

DeSoto City Lights

A Publication of the City of DeSoto Community Relations Department

Several Streets are Scheduled for Repair/Replacement in FY2012

The City's FY2012 Water, Sewer and Paving Repair/Replacement Project includes the repair and replacement for all water and sewer lines as well as street and alley reconstruction in various locations throughout the City. Phase I of the project includes Amber Terrace Drive, Highland Circle and Dalton Drive. Misty Glen Drive and Dennis Drive consisted of street reconstruction only. Phase I is nearing completion.

The majority of the projects in Phase II are concentrated in the Brookhollow Estates area and will be completed over a two to three year period. Due to the fact that many of the sewer lines in the Brookhollow Estates area are located in alleys, alley replacement is a major part of this construction project.

Phase II will consist of the following locations: Bailey Drive, Highridge Drive, Rock Creek Drive, Valleyglen Drive, the Valleyglen/Highridge Alley, the Highridge/Bailey Alley, the Rock Creek/Terrace Alley, and the Valleyglen/Rock Creek Alley. This project will begin this fall. The nature of these projects will cause some disruption and inconvenience in these neighborhoods. The City's Engineering and

Construction Divisions of Development Services are committed to keeping the residents informed of construction progress as well as minimizing the adverse effects of the construction process through the course of this project.

If you have any questions or would like more information on these projects, please call Crystal Owens, City of DeSoto Engineer at 972.230.9672.

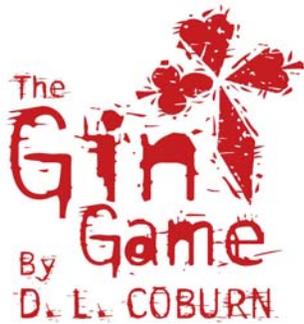


Did You Know...

That DeSoto received the coveted All-America City Award in June, 2006 joining Plano, who received the award in 1996 and more recently Fort Worth in 2011, as the only North Texas cities to receive it. The All-America City award is given to ten cities nationwide each year by the National Civic League for outstanding civic accomplishments. To win, each community must demonstrate innovation, inclusiveness, civic engagement, and cross sector collaboration by describing successful efforts to address pressing local challenges. The very successful DeSoto Dining and Dialogue program qualified us for this award.

DeSoto proudly displays the award logo on banners, water towers and city vehicles. Award rules require that the award year remain in use on the logo.

DeSoto is an All-America City!!



Will be presented by CrossOver Theater at DeSoto Corner Theatre, November 18th - December 11th. Performances are Fridays and Saturdays at 7:30 pm, Saturdays and Sundays at 2:30 pm. Tickets for all performances are \$12. Preview show Nov. 17th. www.desotoartscommission.com

City Calendar

November

- 1 City Council Mtg. City Hall 7 pm
- 3 KDB Mtg. City Hall 6:30 pm
- 3 Library Board Mtg. Library - 7 pm
- 7 Poetry in Progress - Library - 6 pm
- 7 Arts Com. Mtg. - City Hall - 6 pm
- 7 Park Board Mtg. - Civic Ctr. - 6:30 pm
- 8 Planning & Zoning Mtg. - City Hall - 7 pm
- 10 Historical Foundation Mtg. City Hall 6 pm
- 15 City Council Mtg. - City Hall - 7 pm
- 19 Nance Farm Grand Opening 3 to 5 pm
- 21-23 Teen Activities at Rec. Ctr. 11am-7pm
- 21-23 College Experience Workshop for HS Freshmen - 972.230.9635
- 22 Planning & Zoning Mtg. - City Hall - 7 pm
- 24 Thanksgiving Holiday - city facilities closed
- 25 Thanksgiving Holiday - city facilities closed
- 28 DEDC Board Mtg. - City Hall - noon

December

- 1 KDB Mtg. City Hall - 6:30 pm
- 1 Library Board Mtg. Library - 7 pm
- 3 Christmas Activities - Civic Ctr.
- 3 Parade of Lights - Hampton Rd. - 5 pm
- 5 Poetry in Progress - Library - 6 pm
- 5 Arts Com. Mtg. - City Hall - 6 pm
- 5 Park Board Mtg. - Civic Ctr. - 6:30 pm
- 6 City Council Mtg. - City Hall - 7 pm
- 6 Tree Lighting at Town Center - 7 pm
- 8 Historical Foundation Mtg. City Hall 6pm
- 9 Holiday FunTime Live - Rec. Ctr. 7-11 pm
- 13 Planning & Zoning Mtg. - City Hall - 7 pm
- 19 DEDC Board Mtg. - City Hall - noon
- 20 City Council Mtg. - canceled
- 22 Historical Foundation Mtg. City Hall 6pm
- 23 Christmas Holiday - city facilities closed
- 26 Christmas Holiday - city facilities closed

If You Call 9-1-1, Don't Hang Up!



