



On the Gulch

Volume 1, Issue 2

From Room 320

*Tim Magee

The Administrative Services Department has three divisions:

- 1) Budget & Studies
- 2) Accounting
- 3) Utility Customer Services (UCS).

Our mission is “Serve, Support and Enable”.

The annual budget and related studies identify needs and allocate money so City services and projects are continued or completed. Just like your budget at home, it’s important to track current and unexpected expenses!

Accurate accounting records and reports provide proof of the proper use of money. It keeps future tax levies, rates, bonds, grants, etc. coming so we can pay our bills and keeps our auditors & taxpayers happy.

UCS bills, collects, and keeps records for almost **12,000** water and sewer customers. Accuracy and personalized customer service result in funding for our City’s water and sewer systems.



You have ideas for improving efficiency in your department, right? You are the person to bring forward ideas to save the city and our community money, time and energy.

Take a few minutes to identify parts of your job that could be done faster and better. Think about how you would do your job if it was a project in your home or for your family, how would you fix things if you really had a stake in the outcome?

Talk to your supervisor about your ideas, write down how you would implement them,

what the initial costs might be, and how much money and time you would save if your idea was implemented. You might even be eligible for an award and commendation from the City Manager and Mayor if your idea is used!

Remember, your taxes pay for these services. Your neighbor’s taxes pay for these services. How can we provide even better service without increasing our costs?

Send city-wide ideas to:

citynewsletter@helenamt.gov.

We’re looking forward to hearing from you..

Employee News

Congratulations to Officers Josh VanDyke & Bryan Haven on their confirmation to the HPD;

Congratulations to Curt Stinson, promoted to Captain this month:

Welcome to Jamie Rensmon, our new Accounting Technician with Administrative Services;

Welcome to Christopher Rebo who started with the Support Services Division in the Helena Police Department in April;

Congratulations to you, and welcome!

Public Safety Answering Point, or 911 Center *Lt. Torey Keltner

The City of Helena’s Public Safety Answering Point (PSAP) is near Helena’s Regional Airport. It serves as the only PSAP within Lewis and Clark County. Our PSAP serves a population base of about 65,000 residents inside Lewis and Clark County’s 3,500 square miles. Service is provided to local law enforcement agencies, ambulance services, rural fire departments, the city fire department and a half dozen state / federal agencies. The PSAP generates an average of 55,000 calls for service per year, and receives an estimated 400 emergency and non-emergency telephone calls a

day. It is staffed 24/7, 365-days a year by highly trained and professional telecommunicators. Once hired, each telecommunicator receives 14 weeks of on the job training (OJT), under the mentorship of a Montana Law Enforcement Academy-certified trainer (MLEA). In addition to the OJT, the telecommunicator is required to attend a 40-hour training course at the MLEA as well as an additional 32-hours of Emergency Medical Dispatch training, which allows the telecommunicator to provide pre-arrival lifesaving instructions to the caller in advance of the first responder. There are 13 full-

time telecommunicators, 4 part-time telecommunicators and a full-time supervisor. The PSAP provides service for fire, emergency medical, & law enforcement. Telecommunicators not only take the calls, they also dispatch emergency resources. Additional information about the 911 Center can be found on the City of Helena’s web page <http://www.helenamt.gov/hpd.html> . If you’re interested in learning more about the PSAP, call or email the center’s supervisor, [Peter Callahan](mailto:Peter.Callahan@helenamt.gov) 442-3233 or pcallahan@helenamt.gov



City Mail

If you are sending mail to a city or county office, use our handy deadhead service and save the City the cost of a stamp!

To send invoices, payments, correspondence, or other business-related items between city and county office buildings, get a brown deadhead envelope and drop it off with the mail service in your building.

Inter-office mail is delivered to Community Facilities/Civic Center, Fire Department main station, HATS, Transfer Station, Fairgrounds, County Extensions, County Public Works, County Weed District, City Wastewater Treatment, City Water Maintenance, City Shop Complex, Health Clinic, Courthouse, Law Enforcement Center, the Library, and of course all of the offices located in the City-County Building. For more information or if you have questions, contact [Troy Sampson](mailto:Troy.Sampson@helenamt.gov) ext. 8399



Spring Artwalk, May 17th from the Great Northern Town Center to the Library

Tech Tip #2: Archive your email in Groupwise *Ellen Bell

One of the great features of our GroupWise e-mail program is that you can archive mail or phone messages, appointments, reminder notes, or tasks to a designated database on your network drive.

Archiving items keeps your mailbox uncluttered and under the 100 MB limit. It also protects items from being automatically deleted,

and stores public records that may be needed at a future date.

Archiving is as easy as right clicking on an item or group of items and choosing archive. You can organize e-mails into folders and archive whole folders of items. It's also easy to look at your archive, by clicking on the word Online above your folder list.

It's best to archive to a shared drive, contact IT&S if you'd like any help with archiving! 447-8300 or 447-8360 (Ellen Bell).

Some records are required to be saved, look for training on public record retention in the near future.

Law Enforcement Torch Run for Special Olympics *Domingo Zapata

On May 8th, all types of Helena area Law Enforcement will run from Helena to Boulder, about 30 miles, to benefit Montana Special Olympics. The Law Enforcement Torch Run is a worldwide program and the largest grassroots fundraiser for Special Olympics. The Helena leg of the run is part of the statewide event that covers almost 2,400 miles!

Every year, runners from all types of Law Enforcement

participate: Helena Police Department, Lewis & Clark County Sheriff's Office, Montana Highway Patrol, Attorney General's Office, Juvenile Probation, Department Of Justice, and Homeland Security. Each year, we have raised over \$4000 for our Special Olympics athletes. The money is raised through pledges, donations, and Torch Run t-shirt sales.

For more information about Special Olympics and the MT Law Enforcement Torch Run, visit the Montana Special Olympics website, <http://www.somt.org/torch-run/> or email Officer Domingo Zapata, the LETR Southwest Regional Coordinator, dzapata@helenamt.gov. You can also email Officer Zapata to buy a t-shirt for \$12 to support this effort!

Benefits: Oh the times, they are a changin' *Morgan Maynard-Dixon

Open enrollment (*May 15—June 15*) is your opportunity to make informed decisions about your benefit plan changes, add or drop dependents and make life insurance and other supplemental product changes that will take effect on **July 1, 2013**.

We've scheduled some informational sessions with MMIA and Aflac.

MMIA (medical and one of our Employee Assistance Programs-Optum) will be here on May 7 from 9:00-11:00 and again from 11:00 to 1:00 in Room 426.

A session will be scheduled in the future

for MMIA to speak about the State of Montana Health Clinic. Stay Tuned!!

An Aflac representative will be available on May 7 at the end of each of MMIA's sessions to screen any questions you may have about Aflac's voluntary insurance product lines.

Our updated rate sheet and enrollment forms will be made available in the coming weeks on our Intranet site. After you have attended these sessions, if you have additional questions, please contact the City HR Benefits Office at 447-8333 and speak with Morgan Maynard-Dixon.

Want to find out what's happening in town? Check out Downtown Helena's

"Do You Know?" newsletter: <http://downtownhelena.com/updates/do-you-know/>