government and expanded the three-member Board of Commissioners to a five-member City Council.

Since the 1940s, the population and area of University Park have remained relatively stable at 23,000 residents and 3.8 square miles. Dallas on three sides and the Town of Highland Park to the south, now surround the city. The city's unique character, high property values, and low tax rate have been steadily maintained.

Government

The Home Rule Charter adopted in 1989 established the Council-Manager form of government in University Park. Home Rule provides the city more discretion in addressing issues of local concern and allows the city to undertake activities not specifically denied by state or federal laws.

The City Council consists of a mayor and four council members, elected at-large and representing the interests of the city as a whole. Council members serve for two-year terms with elections in the spring of even-numbered years. The Council is responsible for setting the general policy direction and creating laws for the city based on input from citizens and in consultation with city staff members. The Council adopts the City's annual budget each fall. The Council also appoints citizen advisory committees to increase citizen input in the decision-making process.

The Mayor and Council hire a professional City Manager who is responsible for the implementation of policies set by the Council. The City Manager supervises the operation of the city government and hires department directors who are responsible for their specific areas of expertise. The City Manager serves as chief administrative officer of the city government by overseeing personnel matters, preparing the annual budget for council approval, negotiating contracts with other governments and businesses providing services to the city government, and advising the Council on issues of importance.

Citizen Participation

The University Park City Council meets the first and third Tuesday of each month at 5 p.m. in the Council Chamber. Both meetings are open to the public. The meetings include a time for "items from the floor" in which visitors may address the Council.

Meeting dates may be changed by official Council action. Meeting agendas are posted at least 72 hours before the meeting at City Hall; they are also available through the City's website at uptexas.org/Government/City-Council/Council-Meetings-Agendas. To view prior Council Meetings on the city's website, [click here](#).

The City Council makes appointments to the City's boards and advisory committees for two-year terms, coinciding with city election years. The two statutory boards, the Board of Adjustment and the Planning and Zoning Commission, are required by state law for all cities. The Board of Adjustment is a quasi-judicial body that hears zoning and sign ordinance appeals. Decisions rendered by the Board are final. The Planning and Zoning Commission hears requests for changes to the zoning ordinance, rezoning requests, special use permits, and planned development districts.

Recommendations are forwarded to the City Council for discussion and action. Fourteen advisory committees provide opportunities for citizen input in City operations. New committees are formed by the City Council as specific needs arise. Interested residents may submit applications for appointment with the City Secretary. Below is a list of the committees.

- Capital Projects Review
- Commercial – Retail Advisory
- Employee Benefits
- Finance
- Legislative
- Parks
- Property, Casualty and Liability Insurance
- Public Facilities Naming
- Public Safety
- Public Utility
- Public Works
- SMU Land Sale Reserve
- Urban Design and Development
- Zoning Ordinance

Voter Information:

When only City issues are on the ballot, City Hall may serve as the polling location for all precincts in the city. For statewide and general elections, other locations may also be used. Applications for voter registration cards are available at City Hall. For more information, contact the Dallas County Elections Department at (214)819-6300 or at www.dallascountyvotes.org.

DEMOGRAPHICS

Facts and Figures (rev: September 2015)

Geography

Located in Dallas County, Texas
Incorporated area equals 3.73 square miles
Bordered on the north, east, and west by Dallas, Texas
Bordered on the south by Highland Park, Texas

Demographics

Population (2012)	23,040
2010 Census Population Breakdown:	
White	94.2%
Hispanic	4.0%
Asian or Pacific Islander	2.7%
Black	0.9%
American Indian, Eskimo, Aleut	0.2%
Others	2.0%
Median Age (1980)	34.5
Median Age (2000)	31.2
Median Age (2010)	29.7

