

Major City Projects
Council Work Session
September 12, 2017

Criteria for Selection

- Helps raise Portlanders' satisfaction level with local government services.
- Solves an important problem that cannot be solved by one bureau alone.
- Has broad interest both among Council members and Bureau Directors.
- Bureaus own the project both as a Council priority and a priority for their bureau.

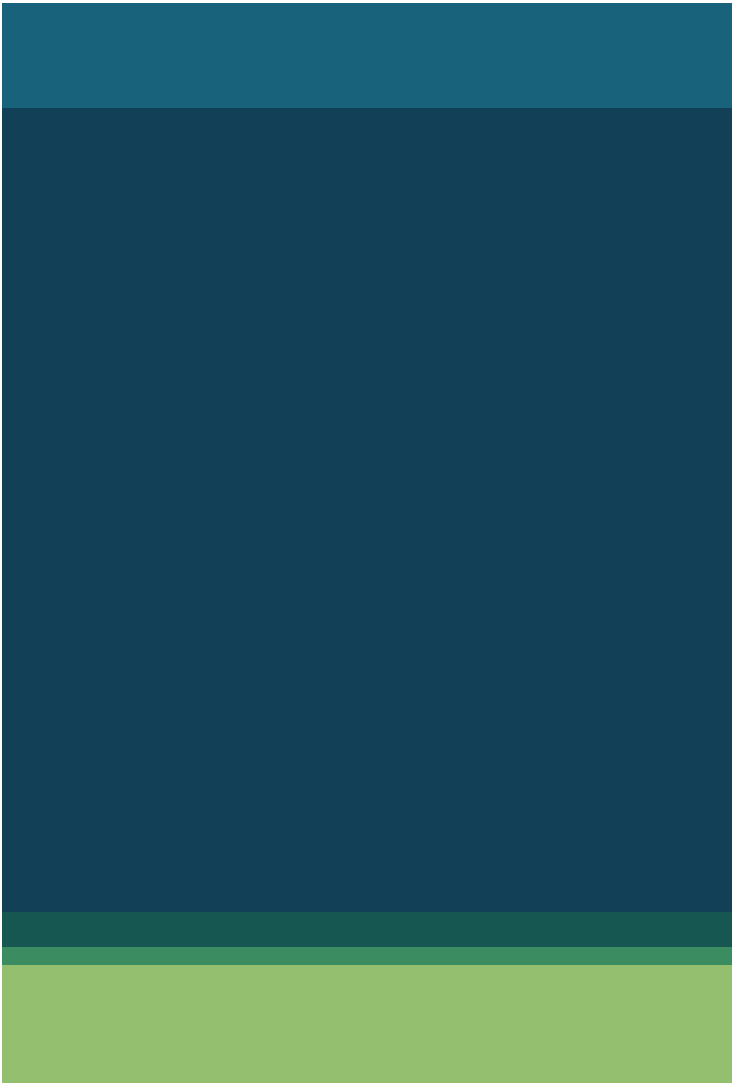
List of Projects

Forward Facing

- Build Portland
- Permitting
- Consolidated Customer Service

Internal

- Construction Services
- Recruitment



Projects

Build Portland

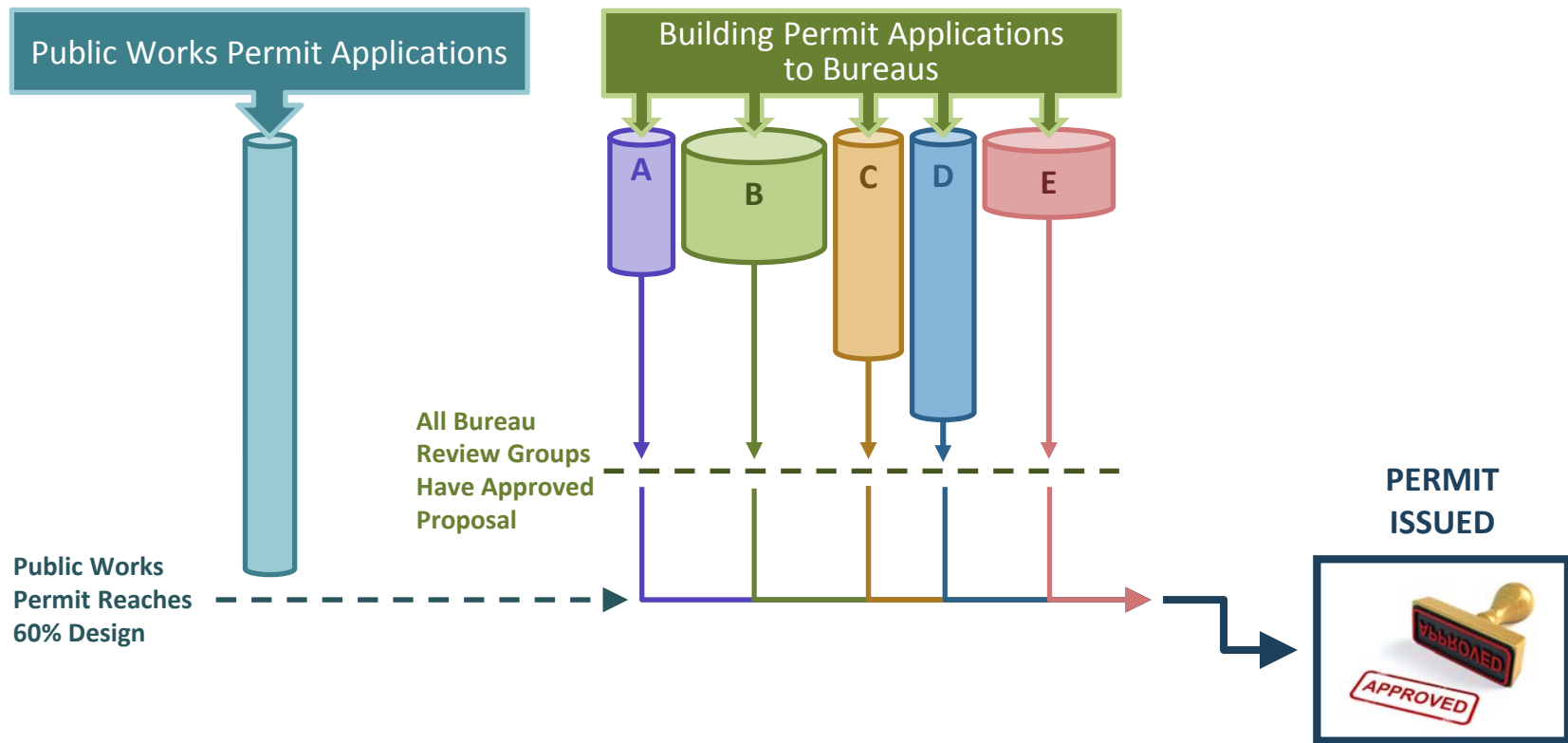


We've made **progress** in addressing our infrastructure gap.
With bold action, Portland can be a **national leader** in infrastructure.



Permitting

