



# Technology and Enterprise Business Solutions

## APPROVED FY25 BUDGET

\$73,468,256

## FULL TIME EQUIVALENTS

231.45

 GAIL M. ROPER, CHIEF INFORMATION OFFICER/DIRECTOR

## MISSION STATEMENT

The mission of the Department of Technology and Enterprise Business Solutions (TEBS) is to be responsive, collaborative, and innovative in providing technology solutions and services to facilitate the delivery of a wide range of services in all branches of government. The department strives to provide its solutions and consultative services in a cost-effective, timely, and high-quality fashion to reduce service times, avoid inflated costs, reduce information security risk, and improve the quality of County services through automation-assisted process improvement. The department facilitates business and reengineering processes to improve legacy workflow and streamline services to our customers.

TEBS is responsive by providing measurable solutions and services to internal and external partners, customers, and constituents, when and where they are needed; securely enabling County employees to provide quality services and information to internal entities, residents, and businesses; and enhancing project management to improve contract management and overall performance.

TEBS is collaborative as it provides expert consultative service to partners including internal customers, external agencies, the general public, and the private sector to increase the productivity of County government, businesses, and residents; and assists with technology enabled economic, workforce development, and community digital equity initiatives.

TEBS is innovative as it identifies and implements technology solutions to address business needs that enhance value and enable continuous measurable improvement.

## BUDGET OVERVIEW

The total approved FY25 Operating Budget for the Department of Technology and Enterprise Business Solutions is \$73,468,256, an increase of \$21,254,620 or 40.71 percent from the FY24 Approved Budget of \$52,213,636. Personnel Costs comprise 49.24 percent of the budget for 241 full-time position(s) and one part-time position(s), and a total of 231.45 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 50.76 percent of the FY25 budget.

Additional support for TEBS programs are provided and detailed in the Cable Television Communications Fund.

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In addition, this department's Capital Improvements Program (CIP) requires Current Revenue funding.

## COUNTY PRIORITY OUTCOMES

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While this program area supports all seven of the County Executive's Priority Outcomes, the following are emphasized:

- ◆ **Thriving Youth and Families**
- ◆ **An Affordable, Welcoming County for a Lifetime**
- ◆ **Effective, Sustainable Government**

## INITIATIVES

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- ★ TEBS has a large year-over-year growth in budget primarily due to the transition of MC311 from the Office of Public Information (PIO) into TEBS. This transition will take advantage of efficiencies generated by technological advancements, allowing MC311 to continue to provide excellent customer service for Montgomery County residents while leveraging TEBS's expertise with chatbots and artificial intelligence to help residents find answers to their questions faster.
- ★ Develop a data management strategy and continue to establish guidelines that classify data Countywide according to data security thresholds and define how the data in each class needs to be collected, stored, archived, and disseminated in compliance with local, State, and Federal regulations. This data framework will strengthen our cybersecurity efforts by securing sensitive data across the County. In addition, data classification is the building block for other strategic initiatives such as artificial intelligence (AI) solutions.
- ★ Montgomery Connects is expanding community partnerships to deploy an additional 69,000 free laptop computers to low-income, senior, African-American, and Latino residents and provide an educational awareness campaign to help 28,000 Montgomery County families find low-cost broadband alternatives to the discontinued Federal and State Affordable Connectivity Program which provided broadband subsidies for low-income households. TEBS continues to seek Maryland broadband grant funding to expand MoCoNet, the County's residential broadband network to affordable housing developments. Additionally, TEBS is expanding the Montgomery Connects Digital Equity Coalition to leverage an AmeriCorps staff planning grant in partnership with Digital Harbor in Baltimore.
- ★ In accordance with the Enterprise Office of Project Management (EOPM) governance structure, TEBS is managing the successful implementation of a single Applicant Tracking System (ATS) within the Office of Human Resources (OHR) to make the hiring process more efficient, decrease time to hire, and increase communication with applicants throughout the experience. Technology enhancements such as automation, digitization, and dashboards will drive continuous improvement and maximize the experience for applicants, staff, and residents.
- ★ In order to refocus the Cable Fund on Public, Educational, and Governmental (PEG) media efforts, all remaining TEBS programs have been moved out of the Cable Fund back into TEBS in the Office of Broadband Programs.

