



City of Helena

ADMINISTRATIVE MEETING

October 29, 2025 - 4:00 PM

City - County Building Room 326 / Zoom Online Meeting; <https://zoom.helenamt.gov/c/36053471/publicmeetings>

AGENDA

1. **Call to Work Session, introductions**
2. **Board & Committee Update**
 - a. Board Appointment Review
3. **Communications from the Helena Citizens Council**
4. **City Manager's Report**
5. **Commission comments, questions**
6. **Department Reports**
 - a. City Manager Recruitment Update
 - b. Helena Public Art Committee Annual Report & FY27 Recommendations
 - c. Discussion of the Annual Update to the Transportation Coordination Plan between Capital Transit and community partners.
 - d. Update on the Residential Water Service Line Program and Insurance Options
7. **Public Comment**
8. **Commission discussion and direction to the City Manager**
9. **Adjourn**

The City of Helena is committed to providing access to persons with disabilities for its meetings, in compliance with Title II of the Americans with Disabilities Act and the Montana Human Rights Act. The City will not exclude persons with disabilities from participation at its meetings or otherwise deny them the City's services, programs, or activities.

Persons with disabilities requiring accommodations to participate in the City's meetings, services, programs, or activities should contact the City's ADA Coordinator, Ellie Ray, as soon as possible to allow sufficient time to arrange for the requested accommodation, at any of the following:

Phone: (406) 447- 8490

TTY Relay Service 1-800-253-4091 or 711

Email: citycommunitydevelopment@helenamt.gov

Mailing Address & Physical Location: 316 North Park Avenue, Room 445, Helena, MT 59623.

November 3, 2025

TO: City Commissioners
FROM: Mayor Wilmot Collins
SUBJECT: Board Appointments

I am recommending the following board appointments:

ADA Compliance Committee	Appointment of Misty Kipp to a first term on the ADA Compliance Committee as a Representative of the Disabled Community. Term expires September 1, 2028.
Business Improvement District	Appointment of Blair Hitchcock-Rolfe to a first term on the Business Improvement District. Term expires October 31, 2028.
City/County Consolidated Parks Board	Reappointment of Doug Habermann to a second term on the City/County Consolidated Parks Board as a City Appointee. Term expires September 30, 2028.

*Appointees can reapply for full terms following the completion of the Interim Appointment.

City of Helena, Montana

October 17, 2025

To: The Helena City Commission

From: Dannai Clayborn, Clerk of the Commission

Subject: *City Manager Recruitment Process Update*

Present Situation: City Staff and CMS intends to present an update on the City Manager recruitment process, including updates to the reference materials and applicant materials, and seek discussion and input on the Commission Manager Relations Committee.

Background Information: At the October 14, 2025, Special Meeting of the City Commission, the Commission directed Staff to solicit feedback and requests from Commissioners for potential future consideration. Commissioners were asked to submit any additional items by the end of the day on October 17, 2025.

As part of that solicitation, a request was made to place a discussion of the Commission Manager Relations Committee on the next available agenda. This discussion is intended to cover the committee's scope and composition and include a vote, if needed.

CMS has provided an updated recruitment process document, which now incorporates a public outreach survey and a listening session. Additionally, City Department Heads have proposed including a letter with the applicant materials as a personalized element, aligned with the leadership training currently underway for Director-level staff. CMS has approved this concept. The updated materials have been provided to the Commission for review and discussion.

Proposal/Objective: City Staff and CMS request the Commission review and discuss the provided materials and provide consensus direction regarding the City Manager Relations committee.

Advantage: .

Notable Energy Impact: N/A

Disadvantage: N/A

Notice of Public Hearing: N/A

**Staff Recommendation/
Recommended Motion:** Discussion and consensus direction received will be included in any future actions on an agenda, if appropriate or incorporated in the future process decisions.



City Manager Selection Process Overview

The Helena City Commission is conducting its search for the new City Manager. The City Manager Relations Committee is coordinating the preliminary selection efforts and consists of Mayor Collins and Commissioner Logan, with Mayor Pro Tem Dean serving as an alternate. The full Commission will make the final hiring decision. Communication and Management Services LLC (CMS) is supporting the Committee and Commission in these efforts.

The Commission feels it is important to ensure the successful candidate's vision and approach align with the City of Helena's values and needs. To support this determination, the Commission will observe how the candidates interact with City leadership and the public. Because the Commission is the final decision-maker, it is not asking participants to rank or vote on candidates, but rather, to interact with candidates and provide their feedback to the City Manager Relations Committee regarding this interaction.

Following is an overview of the selection process including events that the City Manager Relations Committee is arranging to enable citizen and City leadership participation in the process:

1. The Commission defined the salary range, interview process, and posting timeframe and reviewed and approved the contract with CMS during the October 6, 2025 Commission Meeting. The position is open until filled. The first review of applications will occur within 30 days of the posting, beginning on November 5, 2025 and the City will continue accepting applications until it acquires a qualified applicant pool. The City is requiring a resume, cover letter and three professional references.
2. The City will conduct a community survey and listening session to gather community input on the desired characteristics of and community priorities for the next City Manager.
3. Commissioners and the City Manager Relations Committee will review and screen applications based on pre-defined criteria to identify semi-finalists. CMS will provide Commissioners access to the Applicant Tracking System. Commissioners will agree to maintain the confidentiality of all candidates who assert their individual right to privacy in the process.
4. CMS will conduct preliminary pre-screening interviews with semi-finalists to discuss the terms and conditions of employment and the selection process and verify candidates are interested in proceeding.
5. The City Manager Relations Committee will conduct preliminary screening interviews (videoconference) with semifinalists to narrow the field to finalists. The video interviews are tentatively scheduled for November 2025 (contingent on the City receiving a qualified applicant pool by that time).

Finalists will come to the City of Helena for in-person interviews and meetings to include:

6. The full City Commission will conduct an in-person interview with finalists. The Commission will base the interview on pre-defined questions and rate responses using valid and reliable criteria. The interview meetings are open to the public.
7. City Leadership will conduct an in-person interview with individual finalists in an open meeting. City Leadership should request input from their staff on issues of concern or interest to them. The City Manager Relations Committee will work with leadership to develop questions and parameters for the interview, will have CMS facilitate the interviews, and will have Commission members observe. We will ask leadership to provide their assessment of the candidate's presentation and interview performance. The Commission will consider this input when making the decision. *
8. Finalists will make a presentation and have a question-and-answer session in a Town Hall public meeting with interested parties to include the Commission, City leadership, and citizens. The Commission will determine the presentation topic(s). The presentations will be brief and allow time for questions and answers. Attendees can suggest questions using index cards, which will be vetted prior to presentation to candidates. The Commission will observe candidate interactions with City leadership and citizen representatives to determine if candidates are responsive to issues and concerns. *

**Citizen representative and leadership input are not the only determining factors in the decision. The Commission must also consider candidate backgrounds, Committee and Commission interview performance, and reference and background checks. While citizen and city leadership input is vitally important to the Commission, it is possible the final decision may not align with this input due to these additional considerations.*

