

Information Services / Public Relations

Government Access Channel 15

Live Broadcasts

Monthly meetings broadcast on Channel 15 includes three Council meetings, Planning Commission, Board of Zoning Appeals, Traffic Commission, the Metropolitan Planning Organization, and the Morgantown Utility Board. Additional time and resources are still available if other Boards, Commissions, or Authorities would be requested by Council to meet in Council Chambers to be broadcast.

After each LIVE broadcast of a meeting, the meeting is scheduled at least three times on Channel 15 within the following seven days for replay.

Monthly Productions

Throughout 2006 the City has expanded the number of programs shown on Channel 15 developed by West Virginia State government agencies distributed through the West Virginia Library Commission – Library Television Network. So far the City has been able to schedule 8 State programs including:

West Virginia on the DOT – A program created by the Department of Transportation that focuses on transportation issues and events throughout the State.

Forestry Today – A program created by the WV Division of Forestry that looks at various topics of interest to State agencies and the public concerning the State Forests.

Developments – A program created by the West Virginia Development Office that focuses on job growth, events to stimulate job growth, and businesses that take advantage of the Development Office's programs.

Your DNR – a program created by the Department of Natural Resources that keeps citizens informed about the inner workings and various duties and issues facing the DNR.

DEP Environmental Update – a program created by the West Virginia Department of Environmental Protection that covers topics from recycling to clean water technology

Art Works – a program created by the Division of Culture and History to highlight Art issues in the State. Spotlighting various West Virginia artists and musicians.

Treasury Notes - a monthly look at the inner workings of State government and the programs of the Treasury Department.

State Dollar - an inside look at the operations of the State Auditor's Office, investor education, and the utilization of State funds.

Access for All – A program created by the WVU Center for Excellence in Disabilities (located in Morgantown) that informs West Virginian's with disabilities and / or long term care needs, who require services and support to live successful lives.

Interaction with other agencies

Through the use of the Channel 15 bulletin board and the use of the video equipment, the City of Morgantown will be working closely with all of the following government agencies:

B.O.E / Schools – Post monthly meetings and events of the BOE calendar on bulletin board.

Library – Post monthly meetings and events on bulletin board

BOPARC – Post monthly events and area programs

Monongalia County – Post monthly meetings and events and Commission agendas when available.

Mountain Line Transit Authority – Post monthly events and schedule of routes.

Monongalia Health Department – Post weekly clinic hours and press release information on health topics throughout the year.

Throughout 2007 the City plans to transition video production in Council Chambers into a multi-camera setup with the capability of presenting graphic overlays and titles for each meeting. The City used 2006 to research the best alternative to providing this service improvement.

www.morgantown.com (City's Web Page)

The City of Morgantown Web Page is going through continuous updating.

The new layout and menu system will help visitors access the information they want and need in the most organized format. Allowing visitors to see a non-java script menu also makes the site more accessible to people with disabilities.

