

GO COMMITTEE #1&2
April 29, 2013

Worksession

MEMORANDUM

April 25, 2013

TO: Government Operations and Fiscal Policy Committee
FROM: Stephen B. Farber, Council Staff Director *SBF*
SUBJECT: FY14 Operating Budget: **Council Office** and **Legislative Branch
Communications Outreach NDA**

Those expected for this worksession:

Mary Jane Berry, Administrative Services Coordinator, Council Office
Erika Lopez-Finn, Office of Management and Budget

Council Office

The recommended FY14 budget for the Council Office is attached on ©1-4.

For FY14, the recommended total expenditures are \$9,669,525, up 3.6% from the FY13 approved budget. Personnel costs are 90.6% of the total; operating expenses are 9.4%. FTEs increase by less than 1, or 1.2%. The major change is the addition of a Legislative Attorney position to our current attorney complement of 3.5 FTEs.

	FY12 Actual	FY13 Approved	FY14 Recommended	% Change FY13-FY14
Expenditures (\$):				
General Fund	8,467,951	9,333,290	9,669,525	3.6%
TOTAL Expenditures	8,467,951	9,333,290	9,669,525	3.6%
Positions:				
Full-time	69	69	78	13.0%
Part-time	13	13	6	-53.8%
TOTAL Positions	82	82	84	2.4%
FTE	72.9	75.2	76.1	1.2%

The recommended increase is \$336,235. This increase comes from the following adjustments:

Legislative Attorney	\$ 128,346
FY14 Compensation Adjustment	\$ 212,498
Group Insurance Adjustment	\$ 110,747
Miscellaneous Personnel Cost Adjustment	\$ 44,960
Printing and Mail Adjustment	\$ 12,465
Retirement Adjustment	\$ 11,325
Other Labor Contract Costs	\$ 3,735
Reduction in Contractual Expenses	\$ (40,210)
Elimination of FY13 \$2,000 Lump Sum	\$ (147,631)
TOTAL	\$ 336,235

The Council Office has consistently set the standard for cost-effective operation. Restructuring, re-engineering, and new technology, combined with the hard work of our talented staff, have enabled us to sharply improve our productivity and reduce our administrative staff workyears as positions have become vacant. Meanwhile, we have strengthened our legal and analytical staff resources and buttressed them with expert contractual support on specialized legal, actuarial, fiscal, engineering, transportation, and technology issues.

On April 16, in its review of the Non-Departmental Account (NDA) for the Interagency Technology Policy and Coordination Committee (ITPCC), the GO Committee recommended the transfer of the ITPCC Manager position from the Department of Technology Services to the Council Office, where it was located until 2003. The \$172,000 cost for the salary and benefits of this position can be included in either the Council Office budget or the ITPCC NDA. (The Committee has approved the Executive's recommended FY14 allocation for this NDA, \$5,850 for operating expense, and could add the \$172,000 amount as well.) In either event, the position would be supervised by the Council Office.

Legislative Branch Communications Outreach NDA

In an important initiative last year, the Committee established this new NDA.¹ The description of the NDA, including the recommended FY14 allocation, \$400,000, is attached on ©5. On September 20, 2012 the Committee reviewed the progress achieved to date in FY13. See the memo on ©6-8.

¹ The Council's IT adviser, Dr. Costis Toregas, and Cable Office staff provided valuable assistance to this effort.

Further progress since then, achieved through close collaboration between Council staff and Cable Office and other DTS staff,² has enabled us to achieve the objectives set by the Committee:

1. A new Legislative Branch webmaster is in place and is providing valuable assistance to all Legislative Branch offices.
2. A new Constituent Relationship Management (CRM) system has been procured and will be operational in July.
3. All Council Committee meetings (as well as Council meetings) are now televised, broadcast either live or (for simultaneous meetings) at a later time, and available on demand within 24 hours on the Council's website.
4. A new IT support position to help our Senior IT Specialist meet the expanded IT needs of Legislative Branch offices is in place.
5. The multi-lingual broadband communications contractor position was expanded from half-time in FY12 to two-thirds time in FY13. It will be full-time in FY14.

For FY14, full funding for televising Council Committee meetings and the multi-lingual broadband communications contractor is located in the Council section of the Cable Plan. The NDA will continue to fund the webmaster and IT support positions. The NDA will also fund the FY14 implementation of the CRM system.

