

City Manager’s Office Department Overview

The City Manager’s Office (CMO) provides leadership and direction in executing the city-wide policies and objectives set forth by the Mayor and City Council. To achieve these goals, the office focuses on strategies that enhance customer service and operational efficiency, while supporting City Council activities, policy implementation, organizational oversight, economic development, community



City Manager’s Office Staff

engagement, and fostering partnerships with local, state, and federal entities to secure vital funding and services for the City.

As the City’s chief administrative officer, the City Manager is responsible for advising the City Council on the services the City provides to the community, and ensuring the establishment of efficient and effective administrative processes for service delivery. Staff in the City Manager’s Office support the Mayor and City Council and handle a variety of essential functions, including city recorder duties, economic development, legislative and intergovernmental relations, city elections, media relations, public

outreach, and the management of boards, commissions, and committees. Additionally, the office oversees the City budget and staffing for the Springfield Economic Development Agency. The Assistant City Manager supervises the divisions of Development and Public Works.

Financial Summary by Object Level	FY24 Actuals	FY25 Actuals	FY26 Amended	FY27 Proposed
5 PERSONNEL SERVICES	1,314,388	1,262,249	1,456,765	1,515,179
6 MATERIALS & SERVICES	3,536,975	1,801,248	2,043,651	2,275,488
7 CAPITAL OUTLAY	1,692	-	-	-
Grand Total	\$ 4,853,054	\$ 3,063,497	\$ 3,500,416	\$ 3,790,667

Budget Summary – FY2027

Staffing

The City Manager’s Office consists of 8.0 full-time equivalents (FTEs).

Department Funding

The department is supported through multiple funds. The General Fund covers general oversight and city-wide services. The Transient Lodging Tax Fund supports tourism-related programs and staffing.

Several Urban Renewal Funds support development initiatives in the Glenwood and Downtown urban renewal districts. Special Revenue Funds support fundraising for special projects, such as public art and events. Operational Funds, including the Street Fund, Building Code Fund, Sanitary Sewer Operations Fund, Regional Wastewater Fund, and the Storm Drainage Operations Fund, reflect the Development and Public Works reporting structure to the Assistant City Manager.

Service Level Changes

The Economic Development Team successfully recruited and filled two existing positions. These positions are 1.0 FTE Legislative and Economic Development Analyst, and 1.0 FTE Urban Renewal Analyst.

Accomplishments – FY2026

- ✓ **Supported Long-Term Financial Planning** – Coordinated staff support for the Fiscal Stability Task Force (in partnership with Finance), including research, facilitation, public engagement, and City Council briefings. This work resulted in clear, actionable recommendations to help the City address structural budget challenges and plan for long-term fiscal stability.
- ✓ **Managed Major Contracts and Funding** – Led and coordinated several high-impact efforts, including management of the Ken Kesey mural repaint contract, development and procurement of a new parking management services contract, and coordination of a federal grant supporting the Springfield Police Department. These efforts improved service delivery while maintaining strong fiscal oversight and accountability.
- ✓ **Improved Internal Operations and Legislative Awareness** – Advanced a city-wide agenda management software system to improve efficiency, accuracy, and transparency in Council and committee processes. Monitored and analyzed state legislation during Oregon's short session to keep leadership informed on issues affecting housing, economic development, public safety, public health, and industrial development.
- ✓ **Advanced Regional Collaboration on Fire Services** – Continued partnership with the City of Eugene on the Eugene-Springfield Fire governance review, supporting analysis of long-term governance options and helping define a clear path forward for continued work in FY27.
- ✓ **Strengthened Communication and Community Trust** – Delivered consistent, plain-language communication on high-profile issues such as the fire level renewal, Glenwood redevelopment, and emergency warming site activations. Expanded bilingual and culturally responsive outreach and increased use of short-form video content to improve public understanding and engagement.

