

# Community Use of Public Facilities

## MISSION STATEMENT

The mission of the Office of Community Use of Public Facilities (CUPF) is to maximize the community's use of schools and other public facilities and to identify and facilitate activities and programs that respond to the community's needs without disrupting the instructional program of the Montgomery County Public Schools or County operations.

## BUDGET OVERVIEW

The total approved FY16 Operating Budget for the Office of Community Use of Public Facilities is \$10,846,275, an increase of \$711,766 or 7.0 percent from the FY15 Approved Budget of \$10,134,509. Personnel Costs comprise 26.6 percent of the budget for 27 full-time positions and one part-time position, and a total of 27.74 FTEs. Total FTEs may include seasonal or temporary positions and may also reflect workforce charged to or from other departments or funds. Operating Expenses account for the remaining 73.4 percent of the FY16 budget.

## LINKAGE TO COUNTY RESULT AREAS

While this program area supports all eight of the County Result Areas, the following are emphasized:

- ❖ **A Responsive, Accountable County Government**
- ❖ **Children Prepared to Live and Learn**
- ❖ **Healthy and Sustainable Neighborhoods**

## DEPARTMENT PERFORMANCE MEASURES

Performance measures for this department are included below. The FY15 estimates reflect funding based on the FY15 approved budget. The FY16 and FY17 figures are performance targets based on the FY16 approved budget and funding for comparable service levels in FY17.

Measure	Actual FY13	Actual FY14	Estimated FY15	Target FY16	Target FY17
<b>Program Measures</b>					
Percent of available time in school auditoriums, gyms, all purpose rooms/caferterias used by the community.	48%	45%	45%	45%	45%
Percent of available use time in County buildings used by the community	54%	52%	55%	55%	55%
Percentage of Interagency Coordinating Board (ICB) members satisfied with CUPF's support of ICB	100%	98%	95%	95%	95%
Hours of paid school use	520,516	533,207	533,500	533,500	533,500
Hours of weekday paid high school use	55,518	56,320	56,300	56,300	56,300
Hours of paid school field use	70,286	63,059	65,000	65,000	65,000
Hours of paid community use on M-NCPPC fields	100,464	94,664	98,000	98,000	98,000
Hours of use for government buildings	13,695	12,361	12,500	12,500	12,500
Percentage of school, field, and government building users satisfied with the reservation process	85	86	85	85	85
Hours of Paid Community Use in Silver Spring Civic Building at Veterans Plaza	7,442	7,763	7,750	7,750	7,750
Percentage of government building free use	53	47	50	50	50
Number of Users Participating in Instructor Led User Education Training <sup>1</sup>	723	701	60	60	60
Number of Users Completing On-Line User Education Training <sup>2</sup>	NA	NA	1,100	1,100	1,100

<sup>1</sup> In house classes changed from weekly to monthly. Training available online

<sup>2</sup> New option as of FY15

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## ACCOMPLISHMENTS AND INITIATIVES