9. Potential timeline*

Activity	Wk 1	Wk 2	Wk 3	Wk 4	Wk 5	Wk 6	Wk 7	Wk 8	Wk 9	Wk 10	Wk 11	Wk 12	Wk 13	Wk 14	Wk 15	Wk 16
	6-Oct	13-Oct	20-Oct	27-Oct	3-Nov	10-Nov	17-Nov	24-Nov	1-Dec	8-Dec	15-Dec	22-Dec	29-Dec	5-Jan	12-Jan	19-Jan
Define position & profile																
Determine \$, duration, ads																
Recruitment period																
Community Input																
Send acknowledgement letters																
Resume screening																
Preliminary (screening) interviews																
Community / Director Engagement																
City Tour																
Finalist Interview																
Reference and background checks																
Job offer																
Negotiate comp. & contract																
Notify unsuccessful candidates																
Successful candidate starts TBD																

**The timeline is contingent on the size and quality of the applicant pool. The City Manager Relations Committee will begin reviewing applications on November 5, 2025 and will continue to accept applications until the position is filled (or until a sufficient applicant pool is developed).*



Dear City Manager Applicant,

On behalf of the Director-level leadership team for the City of Helena, we extend our sincere appreciation for your interest in serving our community. Over the past three years, under the leadership of our current City Manager, our leadership team has worked hard for the City of Helena to achieve remarkable stability, growth, and foundational development. Through the development of the City's Strategic Plan with the current City Manager and Commission, we as a leadership team have fostered a culture of collaboration and transparency that has strengthened our internal operations and enhanced our service to the public.

Through our thoughtful implementation of process improvements, clear communication channels, investments in technology, and a commitment to professional development, the City of Helena has become more resilient and better equipped to meet the evolving needs of our community. The City Manager plays a pivotal role in aligning departmental goals with Commission priorities, ensuring that staff are supported with the knowledge, resources, and tools necessary to succeed in meeting the goals outlined in our Strategic Plan.

As we look to the future, we seek a visionary leader to continue the trajectory we are currently on—someone who not only understands the complex mechanics of municipal governance but also cultivates and inspires process improvement, innovation, inclusivity, and promotes a healthy, thriving workplace culture. It is also important to us to have a City Manager who is a strategic thinker who values collaboration and demonstrates a deep commitment to supporting staff through effective communication, resource allocation, accountability, and skill development. They will provide direction to the Leadership Team through the ability to engage meaningfully with City Commissioners, community stakeholders, and regional partners, fostering trust and shared purpose. The Leadership Team has recently developed a vision statement which we would like to share with you.

This statement reflects the core values that guide the daily work of our City Leadership team. We hope to find an individual that shares these same values and personifies them as our next City Manager.

The City of Helena's Leadership Team incorporates a team approach to make a positive difference in our governance and community through acknowledging our past, planning for our future, and executing our strategic goals.

We are united in our commitment to our City and to providing stability even in times of uncertainty.

We strive for excellence by demonstrating respect, fostering unique perspectives, removing barriers, and trusting each other.

We see the differences in one another as opportunities for innovation by creating amongst ourselves a culture that is not dependent on a city manager or commission for a vision but instead is uplifted by them.

We are excited about the next chapter for Helena and look forward to welcoming a City Manager who will build upon our strong foundation while guiding us toward a vibrant and sustainable future.

Sincerely,

Department Heads, on behalf of City of Helena Leadership Staff
City of Helena

City of Helena, Montana

10/29/2025

To: Honorable Mayor and City Commission

From: Tim Burton, City Manager
Bridget Johnston, Community Facilities Manager

Subject: Helena Public Art Committee Annual Report and FY27 Recommendations

Present Situation: Each October, the Helena Public Art Committee presents an annual report to the City Commission. The committee will present a report summarizing what was accomplished this past year and the projects currently in process. They also will make recommendations to the Commission for the FY27 budget cycle.

Background Information: The Helena Public Art Committee was established to promote awareness and involvement in public art and to identify public art projects that enhance the image of our community and recommend such projects to the City Commission for consideration.

Proposal/Objective: The objective of the HPAC annual report is to update the City Commission on art projects the City has funded. The committee also proposes projects for FY27 and seeks feedback from the Commission on potential projects to consider working into next year's budget.

Advantage: N/A

Notable Energy Impact: N/A

Disadvantage: N/A

Notice of Public Hearing: False

**Staff Recommendation/
Recommended Motion:** N/A



City of Helena

Public Art Committee

FY26 ANNUAL REPORT + FY27 RECOMMENDATIONS

The mission of the Helena Public Art Committee is to cultivate, advocate, and preserve public artworks in the City of Helena.

We aim to develop and collaborate on projects that are a source of pride to residents, represent the unique and historical identity of our community, and are accessible to all.

Chalk Up Helena 2025

August 23, 2025

Free chalk art event on the walking mall



UPCOMING PROJECTS

Traffic Signal Box Art

Fall 2025



HPAC and the City of Helena have wrapped 19 boxes since 2018

The Public Art committee selected art to transform 7 of these blank traffic signal boxes with vinyl wrap designs created by local artists that represent our community.

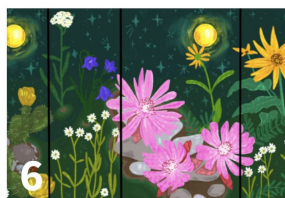
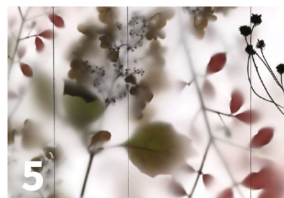
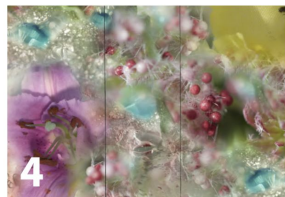
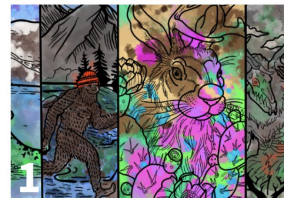
Public Art Maps Fall 2025

Printable Public Art Map & directory of all the public art around Helena.

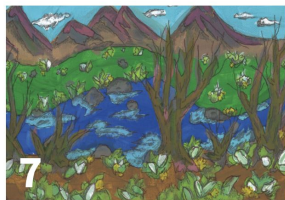


2025

SIGNAL BOX ART



1. Cryptids of Montana by Caitlyn King at Custer & McHugh
2. Montana, My Home by Elise Estus at Montana & 11th
3. Mountain Nouveau by Erica Selby at Billings & Montana
4. Flower Bed #1 by Kait Toivanen at Prospect & I15
5. Flower Bed #3 by Kait Toivanen at Custer & I15
6. Mt Helena Wildflowers by Kierstin LaRoche at Last Chance Gulch & Montana
7. Camp by Metta Hallinan at Custer & Montana



UPCOMING PROJECTS

Community Collaboration Application

In recent years, the HPAC has been able to further its mission, and leverage its budget, by providing funding to public art projects developed and administered by external stakeholders. HPAC supports this successful model that encourages the creation of public art, and the recognition of its importance to our community, while minimizing the administrative workload on the City of Helena.

HPAC will consider and recommend potential community collaborations to distribute matching funds up to \$5,000 - via an application process. If selected, the project will need to be approved by the City Commission before funds are awarded.

Applications are now available!



Past community collaborations in the Rodney Arts District



UPCOMING PROJECTS

Summer 2026

Teen Opportunity:
RMDC Basketball Court
(Anchor Park)



Anchor park mural RFP scheduled for Jan 2025

UPCOMING PROJECTS

Memorial Park Bandshell Mural

Target completion date of Fall 2026 after repairs

The Memorial Park bandshell has served the Helena community since the 1940's. The iconic structure has hosted countless community events; from performances by the State capital band, music festivals to ballet recitals, and so much more...

