



**City of  
Portland, Oregon**  
**Bureau of Development Services**  
FROM CONCEPT TO CONSTRUCTION

Amanda Fritz, Commissioner  
Paul L. Scarlett, Director  
Phone: (503) 823-7300  
Fax: (503) 823-6983  
TTY: (503) 823-6868  
[www.portlandoregon.gov/bds](http://www.portlandoregon.gov/bds)

**BDS Budget Advisory Committee**  
**Meeting Notes**  
**Tuesday, January 13, 2015**

**BAC Members Present:**

Lisa Dibert, BDS Enforcement/Neighborhood Inspections  
Maxine Fitzpatrick, Development Review Advisory Committee  
McKenzie James, BDS LMC/Inspections  
Connie Jones, BDS LMC/Inspections  
Maryhelen Kincaid, Development Review Advisory Committee  
Cristina Palacios, Community Alliance of Tenants  
Paul Scarlett, BDS Director  
Steve White, Oregon Public Health Institute  
Rachel Whiteside, BDS LMC/ITAP  
Matt Wickstrom, BDS Land Use Services

**Other City Staff Present:**

Ross Caron, BDS	Doug Le, City Budget Office	Dora Perry, Commissioner
Adrienne Edwards, BDS	Mike Liefeld, BDS	Fritz's Office
Rebecca Esau, BDS	Ed Marihart, BDS	Andy Peterson, BDS
Mark Feters, BDS	Mitch Nickolds, BDS	Deborah Sievert Morris, BDS
Eshad Hajiyev, BDS	Kyle O'Brien, BDS	

**Guests Present:** None

**BAC Members Absent:**

Susan Steward, Building Owners & Managers Association (BOMA)

**Handouts**

- 12/9/14 BAC Meeting Notes
- BDS Workload Parameters
- Non-Cumulative Cost Recovery Report
- Equity 101
- Major Programs & Services Description
- Proposed Fee-Supported & General Fund Budget Requests

### **Welcome/ Convene Meeting**

BDS Director Paul Scarlett welcomed BAC members and City staff. He then introduced Adrienne Edwards (BDS), who provided facilitation for the meeting. BAC members and City staff introduced themselves.

### **Overview for Today's Meeting**

BDS Administrative Services Manager Deborah Sievert Morris gave an overview of the plan and goals for the meeting, and walked BAC members through the handout packet. She then gave a brief overview of BDS's funding sources and budget development process.

BAC members reviewed and approved notes from the December 9, 2014 BAC meeting with one correction – BAC member Maxine Fitzpatrick was incorrectly shown as present.

### **BDS Equity Goals & Strategies**

BDS Equity and Inclusion Manager Keri Herinckx distributed and reviewed the handout *Equity 101* and discussed the status and work of the bureau's Equity Program.

### **BDS Operations & Service Level Overview**

Mr. Scarlett reviewed the handout *Major Programs & Services Description*. He discussed the growth in the size of the bureau over the last few years and the continuing struggle to quickly fill vacant positions. He described how the proposed BDS budget request ties back to data in the handout. He also reviewed the handouts *Major Workload Parameters* and *Non-Cumulative Cost Recovery Report* and discussed the bureau's financial status.

### **Proposed Fee-Supported Budget Requests**

BDS Plan Review/Permitting Services Manager Andy Peterson, Land Use Services Manager Rebecca Esau, Inspections Manager Mitch Nickolds, and Communications/Customer Service Manager Ross Caron discussed their proposed budget requests as shown in the handout *Proposed Fee-Supported & General Fund Budget Requests*.

Mr. Scarlett noted the coming of BDS's Information Technology Advancement Project (ITAP) and talked about how it factors into staffing decisions. He explained that all of the fee-supported positions in the handout are responses to increased workload or gaps in service levels, and that there are sufficient funds to support the positions without fee increases. The BDS 5-Year Financial Plan (which will be submitted with BDS's Requested Budget) will show that these positions can be supported for the 5 years of the Plan.

Mr. Scarlett asked BAC members for feedback and questions. BAC member Maryhelen Kincaid said that she would like to see a restoration of the Lunch & Learn sessions BDS offered previously to customers and the community. She also said that she would like to see an increase in the collection of enforcement fees from the current 15-20% cited by BDS. Finally, she asked to see how the BDS Strategic Plan fits into the budget request.

