

Animal Services Board Meeting

REGULAR ITEM 1

FLOWER MOUND ANIMAL SERVICES BOARD MEETING OF FEBRUARY 23, 2015

THE FLOWER MOUND ANIMAL SERVICES BOARD MEETING HELD ON THE 21 DAY OF APRIL 2015 IN THE FLOWER MOUND TOWN HALL, LOCATED AT 2121 CROSS TIMBERS ROAD IN THE TOWN OF FLOWER MOUND, COUNTY OF DENTON, TEXAS AT 6:30 P.M.

The Animal Services Board met in a work session with the following members present:

Mary O'Meara	Chair	Place 1
Christine Hastings	Member	Place 2
Caitlin Freeny	Member	Place 3
Cynthia Patterson	Member	Place 4
Kevin Bryant	Member	Place 5
Sandra Fambrough	Member	Place 7
Franklin Lee	Alternate	Place 9

The following members were not present:

Clare Schroeder-Brown	Member	Place 6
Jeffrey Kendall	Alternate	Place 8

Constituting a quorum with the following member of the Town staff participating:

Dax Gollaher Animal Services Officer/Board Secretary

A. CALL ANIMAL SERVICES BOARD MEETING TO ORDER

Chair Mary O'Meara called the Animal Services Board meeting to order at 6:29 P.M.

B. REGUALR ITEMS

1. Consider approval of the minutes from the Regular Meeting of the Animal Services Board held October 27, 2015.

Member Patterson made a motion to approve the minutes as written. Member Bryant seconded the motion.

AYES: Freeny, Lee, Hastings, Bryant, Patterson, Fambrough
NAYS: None

2. Staff Report

Member Hastings announced that Animal Services will be hosting a registration event for the public at the Hound Mound on March 12, 2016 from 9:00 am – 11:00 am. Residents can get their free registration tag with proof of current rabies vaccination from a valid receipt or rabies certificate.

Chair O'Meara asked if the local vets issued the tags. Member Hastings clarified and explained that only participating vets will issue registration tags, however, residents can also pick them up anytime at the Animal Adoption Center and the Flower Mound Police Department.

3. Humane Society of Flower Mound Update

On January 1, The Humane Society of Flower Mound changed its name to Humane Tomorrow. The website is Humanetomorrow.org

On February 24, 2016, Humane Tomorrow is having an all-day fundraiser at Mellow Mushroom at 2450 Cross Timbers Rd.

On March 24, 2016, Humane Tomorrow is having a fundraiser at BJ's Restaurant at 2609 Stemmons Fwy, Lewisville, Tx.

On April 16, 2016 the Wellington Homeowner's association will be hosting a Fun Run which benefits Humane Tomorrow.

On May 7, 2016 Humane Tomorrow will be hosting a "Putts for Paws" golf tournament in Bridlewood

4. Review of direction from Council on areas the board is interested in discussing

Member Hastings informed the Board that the request has been forwarded to the Town Manager but she has not received feedback at this time.

Councilmember Bryant explained to the the Board that the Council wants feedback and ideas from the different boards and they should not wait for council to direct them. If the Board has something they want to do, they should bring it to Council for them to take a look at.

Chair O'Meara talked about the idea of education overlapping with the dog park. She explained that the Animal Services Board and the Parks' board may need some input from Council as to how the two boards can work together without overstepping.

Councilmember Bryant explained that the dog park is a wonderful resource for education and sees the dog park being used in the future for many different things.

Chair O'Meara asked that if the Council does provide direction prior to the next meeting does the Board need to wait until the next meeting to take any action.

Member Hastings explained that the Board is not limited to meeting only 3 times a year. It can meet as many times as the Board wants. Workshops and additional meetings can be put into place to get some of these things accomplished.

5. Animal Registration and microchipping promotion – helping lost pets

Member Hastings explained to the Board that a water bill insert on the topic of registration has been submitted, as well as Facebook posts and a registration event at the Hound Mound in March.

Member Fambrough requested that the staff also scan for microchips at the registration event in March. Member Hastings agreed that scanning chips would be a good idea and agreed to bring a scanner and a sample chip to also show people what comes up when an animal that is chipped is scanned.

Member Fambrough also asked about possibly placing a link into the electronic version of the water bill to the animal educational information. The board discussed the various avenues the Town has for providing information to the residents. Member Patterson agreed to research to create a list of these sources.

