Central Services Department

FY24 BUDGET PRESENTATION

Eric Hallstrom, Chief Operations Officer

Core Services

Efficient and effective operations enable the city to meet the community's needs and provide high value to taxpayers

From "Keep the Lights On..." to sustainable operations

- Continue to ensure that our vehicles are in good working order, buildings are safe, employees and vendors are paid
- Strategic long-term planning for ongoing costs and investments
- Improved cost allocation processes to better understand cost of services

Thoughtful engagement and innovation

- Implementing new business process improvements & identifying opportunities for automation
- Launching new internal communication tools
- Evaluating new fiscal strategies

Composition

Five distinct divisions led by competent Directors + an innovative team focused on Strategic Projects, Analysis & Reporting (SPAR)

Facility Services

Financial Services

Fleet Services

IT Services

Legislative Services

CENTRAL SERVICES

Chief Operations Officer & Department Director
Eric Hallstrom

City Council

SPAR: Strategic Projects, Analysis & Reporting

Strategic Projects & Operations Administrator
Alicia Vanderheiden

Website & Digital Engagement
Jessica Miller

Strategic Projects Administrator
John Adams

Facility Director
Matt Lawson

- **HVAC/Maintenance Tech**
  Chris West
- **Maintenance Worker**
  Megan Dodge

Finance Director
Leigh Griffing

- **Administrative Assistant**
  Lisa Miller
- **Accounting Coordinator**
  Sonja Morris

Assistant Finance Director
Jessie Hogg

- **Senior Accountant**
  Robert Brovold
- **Senior Accountant**
  Andrea Scheuering
- **Senior Accountant**
  Ashley McDonald
- **Senior Accountant Payroll**
  Jamie Scott
- **Payroll Accountant**
  Regina Swensen

Accounting Supervisor
Geana Elensky

- **Accounting Coordinator**
  Brandy Houlihan
- **Accounting Coordinator**
  Bao Kai Ly
- **Accounting Coordinator**
  VACANT

Fleet Director
Scot Colwell

- **Administrative Assistant**
  Natasha LaCasse
- **Lead Technician**
  Victor Rice
- **Lead Technician**
  Chad Arnson
- **Fleet Technician/Mechanic**
  Gus Evjen
- **Fleet Technician/Mechanic**
  Rob Asbury
- **Fleet Technician/Mechanic**
  Bill McManus
- **Fleet Technician/Mechanic**
  Justin Ployhar
- **Fleet Technician/Mechanic**
  Barney Longacre
- **Fleet Technician/Mechanic**
  VACANT
- **Fleet Welder/Fabricator**
  Ty Strayer

Information Technology Director
Jesse Neidigh

- **Senior Procurement Specialist**
  Alisa Mathews
- **SharePoint Teams Administrator**
  Art Warren

GIS Manager
Lee Macholz

- **GIS Administrator**
  Christy Weigand
- **Senior GIS Analyst**
  Eric Andersen
- **GIS Analyst**
  Mason Lovaas
- **GIS Analyst**
  Lauren Pfund

Network Manager
Cage Urquhart

- **Software Developer**
  Matt Erickson
- **System Administrator**
  VACANT
- **Public Safety Specialist**
  Cole Longacre

Operations Manager
Elizabeth Visscher

- **Help Desk Specialist**
  Miha Chahon
- **Help Desk Specialist**
  Forrest Connelly
- **Help Desk Specialist**
  Michael Pontrelli

Legislative Services Director & City Clerk
Marty Rehbein

- **Senior Deputy City Clerk**
  Claire Trimble
- **Deputy City Clerk**
  Megan Stayton

Budget Overview

CITY CLERK'S OFFICE

Staff: 3

FY24 Base Budget: $382,974

FINANCE

Staff: 13

FY24 Base Budget: $1,623,367

FACILITIES

Staff: 3 (1 temp)

FY24 Base Budget: $975,075

INFORMATION TECHNOLOGY

Staff: 15 (10 IT, 5 GIS)