## INNOVATIONS AND PRODUCTIVITY IMPROVEMENTS

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- ★ Established the Artificial Intelligence Center of Excellence (AICOE), a governing body to lead the responsible integration and optimization of AI within the County's public service systems. The AICOE leverages knowledge and experience from private industry, government partners, and academia to use and govern AI to improve service delivery, optimize resource utilization, and ensure higher quality experiences for stakeholders and residents.
- ★ Implemented a new website chatbot powered by generative AI technology with close consultation from TEBS, MC311, the Community Engagement Cluster (CEC), and public safety stakeholders; resident focus groups were also conducted with

assistance from Innovation@MCG. The chatbot, Monty 2.0, replaces the existing website chatbot (Monty 1.0) previously deployed in April 2021. Implementing the Monty 2.0 chatbot improves the resident experience and exponentially expands the information available for public consumption, allowing residents to acquire County services-related information from over 3,000 topics.

-  Launched XR Montgomery to offer extended reality (XR) pilots throughout Montgomery County including Augmented Reality (AR) at Oakley Cabin African American Museum and Park in seven languages, and Virtual Reality (VR) Seniors at senior centers. The County is leveraging this technology to provide new ways to discover history and expand access to historical sites by providing the ability to see a 3D model of the inside of Oakley Cabin everyday online instead only visiting on one of the few days Oakley Cabin is open to the public. This technology is enabling us to find innovative ways to reduce social isolation for seniors and provide youth employment in partnership with TeenWorks Tech Connect.
-  Continue our modernization efforts to improve the public-facing experiences for County residents.

## PROGRAM CONTACTS

Contact Leny Bautista of the Department of Technology and Enterprise Business Solutions at 240.777.2865 or Seamus McNamara of the Office of Management and Budget at 240.277.2755 for more information regarding this department's operating budget.

## PROGRAM PERFORMANCE MEASURES

Performance measures for this department are included below (where applicable), with multi-program measures displayed at the front of this section and program-specific measures shown with the relevant program. The FY24 estimates reflect funding based on the FY24 Approved Budget. The FY25 and FY26 figures are performance targets based on the FY25 Approved Budget and funding for comparable service levels in FY26.

## PROGRAM DESCRIPTIONS

### Digital Transformation

The Office of Digital Transformation provides a digital vision for the County to meet the County's priority objectives, enhance the value of services provided to stakeholders, and lower the overall cost of service delivery. The Office of Digital Transformation is responsible for ensuring that the enterprise's business strategy is optimal, given the current and evolving digital realities, opportunities, and threats. The Chief Digital Officer leads the Office of Digital Transformation and champions the use of information, data, and technology in improving the business model of County stakeholders, innovating upon all aspects of the business, and creating business success for Montgomery County.

The Office of Digital Transformation is responsible for Geographic Information System (GIS), web solutions, data services, technical support and Enterprise Resource Planning (ERP) which includes human capital management, payroll, compensation, business intelligence, security and system administration, and financials.

<b>Program Performance Measures</b>	<b>Actual FY22</b>	<b>Actual FY23</b>	<b>Estimated FY24</b>	<b>Target FY25</b>	<b>Target FY26</b>
Number of enterprise resource planning (ERP) work orders completed <sup>1</sup>	673	3,373	4,900	5,000	5,100
Number of websites and web applications supported	264	249	264	279	294
Enterprise resource system availability	99.98%	99.98%	99.98%	99.98%	99.98%

Program Performance Measures	Actual FY22	Actual FY23	Estimated FY24	Target FY25	Target FY26
Success rate for business intelligence data refreshes	99.90%	99.72%	99.72%	99.72%	99.72%
Number of business intelligence data models published	118	126	130	134	138

<sup>1</sup> Effective FY23, all work orders are being tracked in both ERP- Workorder Management System (EWOMS) and a PowerBI dashboard. As a result of incorporating new technology there has been productivity growth and enhanced data-driven decision making by the the ERP team.

