

# Public Information

## MISSION STATEMENT

The mission of the Office of Public Information is to provide timely, accurate, and effective communication with the public, the County Executive, departments and agencies, media, County employees, the County Council and other elected officials, businesses, civic groups, and every other segment of the Montgomery County community through the mass media, Internet, presentations, publications and graphics, cable television programming, and telephone and electronic requests for information and assistance.

## BUDGET OVERVIEW

The total approved FY14 Operating Budget for the Office of Public Information is \$4,660,061, a decrease of \$356,708 or 7.1 percent from the FY13 Approved Budget of \$5,016,769. Personnel Costs comprise 79.7 percent of the budget for 60 full-time positions, and a total of 42.30 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 20.3 percent of the FY14 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**

## DEPARTMENT PERFORMANCE MEASURES

Performance measures for this department are included below, with multi-program measures displayed at the front of this section and program-specific measures shown with the relevant program. The FY13 estimates reflect funding based on the FY13 approved budget. The FY14 and FY15 figures are performance targets based on the FY14 approved budget and funding for comparable service levels in FY15.

Measure	Actual FY11	Actual FY12	Estimated FY13	Target FY14	Target FY15
<b>Multi-Program Measures</b>					
Internal County staff satisfaction with PIO services (scale of 1 [lowest] to 4 [highest])	3.16	3.25	3.25	3.25	3.25

## ACCOMPLISHMENTS AND INITIATIVES

- ❖ **Significantly expanded Executive Branch cable television programming by adding a new show featuring the Police Chief; an environmental show, "My Green Montgomery"; a show of special interest to African Americans, "Mosaic: An African American Perspective"; and several new Spanish language offerings -- a television version of the new "Montgomery Al Dia" Spanish language talk show which is done weekly on Spanish language radio, a Spanish version of "County Report This Week," and "Perfiles" (or Profiles) which features interviews with Hispanic employees.**
- ❖ **Provided more direct communication with residents through social media sites YouTube, Facebook and Twitter; expanded distribution lists for electronic publications as "The Paperless Airplane."**
- ❖ **Continued to work closely with departments and agencies on communications strategies in order to ensure that the County Executive's priorities are promoted clearly and accurately, including the bag fee, Emergency Medical Services Transportation Reimbursement Program, and Question B (Referendum on Law Enacted by County Council Effects Bargaining for Police Employees).**
- ❖ **Launched the mobile-enabled MC311 web portal with the Department of Technology Services (DTS) and participated in the County Open Data initiative providing MC311 performance and service request data.**
- ❖ **Productivity Improvements**
  - **The MC311 Call Center continues to handle approximately 40,000 calls a month, and the customer satisfaction rating is 78 percent. Further enhanced the MC311 Customer Call Center in August 2012 by extending hours of operation from 7 a.m. to 7 p.m., Monday through Friday, in August 2012 to better serve customers using existing resources. This was possible due to the increased number of service requests created by customers through the MC311 web portal, which increased call-taking efficiency. Also worked with DTS to launch the mobile-enabled MC311 web portal, and participated in the open government initiatives that give users a high level overview of**

**MC311 performance and service request data. In the first two years of service, MC311 handled more than one million calls.**

- **Media relations, graphics, and web management staff continue to handle requests from departments.**

## PROGRAM CONTACTS

Contact Leslie Hamm of the Office of Public Information at 240.773.3565 or Helen P. Vallone of the Office of Management and Budget at 240.777.2755 for more information regarding this department's operating budget.

## PROGRAM DESCRIPTIONS

### **Web Content and Graphic Management**

The four major functions of this program include:

Providing creative and technical support to Public Relations, Cable Programming, MC311, and to departments.

Developing and overseeing the County's graphic identity program to ensure consistency in the County's printed communication for the public. The program develops printing guidelines for departments in accordance with Administrative Procedure 1-7, Use of the Montgomery County Coat of Arms, Logotype and Emblem, and Public Communication Guide.

Managing the growth and activity on the County's website and the MC311 web portal, which involves the development of policies and procedures for adding information to the website, as well as providing a leadership role in internet management.

Producing artwork and design services for publications, fliers, decals, exhibits, charts, maps, and other promotional and educational products. Graphic artists provide advice to departments in cost-effective and attractive ways to meet project requirements and objectives.