Member Hastings asked for the Board's assistance in coming up with various topics to highlight once a month throughout the year. The Board came up with the following topics:

Spay & Neuter, Rabies, Microchipping, Heat Safety Tips, Snakes, Bunnies, Heartworm, Pets on Patio's, How to recognize body language, How to introduce new pets to the family, seasonal vaccinations, Livestock identification, Fireworks and pets, Lost pets, Pet questions of the month.

- The board briefly discussed some feedback they were hearing about the Dog Park. Chair O'Meara reminded everyone that if there are suggestions about the current dog park or feedback on future dog parks that information should be discussed with the Park's Department and Park's Board.

E. COORDINATION OF CALENDARS

Animal Services Board Regular Meeting – May 24, 2016

F. FUTURE AGENDA ITEMS

Review of direction from Council on areas the board is interested in discussing
Continued discussion on monthly educational topics.

*Members volunteered to research various topics and write up a draft educational insert

- Member Patterson – Microchipping
- Member Fambrough – Heat Safety Tips, create an email blast list of local veterinarians and animal business to send out educational information.
- Member Freeny – Large animal vaccinations, possibility of participating in a short educational video
- Lee – Questions of the Month – suggested questions to post monthly to cause community interaction and enhance education through community wide communication.

G. ADJOURNMENT

The meeting was adjourned at 7:20 pm

TOWN OF FLOWER MOUND, TEXAS

Christine Hastings, Town Representative

ATTEST:

Dax Gollaher, Secretary

Animal Services Board Meeting

REGULAR ITEM 2

MONTHLY REPORT

Jan. 2016
MONTH/YEAR

529
CALLS COMP.

ANIMALS IMPOUNDED

<u>47</u>	<u>30</u>	<u>0</u>	<u>2 (1 rabbit & 1 ferret)</u>
DOGS	CATS	LIVESTOCK	OTHER

ANIMALS CLAIMED BY OWNER

<u>25</u>	<u>2</u>	<u>0</u>	<u>0</u>
DOGS	CATS	LIVESTOCK	OTHER

ANIMALS OWNER RELEASED

<u>16</u>	<u>18</u>	<u>0</u>	<u>1 (1 rabbit)</u>
DOGS	CATS	LIVESTOCK	OTHER

ANIMALS ADOPTED

<u>17</u>	<u>15</u>	<u>0</u>	<u>1 (1gerbil)</u>
DOGS	CATS	LIVESTOCK	OTHER

ANIMALS PICKED UP BY RESCUE GROUPS

<u>1</u>	<u>9</u>	<u>0</u>	<u>5</u>
DOGS	CATS	LIVESTOCK	OTHER

ANIMALS EUTHANIZED

<u>1</u>	<u>10</u>	<u>0</u>	<u>0</u>
DOGS	CATS	LIVESTOCK	OTHER

BITE REPORTS

<u>5</u>	<u>1</u>	<u>0</u>	<u>0</u>
DOGS	CATS	LIVESTOCK	OTHER

DEAD ANIMALS

43

CITATIONS

3

WRITTEN WARNINGS

58

WILDLIFE

26

LOOSE DOGS

87

LOOSE CATS

17

LOOSE LIVESTOCK

34

CASES INVESTIGATED

20

PRESENTATIONS

4

DONATIONS

\$636

REVENUE

\$1,076

TOTAL REVENUE

\$1,712

MILEAGE

4200-06	START	<u>98,851</u>	END	<u>99,642</u>	MTD	<u>791</u>
4200-07	START	<u>86,859</u>	END	<u>87,637</u>	MTD	<u>778</u>
4200-08	START	<u>77,262</u>	END	<u>78,132</u>	MTD	<u>870</u>
4200-09	START	<u>71,389</u>	END	<u>72,471</u>	MTD	<u>1,082</u>

