



Welcome to Flower Mound



Mayor Jody Smith

Let me be the first to welcome you to Flower Mound and assure you there's no place quite like our Town. With a low crime rate, great schools, beautiful open space, abundant recreational opportunities, one of the lowest tax rates in the area, and easy access to DFW International Airport, Lake Grapevine, and Dallas and Fort Worth... you couldn't ask for a better place to raise a family.

We have over 30 miles of hike, bike, and equestrian trails and more than 600 acres of park land offering a variety of playgrounds, covered picnic shelters, cooking grills, basketball courts, and ball fields. We're also centrally located between Grapevine Lake and Lake Lewisville, providing access to miles of beautiful shore lines for outdoor activities and beaches. Community events are a tradition in Flower Mound, with a calendar highlighted by our Independence Day celebration, Veteran's Day Ceremony, Metric Half Marathon, Holiday Stroll, and Christmas Parade.

In Flower Mound, we know community is defined by knowing your neighbors, and we subscribe to that philosophy with our Community Orientated Policing Partners (COPP) program. The initiative adheres to the basic belief of having officers whose main focus is to provide police services to a particular geographic area. This way, you know our officers and our officers know you and your neighborhood. This attitude has helped Flower Mound to consistently have one of the lowest crime rates in the DFW area.

It's this great sense of community that led Money Magazine to rate Flower Mound as one of the best places to live in the nation. As you enjoy your time in Flower Mound, know that you are greeted as a neighbor, a friend, and a family member. Welcome to our Town.

Helpful Numbers

Building Inspections
972.874.6355

Community Activity Center
972.874.7275

Customer Relations
972.539.7378

Economic Development
972.874.6044

Environmental Health
972.874.6340

Fire Department
972.874.6270

Human Resources
972.874.6011

Lewisville ISD
469.713.5200

Library
972.874.6200

Municipal Court
972.874.3370

Parks and Recreation
972.874.6300

Planning Services
972.874.6350

Police Department
972.539.0525

Public Works
972.874.6400

Town Hall
972.874.6000

Town Secretary
972.874.6076

Utility Billing
972.874.6010



Town Hall

Customer Service, Town Council, Utilities, Town Manager's Office

2121 Cross Timbers
972.874.6000

Customer Service

The Town of Flower Mound has established several avenues by which residents can direct Town-related questions or concerns, including by phone at 972.539.SERV (7378) or email at townhall@flower-mound.com. All concerns and requests are managed through a resolution tracking system to ensure timely response.

Utility and Trash Services

Trash service is provided to the Town through a franchise agreement with Allied Waste Services. Regular trash and recycle pick-up occurs once a week. Pick-up days are assigned upon sign up for water and trash service. Bulk pick-up occurs on either your first and third or second and fourth pick-up day monthly, depending on your address. For your exact bulk pick-up day or for more information regarding trash service, call 972.422.2341.

Bulk items may also be disposed of once a month at the Camelot Landfill, 580 Huffines Boulevard, Lewisville, from 7 a.m. – 4:30 p.m., Monday through Friday, or Saturday from 7 a.m. – 1 p.m. Entry is free of charge with proof of residency. For more information regarding the landfill, call 972.492.3888.

Water Services

The water department is open from 7:30 a.m. – 5:30 p.m., Monday through Friday. To begin service or have service placed in your name, an application must be submitted with a \$60 deposit and a \$15 service fee. The deposit and the service fee can be billed to the account. The deposit can be waived with a letter of credit from a previous provider. The process can be done in person or an application can be downloaded at www.flower-mound.com and faxed to 972.874.6460.

Payments are accepted by check, cash, cashier's check, money order, Discover Card, Visa, MasterCard, and automatic bank draft. A night drop is available 24-hours a day on the east side of Town Hall.

Communication is the Key

The Town of Flower Mound strives to provide timely information promoting awareness of Town services, major projects, and community events through the use of print, broadcast, and electronic communication media including Flower Mound's government access cable television channel (FMTV) and the Town's official Web sites. For more information, visit:
<http://www.flower-mound.com>.

Town Council

Town Council meetings are held at 6 p.m. on the first and third Monday of each month in the Council Chambers and broadcast live on FMTV. Residents can speak during the citizen participation portion of the meeting by filling out a speaker card prior to each Town Council meeting. Flower Mound Town Council members are elected "at-large" and serve two-year terms.



the Town of
Flower Mound
Texas

Library and Parks

Books, Ball Fields, and Recreation

The Flower Mound Public Library

3030 Broadmoor Lane

972.874.6200

The Town's library is open from 9 a.m. – 9 p.m. Monday – Wednesday, 9 a.m. – 5 p.m. Thursday, 11 a.m. – 5 p.m. Friday and Saturday, and 1 p.m. – 5 p.m. Sunday.

Library cards are issued free of charge to any Flower Mound, Plano, Carrollton, Coppell, or Denton County resident. Library cards are issued in-person at the library upon presentation of identification and proof of address. Residents

may register for a card online at www.flower-mound.com and pick the card up at the library with the required information.

Individuals under the age of 17 may be issued a card if accompanied by a parent or legal guardian. Corporate cards are issued to businesses located within Denton County. The owner of the business, or a representative showing authorization on company letterhead, may apply for a card

by showing proof of business address and the owner's driver's license.

