

CITY OF
UNIVERSITY PARK

NEW RESIDENT PACKET

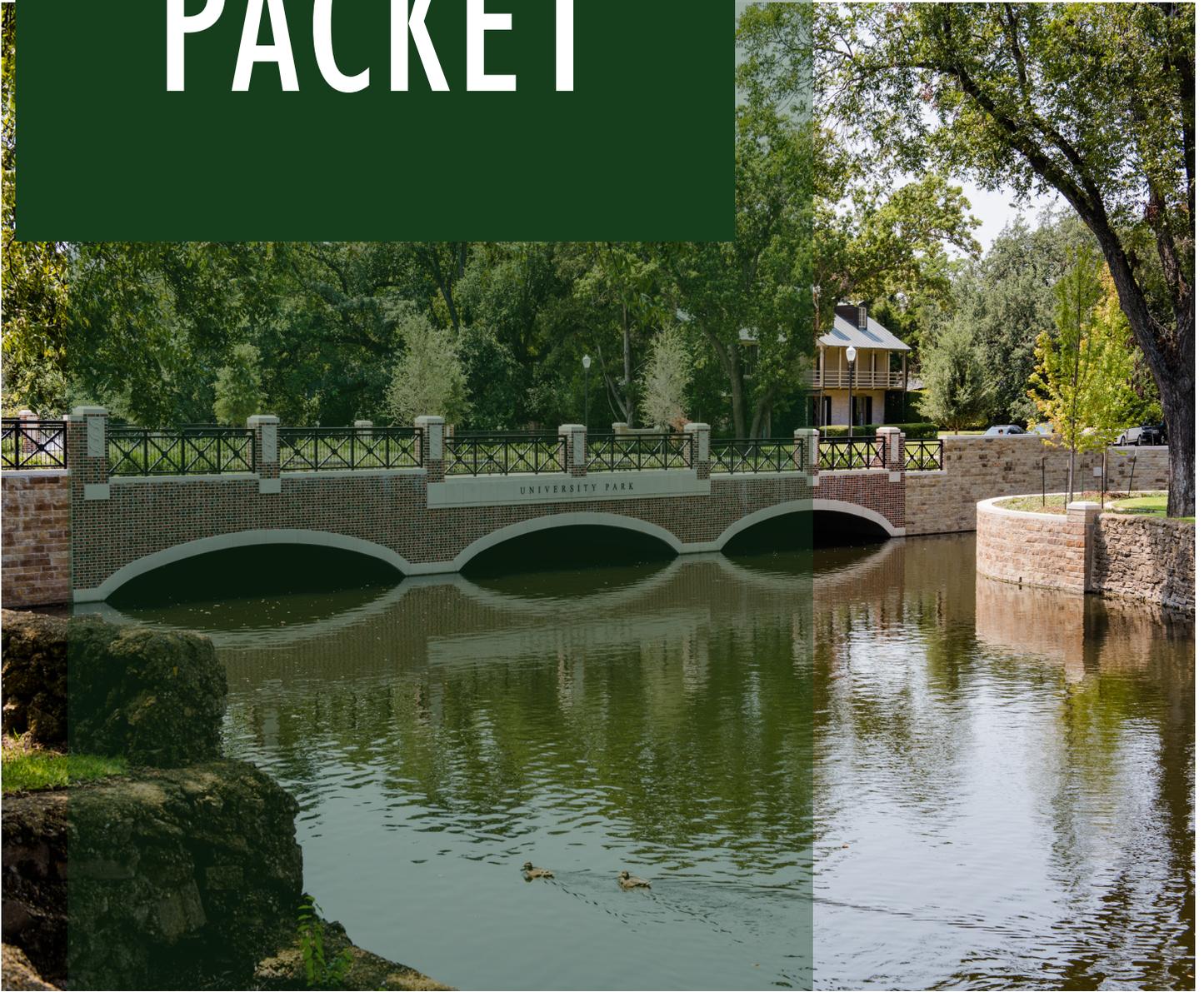




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MAYOR'S WELCOME LETTER

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 311 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,

Tommy Stewart
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:

- Residents
- Government
- Building
- Employment
- How Do I?

