



Technology and Enterprise Business Solutions

APPROVED FY26 BUDGET

\$72,612,971

FULL TIME EQUIVALENTS

226.70



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 workflows and streamline services to our customers.

TEBS is responsive in that measurable solutions and services are provided to internal and external partners, customers, and constituents, when and where needed. County employees are securely enabled to provide quality services and information to internal entities, residents, and businesses; and project management for improved contract management and overall performance is enhanced.

TEBS is collaborative as it provides expert consultative service to partners including internal customers, external agencies, the general public, and the private sector. This increases the productivity of County government, businesses, and residents, and assists with technology enabled economic, workforce development, and community 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 FY26 Operating Budget for the Department of Technology and Enterprise Business Solutions is \$72,612,971, a decrease of \$855,285 or 1.16 percent from the FY25 Approved Budget of \$73,468,256. Personnel Costs comprise 51.49 percent of the budget for 238 full-time position(s) and no part-time position(s), and a total of 226.70 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 48.51 percent of the FY26 budget.

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

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

COUNTY PRIORITY OUTCOMES

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

- ★ Migrating the homegrown Identity and Access Management System (AccessMCG) to a cloud-based solution. This transition will enable the implementation of robust access controls, including zero trust security principles, multi-factor authentication, and conditional access policies. This will ensure strict user verification and least privilege access. These improvements will strengthen the County's security against cyber threats while improving operational efficiency across departments.
- ★ Engaging with the Office of Human Resources (OHR) to develop an AI chatbot that will serve as an additional resource for staff and County residents in the newly established Communication Center. This AI chatbot will enable the OHR Communication Center staff to better assist current and former County employees and individuals interested in joining the County team when they ask questions.
- ★ Deploying MoCoNet, the County's 300/300 Mbps residential broadband network, to six affordable housing developments and continuing efforts to expand MoCoNet to seven additional Housing Opportunity Commission locations. This program helps close the digital divide and ensures that all residents can participate in the digital world.
- ★ Leveraging grant opportunities, through Montgomery Connects, to provide technology training to older adults, especially those who have recently received a free computer through the program. Montgomery Connects will provide more training in senior residential buildings as grant funding becomes available.
- ★ Launching a pilot program to deploy Microsoft CoPilot 365 to help the County evolve and expand its digital capabilities, enhance productivity, streamline workflows, and empower our teams to achieve more.

INNOVATIONS AND PRODUCTIVITY IMPROVEMENTS

- ★ Partnering with the Department of Housing and Community Affairs Rent Stabilization team to expeditiously implement a new system in line with Executive Regulation 2-24 on rent stabilization laws. TEBS has completed the first two-out-of-three stages to ensure compliance with the new regulations and improving the user experience.
- ★ Continuing to build on early success with the nationally recognized Artificial Intelligence Center of Excellence (AICOE), leveraging advancements in AI across County government. With a proactive approach, the AICOE actively collaborates with various County departments, effectively addressing their unique needs.
- ★ Deploying the Monty 2.0 chatbot, which facilitated over 22,000 conversations in its first year of operation, giving residents instant access to thousands of knowledge topics in over 100+ global languages. Monty facilitates a similar number of meaningful conversations per day (43-44) as an average MC311 customer service representative (36-55).
- ★ Continuing to work on the Web Redesign Project, known as Web 2.0, to improve the County's website and enhance the user experience. The project is in the Discovery Phase, during which TEBS is collaborating with a vendor partner to gather insights from community members and stakeholders. A website redesign and upgrade for the County government will significantly

improve the overall experience for residents, promote ADA compliance, enhance operational efficiency, ensure security, and facilitate better communication and engagement.

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 FY25 estimates reflect funding based on the FY25 Approved Budget. The FY26 and FY27 figures are performance targets based on the FY26 Approved Budget and funding for comparable service levels in FY27.

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 for County stakeholders, innovating upon all aspects of the business, and creating business success for Montgomery County.

The Office of Digital Transformation is responsible for the 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.

Program Performance Measures	Actual FY23	Actual FY24	Estimated FY25	Target FY26	Target FY27
Number of Enterprise Resource Planning (ERP) work orders completed ¹	3,373	4,953	5,000	5,050	5,100
Number of websites and web applications supported	249	132	132	132	132
Enterprise resource system availability	99.98%	99.95%	99.98%	99.98%	99.98%
Success rate for Business Intelligence data refreshes	99.72%	99.72%	99.72%	99.72%	99.72%
Number of Business Intelligence data models published	126	132	134	136	138

¹ 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.

