



IT'S YOUR CALL DASHBOARD REPORT

FISCAL YEAR 2021-2022/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 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.

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

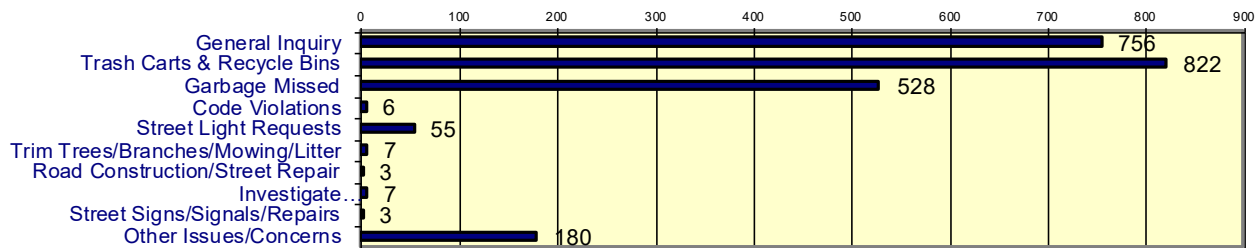
The Town's Customer Relations division is designed to efficiently and effectively address and resolve minor service-related problems and allow citizens to obtain information regarding a variety of municipal topics.

972.539.SERV(7378)

customerrelations@flower-mound.com

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CALL CATEGORIES FY 2021-2022 (FOURTH QUARTER)



Total Calls/Emails: 2,367

	1ST QTR	2ND QTR	3RD QTR	4TH QTR	TOTAL FOR THE FISCAL YEAR
FY 2020-2021	2,403	1,789	2,083	2,475	8,750
FY 2021-2022	2,571	2,296	2,416	2,367	9,650