

# My Flower Mound

## Town News and Events

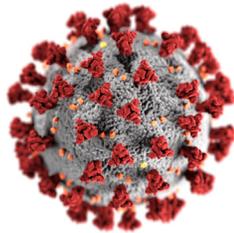
2121 Cross Timbers Road • 972.874.6000 • [www.flower-mound.com](http://www.flower-mound.com)

April 2020

## Coronavirus/COVID-19 Information

*The following information was current at the time of publication. For the latest COVID-19 information, go to [www.flower-mound.com/covid19](http://www.flower-mound.com/covid19).*

On Sunday, March 22, the Town of Flower Mound received word from the Denton County Public Health Department that the Town of Flower Mound has its first confirmed case of the coronavirus/COVID-19.



The Town follows the guidelines and recommendations set forth by the Denton County Public Health Department, Texas Department of State Health Services, and the CDC. For the latest information from Denton County Public Health, visit [DentonCounty.gov/COVID19](http://DentonCounty.gov/COVID19). The department has also established a hotline at 940.349.2585 for the Denton County community seeking additional information about COVID-19. The call center is open weekdays, 8 a.m. to 5 p.m.

In addition, the Town's Emergency Management Office is in daily communication with the Denton County Public Health Department and other health partners to ensure the Town has the latest information and is proactively protecting residents and Town staff.

### Facilities Closed to Public

Out of an abundance of caution during the coronavirus pandemic, Town facilities and public restrooms are closed to the public through Monday, April 20, in accordance with the Town's extended disaster declaration, approved by Town Council on Thursday, March 19. For more on the Town's disaster declaration, please visit [www.flower-mound.com/covid19](http://www.flower-mound.com/covid19). The closure includes Town Hall, Municipal Court, Public Library, Community Activity Center, Senior Center, Animal Adoption Center, Police Department Lobby, all Fire Station Lobbies, and the lobby of the Operations and Maintenance Building.

## May 2 Election Postponed

Due to the current state of the coronavirus/COVID-19 in Denton County and the State of Texas, the Town Council unanimously approved the postponement of the May 2 General Election to November 3, 2020. For additional information, please visit [www.flower-mound.com/elections](http://www.flower-mound.com/elections).

Town employees are still working behind-the-scenes to serve the community and Town services will continue to be provided virtually and over the phone. The following numbers are provided for your convenience:

**Building Inspections-Related Questions:** call 972.874.6355

**Code Enforcement Issues:** call 972.874.6340

**Meter Drop Off or Pick Up:** call 972.874.6010

**Permits:** Can be obtained online. For questions, call 972.874.6375

**Planning and Development Questions:** call 972.874.6350

**Tickets and Citations:** call 972.874.3370

**Utility Bill Payments and New Accounts:** Utility bills can be paid online, by mail, or dropped in the box on the west side of Town Hall in the glass doors, 2121 Cross Timbers Rd. For general questions and establishing new accounts, call 972.874.6010 or visit [www.flower-mound.com](http://www.flower-mound.com).

**All Other Questions:** call 972.539.SERV (7378)

For a complete list regarding individual services offered online, please visit [www.flower-mound.com/covid19](http://www.flower-mound.com/covid19) and click on the "Facility Closures and How to Conduct Town Businesses Online" link.

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If the Town feels it is in the best interest of citizens to discontinue the measures, the disaster declaration could be discontinued earlier than April 20 by Mayor Dixon. Conversely, the disaster declaration could be extended beyond April 20 via Council approval, depending upon the situation of the virus.

### **Additional Health Resources**

To view the Texas Department of State Health Services website, visit [www.dshs.texas.gov](http://www.dshs.texas.gov). For information from the CDC, visit [www.cdc.gov](http://www.cdc.gov).

### **How to Stop the Spread**

To prevent the spread of the coronavirus and other infectious illnesses, please follow good hygiene practices including:

- Wash hands often, for 20 seconds
- If no soap and water are available, use hand sanitizer with at least 60 percent alcohol.
- Cover coughs and sneezes with a tissue, then throw the tissue away.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Disinfect surfaces, buttons, handles, knobs, and other frequently-touched places.
- Avoid close contact with people who are sick.

## **Stay Connected to Town News**

Stay connected to the latest Town of Flower Mound news and events through social media sites, like Facebook and Twitter. “Like” the Town on Facebook at [www.facebook.com/FlowerMound](http://www.facebook.com/FlowerMound), follow the Town on Twitter at [www.twitter.com/Flower\\_Mound](http://www.twitter.com/Flower_Mound), or watch the Town’s YouTube Channel at [www.youtube.com/user/TownOfFlowerMound](http://www.youtube.com/user/TownOfFlowerMound).



Sign up for “Notify Me” through the Town’s website and customize your email or text message notifications to the things that interest you. Select from various categories like meeting notifications, Hound Mound closings, construction updates, and calendar postings. Then, when new information is posted to the website, you receive notifications based on your personalized selections. Sign up by visiting [www.flower-mound.com/notifyme](http://www.flower-mound.com/notifyme).

## **FMPD Response to COVID-19**

The Flower Mound Police Department has implemented a temporary response protocol that will maintain continuity of essential police services during the Town’s COVID-19 response. Flower Mound PD has been closely monitoring the evolving situation regarding COVID-19, and we recognize that social distancing is strongly recommended by the CDC to prevent the spread of the virus.



To assist the public during this response with non-emergency calls for service, the Police Department is requesting community members and the public to utilize the Flower Mound Police Department Online Reporting service to report: assault (not in progress), barking dog, credit card abuse, vandalism, forgery, hit and run, identity theft, lost property, repossession, shoplifting (not in progress), theft, traffic concerns, and vacation watch.

One can access the online reporting at [www.flower-mound.com/pdreports](http://www.flower-mound.com/pdreports). This online service will limit the number of times our officers need to come into direct contact with residents or enter a residents’ home.

If residents or the public need assistance utilizing this service or they believe they need to speak with an officer, please contact the Flower Mound Police Department’s non-emergency number at 972.539.0525. A member of the communication team will be able to assist you using our online reporting system or will have an officer contact you by phone to take your report and determine if in-person contact needs to be made. The goal is to proactively protect both our residents and our officers from potentially exposing each other. Reports filed through our online service or over the phone will receive the same professional care, as if they were taken in-person. As always, if you have an emergency, please call 9-1-1.

Officers will continue to respond in-person to calls involving violence, threat to life, and in progress calls. For up-to-date information regarding how the coronavirus affects Town operations, please visit [www.flower-mound.com/covid19](http://www.flower-mound.com/covid19).