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
Administration and Support Interim CAO: Fred Miller 823-6938	Administration & Support consists of the Office of the Chief Administrative Officer (CAO), Business Operations Division, and Spectator Facilities. The Office of the CAO provides overall direction and management for OMF, as well as Citywide and elected official support. Business Operations Division provides financial management, strategic planning, public records requests, committee support, grants management, and administrative services for all of OMF and financial services to the Council Offices. Spectator facilities manages the operations and maintenance, capital improvements, and contract administration for the City related to the Rose Quarter facilities, JELD-WEN Field and the Portland'5 Centers for the Arts.	34.08		9,628,822	1,000,000	7.17%	2,442,722	8,186,100	-	-	Total budget managed annually (in millions): 324 Total number of funds managed: 15 Number of active grants (All Types): 467	1	1
Accounting Manager: Jane Kingston 823-4358	The Accounting Division provides accounting and financial reporting services and manages the City's corporate accounting systems and processes. These process include Accounts Receivable, Accounts Payable and Journal Entry processing. Additionally, the program is responsible for producing the Comprehensive Annual Financial Report (CAFR) and ensuring compliance with multiple regulatory requirements.	21	-	2,763,780	-	7.00%	2,726,780	25,000	-	12,000	Number of accounts receivables invoices issued - 27,492 Received unqualified audit opinion: yes Number of instances of non-compliance under Oregon Minimum Audit Standards: 2 Number of Journal Entries Processed: 15,953	3	3
Enterprise Business Solution Manager: 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.	19	-	8,093,602		4.20%	-	8,093,602	-	-	Number of SAP training opportunities provided: 210 Number of employees who attended training: 758	2	2
Public Finance and Treasury Manager: Jennifer Cooperman 823-6851	Public Finance and Treasury provides the City's Treasury (banking, investment and merchant services) and Debt Management. Public Finance and Treasury's daily activities are critical to ensuring liquidity to fund City operations, execution of the City's debt and investment policies and strategies, maintenance of Citywide capital financing programs, and compliance with applicable Internal Revenue Service arbitrage rebate requirements.	9.42	-	1,854,562	-	10.95%	-	540,664	291,297	1,022,601	Debt Under Management (in billions): 3.43 Investment Portfolio Yield (% of benchmark): 255% City's Unlimited Tax General Obligation Bond Rating (1-=Aaa): 1.0	4	4

Public Safety Systems Revitalization Program (PSSRP) Manager: Jeff Baer 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.	7	-	655,432	8,062,127	5.78%	1,202,206	-	-	7,515,353	PSSRP's performance is best measured by the success of its projects. Each project is monitored by an independent quality assurance (QA) consultant. Results of these assessments and reviews are reported to PSSRP's sponsors, governance committees, project advisory committees, the CAO, and the Council. Additionally the QA reports are available to the public on the city's website.	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.	0	-	15,758,078	5,670,674		-	6,192,644	2,037,121	13,198,987	NA	NA	NA
Total		**90.50**	**-**	**38,754,276.00**	**14,732,801.00**		**6,371,708.00**	**23,038,010.00**	**2,328,418.00**	**21,748,941.00**			

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 Manager: Anna Kanwit Phone # 503-823-3506	Operations and Strategic Support consists of three functions: Director's Office, Benefits/Wellness (includes the Health Fund), Payroll, and Operations.	35	1.00	61,456,189	-	1.83%	3,528,206	57,718,398		209,585	Number of payroll checks without errors: 158,304	1	1
HR Corporate Services Manager: Anna Kanwit Phone # 503-823-3506	HR Corporate Services consists of four functions: Classification/Compensation, Outreach, Employment & Diversity Resources, Labor Relations, and Citywide Training.	20		2,607,291	-	1.83%	2,607,291				Number of Labor Relations Training Sessions: 21 Number of classification actions annually: 409 Number of Participant Training Hours Coordinated or Presented by BHR: 9,993 Number of employment applications received annually: 13,405	2	2
Site Teams Manager: David Rhys Phone # 503-823-5219	The Site Teams 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		2,415,080	-	1.83%	2,415,080	-	-	-	Cost of Providing HR Service per City FTE: $1,653	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.	0		11,957,042	-	1.83%				11,957,042	NA	NA	NA
Total		**75.00**	**1.00**	**78,435,602**	**-**	**1.83%**	**8,550,577**	**57,718,398**	**-**	**12,166,627**			

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 Manager: 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.	78.00	0.00	$ 22,674,620	$ 6,374,472	1.9%	$ -	$ 28,642,405	$ 406,687		Instock parts fill rate (Goal is to have parts available for efficient repair process): 82% Percentage of usage against availability: 81% Percent of fleet purchase completed by 12/31: 67% Percent of time spent on scheduled repair vs. unscheduled: 89%	4	4
Facilities Services Manager: Bob Kieta 823-2039	Facilities Services operates four primary activities: Property Management, Project Management, Operation and Maintenance, and Title II/Title VI.	32.00	0.00	31,748,516	5,080,230	1.8%	4,339,044	26,846,317	-	5,643,385	Portfolio Size - Total square footage of facilities managed: 1,589,156 Value of Capital Projects Completed (in millions): 9,300,000 Square Feet of Portfolio per Operations and Maintainance FTE: 277,089 Number of work orders completed for scheduled maintenance: 2,842	2	2
Printing & Distribution Manager: 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.	19.00	0.00	6,122,989	-	4.8%	-	5,020,851	1,102,138	-	Total number of In bureau copies (in millions): 13.6 Percentage of work shipped on time: 99.6% Total number of work orders completed: 18,246 Total number of pieces mailed per distribution employee: 1,126,755	5	5
Procurement Services Manager: Christine Moody 823-1095	Procurement Services provides leadership, policy development, oversight and management of the City's procurement and contracting processes.	39.00	0.00	5,358,204	-	4.9%	4,944,204	178,500	120,000	115,500	Total number of formal and informal PTE contracts processed: 277 Percent of all subcontracting dollars awarded to MWESB subcontractors for construction and professional services contracts: 26%	1	1

