

## Top Employee Budget Ideas - FY 2016-17

Updated Jan. 21, 2016

Votes	Category	Idea	Status
22	Improve Access to Services & Programs	Bring back Homeowners Permit Night.	We are reviewing staffing needs & costs. We anticipate launching this in 2016.
17	Workforce Development & Training	Show new employees a road map to advancement, including a checklist for training and certifications and mentors.	This will be part of the enhancement of the Professional Development program.
16	Workforce Development & Training	Mentoring Program as part of Professional Development Plan specific to BDS.	We are in the process of enhancing our Professional Development program and anticipate including mentoring in that process.
14	Improve Access to Services & Programs	Either add techs who can answer questions to the Customer Call Center or help the sections get additional staff so they can answer their own lines live.	
13	Leverage Advanced Technology	Create a BDS Virtual Tour of the bureau's important areas (DSC, etc.) for customers unfamiliar with BDS's policies, procedures, etc., to view on the BDS website for informational purposes, showing them things needed to do/see.	We are currently evaluating ways to implement this idea.
12	Improve Access to Services & Programs	Add an "Inspections" box in the DSC and have Inspections monitor it to answer questions in the DSC.	
11	Improve Access to Services & Programs	Create a DSC supervisor position to manage overall DSC functions - customer flow, staffing levels, facilities, coordination between bureaus/sections, scheduling, publications. The DSC is too important not to have a single responsible party.	
11	Workforce Development & Training	Have new employees take on the role of an applicant so they understand the entire process and not just isolated segments. Help break down "silo" thinking/understanding.	
10	Workforce Development & Training	Promote from within.	
10	Equity - Internal & External Service Delivery	Budget for comprehensive outreach to high schools and PCC to try to recruit future employees; do ride-alongs.	We have implemented a CWE (Cooperative Work Experience) program with PCC, and students are already here onsite. Over time, we will explore ways to expand this program.
10	Leverage Advanced Technology	Scan the old paper permit cards in Resource Records /old building & trade permits into an accessible database for the public and staff.	
10	Workforce Development & Training	"Building Your Future with BDS" outreach program designed to educate and introduce youth (primarily within Portland Public Schools) to BDS as a potential career path and its purpose and benefits to Portland.	