FY25 Approved Changes	Expenditures	FTEs
<b>FY24 Approved</b>	<b>14,394,018</b>	<b>41.75</b>
Add: Web 2.0 Initiative	1,400,000	0.00
Increase Cost: Oracle Software Maintenance	533,662	0.00
Enhance: Customer Relationship Management (CRM) Software Project	400,000	0.00
Increase Cost: Oracle Java Runtime Engine (JRE) Contract Increase	187,500	0.00
Re-align: Elimination of Long-Term Vacancies	(460,674)	(3.00)
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	870,285	0.00
<b>FY25 Approved</b>	<b>17,324,791</b>	<b>38.75</b>

## ☀ MC311

Transitioning to TEBS in FY25, MC311 is a key strategic, enterprise-wide initiative that provides the public with a single three-digit number (311) to call for County information and service from anywhere within Montgomery County. In addition, MC311 provides the County with a sophisticated ability to count, track, and respond to resident requests. MC311 is the County's main hub for customer service and provides the general public with a higher quality of service delivery and accountability while helping the government achieve operational efficiencies. MC311 actively partners with other County departments and offices to discover process improvement opportunities that will benefit the customers' experience while simultaneously increasing operational efficiencies within the County. The County's Siebel users receive their training through MC311, as the Siebel system tracks the status of service requests throughout the County.

Program Performance Measures	Actual FY22	Actual FY23	Estimated FY24	Target FY25	Target FY26
Total number of General Information Service Requests created <sup>1</sup>	328,869	304,084	304,000	304,000	304,000
Total number of Fulfillment Service Requests created <sup>2</sup>	270,751	257,746	258,000	258,000	258,000
Percent of calls classified as General Information	68.38%	67.17%	67.00%	67.00%	67.00%
Average rate of Fulfillment Service Requests created on the MC311 website and the mobile enabled portal	39.44%	37.68%	38.00%	38.00%	38.00%
Average percent of callers requesting to speak Spanish	6.15%	6.20%	6.20%	6.20%	6.20%
Average amount of time it takes to reach an MC311 Customer Service Representative after welcome announcement (in seconds)	37	26	20	20	20
Average rate of calls that come into 311 but are not answered by a Customer Service Representative (CSR) <sup>3</sup>	4.2%	2.4%	5.0%	5.0%	5.0%
Cost per customer contact (in dollars) (salary expenditures divided by the total number of customer contacts by phone, web portal, mobile-enabled portal, Twitter)	\$5.31	\$5.03	\$5.03	\$5.03	\$5.03
Percent of MC311 survey respondents reporting satisfaction	88%	89%	85%	85%	85%

<sup>1</sup> General information service requests are those created, handled and closed within the MC311 Customer Service Center on behalf of other County departments.

<sup>2</sup> Fulfillment service requests are those that are forwarded to departments for handling and completion. The numbers and types of service requests are driven by many factors including seasonal events such as tax notices, mass mailings, weather events, and global pandemics.

<sup>3</sup> The industry standard target is 5%.

FY25 Approved Changes	Expenditures	FTEs
<b>FY24 Approved</b>	<b>0</b>	<b>0.00</b>
Shift: MC311 from Office of Public Information Office to TEBS	5,211,260	45.70
Re-align: Elimination of Long-Term Vacancies	(192,280)	(2.00)
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	73,434	0.00
<b>FY25 Approved</b>	<b>5,092,414</b>	<b>43.70</b>

## ☀ Office of Broadband Programs and Infrastructure Modernization

The Office of Broadband Programs (OBP) is responsible for Countywide broadband governance, planning, implementation, and operations; encouraging broadband related economic development; and enabling digital equity initiatives. This office leads the County Executive's digital equity programs; manages the County's cable television and telecommunications franchise agreements and the Cable Revenue Fund; ensures that consumer cable and broadband services are of high quality, and that communications providers comply with safety and construction codes; enforces cable and broadband customer service requirements; promotes community and civic engagement through Public, Educational, and Government (PEG) programming utilizing multi-media platforms; and manages the County's FiberNet fiber optic network and related broadband services. FiberNet is the County's critical infrastructure communications network that enables all email, video, Internet access, and Cloud services, and supports County voice telephony and broadband and networking for County government, MCPS, MC, HOC, M-NCPPC, and WSSC.

Infrastructure Modernization: OBP is responsible for modernizing and maintaining the County's infrastructure supporting FiberNet, voice and broadband services as well as the County's data center infrastructure.

Telecommunication Solutions: The Enterprise Telecommunications and Services Division (ETSD) provides integrated communications services and solutions for County government departments and agencies, including MC311. ETSD is responsible for the programming, operation and maintenance of the County's telephone system and related services, e.g., voicemail, automatic call distribution (ACD).

