



## ANNUAL REPORT HIGHLIGHTS REDUCTION IN CRIME

This summer, Police Chief Steve Rhodes presented the 2017 Police Annual Report to the community. The report highlights major public safety accomplishments in 2017, including:

- 26 percent decrease in burglaries
- 14 percent decrease in robberies
- 90 percent overall customer approval rating for police services delivered based on a city wide customer service survey
- 48 percent increase in Citizens on Patrol hours
- 8 percent decrease in emergency call response times

In 2012, Cedar Hill voters approved a 5 year Crime Control and Prevention District (CCPD) that allowed the City to designate a portion of existing sales tax revenue to fund the Police and Community Team (PACT) and its community policing initiatives with a focus on building relationships and partnerships. The CCPD's success has been validated by reductions in crime, increased citizen participation and community partnerships, and community satisfaction with police services. The initial 5 year term for CCPD expired in 2017 and voters approved a new 15 year term in November.



The Cedar Hill Police Department welcomes questions, comments, or suggestions on ways to improve service delivery. Visit [cedarhilltx.com/police](http://cedarhilltx.com/police) for additional information and follow the department on twitter @cedarhillpolice, on Facebook at [facebook.com/cedarhilltxpo](https://facebook.com/cedarhilltxpo), and on YouTube at Cedar Hill Police Media.

## SEPTEMBER 2018

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CEDAR  HILL

# PEOPLE

## MAKE IT A COMMUNITY



Area families added new members in August at the Tri-City Animal Shelter & Adoption Center Clear the Shelters event. Find your next furry friend at [cedarhilltx.com/animalshelter](http://cedarhilltx.com/animalshelter).



Cedar Hill teens participated in the 2nd Annual Teen Fire Academy, a weeklong program that educates teens about the fire service, career opportunities, and leadership.



Cedar Hill City Council completes the dedication ceremony for the Mansfield Road Widening Project. For more information on this and other projects, visit [cedarhilltx.com/capitalprojects](http://cedarhilltx.com/capitalprojects).

## FY2018-2019 PROPOSED BUDGET AVAILABLE ONLINE

This month the Cedar Hill City Council will adopt the City's Fiscal Year 2018-2019 Budget. The proposed budget, available online at [cedarhilltx.com](http://cedarhilltx.com), reflects continued investment in the community's top priorities: improving traffic flow; enhancing quality and maintenance of roadways and public facilities; building a vibrant economy; and enhancing neighborhood engagement.

### Providing Value to Residents, Businesses, and Visitors

The budget sets a property tax rate of \$0.69703, a slight reduction from prior years and the second lowest tax rate among surrounding cities. The average home value in Cedar Hill is \$178,811, which means that the average homeowner pays \$104 per month, or \$3.41 per day for city services, including 24-hour police response, fire protection, and emergency medical services; 3,729 acres of public park land; 53 library programs per month; and 310 miles of paved streets, among others.

### Maintaining Core Services and Planning for the Future

The proposed budget continues to support core city services and maintains Cedar Hill's traditional community priority investment in public safety. Public safety-related expenditures account for 64 percent of General Fund expenditures, and the majority of revenue growth in FY2018-19 is directed to public safety services. These investments have already paid significant dividends, with crime rates and response times down, a violent crime rate that is 50 percent lower than neighboring cities, and crime clearance rates (crimes solved) two and three times higher than in neighboring cities. Fire and EMS services have also been recognized for outstanding service with the Mission: Lifeline EMS Gold Plus level award for patients who suffer heart attacks and the Emergency Medical Services for Children Pediatric Program Gold Level designation for their work ensuring appropriate and effective pediatric emergency care.

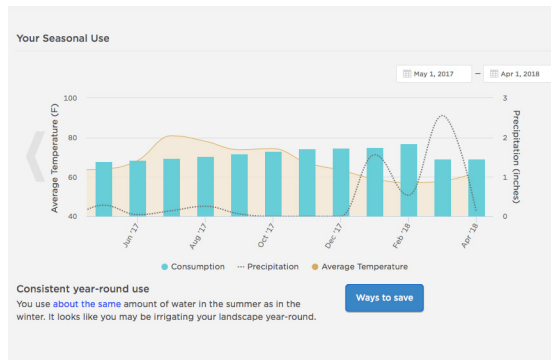
The FY2018-2019 budget includes a 5 percent rate increase in water and sewer rates, based directly on increased costs in the treatment of water and wastewater by Dallas Water Utilities and the Trinity River Authority. The budget also provides for investments in the future, including the initiation of a new comprehensive land use plan and continued implementation of the voter-authorized 2017 Bond Program.

