COUNTY EXECUTIVE

PROGRAM:
Community Outreach

PROGRAM ELEMENT:
County Executive's Citizen Response System

PROGRAM MISSION:
To provide residents who write or call the County Executive with an informative, timely response to their questions, concerns, and requests for information

COMMUNITY OUTCOMES SUPPORTED:
- Delivery of quality services
- A government that is open, accessible, responsive, and accountable
- Continuous improvement of services
- High value for tax dollars
- Informed citizens

PROGRAM MEASURES	FY02 ACTUAL	FY03 ACTUAL	FY04 ACTUAL	FY05 BUDGET	FY05 ACTUAL	FY06 APPROVED
Outcomes/Results:						
Percentage of residents who wrote to the County Executive who felt that their issues and concerns were addressed[a]	75	63	76	75	71	75
Percentage of residents who called the County Executive who felt that their issues and concerns were addressed[b]	NA	NA	NA	TBD	TBD	TBD
Service Quality:						
Percentage of residents who wrote to the County Executive who were satisfied with the Office's responsiveness to their concerns[a]	70	53	66	75	60	75
Percentage of residents who called the County Executive who were satisfied with the Office's responsiveness to their concerns[b]	NA	NA	NA	TBD	TBD	TBD
Percentage of calls resolved within 5 calendar days	95	80	93	95	84	95
Percentage of letters responded to within 15 calendar days[c]	41	40	46	50	44	50
Efficiency:						
Cost per letter received ($)	39.82	33.38	38.42	39.00	37.08	41.52
Cost per call ($)	13.10	14.19	16.75	15.35	21.97	16.28
Workload/Outputs:						
Number of letters received	3,126	3,040	2,993	3,700	3,275	3,700
Number of calls received	569	381	431	500	244	500
Inputs:						
Expenditures ($)[d]	133,242	108,149	131,082	138,510	119,260	146,505
Workyears[d]	2.5	1.7	2.0	2.0	1.8	2.0

Notes:

[a]Program outcomes and resident satisfaction are determined from responses to a follow-up survey mailed or e-mailed to approximately 30% of the correspondents each month. This survey is being revised to provide more detailed information on correspondents' satisfaction with the various processes and considerations involved in responding to their communications.

[b]The correspondence surveys will be expanded to cover telephone calls as well.

[c]Based on letters that required a response.

[d]Expenditures and workyears exclude the time and resouces expended by *department* staff in preparing responses.

EXPLANATION:
The Offices of the County Executive place the highest priority on building and sustaining public confidence in County services. We want our community to feel that we in Montgomery County not only are actively listening to their suggestions and concerns, but also that we respect and appreciate their willingness to take the time to contact the County. It is the County Executive's desire to be personally responsive to all correspondence addressed to him. The County Executive Correspondence Control (CECC) program and the Constituent Calls (CC) program are designed to assure the Executive that all calls and correspondence directed to him are personally acknowledged and meet the highest standards of quality and responsiveness. The CECC process tracks incoming correspondence, assigns it to the appropriate department for response, and monitors the status of responses. The CC tracks incoming calls or walk-ins and monitors the status of responses.

PROGRAM PARTNERS IN SUPPORT OF OUTCOMES: Other County departments.

MAJOR RELATED PLANS AND GUIDELINES: