

IT'S YOUR CALL DASHBOARD REPORT

FISCAL YEAR 2009-2010/THIRD 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 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

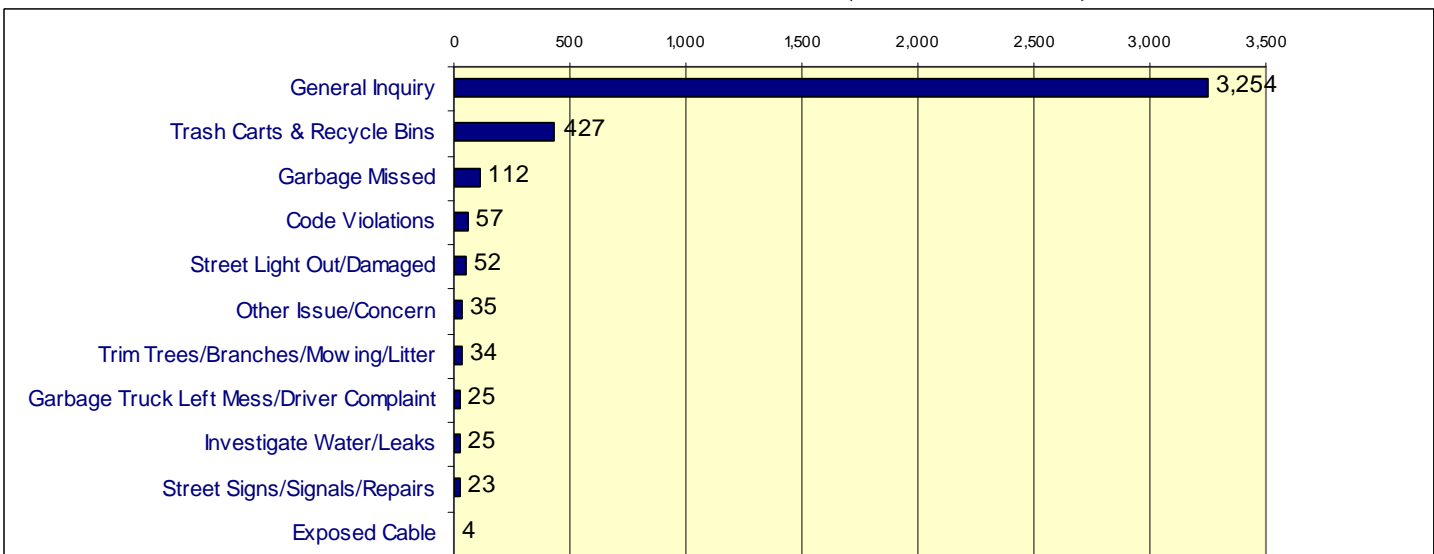
The Town's Customer Service division is designed to efficiently and effectively address and resolve minor service-related problems in Flower Mound or allow citizens to obtain information regarding a variety of municipal topics.

(972) 539-SERV (7378)

yourcall@flower-mound.com

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CALL CATEGORIES FY2009-10 (3RD QUARTER)



Total Calls/E-mails: 4,048

TOTAL CALLS

FISCAL YEAR	CITIZEN	EMPLOYEE	TOTAL
FY2008-09	9,586	469	10,055
FY 2009-10 (YTD)	9,785	240	10,025

In the month of May Customer Relations staff promoted the 539-SERV line at a booth during the Wild About Flower Mound festival.