OBP Community Engagement: OBP Community Engagement provides channel management for the County's cable television station (CCM) and its three cable channels, and a Technical Operations Center to support transmission of 14 local PEG channels over three cable systems. CCM program content is created by the County Council, Office of Public Information (PIO), and other County government entities. Community Engagement provides production services to record and transmit programming from the Council Office Building, production support for offsite Council Town Halls and County Executive Forums, closed captioning of programs, dynamic promotion of channel and video programming across multiple media platforms, engineering staff for the Technical Operations Center to monitor the audio and video signals provided to the Comcast, RCN and Verizon cable systems, contract administration, liaison and support services for other municipal and community media channels' PEG Channels in the County. This program was formerly part of the County Cable Montgomery and Public Educational Government (PEG) Operations programs.

The Community Engagement team also provides media services support for the Office of Broadband Programs and other County departments including website development and content management, podcast production and distribution, live/hybrid event streaming, as well as creative digital and video asset creation such as Public Service Announcements, flyers, postcards, etc. In addition, Community Engagement plays a critical role in the County's Digital Equity and XR Montgomery initiatives.

**OBP Community Technology:** OBP Community Technology manages use of public rights-of-way in Montgomery County by cable television providers, negotiates and enforces obligations in cable franchise agreements, provides consumer assistance with cable issues and complaints, and supports County policies addressing compensation for use of public rights-of-way by communications providers. Community Technology manages the Transmission Facility Coordinating Group to provide engineering review of applications to deploy towers and antennas for wireless services in Montgomery County, and coordination for deployment of wireless facilities among department and agencies.

Program Performance Measures	Actual FY22	Actual FY23	Estimated FY24	Target FY25	Target FY26
Transmission facility applications processed	264	231	250	250	250
Percent of fresh County Cable Montgomery content (less than one month old) during peak viewing hours	5%	3%	5%	6%	7%
Percent of English and Spanish language first-run programs closed captioned in English	100%	100%	100%	100%	100%
Number of affordable housing communities served by high-speed broadband through MoCoNet	3	4	6	8	10
Number of subscribers to free high-speed broadband through MoCoNet	96	232	400	500	600

FY25 Approved Changes	Expenditures	FTEs
<b>FY24 Approved</b>	<b>9,073,324</b>	<b>33.00</b>
Shift: Community Technology move from Cable Fund to TEBS General Fund	1,481,166	5.00
Shift: FiberNet from Cable Fund to TEBS General Fund	1,325,698	4.00
Shift: Community Engagement from Cable Fund to TEBS General Fund	1,195,306	5.00
Increase Cost: Business Continuity Support Renewals	1,071,614	0.00
Shift: Digital Equity from Cable Fund to TEBS General Fund	711,972	1.00
Increase Cost: Oracle Server Nutanix Environment Compliance Costs	141,130	0.00
Increase Cost: Contract Increase - Granicus	6,343	0.00
Shift: Long-term Vacant Position Transferred to OHR to Support Countywide Human Resources Efforts	(118,724)	(1.00)
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	335,409	(1.00)
<b>FY25 Approved</b>	<b>15,223,238</b>	<b>46.00</b>

## Office of the Chief Information Officer

The Office of the Chief Information Officer (OCIO) prioritizes the enterprise agenda for technology strategy. The OCIO focuses on strategic business outcomes which include alignment with the business goals of the organization, IT strategy and planning, project portfolio, IT Project Management Office (PMO), performance measurement, organizational change management, the One Face Forward initiative, methodologies and trend decisions, IT vendor management, finance, and budgeting. The OCIO remains focused on dealing with vendor relationships, and identifying and introducing new ways of conducting business including the emphasis on consultative services to departments. The OCIO is strategic in engaging with business executives and County elected officials. The OCIO defines policy development that protects and defines data security by working closely with the Chief Information Security Officer.