These items will require about half of the \$400,000 allocation to the NDA in FY14. The balance will support specific communications outreach initiatives that we are currently refining for review and approval by the Committee and the Council in the next two months, consistent with the timetable we followed last year.

f:\farber\14opbud\council office go 4-29-13.doc

² Council staff members who have helped achieve this progress include Mary Jane Berry, Adam Fogel, Cindy Gibson, Neil Greenberger, Delphine Harriston, Keith Levchenko, Michelle Parsons, Linda Price, and Costis Toregas. Cable Office and other DTS staff include Andrew Akinola, Chris Daniel, Mitsi Herrera, and Donna Keating. OHR staff have also provided useful assistance.

County Council

MISSION STATEMENT

The mission of the County Council is to legislate for the peace, good government, health, safety, and welfare of Montgomery County and establish policies under which a system of public administration and finance provides services effectively, efficiently, and equitably.

BUDGET OVERVIEW

The total recommended FY14 Operating Budget for the County Council is \$9,669,525, an increase of \$336,235 or 3.6 percent from the FY13 Approved Budget of \$9,333,290. Personnel Costs comprise 90.6 percent of the budget for 78 full-time positions and six part-time positions. A total of 76.05 FTEs includes these positions as well as any seasonal, temporary, and positions charged to or from other departments or funds. Operating Expenses account for the remaining 9.4 percent of the FY14 budget.

PROGRAM CONTACTS

Contact Mary Jane Berry of the County Council at 240.777.7930 or Erika Lopez-Finn of the Office of Management and Budget at 240.777.2771 for more information regarding this department's operating budget.

PROGRAM DESCRIPTIONS

Councilmember Offices

The nine elected County Councilmembers enact all local laws, oversee zoning and planning, appropriate funding for the budgets of public agencies, establish spending affordability guidelines, set property tax rates, and meet as the County Board of Health. The Council holds regular weekly sessions and conducts public hearings and worksessions throughout the year. Each Councilmember serves on two of the following six Council Committees: Education; Health and Human Services; Government Operations and Fiscal Policy; Planning, Housing, and Economic Development; Public Safety; and Transportation, Infrastructure, Energy and Environment. Five Councilmembers are elected by district, and four are elected countywide.

Councilmembers have staffs which are responsible for carrying out their work programs. The County Charter provides for a Confidential Aide for each Councilmember. Staff may consist of interns, analysts, legislative service coordinators, legislative senior aides, and other administrative personnel.

FY14 Recommended Changes	Expenditures	FTEs
FY13 Approved	4,457,917	44.76
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	262,595	-0.31
FY14 CE Recommended	4,720,512	44.45

Council Staff Operations

Council Staff Operations is responsible for four activities in support of the Council: Legislative Program, Planning, and Budget; Legislative Information Services; Office of the Clerk of the Council; and Administration.

Legislative Program, Planning, and Budget staff perform research and analysis on issues before the Council and prepare written reports and recommendations for all agenda items at Council sessions and Committee meetings. Staff also respond to requests from individual Councilmembers for research, legal advice, and data relevant to their work program. Staff draft legislation and resolutions for Council action; analyze reports, bills, plans, and budgets forwarded to the Council by the County Executive and County agencies; and advise Councilmembers on issues related to the Council work program. Personnel in this unit provide staffing for the Charter Review Commission and other groups created by the Council and represent the Council at meetings held on issues before the Council.

Legislative Information Services performs the public relations function of the Council. In order to facilitate two-way communication between the Council and County residents, staff prepare informational materials, serve as first-line telephone contact with the public, provide information about the legislative process, update the Council's website, and produce programs for the County's cable channel. Staff inform Councilmembers of the views of citizens through a correspondence control system, telephone tabulation system, and documentation of petitions. Legislative Information Services arranges for and provides notice of public hearings and



assembles packets of background material for Councilmembers, the press, and the public.

The Office of the Clerk of the Council prepares and maintains all official records of the Council; attends meetings of the Council and its six committees; writes minutes; processes resolutions and legislation; prepares Council and Committee agendas; arranges for both regular and special meetings; and tracks sunset, expiration, and deadline dates of legislation and regulations.

Administration performs the Council's personnel, procurement, payroll, and budgetary functions; provides supervision; manages the automation system for the legislative branch; monitors inventory and office space; coordinates program issues; and serves as liaison between Councilmembers and program staff. The staff in this unit contribute to the Legislative Program, Planning, and Budget work program. The administrative staff also provide staff orientation, training for the automation and telephone systems, backup support for all programs, volunteer coordination, and receptionist coverage for Councilmember offices.