FY26 Approved Changes	Expenditures	FTEs
FY25 Approved	17,324,791	38.75
Increase Cost: Web 2.0 Cloud Hosting and Supporting	146,400	0.00
Increase Cost: GIS Esri Enterprise License Agreement	25,000	0.00
Increase Cost: Pictometry Eagleview Imagery	19,502	0.00

FY26 Approved Changes	Expenditures	FTEs
Decrease Cost: Abolish Vacant Senior Information Specialist	(114,358)	(0.75)
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	(1,227,588)	0.00
FY26 Approved	16,173,747	38.00

MC311

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 Oracle Siebel CRM (Siebel) users receive their training through MC311, as the Siebel system tracks the status of service requests throughout the County.

Program Performance Measures	Actual FY23	Actual FY24	Estimated FY25	Target FY26	Target FY27
Total number of general information service requests created ¹	304,084	282,463	282,463	282,463	282,463
Total number of fulfillment service requests created ²	257,746	260,503	260,503	260,503	260,503
Percent of calls classified as general information	67.17%	66.71%	66.71%	66.71%	66.71%
Average rate of fulfillment service requests created on the MC311 website and the mobile enabled portal	37.68%	37.69%	37.69%	37.69%	37.69%
Average percent of callers requesting to speak Spanish	6.20%	6.26%	6.26%	6.26%	6.26%
Average amount of time it takes to reach an MC311 Customer Service Representative after welcome announcement (in seconds)	26	24	24	24	24
Average rate of calls that come into 311 but are not answered by a Customer Service Representative (CSR) ³	2.4%	3.9%	3.9%	3.9%	3.9%
Cost per customer contact (in dollars) (salary expenditures divided by the total number of customer contacts by phone, web portal, mobile-enabled portal, Twitter)	\$5.03	\$5.60	\$5.60	\$5.60	\$5.60
Percent of MC311 survey respondents reporting satisfaction	89%	89%	89%	89%	89%

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

² 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.

³ The industry standard target is 5%.

FY26 Approved Changes	Expenditures	FTEs
FY25 Approved	5,092,414	43.70
Shift: Customer Service Resources from TEBS to Office of Human Resources	(176,076)	(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.	287,000	0.00
FY26 Approved	5,203,338	41.70

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 data center infrastructure and operations. This office manages data center infrastructure and operations; 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; 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. It also supports County voice telephony, broadband, and networking for County government, Montgomery County Public Schools, Montgomery College, Housing Opportunities Commission, Maryland National Capital Park and Planning Commission, and WSSC Water.

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

Data Center Operations: Data Center Operations is responsible for operating and monitoring all our data centers as well as backing up all TEBS-managed data (as well as several other departments' data) and performing data restorations as needed.

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 all cloud telephony services, including Microsoft Teams phone, programming, and operating, and for maintaining the County's telephone system and related services, such as voicemail and automatic call distribution.

Community Engagement: Community Engagement provides channel management for the County's cable television station, County Cable Montgomery (CCM), 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, 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 PEG Channels in the County.

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, and postcards. In addition, Community Engagement plays a critical role in the County's MoCoNet and XR Montgomery initiatives.

Community Technology: 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. The Community Technology team also provides critical

support for all County MoCoNet services and assists customers with installations, testing, and service restoration as well as customer care and post-installation service.

Program Performance Measures	Actual FY23	Actual FY24	Estimated FY25	Target FY26	Target FY27
Transmission facility applications processed	231	72	250	250	250
Percent of fresh County Cable Montgomery content (less than one month old) during peak viewing hours	3%	7%	8%	9%	9%
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	4	6	8	12	17
Number of subscribers to free high-speed broadband through MoCoNet	232	360	500	800	1,200

FY26 Approved Changes	Expenditures	FTEs
FY25 Approved	15,223,238	46.00
Increase Cost: Equinix Data Center Colocation Services	52,800	0.00
Increase Cost: Three Percent Inflationary Adjustment to Non-Profit Service Provider Contracts	21,631	0.00
Increase Cost: Older Adults Technology Services (OATS) CPI Increase	6,136	0.00
Decrease Cost: Wireless Engineer Contractor Conversion	(137,871)	0.00
Decrease Cost: Reorganization within MoCoNet	(227,422)	(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.	(404,068)	0.00
FY26 Approved	14,534,444	45.00