The Problem



Permitting

Proposed Plan

Collaboration Between Bureaus

- A. Charter
- B. Develop metrics/dashboard data
- C. Identify and resource staffing needs to meet goals
- D. Develop workplan for process improvements, improved tools and systems

Permitting

Leadership and Success Measures

Roles:

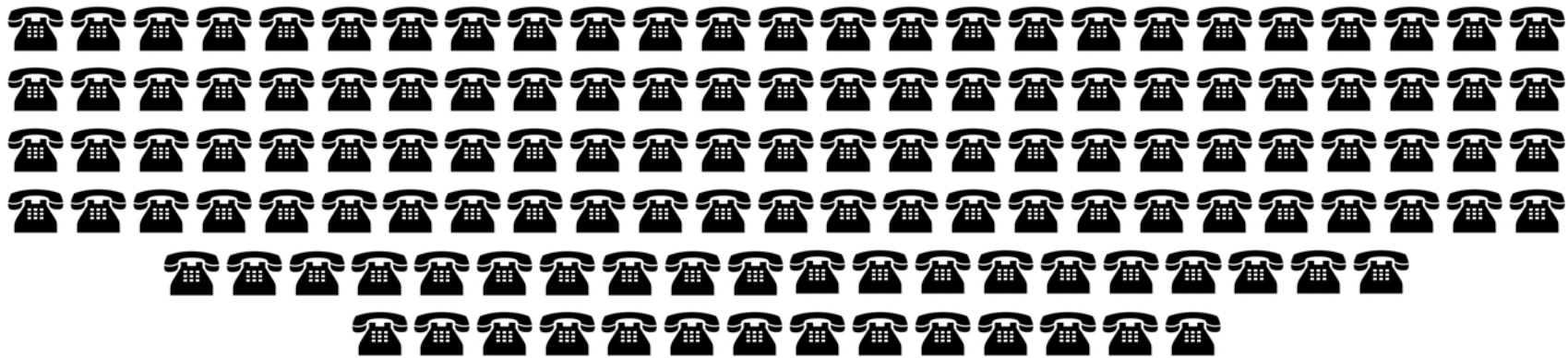
- Bureau of Development Services – Convener/participant
- PBOT, BES, Water, Parks, Fire – Participants
- OMF – Facilitation and support
- Development Review Advisory Committee (DRAC) – stakeholder group
- City Council – Set bureau priorities and allocate resources

Success:

- In process of collectively defining success for Development Director group.
- Success will be measured through metrics identified by the group, working in partnership with City Budget Office.