FY24 Base Budget: $2,878,312

FLEET

Staff: 11

FY24 Base Budget: $1,345,329

ADMINISTRATION / SPAR

Staff: 4

FY24 Base Budget: $631,076

Department Staff: 49
FY 24 Base Budget: $7,836,133

FY24 Enterprise Projects

Missoula Local Government Building

First Annual Budget by the Special District City-County Administrative Body

MLGBSD jointly established December 2022 → MLGBSD assumed ownership of building & grounds January 2023 → Interlocal Agreement in force → Administrative Body presents annual budget for approvals
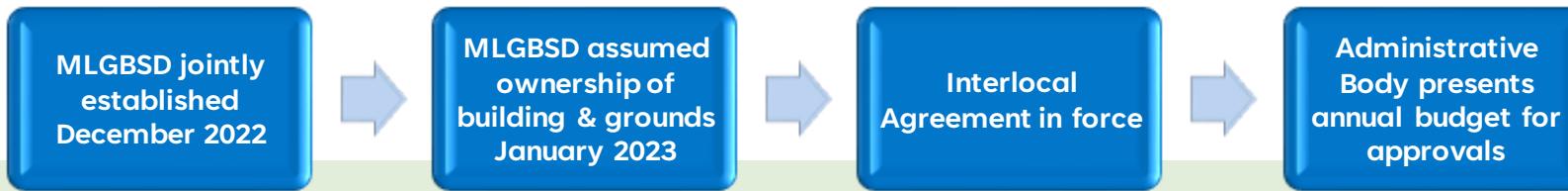
MLGBSD Operations & Maintenance Budget FY24

Amount	
$400,000	
$350,000	
$300,000	$177,000
$250,000	
$200,000	
$150,000	$105,049
$100,000	
$50,000	$105,049
$-	

Funding Source

■ CITY ■ COUNTY ■ REVENUE
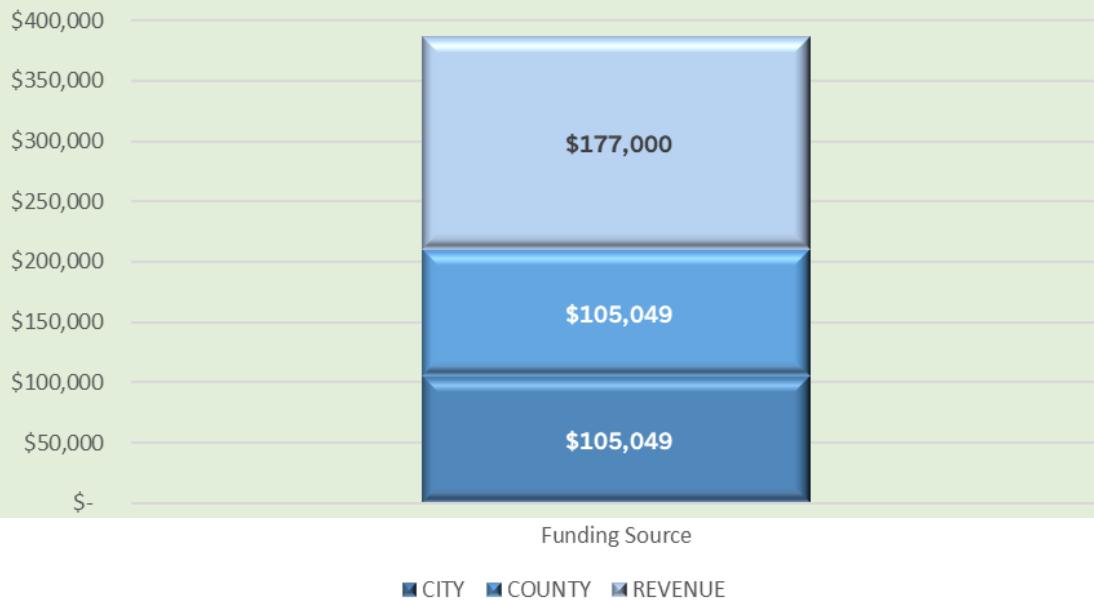
FY24 Design & Construction Activities

- Complete Master Plan
- Schematic Design
- GC Fees
- Commissioning Agent
- Geotechnical Consulting, and
- Demolition