Government

Date of incorporation:	April 17, 1924
Form of government:	Council-Manager
Total City Budget (FY2016)	\$48,658,980
City Tax Rate (FY2016)	\$0.25893 per \$100 taxable value
Total Taxable Value (2016)	\$6,831,257,440
Total City Employees (FY2016)	247
Predominant City revenue source:	Property tax
Acres of City parks:	60 (8 separate parks)

Housing

Number of residential parcels:	7012
% of parcels single-family homes:	79%
Average market value of single-family homes:	\$1,350,219

Education

K-12 School District	Highland Park Independent School District - Armstrong Elementary, Bradfield Elementary, Hyer Elementary, University Park Elementary, Highland Park Middle School, McCulloch Intermediate School, Highland Park High School
Enrollment in HPISD (2014)	7,091
Teacher to student ratio:	1:15
% HPISD Graduates continuing to college:	96%
Students in the Class of 2015 completed a total of 71,127 hours of community service during their 4 years at HPHS.	

University: **Southern Methodist University**

Enrollment: Approx. 10,000

Sources: 2010 US Census, HPISD, City of University Park, Texas, Southern Methodist University, Dallas Central Appraisal District



[UNIVERSITY PARK PUBLIC LIBRARY](#)

The University Park Public Library provides a wide variety of services for the community, from toddlers to senior citizens. Library staff is committed to customer service and to meeting the educational and entertainment needs of our customers. We welcome the opportunity to work with customers to answer questions and help with research needs.

To view the library's catalogued materials online, visit the City's website at www.uptexas.org/Government/UP-Public-Library.

How to obtain a University Park Public Library Card

Library cards are free to residents of University Park and those living within HPISD boundaries. Cards may be obtained by going to the library's Service Desk and are valid for one year. By signing the back of the card, the library customer agrees to accept responsibility for use of the card and to follow all library policies. For adults 18 and over, library cards are obtained by presenting a valid photo ID and proof of address. Those under age 18 must be connected to an adult sponsor (parent or guardian) and be able to sign or print their name. The adult sponsor must be a registered borrower.

Location

University Park Public Library
8383 Preston Center Plaza, Suite 200
University Park, Texas 75225
(214)363-9095

Mailing Address

University Park Public Library
3800 University Blvd.
University Park, Texas 75205

Hours

Tuesday, Wednesday and Thursday 10 a.m. to 8 p.m.
Friday and Saturday 10 a.m. to 5 p.m.
Closed on Sunday and Monday

Story Times:

Wednesdays	3:45	Ages 5 to 8
Thursdays	10:45	Ages 2 to 5
Fridays	10:45	Infants to 2



COMMUNITY DEVELOPMENT DEPARTMENT

Located in the Peek Center at 4420 Worcola – Phone: (214)987-5411

The University Park Community Development Department requires permits for the following types of construction:

- * Residential new construction and remodels
- * Commercial new construction and remodels
- * Any new plumbing, mechanical, electrical or irrigation work
- * Accessory structures
- * Fences
- * Siding
- * Foundation repair
- * Roofing
- * Water heater installation
- * Driveways, sidewalks and other approaches

Although this is not an all-inclusive list, it is intended to provide you with basic information regarding the building and zoning requirements of the City of University Park. If you have further questions, visit us online at www.uptexas.org/Government/Community-Development or call us at (214)987-5411. We hope you enjoy your new home!

Five Year Building History for the City of University Park

<u>Year</u>	<u>New Residential</u>	<u>Valuation</u>	<u>Remodels/ Additions</u>	<u>Valuation</u>	<u>New Commercial</u>	<u>Valuation</u>
2015	97	90,727,688	104	14,628,649	7	52,754,936
2014	110	92,396,343	155	22,052,486	6	25,107,796
2013	106	98,186,903	175	17,558,304	9	8,306,433
2012	82	66,757,647	166	17,869,854	16	146,067,178
2011	58	45,251,426	168	13,315,637	3	18,994,231
2010	46	40,263,524	166	14,776,335	5	138,047,120



[FIRE DEPARTMENT](#)

