

Portland, Oregon

FINANCIAL IMPACT and PUBLIC INVOLVEMENT STATEMENT For Council Action Items

(Deliver original to Financial Planning Division. Retain copy.)

1. Name of Initiator Jack D. Graham	2. Telephone No. 503.823.6953	3. Bureau/Office/Dept. OMF/Office of the CAO
4a. To be filed (date): May 16, 2013	4b. Calendar (Check One) <div style="display: flex; justify-content: space-around;"> Regular <input checked="" type="checkbox"/> Consent <input type="checkbox"/> 4/5ths <input type="checkbox"/> </div>	5. Date Submitted to Commissioner's office and FPD Budget Analyst: May 8, 2013
6a. Financial Impact Section: <input checked="" type="checkbox"/> Financial impact section completed		6b. Public Involvement Section: <input checked="" type="checkbox"/> Public involvement section completed

1) Legislation Title:

Adopt the Office of Management and Finance 2012-2017 Strategic Plan (Resolution)

2) Purpose of the Proposed Legislation:

Adopt the plan.

3) Which area(s) of the city are affected by this Council item? (Check all that apply—areas are based on formal neighborhood coalition boundaries)?

- | | | | |
|---|------------------------------------|------------------------------------|--------------------------------|
| <input checked="" type="checkbox"/> City-wide/Regional | <input type="checkbox"/> Northeast | <input type="checkbox"/> Northwest | <input type="checkbox"/> North |
| <input type="checkbox"/> Central Northeast | <input type="checkbox"/> Southeast | <input type="checkbox"/> Southwest | <input type="checkbox"/> East |
| <input type="checkbox"/> Central City | | | |
| <input checked="" type="checkbox"/> Internal City Government Services | | | |

FINANCIAL IMPACT**4) Revenue:** Will this legislation generate or reduce current or future revenue coming to the City? If so, by how much? If so, please identify the source.

This request does not impact City revenues.

5) Expense: What are the costs to the City related to this legislation? What is the source of funding for the expense? *(Please include costs in the current fiscal year as well as costs in future years. If the action is related to a grant or contract please include the local contribution or match required. If there is a project estimate, please identify the level of confidence.)*

This action does not have any costs to the City.

6) Staffing Requirements:

- **Will any positions be created, eliminated or re-classified in the current year as a result of this legislation?** *(If new positions are created please include whether they will be part-time, full-time, limited term, or permanent positions. If the position is limited term please indicate the end of the term.)*

This action does not impact staffing levels.

- **Will positions be created or eliminated in future years as a result of this legislation?**

This action does not impact staffing levels.

(Complete the following section only if an amendment to the budget is proposed.)

7) Change in Appropriations *(If the accompanying ordinance amends the budget please reflect the dollar amount to be appropriated by this legislation. Include the appropriate cost elements that are to be loaded by accounting. Indicate "new" in Fund Center column if new center needs to be created. Use additional space if needed.)*

Fund	Fund Center	Commitment Item	Functional Area	Funded Program	Grant	Sponsored Program	Amount

[Proceed to Public Involvement Section — REQUIRED as of July 1, 2011]

PUBLIC INVOLVEMENT

8) Was public involvement included in the development of this Council item (e.g. ordinance, resolution, or report)? Please check the appropriate box below:

- ☒ **YES:** Please proceed to Question #9.
☐ **NO:** Please, explain why below; and proceed to Question #10.

9) If “YES,” please answer the following questions:

a) What impacts are anticipated in the community from this proposed Council item?

The OMF Strategic Plan focuses on specific results that are to be accomplished, and establishes a strategy for achieving those outcomes. The community will benefit directly when receiving OMF services and indirectly through the services OMF provides to other City bureaus that provide direct service to the community. The robust planning, implementation, and reporting process will ultimately lead to successful outcomes for OMF and the City.

b) Which community and business groups, under-represented groups, organizations, external government entities, and other interested parties were involved in this effort, and when and how were they involved?