<b>FY14 Approved Changes</b>	<b>Expenditures</b>	<b>FTEs</b>
<b>FY13 Approved</b>	<b>161,874</b>	<b>1.00</b>
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	-62,107	0.00
<b>FY14 Approved</b>	<b>99,767</b>	<b>1.00</b>

### **Public Relations**

Under this program, the Office of Public Information:

Educates and informs residents about County issues, programs, and services through press releases, media advisories, news and public events, the county website, e-mail and online newsletters, YouTube, Facebook, and Twitter.

Works directly with media organizations to ensure that reporters and editors have accurate and timely information about County issues, programs, and services.

Develops promotional campaigns to increase awareness of critical issues such as pedestrian safety and code enforcement.

<b>Program Performance Measures</b>	<b>Actual FY11</b>	<b>Actual FY12</b>	<b>Estimated FY13</b>	<b>Target FY14</b>	<b>Target FY15</b>
Percentage of Maryland Public Information Act (MPIA) requests completed within 30 days <sup>1</sup>	39	46	75	80	90
Total utilization of direct resident communication systems - web, YouTube, video, podcasts, Facebook (million)	1.21	2.2	2.5	2.5	2.5
Number of press conferences <sup>2</sup>	157	174	160	160	160
Total attendance at press conferences or press events <sup>3</sup>	1,695	3,134	1,700	1,700	1,700
Number of press requests under the MPIA <sup>4</sup>	78	121	100	80	80

<sup>1</sup> Press requests under the MPIA tend to be extensive, requiring months to complete. We anticipate that as more information is made available online, fewer requests will come in and response times will decrease.

<sup>2</sup> Number of press events conducted.

<sup>3</sup> This is a higher annual attendance level than usual due to a 9/11 anniversary event and some large groundbreaking/ribboncutting events

<sup>4</sup> As more data is made available online via the County's openMontgomery initiative, the number of Maryland Public Information Act requests should decline.

<b>FY14 Approved Changes</b>	<b>Expenditures</b>	<b>FTEs</b>
<b>FY13 Approved</b>	<b>839,530</b>	<b>5.40</b>
Enhance: Pedestrian Safety Public Education Campaign	50,000	0.00
Increase Cost: Motor Pool Adjustment	4,559	0.00
Increase Cost: Printing and Mail Adjustment	700	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.	82,457	0.00
<b>FY14 Approved</b>	<b>977,246</b>	<b>5.40</b>

## MC311 Customer Service Center

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. In addition, it provides the County with a sophisticated ability to count, track, and respond to resident requests. MC311 provides the general public with a higher quality of service delivery and accountability, while helping the Government achieve operational efficiencies.

<b>Program Performance Measures</b>	<b>Actual FY11</b>	<b>Actual FY12</b>	<b>Estimated FY13</b>	<b>Target FY14</b>	<b>Target FY15</b>
Customer satisfaction rating of 85% or higher <sup>1</sup>	78%	78%	85%	85%	85%
Average amount of time it takes to reach a Customer Service Representative after the Welcome Announcement <sup>2</sup>	16	16.3	20	20	20
Average rate of calls that come into 311, but are not answered by a Customer Service Representative (CSR) <sup>3</sup>	2.36%	1.37%	5%	5%	5%

<sup>1</sup> Based on quarterly surveys sent to customers who provided an email address.

<sup>2</sup> in seconds.

<sup>3</sup> Callers may hang up to make a 911 call, if the information needed is in the Welcome Announcement or they enter an existing service request number during the announcement to check on the status and hang up.

<b>FY14 Approved Changes</b>	<b>Expenditures</b>	<b>FTEs</b>
<b>FY13 Approved</b>	<b>4,015,365</b>	<b>36.30</b>
Increase Cost: Other Labor Contract Costs	2,990	0.00
Decrease Cost: Charges to Health and Human Services for MC311	-51,973	-0.80
Shift: Funding for Siebel Contract Manager to Department of Technology Services	-136,000	0.00
Shift: Siebel Contract Funding to Department of Technology Services	-200,000	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.	-47,334	0.40
<b>FY14 Approved</b>	<b>3,583,048</b>	<b>35.90</b>

