



IT'S YOUR CALL DASHBOARD REPORT

FISCAL YEAR 2016-2017/FIRST QUARTER



IT'S YOUR CALL PROGRAM SUMMARY

The "It's Your Call" Program was initiated to encourage residents and Town employees to utilize the 972.539.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 email 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

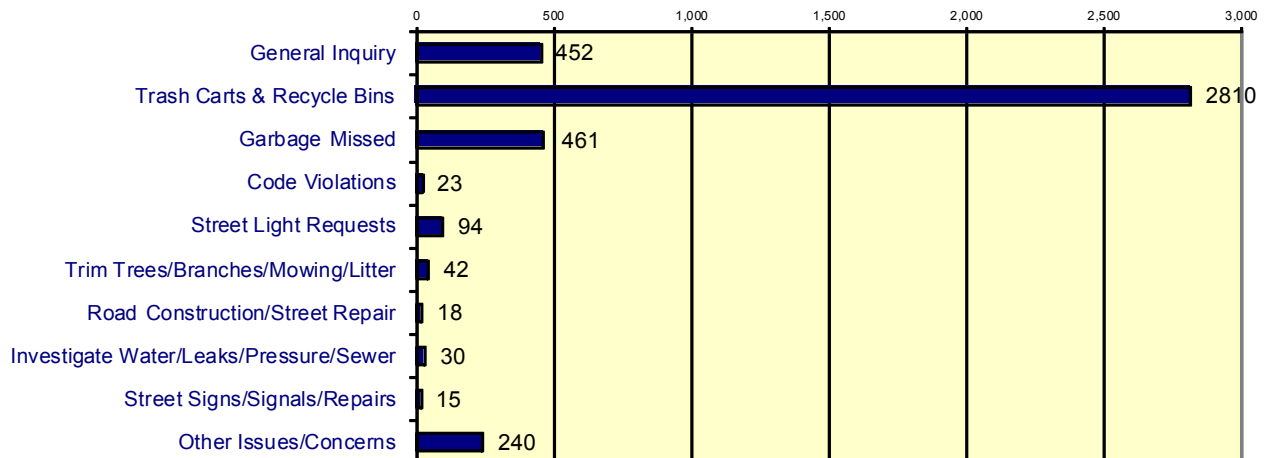
The Town's Customer Relations division is designed to efficiently and effectively address and resolve minor service-related problems in Flower Mound and allow citizens to obtain information regarding a variety of municipal topics.

972.539.SERV (7378)

customerrelations@flower-mound.com

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CALL CATEGORIES FY 2016-17 (1st QUARTER)



Total Calls/Emails: 4,185

In FY 2016-17 the Town changed solid waste and recycling service providers. This change greatly increased the volume of calls for the 1st quarter. Most calls were new service inquiries related to the container delivery/removal. Other calls were related to street light repairs, code violations, and various Town related issues or questions.

TOTAL CALLS

FISCAL YEAR	CITIZEN	EMPLOYEE	TOTAL
FY 2015-16 Totals	9,103	6	9,109
FY 2016-17 (Q1)	4,185	N/A	4,185