



# IT'S YOUR CALL DASHBOARD REPORT

## FISCAL YEAR 2020-2021/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 [www.flower-mound.com/itsyourcall](http://www.flower-mound.com/itsyourcall).

#### 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

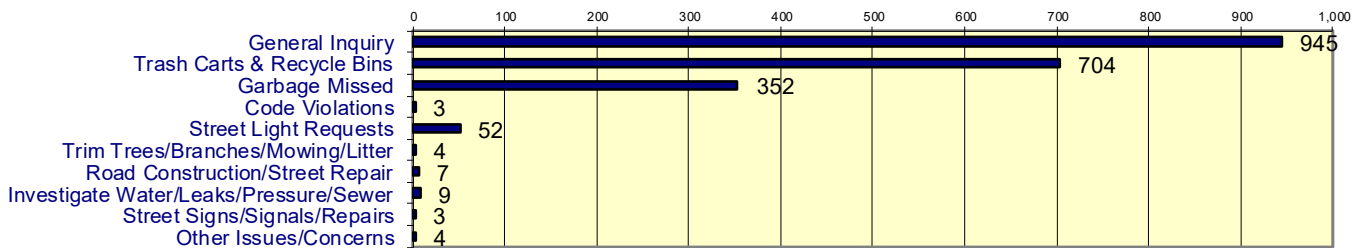
The Town's Customer Relations division is designed to efficiently and effectively address and resolve minor service-related problems and allow citizens to obtain information regarding a variety of municipal topics.

**972.539.SERV(7378)**

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

### IT'S YOUR CALL PROGRAM REPORT

#### CALL CATEGORIES FY 2020-2021 (THIRD QUARTER)



**Total Calls/Emails: 2,083**

FISCAL YEAR	CITIZEN	EMPLOYEE	TOTAL FOR THE FISCAL YEAR
FY 2019-2020 Totals	7,717	0	7,717
FY 2020-2021 (3rd QTR)	2,083	0	6,275

The third fiscal quarter proved to be very busy. The 539-SERV line took quite a few calls regarding the general election, as well as the usual requests for trash-related services. Town facilities returned to normal business operations in May, which also increased activity in the division.