

Resident Guide

A Guide for Your Local Services

Animal Control Services City of Gainesville registration is required for each dog and cat. Written proof of current rabies vaccination is required in order to register your pet. Animal license tags are available for \$5 and registration is conducted at Noah's Ark Animal Shelter located at 2501 N. Weaver.

Call (940) 668-7777 for further information regarding Animal Control Services.

Commuting The Texoma Area Paratransit Service (TAPS) provides residents of Gainesville and Cooke County van and bus service. Call the TAPS office at (844) 603-6048 for information.

Crime Prevention Crime Prevention in Gainesville utilizes a blending of education, awareness, police support, and community activities to reduce crime and fear of crime among individuals, neighborhoods, and businesses. Crime Prevention Officers will assess your residence or business for security and crime prevention tips. Numerous neighborhood "Crime Watch" groups are also active throughout the city. For information on Crime Prevention, call the Gainesville Police Department at (940) 668-7777.

Driver Licenses The Texas Department of Public Safety operates a state license bureau office at 206 W. California. The office is open Monday through Friday from 8 a.m. to 5 p.m. Driver license testing is performed at the same location. For more information call (940) 665-3924. You may also register to vote when you get or renew your driver license.

Electricity Service The State of Texas deregulated the electric service provider industry. The Public Utility Commission of the State of Texas maintains a listing of registered retail electric providers.

You may go online at www.powertochoose.org or call Texas Electric Choice at 1 (866) 797-4839 to find out and compare which companies provide retail electric service within the City of Gainesville.

In addition to these providers, Cooke County Electrical Cooperative may also serve individuals whose residence or business is located generally within the northwest quadrant of the City. You may call (940) 759-2211 to speak with one of their representatives.

Fire Protection The City of Gainesville provides emergency and non-emergency fire protection services to Gainesville residents and businesses. Services and educational information available include: fire safety programs for all ages, weather safety, home and business fire safety inspections. Call (940) 668-7777 for information.

Gas Service Atmos Energy provides gas service to residences and businesses in Gainesville. For service call (888) 286-6700; or, you may register for service online at www.atmosenergy.com.

Health Care North Texas Medical Center (NTMC), located at 1900 Hospital Blvd, is a full-service, acute care facility that provides medical, surgical, pediatric, diagnostic and

outpatient rehabilitation services, as well as 24-hour emergency medical services. For information about NTMC call (940) 665-1751.

Internet Providers There are several providers of Internet service throughout the City. Check your local yellow pages for contact information.

Law Enforcement The City of Gainesville Police Department provides 24-hour emergency services **(9-1-1)** and non-emergency services (940) 668-7777 to city residents and business owners. Communications personnel dispatch for the Police and Fire departments. For information on department tours call (940) 668-7777.

Libraries The Cooke County Library is located at 200 S. Weaver Street. For information about the Library call (940) 665-2401.

Residents may also use the North Central Texas College Library located at 1525 West California. For information about the NCTC Library contact (940) 668-4283.

Newspapers The *Gainesville Daily Register* is an afternoon paper published Tuesday through Saturday and is available by subscription. Call (940) 665-5511 for more subscription information.

The *Weekly News of Cooke County* is a free publication, which is automatically delivered to your home. Contact (940) 665-2320 for circulation information.

Post Office The United States Post Office has a Gainesville branch within the Federal Building located at 321 East California. Call (940) 665-5811 for more information.

Recycling Services The City of Gainesville encourages recycling of products such as plastic, glass, newspaper, metal, and yard waste. Composting is permitted within the City limits. Compost must be contained within commercially made compost bins, fencing or wood bins. In Texas, it is illegal to take vehicle batteries or motor oil to landfills. For recycling information, call the City's Solid Waste Division, at (940) 668-4551.

School Registration Neighborhood and elementary schools are located throughout Gainesville. To find out which school your child will attend or to register in the district's elementary, intermediate, junior high or high schools contact the Gainesville Independent School District's Administrative Offices at (940) 665-4362.

If you are a parent of an elementary school student you will need to provide immunization records and a withdrawal sheet from the previous school. Kindergarten and 1st grade students need to have a copy of their birth certificate and a social security number.

Parents need to provide some form of proof of residency, which can be recent utility bills, a rental or lease agreement or closing papers from a real estate purchase.

North Central Texas College (NCTC) offers two-year degrees in courses such as, Cosmetology, Nursing, Computer Technology, Office Systems Technology, Agriculture, etc. as well as a good start for those going for a Bachelor's degree. To get more information about NCTC, contact the registrar's office at (940) 668-4222.

Taxes Personal property and real estate taxes may be paid at the Cooke County Tax Appraisal District office located at 201 N. Dixon. For more information, call (940) 665-7651.

Telephone Installation Like the electrical services, Texas has deregulated phone services. There are numerous companies listed on the Public Utilities Commission Website, which provide local telephone services. For a complete listing go to:
http://www.puc.texas.gov/consumer/phone/providers/search_phone_comp.aspx?ID=CISQL_01DB1245157700669.

Trash Collection The City of Gainesville provides solid waste collection and disposal service for residents and businesses within the city limits. For information on pick up services and the city's transfer station call the City's Solid Waste Division at (940) 668-4551.

Residents are allowed to take two tons of trash to the City Transfer Station per year at no cost. There are additional charges over the two-ton limit. You must show proof of residence with your current City of Gainesville utility bill and driver's license. Please be advised that all loads in an open truck bed or open trailer must be tarped/covered. The Transfer Station is located on North I-35 on the service road north of Chili's Restaurant.

If you are remodeling, or conducting demolition and construction work, you may lease a roll-off container or directly haul it to the Transfer Station.

Vehicle Registration Area residents may obtain motor vehicle registrations, license plates and trailer licenses Monday through Friday 8:00 a.m. to 4:45 p.m. at the Cooke County Courthouse Annex through the Tax Assessor Collectors office. For more information, call (940) 668-5427.

Voter Registration Residents may register to vote at the Tax Assessor Collector office located at the County Courthouse Annex or at the Department of Public Safety license Bureau at 206 West California Street when obtaining your drivers license, (940) 665-3924.

Water & Sewer Service The City provides water and sewer services. In order to start water service, complete the application online or over the phone. Residents are billed monthly and water and sewer bills are combined. The account initiation fee is \$78.72, which is **non-refundable**. There is a \$143.09 deposit. View---- for all rates. The applicant must be at least 18 years of age and must show a picture I.D. (except in Federal Disasters). To start trash services please contact our Solid Waste Department at (940) 668-4551. For water and sewer service information and further questions, call Customer Service at (940) 668-4500.

The City provides water and wastewater repairs to City services. For repairs or any further information, please call (940) 668-4540 between 8:00 a.m. and 5:00 p.m. Monday thru Friday. For emergency situations after 5:00 p.m. or on weekends, please contact the Police Department at (940) 668-7777.