Initiatives – FY2027

- ✓ **Eugene-Springfield Fire Governance Review** – Continue the joint governance review with the City of Eugene to evaluate long-term governance options for the Eugene-Springfield Fire service. Staff will support policy discussions, intergovernmental coordination, and analysis of governance models to help both City Councils consider future governance structures and service oversight.
- ✓ **City Fiscal Sustainability Review** – Support implementation of the Fiscal Sustainability Task Force recommendations and continue evaluating long-term financial strategies for the City. Work will include coordination with the Finance Department to review revenue trends, expenditure pressures, and potential policy options to strengthen the City's long-term financial stability.
- ✓ **Public Art and Infrastructure Initiative** – Administer the contract for Springfield Flame Phase 2, including signage and landscaping improvements, with project completion scheduled for Fall

2027. Advance planning and coordination to address deferred maintenance needs at the Historic Springfield Depot, supporting long-term preservation and continued public use.

- ✓ **Records Management Modernization Initiative** – Review the City's existing records management system and practices. Evaluate software solutions and work with departments to implement a modern records management system that improves usability, compliance, staff efficiency, and public access to records. Partner with the Springfield Police Department to evaluate and implement public records request software that streamlines internal workflows, improves tracking and response times, and provides a more accessible, user-friendly interface for the public.
- ✓ **Crisis-Ready Communication Initiative** – Develop a Rapid Response Toolkit for high-profile issues and emergency situations, including pre-approved communication templates, defined roles and responsibilities, and message maps to support timely, accurate, and accessible public information. Conduct a communications preparedness drill to test internal coordination, workflows, and accessibility standards in a simulated emergency or misinformation event.

Future Year Considerations – FY2028 → FY2030

- ✓ **Eugene-Springfield Fire Governance Implementation** – Based on Council direction, future work may include implementing a revised governance structure for the Eugene-Springfield Fire service. This could involve updates to intergovernmental agreements, governance representation, and operational oversight to support clear accountability and long-term service stability.
- ✓ **Fiscal Sustainability Strategy Implementation** – Continue implementation of long-term fiscal sustainability strategies identified through the Fiscal Sustainability Task Force and future Council direction. This work may include evaluation of revenue options, service delivery adjustments, and financial policies to address structural budget challenges and maintain core services.
- ✓ **Economic Development & Land Use Planning** – Conduct a comprehensive *mapping value* project to better understand property tax values and development potential across the city. Consultants will analyze existing and projected values to inform long-term land use and economic development strategies, including evaluation of the feasibility and potential benefits of establishing a third Urban Renewal District. This work will support data-driven decisions about growth, infrastructure investment, and redevelopment priorities.
- ✓ **City Council Support & Resources** – Continue improving City Council support systems by enhancing communication tools, meeting management processes, and technology infrastructure. Future efforts will also include targeted training and professional development to support governance, policy deliberation, and public engagement, ensuring Councilmembers have the tools and resources needed to serve the community efficiently and transparently.
- ✓ **Public Engagement & Transparency** – Expand initiatives to strengthen public engagement, improve emergency communication, and increase transparency and access to information. Efforts will include modernizing communication platforms, improving clarity and timeliness of public messaging, and broadening outreach methods to better reach diverse audiences and build trust in City decision-making.



Financial Summary by Fund	FY24 Actuals	FY25 Actuals	FY26 Amended	FY27 Proposed
100 General Fund	1,444,849	1,714,690	1,877,832	1,944,871
201 Street Fund	40,311	37,403	61,708	63,349
204 Special Revenue Fund	2,993,487	915,837	10,500	20,500
208 Transient Lodging Tax Fund	171,094	159,832	1,058,386	1,181,757
224 Building Code Fund	12,847	13,790	25,032	26,148
611 Sanitary Sewer Fund	57,969	53,601	91,733	94,334
612 Regional Wastewater Fund	13,216	12,305	18,932	19,409
617 Storm Drainage Fund	58,354	53,703	91,994	94,595
618 Booth-Kelly Fund	60,928	102,336	264,299	345,704
Grand Total	\$ 4,853,054	\$ 3,063,497	\$ 3,500,416	\$ 3,790,667

