

Montgomery County, Maryland
Department of Technology Services

Montgomery County, Maryland Innovations for Accessing County Information and Services On-line

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6/16/2009

Montgomery County, Maryland
Location

Montgomery County, Maryland and Vicinity

6/16/2009

Montgomery County, Maryland
Quick Facts

- Population Demographics
 - Most populous jurisdiction in Maryland
 - ~1 million residents (2007 estimate: 926,000)
 - Diverse population
 - 35% households with foreign born head or spouse
 - 30% of the total population is foreign born
 - 35% language other than English spoken at home (>=5 yrs old)
 - 10% of the population 5 years and older are disabled
 - Educated population (persons 25 years and older)
 - 64% have a bachelor's degree or higher (U.S. average is about 27%)
 - Computer literate population
 - 89% of County households have a computer
 - Median household income (2007 inflation adjusted dollars):\$89,000
 - Mean travel time to work: 33 minutes (U.S. average is about 25 minutes)
- County Government
 - ~\$4 billion annual operating budget
 - ~10,000 employees
 - Over 40 operating departments
 - County Executive is Mr. Isiah Leggett
 - Legislative Branch: 9 Elected County Council members

Sources:
1. 2005 Census Update Survey, Research and Technology Center, Montgomery County Planning Department, M-NCPPC, 4/2006
2. 2005 - 2007 American Community Survey Montgomery County Factsheet (3 Year Estimates)

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Montgomery County, Maryland
Computer Demographics

| Category | US | MC |
|---|------|-----|
| Home computer ownership (approx. 100%) | 75% | 92% |
| County households lead US in computers | 68% | 87% |
| Home internet access (jumps 38 percentage points) | 48% | 86% |
| County leads US in household internet access | 61% | 81% |
| County broadband usage exceeds U.S. | 1.6% | 37% |

Goodwin, Gary. "The Digital Gap is Closing in Montgomery County". Montgomery County Department of Park and Planning Research and Technology Center. June, 2004. http://www.mc-mncppc.org/research/data_library/CUS2003/Comp_demog.PDF.

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Montgomery County, Maryland
So, why provide innovative eGov services?

- County residents who represent a diverse, well educated, wealthy, mobile, and computer literate population demand convenient, secure, and reliable access to on-line County Government information and services around the clock year round

| Fiscal Year | Website Visits (millions) | Page Views (millions) |
|-------------|---------------------------|-----------------------|
| FY05 | ~10 | ~70 |
| FY06 | ~15 | ~100 |
| FY07 | ~15 | ~95 |
| FY08 | ~15 | ~105 |

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Montgomery County, Maryland
Web Portal Governance

- Office of Public Information (PIO), in partnership with the Department of Technology Services (DTS), reviews and recommends Internet and Intranet policy, standards, and practices to County Management for implementation on the County portals
- DTS and PIO have responsibility for branding, information architecture, development of the centralized web content management system, navigational flow and development and oversight of web policies and procedures
- County Departments, Offices, and affiliated government agencies are responsible for the development of their own web content and applications
- Internet Web Portal (www.montgomerycountymd.gov) is the main public access entry point for County electronic government (eGovernment) services

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Montgomery County, Maryland
Web Portal Home Page
 www.montgomerycountymd.gov

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Montgomery County, Maryland
Public Library Web Site
Most Popular County Department Site

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Montgomery County, Maryland
Innovations – Accessibility

- Text Equivalent Conversion
 - A dynamic text-only conversion function built into County Portal web site templates enables screen reader browsers and other assistive technologies to access County web content (static)
- Language Translation
 - A language translation web application uses Google's machine language translation tools to dynamically convert County web content into Spanish, Chinese, French, Korean and Vietnamese languages
- Text to Speech Screen Reader
 - BrowseAloud helps users with low literacy and reading skills, limited English proficiency, dyslexia or related disabilities, or mild visual impairments to access County Internet web pages
- Voice Recognition
 - Voice recognition technology is linked with selected human resources web applications

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Montgomery County, Maryland
Innovations – Accessibility

Accessibility

- Americans with Disabilities Act (ADA)
- BrowseAloud

Americans with Disabilities Act (ADA) - too

Montgomery County is committed to making its programs, services, and facilities accessible to all members of the public, including qualified individuals with disabilities. The County's ADA Compliance Officer works to ensure that County departments comply with this policy by providing technical assistance to departments and disability awareness for staff. The Compliance Officer also responds to questions or concerns about the accessibility of County government programs, services, activities or facilities.

The ADA Compliance Officer can be reached at 240-777-3066 (TTY 240-777-1386) or at ada@montgomerycountymd.gov

- Notice Under the Americans with Disabilities Act (ADA)

Disability discrimination complaints involving businesses, non-profit agencies, and other private sector organizations located in Montgomery County, including multi-family housing providers, are handled by Montgomery County's Office of Human Rights at 240-777-1810.