Citizen Information

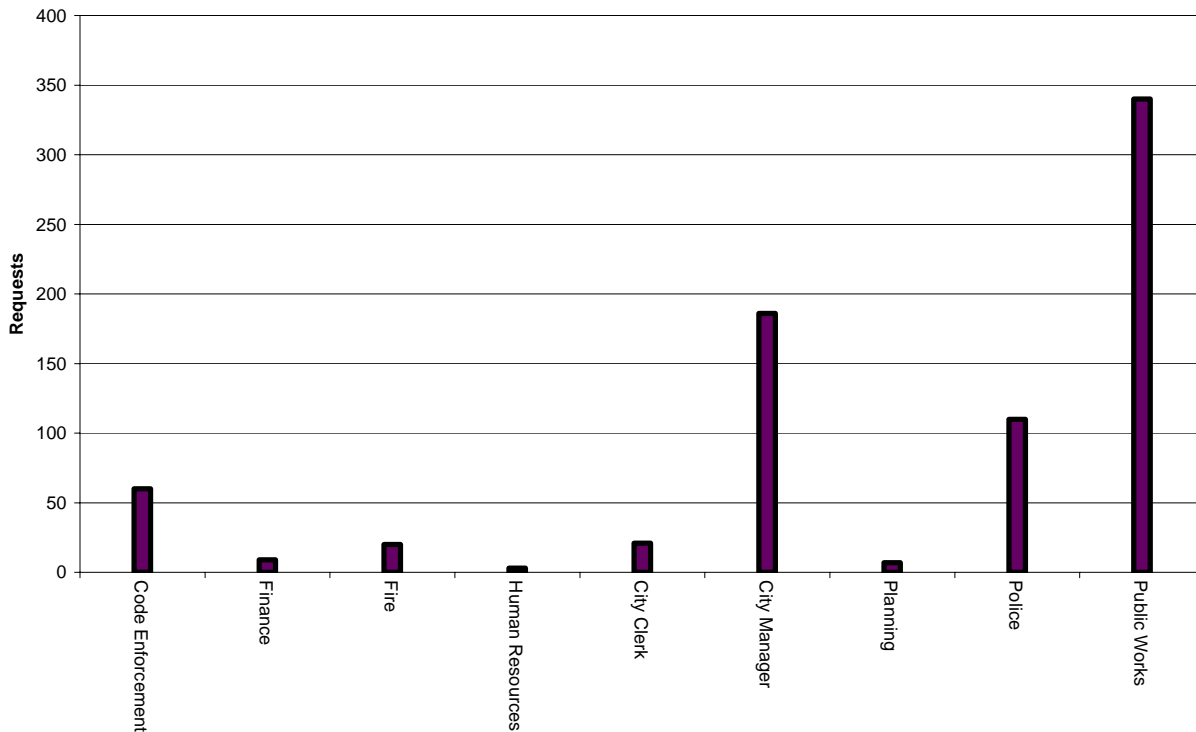
Beginning in 2005, all City Council agenda packet material became available on the City web page at the time the agenda is posted. In 2006, that level of service has expanded to the Planning Commission and the Board of Zoning Appeals. As each board's agenda is posted on the web page, staff reports are linked to the agenda item and are available to residents.

Morgantown24/7 (Request Partner)

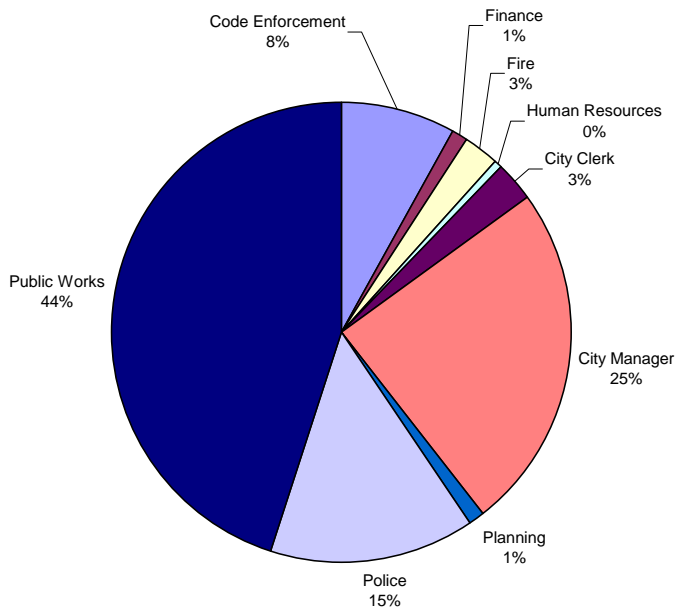
In May of 2005, the City began implementing a consolidated Citizen Request Management (CRM) tool called Morgantown 24/7 Request Partner available on the City's Web page. This program allows residents to click through menus to request specific services to be performed by City Departments. Each request is uniquely identified, and followed by employees. Citizens can also call City Departments and make requests for service that are entered into the system.

As of December 20, 2005 1,243 requests for service have been made through this program. The program has increased in usage over the past year with 756 requests being received in 2006.

