

**MEMORANDUM**

5/4/12

TO: Harash Segal, Director, Department of Technology Services  
Patrick Lacefield, Director, Office of Public Information  
FROM: CountyStat  
SUBJECT: Potholes

**The following items were identified for follow-up during the 5/4/2012 CountyStat meeting:**

Examine current jurisdictional practices to inform the development of a Smartphone app for Montgomery County that will serve as a central point for customer service.

Responsible parties: CountyStat  
Other parties involved: DTS, PIO  
Deadline: 6/1/2012

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