Program Performance Measures	Actual FY22	Actual FY23	Estimated FY24	Target FY25	Target FY26
Number of IT help desk requests	84,584	82,055	86,158	90,466	94,989
Percent of customers satisfied with the IT help desk	99%	99%	98%	98%	98%



Program Performance Measures	Actual FY22	Actual FY23	Estimated FY24	Target FY25	Target FY26
Percent of IT help desk requests resolved on the first call	97%	97%	90%	90%	90%

FY25 Approved Changes	Expenditures	FTEs
<b>FY24 Approved</b>	<b>13,550,540</b>	<b>56.00</b>
Enhance: Magic 17 - Expansion of Incident Response to 24x7x365	675,000	0.00
Add: AI Center of Excellence	512,025	0.00
Increase Cost: Varonis SaaS Cloud Upgrade/Maintenance	100,258	0.00
Increase Cost: State Mandated Enterprise-wide Risk Assessment	100,000	0.00
Increase Cost: Additional Funding Needed to Maintain Existing Contractor Workforce	72,274	0.00
Shift: Defender for Endpoint to DCM (MS EA)	(739,000)	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	1,636,523	1.00
<b>FY25 Approved</b>	<b>15,907,620</b>	<b>57.00</b>

## ☀ Public Safety Programs and Regional Interoperability

The newly created Office of Public Safety Programs and Regional Interoperability (OFPS) is responsible for the strategic planning and consultative design, implementation, operation, and maintenance of mission-critical Countywide and regionally integrated public safety systems and services. OFPS will assist in the identification and adoption of emerging public safety technologies. OFPS will look to leverage new and existing public safety programs within the National Capital Region (NCR).

Radio Communications Services (RCS) is responsible for 24-hour operations and maintenance of the County's 800 MHZ radio and mobile communications systems and infrastructures that support public safety and public service departments/agencies. RCS manages the newly created radio life-cycle replacement program.

The Public Safety Data System (PSDS) is responsible for 24-hour operations and maintenance of the 9-1-1 Computer Aided Dispatch (CAD) system and processes, working collaboratively with the Emergency Communications Center (ECC) senior management. PSDS manages the CAD system upgrade program and integration of the advance messaging and responder location program.

Program Performance Measures	Actual FY22	Actual FY23	Estimated FY24	Target FY25	Target FY26
Percent of time public safety radio system is fully operational	100.00%	100.00%	100.00%	100.00%	100.00%
Percent of time Integrated Justice Information System is fully operational	99.5%	99.5%	99.5%	99.5%	99.5%

FY25 Approved Changes	Expenditures	FTEs
<b>FY24 Approved</b>	<b>6,795,889</b>	<b>14.00</b>
Enhance: Public Safety - PSDS Command Post	298,241	0.00
Increase Cost: Position from PSSM CIP to General Fund	248,691	1.00
Increase Cost: Motorola Radio System Annual Maintenance	234,660	0.00
Increase Cost: Radio Tower UPS/DC Plants Preventive Maintenance	170,380	0.00
Increase Cost: Motorola PSDS Service Agreement	73,807	0.00
Increase Cost: eJustice Law Enforcement Records Management System	42,815	0.00
Increase Cost: Motorola CAD Priority Dispatch	39,117	0.00

FY25 Approved Changes	Expenditures	FTEs
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	316,772	0.00
<b>FY25 Approved</b>	<b>8,220,372</b>	<b>15.00</b>

## Strategic Partnerships

The Office of Strategic Partnerships (OSP) supports innovation by bridging the gap between County departmental business partners and technology solution providers to accomplish quick and agile solutions that address longstanding technological or work challenges facing departments. The Chief Technology Officer oversees this office and manages business process reengineering and maintains a consulting relationship with all department partners. OSP directs the planning to ensure alignment of required goals to support enterprise business demands. OSP focuses on envisioning how departmental technology and business needs can be better supported to improve service to our customers. OSP establishes Cloud governance, architecture, and best practices, and implements Cloud solutions. This office pushes technology services from an administrative, back-office function to a strategic partner for departments in innovating service to residents.

OSP manages DevOps & Server Support, Employee Productivity Services, Enterprise Cloud Solutions, Enterprise Services, Infrastructure & Cloud Services, and Low Code Governance and Administration, which manages the deployment and governance of low code platforms to meet aggressive delivery timetables of applications and for faster iterative updates, while deploying solutions to the customer or public end-users.