Since the 1970's, a new mural has been painted approximately every ten years. The last was completed by Carol Poppenga in 2010, and has begun to show signs of fading. **HPAC has recommended that a new mural be painted on the Memorial Park bandshell.**

The artists or team of artists would be selected through a call for proposals and a selection process. Concepts should reflect the unique and historic identity of our community, while looking towards our future.

A new design with inviting and intriguing art will inject fresh energy into a well-loved space that community members of all ages to enjoy for many years to come.

RFP opens February 2026



UPCOMING PROJECTS

Recycling Bin Murals, Cruse

Fun designs painted by a local artist or team of artists on the Recycling Container at Cruse Ave. RFP will be available March 2025



UPCOMING PROJECTS

Law & Justice Center Community Benches

New community benches to compliment the garden expansion and xeriscaping. Repurposed Wind Turbine Blade Benches made by Canvus's "PRIMED AND READY" program would allow local artists or community groups to paint unique designs for each.

Late Summer / Fall 2026





City of Helena

Public Art Committee

FY27 RECOMMENDATION OVERVIEW

- Downtown Dumpster Art
- 6th + Park ave Parking Garage stairway mural redo (former Spider Women Youth project)
- Community Collaboration Grant
- Henderson Underpass mural
- Public Art Promotion, Events & Maintenance
- Percent for Public Art Funding Ordinance (Policy Recommendation)

FY27 RECOMMENDATIONS

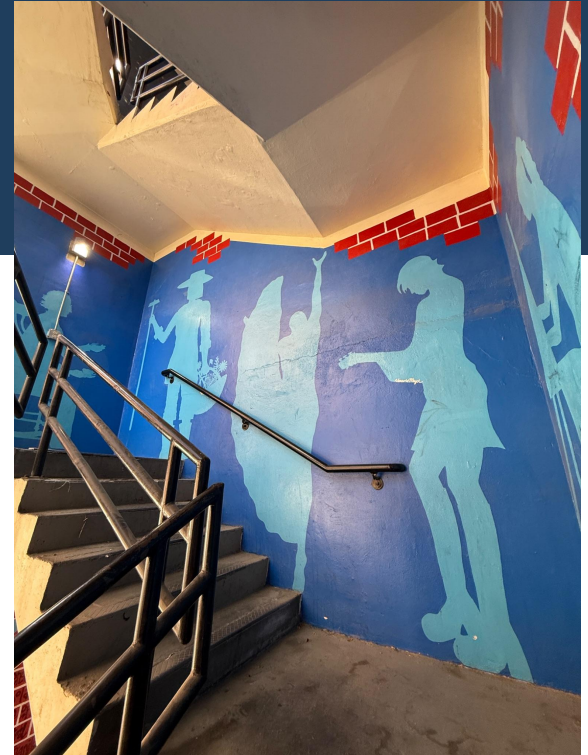
FPAC would like to recommend that more prominently located dumpsters and recycling bins around the downtown corridor be painted by local artists with fun and vibrant designs that represent our community.



FY27 RECOMMENDATIONS (teen opportunity)

6th & Park Parking Garage mural redo

It's been 25 years since the 6th ave parking garage stairway has been painted by the Spider Women Youth Art Group. According to our maintenance and preservation plan, the mural is due for a new design or restoration.. This project is a chance to modernize a highly visible downtown space and reduce opportunity for graffiti while giving a new era local teens an opportunity to participate.



FY27 RECOMMENDATIONS

Community Collaboration Application

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HPAC would consider and recommend potential community collaborations to distribute matching funds up to \$5,000 - via an application process. If selected, the project will need to be approved by the City Commission before funds are awarded.



FY27 RECOMMENDATIONS

Henderson Underpass

A key connection point in Helena, the Henderson Underpass sits near Centennial Trail, the Lewis and Clark County fairgrounds, and Capital High School. Right now this space feels overlooked, but a mural would transform it into a vibrant waypoint that reflects our city's character. Public Art in this location would brighten the daily experience for walkers, bikers, and drivers while discouraging graffiti and neglect.



FY27 RECOMMENDATIONS

Public Art Promotion (Public Art Maps, Signage, Audio Tour)

HPAC has developed a printable version of the Public Art Map, complete with walking tours and a directory of all the public art across Helena. We would like to update, print and distribute these brochures to visitor centers around Helena every summer and at various downtown events throughout the year. We also recommend that funding be allocated for the printing of any signage and labels for approved FY26 projects



Chalk Up Helena

Following the success of this summer's Chalk Up Helena Event, we would like to continue to host this event for the community.

Public Art Maintenance

HPAC has developed a Public Art Maintenance and Preservation Plan to help provide a template and timelines for restoring, replacing, or removing Public Art that is in need of maintenance around Helena.

Known Maintenance needs:

1. Replacement of David Goodson Signal Box Wrap at Corner of Euclid + Benton
2. Spider Women Youth Art in 6th Ave Parking Garage Water Damage Repair
3. Palimpsest mural restoration on the Walking Mall

FY27 RECOMMENDATIONS

Percent for Public Art Funding Ordinance

- HPAC recommends establishing a **Percent-for-Art program** for the City of Helena.
- Modeled on 350+ successful programs nationwide, including **Missoula** and **Bozeman**.
- **Up to 1% of eligible City capital improvement project costs** allocated for public art.
- Applies to City-funded construction or remodeling of **public buildings, structures, and parks**.
- Exemptions could include **wastewater, street, and maintenance projects**.
- Funds support **on-site installations** and **maintenance of existing public art**.
- **HPAC will draft a formal ordinance in the coming months** to provide a clear starting point for City review.
- Program would **enhance Helena's cultural landscape** and create opportunities for **artist collaboration**.

EXAMPLES OF PERCENT FOR ART PROGRAM:



Scratch



Perseverance and Passage



River Bridge



Arc of Life



City of Helena

Public Art Committee

FY27 RECOMMENDATIONS FOR COMMISSION CONSIDERATION



- Downtown Dumpster Art
- 6th + Park ave Parking Garage stairway mural redo (former Spider Women Youth project)
- Community Collaboration Grant
- Henderson Underpass mural
- Public Art Promotion, Events & Maintenance
- Percent for Public Art Funding Ordinance (Policy Recommendation)

City of Helena, Montana

10/29/2025

To: Honorable Mayor Collins and Helena City Commissioners

From: *Chris Couey, Transportation Systems Deputy Director*

Subject: Discussion of the Annual Update to the Transportation Coordination Plan between Capital Transit and community partners.

Present Situation:

This is an annual update to the Transportation Coordination Plan as required, specific to segment 5310 of TransADE Funds which is then used to complete a Grant Request. Attached is the current plan which was approved by the Capital Transit Advisory Committee (CTAC). The CTAC includes representatives of public, private, and non-profit transportation and human-services providers, and other programs sponsored by federal, state, and local agencies that either provide a form of transportation in the community or have an interest in community transportation services.

The FY-27 Transportation Coordination Plan reflects how transportation coordination is progressing in our community. In addition, local coordination plans are used by the State in their scoring metrics when considering all Capital Equipment Grant requests that are submitted by transit/transportation providers throughout the State of Montana. The Coordination Plan maximizes Helena's collective coverage by minimizing duplication of services. Finally, the Transportation Coordination plan seeks to provide greater access to transportation services for people with disabilities, older adults, and individuals with lower incomes.