Consolidated Customer Service

The Problem



- 
3-4000
City/County
Info & Referral
- 
911
Emergency
- 
3-3333
Non-Emergency



Consolidated Customer Service

Proposed Plan

- Analyze current City customer contact systems and capabilities to identify opportunities
- Convene bureau stakeholders (public safety, regulatory, utility, other) to prioritize desired outcomes and opportunities
- Assess level of effort to implement
- Share recommendations with Council

Consolidated Customer Service

Leadership and Success Measures

Leadership

- OMF will lead initial scoping and analysis
- Customer contact bureaus are partners

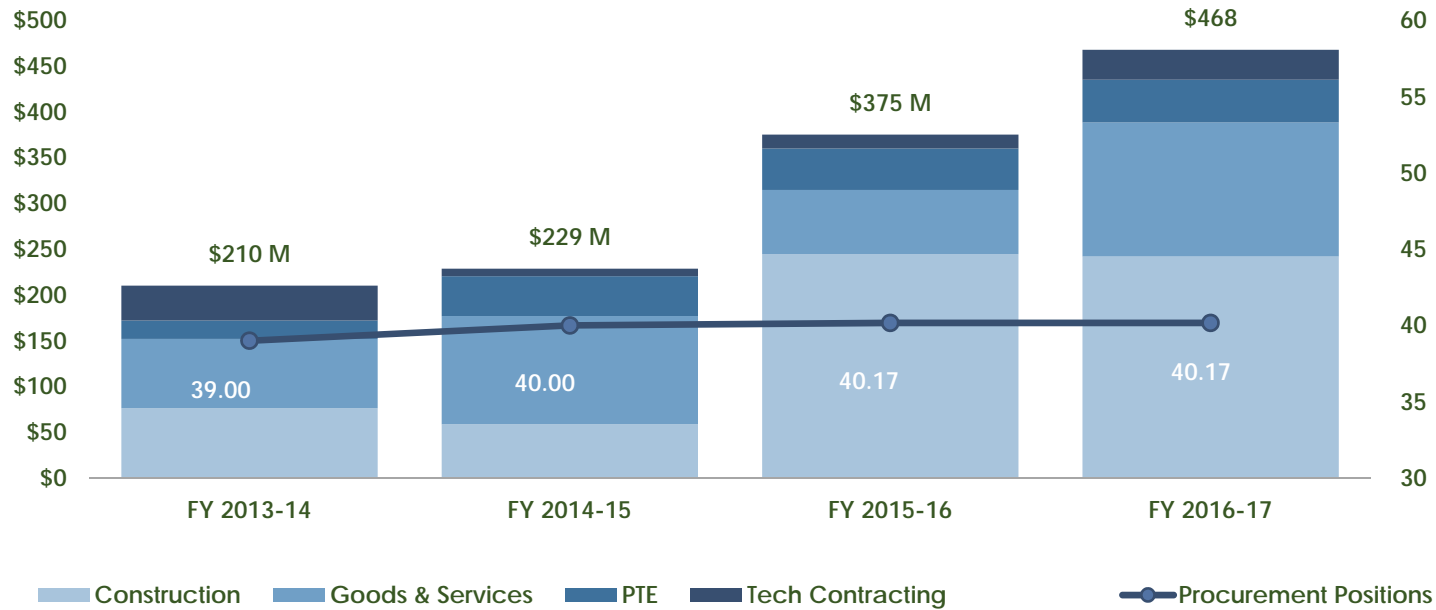
Success Measures

- Developed as part of the workplan development and scoping phase

Construction Services

The Problem

Procurement Contract Volume
(and Procurement positions)



Since FY 2013-14, Procurement Division contract activity has increased nearly 123%, and resources have been flat.

Construction Services

Proposed Plan

Process Improvement

- Re-engineer Construction Service approval process (in progress).
- Increase signature authority for Chief Procurement Officer (completed).

Additional Resources

- Request 3.0 staff in the Construction and PTE groups in the Procurement Division.
 - Ensures senior level staff support for complex infrastructure contracts, and more direct and increased contract support for bureau PTE contracts.
 - Enables Procurement to process complete contract packages in two weeks.