The University Park Fire Department is one of the best equipped and trained departments in Texas. The department has a staff of 36 personnel providing administrative functions, rescue response, fire suppression, emergency medical treatment, fire prevention activities, and fire code enforcement. The department responds to emergencies with one fire engine, one ladder truck, a Mobile Command Unit and a Mobile Intensive Care Unit (MICU), which has a direct communication link to local hospitals. A reserve fire engine and MICU are also maintained. Response to emergency calls is consistently quick and fire damage to the structure averages a small percentage of the total structural value. The department also has automatic assistance and mutual aid agreements with the City of Dallas and the Town of Highland Park in the event additional equipment and personnel are needed. The fire department oversees emergency management services in the event of a local disaster by maintaining Early Warning Sirens and coordinating the City's Emergency Management Plan. Check our Public Safety content on the City's website at www.uptexas.org. The Fire Department is located with City Hall, 3800 University Blvd.

[Fire Prevention](#)

Public education is a vital part of the department's success. The department conducts educational programs to promote emergency preparedness and fire safety practices for local schools, churches, and civic organizations upon request.

Blood Pressure Screening

Paramedic personnel provide free blood pressure checks from 8 a.m. – 5 p.m. in the fire department. No appointment is necessary.

Home Fire Safety Inspections

Inspections are performed upon request to assist homeowners in locating potential problems and preparing for emergencies. For an appointment call the Fire Marshal at (214)987- 5380.

Emergency Management

As part of the department's Emergency Management Plan, monthly tests of the City's Early Warning Sirens are conducted on the first Wednesday of the month at 1 p.m.

Department Tours

Tours are available for residents including those involved in scout troops, local pre-school classes and elementary school classes, local church groups and birthday parties. For an appointment call (214)987-5380.

Child Safety Seats

Residents can have child safety seats inspected by certified Fire Department personnel. Residents must call to make an appointment. The Fire Department contact is **Phyllis at (214)987-5380**. For general information on child safety seats and details on applicable laws on a state-by-state basis, click on <http://www.seatcheck.org>.

Non-Emergency Services Provided by the UP Fire Department

- ✓ Citizen Fire Academy. Watch The Arbor for details.
- ✓ Red Cross CPR/First Aid Training: Provided in May of each year to University Park residents and business employees. \$25 fee per participant to cover course materials. Call for reservation.
- ✓ Child Car Seat Installations: Provided monthly to University Park residents. Service provided by firefighters certified in child seat installation at no fee. Call for reservation.
- ✓ Residential Knox Box Installation: Order online from [Knoxbox.com](https://www.knoxbox.com). After installation, call the Fire Marshal's office for key lock-up. (Installation provided at no cost if requested.)
- ✓ CodeRED Weather Warn Service: Opt-In severe weather notification service provided by the City. For more information, [click here](#).
- ✓ Smoke Detector Installation: New/replacement detector provided and installed by firefighters at no cost to residents if requested. Call for appointment.
- ✓ Home Safety Inspections: Provided by Fire Marshal when requested at no cost to resident/home owner. Call for appointment.
- ✓ Commercial Business/High Occupancy Building Tactical Surveys or Pre-Fire Plans (onsite survey and electronic documentation): Conducted by firefighters in an effort to proactively familiarize emergency responders with building layout/construction features, primary and secondary means of entrance/egress, hazard awareness, life safety concerns/considerations, etc. Conducted annually.
- ✓ Resident birthday parties and fire station tours: Conducted by firefighters on an as requested basis. Call for reservation.



[POLICE SERVICES](#)

The University Park Police Department is an accredited law enforcement agency. This means the Department has met stringent national standards set by the Commission on Accreditation for Law Enforcement Agencies (CALEA) in the areas affecting services to the community, training, and methods of management. This recognition has been awarded to less than 3% of all law enforcement agencies in the country, making the University Park Police Department one of the finest in the nation.

