



Charlie Hales, Mayor
Fred Miller, Interim Chief Administrative Officer
1120 SW Fifth Ave., Suite 1250
Portland, Oregon 97204-1912
(503) 823-5288
FAX (503) 823-5384
TTY (503) 823-6868

CITY OF PORTLAND

OFFICE OF MANAGEMENT AND FINANCE

OMF Advisory Meeting Committee Notes Tuesday, September 23, 2014

Members and OMF Leadership Present: Jeff Baer, Dan Bauer (for Ben Berry), Jane Braaten, Jennifer Cooperman, Bryant Enge, Leslie Goodlow (for Traci Manning), Elshad Hajiyev (for Paul Scarlett), Erin Janssens, Thomas Lannom, Fred Miller, Catherine Reiland (for Mike Reese), David Schaff, Lois Summers, and Gerry Verhoef.

Members and OMF Leadership Absent: Amalia Alarcon de Morris, Betsy Ames, Tim Crail, Mike Greenfield, Donna Hammond, Anna Kanwit, Carol Justice, Robert McCullough, Satish Nath, and Gail Shibley.

Other Staff Present: Aaron Beck, Karl Larson, Elyse Rosenberg, Janet Storm, Daniel Trubman

Welcome: Fred Miller

- Fred Miller welcomed attendees. Each person introduced him/herself.

Budget Preparation – Bureau Presentations

- In preparation for budget discussions, OMF directors and managers will present information about challenges and opportunities in meeting service demands as well as ideas for realignments, changes in service, and possible decision packages at the September and October meetings.

Office of the Chief Administrative Officer – Business Operations:

- Jane Braaten said that Business Operations is providing extra support to assist customers in meeting their budgetary targets.
- Business Operations is investigating ways to improve work order processes, to help bureaus better understand the billing processes
- There has been an increase in public records requests, which creates resources challenges, especially when it is a single requestor who submits many requests over a short period of time.
- Business Operations is providing support to small bureaus by convening regular meetings to discuss concerns, needs, and business processes and through the Navigator program.
- Business Operations is convening monthly meetings of the City's lead business managers to share ideas and best practices.

Office of the Chief Administrative Officer – Citywide Projects/PSSRP:

- Jeff Baer gave a brief overview of PSSRP's two projects; the Public Safety Radio System Replacement, and the Regional Justice Information Network (RegJIN) Records Management System replacement.
- The expected go live date is Fall 2015 for the radio replacement project, and April of 2015 on the RegJin project.

Bureau of Revenue and Financial Services:

- The Bureau of Revenue and Financial Services has been created and OMF is in the process of hiring a CFO. Interviews will be conducted at the beginning of October with a decision expected sometime in October.
- OMF will begin the recruitment for a new Controller so the new CFO can make the hiring decision.

Bureau of Revenue and Financial Services – Revenue:

- Thomas Lannom provided an overview of several Revenue Division developments including the implementation of the IRS Data Sharing project, the hiring of an IRS Liaison, the PBOT Transportation Fee, the Cayenta System upgrade, and the online travel company litigation. (See attachment for more details.)

An Equal Opportunity Employer

To help ensure equal access to programs, services and activities, the Office of Management & Finance will reasonably modify policies/procedures and provide auxiliary aids/services to persons

Questions:

- Will the transportation fee result in 21 FTEs?
 - Yes
- Is there a statute of limitations on the collection of unpaid business taxes?
 - There is no statute if failure to pay the tax is not discovered. If it is discovered, the statute of limitations is three years.
- Does Revenue compare data with the health department on food carts to monitor their compliance?
 - No, most food carts do not gross enough to pay the tax. Revenue is more concerned with the compliance of larger businesses.

Bureau of Revenue and Financial Services – Public Finance & Treasury:

- Jennifer Cooperman explained the role of Public Treasury and Finance.
- City's returns have been impacted by the low interest rate environment.
- Need bureau assistance in reducing wire transfers because of the fees, which are absorbed by the division.
- Treasury is starting an advisory committee.
- Debt management currently has less than robust software and has requested specialized software in the BMP. If not approved in the BMP, then will request through in the FY 2015-16 budget.

Bureau of Revenue and Financial Services – Accounting:

- Lois Summers said that the Accounting division has new accounting software, which is in the implementation process. This includes redefining business processes. The audit schedule, accounting administrative rules, and other internal processes are being rebuilt and streamlined.
- The audit and work on the CAFR are ahead of schedule. The Accounting division will require no overtime to complete the audit and the CAFR.

Bureau of Revenue and Financial Services – Grants:

- Of the 500 active grants the 3.5 FTE OMF grant team manages, 375 are federal grants.
- The Grants division is moving to BRFS once the new CFO is seated.
- Looking to bring in a national expert in grants management training for all bureau grants staff. The cost of training will be shared by all participating bureaus

Questions:

- How many bureaus Citywide do grant work?
 - Approximately 15.
- How are the FTE positions be funded?
 - A mix of General Fund discretionary and overhead.

Fall Budget Monitoring Process (BMP)

- The Fall BMP is underway. The City has approximately \$8 to \$9 million allocatable dollars from the previous cycle. Of that, a mandatory 25% or approximately \$2.2 million must be set aside for major maintenance.
- OMF has submitted requests totaling \$12 million with fueling stations and major maintenance being the largest of the capital requests. (See attached handout for more details.)

Questions:

- Have BIBS and Fire investigated whether there are any possible synergies between the two bureaus?
 - Yes and as things stand, other than software, logistics would not only prohibit that, but it would be more expensive. It might be different if the two bureaus shared a facility.

Innovation Project

- Innovation Fund grants support the City's innovation efforts by funding promising ideas that make city government more effective, responsive, and accountable to the public.
- There is \$1 million in the Innovation Fund this year. \$500,000 of that has been earmarked for small projects. Part of the fund will be used to hire an FTE to manage the program.

Questions:

- Will there be a limit on how many proposals each bureau can submit?
 - No.
- Who will decide which projects are selected?
 - There will be a review panel that will make recommendations to Council. The final decision will be up to Council.

Customer Service Framework

- Copies of the OMF Customer Service Framework were handed out. (See attached handout.)

Customer Check in

- OMF's Leadership Team is looking at whether or not customer surveys are valuable in their present form.
- An assessment will be created and shared with customer bureaus. Bureau feedback will be solicited.

Other Items or Announcements

- Fire Chief Jansen thanked BHR, BTS and Treasury for their help with the recent firefighter recruitment and test.