Background Information:

Review and approval of the annual update to the Transportation Coordination Plan is both required and needed to complete our grant application package submittal.

Proposal/Objective:

Review the plan and answer any questions.

Advantage:

An annual update to the Transportation Coordination Plan satisfies a requirement specific to segment 5310 of TransADE Funds which is then used to complete a Grant Request.

Notable Energy Impact:

N/A

Disadvantage:

Not accepting the CTAC Updated Transportation Coordination Plan for FY-27 for inclusion of our grant package submittal would constitute an incomplete submission, impacting the City of Helena/Capital Transit's ability to secure operational funding in FY-27.

Notice of Public Hearing:

N/A

**Staff Recommendation/
Recommended Motion:**

Informational only but recommend moving forward to a regular Commission meeting for approval of the annual update to the Transportation Coordination Plan.



FY2027 Coordination Plan

1. Date Adopted/To be adopted: 10/14/2025

Capital Transit currently has 13 vehicles in its fleet: **2016 Ford Entourage, 2 2017 Spirit of Liberty Freightliner buses (ARBOCS), 2 2018 Ford Elkhart Coach cutaways, 2019 Ford Elkhart Coach cutaway, 2015 Ford Elkhart Coach cutaway, 2 Dodge Grand Caravans (mini vans), and 4 (2 2022) (2 2020) Ford Transit Vans.**

The **2016 Ford F-550 Entourage** is a purple cutaway bus. It is a 27-passenger bus with 2 wheelchair stations. This bus is equipped with a 2-way radio and cameras. This bus is off lien. The approximate mileage is 147,552.

The (2) **2017 Spirit of Liberty Freightliner buses (ARBOCs)** are Midsized purple buses with a seating capacity of 29 and 2 wheelchair positions. These buses are equipped with 2-way radios and camera systems. These buses are used in rotation for our East Helena Service. The mileage on these buses is 75,103 and 86,435.

The (2) **2018 Ford E-450 Elkhart Coaches** are purple cutaways buses. They are the smaller cutaways and seat 12 people with 2 wheelchair positions. It is equipped with a 2-way radio and a camera system. The miles on these buses are 116,778 and 107,832.

The **2019 Ford E-450 Elkhart Coach** is a purple cutaway. It is a 12-passenger bus with 6 wheelchair stations. It is equipped with a 2-way radio and a camera system. The miles on this bus are 122,951.

The **2015 Ford E-450 Elkhart Coach** is a purple cutaway bus. It is a 13-passenger bus with 2 wheelchair stations. It is equipped with a 2-way radio and a camera system. This bus is planned to be replaced when the previous fiscal year award vans come in. The miles on this bus are 191,353.

The (2) **2019 Dodge Grand Caravans** are white minivans. They are 5-passenger mini vans with 2 wheelchair stations but are currently set up for 1. It has a 2-way radio and a camera system. The miles on these vans are

33,815 and 29,511.

The (2) **2020 Ford Transit Vans** are purple and white transit vans. They are 9 passenger vans with 2 wheelchair positions but are currently set up for 1. They have a 2-way radio and a camera system. The miles on these vans are 71,520 and 55,593.

The (2) **2022 Ford Transit Vans** are purple and white Transit vans. They are 9-passenger vans with 2 wheelchair stations but are currently set up for 1. It has a 2-way radio and a camera system. The miles on these buses are 43,624 and 50,549.

2. Agencies and Private Sectors involved:

Capital Transit does not coordinate transportation with any other Agency, but clients of the following Agencies do utilize City of Helena's/Capital Transit's services for the following:

West Mont, Ability MT, RMDC, MRHW, Family Outreach- Capital Transit provides noncontracted rides for clients of said entities to the grocery store, appointments, shopping, special events, and day-to-day living.

No private sectors are currently participating.

3. Agencies and Private Sectors not involved:

Lewis and Clark County and City of East Helena- Lewis and Clark County and the City of East Helena provide most of the match for our East Valley service. Both City of East Helena and Lewis and Clark County are active members of the TAC but do not have transportation services to offer.

St. Peters Health, Good Samaritan, and YWCA- are currently not active members of the CTAC.

Other facilities' clients that utilize Capital Transit's services but are not involved in the TAC are as follows: Beehive, Touchmark, Hunter Pointe, Ascension, and Cooney Healthcare.

Non-participating private sectors are as follows: First Student and Salt Lake Express.

First Student:

First Student provides School bus services at the discretion of and under contract to the Helena Public School Districts.

Salt Lake Express:

Salt Lake Express provides intercity transportation from Helena to the cities along the I-15 Corridor. Salt Lake Express is currently not an active member of the TAC. Salt Lake Express has permission to use the curb side bus stop to the north of the facility; loading and unloading of passengers and their luggage only; there are no freight services provided by SLE at the Capital Transit Facility.

4. Needs Assessment:

The City of Helena/Capital Transit conducts periodic surveys through our scheduling software platform as well as enabled a comment section so riders can provide feedback on their ride experience. We discuss transit needs in our TAC. We currently have small amounts of public involvement through clients of our current TAC members.

Capital Transit is open Monday through Friday with operational hours of 6:30am to 6:00pm, with Lobby and Scheduling hours from 8 am to 4 pm. Our service is a demand response service within Helena city limits and a small portion of East Helena. East Helena also has 2 virtual bus stops at the Intersection of Kalispell Ave N & E Clinton St or East Helena City Hall. Our East Helena service runs 2 morning runs and 2 afternoons runs. Our bus leaves Capital Transit's Station at 8 and 9 am for the am runs and 2 and 3 pm for the afternoon runs. Our East Helena service runs to East Helena from the Transit station and vice versa only.

5. Public Involvement:

Public involvement for CTAC meetings has been handled by the CTAC. Minutes for each CTAC meeting are kept. Transit items which go before the lead agency for formal decisions are conducted through the City of Helena's city administrative meetings and city commission meetings process. All items before the City Commission are properly public noticed and minutes are kept.

6. Private Sector:

City of Helena/Capital Transit is the only public transportation agency in the area.

7. Plan for Growth and /or increase ridership:

We are currently working to fill staffing vacancies. As our staffing situation continues to stabilize, we expect to see ridership numbers continue to increase within our current operating model. As the ridership increases, and as funding and staffing allows, we would like to expand the service area, hours of operation, operational days and possible combination(s) of those options.

8. Transportation Advisory Committee (TAC) Meetings:

City of Helena/ Capital Transit has only one Transportation Advisory Committee (TAC). It is comprised of several individuals representing local agencies, including adults with developmental disabilities (Ability MT), RMDC, Family Outreach, MRHW, West Mont, City of East Helena, St. Peter's Health, Good Samaritan, and Lewis and Clark County. The TAC reviews all applications for new vehicles and operating funds. The TAC also reviews any other transportation related concerns or ideas in the Helena area.

Helena

Family Outreach Inc.

