REGIONAL SERVICES CENTERS

PROGRAM:
Regional Representation and Community Assistance

PROGRAM ELEMENT:
Community Assistance

PROGRAM MISSION:
To respond to citizen requests for information and direct services in a timely, courteous, accurate, and efficient manner

COMMUNITY OUTCOMES SUPPORTED:
- Responsive government
- Informed citizens

PROGRAM MEASURES	FY01 ACTUAL	FY02 ACTUAL	FY03 ACTUAL	FY04 BUDGET	FY04 ACTUAL	FY05 APPROVED
Outcomes/Results:						
Percentage of requestors reporting satisfactory resolution of their:						
Request for information[a]	67.9	80.0	86.4	80	87.4	80
Request for service[b]	93.0	88.6	86.8	95	93.8	95
Service Quality:						
Percentage of information requests that were:[c]						
Completed accurately	60.5	91.8	95.8	91	92.2	91
Answered thoroughly	63.4	74.3	90.4	74	85.2	74
Percentage of requests for service that were:[d]						
Completed promptly	95.5	97.5	84.6	90	97.2	90
Handled courteously	96.6	74.3	89.8	93	89.2	93
Efficiency:						
Requests for service processed per workyear	10,128	15,663	14,434	13,552	15,575	13,653
Cost per information or service request processed ($)	4.50	3.02	3.30	3.64	3.59	3.63
Workload/Outputs:						
Information and service requests processed:						
Telephone requests[e]	30,108	44,824	47,727	61,079	63,700	53,539
In-person requests[e]	55,980	83,928	77,853	77,147	98,280	72,073
Inputs:						
Expenditures ($)[f]	387,419	389,045	414,658	503,152	498,325	455,426
Workyears[f]	8.5	8.2	8.7	10.2	10.4	9.2

Notes:

[a]E.g., telephone requests (most telephone requests involve requests for information and referral). FY04 figures are based on the results of 75 mystery shopper calls that took place over a two week period in April 2004. A "satisfactory" rating corresponds to the percentage of mystery shoppers who rated the overall service provided in response to their request for information as "good" or "very good."

[b]E.g. in-person requests. Most in-person requests involve a direct service (see "Explanation" below). Outcomes/results are measured by a follow-up mail survey. A "satisfactory" rating corresponds to the percentage of respondents rating the overall service provided in handling their request as "good" or "very good." The FY04 figures were compiled from a survey done in November 2003.

[c]Percentage of 75 mystery shopper requests for information that were rated "good" or "very good" with regard to accuracy and thoroughness.

[d]Percentage of respondents to a written follow-up survey rating the promptness and courtesy associated with handling their request for service as "good" or "very good."

[e]Includes requests related to the Silver Spring Enterprise Zone and Redevelopment Initiative.

[f]Workyears include volunteers, interns, and positions related to the Silver Spring Enterprise Zone and Redevelopment Initiative. There were no volunteer/intern positions assigned to this program in FY01. Expenditures include personnel costs only.

EXPLANATION:
Each of the County's five Regional Services Centers (located in Germantown, Silver Spring, Fairland, Wheaton, and Bethesda) provides community assistance in the form of information and referral as well as direct services. Direct services include the sale of a variety of transit fare media, parking permits, and cash keys; processing of senior citizen identification cards; acceptance of County employment applications; distribution of pamphlets, brochures, and guides; handling requests for meeting room space; and notary public services. Information and referral services are provided on a part-time basis at satellite locations in the Olney, Damascus, Poolesville, Quince Orchard, and Gaithersburg libraries.

PROGRAM PARTNERS IN SUPPORT OF OUTCOMES: Montgomery County Public Libraries; Worcester Polytechnic Institute, Worcester, MA.

MAJOR RELATED PLANS AND GUIDELINES: Regional Services Centers Facilities Strategic Plan (1995).

