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OMF Labor Management Committee Meeting Recap

February 18, 2021

Zoom Meeting

Chaired by Carmen Merlo (sub for Tom Rinehart)

Members Present

Michael Roy, CityFleet Manager
Thomas Lannom, Revenue Director
Paul Cone, BTS/PROTEC17/Co-Chair
Carmen Merlo, Deputy CAO (Alt)
Tim McCormack (Alt), Facilities
Theo Leiataua, Facilities (Alt)
Matthew Spitulski, P&D Manager
Alan Bates, CityFleet
Manish Thakore, PROTEC17
Tony Bush, CityFleet
Rachel Whiteside, PROTEC17

Members Absent

Tom Rinehart, CAO/Co-Chair
Scott Karter, Revenue (ALT)
Michelle Kirby (Alt), BRFS Director
Tyler Wallace (Alt), Revenue
Don Bryans (Alt), P&D
Rebecca Hatton (Alt), Facilities
Jamaal Anthony, BHR
Roger Koppy, AFSCME/DCTU
Keith Drew (Alt), CityFleet
Kristin Wells, Facilities Operations
Eddie Barton, Local 701

Other Staff Present

Ethan Cirimo, OMF staff

Updates from OMF LMCs

CityFleet (Michael Roy, Alan Bates, Tony Bush)

CityFleet's LMC met on February 2 and didn't have many highlights. They hired three technicians and Alan Bush hired a second OSS 2. Consolidation makes positions more affordable and shedding the overhead of the old garage helps.

It also should be noted that at this point Fleet is mostly moved from the Grant Garage to Kirby.

BTS (Paul Cone)

BTS' LMC met on January 27 and had an in-depth discussion about PPE distribution. There was a question about who was responsible for PPE for employees who work at one bureau but are employed by another. The answer is that it is the employing bureau's responsibility to supply their employee with adequate PPE. BTS has been plagued recently by network trouble caused by the storm. While the issue is still being addressed, the network team is hard at work solving the problem. It anticipates finding a fix shortly.

Printing & Distribution

No report.

Facilities (Tim McCormack, Theo Leiataua)

The storm caused many water penetration and infrastructure issues. While engaging in repairs, they are continuing to focus on safe work practices. The PPE supply chain is meeting their needs. In some cases, BTS staff is working with Facilities to address problems jointly.

Revenue (Thomas Lannom)

The ITS project has allowed Revenue to retire five legacy platforms. The new ITS program is scalable, has great security, and is fully approved by the IRS. Rollout occurred in September, but critical pieces are still being refined. Staff have been very positive about project.

Looking forward, Revenue will be collecting new Multnomah personal income tax, two metro taxes passed last May, and is supporting the "Preschool for All" initiative. Overall collections are anticipated to go from 400 million to 735 million dollars.

They have not yet had their LMC meeting, but the biggest topic to cover will be the changes they are experiencing as a bureau. In terms of staffing, they have changed a lot recently. There haven't been many opportunities for in-person interaction, they have been a lot of retirements, and there are a lot of new employees. The growth is a good indicator of health, but Revenue as a bureau needs to be able to support it.

Storm's effect on OMF (Tim McCormack, Carmen Merlo)

The recent storm grew from a potential problem to a regional catastrophe. This type of weather shows us where there are weak points and where there is a lack of investment. At one point, Facilities was managing over 20 emergencies at once. Their biggest issue was a lack of staffing. Trying to field those requests without staff to call on was challenging. Tim wanted to note that mechanic Kelly Johnson went above and beyond.

The business of managing leaks as opposed to repairing the roofs so they wouldn't leak ultimately leads to a cost/benefit analysis. In some cases, it makes sense to just expect a leak and deal with it, in other cases the amount of potential damage warrants an actual roof repair.

In Tim's opinion, Facilities' response to an overwhelming number of generator repairs was successful. Facilities and BTS however could stand to look again at their roles and responsibilities for joint work. That said, generator support was controversial. It is possible that PGE ownership of a generator would address some of the shortfalls that were experienced. Many of the negative experiences the City had with generators reflected the fact that the City has not focused on the financial support of its facilities' generators. At some sites, third party ownership might have been helpful. It would be beneficial to identify and prioritize truly essential City buildings before an event like this. Ultimately, there is a lack of capacity to handle an event like this as a city. Our staff can't be the last line of support in an event such as this.

One area that was identified as needing an update is Facilities' afterhours protocols. The Facilities business model does not adequately address this level of catastrophe in terms of afterhours work.

Regarding snow and ice removal, the City typically contracts out much of this work. It is not a good use of money to buy equipment when it is very seldom needed. To that ends, the City has a contract for snow and ice removal, and it anticipated the storm, but the contractor's service was ultimately a bit disappointing. Facilities needed much more help, as many contractor services did not happen due to the weather. In some cases, necessary services may not have been in contract. It was also a problem that there was almost no "will call" for the city. More support was needed.

Facilities was also hampered by its rate model. As a bureau, Facilities find that it needs to address problems as they happen, but that they can't at the same time proactively address problems.

At a certain point this weekend, Facilities maybe should have gone into a COOP plan.

It was noted that ECC and PCC were on auto dispatch for this storm event. This is a very expensive measure, but it ensured that their facilities received priority for being plowed. This level of service is a serious expense, and it has limited potential.

Paul Cone pointed out that in events like these, there is some ambiguity about arriving at work, virtually or otherwise. In some cases, people can't physically get into work even when they are given a few extra hours. Telework agreements did not adequately explain or anticipate the breadth of problems an event like this can create.

Historically, we always seem to have more volunteers than we need. That contradicts our experience in events such as these. There is a disconnect somewhere in the volunteer process.

Revenue is planning substantial financial support in these situations, but ultimately, they just supply the money. There might be an opportunity for Revenue to nudge the county when it comes to needing support for the City's warming centers. Some sort of paid status would likely improve attendance for these typically volunteer operations.

CAO's Office Updates (Carmen Merlo)

CBO has released a schedule for its budget presentations. They will be approaching the topic of budget from a different angle this time. They are grouping bureaus into the themes of houselessness, economic recovery, and climate action. OMF is scheduled to appear several times in a support capacity and presents for itself on March 11.

Regarding our 5% budget cut, the cut accounts for about \$1.3 million, which we achieved by performing a few position cuts and a hold on hiring. To soften the impact further, our bureau customers agreed to rate increases.