



# IT'S YOUR CALL DASHBOARD REPORT

## FISCAL YEAR 2009-2010/SECOND 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](mailto:yourcall@flower-mound.com) initiates a four-step process with the Town's Customer Service division:

1. Call it      3. Track It
2. Log 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 repairs/pot holes
- Street light outages
- Drainage, water, problems
- High weeds and grass
- Pool permit and safety issues
- Trash Collection
- Parking violations
- Bandit signs
- Barking Dogs
- Park improvements/repairs
- Tree Trimming in Right of Ways or Parks
- Graffiti

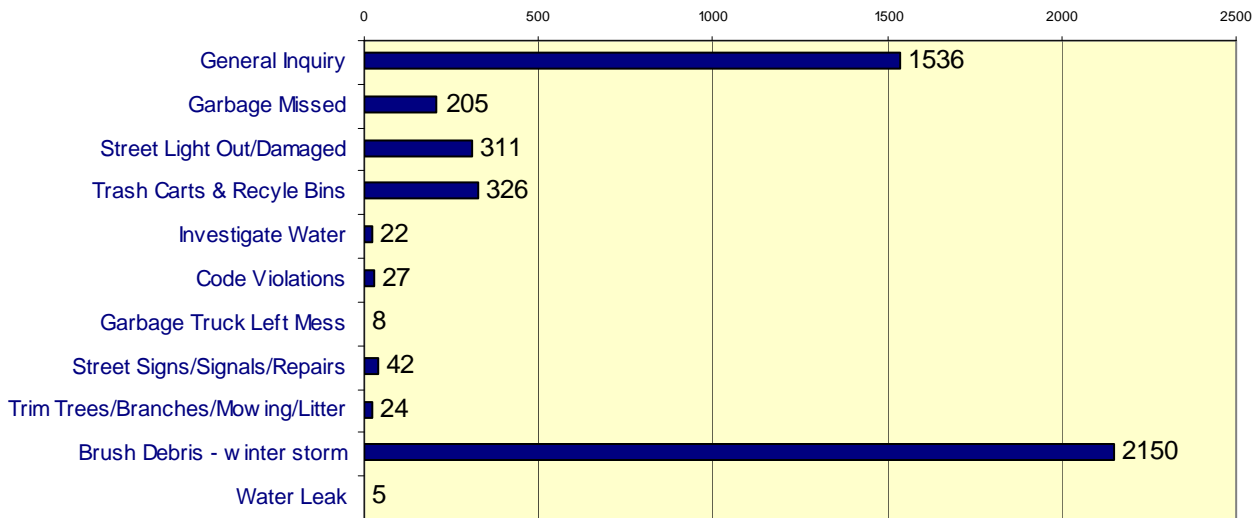
The Town's Customer Service division is designed to efficiently and effectively address and resolve minor service-related problems in Flower Mound or allow citizens to obtain information regarding a variety of municipal topics.

**(972) 539-SERV (7378)**

**[yourcall@flower-mound.com](mailto:yourcall@flower-mound.com)**

### IT'S YOUR CALL PROGRAM REPORT

#### CALL CATEGORIES FY2009-10 (2ND QUARTER)



**Total Calls/E-mails: 4,676**

#### TOTAL CALLS

FISCAL YEAR	CITIZEN	EMPLOYEE	TOTAL
FY2008-09	9,586	469	10,055
FY 2009-10 (YTD)	5,817	160	5,977

*During the month of January, Customer Relations worked with the Police Department Citizen Patrol group to identify street light outages, resulting in a higher than typical number of reports. Customer Relations responded to more than 2,000 calls for service relating to brush removal following a winter storm that occurred in February.*