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

- Police
- Fire
- Direct Alarm
- Resident Hub
- Pay/Sign-up
- Parks and Recreation
- Library

Resident Hub

Click on the “Resident Hub” button to view a variety of community service options, including Find and Ask Questions sections, 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, sign up for Code Red notifications and sign up to receive City newsletters.

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. You can also sign up to receive the Arbor electronically at uptexas.org.

UPdate

UPdate is an e-newsletter, delivered the 15th of the month to online subscribers. UPdate includes news briefs and reminders on a variety of topics on a department-by-department basis.

Social Media

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





CITY HISTORY

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.

Resident 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 residents and in consultation with city staff members. The Council adopts the City’s annual budget each fall. The Council also appoints resident advisory committees to increase resident 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.

Resident 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.



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 resident 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.dallascountyyvotes.org.



DEMOGRAPHICS

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 (2019) - 22,910
- 2010 Census Population Breakdown:
 - White 94.2%
 - Others 2.0%
 - American Indian, Eskimo, Aleut 0.2%
 - Black 0.9%
 - Asian or Pacific Islander 2.7%
 - Hispanic 4.0%
- 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 (FY2020): \$54,932,642
- City Tax Rate (FY2020): \$0.258623 per \$100 taxable value
- Total Taxable Value (2020): \$8,285,295,221
- Total City Employees (FY2019): 250
- Predominant City revenue source: Property tax
- Acres of City parks: 60 (12 separate parks)

Housing

- Number of residential parcels: 6927
- % of parcels single-family homes: 79%
- Average market value of single-family homes: \$1,668,650

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 (2018/19): 6,840



-Teacher to student ratio: 1:15

-% HPISD Graduates continuing to college: 97%

-Students in the Class of 2018 completed more than 71,000 hours of community service during their four 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 3 to 5 years
Thursdays 10:45 Ages 18 months to 3 years
Fridays 10:45 Ages 0 to 18 months



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

Year	New Residential	Valuation	Remodels/ Additions	Valuation	New Commercial	Valuation
2019	68	\$70,768,258.87	103	\$4,621,074.79	14	\$80,429,660
2018	66	\$72,533,521.58	126	\$22,307,923.57	5	\$121,414,764
2017	72	\$70,214,836	110	\$29,257,298	7	\$73,871,377
2016	88	\$79,353,406	104	\$14,628,649	0	0
2015	97	\$90,727,688	104	\$14,628,649	7	\$52,754,936



FIRE DEPARTMENT

Located at City Hall at 3800 University Blvd – Phone: 214-987-5380

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.

UPFD holds a ISO Class 1 rating, the highest Public Protection Classification awarded by the Insurance Services Office (ISO). Less than one percent of municipalities in the U.S. have a class 1 rating. Consistent with continually striving for departmental excellence, in 2019, UPFD became a "Recognized Best Practices Fire Department," as designated by the Texas Fire Chiefs Association Best Practices Recognition Program. This designation evaluates departments using defined best practices, models and procedures. Departments that hold the designation have achieved required levels of administrative and organizational excellence. UPFD is among a handful of departments in Texas to achieve such standing.

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.

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.



FIRE DEPARTMENT - Non-Emergency Services

- Smoke detectors - Free smoke detectors are available to all residents, especially the aged and individuals with disabilities. Please contact Phyllis Mahan at 214-987-5380. Don't forget to change your batteries with the changing of Daylight Saving Time each spring and fall.
- Blood pressure readings - Blood pressure readings are available at the Fire Department during the hours of 8 a.m. until 5 p.m., Monday through Friday. No appointment is necessary.
- 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 Mahan at 214-987-5380. The Fire Department is located at 3800 University Blvd. For general information on child safety seats and details on applicable laws on a state-by-state basis, click on www.seatcheck.org.
- CPR Classes - CPR classes are available. For details and pricing, contact Phyllis Mahan at 214-987-5380.
- Fire and EMS reports - Fire reports are available upon request and may be obtained from the Fire Department during the hours of 8 a.m. until 5 p.m., Monday through Friday. Please contact Phyllis Mahan at 214-987-5380. The University Park Fire Department upholds the Health Insurance Portability and Accountability Act in protecting the rights of patients. Patients who have been treated by the University Park paramedics are entitled to obtain copies of their patient report.
- Home Safety Inspections - Provided by Fire Marshal when requested at no cost to resident/home owner. Call for appointment.
- Station tours - Station tours are available for birthday parties, Scouts, daycare classes, etc., four days a week (Fri, Sat, Sun, Mon). Please contact the Fire Administration Assistant at 214-987-5380 to schedule a tour.
- Prescription drug disposal - University Park residents now have a secure, convenient, and environmentally friendly way to dispose of unused, unwanted or accumulated prescription and over-the-counter drugs. The University Park Police Department has installed a MedReturn disposal box at City Hall. It's located inside the building's 24-hour entrance (3800 University Blvd.) next to the City's 911 call center. This is a free service. When you visit City Hall to dispose of your medications, carefully follow the instructions that are listed on the top of the MedReturn box.
 - Remove all medications from their containers, and place the pills in the plastic bags that are provided
 - Pills only -- no liquid medications or inhalers
 - No needles, syringes or lancets