Office of the Chief Information Officer

The Office of the Chief Information Officer (OCIO) is dedicated to championing the enterprise agenda for technology strategy. With a strong focus on strategic business outcomes, the OCIO ensures alignment with the organization's business goals, IT strategy and planning, the IT project portfolio, performance management, organizational change management, the One Face Forward initiative, methodologies and trend decisions, IT vendor management, finance, human capital, and budgeting. The OCIO remains steadfast in managing vendor relationships and exploring innovative ways to conduct business, with a special emphasis on providing consultative services to departments. By proactively engaging with business executives and County elected officials, the OCIO plays a pivotal role in shaping the organization's technological landscape. Furthermore, the OCIO is committed to developing policies that safeguard and define data security, working in close collaboration with the Chief Information Security Officer.

Program Performance Measures	Actual FY23	Actual FY24	Estimated FY25	Target FY26	Target FY27
Number of IT help desk requests	82,055	86,258	90,571	95,099	99,854
Percent of customers satisfied with the IT help desk	99%	99%	98%	98%	98%
Percent of IT help desk requests resolved on the first call	97%	95%	90%	90%	90%

FY26 Approved Changes	Expenditures	FTEs
FY25 Approved	15,907,620	57.00
Enhance: iBoss Enterprise - Additional Cloud Storage and AI Monitoring	114,702	0.00
Increase Cost: Varonis SaaS Cloud Maintenance - File Remediation	108,700	0.00
Decrease Cost: Abolish Vacant Public Services Intern Position	(47,265)	(1.00)
Decrease Cost: Enterprise Information Security Office Contractor Conversion	(172,883)	0.00

FY26 Approved Changes	Expenditures	FTEs
Decrease Cost: AI Center of Excellence Data Classification Contractor Reduction	(250,000)	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.	320,514	0.00
FY26 Approved	15,981,388	56.00

Public Safety Programs and Regional Interoperability

The 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. The OFPS assists in the identification and adoption of emerging public safety technologies. The OFPS will look to leverage new and existing public safety programs within the National Capital Region.

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 senior management. The PSDS manages the CAD system upgrade program and integration of the advance messaging and responder location program.

Program Performance Measures	Actual FY23	Actual FY24	Estimated FY25	Target FY26	Target FY27
Percent of time public safety radio system is fully operational	100.00%	99.97%	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%

FY26 Approved Changes	Expenditures	FTEs
FY25 Approved	8,220,372	15.00
Increase Cost: Motorola Public Safety Data System Computer Aided Dispatch Service Agreement	76,058	0.00
Increase Cost: Motorola Radio System Annual Maintenance Agreement	43,884	0.00
Increase Cost: eJustice Law Enforcement Records Management System	23,117	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.	155,828	0.00
FY26 Approved	8,519,259	15.00

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 faced by departments. The Chief Technology Officer oversees this office, manages business process reengineering, and maintains a consulting relationship with all department partners. The OSP directs the planning to ensure alignment of required goals to support enterprise business demands. The OSP focuses on envisioning how departmental technology and business needs can be better supported to improve service to our customers. The OSP establishes Cloud governance, architecture, 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.

The 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 FY23	Actual FY24	Estimated FY25	Target FY26	Target FY27
Average monthly Enterprise Service Bus data transfers ¹	230,114	243,392	256,000	268,000	280,000

¹ 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.

FY26 Approved Changes	Expenditures	FTEs
FY25 Approved	11,699,821	31.00
Increase Cost: VPN Replacement	350,000	0.00
Increase Cost: Microsoft Unified Support Service	40,789	0.00
Decrease Cost: Low Code Governance and Administration Contractor Conversion	(125,055)	0.00
Decrease Cost: Microsoft Enterprise Agreement Chargebacks	(635,195)	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.	870,435	0.00
FY26 Approved	12,200,795	31.00

