



IT'S YOUR CALL DASHBOARD REPORT

FISCAL YEAR 2017-2018/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 2017-18 (1st QUARTER)

General Inquiry	401						
Trash Carts & Recycle Bins	233						
Garbage Missed	277						
Code Violations	44						
Street Light Requests	61						
Trim Trees/Branches/Mowing/Litter	12						
Road Construction/Street Repair	7						
Investigate Water/Leaks/Pressure/Sewer	36						
Street Signs/Signals/Repairs	8						
Other Issues/Concerns	58						

Total Calls/Emails:

FISCAL YEAR	CITIZEN	EMPLOYEE	TOTAL
FY 2016-17 Totals	8,460	3	8,463
FY 2017-18 (Q1)	1,135	2	1,137

The majority of calls were general inquiries. The overall numbers for this first quarter are relatively low in comparison to previous years. Trash calls specifically are lower due to improved service levels by current provider Republic Services.