About Family Outreach

Founded in 1977, Family Outreach Inc. is a state-contracted 501(c)(3) non-profit provider of intervention and support services for individuals with developmental delays or disabilities across the lifespan. Headquartered in Helena with branch offices in Bozeman and Butte, our operations cover 19 counties of western Montana. We are proud to have been among the first nonprofit organizations to follow the modern model of supporting and integrating people with disabilities in their communities, using an inclusive approach that fosters dignity and respect. Our services include Early Intervention, Supported Living, Vocational Rehabilitation, Applied Behavior Analysis, and more. We served a total of 907 clients in our fiscal year ending June 2025. Family Outreach aims to make a lasting positive impact on the lives of people with disabilities, pursuing our vision to build communities where abilities are celebrated, and every individual can achieve their fullest potential.

Description of Transportation Services

Most transportation needs within our organization fall into two categories: staff traveling to meet with a family or client at their home, or staff transporting clients from one location to another (e.g., to a job site or store). There are occasional staff trips between offices to facilitate administrative or other required tasks. Different service programs have different needs, and everyone shares the vehicles through a reservation system. For example, a Job Coach in Support Services may drive one company vehicle from Helena to Townsend to meet an adult client at their home and take them to a job site in Townsend. When work at the job site is completed for the day, the Job Coach drives their client home before returning to Helena with the vehicle. Meanwhile, a member of Early Intervention staff may drive another company vehicle to a family's home to perform an assessment of their young child as part of intake procedures and then return it to the office when the assessment is complete. Company vehicles enhance the ability of Family Outreach staff to perform their duties and fulfill our shared mission to provide individuals and families with personalized innovative support to empower people with disabilities.

Vehicle Inventory:

LOCATION	VEHICLE	CURRENT MILEAGE	FY2025 MILEAGE
Helena	2016 Subaru Impreza	104,821 mi	+4,859 mi
Helena	2022 Chrysler Pacifica	47,443 mi	+5,915 mi
Bozeman	2016 Subaru Impreza	121,258 mi	+10,489 mi
Bozeman	2021 Toyota Corolla	33,258 mi	+11,046 mi
Butte	2018 Subaru Impreza	77,305 mi	+7,561 mi
Butte	2021 Toyota Corolla	47,907 mi	+11,489 mi
Missoula (formerly Helena)	2018 Subaru Impreza	72,054 mi	+5,007 mi
Kalispell (formerly Bozeman)	2019 Subaru Impreza	77,473 mi	+7,304 mi

Future Needs

In previous years, Family Outreach has requested replacement vehicles via Capital Assistance Grant funding, but we are still awaiting delivery of these vehicles. This year, Family Outreach will focus on addressing the transportation needs of its Butte office by requesting infrastructural upgrades through the Butte–Silver Bow Transportation Advisory Committee.

WEST MONT FY27 COORDINATION PLAN

Empowering People to Succeed by Promoting Dignity, Ability, and Independence

About Us

West Mont is a Montana 501(c)(3) non-profit organization that was established in 1973. We operate 17 locations throughout Helena and provide a wide variety of services, care, and support for over 250 individuals with disabilities annually.

Residential Services (Group Homes /Apartments): Our 13 homes operate 24 hours a day, 7 days a week with trained staff onsite as needed to ensure the safety and care of our residents. Residential staff escort and transport clients to and from medical appointments, shopping excursions, jobs in the community or to vocational sites, social activities, and community outings.

Vocational Sites: Our vocational enterprises offer employment and job training options at four sites: West Mont Flower Shop, West Mont Farm & Gardens, Blaine Work Services, and VASTT. Each program offers meaningful activities and work giving clients a sense of accomplishment and the opportunity to connect with peers and earn a paycheck.

Supported Employment Services: Our job coaches and supported employment program managers help clients find and prepare for work in the community. Staff may provide transportation, help with interviews, assist with resume writing, oversee the development of social and “soft” skills, provide on-the-job training, give job coaching, etc., to ensure a successful placement.

Supported Living Services: Our supported living staff ensure those who need supports at home, get them and have the opportunity to live with dignity and self-determination. Staff teach the necessary skills to help clients live as independently as possible. This can include assistance with personal hygiene, household maintenance, safety, meal preparation, transportation, and shopping.

Description of Transportation Services

West Mont provides transportation to adults with disabilities who reside with us, attend our vocational and employment programs, participate in our supported services programs, and/or participate in other West Mont activities. Some clients can utilize Capital Transit for transportation; however, more and more, our medically fragile and physically challenged clients require staff assistance with transportation.

The West Mont fleet has a median age of 10 years (average age of 12 years), with an average odometer reading of 92,146 miles, and is comprised of 20 passenger vehicles, ranging from 12-person buses to vans, and passenger cars. West Mont provides necessary transportation for clients, 7 days per week. Transportation can include driving clients to their jobs, medical appointments, shopping, and on outings.

In FY25 (12 months ending in 06/30/25), West Mont vehicles:

Provided 46,643 rides (3,886 avg./month)

Drove 140,893 miles (11,741 avg/month)

We occasionally receive requests from families or individuals needing transportation that are not enrolled in our services, and we attempt to fulfill reasonable requests for assistance. For many years, West Mont has been an active member of the Capital Transit Advisory Council.

For FY27, we respectfully request a Small ADA/Light-Duty Cutaway Bus for 12 passengers and 6 wheelchair stations. This bus would be used as a replacement vehicle for one of our existing buses at our Caldwell location that serves our most medically fragile clients. The current bus is over 20 years old and has been having mechanical and other issues that have been compromising its usefulness as of late. The additional wheelchair stations will greatly improve our ability to transport multiple wheelchair users at the same time, so that their access to the community is increased and staff no longer need to take multiple trips for any group with more than two wheelchair users.

West Mont FY25 Transportation Inventory

#	YEAR	MAKE	MODEL	LOCATION	MILEAGE
1	2009	Toyota	Sienna (Green)	Blaine	137,755
2	2001	Chevy	Silverado (White)	Blaine	167,555
3	2003	Chevy	TranStar	Caldwell	90,958
4	2005	Dodge	Caravan (Blue)	Supported Services	134,212
5	2015	Ford	Transit (White)	Farm	143,029
6	2009	Chrysler	T&C (Silver)	Farm	142,474
7	2022	Ford	Transit (White)	Cedar	11,074
8	2009	Chevy	Express (White)	L&C	73,757
9	2006	Toyota	Sienna (Silver)	Supported Services	155,093
10	2022	Ford	Transit (White)	L&C	6,668
11	2015	Dodge	Caravan (White)	Ron's Place	51,805
12	2018	Ford	W/C Creative Coach Bus E450 (White)	Ron's Place	19,527
13	2013	Ford	Focus (Blue)	Supported Services	81,474
14	2019	Nissan	Versa (Red)	Supported Services	112,985
15	2019	Chevy	Traverse Trax (Black)	Supported Services	106,541
16	2009	Chevy	Express (White)	Tara	136,554
17	2008	Toyota	Sienna (White)	Tara	164,551
18	2019	Ford	Transit 350 Wagon (White)	Townsend	21,221
19	2016	Dodge	Grand Caravan (Blue)	Hillside	74,083
20	2023	Ford	Transit (White)	Hillside	11,602

Bolded vehicles were acquired from grants submitted to and awarded by the Montana Department of Transportation.

Rocky Mountain Development Council, Inc. (Rocky)

Rocky Mountain Development Council, Inc. strives to improve quality of life and promote self-sufficiency for individuals and families.

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Rocky strives to improve quality of life and promote self-sufficiency for individuals and families.