Cedar Hill continues to set itself apart from the rest of the region, offering a distinctive balance of high-end services and amenities, small town charm, and the area's most beautiful and engaging open spaces. Continuous improvements to community infrastructure and amenities are paying dividends and will continue to aid in attracting investment and resources to help broaden the tax burden while supporting the customized, boutique level services the community has come to enjoy and expect. For more information on the City's budget, visit [cedarhilltx.com/budget](http://cedarhilltx.com/budget).



# CEDAR HILL AND FATHOM LAUNCH NEW CUSTOMER SERVICE PORTAL

Cedar Hill and the City's utility services business partner FATHOM are excited to introduce a new customer portal. The new portal is a major leap forward in functionality, offering improved features and easier navigation. Customers can still track and monitor water consumption in near real time, set consumption and bill amount alert thresholds and alert methods (text, email or voice), and manually or automatically pay their utility bill online. Consumption data is downloadable and can be monitored across variable date ranges with comparisons to previous periods or similar users.



## Significant New Features

- One click conversion to Spanish language presentment allows easy access to convert all verbiage to Spanish.
- Multi-account capabilities allow the customer to add many accounts to a single user login.
- Multi-user capabilities allow the customer to add other users to the account.

## Important to Know

- New registration on the portal is required. Visit [cedarhilltx.com/utilityservices](http://cedarhilltx.com/utilityservices) for more information and details on how to register.
- If you set up an automatic, recurring payment yourself on the old customer portal, you will need to re-enroll due to industry financial security standards and compliance rules. If you called or visited Utilities Services and a representative set up your recurring payment, you do not need to re-enroll in autopay.

For questions or assistance in registering, call Utilities Services at (469) 272-2931.

Communication Preferences	
<b>Bill Delivery Method</b> You will receive your bill statements by	<input type="radio"/> Email <input checked="" type="radio"/> Paper
<input checked="" type="checkbox"/> <b>Bill Reminder</b> You will receive a reminder five days before your bill is due	<input checked="" type="checkbox"/> Email <input type="checkbox"/> Text Message <input type="checkbox"/> Voice Message
<input checked="" type="checkbox"/> <b>Daily Use Notifications</b> You will be notified when you use over <b>2.25X</b> times your normal seasonal use.	<div>1X 2X 3X</div> <div><input checked="" type="checkbox"/> Email <input type="checkbox"/> Text Message <input type="checkbox"/> Voice Message</div> <small>*Typical Seasonal Use: 1,738 GPD</small>
<input checked="" type="checkbox"/> <b>Bill Forecast Notifications</b> You will be notified if your use in the current period is on track to exceed <b>\$50 more</b> than your normal seasonal bill. We will only contact you a maximum of once per billing period.	<div>\$ 50</div> <div><input checked="" type="checkbox"/> Email <input type="checkbox"/> Text Message <input type="checkbox"/> Voice Message</div>
<input checked="" type="checkbox"/> <b>Utility Connect</b> City of Cedar Hill FATHOM communications regarding your water utility account, water use, and important related announcements.	<div><input checked="" type="checkbox"/> Email <input type="checkbox"/> Text Message <input type="checkbox"/> Voice Message</div>
<input type="checkbox"/> Unsubscribe from All Communications	

# CALENDAR OF UPCOMING EVENTS

## City Council Meetings

Sep 11 & 25; Oct 9 & 23 at 7 p.m.  
Cedar Hill Government Center  
285 Uptown Blvd  
View agendas at [cedarhilltx.com/archive](http://cedarhilltx.com/archive)

## Creative Arts Festival

Sep 15 from 4 to 8 p.m.  
Cedar Hill Government Center  
285 Uptown Blvd  
Event details at [cedarhilltx.com/creativearts](http://cedarhilltx.com/creativearts)

