

**MEMORANDUM**

11/8/2010

TO: Patrick Lacefield, Director, Office of Public Information  
FROM: Chris Cihlar, CountyStat Manager  
SUBJECT: MC311

**The following items were identified for follow-up during the 11/5/2010 CountyStat meeting:**

Schedule CountyStat session with the Department of Transportation (DOT) to discuss high MC311 call volume related to DOT operations.

Responsible parties: CountyStat  
Other parties involved none  
Deadline: 12/31/2010

Report on the number of service requests generated online via the MC311 web portal.

Responsible parties: PIO  
Other parties involved none  
Deadline: 3/4/2011

Include range as well as average values when reporting call statistics.

Responsible parties: PIO  
Other parties involved CountyStat  
Deadline: 3/4/2011

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