

PROFILE OF OUR FIRM

As current and former practitioners, we appreciate the extraordinary challenges facing local governments. We understand your desire to achieve efficiency, effectiveness and sustainability while providing the highest-quality services to your communities. Our team is one of the most successful and reliable local government consultancies in the United States. We use simple, straightforward and foolproof processes which have successfully improved 100s of cities throughout the United States.

Origins



Municipal Solutions was founded in Phoenix, Arizona in 2003 to provide a modern, practical and affordable alternative to typical consulting options. Our initial focus - *small local governments*. When the demand for our services grew beyond our capacity, Municipal Solutions became a '*collaborative consultancy*' - an innovative team of national practitioners who really understands the unique needs of communities – with a toolbox of best practices just for you.

Service Areas

Over 16 years, Municipal Solutions has become a multi-disciplinary, *international* public-sector management consulting firm which specializes in **Efficiency, Technology and Safety**. This three-pronged focus allows our team of 160 practitioner-consultants to provide a variety of services illustrated below: **Core services in bold.**

Efficiency	Technology	Safety
ACCOUNTING & FINANCE Efficiency & Operations Audits Capital Improvement Programs Franchise Review / Revenue Recovery Software Audits & Conversion Process	BROADBAND Cable TV Franchises Broadband Feasibility Studies Wireless Tower Agreements Communications Master Plans	EMERGENCY / RISK MANAGEMENT Communications Interoperability Emergency Operations Plans Hazards & Risks Assessments Training & Emergency Exercises
HUMAN RESOURCES Class & Compensation Studies Interim Staffing & Executive Search Operations Audits / Efficiency Studies Training: <i>Customer Service & Leadership</i> Job Descrip's, Policies & Procedures Manuals	ECONOMIC DEVELOPMENT Strategic Planning Statistical Surveys Stakeholder Summits Energy Sustainability Infrastructure Assessments	PLANNING & ENGINEERING Transit Studies Strategic Planning General Plan Amendments Capital Projects Management (CIPs) Development & Fiscal Impact Analysis

Solutions

Since 2003, our **3 Divisions: Local Government, International Development & Private Industry** have helped 100s of local, provincial, national-level government agencies save more than \$351,109,000 through careful analysis, comprehensive organizational assessments, and effective implementation of technology / risk mitigation strategies. Clients have realized greater revenues, reduced risk and losses, while improving service quality and availability.



WORK SAMPLES

EFFICIENCY STUDIES & OPERATIONS AUDITS - AK, AZ, CA, CO, FL, KS, KY, NV, MA, OH

All Departments / Full Service

Alaska (Sitka) – [Admin., Electric, Finance, Fleet, Marinas, Public Safety, Utilities](#)
 Utah (Syracuse) – [Admin., Council, Finance, Fleet, IT, Police, Solid Waste, Utilities](#)
 Texas (Bellville) – [Admin., Community Development, IT, Library, Public Works](#)
 Massachusetts (Dartmouth) – [HR, IT, Building / Planning / Zoning, Facilities Mgmt.](#)

Fleet & Facilities

Colorado (Fort Collins) – [Facilities, Custodial, Operations & Maintenance](#)
 Utah (Clearfield) – [Fleet Maintenance](#)

Finance & IT

Florida (Daytona Beach) – [IT & Finance](#)
 Florida (Delray Beach) – [Fire, Fleet, IT, Police, Risk Management, Planning](#)

Public Safety & Public Transit

State of Missouri – DPS – [Multi-Agency Interoperability Strategy](#)
 Kansas (Arkansas City) – [EMS, Police Fire, Finance, Fire, Fleet, IT, Police](#)
 Florida (Coconut Creek) – [Public Transit System Audit & Strategic Plan](#)
 Tribal Communities - (AZ, CA, NV) – Fort Mojave Police Department Operations Audit
 Other: [Parkland, FL; Beachwood, OH; Covington, KY](#)

