



IT'S YOUR CALL DASHBOARD REPORT

FISCAL YEAR 2017-2018/THIRD 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

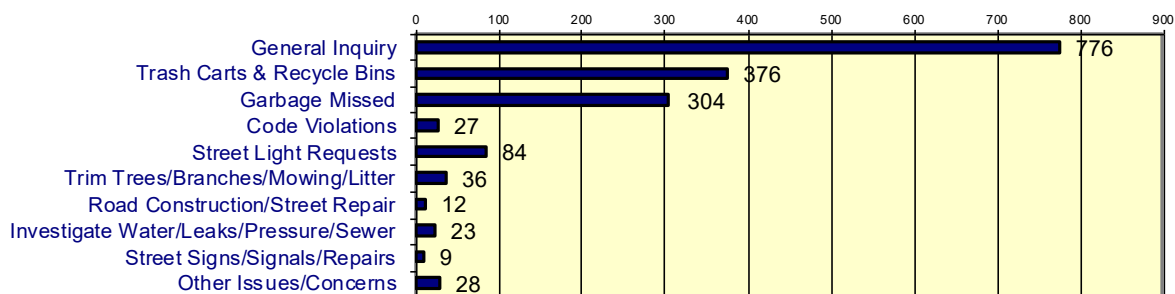
The Town's Customer Relations division is designed to efficiently and effectively address and resolve minor service-related problems in Flower Mound and allow citizens to obtain information regarding a variety of municipal topics.

972.539.SERV (7378)

customerrelations@flower-mound.com

IT'S YOUR CALL PROGRAM REPORT

CALL CATEGORIES FY 2017-18 (3rd QUARTER)



Total Calls/Emails: 1,675

FISCAL YEAR	CITIZEN	EMPLOYEE	TOTAL
FY 2016-17 Totals	8,460	3	8,463
FY 2017-18	4,267	4	4,271

The increase in calls this quarter were a result of the storm on June 20. Most calls were related to downed trees and tree removal from private property.