



IT'S YOUR CALL DASHBOARD REPORT

FISCAL YEAR 2020-2021/FIRST 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 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

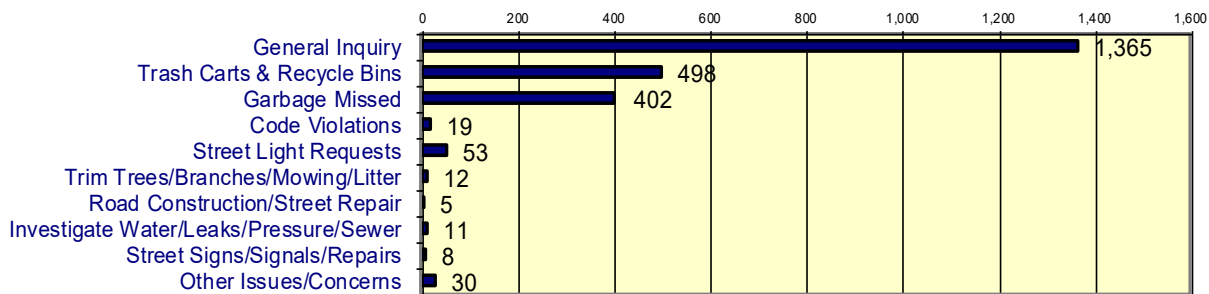
The Town's Customer Relations division is designed to efficiently and effectively address and resolve minor service-related problems and allow citizens to obtain information regarding a variety of municipal topics.

972.539.SERV(7378)

customerrelations@flower-mound.com

IT'S YOUR CALL PROGRAM REPORT

CALL CATEGORIES FY 2020-2021 (FIRST QUARTER)



Total Calls/Emails: 2,403

FISCAL YEAR	CITIZEN	EMPLOYEE	TOTAL FOR THE FISCAL YEAR
FY 2019-2020 Totals	7,717	0	7,717
FY 2020-2021 (1st QTR)	2,403	0	2,403

The first quarter of the fiscal year was a busy one with the majority of calls/emails related to election information and COVID. We also saw an increase in trash related calls and requests for containers. This is common given the age of the containers.