## Environmental Collection Day

Sep 15 from 9 a.m. to noon  
Cedar Hill High School Parking Lot  
1 Longhorn Blvd  
Visit [cedarhilltx.com/ecd](http://cedarhilltx.com/ecd) to register

## North Texas Giving Day

Sep 20, 6 a.m. to midnight  
Donate to Cedar Hill organizations at  
[northtexasgivingday.org](http://northtexasgivingday.org)

## Old Settlers' Reunion

Oct 12 from 5:30 to 8 p.m.  
Historic Downtown  
Houston St & Broad St  
Find more information at  
[countrydayonthehill.com](http://countrydayonthehill.com)

## Country Day on the Hill

Oct 13 from 9 a.m. to 6 p.m.  
Historic Downtown  
600 Cedar St  
Find parade and entertainment information at  
[countrydayonthehill.com](http://countrydayonthehill.com)

## Scare on the Square

Oct 31 from 6 to 8 p.m.  
Historic Downtown  
600 Cedar St  
Get event details at [cedarhilltx.com/scare](http://cedarhilltx.com/scare)

**VIEW THE FULL CALENDAR AT  
CEDARHILLTX.COM, OR SUBSCRIBE  
TO 'THIS WEEK IN CEDAR HILL' AT  
CEDARHILLTX.COM/TWICH.**

# SAY HELLO ON GOOD NEIGHBOR DAY

The Neighborhood Advisory Board encourages residents to say “hello” to their neighbors on Friday, September 28th, as the City recognizes National Good Neighbor Day. Being a good neighbor is easy and can start with a simple gesture.

Follow these tips to be a better neighbor:

- Gather neighbors to adopt an entrance to the neighborhood and periodically have a get-together to keep it weeded and clean.
- Clean up litter on a section of road in the neighborhood.
- Find more information at [cedarhilltx.com/adopt](http://cedarhilltx.com/adopt).
- Be a Good Samaritan and roll an elderly or disabled neighbor's garbage cans to or from the curb on pick-up day. Visit [cedarhilltx.com/goodsamaritan](http://cedarhilltx.com/goodsamaritan) for details or to nominate a neighbor.



Neighborhood Advisory Board Members: Erika Anderson, Carolyn Montgomery-Rachal, Yalonda Coats, Marrta Kihn, Reggie Williams, Cliff Cravens, Kim Rimmer, Sabrina Swift

City Council will recognize National Good Neighbor Day in Cedar Hill on Tuesday, September 25th at 7 p.m. at the Cedar Hill Government Center. Contact Michelle Ebanks with Neighborhood Services for additional details at (972) 291-5100, ext. 1099 or [michelle.ebanks@cedarhilltx.com](mailto:michelle.ebanks@cedarhilltx.com).

# SEPTEMBER IS NATIONAL PREPAREDNESS MONTH

National Preparedness Month is an opportunity to prepare ourselves, our families, and our community for disasters and emergencies. Visit [knowwhat2do.com](http://knowwhat2do.com) for resources to develop a communications plan and disaster supply kit for your family.

# CONTACT CITY OF CEDAR HILL

Emergency	911
Administration	(972) 293-1467
After Hours	(972) 780-6643
Animal Control	(972) 223-6111
Animal Shelter	(972) 291-5335
Building Inspections	(972) 291-5100 ext. 1090
City Secretary	(972) 291-5100 ext. 1011
Code Enforcement	(972) 291-5100 ext. 1111
Fire Dept. (Non-Emergency)	(972) 291-1011
Human Resources	(972) 291-5100 ext. 1050
Library	(972) 291-7323
Municipal Court	(972) 291-5100 ext. 1041
Neighborhood Services	(972) 291-5100 ext. 1099
Parks & Recreation	(972) 291-5100 ext. 1500
Police Dept. (Non-Emergency)	(972) 291-5100 ext. 2400
Public Works	(972) 291-5126
Recreation Center	(972) 293-5288
Senior Center	(972) 291-5353
Tourism	(972) 291-5100 ext. 1084
Trash & Recycling	(800) 772-8653
Utility Billing	(469) 272-2931

STAY CONNECTED

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 [twitter.com/cedarhilltx](https://twitter.com/cedarhilltx)

 [youtube.com/cedarhilltxvideo](https://youtube.com/cedarhilltxvideo)

  
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