The relationship between the University Park Police Department and its citizens is superior as documented in frequent surveys. The City's elected officials believe "hometown" service is both needed and desired; therefore, the Department is very responsive to the needs of its citizens. The City has one of the lowest crime rates in the Metroplex due in part to the department's strong emphasis on neighborhood patrol. Developing situations are monitored daily and a response is developed for each problem identified. Other community services include:

[DIRECT ALARM MONITORING](#)

The University Park Police Department will monitor your residence or business alarm system. When an alarm is activated, a police unit is dispatched immediately for a quicker response. The dispatcher then makes telephone contact with the home/business owner. The monthly monitoring fee is added to the water bill. For information: (214)987-5372 or visit us online at www.uptexas.org/Government/Police/Direct-Alarm-Monitoring.

9-1-1

Citizens are encouraged to dial 9-1-1 to report emergencies, 24 hours a day, seven days a week. The main dispatch number, (214)363-3000, should be used to report non-criminal activity. Citizens are asked to dial 3-1-1 for non-emergency requests and information. Remember, cellular calls to 9-1-1 may go to the Dallas Police Department and are not part of the 9-1-1 program.

D.A.R.E. (Drug Awareness Resistance Education)

The DARE Officer is a University Park Police Officer assigned to teach sixth graders how to say "NO" to drugs. Daily classroom instruction at McCulloch Middle School is conducted for the entire school year and each student receives a diploma during a graduation ceremony in May.

[ANIMAL CONTROL](#)

Dogs and cats must be licensed annually. Proof of rabies vaccination and a small fee payable at the Cashier's Desk, City Hall, are required to obtain the license. A maximum of three dogs / cats are allowed per household. Dogs must be restrained at all times. To report violations or claim impounded animals, call (214)363-3000. A fee and proof of rabies vaccination is required to claim impounded animals.

HOME SECURITY INSPECTIONS

A University Park Police Officer will make a security check of your home or business. When state standards are met, a reduction in your insurance premium is possible. For information: (214)987-5374.

PRESCRIPTION DRUG DISPOSAL BOX

University Park residents have a secure, convenient, and environmentally friendly way to dispose of unused, unwanted or accumulated prescription and over-the-counter drugs. The box is located inside City Hall (3800 University Blvd.) at the 24-hour entrance next to the City's 9-1-1 call center.

CRIME PREVENTION TIPS

Crime prevention tips can be mailed to residents every month and are also included in the City's newsletter, *The Arbor*. The University Park Crime Prevention Officer is also available for meetings. For information: call (214)987-5374 or visit the University Park Police Department's [Facebook](#) page.

CRIME STATISTICS

Crime statistics are printed monthly. These statistics are available on the City's website at www.uptexas.org/Government/Police/Police-Reports/Crime-Statistics. If you don't have computer access, you can obtain the statistics by calling (214)987-5356, or by visiting the Police Department at City Hall.

FINGERPRINTING

Police will fingerprint University Park residents. This service is provided at the Police Department, **Monday through Friday from 8 a.m. to 5 p.m.** No appointment is necessary, however, please note, there is a \$15 charge for each card and residents are responsible for supplying the card. For information: (214)987-5355.

BICYCLE RODEO

Hosted by Hyer and University Park Elementary Schools, a University Park Police Officer instructs students on bicycle safety and encourages students to use bicycle helmets.

TEMPORARY PARKING PASSES FOR RESIDENTIAL PARKING DISTRICTS

Temporary parking passes are available to residents for their guests on an as needed basis. Residents in those areas can call (214)363-3000 at any time for passes to be delivered to their home. Passes can also be picked up at the Police Department located on the second floor of City Hall Monday through Friday from 8 a.m. to 5 p.m.