MONTHLY REPORT

Feb. 2016
MONTH/YEAR

466
CALLS COMP.

ANIMALS IMPOUNDED

<u>34</u>	<u>9</u>	<u>0</u>	<u>1 (rabbit)</u>
DOGS	CATS	LIVESTOCK	OTHER

ANIMALS CLAIMED BY OWNER

<u>22</u>	<u>0</u>	<u>0</u>	<u>0</u>
DOGS	CATS	LIVESTOCK	OTHER

ANIMALS OWNER RELEASED

<u>6</u>	<u>6</u>	<u>0</u>	<u>1 (rabbit)</u>
DOGS	CATS	LIVESTOCK	OTHER

ANIMALS ADOPTED

<u>13</u>	<u>10</u>	<u>0</u>	<u>0</u>
DOGS	CATS	LIVESTOCK	OTHER

ANIMALS PICKED UP BY RESCUE GROUPS

<u>1</u>	<u>0</u>	<u>0</u>	<u>1 (rabbit)</u>
DOGS	CATS	LIVESTOCK	OTHER

ANIMALS EUTHANIZED

<u>3</u>	<u>7</u>	<u>0</u>	<u>0</u>
DOGS	CATS	LIVESTOCK	OTHER

BITE REPORTS

<u>10</u>	<u>0</u>	<u>0</u>	<u>0</u>
DOGS	CATS	LIVESTOCK	OTHER

DEAD ANIMALS

54

CITATIONS

1

WRITTEN WARNINGS

48

WILDLIFE

26

LOOSE DOGS

108

LOOSE CATS

21

LOOSE LIVESTOCK

14

CASES INVESTIGATED

28

PRESENTATIONS

4

DONATIONS

\$566

REVENUE

\$943

TOTAL REVENUE

\$1,509

MILEAGE

4200-06	START	<u>98,851</u>	END	<u>100,890</u>	MTD	<u>2,039</u>
4200-07	START	<u>86,859</u>	END	<u>88,559</u>	MTD	<u>1,700</u>
4200-08	START	<u>77,262</u>	END	<u>79,291</u>	MTD	<u>2,029</u>
4200-09	START	<u>71,389</u>	END	<u>72,929</u>	MTD	<u>1,504</u>

MONTHLY REPORT

Mar-16
MONTH/YEAR

410
CALLS COMP.

ANIMALS IMPOUNDED

<u>53</u> DOGS	<u>34</u> CATS	<u>0</u> LIVESTOCK	<u>1</u> guinea pig OTHER
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ANIMALS CLAIMED BY OWNER

<u>35</u> DOGS	<u>2</u> CATS	<u>0</u> LIVESTOCK	<u>0</u> OTHER
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ANIMALS OWNER RELEASED

<u>14</u> DOGS	<u>12</u> CATS	<u>0</u> LIVESTOCK	<u>1</u> guinea pig OTHER
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ANIMALS ADOPTED

<u>10</u> DOGS	<u>9</u> CATS	<u>0</u> LIVESTOCK	<u>1</u> guinea pig OTHER
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ANIMALS PICKED UP BY RESCUE GROUPS

<u>0</u> DOGS	<u>3</u> CATS	<u>0</u> LIVESTOCK	<u>0</u> OTHER
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ANIMALS EUTHANIZED

<u>5</u> DOGS	<u>9</u> CATS	<u>0</u> LIVESTOCK	<u>0</u> OTHER
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BITE REPORTS

<u>13</u> DOGS	<u>1</u> CATS	<u>0</u> LIVESTOCK	<u>0</u> OTHER
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DEAD ANIMALS

75

CITATIONS

1

WRITTEN WARNINGS

48

WILDLIFE

24

LOOSE DOGS

74

LOOSE CATS

4

LOOSE LIVESTOCK

3

CASES INVESTIGATED

31

PRESENTATIONS

3

DONATIONS

\$958

REVENUE

\$1,429

TOTAL REVENUE

\$2,387

MILEAGE

4200-06	START	<u>100,890</u>	END	<u>102,235</u>	MTD	<u>1,345</u>
4200-07	START	<u>88,559</u>	END	<u>89,066</u>	MTD	<u>507</u>
4200-08	START	<u>79,291</u>	END	<u>79,575</u>	MTD	<u>466</u>
4200-09	START	<u>72,929</u>	END	<u>73,664</u>	MTD	<u>735</u>

QUARTERLY REPORT

January - March 2016
MONTH/YEAR

1405
CALLS COMP.

ANIMALS IMPOUNDED

<u>134</u> DOGS	<u>73</u> CATS	<u>0</u> LIVESTOCK	<u>4</u> OTHER
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ANIMALS CLAIMED BY OWNER