In 2010, the dispatchers at Southwest Regional Communications Center (SWRCC), the 9-1-1 Call Center for DeSoto, Cedar Hill and Duncanville, dealt with 13,247 9-1-1 hang up calls. 4,458 of the hang-up calls from DeSoto numbers came from land line phones and 3,291 came from cellular telephones. To help SWRCC better serve you, here are some 9-1-1 tips:

- If you dialed 9-1-1 by mistake, do not hang up the phone. Instead, stay on the line and explain to the dispatcher that you dialed by mistake and that you do not have an emergency.
- If you hang up, a dispatcher will call back to confirm that there is no emergency. If you don't answer, a police officer may be dispatched to confirm that you are OK. This will needlessly take resources away from genuine emergencies.
- Do not program 9-1-1 into your auto-dial telephone. You won't forget the number, and programming the number invites accidental dialing.

If you have an alarm system you can have it monitored 24 hours a day, seven days a week by your local 9-1-1 emergency center. Alarm monitoring is offered as a fee based service by the City of DeSoto's 9-1-1 Call Center for \$25 per month and \$35 per month for a fully cellular system. No long-term contract is required. Payment with a credit card is available for your convenience.

There is a cost associated with having your monitored system reprogrammed to be monitored by DeSoto's 9-1-1 Call Center. As a result, the City offers a \$75 credit toward future monthly monitoring fees to help offset costs you may incur to have your system reprogrammed.

There is no faster response to your alarm system than the response provided by your city. For more information on the City of DeSoto Alarm Monitoring Program, please contact 972.230.5248 or go to www.swrcc.net/alarm.

Are Your House Numbers Clearly Displayed?

If you knew that the Publisher's Clearing House Prize Patrol was set to come to your house to deliver a ten million dollar check, you would have a neon sign out front pointing to your house so there would not be any chance of missing the address.

But what if right now, at this very moment, you had an emergency in your home, could City emergency vehicles find your address quickly and easily? What if someone was trying to break into your home or was already inside coming toward you? Could police easily read your house numbers on the front of your home or from the alley? What if you smelled smoke or needed an ambulance? What if a pipe burst, flooding your home? Would we be able to find you?

These are some of the critical situations that affect you personally. Time is of the essence and a quick and ordered response could mean your

safety. It could be life and death! DeSoto, like many other cities, has an ordinance that requires residents to have their house numbers displayed prominently on the front and rear of their residence, but we want more. We want you to follow this rule because you understand that it may mean the difference in City services arriving to help you when you need it most.

The City of DeSoto would like to ask you to check your house numbers to make sure that they are easy to see. They should be displayed on the front of the residence under the eave. It is an added bonus to have them printed on your front curb, however, parked cars can block our view. House numbers also need to be on the rear of your residence above your garage door. If you have any questions regarding the City's house number program, please call 972.230.9689.



Want to Lower Your Sewer Charges?

Reduce your water usage from November to March!

Each year, residential monthly water consumption is measured and averaged to establish the maximum sewer charge for each customer. Sewer averages are calculated annually for residential customers. The water consumption shown on your previous December, January, February and March billings is used to calculate your sewer average. The highest two month's consumption of the December through March billings are discarded and the average of the remaining two months is used to establish the maximum monthly sewer charge that will be used from April through the following March. Here are some answers to frequently asked questions regarding sewer charges:



Q: Why do you use the winter billing months for averaging?

A: Traditionally, the four lowest water consumption months for residential customers are billed in December, January, February and March. The primary reason for this is that residential customers are not watering their lawns during this time frame, so water usage is mainly inside the house. The majority of the water used during winter months is entering the sanitary sewer.

Q: Why do you average only two of the four winter months?

A: Lawn sprinkling, filling a swimming pool, holiday entertaining or having a toilet leak can all increase a monthly bill. Being able to discard the largest of these bills prior to averaging the remaining two months gives a more representative measure of water flowing into the sewer system.

Q: What is sewer?

