



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 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 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

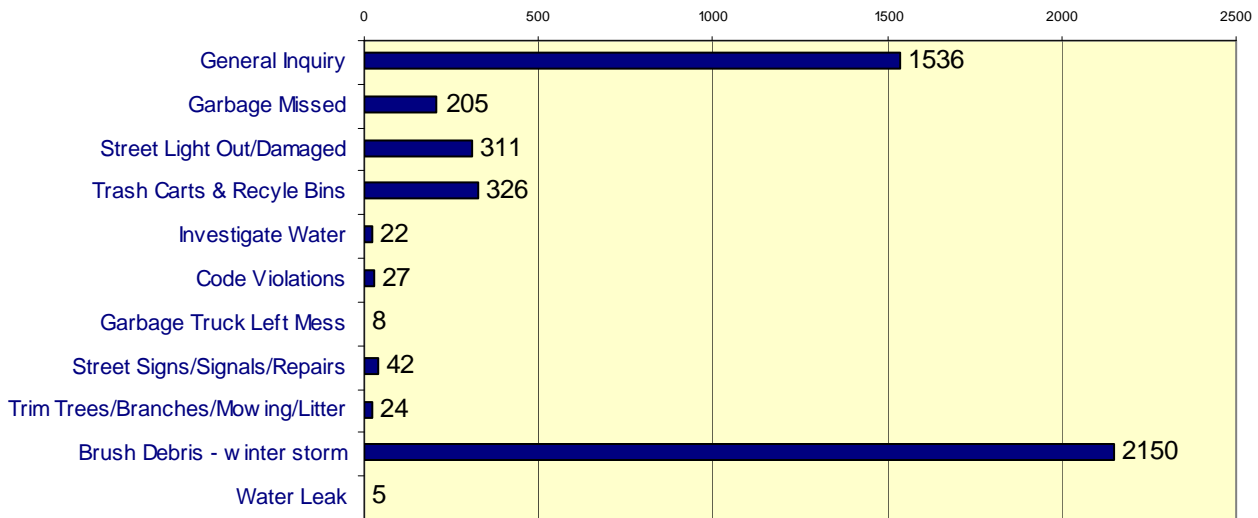
The Town's Customer Service division is designed to efficiently and effectively address and resolve minor service-related problems in Flower Mound or allow citizens to obtain information regarding a variety of municipal topics.

(972) 539-SERV (7378)

yourcall@flower-mound.com

IT'S YOUR CALL PROGRAM REPORT

CALL CATEGORIES 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.

