

IT'S YOUR CALL DASHBOARD REPORT

FISCAL YEAR 2011-2012/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 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 e-mail 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

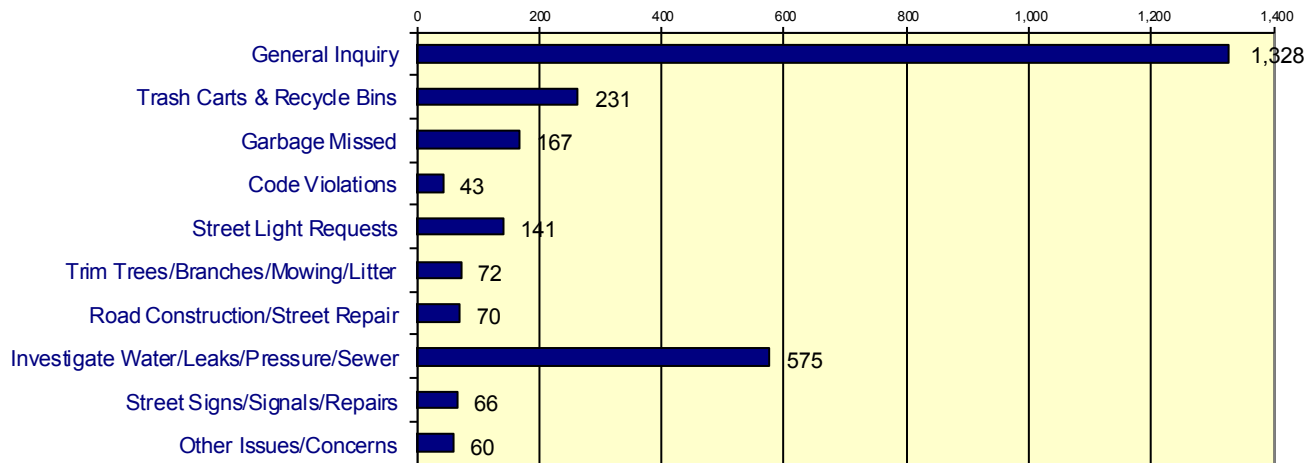
The Town's Customer Relations division is designed to efficiently and effectively address and resolve minor service-related problems in Flower Mound and allow citizens to obtain information regarding a variety of municipal topics.

972-539-SERV (7378)

customerrelations@flower-mound.com

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CALL CATEGORIES FY2011-12 (4th QUARTER)



Total Calls/E-mails: 2,753

The total calls and e-mails generated in Fiscal Year 2011-2012 greatly exceeds the 2010-2011 year numbers due to the transition to a new solid waste & recycling services provider beginning October 1, 2011. The new changes generated an extremely high call volume in the month of October.

TOTAL CALLS

FISCAL YEAR	CITIZEN	EMPLOYEE	TOTAL
FY 2010-11	7,216	205	7,421
FY 2011-12	11,358	130	11,488