



# IT'S YOUR CALL DASHBOARD REPORT

## FISCAL YEAR 2015-2016/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 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 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

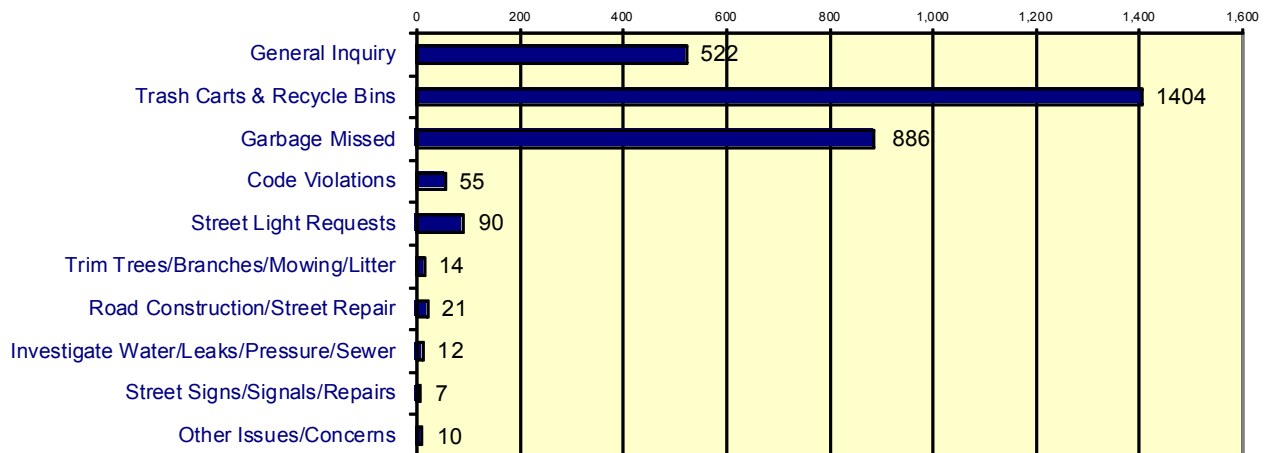
The Town's Customer Relations division is designed to efficiently and effectively address and resolve minor service-related problems in Flower Mound and allow citizens to obtain information regarding a variety of municipal topics.

**972.539.SERV (7378)**

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

### IT'S YOUR CALL PROGRAM REPORT

#### CALL CATEGORIES FY 2015-16 (4th QUARTER)



**Total Calls/E-mails: 3,021**

Most general inquiries consist of calls or emails regarding Town services or development. The majority of calls received in Customer Relations deal with trash days, bulk and brush questions, trash and recycle receptacles, hazardous waste, utility billing, street light outages, code violations and concerns regarding traffic. Call volume for September was extremely high due to the trash service provider transition.

#### TOTAL CALLS

FISCAL YEAR	CITIZEN	EMPLOYEE	TOTAL
FY 2014-15	6,963	16	6,979
FY 2015-16	9,103	6	9,109