COMPENSATION & CLASSIFICATION STUDIES - AK, CA, FL, KS, MD, MI, NM, OK, SD

Small Communities

Alaska (North Pole) – [Total Compensation, Admin., Police, Fire, Public Works](#)
 Florida (Indian River Shores) – [Triple-Certified Public Safety Compensation Study](#)
 South Dakota (Huron) – [Full Classification Audit & Compensation Study](#)
 Oklahoma (Tecumseh) – [Classifications, Compensation, Benefits Audit](#)

Mid-sized City

New Mexico (Gallup) – [Admin., Finance, Fire, IT, Library, Parks, Police, Public Works](#)
 Michigan (Walker) – [Triple -Certified Public Safety Department](#)

Large City

Oklahoma (Shawnee) – [Admin., Finance, Parks, Public Safety, Public Works \(all tables\)](#)

Other: [Flagstaff, Fountain Hills, Guadalupe, Queen Creek & Scottsdale, AZ; Jupiter Island, Tequesta, FL; La Habra Heights, CA; Largo, Parkland, Tequesta, FL; Elko, NV; Dublin, OH; Huron, SD; Harrisville, Pleasant View, Pleasant Grove, UT; Colonial Heights, VA;](#)

BROADBAND, FIBER & WIRELESS - AZ, CA, CO, GA, IL, MT, NV, TX, UT, VA, VT, WA, WY

Infrastructure Assessments, Policy & Municipal Broadband Strategy

Arizona (Flagstaff) – [Infrastructure Assessment, Broadband Policy & Strategic Plan](#)
 Arizona (Goodyear) – [Fiber & Wireless Assessment, Broadband Summit, Strategic Plan](#)
 Arizona (Safford) – [Broadband Infrastructure Assessment, Survey & Strategic Plan](#)

Cable TV Franchise Audits, Negotiation & Wireless Tower Agreements

Texas (Seabrook) – [Review & Recommendations of Cable Franchise Agreement](#)
 Arizona (Kingman) – [Cable TV Franchise Audit / Inspection Report](#)
 Arizona (Maricopa) – [Verizon Cell Tower Proposal Assessment](#)

Feasibility Studies, Network Design & Construction Management

Other: [Arizona \(State of Arizona, Cave Creek, Florence, Superior, Gila & Pinal Co., Wickenburg\); California \(Inglewood, La Habra Heights, Loma Linda\); Colorado \(Longmont, Wellington, Summit Co.\); Illinois \(13 LGs State of Illinois\); Montana \(Lewistown\); Nevada \(State of NV, Mesquite\); Pennsylvania \(Upper Dublin Township\); Vermont \(Burlington, Jericho, Underhill, Westford\); Utah \(Bountiful, Centerville, Draper, Hurricane, Kaysville, Farmington, W. Jordan, Draper\); Washington D.C \(Senator Jon Kyl, Senator John McCain\); Washington \(Kent\); Wyoming \(Powell\).](#)



CUSTOMER SERVICE & STRATEGIC PLANNING - AK, AZ, CA, CO, ID, KS, NM, NC, PA, RI, SD, TX, UT, WA, WY

City of Arkansas City (KS) - [Citizen Customer Service Survey](#)
City of Avondale (AZ) – [Leadership Summit & 20-year Strategic Plan](#)
[Customer Service Training Program Guide & Client List](#)

SAMPLE NEWS MEDIA

PROFESSIONAL SPORTS, ENTERTAINMENT DISTRICTS & ECONOMIC DEVELOPMENT

We are accustomed to working in an environment where corresponding to and working with the media is essential. Below are links to some of our more recent new articles.



Glendale, Goodyear Struggle to pay \$260 million spring-training ballpark debt



Development plans have slowed, Glendale and Goodyear (AZ) are left with **more than \$700 million** in cost hangovers and severe budget constraints. Despite having anchor tenants of the NFL's Arizona Cardinals, NHL Phoenix Coyotes, and winter home of the MLB Cleveland Indians and Cincinnati Reds - there is no guaranteed turn around. One Arizona city is quickly becoming a candidate for bankruptcy. [Read today's article here.](#)

Peoria OKs key piece of \$90 million P83 entertainment-district plan

The P83 Entertainment District \$90.5 million project is slated to be built at the Peoria Sports Complex - Winter home to the MLB San Diego Padres & Seattle Mariners.

Peoria leaders approved a key pact for a planned entertainment district near the city's spring-training complex, a project carefully crafted to avoid possible setbacks, such as those that shadowed the early years of Westgate City Center in neighboring Glendale. Municipal Solutions consultants offer perspective and analysis. [Read the entire article here.](#)



Local Government Emergency Planning & Preparedness

Hurricane Sandy hit the Northeast in 2012. Will the Poconos be ready in an emergency?



Municipal Solutions consultants [Lynn Steffensen](#), [Scott Wells](#) and [Kim Wilde](#) contributed to a highly informative article about government emergency planning and created a comprehensive evaluation tool used to grade dozens of local government disaster plans and emergency preparedness. Reporter [Jenna Ebersole](#) asked dozens of cities and towns this fundamental question. Her report was the Cover Article of the [Pocono Register](#).

[Read the complete article here.](#) Examine the [info-graphics here.](#)

HOW THEY STACK UP

Emergency plans in Monroe and Pike municipalities

The Pocono Record sent records requests to each municipality for their emergency plans. Most responded with only the basic part of their plans, though some also allowed review of other sections that listed more specifics and contact information for local leaders and businesses during an emergency.

The Record developed the metric and evaluated the plans based in part on guidelines from the Pennsylvania Emergency Management Agency with input from CEO David A. Evertsen of Municipal Solutions as well as

Senior Associate Scott Wells and consultants Ronald "Kim" Wilde, Lynn Steffensen and Lamar Russell. Municipal Solutions is based mainly in Arizona but does public sector consulting across the country and around the world in a variety of areas, including public safety. Some of the company's work has included assisting local governments and FEMA in plan development, training and response and recovery efforts after Hurricane Katrina and Hurricane Sandy.

MUNICIPALITY	Q1	Q2	Q3	Q4	Q5	Total	GRADE
Coolbaugh Township	3	3	3	3	3	15	*****
Delaware Township	3	3	2	3	3	14	*****
Delaware Water Gap	3	3	2	3	3	14	*****
Smithfield Township	3	3	2	3	3	14	*****
Tobyhanna Township	3	3	2	3	3	14	*****
Jackson Township	3	3	2	3	2	13	****
Stroudsburg Borough	3	3	3	1	2	12	****
Stroud Township	3	1	3	2	3	12	****
Hamilton Township	3	3	2	1	3	12	****
Blooming Grove Township	3	3	1	3	1	11	***
Cherford Township	3	2	2	2	2	11	***

Glendale Luke AFB transitions, new missions could ripple

Municipal Solutions' CEO David Evertsen provides important insight on the impact of these decisions on the Arizona economy.

Luke Air Force Base is scheduled to shrink, potentially drying up more than \$1 billion in economic impact as one of Arizona's largest employers. Advocates are optimistic the Air Force will replace two F-16 training squadrons scheduled for relocation with a new training mission at Luke: *the F-35 Lightning II*, known as *the Joint Strike Fighter*. Luke could face a gap of activity between missions and the state could temporarily lose out on jobs and revenue or all the F-16s could leave and the F-35 training mission could be placed elsewhere.

Read more: <http://www.azcentral.com/news/articles/2011/07/17/20110717luke-air-force-base-transitions.html#ixzz3h6yX0usv>



THE ARIZONA REPUBLIC

Annexation, Community & Economic Development of a town 650 square miles?

Municipal Solutions Principal [David Evertsen](#) discusses the potential impact that a City vs. Town designation can have on the future of Buckeye, Arizona.

How does a Town with a 650-square mile planning area that eclipses Phoenix see its designation as a "Town" impacting future Economic Development? A bedroom community in the Phoenix-metropolitan area, at 650-square miles, Buckeye has one of the largest growth planning areas of any community in the United States (*Phoenix's is 517-square miles by comparison*). Buckeye is currently designated by state statute as a Town, as opposed to a City.

Read the complete [full article](#).