<u>82</u> DOGS	<u>4</u> CATS	<u>0</u> LIVESTOCK	<u>0</u> OTHER
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ANIMALS OWNER RELEASED

<u>36</u> DOGS	<u>18</u> CATS	<u>0</u> LIVESTOCK	<u>3</u> OTHER
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ANIMALS ADOPTED

<u>40</u> DOGS	<u>34</u> CATS	<u>0</u> LIVESTOCK	<u>2</u> OTHER
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ANIMALS PICKED UP BY RESCUE GROUPS

<u>2</u> DOGS	<u>12</u> CATS	<u> </u> LIVESTOCK	<u>6</u> OTHER
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ANIMALS EUTHANIZED

<u>9</u> DOGS	<u>0</u> OTHER	<u>26</u> CATS
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BITE REPORTS

<u>28</u> DOGS	<u>2</u> CATS	<u> </u> LIVESTOCK	<u> </u> OTHER
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DEAD ANIMALS

172

CITATIONS

5

WRITTEN WARNINGS

154

Donations

\$2160.00

Revenue

\$3448.00

Total Revenue

\$5608.00

PRESENTATIONS

11

LOOSE DOGS

269

LOOSE CATS

42

LOOSE LIVESTOCK

51

WILDLIFE

76

CASES INVESTIGATED

79

Animal Services Board Meeting

REGULAR ITEM 3

Animal Services Board Meeting

REGULAR ITEM 4

MEMORANDUM

To: Wess Griffin, Police Captain

From: Christine Hastings, Animal Services Manager

Date: April 13, 2015

Re: Animal Services Board Proposed Involvement Topics to Town Council

On March 24, 2015 the Animal Services Board held a work session meeting to discuss areas of interest they would like to be involved in. Per Town Ordinance, Sec. 2-205. – Powers and Duties. (c) The Board shall perform such other duties as prescribed by the town council by ordinance or resolution. Several ideas were developed to be forwarded to the Town Council for consideration during their May 2015 Strategic Planning meeting. The Flower Mound Animal Services board would like to propose three areas of concentration to the Flower Mound Town Council for input and approval. These topics are:

- I. **Education Program:** the ASB views one of its primary roles as educating the community on issues related to animals, both wild and domestic. In order to accomplish these goals, the ASB proposes the following educational content and processes on which to present it to the community.
 - a. Education Content:
 - i. Wildlife Issues
 1. Snakes
 2. Skunks
 3. Rabies
 4. Seasonal animal issues
 - ii. Domestic Animal Issues
 1. Vaccinations
 2. FM ordinances
 3. Seasonal issues

b. Educational Processes: The mechanisms for educating the public are listed below. We have purposely listed these education processes in order based on the amount of resources required from the Animal Services Department staff with the first item requiring the least amount of staff resource.

- i. Town Website
- ii. Social Media/Facebook
- iii. Utility Bill Insert
- iv. FM TV
- v. Personal Appearances
 1. Schools
 2. Library
 3. Public events
 4. CAC events

II. **Volunteer Program Upgrade Project:** Volunteers are an important resource for the efficient functioning of the Animal Services Department. Volunteers assist the Animal Services staff with a range of duties as well as provide a unique connection between Animal Services Department and the Flower Mound community. In order to assure the safety of our volunteers it is essential that they receive the proper training and orientation. The Animal Services Board proposes a redevelopment of the volunteer training and orientation program. This will include:

- a. Development of Volunteer Training and Orientation Program
- b. Development of Volunteer Training Manual
- c. Development of Animal Services volunteer policies and procedures

III. **Flower Mound Dog Park:** The Animal Services Board maintains a specialized knowledge base with regard to the behavior of animals (dogs) as well as the interaction between animals and humans. Clearly, this knowledge would be a necessary component during the development of the Flower Mound Dog Park. The ASB proposes that it assists in development by providing:

- a. Education regarding animal and animal/human behavior
- b. Assistance in developing the policies and procedures for the dog park
- c. Marketing at local events

Suggested Monthly Water-bill Topics

Monthly topics:

Spay & Neuter, Rabies, Microchipping, Heat Safety Tips, Snakes, Bunnies, Heartworm, Pets on Patio's, How to recognize body language, How to introduce new pets to the family, seasonal vaccinations, Livestock identification, Fireworks and pets, Lost pets, Pet questions of the month.