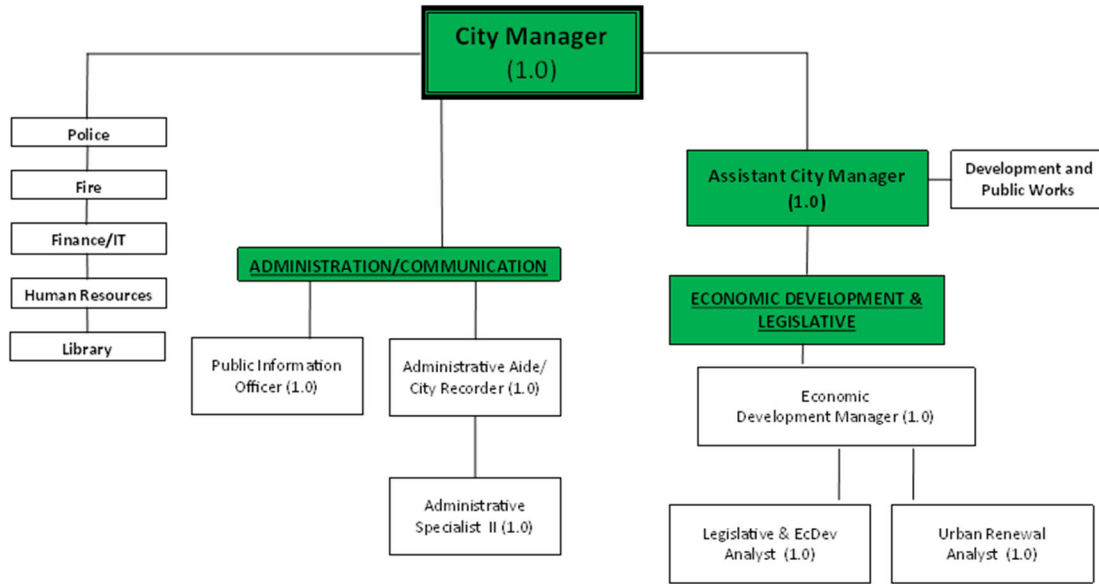
Financial Summary by Program	FY24 Actuals	FY25 Actuals	FY26 Amended	FY27 Proposed
1001 Legislative Support	-	19,593	73,282	73,525
1002 External Public Communication	82,481	96,259	154,963	143,242
1003 Community Event Coordination & Promotions	558	-	-	100,000
1004 Outside Agency Contracts	387,588	410,425	426,663	433,249
1005 Economic Development	156,356	111,019	141,265	145,242
1006 Economic Development Agency Funding	17,424	15,496	818,230	819,097
1007 Urban Renewal Management	7,104	657	129,586	125,633
1008 Enterprise Zone	21,649	20,168	24,305	25,462
1009 Transient Room Tax Management	78,387	66,982	146,731	171,484
1010 Downtown Parking Enforcement	130,728	130,765	-	-
1013 Intergovernmental and Legislative Management	152,237	172,936	212,035	225,233
1056 Regional Wastewater Administration	7,983	8,694	9,444	9,921
1059 Wastewater Fiscal Management and Customer Services	-	52	-	-
7000 Department Administration	3,262,340	1,280,636	455,241	514,460
7001 Mayor & Council	178,791	188,152	201,637	205,763
7004 Intergovernmental Relations Management	93	-	-	-
7005 City-Wide Management & Oversight	285,776	285,381	248,342	249,452
7006 City-Wide Employee Communication	24,845	123,195	160,120	166,892
7007 Organizational Development	36,245	31,270	34,273	36,307
7901 Miscellaneous Leased Property	-	900	-	-
7902 Booth Kelly	13,814	100,916	264,299	345,704
8800 Capital Projects	8,655	-	-	-
Grand Total	\$ 4,853,054	\$ 3,063,497	\$ 3,500,416	\$ 3,790,667



