

## **MONTANA FISH, WILDLIFE & PARKS**

### **Administration Division**

#### **OVERVIEW**

The Administration Division is the business arm of FWP. The Division includes the Director's Office, Legal Unit, Human Resources, Land and Water Unit, Design and Construction, accounting, fiscal management, purchasing, property management, internal audit support, federal aid administration, and the licensing of all hunters, anglers, and recreational users. It also includes FWP's Regional Supervisors and front-line office staff. The Regional Supervisors supervise field staff and manage regional fish, wildlife, and parks programs in seven regional offices (Kalispell, Missoula, Bozeman, Great Falls, Billings, Glasgow, and Miles City). Front-line office staff are responsible for selling hunting and fishing licenses, answering phone calls, and responding to questions asked by members of the public in their communities.

#### **ACCOMPLISHMENTS**

- Development and implementation of the new Public Access Land Agreement (PALA) program.
- Development and implementation of the Tribal Relations and Diversity program.
- Reorganization of the Financial Assistance and Compliance Bureau to expand responsibilities to include administration and compliance oversight for all funding received by the agency, as well as those funds passed through to other entities.
- Successful migration to the new, web-based grant management system adopted by the US Department of Interior for the agency's numerous federal programs.
- Converted all payment documentation received to an electronic format.
- Completed the Legislative Audit with minor findings.
- Implementation of a new electronic mileage/usage log for fleet vehicles that streamlines reporting and recording of fleet vehicle usage.
- Implemented acceptance of only electronic license applications to shorten wait times between deadlines and drawings.
- Successfully transitioned the hosting of the Online License Sale system from a third-party vendor to an internal FWP function.

#### **CHALLENGES**

- Addressing critical infrastructure needs for operations and maintenance with limited resources, particularly for regional and area offices.
- Developing solutions across all department conservation and recreation programs that are inclusive and balance the diverse and sometimes conflicting interests of the public.
- Limited staffing available to keep up with increasing state and federal policies and requirements, such as grants and compliance.
- Development of processes and capacity for electronic submission of all documentation in the Division to ensure efficiency and transparency.
- Implementation of the fleet rate structure adopted last session, with our current fleet management software.

## PRIORITIES

- Evaluate FWP programs in order to align with public expectations, provide better customer service, and identify greater effectiveness and efficiency.
- Expand the recreational focus of the agency to meet the increased public demands for access, site use, and recreation management across all Department lands.
- Develop methods that will enable the Department to complete all financial processes in an electronic format, to include ProCard transactions, vendor payments, and all other accounting functions.
- Develop and streamline processes regarding the requesting of funding from external sources and increase the level of oversight of these funds to ensure state and federal compliance.
- Implement a new fleet management software that will improve efficiencies, accuracy, and timely processing for the fleet vehicle usage and reporting.
- Integrate all current contracts into the state procurement system (TCM) which will automate many of our renewals and requests for information from contractors.
- Improve staff training and professional development.
- Continue replacement of the Automated Licensing System (ALS) with a comprehensive outdoor recreation management solution, ExploreMT.