Does not include costs for remediation

O365: Project Blueprint

Accelerating use of technology for collaboration, data visualization & decision making
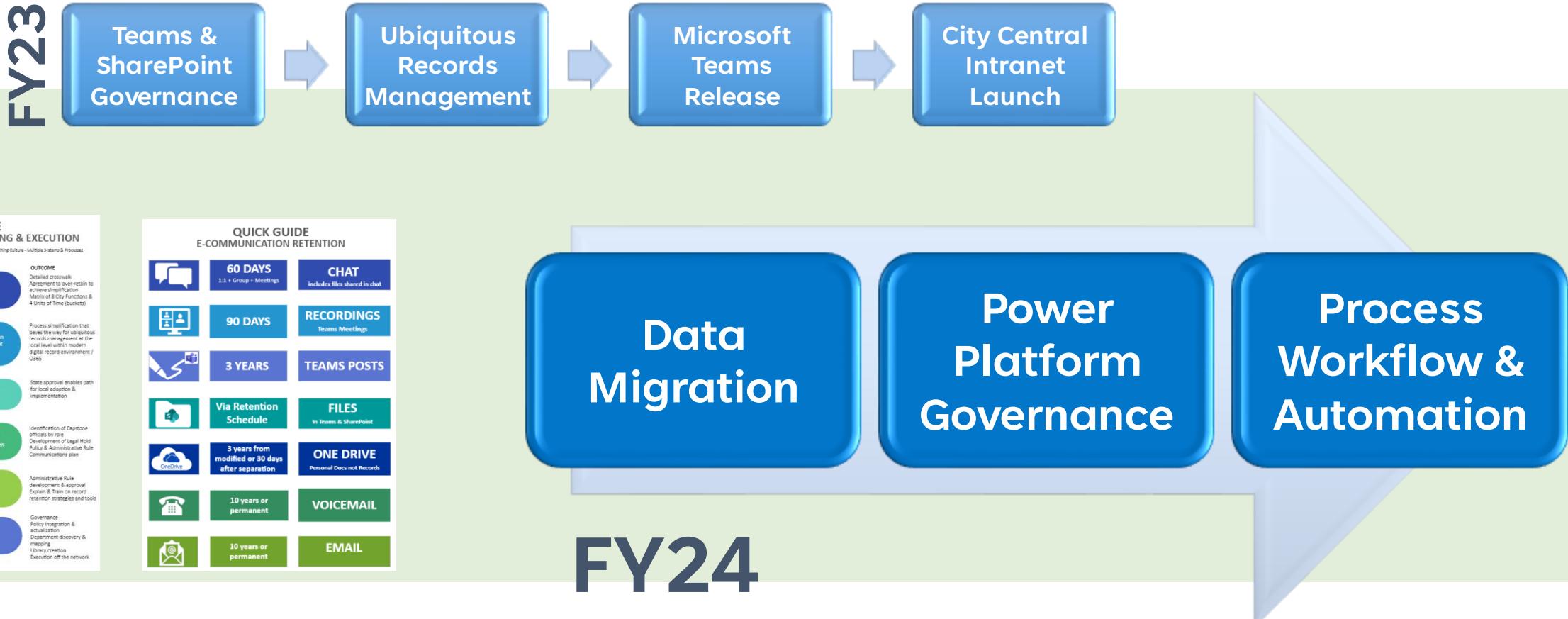
Missoula Data City

