



IT'S YOUR CALL DASHBOARD REPORT

FISCAL YEAR 2018-2019/SECOND 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 <https://www.flower-mound.com/FormCenter/539SERV-5/Service-Request-539SERV-55>.

Reportable issues could include:

- Down or damaged street signs
- Street repairs/pot holes
- Street light outages
- Drainage/water, problems
- High weeds and grass
- Pool permits and safety issues
- Trash collection
- Parking violations
- Bandit signs
- Barking dogs
- Park improvements/repairs
- Tree trimming in right-of-way or parks
- Graffiti

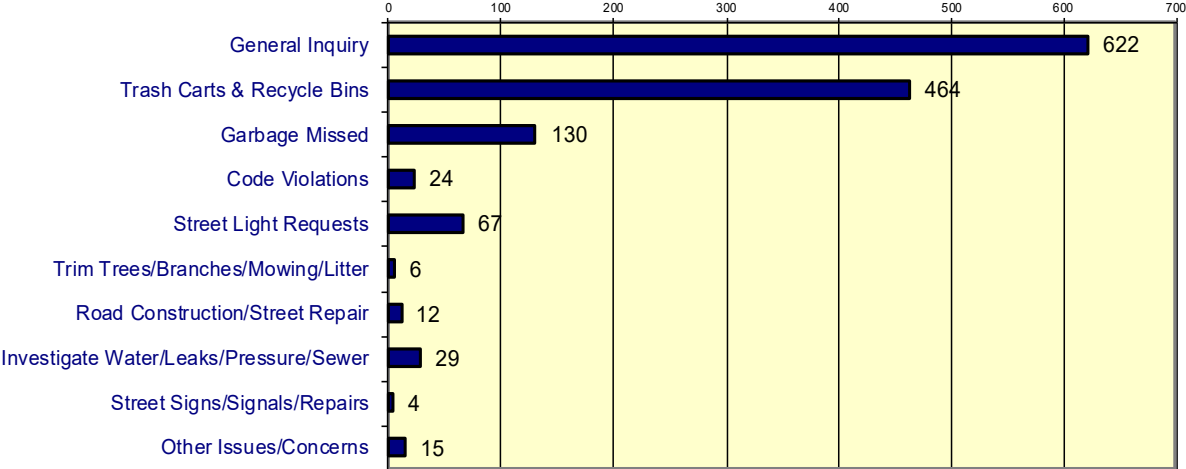
The Town's Customer Relations division is designed to efficiently and effectively address and resolve minor service-related problems and allow citizens to obtain information regarding a variety of municipal topics.

972.539.SERV(7378)

customerrelations@flower-mound.com

IT'S YOUR CALL PROGRAM REPORT

CALL CATEGORIES FY 2018-19 (SECOND QUARTER)



Total Calls/Emails: 1,373

FISCAL YEAR	CITIZEN	EMPLOYEE	TOTAL
FY 2017-18 Totals	5,780	4	5,784
FY 2018-19 Totals	2,785	0	2,785

Overall, our number of trash service-related calls has seen a decrease compared to previous years. However, we are starting to see the expected increase in requests for trash and recycle container repairs or replacements since we have had the same waste provider for almost three years.