Organizational Structure

City Manager's Office

8 FTE



Summary of Full-Time Equivalents by Position	FY24 FTE	FY25 FTE	FY26 FTE	FY27 FTE
Admin Aide/City Recorder	1.00	1.00	1.00	1.00
Administrative Specialist II	1.00	1.00	1.00	1.00
Assistant City Manager	1.00	1.00	1.00	1.00
City Manager	1.00	1.00	1.00	1.00
CMO Analyst	1.00	-	-	-
Economic Development Manager	1.00	1.00	1.00	1.00
Legislative & EcDev Analyst	-	1.00	1.00	1.00
Urban Renewal Analyst	1.00	1.00	1.00	1.00
Project Manager (ARPA)	1.00	0.50	-	-
Public Information Officer	1.00	1.00	1.00	1.00
Grand Total	9.00	8.50	8.00	8.00



Summary of Full-Time Equivalents by Fund	FY24 FTE	FY25 FTE	FY26 FTE	FY27 FTE
100 General Fund	6.25	6.45	6.55	6.55
201 Street Fund	0.10	0.10	0.10	0.10
204 Special Revenue Fund	1.40	0.70	-	-
208 Transient Lodging Tax Fund	0.45	0.45	0.45	0.45
224 Building Code Fund	0.05	0.05	0.05	0.05
611 Sanitary Sewer Fund	0.16	0.16	0.16	0.16
612 Regional Wastewater Fund	0.03	0.03	0.03	0.03
617 Storm Drainage Fund	0.16	0.16	0.16	0.16
618 Booth-Kelly Fund	0.40	0.40	0.50	0.50
Grand Total	9.00	8.50	8.00	8.00

Summary of Full-Time Equivalents by Program	FY24 FTE	FY25 FTE	FY26 FTE	FY27 FTE
1001 Legislative Support	-	0.40	0.50	0.50
1002 External Public Communication	0.78	0.78	0.78	0.18
1004 Outside Agency Contracts	0.35	0.35	0.25	0.15
1005 Economic Development	1.65	1.45	1.32	0.42
1006 Economic Development Agency Funding	-	-	0.10	0.10
1007 Urban Renewal Management	-	-	-	1.00
1008 Enterprise Zone	-	-	0.13	0.13
1009 Transient Room Tax Management	0.35	0.35	0.35	0.35
1013 Intergovernmental and Legislative Management	0.30	0.30	0.30	0.30
1056 Regional Wastewater Administration	0.03	0.03	0.03	0.03
7000 Department Administration	2.92	2.22	1.52	1.52
7001 Mayor & Council	0.85	0.85	0.85	0.85
7005 City-Wide Management & Oversight	1.37	1.37	1.27	0.87
7006 City-Wide Employee Communication	-	-	-	1.00
7007 Organizational Development	-	-	0.10	0.10
7902 Booth Kelly	0.40	0.40	0.50	0.50
Grand Total	9.00	8.50	8.00	8.00



Performance Measures

Measure	FY26 Target	FY26 Est. Actual	FY27 Target
1.) Timely and accurate posting and accessibility of Council packets.	100%	95%	100%
Why this measure is important: To provide accurate and timely information to our council and community on public meetings and opportunities for public engagement.			
2.) City Lease agreements that have exercised lease term to increase rents annually.	75%	50% (11 of 22 leases updated)	75%
Why this measure is important: To provide clear, and consistent financial records for our tenants and better transparency of City Owned property agreements.			
3.) Provide annual maintenance and inspection of City owned art installations and murals.	100%	80%	100%
Why this measure is important: Art installations designed and owned by the City provide a sense of place and pride for our community. Annual maintenance and inspection will protect the city’s significant art investments.			
4.) Provide list of priority bills which need to be tracked in Oregon Legislature one week after the bills are published.	100%	100%	100%
Why this measure is important: To protect our community interests during the legislative session by accurately and strategically tracking all relevant legislation and providing our Council and community members with a voice on issues that impact local government.			