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
Risk Management Manager: 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.	19.00	0.00	13,463,061		2.4%	-	12,853,033	-	610,028	Annual cost of City's property premium based on market conditions: $1,067,000 Incurred cost of general liability claims per $100 payroll: $0.51 Number of Employees Trained in Dealing with Blood-Borne Pathogens: 756 Number of workers compensation claims per 200,000 hours worked: 5.23 Incurred cost of works compensation claims per $100 payroll: $1.26	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.			94,385,375	-	N/A	-	1,190,340	18,313	93,176,722	NA		
Total		**187.00**	**0.00**	**173,752,765**	**11,454,702**	**2.3%**	**9,283,248**	**74,731,446**	**1,647,138**	**99,545,635**			

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
Cable Communications Manager: Mary Beth Henry 823-5414	The Cable Communications program provides cable regulatory and consumer protection services countywide through the Mt. Hood Cable Regulatory Commission (MHCRC), under an intergovernmental agreement with five other Multnomah County local governments.	3.50	0.00	$1,836,116	$0	0.00%	$1,119,452	$0	$716,664	$0	Grant Funds Provided to Nonprofits, Schools, and Local Government Agencies: $3,635,532	4	4
Franshise Management Manager: Jennifer Li 823-5359	The Utility Licenses/Franchise Management program oversees the collection of utility license and franchise fees that are a major source of revenue to the General Fund. The program pursues revenue opportunities arising from both the City's management of the rights-of-way and its ability to levy taxes and fees. Staff defends City authority and franchising processes from pre-emption or drastic curtailment by action of the FCC, Congress and/or the Oregon Legislature.	4.00	0.00	$613,543	$0	0.00%	$613,543	$0	$0	$0	Franchises/Utility Licenses Administered: 226 General Fund Revenues Collected: $74,192,503 Cost per $1,000 of general fund revenue collected: $11.39	2	2
Regulatory Manager: 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.	10.00	0.00	$1,504,950	$0	0.02%	$122,115	$1,382,835	$0	$0	Total Regulatory revenue collected: $1,224,039 Regulatory cost recovery (revenue/expenditure): 94%	3	3
Revenue Collections Manager: 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.	59.00	0.00	$37,555,088	$0	1.28%	$3,469,726	$31,696,086	$1,156,008	$1,233,268	Bureau revenues collected (in millions): $212 Business License Tax Gap – Estimated difference between business taxes paid/owed (in millions): $7.14 Cost per dollar collected: $0.02	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.	0.00	0.00	$361,702	$0	0.0%	$0	$0	$0	$361,702	NA	NA	NA
Total		**76.50**	**-**	**$41,871,399**	**$0**	**1.30%**	**$5,324,836**	**$33,078,921**	**$1,872,672**	**$1,594,970**			

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 Manager: 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.	12	-	3,365,619	-	100.00%	-	3,365,619	-	-	Elapsed time from ordering a new desktop PC to installing it (days): 4	9	9
Business Solutions Manager: Dan Bauer 823-2313	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.	54.63	1.00	9,092,138	312,500	0.00%	-	9,404,638	-	-	Yearly revenue processed electronically through the payment gateway (in millions): 133	4	4
Communications Manager: Beth Fox 823-5233	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	-	13,389,113	1,018,400	0.00%	-	9,833,983	4,518,850	54,680	Network Availability (excluding scheduled maintenance): 99.96%	1	1

Bureau of Technology Services
Program Summary Template

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Customer Relations Interim Manager: Elizabeth Mitchell 823-5875	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	-	800,287	-	0.00%	-	800,287	-	-	BTS Customer Service satisfaction average rating (5= highest): 5	8	8
Information Security Manager: 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.	4	-	1,390,547	-	0.00%	-	1,390,547	-	-	Average time between security incidents (involving 5 or more workstations) in days: 365	5	5
Police IT Manager: 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	-	2,071,256	251,622	0.00%	-	2,322,878	-	-	Field Reporting System availability (exclusing scheduled maintenance): 100.00%	3	3
Production Services Manager: 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).	20	-	5,563,536	1,167,300	0.00%	-	6,712,026	18,810	-	Public Safety system availability - Police (excluding scheduled maitenance): 99.99%	2	2

Bureau of Technology Services
Program Summary Template

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Project Management Office Interim Manager: Gay Lynn Calonge	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.	7	-	1,010,272	-	0.00%	-	1,010,272	-	-	Number of total billable project hours managed by PMO: 1,665	7	7
Support Center Manager: 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.	39	-	5,508,398	351,600	0.00%	-	5,859,998	-	-	Number of Desktop/Laptop Computers Supported per Technician: 148	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.	0	-	10,736,239	-	N/A	-	-	-	10,736,239	NA	NA	NA
Total		**196.63**	**1.00**	**52,927,405**	**3,101,422**	**3.43%**	**-**	**40,700,248**	**4,537,660**	**10,790,919**			