Rocky is a Community Action Agency, formed in 1965 after President Lyndon Johnson declared a "war on poverty" in response to a national poverty rate of 19%. Several pieces of legislation were passed and this law is how Community Action Programs were born. As a community resource for individuals and families, Rocky is committed to improving quality of life, especially for low-income citizens, in Lewis & Clark, Broadwater, and Jefferson Counties. Currently, Rocky encompasses senior services, affordable housing, energy assistance, child care, Head Start and provides senior volunteer opportunities. Rocky has been serving young children during their early educational years and older adults in their most challenging years for 59 years.

Description of Transportation Services

Description of Transportation Services

Virtually all of Rocky's programs require transportation in one form or another. Rocky provides free transportation for Helena area older adults, within Helena city limits, participating in the following Rocky programs: Helena Senior Center (located in the Neighborhood Center) for lunch and other activities, Foster Grandparent Program, Senior Companion Program, Retired & Senior Volunteer Program, and Rocky's Agency on Aging.

Each year, Rocky helps over 800 older adults in Lewis & Clark, Broadwater, and Jefferson counties live as independently through the Meals on Wheels Program. Hot nutritious meals are delivered Monday through Friday, to older adults 60 and over who are home bound or have trouble preparing their own meals due to a disabling physical, emotional, or environmental condition. Rocky's Meals on Wheels program transitioned to primarily a volunteer-based model. Rocky also distributes shelf stable groceries through the Commodity Supplemental Food Program to income eligible older adults throughout the tri-counties, Elliston, and White Sulphur Springs bi-monthly.

Rocky is a partner in the Eagles Manor Complex, which currently includes the Penkay Eagles Manor (with 66 one-bedroom and single-room occupancy units), Eagles Manor II (with an additional 44 units), and Eagles Manor III (additional 30 units in the common complex), which is located at 715 North Fee in Helena. These units are dedicated to low-income older adults and adults with disabilities. The complexes are home to the frail elderly with a median age in the 80s. Most experience age-related disabilities and need walkers, wheelchairs, and portable oxygen tanks. Few drive or have access to personal vehicles. The Eagles shuttle is primarily used for senior outings, such as breakfast or lunch away from the facility.

Senior Companions and Foster Grandparents is a (55 years and older) volunteer program for low-income older adults. Volunteers receive a small hourly stipend and are reimbursed for the mileage they log in support of providing service. Senior Companions provide in-home services, transportation, and run errands for their frail older adult clients. Not only do these programs serve the specific target population noted, they also provide a strong protective factor for the impoverished senior volunteers themselves.

It is the policy of Rocky to provide equal opportunity to all of its employees and clients and to assure that there shall be no discrimination against any person on the basis of sex, age, race, color, religion, creed, national origin, physical or mental handicap, marital status, political beliefs, veterans' status, sexual orientation, gender identity or expression, or genetic information unless related to a Bonafide occupational requirement.

Service Productivity

Rocky provided 1,563 one-way, passenger-trips between July 2023 and June 2024 (FY24).

Rocky's current monthly ridership average is approximately 261 one-way rides. Our current ridership average is 28 passengers. Area demographics indicate that there will be a steady rise in the percentage of older adults in the population for the next 20 years, as reflected in the projected growth in the tri-county population aged 65 and older.

Service Analysis – Vehicle Fleet

Rocky Vehicle Inventory Description Fund Name

Rocky's vehicle fleet is 21 vehicles (includes trailers); four are used for Rocky's Weatherization, a

The following list provides the detail.

Rocky Vehicle Inventory Description	Fund Name
2023 Jeep Compass	Head Start
2023 Dodge Ram	Head Start
2017 Jeep Patriot	Head Start
2020 Chevy Traverse	Head Start
2020 Buick Enclave	Head Start
2008 Ford Ranger	Meals on Wheels
2023 Subaru Forester Wilderness	Meals on Wheels
2017 Subaru Forester	Meals on Wheels
2013 Chevy Express Bus – 13 psgr.	Senior Transportation (Eagles)
2020 Ford Elkhart Coach E450 Bus-13 psgr.	Senior Transportation
2007 Starcraft Bus	Senior Transportation
2003 GMC Savana Cube Van	CSFP (Commodity Supplemental Food Program)
2018 Chevy Silverado 1500 LT	CSFP (Commodity Supplemental Food Program)
2020 Load Runner Cargo Trailer 7 X 16	CSFP (Commodity Supplemental Food Program)
2009 Dodge Ram 2500 (donated)	Weatherization
1998 Cargo Mate Trailer	Weatherization
2012 Nissan Rogue	Weatherization

2014 Rav 4	Weatherization
2021 Subaru Ascent Limited – Vehicle #1	Agency on Aging
2021 Subaru Ascent Limited – Vehicle #2	Agency on Aging
2009 GMC Savana Van	Facilities

Future Needs

Currently Rocky has no immediate needs for short-term transportation purchases.

Table 2: Rocky Short-Term Needs

Description	Amount
Total Estimated Short-Term Needs	\$00

Rocky is an active member of the HATAC

MRWH FY27 TAC Coordination Plan

Many Rivers Whole Health is a Montana 501(c)(3) non-profit community mental health agency that provides behavioral health and substance use services to children and adults within 14 different counties throughout Montana. In Helena we provide an array of services, including Outpatient Psychiatry, Therapy, Case Management, Care Coordination, and Peer Support; Residential services for Group Home Placement and Adult Foster Care; Day Treatment services; as well as having a Program for Assertive Community Treatment (PACT) team, which consists of a medication provider, co-occurring professional, nursing, care coordination, and vocational support. About 95% of the clients we serve receive Medicaid and are often also on disability or elderly, along with their behavioral health diagnoses and challenges.

We currently have four leased vehicles (two passenger vehicles and two 12-passenger vans), as well as one owned 12-passenger van and an owned minivan in Helena. We provide transportation assistance for clients through our Case Management, Peer Support, and PACT services, to assist with attending appointments or obtaining necessities.

Residential Services: Our two Behavioral Health Group Homes are Sleeping Giant Group Home, which has 12 beds, and Hannaford Group Home, which has another 8 beds. Each group home utilizes a 12-passenger van. Our Hannaford Group Home staff transport clients to and from our Day Treatment program Monday through Saturday, as well as to medical appointments, shopping groups, community outings and other social activities. Due to the proximity of Sleeping Giant Group Home to our main office in Helena, transportation is not necessary for these clients to attend Day Treatment, though they still receive staff assistance with appointments and other activities. Many Rivers also has five contracted Adult Foster Care providers for an additional 18 beds. Clients in these programs must be adults with Severe Disabling Mental Illness (SDMI) diagnoses.

Outpatient Services: Our Case Management and Peer Support programs also provide transportation for clients when assisting with employment, housing, care coordination, and attending appointments. These programs typically utilize our 5-passenger leased vehicles.

Program for Assertive Community Treatment (PACT): This multidisciplinary team provides a variety of services to clients admitted to the PACT program, including care coordination, nursing, co-occurring therapy, vocational support, tenancy support, and overall case management. PACT can serve up to 100 clients, as well as an additional smaller percentage of clients in the Community Maintenance Program level for those with less severe needs. PACT services adults with Severe and Disabling Mental Illnesses with attending appointments, shopping, therapy, and social groups, vocational and tenancy support, group coordination, and community outings. PACT clients also receive crisis support services 24/7, which can require transportation services to assist client with obtaining the appropriate level of care in a variety of community settings. PACT is unable to provide transportation for individuals who are not admitted to the program, but staff do assist with referring to other community agencies throughout Lewis and Clark County that might be able to assist.