Resident Parking Districts

The City of University Park has two resident-only parking districts. The districts were approved by the City Council to ensure that residents who live near Highland Park High School or SMU have available on-street parking. Residents who park at curbside during restricted hours must display a special parking sticker. Vehicles without a sticker are subject to receiving a ticket. The stickers are free for residents. Two stickers are provided per address. For more information about the parking districts and how to obtain stickers, go to the City's website at www.uptexas.org/Government/Police/Resident-Parking-Districts or call the police department at (214)987-5355. Temporary parking passes are available to guests of residents in those areas. They can be picked up at the Police Department located on the second floor of City Hall Monday through Friday from 8 a.m. to 5 p.m. or call (214)363-3000 for passes to be delivered to your home.

Resident Parking District Hours:

- Near Highland Park High School – 6 a.m. to 5 p.m. (school days)
- Near SMU – 8 a.m. to 5 p.m. Monday - Friday (year-round)
- Near Bush Library – On Dyer, Fondren & McFarlin – 8 a.m. to 5 p.m. Daily (year-round)

High School Area Resident Parking District Boundaries:

- 4100 block of Lovers Lane
- 4100 to 4199 and the north side of 4300 to 4316 Hyer
- 4100 and 4300 blocks of Grassmere
- 4100, 4300 and 4400 blocks of Druid
- 4100 block of Glenwick (south side only)
- 4300 and 4400 blocks of Glenwick
- 4100 to 4300 Emerson
- 6600 block of Westchester (east side of the street from Emerson to the alley south of the High School parking garage) and the east side of the 6800 and 6900 blocks of Westchester

SMU Area Resident Parking District Boundaries:

Hillcrest West

- 3400 block of Asbury, and the north side only of the 3500 block of Asbury
- 5900-6000 blocks of Auburndale
- 3400 block of Binkley from the north/south alley west of Hillcrest to Key Street
- 3400 block of Granada from the north/south alley west of Hillcrest to Key Street
- 3400 block of Haynie
- 5900-6100 blocks of Hillcrest
- 3400-3600 blocks of McFarlin
- 3400 block of Normandy, excluding the south side, west from Hillcrest a distance of 215 feet
- 3400 block of Shenandoah
- 3400 block of University

Hillcrest East

- 6600, 6700 and 6800 blocks of Airline, and 6804 and 6810 Airline
- 2900 Daniel (north side from 2916 west to Dublin, south side from 2925 west to Dublin)
- 3000 and 3100 blocks of Daniel
- 2800 and 2900 blocks of Dyer
- 2900 block of Fondren
- 2800-3000 blocks of McFarlin
- 3000-3300 blocks of Milton
- 3200 block of Rankin
- 3000 block of Rosedale (8 a.m. to 5 p.m. daily)
- 3100-3300 blocks of Rosedale (Monday through Friday 8 a.m. to 5 p.m.)
- 2900-3000 blocks of University



SANITATION

Moving Boxes

Once you've unpacked your belongings, we suggest that you offer the empty boxes to your carrier for reuse. If that's not possible, call us or visit the Resident Online Center on the city website to request that the boxes are ready to be removed. Before our arrival, please break down as many of the boxes as you can and place them on the parkway area in front of your home (the grassy section between the sidewalk and curb) by 7 a.m. on your scheduled trash collection day.

Refuse Collection

Residential collection occurs from the alley twice weekly. Trash should be ready for collection by 7 a.m. on scheduled pick up days.

Collection Schedule: For residents who live **north of Lovers Lane**, trash is collected on Tuesday and Friday. For residents who live **south of Lovers Lane**, trash is collected on Monday and Thursday.

Trash Can Requirements: All trash cans must be placed on private property directly adjacent to the alley right-of-way or a pack-out fee will be charged. Also, **trash can capacity cannot exceed the 32-gallon size**. In addition, be sure you have enough cans to accommodate, without overstuffing, a normal amount of household trash. Trash can lids must be attached to a permanent structure (trash can rack, fence, garage) by metal cable, a chain or other means. Lastly, to avoid scavenging by stray animals, make sure you wait until the morning of your scheduled pick up to place excess trash bags out for collection.