- ❖ **Enhanced customer service for new community users through the launch of an online New User Education Training program in FY15 that can be completed using either a personal computer or mobile device. CUPF anticipates 1100 community users will complete the on-line version versus the 701 new users completing the in-house instructor led user education training class in FY14.**
- ❖ **Replaced the after hour's problem landline with a cloud hosted line that can accept both voice and text messages, also log in and log out outgoing calls. The new line facilitates a quicker response time and can be used with either a smart phone or tablet.**
- ❖ **The 360 degree photographs of rooms available for community use using a personal computer, smart phone or tablet in the Silver Spring Civic Building was posted on the CUPF website to assist potential users in deciding if the venue will meet their needs, reducing staff time in giving walk-in tours.**
- ❖ **Through the Community Access Program, 52 groups, of which 40% were new users, received support in their use of the Silver Spring Civic Building.**
- ❖ **Access to more resources on the CUPF webpage with an updated look, facility images, tabs to quickly find reorganized information and a streamlined login process for users submitting and paying facility requests online.**
- ❖ **Continue to make schools, parks and other public facilities welcoming resources for the community. In FY14, 1,103,752 hours of use was logged in the CUPF database, an increase of 1% by community groups, public partners, schools and County agencies.**
- ❖ **Productivity Improvements**
  - **Enhance customer service with the migration from a server based facility reservation to a cloud based system in FY16. This will create a one-stop shopping experience for County residents to request reservations in Recreation, Montgomery Parks, school and County facilities. ActiveNet system will be accessible using either a personal computer or mobile device.**
  - **Ensure PCI credit card compliance for customers with the migration from a server based facility reservation to a cloud based system in FY16. In conjunction with the effort, CUPF is streamlining fees and policies where feasible to improve customer service.**
  - **The 360 degree photographs of high school auditoriums, gyms and cafeterias available for community use will be posted on the CUPF website to assist potential users in deciding if the site will meet their needs, reducing school staff time in giving tours or CUPF staff time making and then canceling reservations.**
  - **In conjunction with Montgomery County Public Schools, coordinate a new process to help schools select a before and after school childcare providers under new County Regulation.**
  - **Developed a new security overtime authorization online form with MCPS security staff to streamline the process, improve payroll accuracy, reduce CUPF processing time by 50%, and reduce MCPS overtime costs as was done previously with MCPS Building Service Workers.**

## PROGRAM CONTACTS

Contact Elizabeth Habermann of the Office of Community Use of Public Facilities at 240.777.2713 or Jane Mukira of the Office of Management and Budget at 240.777.2754 for more information regarding this department's operating budget.

## PROGRAM DESCRIPTIONS

### **Community Access to Public Space**

This program provides community organizations and public agencies with access to public schools and government facilities for community services, programs, and events. Services performed by staff in support of this function include: user education training; centralized scheduling of schools, MNCPPC fields, libraries, Regional Service Centers, County government meeting rooms, and the Silver Spring Civic Building; managing on-line customer facility requests; administering connectivity to the facility database for school and County staff; information and referral; and problem and conflict resolution. Working with MCPS staff, PTAs, and

community-based committees in the implementation and review of facility use policies and procedures is an integral component of this program.

This program also provides general management and staff support to the Interagency Coordinating Board (ICB), which is CUPF's policy-making authority, and its Citizens' Advisory Committee, and administration for community use operations, including financial processes and budgeting for the Community Use Enterprise Fund. The County's General Fund supports limited free use of facilities to qualifying organizations in accordance with ICB policy.

## BUDGET SUMMARY

	Actual FY14	Budget FY15	Estimated FY15	Approved FY16	% Chg Bud/App
<b>COMMUNITY USE OF PUBLIC FACILITIES</b>					
<b>EXPENDITURES</b>					
Salaries and Wages	1,730,015	1,940,191	1,891,511	2,108,832	8.7%
Employee Benefits	660,596	711,495	685,317	777,719	9.3%
<b>Community Use of Public Facilities Personnel Costs</b>	<b>2,390,611</b>	<b>2,651,686</b>	<b>2,576,828</b>	<b>2,886,551</b>	<b>8.9%</b>
Operating Expenses	6,644,842	7,482,823	7,370,195	7,959,724	6.4%
Capital Outlay	0	0	0	0	—
<b>Community Use of Public Facilities Expenditures</b>	<b>9,035,453</b>	<b>10,134,509</b>	<b>9,947,023</b>	<b>10,846,275</b>	<b>7.0%</b>
<b>PERSONNEL</b>					
Full-Time	26	26	26	27	3.8%
Part-Time	1	1	1	1	—
FTEs	26.74	26.74	26.74	27.74	3.7%
<b>REVENUES</b>					
Facility Rental Fees	10,860,679	10,368,000	10,354,220	10,955,160	5.7%
Investment Income	5,157	2,230	9,480	36,860	1552.9%
Miscellaneous Revenues	-8,104	0	0	0	—
<b>Community Use of Public Facilities Revenues</b>	<b>10,857,732</b>	<b>10,370,230</b>	<b>10,363,700</b>	<b>10,992,020</b>	<b>6.0%</b>