## BUDGET SUMMARY

	Actual FY12	Budget FY13	Estimated FY13	Approved FY14	% Chg Bud/App
<b>COUNTY GENERAL FUND</b>					
<b>EXPENDITURES</b>					
Salaries and Wages	2,842,260	2,957,466	2,933,255	2,730,850	-7.7%
Employee Benefits	917,521	969,853	985,692	984,502	1.5%
<b>County General Fund Personnel Costs</b>	<b>3,759,781</b>	<b>3,927,319</b>	<b>3,918,947</b>	<b>3,715,352</b>	<b>-5.4%</b>
Operating Expenses	1,195,837	1,089,450	1,097,592	944,709	-13.3%
Capital Outlay	0	0	0	0	—
<b>County General Fund Expenditures</b>	<b>4,955,618</b>	<b>5,016,769</b>	<b>5,016,539</b>	<b>4,660,061</b>	<b>-7.1%</b>
<b>PERSONNEL</b>					
Full-Time	61	60	60	60	—
Part-Time	0	0	0	0	—
FTEs	41.70	42.70	42.70	42.30	-0.9%
<b>REVENUES</b>					
Parking Fees	-29	0	0	0	—
<b>County General Fund Revenues</b>	<b>-29</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>—</b>

## FY14 APPROVED CHANGES

	Expenditures	FTEs
<b>COUNTY GENERAL FUND</b>		
<b>FY13 ORIGINAL APPROPRIATION</b>	<b>5,016,769</b>	<b>42.70</b>
<b><u>Changes (with service impacts)</u></b>		
Enhance: Pedestrian Safety Public Education Campaign [Public Relations]	50,000	0.00
<b><u>Other Adjustments (with no service impacts)</u></b>		
Increase Cost: FY14 Compensation Adjustment	126,658	0.00
Increase Cost: Group Insurance Adjustment	38,770	0.00
Increase Cost: Retirement Adjustment	9,349	0.00
Increase Cost: Motor Pool Adjustment [Public Relations]	4,559	0.00
Increase Cost: Other Labor Contract Costs [MC311 Customer Service Center]	2,990	0.00
Increase Cost: Printing and Mail Adjustment [Public Relations]	700	0.00
Technical Adj: Adjust FTEs for chargebacks	0	0.40
Decrease Cost: Charges to Health and Human Services for MC311 [MC311 Customer Service Center]	-51,973	-0.80
Increase Cost: Annualization of FY13 Personnel Costs	-73,436	0.00
Decrease Cost: Elimination of FY13 \$2,000 Lump Sum	-128,325	0.00
Shift: Funding for Siebel Contract Manager to Department of Technology Services [MC311 Customer Service Center]	-136,000	0.00
Shift: Siebel Contract Funding to Department of Techonology Services [MC311 Customer Service Center]	-200,000	0.00
<b>FY14 APPROVED:</b>	<b>4,660,061</b>	<b>42.30</b>

## PROGRAM SUMMARY

Program Name	FY13 Approved		FY14 Approved	
	Expenditures	FTEs	Expenditures	FTEs
Web Content and Graphic Management	161,874	1.00	99,767	1.00
Public Relations	839,530	5.40	977,246	5.40
MC311 Customer Service Center	4,015,365	36.30	3,583,048	35.90
<b>Total</b>	<b>5,016,769</b>	<b>42.70</b>	<b>4,660,061</b>	<b>42.30</b>

## CHARGES TO OTHER DEPARTMENTS

Charged Department	Charged Fund	FY13		FY14	
		Total\$	FTEs	Total\$	FTEs
COUNTY GENERAL FUND					
Cable Television	Cable Television	708,420	6.60	733,498	6.60
Health and Human Services	County General Fund	45,540	0.70	97,513	1.50
Housing and Community Affairs	Montgomery Housing Initiative	63,060	1.00	54,643	0.90
Permitting Services	Permitting Services	178,830	3.00	187,129	2.90

Charged Department	Charged Fund	FY13		FY14	
		Total\$	FTEs	Total\$	FTEs
Solid Waste Services	Solid Waste Collection	71,550	1.25	75,424	1.05
Solid Waste Services	Solid Waste Disposal	299,896	4.75	342,319	4.75
<b>Total</b>		<b>1,367,296</b>	<b>17.30</b>	<b>1,490,526</b>	<b>17.70</b>

