



IT'S YOUR CALL DASHBOARD REPORT

FISCAL YEAR 2018-2019/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

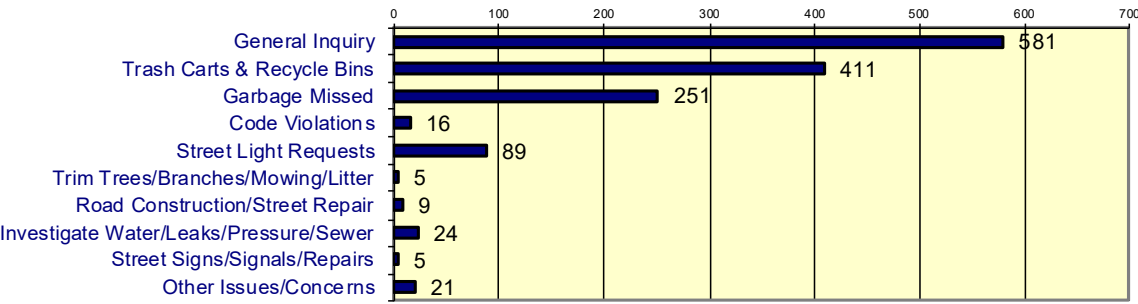
The Town's Customer Relations division is designed to efficiently and effectively address and resolve minor service-related problems in Flower Mound and allow citizens to obtain information regarding a variety of municipal topics.

972.539.SERV (7378)

customerrelations@flower-mound.com

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CALL CATEGORIES FY 2018-19 (1st QUARTER)



Total Calls/Emails: 1,412

FISCAL YEAR	CITIZEN	EMPLOYEE	TOTAL
FY 2017-18 Totals	5,780	4	5,784
FY 2018-19 Totals	1,412	0	1,412

Customer Relations had a relatively quiet first quarter for FY 18-19. We receive numerous calls that are basic questions about Town related services. The majority of the remaining calls are trash service related which is normal for our division. We generally see the numbers go down this time of year due to the holidays.