*Members volunteered to research various topics and write up a draft educational insert

- Member Patterson – Microchipping
- Member Fambrough – Heat Safety Tips, create an email blast list of local veterinarians and animal business to send out educational information.
- Member Freeny – Large animal vaccinations, possibility of participating in a short educational video
- Lee – Questions of the Month – suggested questions to post monthly to cause community interaction and enhance education through community wide communication.

March – Registration

Did you know the Town of Flower Mound requires all cats and dogs be registered annually? Animal Services issues new, different colored tags every year in order to easily identify current registrations. This year the registration tags are green. Registering your pet is quick and easy, not to mention it plays a big role in responsible ownership. Here's why:

- Animal Services staff can quickly locate an owner if a registered pet is found, or is involved in an accident.
- Registration tags are visual representation that your pet is current on his/her rabies vaccination.
- Fines can be issued to owners who've failed to register.
- All pets who visit Hound Mound must be registered.

To register your pet you must provide a valid rabies certificate to Flower Mound Animal Services. This can be done by email, fax, mail or by hand delivering it to 3950 Justin Rd. After Animal Services staff updates their records, a new registration tag will be issued. For more information, or to address any questions or concerns, please call 972-874-6390.

April – Skunks

As for many animals, spring is mating seasons for skunks. [This](#) means residents may see them more often during this time of the year [so](#) Flower Mound Animal Services is providing all the smelly facts about skunks:

CREPUSCULAR: Skunks are crepuscular, meaning they are typically seen most at dusk and dawn. [However](#), when searching for a mate, it is not uncommon for these mammals being active during daylight hours.

BENEFITS: Skunks eat many of the creepy, crawly pests we don't [usually](#) like including bugs, mice, lizards, and snakes, both venomous and non-venomous.

ODOR: Skunks are an animal you often smell before you see, thanks to a defensive weapon they use for protection, which involves spraying a strong smelling liquid at predators. Fun fact, skunks can accurately spray up to 10-feet!

RABIES: Skunks are the [No. 1](#) carrier of rabies in Texas. Rabies can only be transmitted through saliva, [and not their spray](#). Obvious signs of [a skunk that has rabies](#) include: walking in circles, falling over, running into things, [and](#) approaching humans/pets.

SAFETY: Always make sure your pet is current on [its](#) rabies vaccination, just in case a skunk encounter occurs. The best way to avoid attracting skunks is to keep your yard tidy, block access underneath sheds, decks, and houses, and do not leave pet food outside.

With proper knowledge and respect for skunks, we can safely live side-by-side with these creatures. If you have any further questions about skunks or any other wildlife, please call Animal Services at 972.874.6390.

May – n/a

June – Microchipping (draft)

Did you know that microchipping your pet can significantly increase the odds of being reunited with your pet if Buddy or Fuzzy go missing?

A study conducted by researchers at the Ohio State University showed that microchips result in a high rate of return to pet owners. Data was collected on a total of 7,704 animals that ended up in animal shelters participating in the study. In all, owners were found for 72.7 percent of microchipped animals. Among those found, 73.9 percent of the owners wanted the animals back in their homes.

Microchips are implanted at veterinary clinics and various shelters, and the process is similar to administering a shot or vaccination. The microchip is preloaded in a sterile applicator, and contains a unique number that is revealed when the pet is scanned by a microchip detector. The unique number coincides with the contact information on file that a pet owner provides upon registration.

If your pet was adopted from a shelter or purchased from a breeder, your pet may already have a microchip. Consult your pet adoption paperwork, or have your pet scanned for a microchip at your next visit to reveal the unique number, and register it.

Once your pet is microchipped, remember these three things: (1) make sure the microchip is registered; (2) ask your veterinarian to scan your pet's microchip at least once a year to make sure the microchip is still functioning and can be detected; and (3) keep your registration information up to date.

Flower Mound Animal Services scans every pet that comes to our shelter for a microchip. Not sure if your pet is chipped? Feel free to bring it by the Flower Mound Adoption Center and we will scan it for you. Although not required, microchips in conjunction with your pet's registration tag are the best way to make sure your pet finds its way home.