Program Performance Measures	Actual FY22	Actual FY23	Estimated FY24	Target FY25	Target FY26
Average monthly Enterprise Service Bus data transfers <sup>1</sup>	251,824	230,114	255,000	270,000	280,000

<sup>1</sup> In FY22, although the number of interfaces increased to 550 from 500, the monthly average statistics decreased because several high frequency run jobs were retired. For FY23, metrics went down due to several high frequency run jobs being retired. For FY24, expecting approximately 5-10% new interfaces increase annually.

FY25 Approved Changes	Expenditures	FTEs
<b>FY24 Approved</b>	<b>8,399,865</b>	<b>28.00</b>
Enhance: Azure Solution for Disaster Recovery & Archive, Incident Response Logging, EST, ID, .NET Conversion	960,800	0.00
Increase Cost: Three positions were transferred from the Office of Human Resources to TEBS including increased costs for contractor services	757,889	1.60
Increase Cost: Microsoft Unified Support Service Contract Increase	543,400	0.00
Increase Cost: KnowledgeLake Subscription	10,564	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	1,027,303	1.40
<b>FY25 Approved</b>	<b>11,699,821</b>	<b>31.00</b>

## BUDGET SUMMARY

	Actual FY23	Budget FY24	Estimate FY24	Approved FY25	%Chg Bud/App
COUNTY GENERAL FUND					
EXPENDITURES					



## BUDGET SUMMARY

	Actual FY23	Budget FY24	Estimate FY24	Approved FY25	%Chg Bud/App
Salaries and Wages	17,020,883	19,738,197	19,252,198	28,908,590	46.5 %
Employee Benefits	3,981,108	4,700,726	4,633,539	7,268,279	54.6 %
<b>County General Fund Personnel Costs</b>	<b>21,001,991</b>	<b>24,438,923</b>	<b>23,885,737</b>	<b>36,176,869</b>	<b>48.0 %</b>
Operating Expenses	28,349,706	27,734,413	28,521,867	37,251,087	34.3 %
Capital Outlay	0	40,300	40,300	40,300	—
<b>County General Fund Expenditures</b>	<b>49,351,697</b>	<b>52,213,636</b>	<b>52,447,904</b>	<b>73,468,256</b>	<b>40.7 %</b>

### PERSONNEL

Full-Time	167	172	172	241	40.1 %
Part-Time	2	1	1	1	—
FTEs	168.25	172.75	172.75	231.45	34.0 %

### REVENUES

Other Licenses/Permits	(10)	0	0	0	—
<b>County General Fund Revenues</b>	<b>(10)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>—</b>

## GRANT FUND - MCG

### EXPENDITURES

Salaries and Wages	0	0	0	0	—
Employee Benefits	0	0	0	0	—
<b>Grant Fund - MCG Personnel Costs</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>—</b>
Operating Expenses	16,653,020	0	0	0	—
<b>Grant Fund - MCG Expenditures</b>	<b>16,653,020</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>—</b>

### PERSONNEL

Full-Time	0	0	0	0	—
Part-Time	0	0	0	0	—
FTEs	0.00	0.00	0.00	0.00	—

### REVENUES

Federal Grants	443,331	0	0	0	—
Other Intergovernmental	10,840,977	0	0	0	—
State Grants	5,355,145	0	0	0	—
<b>Grant Fund - MCG Revenues</b>	<b>16,639,453</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>—</b>

## DEPARTMENT TOTALS

<b>Total Expenditures</b>	<b>66,004,717</b>	<b>52,213,636</b>	<b>52,447,904</b>	<b>73,468,256</b>	<b>40.7 %</b>
<b>Total Full-Time Positions</b>	<b>167</b>	<b>172</b>	<b>172</b>	<b>241</b>	<b>40.1 %</b>
<b>Total Part-Time Positions</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>—</b>
<b>Total FTEs</b>	<b>168.25</b>	<b>172.75</b>	<b>172.75</b>	<b>231.45</b>	<b>34.0 %</b>
<b>Total Revenues</b>	<b>16,639,443</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>—</b>