FY14 Recommended Changes	Expenditures	FTEs
FY13 Approved	4,875,373	30.42
Enhance: Legislative Attorney	128,346	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.	-54,706	0.18
FY14 CE Recommended	4,949,013	31.60

BUDGET SUMMARY

	Actual FY12	Budget FY13	Estimated FY13	Recommended FY14	% Chg Bud/Rec
COUNTY GENERAL FUND					
EXPENDITURES					
Salaries and Wages	6,184,293	6,351,476	6,337,533	6,573,936	3.5%
Employee Benefits	1,750,276	2,047,424	2,046,476	2,188,944	6.9%
County General Fund Personnel Costs	7,934,569	8,398,900	8,384,009	8,762,880	4.3%
Operating Expenses	533,382	934,390	942,838	906,645	-3.0%
Capital Outlay	0	0	0	0	—
County General Fund Expenditures	8,467,951	9,333,290	9,326,847	9,669,525	3.6%
PERSONNEL					
Full-Time	69	69	69	78	13.0%
Part-Time	13	13	13	6	-53.8%
FTEs	72.90	75.18	75.18	76.05	1.2%
REVENUES					
Other Charges/Fees	-10	0	0	0	—
County General Fund Revenues	-10	0	0	0	—

FY14 RECOMMENDED CHANGES

	Expenditures	FTEs
COUNTY GENERAL FUND		
FY13 ORIGINAL APPROPRIATION	9,333,290	75.18
Changes (with service impacts)		
Enhance: Legislative Attorney [Council Staff Operations]	128,346	1.00
Other Adjustments (with no service impacts)		
Increase Cost: FY14 Compensation Adjustment	212,498	0.00
Increase Cost: Group Insurance Adjustment	110,747	0.00
Increase Cost: Miscellaneous personnel cost adjustments	44,960	-0.13
Increase Cost: Printing and Mail Adjustment (Load in account 63022)	12,465	0.00
Increase Cost: Retirement Adjustment	11,325	0.00
Increase Cost: Other Labor Contract Costs	3,735	0.00
Decrease Cost: Reduction in Contractual Expenses	-40,210	0.00
Decrease Cost: Elimination of FY13 \$2,000 Lump Sum	-147,631	0.00
FY14 RECOMMENDED:	9,669,525	76.05

PROGRAM SUMMARY

Program Name	FY13 Approved		FY14 Recommended	
	Expenditures	FTEs	Expenditures	FTEs
Councilmember Offices	4,457,917	44.76	4,720,512	44.45
Council Staff Operations	4,875,373	30.42	4,949,013	31.60
Total	9,333,290	75.18	9,669,525	76.05

CHARGES TO OTHER DEPARTMENTS

Charged Department	Charged Fund	FY13		FY14	
		Total\$	FTEs	Total\$	FTEs
COUNTY GENERAL FUND					
Cable Television	Cable Television	156,692	1.30	168,984	1.30
NDA - Legislative Branch Communications Outreach	County General Fund	0	0.00	188,170	2.00
Total		156,692	1.30	357,154	3.30

FUTURE FISCAL IMPACTS

Title	CE REC. FY14	FY15	FY16	(S000's) FY17	FY18	FY19
This table is intended to present significant future fiscal impacts of the department's programs.						
COUNTY GENERAL FUND						
Expenditures						
FY14 Recommended	9,670	9,670	9,670	9,670	9,670	9,670
No inflation or compensation change is included in outyear projections.						
Labor Contracts	0	280	347	347	347	347
These figures represent the estimated cost of general wage adjustments, new service increments, and associated benefits.						
Labor Contracts - Other	0	0	-4	-4	-4	-4
These figures represent other negotiated items included in the labor agreements.						
Subtotal Expenditures	9,670	9,949	10,013	10,013	10,013	10,013

Legislative Branch Communications Outreach

This NDA provides funds to strengthen the capacity of five Legislative Branch offices (the Council Office, the Office of Legislative Oversight, the Board of Appeals, the Office of Zoning and Administrative Hearings, and the Office of the Inspector General) to inform constituent communities of issues that directly affect them and to ensure that these communities' concerns are effectively taken into account. Communications efforts supported by this NDA include expanded outreach in Spanish and other languages, greater use of web and social media resources, Open Government initiatives, and improved management of constituent requests.