POLICE DEPARTMENT

Located at City Hall at 3800 University Blvd - Non-emergency phone: 214-363-3000

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 on our website.

911

Residents are encouraged to dial 911 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. Residents are asked to dial 311 for non-emergency requests and information.

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.

House Watch

If you are going to be away from home for an extended period, you can have your home checked daily by a UPPD officer. The process is simple. You can make the request online, or you can download and complete the form below, and return it to the City's 911 Dispatch Center.



Crime Statistics

Crime statistics are printed monthly. These statistics are available on the City's website. If you don't have computer access, you can obtain the statistics by calling 214-987-5355, or by visiting the Police Department at City Hall.

Fingerprinting

The University Park Police Department provides fingerprinting service to residents of University Park for their various needs. Fingerprinting is available during normal business hours (Monday-Friday 8 a.m. to 5 p.m.), except on City holidays.

Residents must supply their own cards; the City charges \$15 per card for the service. To have your fingerprints taken, come to the Police Department's administrative office. That office is located on the second floor of City Hall, 3800 University Blvd.

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.

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 911 call center.

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 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 HighSchool 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
- 3100-3300 blocks of Rosedale (Monday through Friday 8 a.m. to 5 p.m.)
- 2900-3000 blocks of University



YMCA Parking District Boundaries:

6000 block of Connerly, eastern portion

4005-4007 Normandy and the eastern side of the 6000 block of Normandy

3400 block of Shenandoah and the northern portion of the 4000 block of Shenandoah

6100 block of St. Andrews, western portion

R Parking District

- 3000 block of Rosedale (8 a.m. to 5 p.m. daily)



SANITATION

Located in the Peek Center at 4420 Worcola – Phone: 214-987-5451

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 Hub 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 over-stuffing, 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 page 21 of this packet for details. Recycled material must be placed out for collection by 7 a.m. on your recycling collection day.

Recyclable items

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.



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. Please refer to page 22 of this packet for an illustration of an acceptable bag and 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 and for brush collection fees, please refer to the “Residential Waste Collection Days” information sheet.

Bulky Items

Large items like appliances and furniture are only collected if you request them by calling 311 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 \$25.53* for each item (additional fee for refrigerators, freezers, and AC units). Call 214-987-5451 or submit a request through the Resident Online Center to schedule a pickup.

*Items include but are not limited to: stove, washing machine, dryer, water heater, sofa, bed, recliner, TV, barbeque grill, basketball stand. Refrigerators, freezers, and AC units are \$83.25 each.

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

Global Assets 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. Global Assets is the same company that assists the City during the spring and fall recycling events that take place at the SMU parking lot across from Burleson Park.

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 (\$25.53 per item) Refrigerator, freezer or AC units are \$83.25

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 (\$25.53 per item) Refrigerator, freezer or AC units are \$83.25

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 (\$25.53 per item) Refrigerator, freezer or AC units are \$83.25

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 (\$25.53 per item) Refrigerator, freezer or AC units are \$83.25

*Brush collection fees:

Manual pick up (two arm loads) - \$25.53

Mechanical pick up (less than ½ truck) - \$83.25

Mechanical pick up (1/2 truck) - \$128.21

Mechanical pick up (full truck load) - \$169.28



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

