

Government Relations - ReportsItems | **Reports** | Admin | Help | Logout**Survey Results: Customer Service Survey****Total Items: 49****1.) In which City bureau/office do you work?**

City Attorney	7	16.3%
Office of Management and Finance	4	9.3%
Commissioner Fish	3	7.0%
Mayor's Office	3	7.0%
Planning and Sustainability	3	7.0%
Bureau of Development Services	2	4.7%
Commissioner Fritz	2	4.7%
Commissioner Saltzman	2	4.7%
Water	2	4.7%
Bureau of Emergency Communications	1	2.3%
Bureau of Environmental Services	1	2.3%
Bureau of Fire & Disability Retirement	1	2.3%
Bureau of Fire and Rescue	1	2.3%
Bureau of Housing	1	2.3%
Bureau of Technical Services	1	2.3%
Bureau of Technology Services	1	2.3%
Cable Communications and Franchise Management	1	2.3%
Human Resources	1	2.3%
Office of Neighborhood Involvement	1	2.3%
Police	1	2.3%
Portland Development Commission (PDC)	1	2.3%
Revenue	1	2.3%
Risk Management	1	2.3%
Transportation	1	2.3%
Total	43	

2.) What is the frequency with which you use Office of Government Relations services?**State legislative tracking system**

Often	18	36.7%
Infrequently	14	28.6%
Very frequently	13	26.5%
Not at all	4	8.2%
Total	49	

Federal lobbying (includes items in the federal legislative agenda, receipt of federal

legislative updates, communications with federal delegation and administrative agencies, requests for letters of support or opposition, meetings with DC lobbyist, receipt of grant opportunity notices via DC office, etc.)

Infrequently	22	44.9%
Often	15	30.6%
Not at all	11	22.4%
Very frequently	1	2.0%
Total	49	

State lobbying (includes items in the state legislative agenda, other issues identified through legislative tracking system, communications with state delegation and administrative agencies, requests for letters of support or opposition, testimony before committees, etc.)

Often	23	46.9%
Infrequently	13	26.5%
Very frequently	11	22.4%
Not at all	2	4.1%
Total	49	

Intergovernmental assistance (coordinating and developing intergovernmental relations throughout Oregon with other local, regional and tribal governments, non-profit and advocacy organizations and community-based groups; outreach to ensure community engagement in the city's legislative agenda; issue identification with rural partners to help in developing the City's rural legislative agenda, etc.)

Infrequently	24	49.0%
Often	13	26.5%
Not at all	7	14.3%
Very frequently	5	10.2%
Total	49	

Administration (includes service provided by administrative and business operations staff)

Infrequently	27	55.1%
Not at all	12	24.5%
Often	10	20.4%
Total	49	

Comments (for question #2)

All of my experiences with Govt. Relations have been that it is a staff that embodies the utmost professionalism, relentless effort and incredible knowledge.

Engagement is with Steffeni on legislative agenda public engagement. She has been great!

I have really enjoyed working with Lesley and Amy.

I have worked extensively with David Barenberg throughout this session. I have enjoyed an excellent relationship. David has been a significant driving force with 9-1-1 issues. He is well known in the 9-1-1 world to be a strong advocate, not only for the City of Portland - BOEC, but the ripple affect it has for the other 9-1-1 centers. I also worked with Dan Eisenbies not to the extent that I worked with David; however, I found Dan to be equally hard working and attentive to our needs. Both of them should be commended for their dedication and hard work this past session.

I rely on staff from the Office of Government Relations for assistance in coordinating interactions, coorespondance, and meetings with our state and federal delegations. Their experience with protocols and presenation of the materials is invaluable and is greatly appreciated.

Other members of our staff FREQUENTLY work with Government Relations on projects.

The legislative tracking system is difficult as we get inundated with bills that don't impact the City. We've relied pretty heavily on the Gov. Relations this year and it has been a delight to get to know the talented and strategic team.

Total **9**

3.) How responsive has the Office of Government Relations been to your requests for assistance?

Very responsive 36 73.5%

Responsive 13 26.5%

Total **49**

Comments (for question #3)

David Barenberg has been wonderful to work with.

David responds to my emails and questions immediately.

Except for not letting us move into your space!

I am impressed with the knowledge, relationship skills and effort of the GR staff. They learn our issues quickly and move very effectively in Salem and through our contract lobbyist in DC to advance our issues and agenda.

In addition to being helpful and full of insight, all of my requests have been met with an impressive sense of urgency given how many directions staff get from other offices including ours.

Martha and her staff have been great and very responsive to Water Bureau needs.