Construction Services

Leadership and Success Measures

Leadership

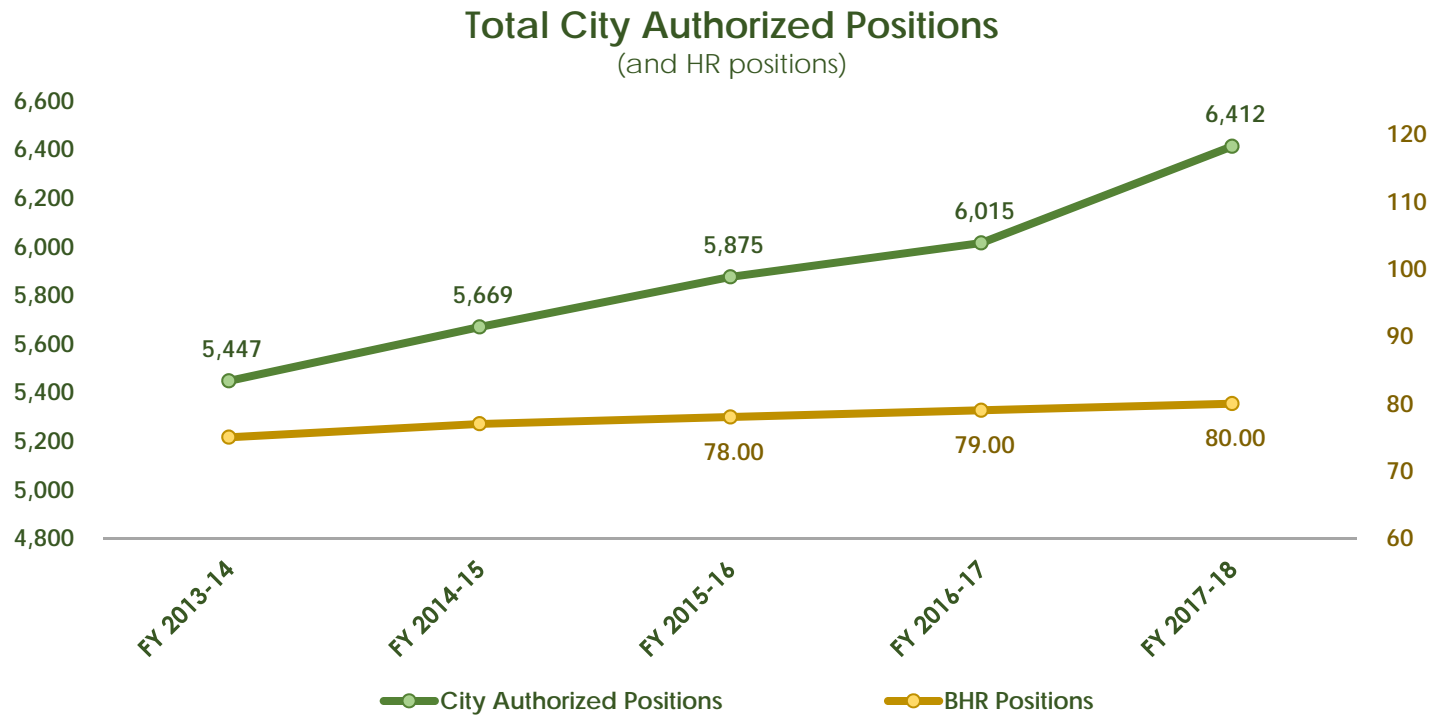
- OMF/Procurement is leading
- Customer bureaus

Success

- Reduce the time Procurement Services takes to complete the solicitation and contracting process.
- Improve delivery of City construction projects.
- Meet or exceed social equity contracting goals.

Recruitment

The Problem



Since FY 2013-14, total City authorized positions have increased each year by 2% to 6%, and BHR positions have been flat.

Recruitment

Proposed Plan

	Current Service Level	Future Service Level
Post Positions:	two to four week wait	Weekly/five business days
Outreach:	Passive/post ads	Post ads/strategic in-person outreach
Min. Qualification Screen:	< 75 candidates	BHR screen on all open requisitions
Generate Eligibility List (Open Positions):	13-day average	Within five days of post closing
Demographic Snapshot:	Per recruitment phase	Per recruitment phase
Recruitment Support:	N/A	Rapid recruitment support in requisition submission phase will speed recruitment: managers can plan interview schedules in advance.

Recruitment

Success Measures

Average time to fill vacancies
after plan implementation:

Under 100 days

Roles

- City Council
- Bureau Directors
- OMF
- Stakeholders

Next Steps

- Resolution formalizing Council's guidance on Major City Projects.
- Resolution formalizing Council's guidance on Build Portland.
- Discussions with Bureau Directors and Council on budget development direction related to the internal projects.
- Annual work sessions.