



IT'S YOUR CALL DASHBOARD REPORT

FISCAL YEAR 2017-2018/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 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

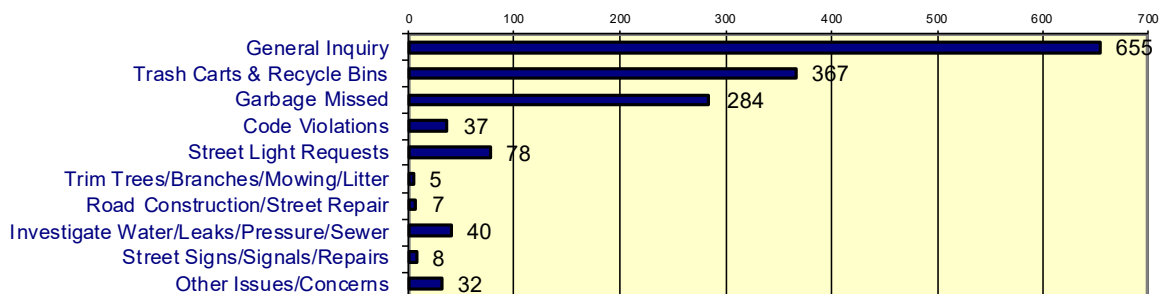
The Town's Customer Relations division is designed to efficiently and effectively address and resolve minor service-related problems in Flower Mound and allow citizens to obtain information regarding a variety of municipal topics.

972.539.SERV (7378)

customerrelations@flower-mound.com

IT'S YOUR CALL PROGRAM REPORT

CALL CATEGORIES FY 2017-18 (4th QUARTER)



Total Calls/Emails: 1,513

FISCAL YEAR	CITIZEN	EMPLOYEE	TOTAL
FY 2016-17 Totals	8,460	3	8,463
FY 2017-18 Totals	5,780	4	5,784

The volume of calls was at a normal level as there were no major events to increase call volume over the 4th quarter. Most calls were general questions about Town services or utility billing. As always, the remainder of call volume is relative to trash-related services. The call volume from the previous fiscal year was higher due to the solid waste transition.