



# IT'S YOUR CALL DASHBOARD REPORT

## FISCAL YEAR 2020-2021/SECOND 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

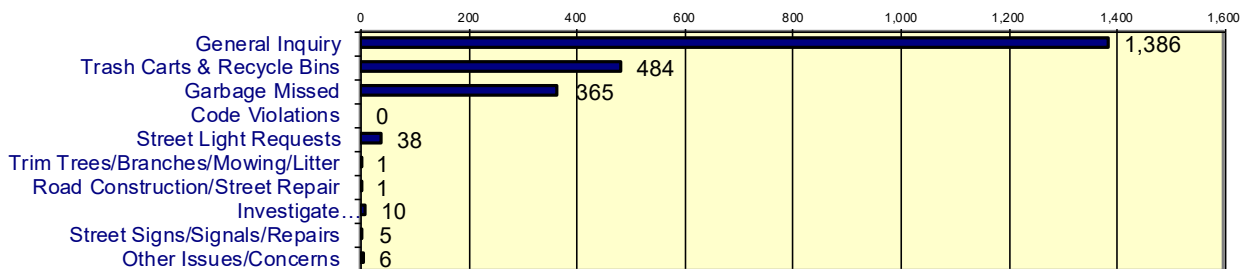
The Town's Customer Relations division is designed to efficiently and effectively address and resolve minor service-related problems and allow citizens to obtain information regarding a variety of municipal topics.

**972.539.SERV(7378)**

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

### IT'S YOUR CALL PROGRAM REPORT

#### CALL CATEGORIES FY 2021-2022 (SECOND QUARTER)



**Total Calls/Emails: 2,296**

FISCAL YEAR	CITIZEN	EMPLOYEE	TOTAL FOR THE FISCAL YEAR
FY 2020-2021 Totals	8,750	0	8,750
FY 2021-2022 (2nd QTR)	2,296	0	4,867

The quarterly numbers are as expected for this time of year. It's important to note that there were in fact calls related to Code Violations, however, they are not filtered through Customer Relations as often. The public has become more familiar with the online form and can call this division directly and report anything anonymous-