Office of the Chief Administrative Officer
Program Summary Template

1. Program Title Manager Phone #	2. Program Description	3. Staff (FTE)		4. Requirements		5. Percent Admin	6. Resources				7. Output, Outcome, or Efficiency Measure(s)	8. Program Rankings	
		Regular	Limited Term	Operating	Capital		General Fund	Rates, Fees & IAs	Federal, State & Local	Other		Core	Community
Business Operations Jane Braaten 823-5665	Business Operations provides strategic financial, communications, administraive, and project management services to all OMF bureaus and other City offices.	30.00	-	4,645,166	-	19.9%	2,175,167	2,303,459		166,540	Total budget managed annually (in millions) FY 2010-11 Actuals: $275 FY 2012-13 Target: $250 Number of employee hours of diversity training conducted at OMF-wide training FY 2010-11 Actuals: 142 FY 2012-13 Target: 320	1	1
Enterprise Business Solution Satish Nath 823-7459	Enterprise Business Solution (EBS) implements, maintains, and continuously improves the City's SAP integrated resource planning system. EBS provides functional, technical, communications, change management, end user training, and administrative services in support of the SAP system.	20.00	-	8,576,074	-	6.4%	-	13,051,978	-	-	Number of training sessions delivered FY 2010-11 Actuals: 200 FY 2012-13 Target: 130 Customer Service satisfaction rating (scale 1 to 4) FY 2010-11 Actuals: 2.1 FY 2012-13 Target: 2.5	2	2
Fund Level Expenses	This line contains the total fund level expenses, which includes all debt service, cash transfers, contingency, and unappropriated fund balance.	NA	NA	8,555,166	-	NA	-	-	-	4,079,262	NA	NA	NA
Total		**50.00**	**-**	**21,776,406**	**-**	**9.12%**	**2,175,167**	**15,355,437**	**-**	**4,245,802**			

Bureau of Financial Services
Program Summary Template

1. Program Title Manager Phone #	2. Program Description	3. Staff (FTE)		4. Requirements		5. Percent Admin	6. Resources				7. Output, Outcome, or Efficiency Measure(s)	8. Program Rankings	
		Regular	Limited Term	Operating	Capital		General Fund	Rates, Fees & IAs	Federal, State & Local	Other		Core	Community
Accounting Jane Kingston 823-4358	The Accounting Division provides accounting and financial reporting services and manages the City's corporate accounting systems and processes.	29.25	-	3,940,716	-	1.6%	3,892,031	48,685	-	-	Number of accounts receivables invoices issued FY 2010-11 Actuals: 201,106 FY 2012-13 Target: 213,353 Number of payroll checks without errors FY 2010-11 Actuals: 26,400 FY 2012-13 Target: 26,000	1	1
Financial Planning Andrew Scott 823-6845	Financial Planning includes the City's financial planning and grants administration functions. Financial Planning coordinates development of the City's budget, creates the City's published budget documents, analyzes City policies and ordinances for fiscal and policy impacts, provides fiduciary oversight of the General Fund, and performs special studies. Grants Administration assists with the application for grants, examines requests to grantors for reimbursement to ensure grant compliance, facilitates maximum cash flow from grantors, and coordinates and prepares federally required grant reports.	17.75	-	2,458,248	-	2.6%	2,428,248	30,000	-	-	Number of active grants (all types) FY 2010-11 Actuals: 468 FY 2012-13 Target: 475 Number of budget actions reviews and special studies completed FY 2010-11 Actuals: 137 FY 2012-13 Target: 135	2	2
Public Finance and Treasury Eric Johansen 823-6851	Public Finance and Treasury provides the City's Treasury (banking and investment), Debt Management, and Deferred Compensation operations. Public Finance and Treasury's daily activities are critical to the execution of the City's debt and investment policy and strategies, maintenance of Citywide capital financing programs and compliance with applicable Internal Revenue Service arbitrage rebate requirements.	13.50	-	2,374,090	-	5.3%	-	622,724	327,001	1,424,365	Debt under management (in billions) FY 2010-11 Actuals: 3.28 FY 2012-13 Target: 3.80 Investment portfolio yield (% of benchmark) FY 2010-11 Actuals: 213% FY 2012-13 Target: 100%	3	3
Fund Level Expenses	This line contains the total fund level expenses, which includes all debt service, cash transfers, contingency, and unappropriated fund balance.	NA	NA			NA					NA	NA	NA
Total		**60.50**	**-**	**8,773,054**	**-**	**2.87%**	**6,320,279**	**701,409**	**327,001**	**1,424,365**			

