



# IT'S YOUR CALL DASHBOARD REPORT

## FISCAL YEAR 2019-2020/THIRD 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

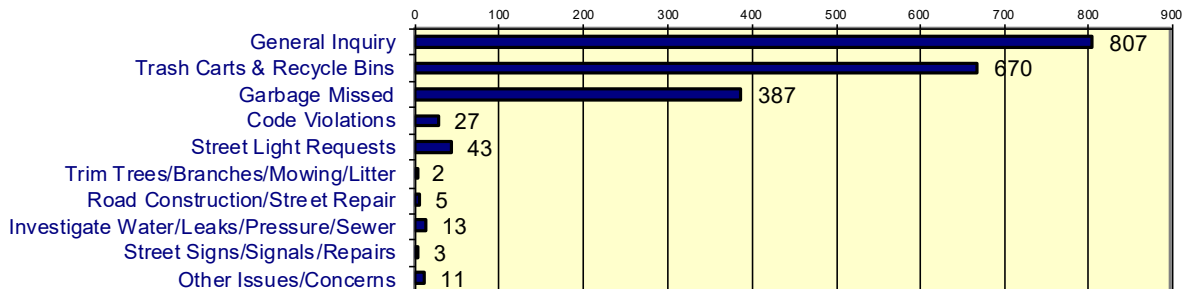
The Town's Customer Relations division is designed to efficiently and effectively address and resolve minor service-related problems and allow citizens to obtain information regarding a variety of municipal topics.

**972.539.SERV(7378)**

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

### IT'S YOUR CALL PROGRAM REPORT

#### CALL CATEGORIES FY 2019-2020 ( THIRD QUARTER)



**Total Calls/Emails: 1,968**

FISCAL YEAR	CITIZEN	EMPLOYEE	TOTAL
FY 2018-2019 Totals	5,931	0	5,931
FY 2019-2020 (3rd QTR)	1,968	0	5,782

There was a marked increase of calls during this period due to questions regarding COVID-19 and early voting. Trash Carts and Recycle Bin numbers continue to grow due to the age of the containers and need for replacements and repairs. It was a busy third quarter for Customer Relations.