Department New Request Form
Fiscal Year 2023

Program	**Development Services**	*Title of New Request:*		*Rank:*	2
Department	Building				
Request Category	**New**	Automation and Process Improvements			
Request Rating	**Efficiency**				
Department Goal	Promote equitable growth and a resiliant and sustainable community.				

1. How will request assist in achieving Department Goal and benefit the customer

In the last several years, The City of Missoula has experienced a surge in development review acitivites that have prevented us from providing the level of responsive service the community has come to expect. These delays in development review have also had a negative impact on new construction of houses and apartments, working against the goals outlined in our adopted housing policy and City of Missoula Strategic Plan. In FY22, CPDI engaged in process auditing and assessment to identify improvements within our permitting software that would enhance service, improve timeliness for the development community, and increasing efficiency for our team members.

2. What specifically is needed to achieve this goal?

Well over 1,000 individual permits of various types, including all business licenses and excavation permits, have not yet been automated. These "paper submission" processess are cumbersome and time consuming for team members and add days, if not weeks, onto the process for businesses and the development community. This request will allow us to move forward with automating these processess in our Acella permitting software, along with making efficiency improvements and upgrades to existing automation tasks. This one-time request will have a dramatic effect on efficiency, allowing our teams to dedicate more time to the issuance of permits that direclty impact our housing market and is a smarter and more strategic investment than adding more staff positions.

3. Cost Impact of New Program:

Account #	Item	Qnty	Unit Cost	Requested One-Time	Requested Ongoing	FY 2023 Unfunded	FY 2023 Funded	Proposed FY 2024 Ongoing
Ongoing Expenses								
					-	-	-	
					-	-	-	
					-	-	-	
					-	-	-	
					-	-	-	
					-	-	-	
					-	-	-	
					-	-	-	
One-time Expenses								
2394.310.420500.350	Acella Automation	1	30000	30,000		30,000	-	
				-		-	-	
				-		-	-	
				-		-	-	
				-		-	-	
		Expense Sub-Total		**30,000**	-	**30,000**	-	-

Revenue Offset:

Account #		Revenue Description	Proposed Onetime Revenue	Proposed Ongoing Revenue
2394	N	Building Fund	30,000	
		Revenue Sub-Total	**30,000**	-

4. What sort of data will be used to report results and outcomes of request?

Once fully automated, efficiency will be documented through processing times for associated permit activities.

Requested/Proposed Funding Source

	One-time	Ongoing
Tax or Assessment	-	-
Non-tax	30,000	-
Fund Balance	-	-
Total	30,000	-