**Town of Flower Mound
Standard Promo/Info Plan Distribution Tools and Schedule**

<u>Communication Tool</u>	<u>Dist. Schedule</u>	<u>How to Obtain Info</u>
Town website - news, calendar, etc.	Immediate	Visit website
Dept. websites - Library, CAC, etc.	Immediate	Visit website
FMTV - Bulletin Board	Immediate	FMTV/Online Streaming
FMTV – Town Matters News Show	Monthly	FMTV/YouTube
FMTV - Adventures Parks and Rec Show	Monthly	FMTV/YouTube
E-Town News Bulletins – news, events, etc.	Monthly	Sign Up on Website
Utility News Bulletin Inserts	Monthly	Be a FM Utility Cstmr
Facebook – Several official Town pages	Immediate	Have a Facebook Acct
Twitter – Several official Town acct	Immediate	Have a Twitter Acct
Tip Sheets	Twice a Month	Be on FM Media List
Press Release	As Needed	Be on FM Media List

* Additional communication tools are utilized on a case-by-case basis.

Stay Connected

Taking a progressive approach to communicating with residents, members of the business community, and other stakeholders, the Town of Flower Mound has launched an extensive communication program that allows interested parties to access and receive information regarding Town programs, services, facilities, and initiatives through a variety of written, video, and digital tools.

Digital Communication

Town of Flower Mound websites

The Town of Flower Mound's primary website provides information on a variety of topics including up-to-date news announcements, an event calendar, meeting agendas and minutes, and a variety of other Town projects, services, programs, facilities, and departments. The Web site also contains several interactive e-government tools including online forms, bill payment, social media sign up and live and archived streaming of FMTV programming. The Town also maintains separate websites for the Flower Mound Public Library; Economic Development; and other departments, special events, and programs.

E-Town: Electronic Newsletters

Delivered straight to email inboxes, the E-Town Bulletins feature information on specific topics including public hearings, the Flower Mound Public Library, Parks and Recreation projects, Economic Development, the Community Activity Center, and current Town news. Recipients choose to receive only the news of interest to them. Visit the E-Town and Resident News Bulletin [homepage](#) to subscribe to and receive the bulletins of your choice.

"Notify Me"

Through the Town website, residents are able to sign up for the "Notify Me" notification email and text messaging system, which informs subscribers when new information is posted on the website. When residents sign-up for this notification, they have the opportunity to subscribe to a variety of alerts including various categories within the Agenda Center, Calendar, News Flash, and Alert Center and receive email notifications or SMS (text) messages.

Once the information is posted to the Town's website and a notification is sent, it is immediately distributed to those who have signed-up. For more information, please visit <http://www.flower-mound.com/notifyme>.

Social Media

[View the Town's Digital Media and Social Networking Sites Terms of Use Policy](#)

Facebook Pages

Flower Mound's main Facebook group can be viewed and joined at www.facebook.com/FlowerMound. The group will continually be updated with news and information about Town services, programs, projects, and events. In addition, the Town also maintains dedicated Flower Mound Library and Flower Mound Parks and Recreation Facebook groups.

Twitter Feed

Interested parties can follow Flower Mound's Twitter feed at twitter.com/flower_mound. The feed will provide timely news briefs regarding a variety of Town topics.

YouTube Channel

Located at www.youtube.com/user/TownOfFlowerMound, Flower Mound's YouTube channel features video content from FMTV including The Update News Show, the Town's Annual Report, Employee Profiles, and other specialty videos.

Broadcast Communication

FMTV – Flower Mound Television

FMTV is the government access cable channel operated by the Town of Flower Mound and is broadcast on Grande cable channel 12, Time Warner cable channel 16, and Verizon FIOS channel 42. Programming includes live broadcasts and replays of Town Council and Planning and Zoning Board meetings, public service announcements, an informational community bulletin board, special event coverage, and educational shows from state and federal agencies.

Print Communication

Utility Billing Newsletter

The “My Flower Mound” newsletter, included in residents' monthly mailed utility bill, provides information on a variety of topics including general Town news, public safety, economic development, etc.

Special Publications

Community Affairs produces or assists with the creation of numerous special publications including the Annual Report, the Welcome to Flower Mound Guide, the Seniors In Motion newsletter, and the activity and programs guides as well as flyers, posters, brochures, and other printed material on an as-needed basis.

Mayor/Town Council Message

Written by the Mayor and members of the Town Council on a monthly basis to discuss a variety of community issues, these editorial columns are printed in local newspapers and posted to the Town's [website](#).

