

539-SERV DASHBOARD REPORT

FISCAL YEAR 2009-2010/FIRST QUARTER



IT'S YOUR CALL PROGRAM SUMMARY

The "It's Your Call" Program was expanded in October 2008. The Program was initiated to encourage residents and Town employees to utilize the 539-SERV (7378) phone line when they observe infrastructure/facility issues or code/ordinance violations or have questions regarding Town services. A call to 972.539.SERV or an e-mail to yourcall@flower-mound.com initiates a four-step process with the Town's Customer Service division:

1. Call it
2. Log it
3. Track It
4. Resolve It

Service requests may also be submitted online utilizing the convenient online form at <http://www.flower-mound.com/539SERV.php>.

Reportable issues could include:

- Down or damaged street signs
- Street light outages
- High weeds and grass
- Trash Collection
- Bandit signs
- Park improvements/repairs
- Graffiti
- Street repairs/pot holes
- Drainage, water, problems
- Pool permit and safety issues
- Parking violations
- Barking Dogs
- Tree Trimming in Right of Ways or Parks

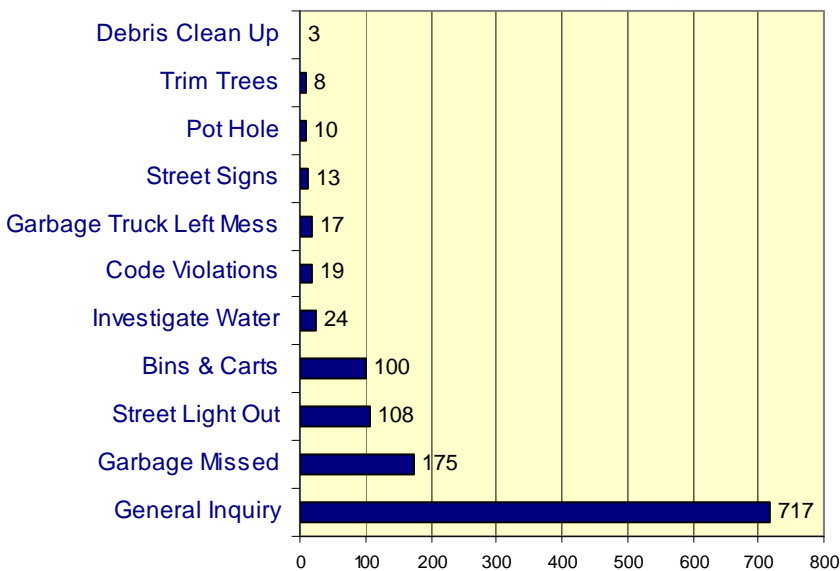
The Town's Customer Service division is designed to efficiently and effectively address and resolve minor service-related problems in Flower Mound and allow citizens to obtain information regarding a variety of municipal topics.

(972) 539-SERV (7378)

yourcall@flower-mound.com

IT'S YOUR CALL PROGRAM REPORT

CALL CATEGORIES FY 2009-10 (YTD)



TOTAL CALLS

FISCAL YEAR	CITIZEN	EMPLOYEE	TOTAL
FY 2008-09	9,586	469	10,055
FY 2009-10 (YTD)	1,141	70	1,211

**17 calls with 2 or less in the following categories: Fire Hydrant Repairs, Graded Dirt, Insect Issues, Culvert, Water Pressure, Meter Problem, Animal Loose, Cable Wire Exposed, Erosion, Permit, School Zone Flasher, Traffic Light Timing*

Total Calls/E-mails: 1,211*

