

MEMORANDUM

12/13/2011

TO: Diane Jones, Director, Department of Permitting Services
Patrick Lacefield, Director, Office of Public Information
FROM: Chris Cihlar, CountyStat Manager
SUBJECT: DPS MC311 Data Review

The following items were identified for follow-up during the 12/13/2011 CountyStat meeting:

Revise the existing business processes related to MC311 customer request intake to a model that provides better customer service and seamless customer interaction

Responsible parties: DPS
Responsible parties: PIO
Other parties involved: CountyStat
Deadline: 3/02/2012

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