32-Gallon Container, Blue Bin & Blue Bag Recycling Program

Resident recyclables are collected once a week. Again, your collection day depends on your block location. Please refer to the "Solid Waste Collection Days" insert for details. Recycled material must be placed out for collection by 7 a.m. on your recycling collection day.

Recyclable items include: Newspapers, newspaper inserts, magazines, catalogs, junk mail, paper board, cardboard, office paper, phone books, all food and beverage glass bottles and jars, plastic bottles and jugs, empty aerosol cans, aluminum cans, tin and steel cans, and waxpaper cartons (milk cartons, juice boxes, etc.)

Although there is no need to separate recycled materials, residents should rinse all bottles, cans and jars before placing inside the bins or the blue recycling bags. Blue recycling bags can be purchased at local stores that stock other trash bag products.

For more information on the City's recycling program, [click here](#).

Grass Clipping & Leaf Collection

City crews collect grass clippings, leaves and small pruning limbs weekly from both the alley and parkway on a scheduled route. Debris placed in the alley for pick up must not impede the flow of vehicle traffic. This type of yard waste must be placed in biodegradable 2-ply, moisture-resistant, Kraft paper yard waste bags. These bags are readily available at many local retailers. An enclosed insert illustrates an acceptable bag and details locations where bags can be purchased. Please note: **grass clippings, leaves and pruning limbs placed in plastic lawn and leaf bags will not be collected.**

Tree Trimmings & Pruning

Brush is collected once a week from the parkway area of your residence (the grassy area between the sidewalk and the curb) on a scheduled route. Brush should be placed out for collection by 7 a.m. on your scheduled collection day. If you place brush in the parkway area after that time or on a non-scheduled collection day, please call (214) 987-5451. Your address will be placed on a list and, if a crew finished its scheduled route early, your brush will be collected in the order that the call was received. For your scheduled collection day, please refer to the "Residential Waste Collection Days" information sheet.

Brush collection fees:

Manual pick up (two arm loads)	\$ 10.50
Mechanical pick up (less than ½ truck load)	\$ 68.25
Mechanical pick up (1/2 truck load)	\$105.00
Mechanical pick up (full truck load)	\$138.60

Bulky Items

Large items like appliances and furniture are only collected if you request them by calling 3-11 or submitting a request through the [Resident Online Center](#). These items should be placed in the parkway area of your residence the morning of your scheduled collection. The charge for this special service is \$21 for each item. Call (214) 987-5451 or submit a request through the Resident Online Center to schedule a pick up.

Items include but are not limited to: Stove, refrigerator, freezer, washing machine, dryer, water heater, sofa, bed, recliner, air conditioning wall unit, TV, barbeque grill, basketball stand.

E Waste disposal

University Park residents can now dispose of unwanted electronics free of charge at the City's waste transfer station. The City is partnering with ECS Refining to dispose of the items listed below in a safe and environmentally sustainable fashion. The process also ensures that all personal data contained on the disposed of materials is destroyed.

Disposal is easy and free. Residents can visit the City's waste transfer station at **2525 University Blvd.** (just east of North Central Expressway) from **7 a.m. to 5 p.m. Monday through Friday**. All items must be placed inside a large marked container that is located inside the gated facility. Before placing the items in the container, residents will be asked to verify their University Park address by showing a valid driver license, other government ID or current utility bill.

For more information about the City's E-waste disposal program call 214-987-5451.

Accepted e-waste materials

- TVs, computers, laptops, monitors, printers
- Home & mobile phones
- VCRs & DVD players
- Fax machines & corded consumer electronics

Items not accepted

- Household hazardous waste
- Car batteries
- Carbon fluorescent lights
- Paint

Security of disposed e-waste materials

ECS Refining has been a leader in the electronics recycling industry for more than 30 years. Their data destruction processes are compliant to the National Institute of Standards and Technology (NIST) and Department of Defense (DOD) standards. In addition, they are e-Steward Certified and R2 Certified. ECS Refining is the same company that assists the City during the spring and fall recycling events that take place at the Middle School parking lot.