## FY25 APPROVED CHANGES

## COUNTY GENERAL FUND

FY24 ORIGINAL APPROPRIATION 52,213,636 172.75

**Changes (with service impacts)**

Add: Web 2.0 Initiative [Digital Transformation]	1,400,000	0.00
Enhance: Azure Solution for Disaster Recovery & Archive, Incident Response Logging, EST, ID, .NET Conversion [Strategic Partnerships]	960,800	0.00
Enhance: Magic 17 - Expansion of Incident Response to 24x7x365 [Office of the Chief Information Officer]	675,000	0.00
Add: AI Center of Excellence [Office of the Chief Information Officer]	512,025	0.00
Enhance: Customer Relationship Management (CRM) Software Project [Digital Transformation]	400,000	0.00
Enhance: Public Safety - PSDS Command Post [Public Safety Programs and Regional Interoperability]	298,241	0.00

**Other Adjustments (with no service impacts)**

Shift: MC311 from Office of Public Information Office to TEBS [MC311]	5,211,260	45.70
Shift: Community Technology move from Cable Fund to TEBS General Fund [Office of Broadband Programs and Infrastructure Modernization]	1,481,166	5.00
Restore: Restore One-Time Lapse Increase	1,412,061	0.00
Increase Cost: FY25 Compensation Adjustment	1,333,262	0.00
Shift: FiberNet from Cable Fund to TEBS General Fund [Office of Broadband Programs and Infrastructure Modernization]	1,325,698	4.00
Shift: Community Engagement from Cable Fund to TEBS General Fund [Office of Broadband Programs and Infrastructure Modernization]	1,195,306	5.00
Increase Cost: Business Continuity Support Renewals [Office of Broadband Programs and Infrastructure Modernization]	1,071,614	0.00
Increase Cost: Annualization of FY24 Compensation Increases	1,034,336	0.00
Increase Cost: Three positions were transferred from the Office of Human Resources to TEBS including increased costs for contractor services [Strategic Partnerships]	757,889	1.60
Shift: Digital Equity from Cable Fund to TEBS General Fund [Office of Broadband Programs and Infrastructure Modernization]	711,972	1.00
Increase Cost: Annualization of FY24 Personnel Costs	641,262	1.40
Increase Cost: Microsoft Unified Support Service Contract Increase [Strategic Partnerships]	543,400	0.00
Increase Cost: Oracle Software Maintenance [Digital Transformation]	533,662	0.00
Increase Cost: Position from PSSM CIP to General Fund [Public Safety Programs and Regional Interoperability]	248,691	1.00
Increase Cost: Motorola Radio System Annual Maintenance [Public Safety Programs and Regional Interoperability]	234,660	0.00
Increase Cost: Oracle Java Runtime Engine (JRE) Contract Increase [Digital Transformation]	187,500	0.00
Increase Cost: Radio Tower UPS/DC Plants Preventive Maintenance [Public Safety Programs and Regional Interoperability]	170,380	0.00
Increase Cost: Oracle Server Nutanix Environment Compliance Costs [Office of Broadband Programs and Infrastructure Modernization]	141,130	0.00
Increase Cost: Retirement Adjustment	119,036	0.00
Increase Cost: Varonis SaaS Cloud Upgrade/Maintenance [Office of the Chief Information Officer]	100,258	0.00
Increase Cost: State Mandated Enterprise-wide Risk Assessment [Office of the Chief Information Officer]	100,000	0.00
Increase Cost: Motorola PSDS Service Agreement [Public Safety Programs and Regional Interoperability]	73,807	0.00

Increase Cost: Additional Funding Needed to Maintain Existing Contractor Workforce [Office of the Chief Information Officer]	72,274	0.00
Increase Cost: eJustice Law Enforcement Records Management System [Public Safety Programs and Regional Interoperability]	42,815	0.00
Increase Cost: Motorola CAD Priority Dispatch [Public Safety Programs and Regional Interoperability]	39,117	0.00
Increase Cost: KnowledgeLake Subscription [Strategic Partnerships]	10,564	0.00
Increase Cost: Contract Increase - Granicus [Office of Broadband Programs and Infrastructure Modernization]	6,343	0.00
Increase Cost: Printing and Mail	5,313	0.00
Decrease Cost: Motor Pool Adjustment	(25,902)	0.00
Decrease Cost: Lapse Adjustment	(109,642)	0.00
Shift: Long-term Vacant Position Transferred to OHR to Support Countywide Human Resources Efforts [Office of Broadband Programs and Infrastructure Modernization]	(118,724)	(1.00)
Decrease Cost: Elimination of One-Time Items Approved in FY24	(150,000)	0.00
Re-align: Elimination of Long-Term Vacancies [MC311]	(192,280)	(2.00)
Re-align: Elimination of Long-Term Vacancies [Digital Transformation]	(460,674)	(3.00)
Shift: Defender for Endpoint to DCM (MS EA) [Office of the Chief Information Officer]	(739,000)	0.00
<b>FY25 APPROVED</b>	<b>73,468,256</b>	<b>231.45</b>