Bureau of Human Resources
Program Summary Template

1. Program Title Manager Phone #	2. Program Description	3. Staff (FTE)		4. Requirements		5. Percent Admin	6. Resources				7. Output, Outcome, or Efficiency Measure(s)	8. Program Rankings	
		Regular	Limited Term	Operating	Capital		General Fund	Rates, Fees & IAs	Federal, State & Local	Other		Core	Community
Operations and Strategic Support Yvonne Deckard 823-3506	Operations and Strategic Support consists of three functions: Director's Office, Benefits/Wellness, and Operations.	24.00	-	52,001,544	-	2.2%	2,388,228	500,000	-	48,197,990	Number of Fitness Center Visits FY 2010-11 Actuals: 22,400 FY 2012-13 Target: 24,000 Employee Personnel Transactions reviewed FY 2010-11 Actuals: 6,201 FY 2012-13 Target: 6,000	1	1
HR Corporate Services Yvonne Deckard 823-3506	HR Corporate Services consists of five functions: Classification/Compensation, Employment and Development, Diversity Development/Affirmative Action, Labor Relations, and Citywide Training.	26.00	-	2,947,808	-	2.2%	2,947,808				Number of classification actions annually FY 2010-11 Actuals: 445 FY 2012-13 Target: 450 Number of employment applications received annually FY 2010-11 Actuals: 18,864 FY 2012-13 Target: 17,000 Number of Labor Relations Training Sessions FY 2010-11 Actuals: 31 FY 2012-13 Target: 75	2	2
Site Teams and Police HR Anna Kanwit 823-5219	The Site Teams and Police HR provide human resources consultation, services, and training to City bureaus to ensure that bureau directors, managers, supervisors, and the entire City workforce have immediate access to BHR professionals in support of their business and work-related needs.	20.00	-	2,376,073	-	2.2%	2,376,073				Cost of Providing HR Service per City FTE FY 2010-11 Actuals: $1,293 FY 2012-13 Target: $1,293 City Employees per BHR Employee FY 2010-11 Actuals: 98 FY 2012-13 Target: 96	3	3
Fund Level Expenses	This line contains the total fund level expenses, which includes all debt service, cash transfers, contingency, and unappropriated fund balance.	NA	NA	17,774,054		NA	-			18,689,380	NA	NA	NA
Total		**70.00**	**-**	**75,099,479**	**-**	**2.24%**	**7,712,109**	**500,000**	**-**	**66,887,370**			