A: Sewer or wastewater is the used water that goes down the drains inside our houses and businesses. The most common sources of domestic sewer are toilets, sinks, bathtubs/showers, and washing machines.

Q: Once I have my average, does this mean I will be charged this same amount for sewer every month?

A: The average winter usage is a maximum sewer volume charge. For example, if your average winter usage is five thousand gallons and you use fifteen thousand gallons of water in a month, you will be billed for only five thousand gallons of sewer in that month. But if you use four thousand gallons of water in a month, you will be billed for four thousand gallons of sewer in that month. For residential customers, sewer consumption will never be higher than water consumption.

Q: Once I have my average, will it ever change?

A: Your new average will be recalculated automatically each year when we average your December through March bills. It could go up, go down or stay the same from year to year. It depends on how much water you use during the winter months.

Q: What is my average if I am a new customer and do not have the winter months' history?

A: Each year, we average all residential customers' consumption to establish a city average. Every residential customer who does not have a full December, January, February and March billing will receive the city average until they have the history to establish their own winter average the following year.

Practicing water conservation, especially during the winter months, will also save you money year round. If you have questions about your Utility Bill, please call the Utility Billing Department at 972.230.9627.

Do You Have a Loved One Serving Overseas?

The City of DeSoto would like to help you connect with your loved one stationed overseas for the holidays through Skype. If your soldier has access to Skype, we will help you set up a Skype session using equipment at City Hall. We would also like to film this session as a part of our "DeSoto Salutes Our Military



Families" segment for broadcast on the City's Government Access Cable Channel. If you would like to take advantage of this program, please contact Kathy Jones, Public Information Officer at 972.230.9648.

Soon It Will Be Time to Winterize

After the hottest summer in recent memory, it is hard to believe that will need to winterize our homes and vehicles soon. Here is a short checklist to get you ready for the cold weather ahead:

- Perform seasonal maintenance on your heating system
- Clean and cover your air conditioner's condensing unit to avoid damage
- Check your chimney for bird nests or other obstructions, make sure the fireplace damper is in the open position prior to use
- Wrap or insulate exposed pipes
- Check your car battery and tires
- Inspect belts and hoses
- Maintain proper antifreeze levels
- Check car heater and defroster
- Carry an emergency kit

DeSoto's Emergency Management Team would like to remind you to be prepared for extreme weather.

***All That Sparkles!!* - HomeTown Holiday Activities** **Saturday, December 3, 2011 - DeSoto Town Center**



Breakfast With Santa - 9 am to noon

Blue Bonnet Rooms - DeSoto Civic Center -

\$3 per person Hosted by DeSoto ISD in cooperation
with the DeSoto ISD Council of PTA's

Santa Photos \$5 packages available

Sponsored by Project Create Community and Cliff Photography



Holiday Market - 9 am to 4 pm - Pecan Rooms DeSoto Civic Ctr.

Get a jump on that hectic holiday shopping and find some great handmade gifts at our Holiday Market. As you shop, you'll enjoy the sounds of the holidays performed by local school and church choirs in the amphitheater along with strolling Dickens Carolers. Meet the finalists of the DeSoto ISD Holiday Card Contest. The winner will be announced at noon. Vendor opportunities still available, call the DeSoto Chamber at 972.224.3565 for information.

Storytime with Mrs. Claus at the DeSoto Public Library 11:30 to 1:30 pm

The DeSoto Public Library Youth Advisory Board invites you to bring the kids for Storytime with Mrs. Claus, fun holiday crafts, Christmas Carols and holiday skits. Admission is free. For more information call 972.230.9663.

39th Annual HomeTown Holiday Parade

Saturday December 3rd 5pm This Year's Theme - *All That Sparkles!!*

Line up will take place behind the DeSoto ISD Administration Building at 200 E. Belt Line Road and the parade will travel west on Belt Line turning north on Hampton Road and continuing north on Hampton ending at DeSoto Town Center. The DeSoto Lion's Club, Chamber of Commerce and City are partnering to host the parade but we need your participation to make it a success. Parade applications can be downloaded from the city's website at www.ci.desoto.tx.us or by calling the DeSoto Chamber at 972.224.3565. We invite churches, scouts, youth sports teams, school groups and anyone who loves a parade to submit an application and start making plans to participate. The deadline for early bird (free) registration is November 18, 2011. Help us kick-off the Holiday Season with another great parade!!