As part of the initial research and feedback a Customer Service Survey was conducted and focus groups were held. These included OMF customers, both internal and external. The main focus of both was on internal City customers, as OMF is an organization that largely supports City Bureaus in their service delivery. However, the survey was provided to Revenue Bureau customers who are not City employees. Customers outside of City employees were also invited to participate in a focus group.

In addition, both the Steering Committee and Task Force had customer representation, including a community member who is part of the OMF Advisory Committee. These two groups were charged with identifying the issues needing to be address by the plan, then developing the goals, strategies, and performance measures that address each issue. They also developed the mission, vision, and values for the organization.

c) How did public involvement shape the outcome of this Council item?

The initial research, including input from the Customer Service Survey and focus groups, as well as the participation of the Steering Committee and Task Force shaped the plan.

d) Who designed and implemented the public involvement related to this Council item?

The strategic planning process was designed by Jack D. Graham, CAO.

e) Primary contact for more information on this public involvement process (name, title, phone, email):

Jane Braaten, Business Operations Division Manager, 503-823-5665
 Kelly Ball, Communications Manager, 503-823-6806

10) Is any future public involvement anticipated or necessary for this Council item? Please describe why or why not.

There is no formal future public involvement anticipated on this Council item. However, Council and community members can track the progress of plan implementation through the OMF Annual Business Plan and Annual Bureau/Division Work Plans, both of which link to the five-year OMF Strategic Plan.

Jack D. Graham, Chief Administrative Officer



BUREAU DIRECTOR (Typed name and signature)



CITY OF PORTLAND
OFFICE OF MANAGEMENT AND FINANCE

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37016

DATE: May 8, 2013

TO: Mayor Charlie Hales

FROM: Jack D. Graham, Chief Administrative Officer

**FOR MAYOR'S OFFICE
USE ONLY**

Reviewed by Bureau Liaison _____

TITLE: Accept the Report of the Chief Administrative Officer for the Quarterly Report of the Technology Oversight Committee (Report)

- 1. INTENDED THURSDAY FILING DATE:** May 16, 2013
- 2. REQUESTED COUNCIL AGENDA DATE:** May 22, 2013
- 3. CONTACT NAME & NUMBER:** Kelly Ball, 503.823.6806
- 4. PLACE ON:** ☐ CONSENT ☐ REGULAR ☒ TIME CERTAIN @ 10:00 a.m.
- 5. BUDGET IMPACT STATEMENT ATTACHED:** ☒ Y ☐ N
- 6. (2) ORIGINAL COPIES OF CONTRACTS APPROVED AS TO FORM BY CITY ATTORNEY ATTACHED:** ☐ Yes ☐ No ☒ N/A

7. BACKGROUND/ANALYSIS

OMF began development of its 2012-17 Strategic Plan in October 2012, and designed it as a road map looking five years into the future. The plan's development process defined the organization's long-term goals and then identified the best approach for achieving those goals.

OMF's strategic plan focuses on specific results that are to be accomplished and establishes a strategy for achieving those outcomes. It also provides OMF employees pathways for success, and helps OMF's diverse work groups align themselves with the organization's mission, vision, and values.

The development process captured a holistic view of OMF, its customers, and the community through a Steering Committee; stakeholder interviews; focus groups; an internal employee and external customer survey; an environmental scan of OMF and its business areas; a Strengths, Weaknesses, Opportunities, and Challenges (SWOC) analysis; and a four-day Task Force Work Session.

There will be a three-tiered approach to implementation that will show progress on achieving the goals outlined in the strategic plan. The three linked documents are the OMF 2012-17 Strategic Plan, OMF Annual Business Plan, and Annual Bureau/Division Work Plans.

We recently briefed all members of City Council on the plan's development process and the future work expected from OMF bureaus and divisions. This robust planning, implementation, and reporting process will ultimately lead to successful outcomes for OMF and the City.

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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 with disabilities upon request.

8. **FINANCIAL IMPACT**

None

9. **RECOMMENDATION/ACTION REQUESTED**

Approve the OMF 2012-2017 Strategic Plan.