An annual partnership with University of Montana MSBA students
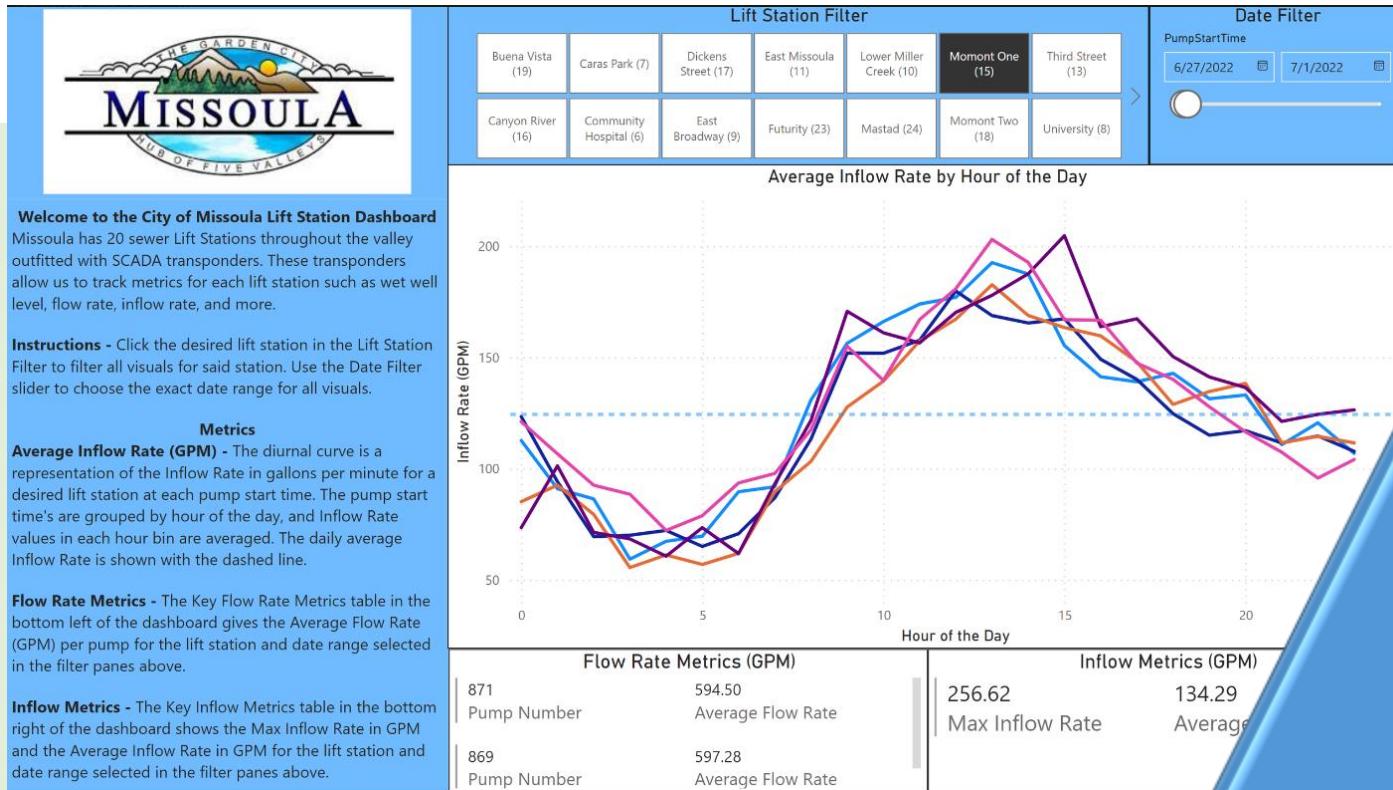
Tell a story
- Data visualization for both internal and external audiences

Save time
- Complex calculations & repetitive data processing efficiencies

Make decisions
- Results management focus & a goal of real time data exchange

Accela SAAS

A new model for cost allocation that began in September 2022 with a 5 year maintenance contract through FY27

FY23:
$146,826.42 with 100 licenses and $107,791.56 funded via IT/GIS

FY24:
$301,867.55 for 106 licenses and $7,840.55 funded via IT/GIS

FY24 Cost Allocation of Accela SAAS
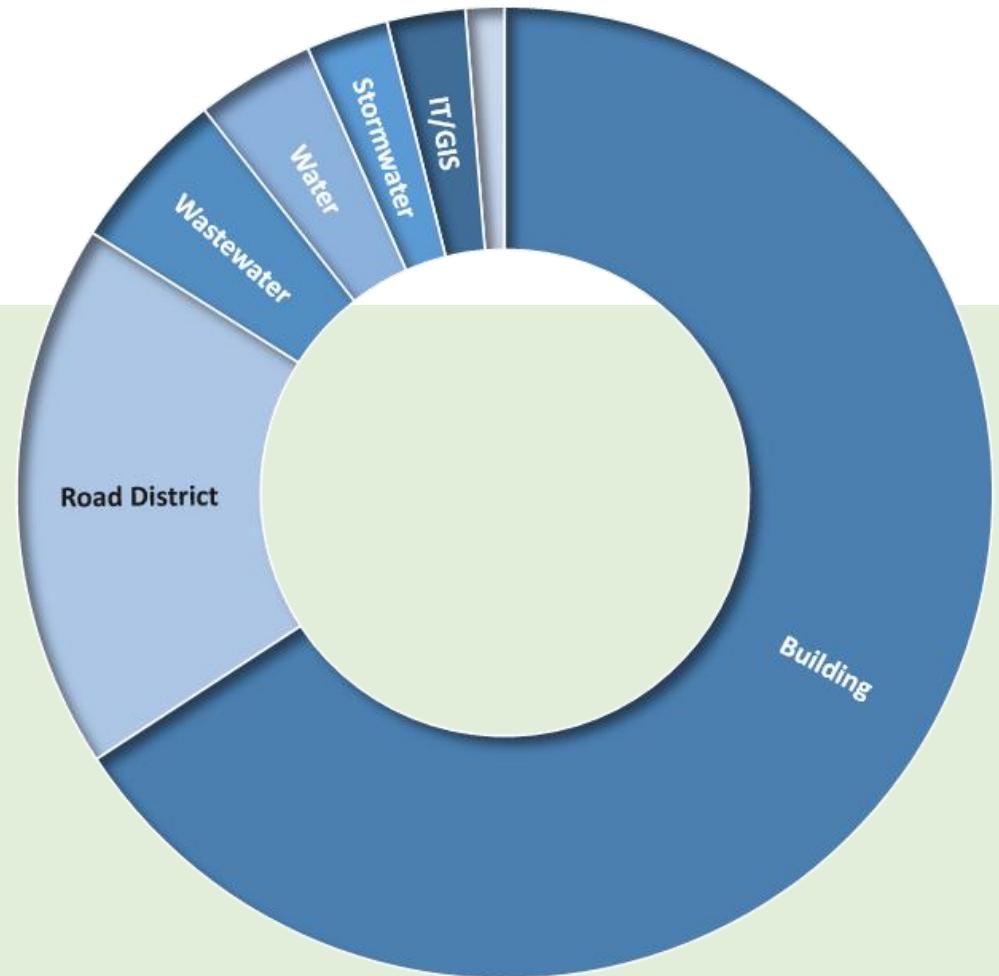
IT/GIS ■ Building ■ Wastewater ■ Stormwater ■ Water ■ Road District ■ Park District

