

IT'S YOUR CALL DASHBOARD REPORT

FISCAL YEAR 2012-2013/SECOND QUARTER



IT'S YOUR CALL PROGRAM SUMMARY

The "It's Your Call" 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 customerrelations@flower-mound.com initiates a four-step process with the Town's Customer Relations division:

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

Service requests may also be submitted online at www.flower-mound.com.

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

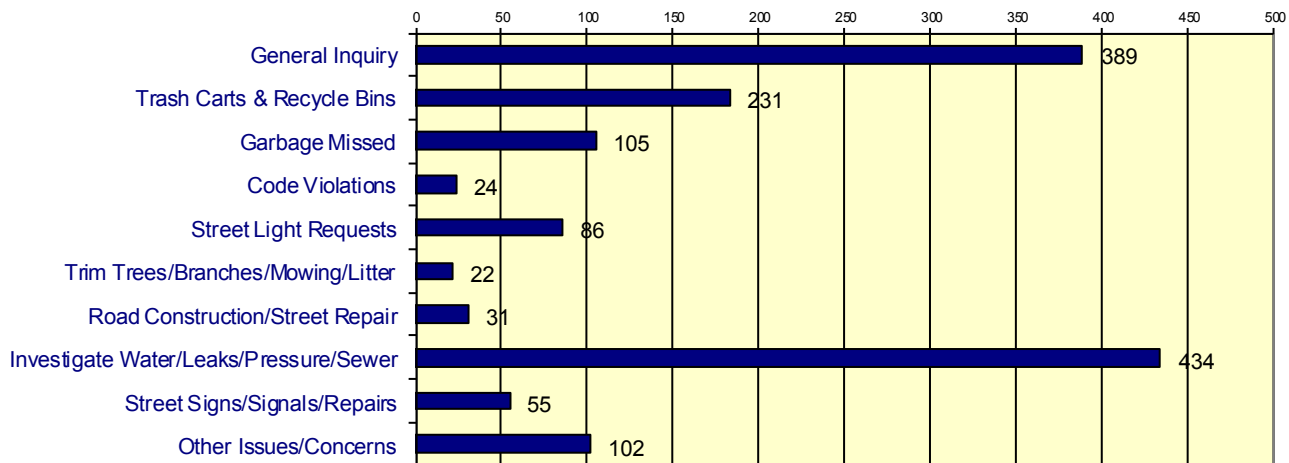
The Town's Customer Relations division is designed to efficiently and effectively address and resolve minor service-related problems in Flower Mound and allow citizens to obtain information regarding a variety of municipal topics.

972-539-SERV (7378)

customerrelations@flower-mound.com

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CALL CATEGORIES FY2012-13 (2nd QUARTER)



Total Calls/E-mails: 1,479

TOTAL CALLS

**CURRENT
VS.
PREVIOUS FY**

FISCAL YEAR	CITIZEN	EMPLOYEE	TOTAL
FY 2011-12	11,358	130	11,488
FY 2012-13	2,990	55	3,045

Most general inquiries and "other" issues/concerns consist of calls or e-mails regarding town services or development. The majority of calls received by Customer Relations deals with trash and recycling collection, hazardous waste, development projects, town events, code violations, and concerns regarding traffic.