Revenue Bureau
Program Summary Template

1. Program Title Manager Phone #	2. Program Description	3. Staff (FTE)		4. Requirements		5. Percent Admin	6. Resources				7. Output, Outcome, or Efficiency Measure(s)	8. Program Rankings	
		Regular	Limited Term	Operating	Capital		General Fund	Rates, Fees & IAs	Federal, State & Local	Other		Core	Community
Regulatory Kathleen Butler 865-2486	The Regulatory program issues permits and enforces regulations for a variety of regulated businesses and events: private for-hire transportation (taxis, executive sedans, limousines, shuttles, tour vehicles, medical transportation), towing (companies, vehicles, drivers, private property impounds and City contracts), pay and park lot inspections, secondhand dealers, social games, amusement devices, payday lenders, and special events.	9.30	-	1,479,612	-	0.1%	17,200	1,237,940	-	1,400	Total Regulatory revenue collected FY 2010-11 Actuals: $948,638 FY 2012-13 Target: $1,200,000 Regulatory cost recovery (revenue/expediture) FY 2010-2011 Actuals: 90.50% FY 2012-13 Target: 100%	2	2
Revenue Collections Terri Williams 865-2469	The Revenue Collections program provides revenue collection and administrative support for business income tax, transient lodgings tax, business improvement districts, special assessment liens, and the utility billing system. The program identifies new revenue sources, enhancements to collection efforts, and improved use of information technology to complete work more efficiently.	56.70	-	17,510,658	-	2.3%	4,132,189	12,453,704	899,915	68,200	Bureau revenues collected (in millions) FY 2010-11 Actuals: $168 FY 2012-13 Target: $173 Business License Tax Gap-Estimated difference between business taxes paid/owed (in millions) FY 2010-11 Actuals: $5.19 FY 2012-13 Target: $5.68 Supported revenue collection (in millions) FY 2010-11 Actuals: $330 FY 2012-13 Target: $390	1	1
Fund Level Expenses	This line contains the total fund level expenses, which includes all debt service, cash transfers, contingency, and unappropriated fund balance.	NA	NA	43,350	-	NA	-		-	223,072	NA	NA	NA
Total		**66.00**	**-**	**19,033,620**	**-**	**5.6%**	**4,149,389**	**13,691,644**	**899,915**	**292,672**			

Bureau of Internal Business Services
Program Summary Template

1. Program Title Manager Phone #	2. Program Description	3. Staff (FTE)		4. Requirements		5. Percent Admin	6. Resources				7. Output, Outcome, or Efficiency Measure(s)	8. Program Rankings	
		Regular	Limited Term	Operating	Capital		General Fund	Rates, Fees & IAs	Federal, State & Local	Other		Core	Community
CityFleet John Hunt 823-4302	CityFleet procures, maintains, and repairs all City vehicles and equipment with the exception of Portland Fire & Rescue's engines and ladder trucks.	77.00	-	22,451,750	7,962,858	2.1%	-	29,599,608	140,000	675,000	Instock parts fill rate FY 2010-11 Actuals: 82% FY 2012-13 Target: 80% Percent of fleet purchases completed by 12/31 FY 2010-11 Actuals: 67% FY 2012-13 Target: 65% Percentage of usage against availability FY 2010-11 Actuals: 82% FY 2012-13 Target: 80%	4	4
Facilities Services Bob Kieta 823-2039	Facilities Services operates four primary activities: Property Management, Project Management, Operation and Maintenance, and Spectator Facilities.	35.92	-	27,885,690	14,537,011	3.1%	-	26,754,263	1,101,353	14,567,085	Value of capital projects completed FY 2010-11 Actuals: $13,251,664 FY 2012-13 Target: $11,550,000 Number of work orders completed for scheduled maintenance FY 2010-11 Actuals: 3,511 FY 2012-13 Target: 3,550 Portfolio size - total square footage of facilities managed FY 2010-11 Actuals: 1,371,259 FY 2012-13 Target: 1,595,728	2	2
Printing & Distribution Ron Hadduck 823-4452	Printing & Distribution (P&D) provides centralized, high quality, convenient, technologically current, and cost-effective reproduction and mailing services to City and external customers, as well as the public.	23.00	-	6,760,955	-	4.1%	-	5,273,545	1,487,410	-	Total number of work orders completed FY 2010-11 Actuals: 19,792 FY 2012-13 Target: 18,500 Percentage of work shipped on time FY 2010-11 Actuals: 99.6% FY 2012-13 Target: 99% Total number of pieces mailed per distribution employee FY 2010-11 Actuals: 894,127 FY 2012-13 Target: 850,000	5	5