FY24 New Requests

*In Mayor's Proposed Budget

New Request Overview

CITY CLERK

*2023 Municipal Elections $318,199

*MLCT Annual Dues Increase $4,313

FINANCE

*Contractual increases $7,835

*Update to the Cost Allocation Plan $20,000

FACILITIES

*Baseline Increase $39,388

Current utility and service contracts

*Facility Maintenance Worker FTE $80,393

Permanent funding for the third member of the Facilities team, increasing work efficiency and safety and decreasing costs.

New Request Overview

*IT Baseline Adjustment $61,735

Annual increases to contractual rent and software services.

Baseline adjustment is a 78% decrease from prior year.
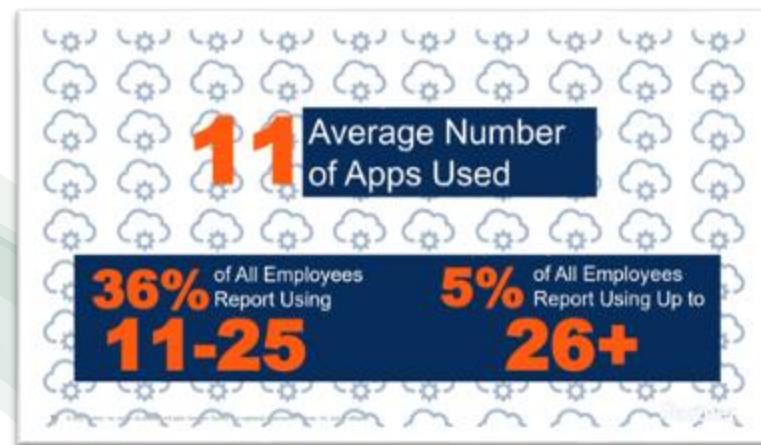
Systems Administrator FTE $92,350

Responsible for the maintenance, modernization and security of technology infrastructure

Software Administrator FTE $108,607

Creates frameworks to guide processes and procedures, inventories and analysis & assist in provisioning new systems like the HR / Payroll System

New Request Overview

CS Baseline Adjustment $8,478

*Contractual rent increase (FY23-FY24)

CS Professional Services **in support of Organizational Excellence and Results Management**

- Develop regular, strategic reporting framework and assessment of key performance measures $25,000

- Assess communication needs of City Council members and develop implementation plan $15,000

- Conduct needs assessment to guide the acquisition and implementation of key system upgrades $20,000

