



# IT'S YOUR CALL DASHBOARD REPORT

## FISCAL YEAR 2018-2019/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](mailto: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 light outages
- High weeds and grass
- Trash collection
- Bandit signs
- Park improvements/repairs
- Graffiti
- Street repairs/pot holes
- Drainage/water, problems
- Pool permits and safety issues
- Parking violations
- Barking dogs
- Tree trimming in right-of-way or parks

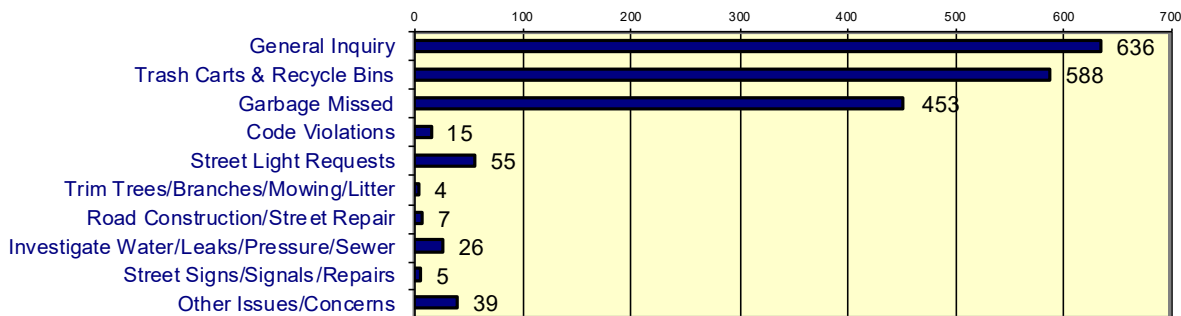
The Town's Customer Relations division is designed to efficiently and effectively address and resolve minor service-related problems and allow citizens to obtain information regarding a variety of municipal topics.

**972.539.SERV(7378)**

**[customerrelations@flower-mound.com](mailto:customerrelations@flower-mound.com)**

### IT'S YOUR CALL PROGRAM REPORT

#### CALL CATEGORIES FY 2018-19 ( FOURTH QUARTER)



**Total Calls/Emails: 1,828**

FISCAL YEAR	CITIZEN	EMPLOYEE	TOTAL
FY 2017-18 Totals	5,780	4	5,784
FY 2018-19 Totals	4,103	0	5,931

Fiscal Year 2018-2019 exceeded the previous year due to an increase in trash and recycling container requests. As the containers age, they begin to require maintenance and replacement. All other categories were as expected based on previous years history.