Ability Montana FY27 Coordination Plan

Ability MT is a 501(c)(3) nonprofit and one of four Centers of Independent Living (CIL) in the state of Montana. We are funded in part by the Rehabilitation Act of 1973 as amended in 1992 (Title VII – Independent Living Services) and the Montana Department of Public Health and Human Services (Disability Services Division). Ability MT provides Information and Referral, Transition Services, Peer Counseling, Independent Living Training, and Individual and Systems Advocacy to people with disabilities throughout southwest Montana, along with a Self-Directed Personal Assistance program and a Veterans Directed program. We currently serve approximately 360 consumers in our 14-county area.

Ability MT has 1 accessible van in the Helena area. We are looking for grant funding to be able to operate this van during the evenings and weekends when Capital Transit is not operational.

Ability MT is an active member of the HATAC.

City of Helena, Montana

Oct. 28, 2025

To: Tim Burton, City Manager

From: Ryan Leland, City Public Works Director

Subject: Update on the Residential Water Service Line Program and Insurance Options

Present Situation: The curbside recycling contract with Helena Recycling is expiring in January 2026, and by State Law the city must reissue a request for proposal (RFP). The Strategic Plan for Waste Reduction recommends the city to ultimately implement a universal curbside recycling and yard waste collection program. The plan indicates that there will be substantial cost and time to implement a universal curbside recycling collection program. The Integrated Solid Waste Master Plan (ISWMP) recommends staying with the current subscription based curbside recycling collection system and implement a yard waste collection program.

Background Information: The Commission asked staff to analyze a program where the City pays for the replacement and repair for existing residential water service line within the City right-of-way (ROW). Staff is estimating that a 2.5% rate increase would be to pay for the new service. At the May 14th, 2025 Administrative Meeting, the Commission requested that staff to do public outreach on the proposed new Residential Water Service Line Program. Staff has been developing and implementing a public outreach program. Staff developed an on-line survey, and service line diagrams. Staff also staffed booths at the Farmer's Market and Watershed Festival in order to get one-on-one public input on the proposed new program. The results staff received are as follows:

40 people were in support of establishment of the City water line replacement program

3 were opposed to it

8 were undecided

Comments that we heard:

People would like to see the wastewater line covered too.

"This just makes sense"

Others liked the idea of private insurance since it covered both public and private property.

Renters that pay utility costs seemed opposed. Although a different renter welcomed a 2.5% increase vs. a rent increase after a landlord would have to cover the cost of a line replacement.

Staff will continue to get public outreach for the next month and report back to the Commission in December or January.

Staff was approached again by HomeServe Insurance, which is a private insurance company that insures private service lines. HomeServe is endorsed both National League of Cities and Towns and Montana League of Cities and Towns. HomeServe proposal would provide voluntary insurance to city customers to cover internal plumbing, external service line, and hot water heater. The following is the proposed cost for the city customers.

Product	Monthly	Annual Coverage Limit	Annual Service Calls/Per Call Coverage	Royalty for the City
External Water Line	\$6.99	Unlimited	Unlimited Calls \$8,500 Per Call	10% of the premiums collected
In-Home Plumbing	\$10.99	Unlimited	Unlimited Calls \$3,000 Per Call	10% of the premiums collected
Water Heater*	\$12.99	\$1,500 annual limit	Unlimited Calls \$1,500 annual limit	10% of premiums collected

Proposal/Objective: Discuss and give direction to staff on the public outreach and HomeServe Insurance

Advantage: N/A

Notable Energy Impact: N/A

Disadvantage: None Noted

Notice of Public Hearing:

Staff Recommendation/

HomeServe Proposal

BACKGROUND: The National League of Cities (NLC) Service Line Warranty Program, offered by Utility Service Partners, a HomeServe Company, was conceived in partnership with the National League of Cities to educate property owners about their service line responsibilities and to help residents avoid the out-of-pocket expense for unanticipated and potentially costly service line repairs and replacements. Our program, the only one of its kind endorsed by the NLC and MT League of Cities and Towns, will help City of Helena achieve its goals by:

- Providing homeowners affordable protection against significant and unexpected costs to remedy leaking/broken/ clogged water lines and in-home plumbing lines.
- Ensuring the delivery of timely, high-quality repair services in adherence to all applicable codes
- Providing exemplary service that reflects positively on the City.
- The program generates an ongoing, sustainable source of revenue for partner municipalities and stimulates the local economy by using fully vetted local contractors to complete the repairs.
- The City will receive a royalty 10% of the premiums collected.

COVERAGE: NLC Service Line Warranty Program offers three complete and separate voluntary programs. There is never a service fee/deductible or annual or lifetime limit. Residents can cancel the warranties at any time.

Exterior Water Service Line: Includes service to locate, excavate and repair/replace a leaking exterior water service line. Covered repairs include, but are not limited to leaks, breaks, corrosion, blockages, root intrusion, and other types of damage (such as from freezing) that impair or limit the intended function of the system. Includes thawing of frozen water lines. Includes restoration of ground surface features after excavation for service line repair, including filling, raking, reseeding, reinstallation of existing soft landscaping and shrubbery, and patching of paved surfaces.

Internal Plumbing and Drainage: Coverage includes the emergency breakdown costs of repairing or replacing interior water, sewer, and drainage pipe materials, valves and other plumbing-related material, including unblocking, repair and replacement. Repair of clogged toilets.

Water Heater Repair: Coverage includes the repair or replacement due to normal wear and tear of Your electric, natural gas, or propane water heater ("Water Heater") for which You have sole responsibility, that supports Your Residence. If You have a covered repair and We are unable to repair Your Water Heater to its operational use, We will make available the remainder of Your benefit amount to be used toward the purchase and installation by Us of a Water Heater replacement, most similar in capacity and/or functionality.

Product	Monthly	Annual Coverage Limit	Annual Service Calls/Per Call Coverage	Royalty for the City
External Water Line	\$6.99	Unlimited	Unlimited Calls \$8,500 Per Call	10% of the premiums collected
In-Home Plumbing	\$10.99	Unlimited	Unlimited Calls \$3,000 Per Call	10% of the premiums collected
Water Heater*	\$12.99	\$1,500 annual limit	Unlimited Calls \$1,500 annual limit	10% of premiums collected

IMPLEMENTATION: The NLC Service Line Program will utilize the City logo to brand the materials used to educate City residents/customers about our repair service plans. Program marketing literature clearly discloses that the Program and the City are separate entities and that the program is voluntary for residents. The NLC Service Line Warranty Program will create all marketing materials with input from the City and will submit all marketing/communications materials to the City for final approval.

ENROLLMENT AND BILLING: The NLC Service Line Program offers residents simple options if they choose to enroll either via mail, phone, or web. We handle all customer billing and residents can choose annual, quarterly, or monthly billing and may pay by check, direct debit/ACH, or credit card. Once we receive the enrollment application, customers receive a welcome letter which includes their service agreement terms and conditions, their payment details, a reiteration of their policy coverage, and our toll-free customer service number. Customers also receive a welcome call from customer service as an additional, personalized confirmation of the program. We handle all customer billing, and a homeowner can enroll or cancel at any time.

