



# IT'S YOUR CALL DASHBOARD REPORT

## FISCAL YEAR 2012-2013/FOURTH 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](mailto: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](http://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

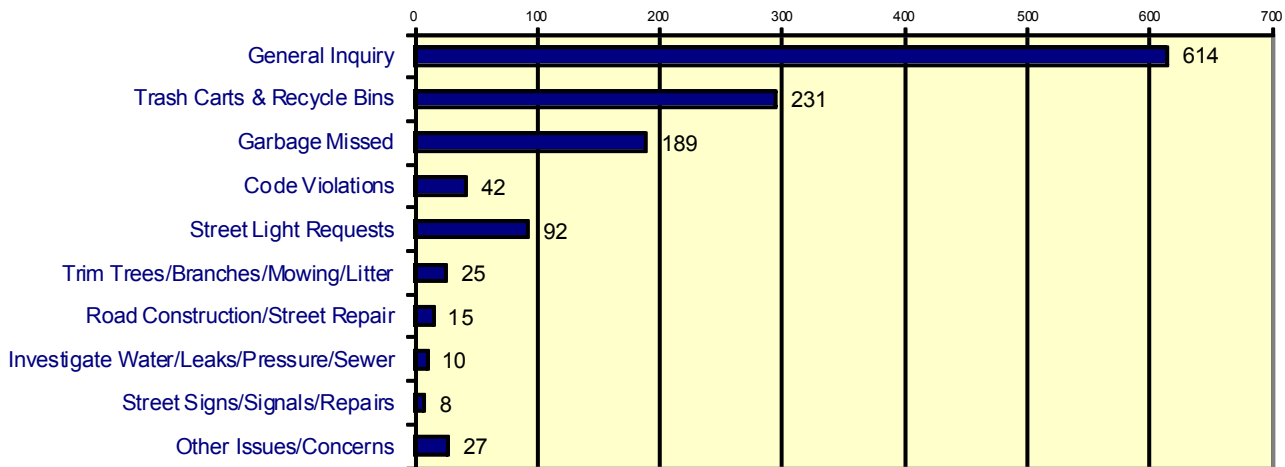
The Town's Customer Relations division is designed to efficiently and effectively address and resolve minor service-related problems in Flower Mound and allow citizens to obtain information regarding a variety of municipal topics.

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

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

### IT'S YOUR CALL PROGRAM REPORT

#### CALL CATEGORIES FY2012-13 (4th QUARTER)



**Total Calls: 1,253**

#### TOTAL CALLS

**CURRENT  
VS.  
PREVIOUS FY**

FISCAL YEAR	CITIZEN	EMPLOYEE	TOTAL
FY 2011-12	11,358	130	11,488
FY 2012-13	5,512	99	5,611

Fiscal year 2012-2013 did not see any significant events that would create an excess of calls as was the case in FY 2011-2012 with the transition to a new solid waste service provider. The final numbers for this fiscal year represent business as usual.