For information about services for individuals in Montgomery County, contact Aging and Disability Services at 240-777-3000 Voice or 240-777-4075 TTY or 240-777-3000 Voice or 240-777-4075 TTY or at Normal@montgomerycountymd.gov

Information on a [wide range of disability issues](#) is available.

BrowseAloud - too

To further assist people with disabilities, Montgomery County now offers speech-enabled content via **BrowseAloud**. The service is designed to provide speech-enabled content to users with:

- Low literacy and reading skills
- Limited English proficiency
- Cognitive or related disabilities
- Mild visual impairment.

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Montgomery County, Maryland
Innovations – Accessibility
Language Translation

Translate Our Site powered by Google

Translate Our Site

Spanish | 中文 | 한국어 | Tiếng Việt | Français
 Other Languages

English Version of Translated Disclaimers Below:

By clicking on any of the buttons below, you are asking for pages on this site to be converted into a language other than English. As with any machine translation, the conversion is not perfect and may not fully convey the intended meaning. Therefore, Montgomery County Government cannot guarantee the accuracy of the converted text. We recommend that if you experience difficulty or doubt the accuracy of the translation, you return to the main page for the department, information and contact them for the information you seek. Please note that some applications and/or services may not work as expected when translated.

Montgomery County Government also uses manual translation on a case-by-case basis for some of its more critical communications and uses machine translation for the rest because it is the only affordable and most practical way to translate it's approximately 26,000 (and growing) pages.

Español | Spanish

Al presionar el botón de abajo, usted estará solicitando que las páginas del sitio donde está, sean convertidas al español. Como sucede en toda traducción mecánica, la conversión no es perfecta y el contenido no es convertido al contenido con el significado requerido. Por lo tanto, el Gobierno del Condado de Montgomery no garantiza la precisión de la traducción del texto convertido. Le recomendamos que si experimenta dificultad o duda sobre la exactitud de la traducción, regrese a la página principal de información del departamento respectivo y los contacte directamente para obtener la información que necesita. Por favor tome en cuenta que, una vez realizada la traducción, es posible que algunas aplicaciones o servicios no trabajen apropiadamente.

El Condado de Montgomery provee servicios de traducción manual en casos individuales donde la necesidad de comunicación es crítica y utiliza traducción mecánica para el resto, porque ésta es la forma más económica y práctica de trabajar aproximadamente 26,000 (y van aumentando) páginas.

Convergir | Agree

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Montgomery County, Maryland
Innovations – Applications
Customer Service / Information Referral

MCG Services and Information Center

County services and information contacts, keywords, links, and categories are maintained using the MCG Services and Information Center administrative application by County Public Information (PIO) Officers. Keywords are synchronized with the County search engine. Customer service requests are also serviced by PIO staff using this application.

Several public facing interfaces were built to provide web visitors with access to County information and services.

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Montgomery County, Maryland Innovations – Applications

Interactive Mapping: MyMontgomery

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Interactive Mapping: Crime Reports (SAAS)

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Interactive Mapping: County Map Viewer

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Interactive Mapping: Census Data Viewer

| Tract | Total Population | Median Age | Total Housing Units |
|-----------|------------------|------------|---------------------|
| 240310001 | 70000 | 38.0 | 2850 |

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Live and On – Demand Video and Audio

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Montgomery County, Maryland Innovations – Applications


Credit Card and eCheck Payments

| Year | Type | Amount | Status |
|------|------|--------|--------|
| 2006 | A | 250.00 | PAID |
| 2007 | A | 270.00 | PAID |

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Montgomery County, Maryland Innovations – Applications
Public Information / News Center (Blogs)

Blogs: A blog (an abridgment of the term web log) is a website, usually maintained by an individual, with regular entries of commentary, descriptions of events, or other material such as graphics or video.



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Montgomery County, Maryland Innovations
Content Discovery and Management

- A semantic friendly County Services Center web application / database is integrated with Google Mini Search Appliance technology to enable users to quickly find on-line County services and information by keyword or phrase
- A Content Management System is used to maintain and manage County Web Portal (Internet and Intranet) web content. Content providers are trained and encouraged to use descriptive links and page titles to improve content discovery

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Montgomery County, Maryland Innovations – Content Discovery
Google Search



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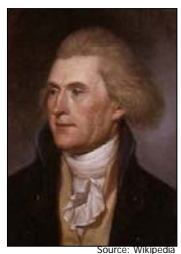
Montgomery County, Maryland Future Considerations

- Interface with County Technology Projects
 - Enterprise Resource Planning (ERP)
 - MC311 Constituent Relations Management (CRM)
- Revise Web Standards and Policies
 - Accessibility, Security, Design Guide, Application Development, Identity Management, etc...
- Use Web Services, building on the County's Service Oriented Architecture (SOA), to share and process data securely
- Revise and Update the Web Portal Design
- Evolve with changes in web application development technology (i.e. .NET, JAVA, ERP, CRM)

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Montgomery County, Maryland

Information is the currency of democracy.



Source: Wikipedia
 Thomas Jefferson

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