



# IT'S YOUR CALL DASHBOARD REPORT

## FISCAL YEAR 2016-2017/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 email 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

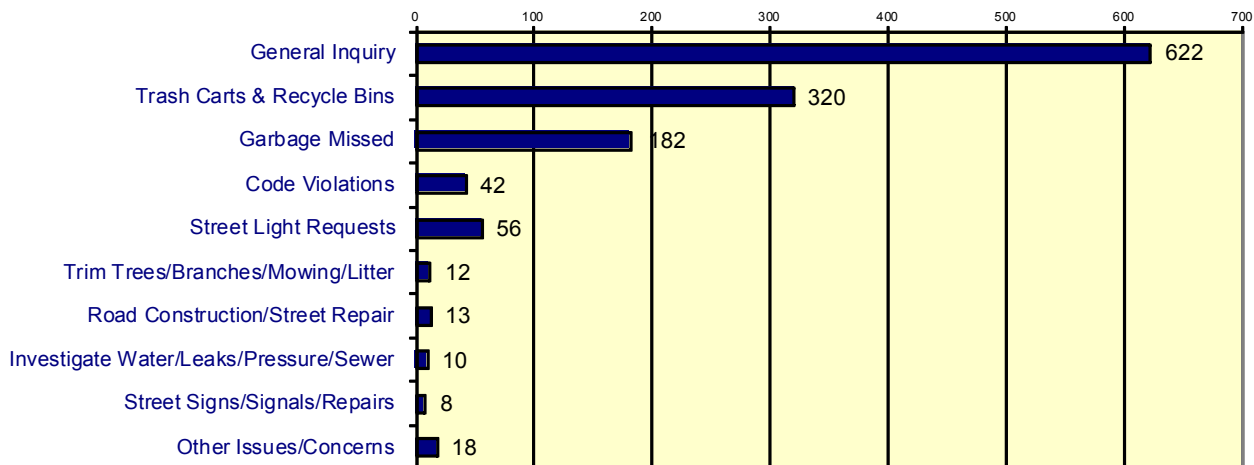
The Town's Customer Relations division is designed to efficiently and effectively address and resolve minor service-related problems in Flower Mound and allow citizens to obtain information regarding a variety of municipal topics.

**972.539.SERV (7378)**

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

### IT'S YOUR CALL PROGRAM REPORT

#### CALL CATEGORIES FY 2016-17 (4th QUARTER)



**Total Calls/Emails: 1,283**

FISCAL YEAR	CITIZEN	EMPLOYEE	TOTAL
FY 2015-16 Totals	9,103	6	9,109
FY 2016-17 Totals	8,460	3	8,463

**TOTAL CALLS**

Despite the busy first quarter with the solid waste transition, the year was relatively quiet. This indicates that the new service provider is doing well which equates to fewer complaints and calls. All other categories are comparable to previous years.