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OMF Labor Management Committee Meeting Recap

September 19, 2019

Members Present: Jamaal Anthony, BHR
Eddie Barton, Operating Engineers/Local 701
Paul Cone, BTS/ PROTEC17/Co-Chair
Shae Davies (Alt), CityFleet Superintendent
Roger Koppy, AFSCME/DCTU
Thomas Lannom, Revenue Division Director
Tim McCormack (Alt), Facilities
Michael Roy, CityFleet Manager
Manish Thakore, PROTEC17
Matthew Spitulski, P&D Manager
Franklin Wilson, CityFleet Mechanic/IAM 1005

Members Absent: Don Bryans (Alt), P&D
Michelle Kirby (Alt), BRFS Interim Director
Ray Lister, IBEW Local 48
Carmen Merlo, DCAO
Tom Rinehart, CAO/Co-Chair
Tyler Wallace (Alt), Revenue
Kristin Wells, Facilities Operations Manager
Rachel Whiteside, PROTEC17

Other Staff Present: Julian Massenburg, OMF; Rachele Gorsegner, BRFS.

Decisions:

- The meeting was chaired by Paul Cone.

Discussion:

Updates from OMF LMCs:

- CityFleet (Shae Davies)
The Fleet Service Coordinator job postings are currently open. CityFleet is hosting its second annual Kirby Derby (employee recognition event) in December. An equity matrix related to training is being developed to help CityFleet determine how to best spend its Training and Development Fund. Shae reiterated that CityFleet is no longer eliminating its graveyard shift.



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- Facilities (Tim McCormack, Eddie Barton)
The Facilities Worker job classification was approved by Council. This new classification is represented by Local 701. Facilities will have four competitive recruitments to hire new Facilities Workers. Additionally, two Facilities Maintenance Technicians (FMTs) are being hired and offer letters are being written for the new FMT recruits.
- BTS (Paul Cone)
An additional Speed of Trust class is being offered for BTS employees. Paul noted that FranklinCovey now has a regional trainer to offer more Speed of Trust classes throughout the Portland area. BTS is working to implement a Training and Development repository for employees. There's a continued effort to enhance the communication process around hiring practices and procedures. There's a desire for managers to abide to the established hiring checklist. BTS – Stores and Procurement will soon have a higher downtown presence to ensure BTS customers are receiving support in a timely fashion. There is a vacancy on the BTS LMC and there's a desire to add an individual who is represented by AFSCME to the labor caucus.
- P&D – (Matthew Spitulski)
P&D is experiencing a staff shortage. A former P&D employee accepted a role at the Bureau of Development Services. Two employees are out on long-term leave, causing P&D to shuffle existing staff to cover voids. Several staff members are working overtime to ensure customers will not experience a lapse in service.
- Revenue (Thomas Lannom)
ITS implementation is underway. Revenue is conducting assessments among employees to ensure they're remaining stable through the changes presented by the ITS project. Revenue's LMC is will transfer to a quarterly meeting schedule in November. One of Revenue's labor members accepted a non-represented position with the ITS. At the conclusion of the project, this individual will transfer back to their represented position.

A robust employee engagement process is in place to ensure employees are informed and have complete information regarding the new ITS platform. The new platform will radically change how work is done – some processes may be eliminated; other processes may increase. The Oregon Department of Revenue recently implemented the same ITS platform and reported a zero-net loss as a result of implementation.

Integrated Tax System (Rachele Gorsegner)

The Bureau of Revenue and Financial Services – Revenue Division is integrating a new host tax platform. The project is estimated to cost roughly \$20 million for full implementation. Revenue currently administers six City taxes, on six different systems that are developed in-house and living on City servers. The new tax platform will reside within a single administration software. The software solution is hosted on out of region servers to prevent disturbances from a localized natural disaster or catastrophe.

Revenue oversees roughly 600,000 accounts, representing roughly \$400 million in collections. The new platform will account for one-third of the City's General Fund collections. Several issues will be addressed through the new platform – including integration of self-serve portals and Arts Tax administration. Eventually, users will be able to file the Arts Tax via software

solutions like TurboTax and H&R Block. A few percentage points increase in compliance can result in collecting millions of dollars for the Business License Tax and hundreds of thousands for the Arts Tax.

Revenue is leaning on in-house change ambassadors to bridge communications and ensure employee questions are addressed thoroughly. Project testers, trainers, and early adapters will upsurge as the integration nears completion. Upon full implementation, Revenue projects a \$13 million increase in revenue by year two. The new Integrated Tax System is expected to go-live in August 2020.