

# DeSoto City Lights

*A Publication of the City of DeSoto Community Relations Department*

## ***City of DeSoto Announces Transportation Program for Low to Moderate Income Residents***

“I am proud of the City of DeSoto's commitment to finding ways to make transportation services available to our citizens,” said DeSoto Mayor, Curtistene McCowan. “Thanks to the Community Development Block Grant program, a limited number of eligible DeSoto residents under HUD guidelines will have an opportunity to receive vouchers to assist them with their transportation needs.”

This new grant-funded Transportation Program will become available for low-to moderate-income DeSoto residents beginning January 1, 2018. The program provides taxi cab transportation for essential services to those who qualify. Examples of essential services include doctor appointments, trips to the grocery store or pharmacy, etc. Once verified as eligible, participants will be given a card voucher to be used to fund transportation in the Dallas and Ellis County area. Program participants will receive \$100 per month for transportation.

Those wishing to participate are encouraged to email [Transportation@desototexas.gov](mailto:Transportation@desototexas.gov) or call 972.230.7350 for more information. That number receives voicemails only, please leave a message and your call will be returned within 24 hours.

Town Hall Meetings to explain the program, eligibility criteria, and provide assistance with the application process will be held on December 11, 2017 at 10 am and at 6 pm in the Council Chambers at DeSoto City Hall, located at 211 E. Pleasant Run Road. This program has limited funding, which is available on a first-come, first-served basis. DeSoto residents in need of transportation assistance are encouraged to attend one of these meetings to meet with program administrators to discuss their eligibility and receive assistance in applying for the program. Applications will also be available for download at [www.desototexas.gov](http://www.desototexas.gov) on December 11, 2017.

“Although this first initiative only addresses a limited number, I am confident our ongoing efforts will result in an expanded Transportation Program to which all DeSoto residents will have access,” said Mayor McCowan. “Stay tuned; the best is yet to come!”



## City Calendar

### November

2 Library Board Mtg. Library - 7 pm  
2 KDB Mtg. Civic Ctr. - 6:30 pm  
2 Historical Foundation Mtg.- 6 pm  
6 Arts Commission Mtg. Canceled  
7 City Council Mtg. - City Hall - 7 pm  
11 Vet Fest - Nance Farm 9 - noon  
14 Planning & Zoning Mtg.- City Hall -7 pm  
21 City Council Mtg. - City Hall - 7 pm  
23 City Facilities Closed - Thanksgiving  
24 City Facilities Closed - Thanksgiving  
27 DEDC Board Mtg. - City Hall - 9 am  
28 Planning & Zoning Mtg. - Civic Ctr. -7 pm  
30 HomeTown Holiday Parade & Tree Lighting - Town Center 7 pm

### December

2 Holly-Palooza - Library - 10 am - 3 pm  
4 Arts Commission Mtg. Canceled  
5 City Council Mtg. - City Hall - 7 pm  
8 City Council Mtg. - City Hall - 7 pm  
7 Library Board Mtg. Library - 7 pm  
7 KDB Mtg. Civic Ctr. - 6:30 pm  
7 Historical Foundation Mtg.- 6 pm  
12 Planning & Zoning Mtg.- City Hall -7 pm  
19 City Council Mtg. - City Hall - 7 pm  
25 City Facilities Closed - Christmas Holiday  
26 City Facilities Closed - Christmas Holiday

### Holiday Trash Schedule

There will be no trash pick-up on Thanksgiving Day. Regular Thursday trash will be picked-up on Friday and regular Friday collection will take place on Saturday. The normal schedule resumes on Monday, November 27th.

The pattern repeats on Christmas Day, regular Monday trash will be collected on Tuesday and the collections shift forward by one day. On New Year's Day, regular Monday trash will be collected on Tuesday, Tuesday trash will be collected on Wednesday, recycling will be collected on Thursday. Thursday trash will be collected on Friday and Friday's trash will be collected on Saturday. The normal trash schedule will resume on Monday, January 8, 2018.