Prohibited Items (Household Hazardous Waste) (HHW)

Do not place HHW in the trash for collection. The City participates in the [Dallas Area Household Hazardous Waste Program](#). University Park residents can take their HHW to the Dallas County Home Chemical Collection Center without charge. The Center's address is 11234 Plano Road in Dallas. It is located approximately one mile north of I-635. For more information and directions, call (214) 553-1765. To use the facility, you must show a valid Texas Driver License and a copy of a current utility bill to prove your city of residency.

Accepted Items (please read caution, warning and danger labels beforehand):

- Paint and paint-related products
- Automotive products – filters, fluids, gas, solvents, batteries, etc.
- Pool Chemicals
- Solvents and other flammables – cosmetics, nail polish and remover
- Household chemicals, cleaners and polishes
- Glues and other hobby products
- Thermometers
- Pesticides, insect repellents, fungicides, herbicides
- Fluorescent light tubes
- Computers, laptops and accessories including- monitors, printers, drivers, circuit boards, cables, wiring, battery backup systems, cellular phones and batteries.

Non-accepted Items:

- Business-related waste
- Common trash and recyclables including appliance, TV's, scanners, fax machines, analog phones and other electronics
- Radioactive materials
- Explosives
- Ammunition
- Bio-medical waste

For information on how to dispose of non-acceptable materials, please call (214) 553-1765.

Other Prohibited Waste

Do not place construction material or the following inert material in the trash for collection:

- Dirt, sand, rock, brick, stone or concrete

Residents should make arrangements with a contractor for removal of this material or make other arrangements.

RESIDENTIAL WASTE COLLECTION DAYS

Residences located north of Lovers Lane and west of Thackery

Household refuse	Tuesday and Friday
Recycling	Tuesday
Grass & leaf collection	Friday
* Brush	Thursday
Bulky	On request (\$21 per item)

Residences located north of Lovers Lane and east of Thackery

Household refuse	Tuesday and Friday
Recycling	Friday
Grass & leaf collection	Friday
* Brush	Friday
Bulky	On request (\$21 per item)

Residences located south of Lovers Lane and west of Turtle Creek

Household refuse	Monday and Thursday
Recycling	Thursday
Grass & leaf collection	Thursday
* Brush	Monday
Bulky	On request (\$21 per item)

Residences located south of Lovers Lane and east of Turtle Creek

Household refuse	Monday and Thursday
Recycling	Monday
Grass & leaf collection	Thursday
* Brush	Tuesday
Bulky	On request (\$21 per item)

* **Brush collection fees:**

Manual pick up (two arm loads)	\$10.50
Mechanical pick up (less than ½ truck)	\$68.25
Mechanical pick up (1/2 truck)	\$105.00
Mechanical pick up (full truck load)	\$138.60



Yard Waste Bags

The Sanitation Division picks up brush, grass, leaves and other yard waste separately from household garbage. Collected brush and yard waste is taken to a composting facility for processing. To be collected, all grass clippings and other yard waste must be placed inside a biodegradable, 2-ply, moisture-resistant, Kraft paper yard waste bag. The weight of this bag when filled should not exceed 50 pounds.

Yard waste bags can be purchased at many local retailers, including:

Tom Thumb Stores

- 7000 Snider Plaza
- 5809 E. Lovers Lane
- 6707 W. Northwest Highway
- 4001 Villanova
- 7117 Inwood Road

Nicholson & Hardie

- 5060 W. Lovers Lane
- 5725 W. Lovers Lane

Lowe's Home Improvement

- 6011 Lemmon Avenue

Home Depot

- 6110 Lemmon Avenue



(Bag example)