Procurement Services Christine Moody 823-1095	Procurement Services provides leadership, policy development, oversight and management of the City's procurement and contracting processes.	38.00	-	5,027,737	-	4.1%	4,620,088	176,000	120,000	111,649	Percent of formal prime contracts < $200,000 awarded to M/W/ESB construction contractors FY 2010-11 Actuals: 39% FY 2012-13 Target: 18% Number of formal and informal PTE contracts processed FY 2010-11 Actuals: 240 FY 2012-13 Target: 225	1	1
Risk Management Kate Wood 823-5277	The Risk Management section consists of five functional areas: Tort Liability Management; Workers' Compensation; Occupational Health & Infectious Disease; Insurance and Self-Insurance; and Loss Prevention.	21.00	-	13,705,826	-	2.9%	-	13,705,826	-	-	Incurred cost of general liability claims per $100 payroll FY 2010-11 Actuals: $0.62 FY 2012-13 Target: $0.62 Number of workers compensation claims per 200,000 hours worked FY 2010-11 Actuals: 5.26 FY 2012-13 Target: 6.5 Number of employees trained in dealing with blood-borne pathogens FY 2010-11 Actuals: 2,067 FY 2012-13 Target: 1,500 Incurred cost of works compensation claims per $100 payroll FY 2010-11 Actuals: $0.63 FY 2012-13 Target: $0.80	3	3
Fund Level Expenses	This line contains the total fund level expenses, which includes all debt service, cash transfers, contingency, and unappropriated fund balance.	NA	NA	89,793,236	15,443,717	NA	2,796,546	63,353,354	386,055	38,700,998	NA	NA	NA
Total		**194.92**	**0.00**	**165,625,194**	**37,943,586**	**2.85%**	**7,416,634**	**138,862,596**	**3,234,818**	**54,054,732**			

Bureau of Technology Services
Program Summary Template

1. Program Title Manager Phone #	2. Program Description	3. Staff (FTE)		4. Requirements		5. Percent Admin	6. Resources				7. Output, Outcome, or Efficiency Measure(s)	8. Program Rankings	
		Regular	Limited Term	Operating	Capital		General Fund	Rates, Fees & IAs	Federal, State & Local	Other		Core	Community
Administration Amy Tuttle 823-7930	The Administration program delivers efficient and effective ordering, storekeeping, budget development, and clerical services. Administration is responsible for executing streamlined processes to deliver timely and efficient order fulfillment of technology products; delivering consistent and effective clerical services in support of all bureau staff needs, bureau policy development, timekeeping, payroll, and personnel administration; maintaining effective inventory controls of technology equipment and software; and budget coordination with staff from OMF Business Operations. Administration also includes the Office of the Chief Technology Officer (CTO). The CTO plans, organizes, integrates and directs the organization, financial management, administration, personnel and operations of the bureau.	13.00	-	4,470,954	-	100.0%	-	-	-	132,000	Number of bureau staff per clerical employee FY 2010-11 Actuals: 74 FY 2012-13 Target: 73 OMF Customer Service Survey average satisfaction rating for Office of the CTO (4=highest) FY 2010-11 Actuals: new measure FY 2012-13 Target: 3	9	9
Business Solutions Thanh Nguyen 823-6918	The Business Solutions program develops and supports corporate-wide and bureau specific business applications and services, advances e-government and e-commerce initiatives that address internal and public needs, and manages strategic planning efforts. Key responsibilities are to provide citywide application development, implementation, and support; develop and maintain the BTS strategic plan and technology roadmap; engineer new technology solutions to meet customer business needs; and provide oversight for any outsourced application development and selection of all third party applications and services.	61.63	2.00	10,017,859	-	0.0%	-	12,322,559	101,092	156,342	Yearly revenue processed electronically through the payment gateway (in millions) FY 2010-11 Actuals: $79.2 FY 2012-13 Target: $77.0 Average number of unique visitors per day served to PortlandOnline FY 2010-11 Actuals: 18,237 FY 2012-13 Target: 18,000	4	4
Communications Vinnie Puglia 823-7333	The Communications program maintains a robust public safety radio and emergency dispatch system as well as large telecommunications, video surveillance & network environments. The responsibilities of Communications are to rapidly respond to and resolve all voice, radio, dispatch technology and network support issues; effectively engineer and maintain the City's communications systems, and networks including the Integrated Regional Network Enterprise (IRNE) and Institutional Network (I-NET) serving government agencies throughout Multnomah County.	40.00	-	13,740,629	1,445,833	0.0%	-	16,477,398	5,393,366	377,184	Number of Pieces of Electronic Radio Equipment maintained FY 2010-11 Actuals: 7,616 FY 2012-13 Target: 6,950 Percentage of time Radio System operated without failure FY 2010-11 Actuals: 99.00% FY 2012-13 Target: 99.99%	1	1

