



# IT'S YOUR CALL DASHBOARD REPORT

## FISCAL YEAR 2019-2020/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

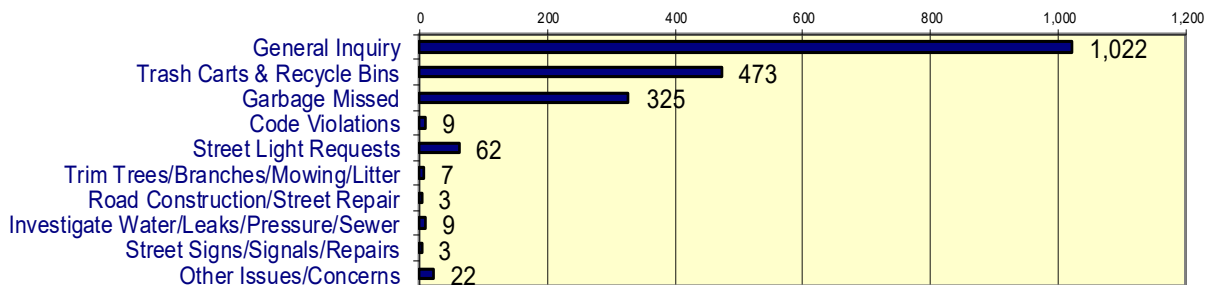
The Town's Customer Relations division is designed to efficiently and effectively address and resolve minor service-related problems and allow citizens to obtain information regarding a variety of municipal topics.

**972.539.SERV(7378)**

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

### IT'S YOUR CALL PROGRAM REPORT

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



**Total Calls/Emails: 1,935**

FISCAL YEAR	CITIZEN	EMPLOYEE	TOTAL FOR THE FISCAL YEAR
FY 2018-2019 Totals	5,931	0	5,931
FY 2019-2020 (4th QTR)	1,935	0	7,717

COVID –19 calls were common throughout the year. In December we received numerous calls regarding vaccinations. We were generally slower in the fourth quarter, however the pandemic related calls in December raised our overall number in the general inquiry category putting us ahead of last fiscal years numbers.