## Want to Lower Your Sewer Charges?

### Reduce your water usage from December to March!

The City of DeSoto Department of Public Utilities uses the winter average method to determine the volume of sewer that will be used to calculate a residential customer's sewer charges. In April of each year, the Utility Billing Division reviews each customer's water usage for their December, January, February and March billings. The two months with the highest water usage are discarded, and the two months with the lowest usage are averaged together to determine the customer's winter average for sewer usage. This winter average will be the cap on the volume of sewer for which a customer will be billed. The winter average remains in effect for one year, until the new winter average is calculated the following April. A residential customer's monthly sewer volume will never exceed the cap set by their winter average. However, if a customer uses less water than their winter average, the customer's sewer volume will be based on their actual water usage.

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

**A:** Traditionally, the four billing months with the lowest water usage for residential customers are December, January, February and March. The primary reason for this is that most 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 system.

**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 lead to increased water usage. Being able to discard the billings with the highest water usage prior to averaging the remaining two months, provides a more representative measure of water flowing into the sanitary sewer system.

**Q: What is sewer?**

**A:** Sewer or wastewater is the used water that goes down the drains inside our homes 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:** No, the average winter usage is the maximum volume of sewer for which a customer will be billed. For example, if your average winter water usage is five thousand gallons, and you use fifteen thousand gallons of water in a given month, you will be billed for only five thousand gallons of sewer in that month. However, 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 usage will never be higher than water usage.

**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. Your winter average 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' water usage 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. For more information on sewer averaging, check out the video on the City's website at <http://www.desototexas.gov/1776/How-to-Videos>.

DeSoto Public Library Proudly presents:

# Holly-Palooza: A Hometown Holiday Celebration!

December 2, 2017

10:00– 3:00 pm

Family Activities  
inside and outside  
of the library!

- \* Shop for Holiday Crafts & Gifts
- \* Pictures with Santa
- \* Amphitheater Holiday performances
- \* DJ with Christmas music
- \* Free Snacks & Refreshments
- \* Ms. Claus Day Spa & Santa's Toy Shop craft booths for kids
- \* Tree Decorating Contest & voting
- \* Elf Train Rides
- \* Much, much more **Holiday Fun!!!**



## Parents Night Out

SHOP DESOTO  
12.7.17 | 6-8 p

LET DESOTO ISD SUPERVISE YOUR DESOTO ISD K-12 STUDENT WHILE YOU SHOP AND DINE DESOTO!

EACH DESOTO ISD CAMPUS WILL HOST EVENTS AND ACTIVITIES FOR STUDENTS!

DROP YOUR CHILD OFF AT HIS/HER CAMPUS FROM 6-8PM FOR A LITTLE DOWNTIME IN THE CITY OF DESOTO!

CONTACT YOUR CAMPUS FOR DETAILS.

## Did you know...?

That if an ambulance is called for a medical emergency, there is a cost to the patient for that service, even if the patient is not transported to the hospital?

A fee of \$125 is charged on all ambulance calls where the patient is not transported to the hospital, except for the following reasons:

- Persons that have been involved in a motor vehicle accident
- Calls made by a third party caller

As a resident of DeSoto, Duncanville or Cedar Hill, you receive a discounted rate when utilizing the City of DeSoto ambulance services:

- BLS (Basic Life Support) - \$825 – where medically necessary, the use of supplies and basic treatment not requiring advanced skills or interventions
- ALS1 – (Advanced Life Support) \$1,050 – Medically necessary paramedic interventions that include at least one ALS intervention (i.e. oxygen, IV, nebulizer inhalation, etc.)
- ALS2 - (Advanced Life Support) \$1,200 – Medically necessary paramedic interventions including chest decompression, surgical airway, three or more IV medications, etc.

A mileage charge of \$15 per mile from the scene to the final destination of delivery also applies. We are happy to note that these rates have been constant since 2011 and there will not be a rate increase in FY2017 . If you have questions regarding a fee for ambulance service, please call 972.230.9628.



Help us kick off the holiday season on November 30th with a short “parade” around DeSoto Town Center beginning at 7pm featuring the DeSoto High School Band, the Lancaster High School Band and the Carter High School Band. Watch the parade from the west side of Town Center on Hampton Road or on the south side of Town Center near Tom Thumb. Once the parade passes, join us in the Town Center Plaza for the lighting of our Holiday Tree and Outdoor Amphitheater for kid’s activities, photos with Santa, hot chocolate and more.