DashBoard Reports

Produced and posted to the Town's primary website on an annual basis, the four Dashboard reports provide user-friendly updates on Dedicated Sales Tax projects, Financial Measurements, Performance Measures, and the [It's Your Call](#) customer service program.

Legal Postings

Display ads purchased in specific publications as required by law to provide information to the community regarding official Town of Flower Mound business including public hearings, budget adoptions, and project bids.

Median Signs

Electronic and static signs placed in the median to promote events of town-wide interest.

Emergency Communication

Notification System

The Town of Flower Mound has instituted an Emergency Notification System – an automated telephone communication service for important notifications. This system allows the Town to telephone targeted areas of Flower Mound in the case of a significant situation that requires attention.

The system is capable of dialing 60,000 phone numbers per hour and delivers a recorded message from Town staff to a live person or voicemail, making three attempts to connect to a number. Land lines registered with the annually updated National Residential Database automatically receive emergency notification calls.

This system will only be used for significant purposes and should not be relied on as a resident's sole source of important information.

[Learn more about the Emergency Notification System.](#)

Social Media Terms of Use and Policy

Digital Media and Social Networking Sites Terms of Use Policy

The Town of Flower Mound believes resident feedback plays an important role in the governance of our community. Flower Mound's digital media and social networking sites are open to comments. Flower Mound's digital media and social networking sites are just a few of the many tools the Town utilizes for information distribution and the receipt of resident feedback. Not every issue facing the Town will necessarily be addressed on the digital media and social networking sites. The Town's goals for these communication tools are to:

- Reach new audiences with Town messages and information
- Provide additional channels of input for citizens and other stakeholders
- Increase the transparency of the Town's decision-making process
- Facilitate a sense of community

Comment Posting Regulations

The Town intends to promote effective communication and maintain a respectful dialogue. In that spirit, the rules for posting external comments on any official Town of Flower Mound digital media or social networking site will maintain a productive and open forum for community discussion. Our moderators use these rules to ensure that posted comments are constructive and suitable for all readers, while respecting a range of opinions and points of view. Moderation will take place during the Town's normal business hours. Posted comments must comply with the following regulations:

- Comments and posts must be civil and may not contain slanderous, libelous, malicious, offensive, threatening, profane, or insulting language.
- References to the personality of individuals or personal attacks will not be permitted.
- Advertising or promotional announcements are not permitted.
- Comments on Town posts must be within the scope of the topic under discussion.
- Comments and posts cannot include personally identifiable information, such as an address, phone number, social security number or other sensitive information.
- Comments and posts cannot represent a person other than the one posting the comment.
- Comments and posts containing links to other web sites or pages must be relevant to the topic.
- Comments and posts cannot serve electoral campaign purposes. Political messages will not be published.
- Participants are responsible for what they post. Comments must not breach any law, confidentiality, or copyright.

Important: Comments and posts by external parties on a Flower Mound digital media or social networking sites are not official public testimony concerning any project or program. An opinion expressed on a Flower Mound digital media or social networking site is posted for discussion only and is not a substitute for a formal statement in a public hearing process. A participant who posts comments contrary to the terms of use policy may be prohibited from future participation. Flower Mound reserves the right to update the Terms of Use.

Official Town of Flower Mound Social Media Sites

Facebook:

- [Town of Flower Mound](#)
- [Flower Mound Police Department](#)
- [Flower Mound Fire Department](#)
- [Flower Mound Animal Services](#)
- [Flower Mound Parks and Recreation](#)
- [Flower Mound Public Library](#)
- [Flower Mound Public Library Teen Page](#)
- [Flower Mound Youth Action Council](#)
- [Flower Mound Seniors In Motion](#)
- [Our Master Plan: Strengthening the Vision](#) (Inactive, 2013 Project Page)

Twitter:

- [Town of Flower Mound](#)
- [Flower Mound Police Department](#)
- [Flower Mound Fire Department](#)
- [Flower Mound CAC](#)
- [Flower Mound Public Library](#)

YouTube:

- [Town of Flower Mound](#)

Instagram:

- [Flower Mound Public Library](#)
- [Flower Mound Public Library Teens](#)

GoodReads:

- [Flower Mound Public Library](#)

Any site not included in this list is not an official Town of Flower Mound social media site.