BAC member Cristina Palacios asked how BDS will address the immediate need for language services in the field. The Community Alliance of Tenants (CAT) has at times helped translate for BDS inspectors in the field (when present) using volunteer translators. Ms. Herinckx said that in recruiting announcements for positions interacting directly with customers, when appropriate BDS includes verbiage stating that second language abilities are desirable. BDS staff can also use translation services provided by the City, and the bureau is planning training for staff in how to better access those services.

Dora Perry (Comm. Fritz's Office) said that the Information Technology Advancement Program (ITAP) is drawing staff from their regular work duties to spend time on the project. Ms. Perry asked whether division managers are considering how to address that impact on staffing and service levels. The division managers present stated that they have factored ITAP-related time requirements into their calculations of staffing needs.

Ms. Kincaid asked why the BDS Environmental Soils Inspector covers all of Multnomah County. Mr. Peterson responded that this is the result of an Inter-Governmental Agreement (IGA) signed by the County and the City many years ago.

BAC member Steve White suggested that it would be good for BDS to do an equity analysis on the fee-supported position requests. Mr. Scarlett discussed the positions that BDS supports in BPS and Facilities.

Ms. Kincaid asked whether the proposed additional fee-supported positions will improve the permitting process. Mr. Peterson said that the additional positions may help Land Use Services. He has requested only one new position for Plan Review/Permitting Services, but filling existing vacant positions in his division will have significant impact.

Mr. Scarlett said that at the next BAC meeting, staff would bring information showing what it would take to add staff to support some of the ideas proposed by BAC members, such as the restoration of Lunch & Learns and Residential Permit Night, and the creation of bureau "ambassadors" to assist customers.

BAC member Matt Wickstrom asked about the possibility of adding a human resources person to help streamline the hiring process. Mr. Scarlett said that at one point the bureau had an arrangement with the Bureau of Human Resources (BHR) to have a dedicated analyst work on BDS recruitments and that he will assign staff to meet with BHR and then provide an update at the next BAC meeting.

Ms. Sievert Morris said that BDS has implemented other methods to speed up the hiring process, but that the civil service hiring process at the City takes an average of 14 weeks to complete. After hiring, it generally takes three to six months to fully train new hires; Mr. Peterson said that for more technical staff, training takes 6-12 months.

Ms. Kincaid asked that the bureau show how the Strategic Plan relates to the budget request, and whether the Plan will necessitate different or additional staff positions.

### **Proposed General Fund Budget Requests**

Mike Liefeld (BDS) and Ed Marihart (BDS) distributed and reviewed the handout *BDS Enforcement Program Summary* and discussed current status and needs of the bureau's enforcement programs. Mr. Liefeld stressed that the bureau's goal in enforcement is compliance with the codes, not penalizing people. They discussed the benefits of Enforcement's pilot programs: the Extremely Distressed Property Enforcement Program (EDPEP) and the Enhanced Complaint Inspection Program.

Ms. Palacios said that enhanced inspections should be available throughout the City, and that it is an equity issue. She said that too many people citywide are living in substandard housing. She added that while it will be good to expand the program slowly if need be for now, the bureau should have a plan to expand it citywide.

Mr. Scarlett agreed that the equity issue is key to the expansion of the Enhanced Inspection program. BDS would like to expand the program citywide, but is limited by the availability of General Fund support. Mr. White said that expanding the program citywide will take fewer inspectors than the initial launch; there will be economies of scale, and some areas of the city won't create as much demand.

Mr. Scarlett added that several years ago the Quality Rental Housing Workgroup discussed the idea of a per-unit rental fee to pay for enhanced inspections. The bureau is discussing this again with stakeholders and considering the appropriate time to take this proposal to the City Council.

BAC members and staff discussed the collection of enforcement fees and liens. Mr. Marihart said that ITAP will allow BDS to handle its own collections, without involving the City Auditor's office. Ms. Perry said that there will need to be more discussion regarding collections and equity.

Due to time constraints, BAC members did not engage in small group discussions about BDS's General Fund requests. Members and staff decided to schedule an additional meeting during the week of January 20 – 23, 2015. Mark Feters (BDS) said he would contact members to coordinate a meeting date and time.

Meeting notes prepared by Mark Feters, BDS