Customer Relations Myndi Fertal 823-5572	Customer Relations works with BTS customers to identify business requirements in order to develop solutions and service level agreements aligned with their business needs. The responsibility of Customer Relations is to understand customer business needs and key challenges, gather customer business requirements to assist in the development of appropriate technology solutions, collaboratively develop technology work plans in concert with the yearly budget process, provide transparent and timely two-way communication and information sharing that builds strong partnerships between BTS and its customers, and provide ongoing management and revisions to the BTS Service Catalog and bureau specific Service Level Agreements.	5.00	-	820,285	-	0.0%	-	-	-	-	BTS Customer Service satisfaction average rating for Customer Relations (5=highest) FY 2010-11 Actuals: new measure FY 2012-13 Targets: 4	8	8
Information Security Logan Kleier 823-2311	The role of Information Security is to ensure the confidentiality, integrity, and availability of all City data and communications systems and assets. The responsibilities of this program are to develop and measure compliance with to information policies and procedures; to minimize risk through implementation of effective technical, administrative and physical security controls; and develop and maintain the BTS business continuity and disaster recovery plan.	5.00	-	1,447,200	-	0.0%	-	964,951	-	-	Percentage of computers (workstations and servers) able to accept security patching FY 2010-11 Actuals: new measure FY 2012-13Target: 99% Average length of deployment cycle for major security software updates - servers (includes testing, approval, and deployment. FY 2010-11 Actuals: new measure FY 2012-13Target: 90	5	5
Police IT Mark Ellwood 823-0301	Police IT supports effective application development and maintenance, and provides quality infrastructure and field support to the Police Bureau. The responsibilities of Police IT are to develop and maintain Police data applications and supporting systems, and rapidly respond to and resolve all Police field and infrastructure support requests.	15.00	-	2,161,013	-	0.0%	-	1,683,968	-	-	Field Reporting System Availability FY 2010-11: new measure FY 2012-13: 99.5%	3	3
Production Services Carolyn Glass 823-5722	Production Services effectively maintains the City's state of the art data center facilities; supports the City's server, email, storage and backup infrastructure; and effectively maintains the infrastructure of the City's mission critical technology systems (SAP, Cayenta, Synergen, Maximo, CAD, TRACS, PPDS and Email).	27.00	-	6,335,044	1,909,162	0.0%	-	6,812,206	48,926	-	Public Safety system availability - BOEC (excluding scheduled maintenance) FY 2010-11 Actuals: new measure FY 2012-13 Target: 99.99% Mission critical production system availability - SAP FY 2010-11 Actuals: new measure FY 2012-13 Target: 99.99%	2	2