Please see comments for question#2

Staff is excellent. Resourceful, thoughtful and incredibly hardworking

The full staff of the Office of Government Relations provides a high degree of customer service. Personnel are quick to return calls, e-mails, and other requests for service. In addition, they are helpful in explaining proposed legislation.

Usually a same day call back which I very much appreciate.

Total **10**

4.) Do you receive thorough communications and updates from the Office of Government Relations?

Yes 44 89.8%

Sometimes 5 10.2%

Total **49**

Comments (for question #4)

Although I have attempted to get on the various legislative update lists, I do not seem to receive all of the updates. The updates I do receive are thorough.

Communication has been great! Information is helpful, relevant and delivered in a timely fashion.

I have been very impressed with the communications, updates, etc. Government Relations does an excellent job of making sure that everyone that needs to know what is happening with a bill gets an update.

I think the materials and updates are very thorough. I read through those that impact my bureau directly first and then go back to get an overall "sense" of legislative activities on the federal or state side that impact the City as a whole.

The communications are good--I would like links to copies of the bills that passed that impact our area rather than just the summary as it makes it easier for me to know what we may have to change to match the new legislation.

The State updates are very useful!

6

5.) Are the communications that you receive clear and understandable?

Yes	48	98.0%
Sometimes	1	2.0%
Total	49	

Comments (for question #5)

At times during the state legislative session, it was not clear who govt relations was asking to respond to various requests so there may have been some duplication of effort. However, given the speed with which the city needs to respond, that seems inevitable.

Information is always helpful and staff do a great job of communicating sensitive issues.

Sometimes the Patton Boggs pieces are too dense for my purposes, but generally the communications are solid.

They do a great job making complicated and/or technical issues understandable.

Total	4	
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6.) Would you like more, less or the present level of communication?

Present level is fine	48	98.0%
More	1	2.0%
Total	49	

7.) How would you rate our services in the following areas:**Accessibility (The ability to reach us by phone/email/other means)**

Excellent	32	65.3%
Very good	14	28.6%
Good	3	6.1%
Total	49	

Assisting you in identifying legislative/administrative issues

Very good	23	47.9%
Excellent	21	43.8%
Good	4	8.3%
Total	48	

Developing a strategy or plan to meet your needs

Excellent	22	45.8%
Very good	19	39.6%
Good	6	12.5%
Poor	1	2.1%
Total	48	

Keeping you informed on federal and state legislative changes

Excellent	24	50.0%
Very good	14	29.2%
Good	9	18.8%
Poor	1	2.1%
Total	48	

Excellent	29	59.2%
Very good	16	32.7%
Good	4	8.2%
Total	49	

Comments (for question #7)

I love working with the Gov Relations team! Martha is a superb leader and i really enjoy working with Steffeni, Nils, Dave and Amy! They have made my steep learning curve bearable, and have pulled though "BIG TIME" for housing this past year.

Sometimes there's too much information in the legislative reports (state and federal) and things slip by because of lack of time to read them all. If there are things that OGR thinks we should be paying attention to, some personalized - "make sure you read this" - could be helpful.

This is mostly N/A for me

Total **3**

8.) If you use the state legislative tracking system, do you have any suggestions to improve it?

Allow for multiple people to see input on a bill, but ensure that the assigned bureau representative is the one that submits the final comments. Right now our representative has to email each bill to multiple people for comment, but if they don't reply to all, there's no way for other to see what has been said.

At some point we should have a conversation regarding whether such information is or should be accessible to public or if its only for city staff. Should consider getting out to community organizations the City works with/funds.

Don't change a thing, I love it.

I do not have any suggestions to improve the tracking system at this time. The tracking system is an excellent quick communication system.

I don't use it.

I have no suggestions as to how to improve the state legislative tracking system at this time

I wish there was more of a description of the bill, so that I could "cut and paste" out of the legislative tracking system, rather than having to open the link to the legislation when I am forwarding the request on to others for review (I like to send a small description, along with the link to the bill, to others...but have to open the bill from the link in order to find the bill description text to copy/paste). A small thing, but when tons of bills are coming it - it would make processing them and sending them out to others for review faster.

It is difficult to ammend or change a comment in the comments area. There are times when factors change and I would like to update my response, but am unable to do so.

Please send bills for comment before the due date. I received many this year after the due date. Certain legislation, which was enacted into law, did not come to our office for comment. In one case, it was poorly drafted and negatively impacts the City.

Sometimes it is necessary to respond quickly and I may place a neutral or no opposition category, but when I finally get feedback from SME, I have to send the updates to you rather than have the ability to edit my original comments. Is there a fix for that. Is there a way to restrict to the bureau's liaison and your office who can submit comments? Is there a way to reduce the number of the legislative bills that come our way but really do not impact the Police Bureau?