REGIONAL SERVICES CENTERS

PROGRAM:
Regional Representation and Community Assistance

PROGRAM ELEMENT:
Regional Representation

PROGRAM MISSION:
To provide timely, effective liaison and assistance to Montgomery County citizens and groups by working with residents, community organizations, businesses, interest groups, citizen associations, advisory boards, public agencies, and other local organizations and groups to exchange information, assess regional issues, and facilitate the resolution of those issues

COMMUNITY OUTCOMES SUPPORTED:
- Improved quality of life for individuals and families
- A healthy business climate
- Informed citizens
- Responsive government

PROGRAM MEASURES	FY01 ACTUAL	FY02 ACTUAL	FY03 ACTUAL	FY04 BUDGET	FY04 ACTUAL	FY05 APPROVED
Outcomes/Results:[a]						
Percentage of responding Regional Services Center (RSC) users who rated the effectiveness of the Center in dealing with regional/community issues as "good" or "excellent"	NA	52	73	75	68	75
Percentage of responding RSC users who felt that the Center had been effective in making it possible for the County to hear concerns about neighborhood issues and services	NA	91	78	80	93	80
Percentage of responding RSC users who rated the helpfulness of the information provided by the Center newsletter as "good" or "excellent"	NA	87	69	71	72	71
Percentage of responding RSC users who rated the overall performance of the Regional Services Center as "effective"	NA	94	80	82	93	82
Service Quality:[a]						
Percentage of responding RSC clients "somewhat" or "very satisfied" with:						
- The accessibility of Center staff	NA	95	73	75	78	75
- The helpfulness and courtesy of Center staff	NA	90	73	75	77	75
Percentage of responding RSC clients "somewhat" or "very satisfied" with the amount and quality of the information provided by Center staff	NA	88	75	77	76	77
Percentage of responding RSC clients who rated the timeliness with which the Center handled their issue as "good" or "excellent"	NA	39	44	46	52	46
Efficiency:						
Cost per community/regional problem addressed ($)	NA	NA	393	501	526	561
Workload/Outputs:						
Requests received for help with regional or neighborhood issues/problems[b]	NA	NA	5,060	4,156	4,326	4,160
Work groups created to act on/resolve community issues[b]	NA	NA	432	420	510	420
Civic association/community organization/outside agency meetings attended[b]	NA	NA	1,632	1,680	2,073	1,680
Committees/citizen advisory board meetings staffed[b]	NA	NA	680	1,524	825	1,520
Inputs:						
Expenditures ($000)	2,128	2,043	1,988	2,081	2,155	2,335
Workyears	16.8	17.3	16.1	11.2	11.5	20.6

Notes:
[a]The FY02 results were from a pilot survey conducted in November - December, 2001 by student interns from Worcester Polytechnic Institute of Worcester, Massachusetts. The survey involved a stratified random sample of 500 persons and organizations taken from the mailing lists for the centers' monthly newsletters (100 per center). The FY04 figures for Service Quality and Outcomes/Results are based on a survey conducted in April 2004 (500 surveys were mailed out; 87 usable responses were received).
[b]These figures are based on data collected twice a year. For FY04, the first data collection took place between July and December, 2003. The second one took place between January and June, 2004.

EXPLANATION:
The regional representation program of Montgomery County's five Regional Services Centers provides liaison between the County and its residents, community groups, businesses, regional Citizens' Advisory Boards, and other public agencies. The Centers serve as a direct link between the County government and its citizens – bringing the County's services closer to residents, businesses, and other local organizations. The Centers also help the County Executive to keep in touch with local issues, while making it easier for citizens, community groups, and business organizations to voice their concerns and influence legislation. Center staff provide liaison, mediation, technical assistance, and problem-solving skills to area organizations and individuals – helping to identify and assess regional problems and issues, facilitating the development of solutions, managing site selections for public facilities, and bringing community perspectives to major policy issues. The Centers communicate with local individuals and groups through monthly newsletters and a variety of other media.

PROGRAM PARTNERS IN SUPPORT OF OUTCOMES: Regional Citizens' Advisory Boards, civic associations and community groups, business community, Worcester Polytechnic Institute (Worcester, Massachusetts), other County departments.

MAJOR RELATED PLANS AND GUIDELINES: Regional Services Centers Facilities Strategic Plan (1995).