In addition to thousands of books and other materials, the library offers an array of services, including programs for babies through adults, an interlibrary loan program, book clubs, and computers for public use. For more information on library-related items, visit www.fmlibrary.net.

Parks and Recreation

1200 Gerault

972.874.6300

The Park Services Division maintains more than 600 acres of park land and miles of award-winning multi-purpose and equestrian trails. Residents also have access to approximately 1,600 acres of Corp. of Engineer land along Grapevine Lake, including beach access to the lake.

The Town's neighborhood parks offer a variety of playgrounds, picnic shelters, cooking grills, youth and adult baseball and softball fields, soc-

cer fields, and public tennis and basketball courts for residents to enjoy. Youth sports enthusiasts can enjoy baseball, softball, basketball, soccer, track and field, and punt, pass, and kick leagues and competitions, as well as summer sports camps and tennis classes. Adult leagues include, flag football, softball, basketball, volleyball, and tennis.

The Recreation and Leisure Services Division organizes community-wide

special events, including the Independence Day Children's Parade and Fireworks Show, Metric Half-Marathon, Easter Egg Scramble, Veteran's Day Ceremony, and Christmas Parade and Holiday Stroll.

Young residents also have several activities to choose from including the Middle School Lock-in, KidFish, Youth Action Council, Summer Day Camps, Middle School Adventure Camp, and educational classes.



Community Safety

Fire Department, Police Department, 9-1-1, Court

The Flower Mound Fire Department

3838 Forums Drive
972.874.6270

The mission of the Flower Mound Fire and Emergency Services Department is to protect life and property by providing the highest quality of fire suppression, emergency medical, rescue, fire prevention, and emergency management services.

Charged with protecting a population of more than 62,000 residents, Flower Mound Fire and Emergency Services consist of more than 60 full-time firefighters, EMS personnel, and support staff at three fire stations.

Community Services and Programs

- Child Safety Seat Inspections
- CPR Classes
- Fire Academies
- Fire Education
- Fire Station Tours

Station Locations

- Station #1 (Central)
3838 Forums Drive
- Stations #2
4401 Shiloh Road
- Station #3
2020 Woodhill Drive

Flower Mound Municipal Court

4150 Kirkpatrick Lane
972.874.3370

Flower Mound's Municipal Court interprets and adjudicates applicable state laws and supports the local community by providing efficient and effective services through the promotion of justice. The court serves the residents of Flower Mound in an accountable, efficient, and independent manner. In addition to providing fair and equal access to all residents, the court strives to facilitate the timely disposition of cases with prompt and courteous service.

The Flower Mound Police Department

4150 Kirkpatrick Lane
972.539.0525 (non-emergency)

The Police Department operates a Community Oriented Policing Partners program that allows teams of officers to focus on specific areas of Town in order to better familiarize themselves with the residents and businesses within their beat. Visit www.flowermound.com/police for a beat map and more information on the COPP program.

Animal Services

3950 Justin Road
972.874.6390

Animal Services offers pet adoptions, pet registration, educational activities, lost and found recovery, stray pickups, humane wildlife trapping, and live stock calls.

How do I register my pet?
Bring your pet's rabies vaccination certificate to the Animal Services Department or fax the certificate to 972.874.6475. Registration is free, but mandatory. Your pet will receive a tag with a personalized identification number.



the Town of
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Texas

Town Development

Environmental Services, Building Inspections, Planning, and Public Works

Environmental Services

1001 Cross Timbers Road,
Suite 2330
972.874.6340

Divisions

Environmental Health Services: Food establishment complaints, permits and inspections; Temporary Food Permits; On Site Sewage Facilities (OSSF) permits, complaints and inspections; water well permits, complaints and inspections; public pool permits, complaints and inspections; mosquito information.

Environmental Resources: urban forestry; oil and natural gas regulations; storm water; open space; air quality; green building; illegal dumping.

Code Enforcement (Property Standards): Enforcement of the Town's and State's nuisance, environmental and zoning ordinances, codes, laws and regulations i.e. high weeds and grass, property maintenance, signs, trash/debris, junk vehicles, etc.

Building Inspections

1001 Cross Timbers, Suite 2330
972.874.6355

The Building Inspections Department ensures the safety and welfare of the public by enforcing building, electrical, plumbing, and mechanical code regulations. Permits are required before performing any new construction or any addition, altera-

tion or repair of existing buildings, structures, plumbing, electrical, or mechanical work.

Inspection requests may be made by calling the 24-hour inspection request line at 972.539.8379.

Planning Services

1001 Cross Timbers Road, Suite 2330
972.874.6350

Planning Services is responsible for providing the community with the quality of life Flower Mound expects through the impartial administration and enforcement of Town codes and regulations pertaining to the development of commercial and residential property through the planning and zoning process.

Planning Services can help you with zoning, record plats, replating property, site plans, specific use permits, development plans, SMARTGrowth requirements, development plans and the planning application process.

Public Works

1105 Duncan Lane
972.8874.6400

The Public Works Department maintains safe roadways throughout Town limits for all motorists. Residents are encouraged to report unsafe roadways and maintenance

requests of all public streets and drainage ditches. Call regarding traffic signals, traffic signs and markings, and school zone markings and flashers can be directed to 972.874.3153.