MEMORANDUM

2/13/2013

TO: Patrick Lacefield, Director, Office of Public Information
FROM: CountyStat
SUBJECT: MC311 Non-MCG Requests

The following items were identified for follow-up during the 2/13/2013 CountyStat meeting:

1.   Can we develop relationships between the MC311 BAs and the appropriate people at the outside entities for whom we field calls? This would be for the purpose of having a known contact at each agency or municipality with who we can work to revise and clarify KBAs, and in time perhaps work with them to integrate our call center into their operations. The suggestion was made to being with the entities for whom we receive the highest volume of calls.

> Responsible parties: PIO
> Other parties involved: none
> Deadline: Ongoing

2.   Investigate the "Property Tax Credit Justification" Non-MCG solution to determine if MC311 should be able to handle the call without referring it out (perhaps our Finance Dept. has the information being sought). Similarly, MC311 should revisit all Non-MCG solutions to ensure that they should still be classified as such, and continue to work with CSRs to ensure proper classification of call types.

> Responsible parties: PIO
> Other parties involved: none
> Deadline: 4/05/2013

3.   Develop an official "sales pitch" for bringing other municipalities or outside agencies/systems into MC311 and explore possible billing structures (pay per call vs. flat fee based on population or other factor, etc.).

> Responsible parties: PIO
> Other parties involved: none
> Deadline: 4/30/2013

4.   Research how other 311 systems around the county who have successfully brought in other jurisdictions as "customers" have handled issues pertaining to governance and where each jurisdiction's responsibility begins and ends with respect to the handling and closure of SRs.

> Responsible parties: PIO
> Other parties involved: none
> Deadline: 4/30/2013

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