## PROGRAM SUMMARY

Program Name	FY24 APPR Expenditures	FY24 APPR FTEs	FY25 APPR Expenditures	FY25 APPR FTEs
Digital Transformation	14,394,018	41.75	17,324,791	38.75
MC311	0	0.00	5,092,414	43.70
Office of Broadband Programs and Infrastructure Modernization	9,073,324	33.00	15,223,238	46.00
Office of the Chief Information Officer	13,550,540	56.00	15,907,620	57.00
Public Safety Programs and Regional Interoperability	6,795,889	14.00	8,220,372	15.00
Strategic Partnerships	8,399,865	28.00	11,699,821	31.00
<b>Total</b>	<b>52,213,636</b>	<b>172.75</b>	<b>73,468,256</b>	<b>231.45</b>

## CHARGES TO OTHER DEPARTMENTS

Charged Department	Charged Fund	FY24 Total\$	FY24 FTEs	FY25 Total\$	FY25 FTEs
<b>COUNTY GENERAL FUND</b>					
Human Resources	Employee Health Self Insurance	322,400	0.00	296,000	0.00
Health and Human Services	General Fund	0	0.00	168,114	1.50
Permitting Services	Permitting Services	0	0.00	341,057	2.90
Housing and Community Affairs	Montgomery Housing Initiative	0	0.00	88,808	0.90
Recycling and Resource Management	Solid Waste Disposal	0	0.00	490,582	4.75
Recycling and Resource Management	Solid Waste Collection	0	0.00	126,747	1.25
Alcohol Beverage Services	Liquor	1,183,897	0.00	1,277,923	0.00

## CHARGES TO OTHER DEPARTMENTS

Charged Department	Charged Fund	FY24 Total\$	FY24 FTEs	FY25 Total\$	FY25 FTEs
CIP	Capital Fund	237,203	1.00	0	0.00
NDA - Montgomery County Employee Retirement Plans	Retirement Fund (ERS)	46,080	0.00	48,000	0.00
NDA - Retiree Health Benefits Trust	Retirement Fund (ERS)	0	0.00	0	0.00
<b>Total</b>		<b>1,789,580</b>	<b>1.00</b>	<b>2,837,231</b>	<b>11.30</b>

## FUNDING PARAMETER ITEMS

CC APPROVED (\$000S)

Title	FY25	FY26	FY27	FY28	FY29	FY30
<b>COUNTY GENERAL FUND</b>						
<b>EXPENDITURES</b>						
<b>FY25 Approved</b>	<b>73,468</b>	<b>73,468</b>	<b>73,468</b>	<b>73,468</b>	<b>73,468</b>	<b>73,468</b>
No inflation or compensation change is included in outyear projections.						
<b>Elimination of One-Time Items Approved in FY25</b>	<b>0</b>	<b>(1,920)</b>	<b>(1,920)</b>	<b>(1,920)</b>	<b>(1,920)</b>	<b>(1,920)</b>
This reflects the removal of one-time additions to the FY25 budget including (Web 2.0 Initiative, Customer Relationship Management (CRM) Software Project, a portion of the AI Center of Excellence Data Classification effort, and the State Mandated Enterprise-wide Risk Assessment).						
<b>Restore One-Time Lapse Increase</b>	<b>0</b>	<b>110</b>	<b>110</b>	<b>110</b>	<b>110</b>	<b>110</b>
Restores in FY26 the one-time lapse increase made in the FY25 budget.						
<b>Labor Contracts</b>	<b>0</b>	<b>662</b>	<b>662</b>	<b>662</b>	<b>662</b>	<b>662</b>
These figures represent the estimated annualized cost of general wage adjustments, service increments, and other negotiated items.						
<b>Subtotal Expenditures</b>	<b>73,468</b>	<b>72,320</b>	<b>72,320</b>	<b>72,320</b>	<b>72,320</b>	<b>72,320</b>