

## MEMORANDUM

5/30/2013

TO: David Dise, Director, Department of General Services  
FROM: CountyStat  
SUBJECT: DGS Performance Review

### **The following items were identified for follow-up during the 5/29/2013 CountyStat meeting:**

1. Conduct a final FY13-Q4 targeted DFM quarterly satisfaction survey to round out the year, then transition to the broader county-wide satisfaction survey to be given every six months (next distribution is in November 2013).

Responsible parties: DGS/Facilities Maintenance  
Other parties: none  
Deadline: June 2013/November 2013

2. Provide to the CAO information regarding the fiscal impact of tenant improvements at the Family Justice Center; what is the least expensive way to do tenant fit-outs; is there a formal process established for doing so (e.g. a decision-memo process)?

Responsible parties: DGS/Real Estate Office  
Other parties: none  
Deadline: 6/28/2013

3. Provide to the CAO information on how much out the County's electricity costs/rates are currently locked up, and through when .

Responsible parties: DGS/Director's Office  
Other parties: none  
Deadline: 6/28/2013

4. Convert the database of County owned and maintained properties into a consumable format for MC311 so that customer service reps can discern who specifically is responsible for downed trees and similar issues when a caller states that the issue is located on County property.

Responsible parties: DGS/Director's Office  
Other parties: none  
Deadline: 7/31/2013

5. Provide the CAO information on whether or not the individuals calling in sick on days that leave was denied in FY2012 and FY2013 are the same people.

Responsible parties: CountyStat  
Other parties: none  
Deadline: Completed on 5/30/2013

6. Develop a collaboration between DGS/Fleet Division and CountyStat to develop the appropriate metrics, tracking, and reporting systems around the pilot Telematics Program.

Responsible parties: DGS/Fleet  
Other parties CountyStat  
Deadline: 10/1/2013

7. Fully roll-out the Oracle-based internal customer service work-order system, including departmental direct-access to enter and track work order requests (five specific heavy-user departments to start).

Responsible parties: DGS/Facilities Maintenance  
Other parties none  
Deadline: 5/30/2014

8. Discuss with DGS the identification of high-value datasets that warrant inclusion on dataMontgomery.

Responsible parties: CountyStat  
Other parties DGS  
Deadline: 7/12/2013

cc: Timothy Firestine, Chief Administrative Officer  
Fariba Kassiri, Assistant Chief Administrative Officer