## FY16 APPROVED CHANGES

	Expenditures	FTEs
<b>COMMUNITY USE OF PUBLIC FACILITIES</b>		
<b>FY15 ORIGINAL APPROPRIATION</b>	<b>10,134,509</b>	<b>26.74</b>
<b>Other Adjustments (with no service impacts)</b>		
Increase Cost: Utility Reimbursements to MCPS	174,446	0.00
Increase Cost: ActiveNet Transaction Fees, net of reduced credit card fees of \$85,280	172,600	0.00
Increase Cost: Chargeback from Recreation for ActiveNet implementation and administration (was budgeted as a transfer in FY15)	93,544	0.00
Increase Cost: Program Manager I - Before and After Childcare Programs in Public School Facilities	90,561	1.00
Increase Cost: FY16 Compensation Adjustment	83,567	0.00
Increase Cost: Annualization of FY15 Personnel Costs	31,932	0.00
Increase Cost: Retirement Adjustment	20,948	0.00
Increase Cost: Office Lease	14,342	0.00
Increase Cost: Increase in Other MCPS Reimbursable Costs	13,981	0.00
Increase Cost: Retiree Health Insurance Pre-funding Adjustment	12,600	0.00
Increase Cost: Group Insurance Adjustment	7,857	0.00
Decrease Cost: Motor Pool Rate Adjustment	-2,032	0.00
Decrease Cost: Printing and Mail	-2,580	0.00
<b>FY16 APPROVED:</b>	<b>10,846,275</b>	<b>27.74</b>

## FUTURE FISCAL IMPACTS

Title	APPR. FY16	FY17	FY18	(\$000's) FY19	FY20	FY21
<b>This table is intended to present significant future fiscal impacts of the department's programs.</b>						
<b>COMMUNITY USE OF PUBLIC FACILITIES</b>						
<b>Expenditures</b>						
<b>FY16 Approved</b> No inflation or compensation change is included in outyear projections.	<b>10,846</b>	<b>10,846</b>	<b>10,846</b>	<b>10,846</b>	<b>10,846</b>	<b>10,846</b>
<b>Elimination of One-Time Items Approved in FY16</b> Items approved for one-time funding in FY16, including one-time implementation costs related to ActiveNet, will be eliminated from the base in the outyears.	<b>0</b>	<b>-71</b>	<b>-71</b>	<b>-71</b>	<b>-71</b>	<b>-71</b>
<b>Labor Contracts</b> These figures represent the estimated annualized cost of general wage adjustments, service increments, and associated benefits.	<b>0</b>	<b>11</b>	<b>11</b>	<b>11</b>	<b>11</b>	<b>11</b>
<b>ActiveNet Implementation and Administration</b> ActiveNet implementation and administration costs.	<b>0</b>	<b>10</b>	<b>21</b>	<b>31</b>	<b>43</b>	<b>54</b>
<b>Increase in Other MCPS Reimbursable Costs</b> Reimbursements to MCPS for staff, maintenance, and supplies will be periodically adjusted to reflect increases in those costs.	<b>0</b>	<b>10</b>	<b>21</b>	<b>31</b>	<b>42</b>	<b>54</b>
<b>Office Lease</b> These costs assume the current lease remains in effect.	<b>0</b>	<b>9</b>	<b>18</b>	<b>28</b>	<b>38</b>	<b>48</b>
<b>Retiree Health Insurance Pre-funding</b> These figures represent the estimated cost of pre-funding retiree health insurance costs for the County's workforce.	<b>0</b>	<b>0</b>	<b>-5</b>	<b>-10</b>	<b>-13</b>	<b>-16</b>
<b>Utility Reimbursements to MCPS</b> These amounts reflect the projected future cost of reimbursing MCPS for utilities.	<b>0</b>	<b>104</b>	<b>170</b>	<b>238</b>	<b>308</b>	<b>308</b>
<b>Subtotal Expenditures</b>	<b>10,846</b>	<b>10,920</b>	<b>11,011</b>	<b>11,105</b>	<b>11,204</b>	<b>11,235</b>