CITY OF MISSOULA, MONTANA
FY 2024
New Requests & Tax Scenarios

| Request Description | Requested Amount | Rating | Mayor's Funded | | | | | Non-tax Funding Source |
			Required	Approved: Tax Funded	Subtotal Tax Funded	Non-Tax Funded	Total Funded	
General Fund								
City Clerk								
1 2023 Municipal Elections	318,199	Required	—	—	—	318,199	318,199	CAP
2 MLCT annual dues increase	4,313	Maintain Level of Service	—	4,313	4,313	—	4,313	
Information Technologies								
1 Baseline Increases for Software Licenses and Rent	61,735	Required	61,735	—	61,735	—	61,735	
2 Critical staff position: Systems Administrator	92,350	Maintain Level of Service	—	—	—	—	—	
3 Key Staff Position: Software Manager	108,607	Expand Level of Service	—	—	—	—	—	
Finance/Treasurer								
1 Contract increases for FY2024	7,835	Required	7,835	—	7,835	—	7,835	
2 Update to the Cost Allocation Plan	20,000	Urgent	—	—	—	20,000	20,000	CAP
Central Services								
1 Contractual rent increase	8,478	Required	8,478	—	8,478	—	8,478	
2 Employee Recognition	15,000	New Program	—	8,850	8,850	6,150	15,000	CAP
Facility Maintenance								
1 Baseline adjustments	39,338	Required	39,338	—	39,338	—	39,338	
2 Permanent funding for current staff	80,393	Maintain Level of Service	—	47,432	47,432	32,961	80,393	CAP

FY24 CIP Requests

Facility & Fleet CIP Request

Unit heater replacement at the shop $76,000

*Total vehicle replacement cost $4,589,450

New Status tracking project for vehicle maintenance using Power Apps underway
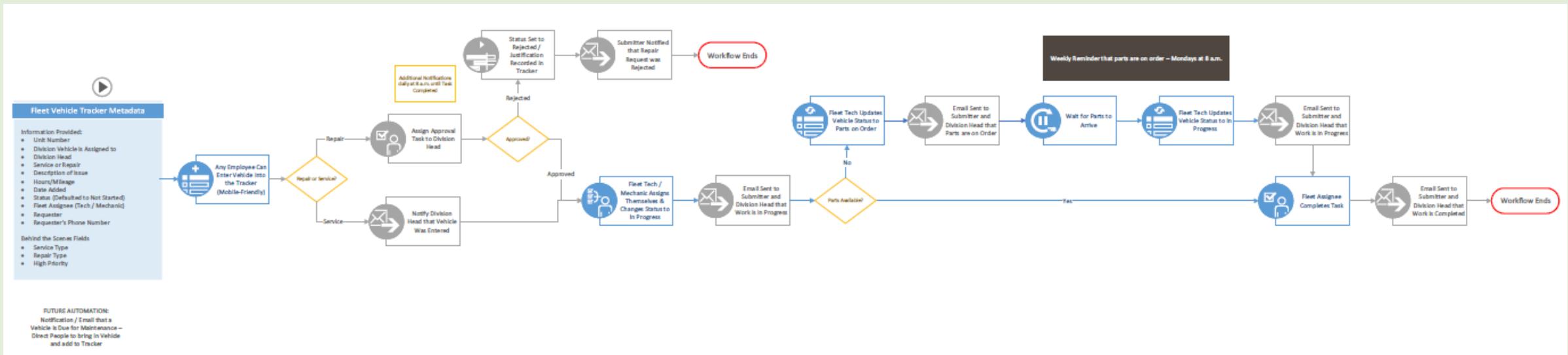
IT CIP Request

*Firewall $116K

Replace existing firewall with new bundle that will save the city $126,000 over 5 years

Conference Room $15K

Assess & develop new approach to equipment and configuration for improved performance and user experience

*Core Hardware Replacement $489K

Employee devices $165K

Storage array & switches $280K

IT ROLE in CORE EQUIPMENT LIFECYCLE for CLIENT HARDWARE

1 IT defines standards and procedures for the purchase and use of client hardware

2 IT updates a menu of approved client hardware with estimated pricing in City Central annually

3 IT verifies hardware replacement with departments & manages the core equipment CIP

4 IT purchases and deploys client hardware & supplies information for annual reporting

5 IT assigns client hardware to users and tracks meta-data for the life of the equipment

6 IT reclaims replaced hardware & assesses equipment for re-use or e-waste recycling

GOAL: Transition from office-based thin clients and home servers to laptops with VPN leveraging cloud computing. Client hardware purchased and replacemed on a standard, reliable schedule.

VALUE PROPOSITION:
* emergency readiness & continuity of business via remote/hybrid work capabilities
* improved security & ubiquitous records management
* accessible inventory / data for results management
* improved user experience with speed, reliability, and supportability
* clear & predictable annual processes with decision points and timelines

Central Services Department

FY24 BUDGET PRESENTATION

Eric Hallstrom, Chief Operations Officer