Service Request by Department in 2006



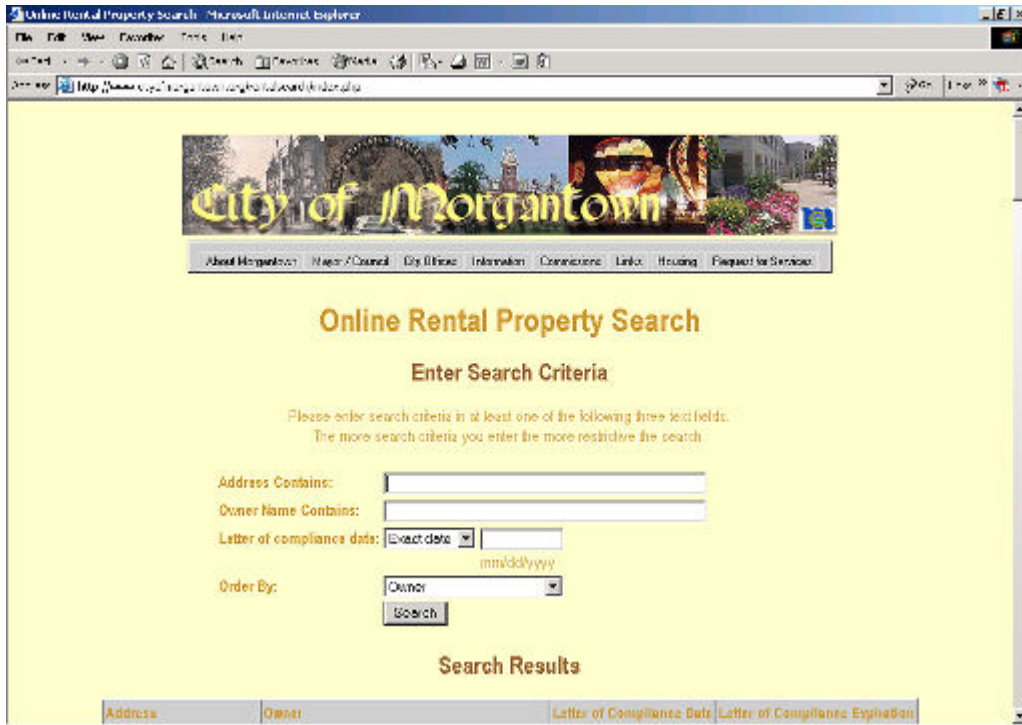
Percentage of Requests by Department



Online Rental search

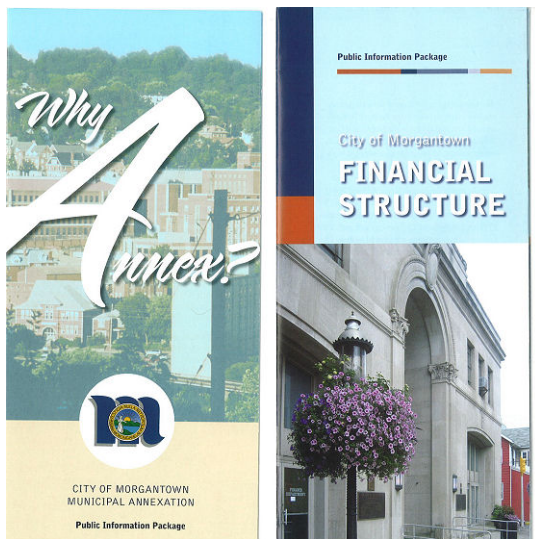
Beginning in 2006, visitors to the City’s web page were able to search and determine if a rental unit is registered with the City of Morgantown’s Code Enforcement Office. Each rental unit in

the City must be registered and inspected every three years to make sure any code violations are eliminated.



Publications

This year we developed two publications that are available for distribution.



Electronic Newsletters

In 2006 four electronic newsletters were sent to 411 registered subscribers. Citizens and visitors can subscribe to the electronic newsletter list by entering their name and email address into the subscription form found on the City's web page under the "About Morgantown" tab. An archive of older electronic newsletters can also be viewed on the City's web page. We hope to encourage additional citizens to register in the upcoming year.