Project Management Office Dan Bauer 823-2313	The role of the Project Management Office (PMO) is to deliver effective and consistent bureau wide project management practices for all disciplines of technology services provided by each BTS program. The responsibilities of PMO are to implement consistent project management methodologies and approaches regardless of technology discipline or program, facilitate project oversight including priority and resource alignment across the organization, and facilitate effective technology governance to ensure BTS is working on the City's highest priority technology initiatives.	11.00	-	1,429,977	-	0.0%	-	132,386	-	-	Percentage of customers who agree that project management service provided rate as "Excellent" FY 2010-11 Actuals:73% FY 2012-13 Target: 80%	7	7
Support Center Cloy Swartzendruber 823-1288	The Support Center acts as the first point of contact for the majority of customer support needs. It also implements and manages effective tracking systems and tools. The responsibilities of the Support Center are to respond to and resolve all desktop and laptop issues and provide the first level of support of printing issues; act as the central point for user account and access management; deliver new and replacement desktop computers in time to meet customer needs; effectively manage City desktop, laptop and server systems with robust, down-the-wire administration and deployment tools; and engineer, implement, and maintain the systems and tools needed for tracking service requests and computing assets.	40.00	-	7,284,408	-	0.0%	-	5,823,982	211,356	-	First Call Resolution FY 2010-11 Actuals: 75.07% FY 2012-13 Target: 75% Number of email accounts supported FY 2010-11 Actuals: 6,456 FY 2012-13 Target: 6,500	6	6
Fund Level Expenses	This line contains the total fund level expenses, which includes all debt service, cash transfers, contingency, and unappropriated fund balance.	NA	NA	15,266,933	-	NA	-	-	-	15,691,581	NA	NA	NA
Total		**217.63**	**2.00**	**62,974,302**	**3,354,995**	**5.01%**	**-**	**44,217,450**	**5,754,740**	**16,357,107**			

Citywide Projects
Program Summary Template

1. Program Title Manager Phone #	2. Program Description	3. Staff (FTE)		4. Requirements		5. Percent Admin	6. Resources				7. Output, Outcome, or Efficiency Measure(s)	8. Program Rankings	
		Regular	Limited Term	Operating	Capital		General Fund	Rates, Fees & IAs	Federal, State & Local	Other		Core	Community
Public Safety Systems Revitalization Program (PSSRP) Andrew Carlstrom 823-5540	PSSRP manages the procurement and implementation of upgrades to the City of Portland's public safety systems used by the City and its regional partner agencies. PSSRP provides overall management and technical leadership for the projects in the PSSRP portfolio including staff needed to plan for and implement public safety system replacements and upgrades.	10.00	-	910,541	8,988,666	6.7%	1,405,863	-	-	8,493,344	N/A There are no performance measures associated with PSSRP in the budget. Quality and effectiveness of PSSRP are measured and reported monthly by an independent quality assurance (QA) services firm on contract with the City.	N/A	N/A
Fund Level Expenses	This line contains the total fund level expenses, which includes all debt service, cash transfers, contingency, and unappropriated fund balance.	N/A	N/A	20,195,752	-	N/A	-	-	-	20,195,752	N/A	N/A	N/A
Total		**10.00**	**-**	**21,106,293**	**8,988,666**	**6.7%**	**1,405,863**	**-**	**-**	**28,689,096**			

General Fund Special Appropriation
Program Summary Template

1. Program Title Manager Phone #	2. Program Description	3. Staff (FTE)		4. Requirements		5. Percent Admin	6. Resources				7. Output, Outcome, or Efficiency Measure(s)	8. Program Rankings	
		Regular	Limited Term	Operating	Capital		General Fund	Rates, Fees & IAs	Federal, State & Local	Other		Core	Community
Community Development Special Appropriation Andrew Scott (503) 823-6845	Special Appropriations in Community Development: Crisis Assessment Center, Clean & Safe District, and Future Connect Scholarship.	-	-	1,135,961	-	N/A	1,135,961	-	-	-	NA	NA	NA
Legislative Administration Special Appropriation Andrew Scott (503) 823-6845	Special Appropriations in Legislative Administration: City Membership Dues, Leaders Roundtable, Mayor's Secret Service Fund, Council Emergency Fund, and COPPEA Professional Development.	-	-	310,840	-	N/A	310,840	-	-	-	NA	NA	NA
Parks & Recreation Special Appropriation Andrew Scott (503) 823-6845	Special Appropriations in Parks & Recreation: Regional Arts & Culture Council, Downtown Services, and Portland Center for the Performance Arts.	-	-	6,020,052	-	N/A	6,020,052	-	-	-	NA	NA	NA
Fund Level Expenses	General Fund Compensation Set-aside	NA	NA	11,128,037	-	NA	11,128,037	-	-	-	NA	NA	NA
Total		-	-	**18,594,890**	-	N/A	**18,594,890**	-	-	-	NA	NA	NA