



539.SERV DASHBOARD REPORT

FISCAL YEAR 2008-2009

IT'S YOUR CALL PROGRAM SUMMARY

The "It's Your Call Program" idea was introduced to the Town Employees at the Quarterly Town Manager Employee Meetings in October 2008. The Program was initiated to encourage town employees and citizens to utilize the 539-SERV(7378) line when they observe issues and /or violations such as street light outages, potholes, missing signs, etc.

As you can see by the numbers presented below, the advertising campaign began in full force in January. We publicized this program extensively, not only to the general public; but also, to our employees encouraging them to report items they see while in the field, on the way to and from work, lunch, etc. Since the initiation of the program we have had Town Employees (from all departments) call in over 300 issues including street light outages, damaged or missing signage, code violations, graffiti, etc.

Customer Service is frequently receiving compliments every day from both citizens and employees as to the quick response they receive when contacting the 539-SERV line. The program has been a huge success, making Flower Mound a better place to live and work.

NUMBER OF CALLS RECEIVED

FISCAL 08-09	CITIZEN	EMPLOYEE
October-08	616	0
November-08	610	0
December-08	631	81
January-09	771	57
February-09	832	107
March-09	961	92

IT'S YOUR CALL

972.539.SERV

Make a difference in Flower Mound by calling 972.539.SERV to submit municipal service and facility repair requests, report code enforcement violations, identify community beautification issues, or obtain information about Town of Flower Mound services. A call to 972.539.SERV or an e-mail to yourcall@flower-mound.com initiates a four-step process.

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

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.

It's Your Call – 539-SERV (7378) or Online <http://www.flower-mound.com/539SERV.php> Service requests may also be submitted online utilizing the convenient online form. Once submitted, the form will be received, logged, and tracked by a Town of Flower Mound customer service representative.

It's Your Call Report