FINANCIAL IMPACT: No cost to the City to participate and the City would receive 10% of the premiums collected, paid annually.

Water Service Line Failure in Helena

The City of Helena is seeking feedback from residents on the future of water service line repairs. **No decisions have been made regarding this matter.** We are interested in understanding whether the concept explained below is of interest to the community.

Current Situation

Helena property owners are responsible for the repair of water and sewer service lines to their buildings if they break, including the pipes, valves, landscaping, curb, gutter, sidewalk, and street repair. The cost of these repairs can be substantial, varying based on factors like landscaping, sidewalks, distance to the main line, and street repaving. While some homeowner's insurance policies offer coverage, many property owners are not covered and not financially prepared for this expense. Property owners are also responsible for securing contractors and permits for the repair. See our [Service Line Failure Guide](#) for additional details.

In 2018, the City of Helena introduced a fee on utility bills to establish a zero-interest loan program aimed at assisting homeowners with these unexpected costs. This fee was later discontinued once the program achieved adequate funding. This program is available to qualified property owners who experience a service line failure and whose properties are attached to the City of Helena utility system.

Option

The City is exploring ways to help alleviate the financial burden for property owners in the event of a water service line breakage.

One option being considered is for the City to perform the repair and cover the cost to replace the water service line in the public right-of-way (from the water main to the private property boundary). Under this model, the property owner would only be responsible for the portion of the repair from where the grass or landscaping begins to their structure and would no longer be responsible for repair of the sidewalk, curb, or street. This would significantly reduce the cost to the property owner.

In order for this option to be possible, an increase of 2.5% to the water utility rate would need to occur. For example, a \$100 water utility bill would be \$102.50. **The rate increase would fund a program that is solely used for residential water service line repairs.**

It is important to note that this option would only cover water service line repairs and would **not** cover sewer service line repairs.

Please take our brief survey to share your preference. (Hyperlink this line to the survey)

Survey Questions

1.) Are you currently a residential property owner within Helena City limits?

- Yes

- No

2.) If Yes: Do you currently have insurance that covers repair of the water and sewer service lines to your house (homeowners or supplemental)?

- Yes

- No

- Uncertain

3.) Please choose your preference:

- I prefer no changes to City Code, keeping property owners responsible for repairing broken water service lines.

- I prefer having the City be responsible for repairing broken water service lines from the private property line to the water main and paying a 2.5% increase on my monthly water utility bill.

FAQs

What City Codes address utility line repairs?

City Code sections 6-2-3, 6-3-6 and 7-4-8 outline the responsibility of property owners.

Why is this idea being considered?

The average age of water service lines in Helena is approximately 49 years. Many of these older pipes are made of clay and are not buried to the depths required by today's building code, making them susceptible to freezing during the winter. Property owners are often unaware of their responsibility to repair these pipes until they break. When a break does occur, the cost is often tens of thousands of dollars.

What is the timeline for making this decision?

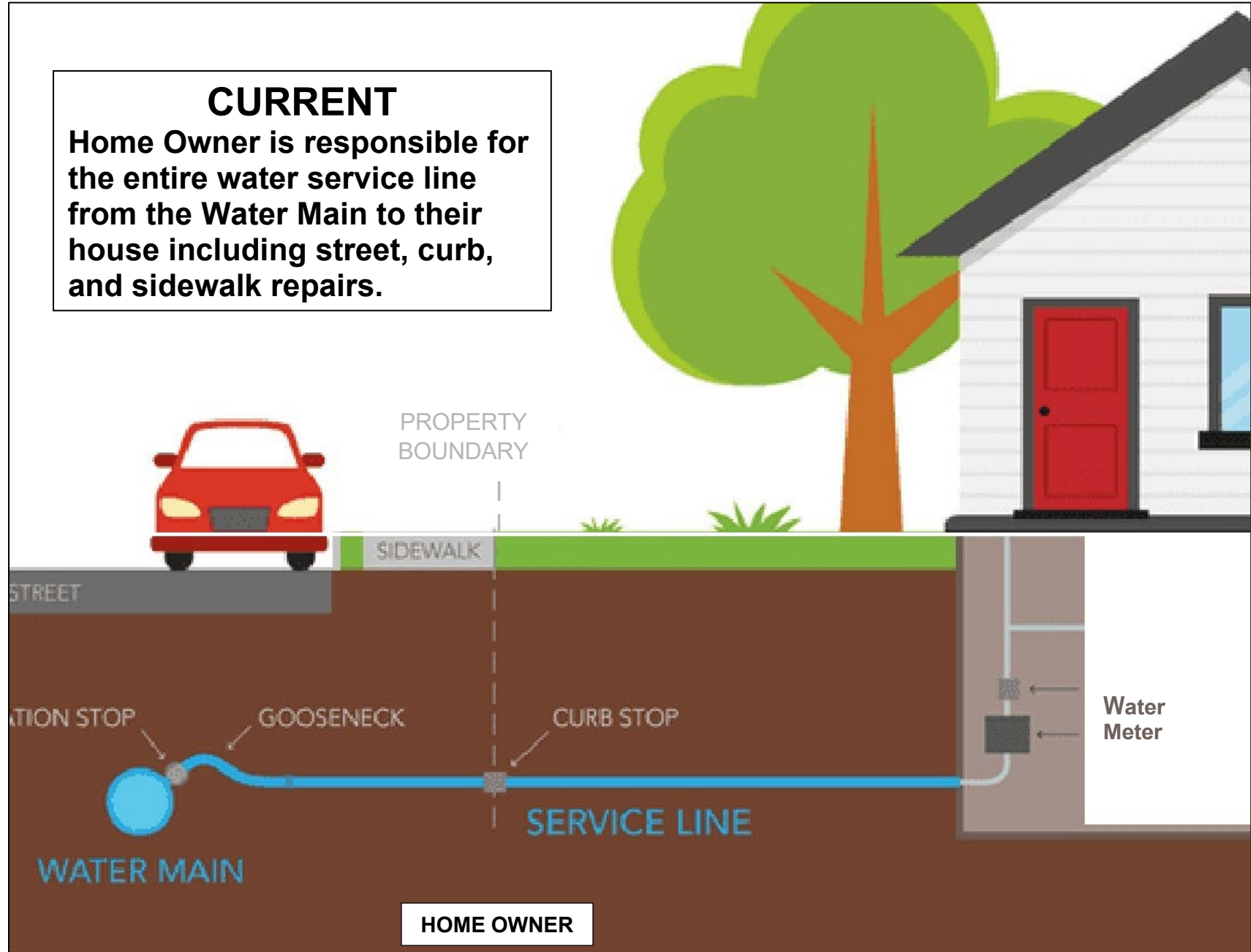
There is no timeline. City staff and the Commission are simply seeking feedback as they examine solutions other municipalities have used and exploring what works for Helena. Right now, we want to know if this idea is something property owners are interested in.

Where can I find more information about service line failure?

Our [Service Line Failure Guide](#) is a valuable resource for learning more about your roles and responsibilities, as well as providing the appropriate contact information should you experience a service line break.

CURRENT

Home Owner is responsible for the entire water service line from the Water Main to their house including street, curb, and sidewalk repairs.



OPTION — 2.5% water utility rate increase

Home Owner is responsible for the water service line from the Curb Stop to their house.

The City is responsible for repairs to the street, curb, gutter, and sidewalk.