FY14 Recommended Changes	Expenditures	FTEs
FY13 Approved	580,000	0.00
Increase Cost: Operating expenses	15,592	0.00
Increase Cost: FY14 Compensation Adjustment	4,408	0.00
Shift: Funding shifted between operating and personnel costs for chargeback to this NDA	0	2.00
Decrease Cost: Elimination of One-Time Items Approved in FY13	-200,000	0.00
FY14 CE Recommended	400,000	2.00

MEMORANDUM

September 18, 2012

TO: Government Operations and Fiscal Policy Committee
FROM: Stephen B. Farber, Council Staff Director
SUBJECT: Update – Legislative Branch Communications Outreach NDA

This meeting is to provide an update on implementation of the new Legislative Branch Communications Outreach Non-Departmental Account.

Background

As recommended by the GO Committee, the FY13 operating budget includes \$580,000 transferred from the Cable Fund to establish the new NDA. It is described as follows:

This NDA provides funds to strengthen the capacity of five Legislative Branch offices – the Council Office, the Office of Legislative Oversight, the Board of Appeals, the Office of Zoning and Administrative Hearings, and the Office of the Inspector General – to inform constituent communities of issues that directly affect them and to ensure that these communities' concerns are effectively taken into account.¹ Communications efforts supported by this NDA include expanded outreach to Spanish and other language communities, greater use of web and social media resources, Open Government initiatives,² and improved management of constituent requests.

Of the \$580,000 total, \$200,000 is restricted to capital equipment and start-up expenses, consistent with federal law and cable franchise agreements.

In order to understand the priorities of all Councilmembers for implementation of the NDA, we have worked closely with their Confidential Aides. In meetings on June 20, July 19, and September 5, we have reviewed extensive background information, weighed a range of options, and identified areas of primary importance.

¹ Assistance will also be provided to the Merit System Protection Board, which is located in the Legislative Branch.

² One such initiative is Bill 23-12, Administration – Open Government, sponsored by Councilmembers Riemer and Andrews, Council President Berliner, and Councilmembers Leventhal and Floreen. The bill was introduced on July 31. A public hearing is tentatively scheduled for September 18. A GO Committee worksession is tentatively scheduled for October 29.

Update

Our work to date on implementing the new NDA has led to the following conclusions:

1. Recruit a Legislative Branch webmaster

A full-time webmaster for the offices of the Legislative Branch, in place of the part-time contract assistance we have had to date, is essential to strengthening our communications outreach. We worked with the Office of Human Resources to create the position, and on July 9 we advertised it. The response was excellent, and we had a number of very strong candidates. Our webmaster will start on October 8.

2. Acquire a Constituent Relationship Management system

A CRM solution that will strengthen the capacity of Councilmember offices and the Council as a whole to handle the intake, tracking, storage, reporting, and response processes for constituent data is a top priority. Starting in May, Senior IT Specialist Michelle Parsons convened a work group with representatives from Councilmember offices and Legislative Information Services (LIS). The group has focused on defining system specifications so that the procurement process can move forward promptly. An RFP that reflects the group's extensive work will be issued within the next several weeks.

3. Expand the number of Committee meetings televised on County Cable Montgomery (CCM)

Although some of the Council's most important work is done in Committee worksessions, only a third of the projected 180 Committee meetings in FY13 are scheduled to be televised. In the interest of open and transparent government, the ultimate objectives are (a) to have video recordings of all Committee meetings and to make them available on demand on the Council website and on CCM, and (b) to expand coverage of town hall meetings and special events and programs as well. We are working with the Cable Office on the logistics of how best to achieve these objectives.

4. Provide additional IT staff support

The IT workload on behalf of the entire Legislative Branch, now handled by our Senior IT Specialist, is highly demanding, and it will increase further as the Council expands its communications outreach via the CRM system and other technologies. The addition of an entry level IT Specialist I would be of great benefit to our operations. We worked with the Office of Human Resources to create the position, and on August 13 we advertised it. Applications closed on August 27. The response was excellent, and we will complete the selection process within the next several weeks.

5. Expanded communications outreach to Spanish and other language communities

For FY12 the Council authorized the creation of a half-time Spanish-language broadband communications contractor position. Based on the first year's experience, there is support for expanding the position to two-thirds time in FY13, with the possibility of further expansion in FY14. There is also support for increasing Council participation in the weekly half-hour program on Radio America for Montgomery County Government. We have also discussed options to strengthen our translation and interpretation capacity for other language communities and will continue this review.

6. Provide additional equipment for communications outreach

We have discussed a number of one-time, low-cost equipment options to enhance our communications outreach capacity both internally and externally. These options require further research. We will develop a process to assess needs and set priorities for items of this kind.

We welcome the Committee's views on the progress we have made to date and on other options to consider as we implement the new NDA.

f:\farber\office technology\legislative branch communications outreach nda, go update 9-20-12.doc