BUDGET SUMMARY

	Actual FY24	Budget FY25	Estimate FY25	Approved FY26	%Chg Bud/App
COUNTY GENERAL FUND					
EXPENDITURES					
Salaries and Wages	19,048,968	28,908,590	26,929,444	29,417,496	1.8 %
Employee Benefits	4,590,133	7,268,279	6,949,272	7,967,713	9.6 %
County General Fund Personnel Costs	23,639,101	36,176,869	33,878,716	37,385,209	3.3 %
Operating Expenses	28,327,243	37,251,087	38,504,157	35,227,762	-5.4 %
Capital Outlay	0	40,300	40,300	0	-100.0 %
County General Fund Expenditures	51,966,344	73,468,256	72,423,173	72,612,971	-1.2 %
PERSONNEL					
Full-Time	172	241	241	238	-1.2 %
Part-Time	1	1	1	0	-100.0 %
FTEs	172.75	231.45	231.45	226.70	-2.1 %
REVENUES					
Miscellaneous Revenues	32	0	0	360,000	—
Other Licenses/Permits	(20)	0	0	0	—
County General Fund Revenues	12	0	0	360,000	—

GRANT FUND - MCG

BUDGET SUMMARY

	Actual FY24	Budget FY25	Estimate FY25	Approved FY26	%Chg Bud/App
EXPENDITURES					
Salaries and Wages	0	0	0	0	—
Employee Benefits	0	0	0	0	—
Grant Fund - MCG Personnel Costs	0	0	0	0	—
Operating Expenses	23,392,917	0	0	0	—
Grant Fund - MCG Expenditures	23,392,917	0	0	0	—
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	140,717	0	0	0	—
Other Intergovernmental	11,962,532	0	0	0	—
State Grants	55,426	0	0	0	—
Miscellaneous Revenues	11,234,228	0	0	0	—
Grant Fund - MCG Revenues	23,392,903	0	0	0	—
DEPARTMENT TOTALS					
Total Expenditures	75,359,261	73,468,256	72,423,173	72,612,971	-1.2 %
Total Full-Time Positions	172	241	241	238	-1.2 %
Total Part-Time Positions	1	1	1	0	-100.0 %
Total FTEs	172.75	231.45	231.45	226.70	-2.1 %
Total Revenues	23,392,915	0	0	360,000	—

FY26 APPROVED CHANGES

	Expenditures	FTEs
COUNTY GENERAL FUND		
	FY25 ORIGINAL APPROPRIATION	73,468,256 231.45
<u>Changes (with service impacts)</u>		
Enhance: iBoss Enterprise - Additional Cloud Storage and AI Monitoring [Office of the Chief Information Officer]	114,702	0.00
<u>Other Adjustments (with no service impacts)</u>		
Increase Cost: FY26 Compensation Adjustment	1,502,823	0.00
Increase Cost: Annualization of FY25 Compensation Increases	685,500	0.00
Increase Cost: VPN Replacement [Strategic Partnerships]	350,000	0.00
Increase Cost: Web 2.0 Cloud Hosting and Supporting [Digital Transformation]	146,400	0.00
Increase Cost: Restore One-Time Lapse Increase	109,642	0.00
Increase Cost: Retirement Adjustment	109,084	0.00
Increase Cost: Varonis SaaS Cloud Maintenance - File Remediation [Office of the Chief Information Officer]	108,700	0.00