The system seems to work, its just finding the time to fill it out....

We will be meeting with Martha on this topic later in the Fall but we need to screen out bills that only impact the state of oregon and/or private employers and discuss more meaningful categories or word searches to reduce the number of bills we are supposed to review. I can never keep up.

Total **12**

9.) Overall, how would you rate the quality of customer service in the Office of Government Relations?

Excellent	35	71.4%
Very good	9	18.4%
Good	5	10.2%
Total	49	

10.) Has the Office of Government Relations helped to facilitate any successes for your bureau/office in the last 12 months, at the federal, state, or intergovernmental levels?

Yes	39	86.7%
No	6	13.3%
Total	45	

If yes, which were the most beneficial to you?

Avoiding cuts to state shared revenue.

Commercial tax abatements Statewide urban renewal politics E-Zone and E-Commerce programmatic extensions

Connections with state and federal offices on LT2 issues.

coordinating and advising the City's participation in meetings convened by Congressman Blumenauer

Film Credit

Government Relations helped our bureau with their communications and work on several bills during this past session. Due to staffing reductions, our ability to be as involved as we would have liked was simply not possible. Dan Eisenbeis and Dave Barenberg not only provided excellent feedback and timely communication, but provided timely and tailored testimony to achieve desired outcomes on several bills.

Hanford!

Holding on to the State 911 funding.

HUD Asst. Secretary Bostic visit and work session White House recovery team visit Blumenauer discussion on regulatory relief concepts

I am sure you have, but I can't think of them right now.

Nils has really helped support during big openings and ground breakings (Block 49, Bud Clark Commons), during big federal visits (Asst. Sec. Trasvina, Sims, and Bostic, Cong. Blumenauer. Dave works wonderfully with our Housing Alliance and masterfully helped move our LTE legislation.

Ongoing efforts to address questions from state legislators on LT2 issues and the funding crisis for State DWP.

Oops, should have left this blank, but being's that it's a radio button, too late, I already clicked on one.

Outreach to electeds.

Repeating my comments above, David has kept the 9-1-1 funding issues on his radar, in spite of his other workload. I know that he works hard keeping pace as to what is going on and how to either mitigate or enhance whatever is going forward.

Thank you for saving as much as you did on BETC!

The one we worked most intensely was the Trails immunity bill.

The tremendous work Dave completed on the forfeiture bills. His organizational support for the Chief when he came down to the legislature to testify. Dave's work with our Investigations branch on the alcohol bills and the special property unit. The meet and greets and briefings for legislators Dave and Martha helped coordinate. The communication from your office really helps me focus on the priorities for this bureau.

The work that was done on several state legislative issues for example the bill that would have divided up the way trade permits are paid for so that one third is paid at the time of issuance, one third at the time of inspections and one third at final. This bill was defeated fortunately. The work done on the public information requests was also very helpful. There were several other bills as well.

Work within the legislative session on AG's proposed public records amendments

Total **21**

11.) Additional comments:

I am an unabashed fan of Gov. Relations. I'll let folks know when my fan page is live.

I answered these survey questions from my own personal experience -- others in my bureau may have had more direct interaction with Govt. Relations on specific bills, etc.

I've enjoy working with Dave Barenberg - he schedules regular briefings with me to make sure I am up to speed on what's happening from his end and I can be prepared to brief him on what is internally happening at the Police Bureau. He willing accepts our sometimes scattered scheduling for Chief briefings and the Chief appreciates Dave's articulate feedback on the status of bills and where the Chief can best place his energy.

It has been a pleasure to work with such a dedicated and professional staff. I look forward to working on issues in the future.

RE #10 - I believe the answer is yes, but I don't know specifics for sure...

You all are very diligent, responsive and resourceful.

Your staff does an amazing job. Thank you for all that you do.

Total **7**

12.) Would you like to meet with Martha Pellegrino, Director of the Office of Government Relations, regarding this survey or our office's work?

No 46 93.9%

Yes 3 6.1%

Total **49**

If yes, please include contact information:

Always happy to meet, but I'm a fan so it probably shouldn't be a high priority on your end. Edward Campbell, x32794

Ben Walters

I know where you live.

I'm always happy to meet with Martha!

Laura Wolfe BOEC 503-823-4762 laura.wolfe@portlandoregon.gov

Only if Martha and Dave believe it would be beneficial.

See above--a meeting is already scheuduled.

Total **7**

Thank you very much for taking the time to complete our survey!