FY26 APPROVED CHANGES

	Expenditures	FTEs
Increase Cost: Printing and Mail Adjustment	84,289	0.00
Increase Cost: Motorola Public Safety Data System Computer Aided Dispatch Service Agreement [Public Safety Programs and Regional Interoperability]	76,058	0.00
Increase Cost: Motor Pool Adjustment	64,371	0.00
Increase Cost: Equinix Data Center Colocation Services [Office of Broadband Programs and Infrastructure Modernization]	52,800	0.00
Increase Cost: Motorola Radio System Annual Maintenance Agreement [Public Safety Programs and Regional Interoperability]	43,884	0.00
Increase Cost: Microsoft Unified Support Service [Strategic Partnerships]	40,789	0.00
Increase Cost: GIS Esri Enterprise License Agreement [Digital Transformation]	25,000	0.00
Increase Cost: eJustice Law Enforcement Records Management System [Public Safety Programs and Regional Interoperability]	23,117	0.00
Increase Cost: Three Percent Inflationary Adjustment to Non-Profit Service Provider Contracts [Office of Broadband Programs and Infrastructure Modernization]	21,631	0.00
Increase Cost: Pictometry Eagleview Imagery [Digital Transformation]	19,502	0.00
Increase Cost: Older Adults Technology Services (OATS) CPI Increase [Office of Broadband Programs and Infrastructure Modernization]	6,136	0.00
Decrease Cost: Abolish Vacant Public Services Intern Position [Office of the Chief Information Officer]	(47,265)	(1.00)
Decrease Cost: Abolish Vacant Senior Information Specialist [Digital Transformation]	(114,358)	(0.75)
Decrease Cost: Low Code Governance and Administration Contractor Conversion [Strategic Partnerships]	(125,055)	0.00
Decrease Cost: Wireless Engineer Contractor Conversion [Office of Broadband Programs and Infrastructure Modernization]	(137,871)	0.00
Decrease Cost: Enterprise Information Security Office Contractor Conversion [Office of the Chief Information Officer]	(172,883)	0.00
Shift: Customer Service Resources from TEBS to Office of Human Resources [MC311]	(176,076)	(2.00)
Decrease Cost: Annualization of FY25 Personnel Costs	(199,360)	0.00
Decrease Cost: Reorganization within MoCoNet [Office of Broadband Programs and Infrastructure Modernization]	(227,422)	(1.00)
Decrease Cost: AI Center of Excellence Data Classification Contractor Reduction [Office of the Chief Information Officer]	(250,000)	0.00
Decrease Cost: Lapse Adjustment	(434,228)	0.00
Decrease Cost: Microsoft Enterprise Agreement Chargebacks [Strategic Partnerships]	(635,195)	0.00
Decrease Cost: Elimination of One-Time Items Approved in FY25	(1,920,000)	0.00
FY26 APPROVED		72,612,971 226.70

PROGRAM SUMMARY

Program Name	FY25 APPR Expenditures	FY25 APPR FTEs	FY26 APPR Expenditures	FY26 APPR FTEs
Digital Transformation	17,324,791	38.75	16,173,747	38.00
MC311	5,092,414	43.70	5,203,338	41.70
Office of Broadband Programs and Infrastructure Modernization	15,223,238	46.00	14,534,444	45.00
Office of the Chief Information Officer	15,907,620	57.00	15,981,388	56.00

PROGRAM SUMMARY

Program Name	FY25 APPR Expenditures	FY25 APPR FTEs	FY26 APPR Expenditures	FY26 APPR FTEs
Public Safety Programs and Regional Interoperability	8,220,372	15.00	8,519,259	15.00
Strategic Partnerships	11,699,821	31.00	12,200,795	31.00
Total	73,468,256	231.45	72,612,971	226.70

CHARGES TO OTHER DEPARTMENTS

Charged Department	Charged Fund	FY25 Total\$	FY25 FTEs	FY26 Total\$	FY26 FTEs
COUNTY GENERAL FUND					
Human Resources	Employee Health Self Insurance	296,000	0.00	296,000	0.00
Health and Human Services	General Fund	168,114	1.50	189,910	1.50
Permitting Services	Permitting Services	341,057	2.90	378,946	2.90
Housing and Community Affairs	Montgomery Housing Initiative	88,808	0.90	101,797	0.90
Recycling and Resource Management	Solid Waste Disposal	490,582	4.75	568,938	4.75
Recycling and Resource Management	Solid Waste Collection	126,747	1.25	149,618	1.25
Alcohol Beverage Services	Liquor	1,277,923	0.00	1,277,923	0.00
NDA - Montgomery County Employee Retirement Plans	Retirement Fund (ERS)	48,000	0.00	288,000	0.00
Total		2,837,231	11.30	3,251,132	11.30

FUNDING PARAMETER ITEMS

CC APPROVED (\$000S)

Title	FY26	FY27	FY28	FY29	FY30	FY31
COUNTY GENERAL FUND						
EXPENDITURES						
FY26 Approved	72,613	72,613	72,613	72,613	72,613	72,613
No inflation or compensation change is included in outyear projections.						
Elimination of One-Time Items Approved in FY26	0	(68)	(68)	(68)	(68)	(68)
Items recommended for one-time funding in FY26, including VPN Replacement, will be eliminated from the base in the outyears.						
Labor Contracts	0	126	126	126	126	126
These figures represent the estimated annualized cost of general wage adjustments, service increments, and other negotiated items.						
Subtotal Expenditures	72,613	72,671	72,671	72,671	72,671	72,671

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