

ORDINANCE No. 188716

Authorize an Intergovernmental Agreement with Portland State University to conduct customer/ community and employee surveys and provide related services, for an amount not to exceed \$75,000 (Ordinance)

The City of Portland Ordains:

Section 1. The Council finds:

1. Over the last 15 years, the Bureau of Development Services (BDS) has conducted numerous surveys of customers and community members to ascertain attitudes and opinions regarding the quality, effectiveness, and timeliness of BDS programs and services. The last customer/community survey was conducted in 2014.
2. In 2014, BDS conducted its first survey of Bureau employees, seeking feedback on employee satisfaction and the Bureau's organizational health and culture.
3. BDS now seeks to conduct new customer/community and employee surveys.
4. Portland State University has the technical expertise to work with BDS on survey design and to create and administer the customer/community survey and the employee survey.
5. Funding in the amount of \$75,000 is available in the BDS FY 2017-18 Budget for this Intergovernmental Agreement.

NOW, THEREFORE, the Council directs:

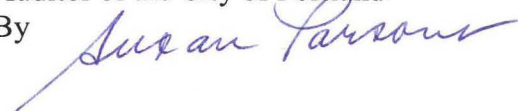
- a. The Director of the Bureau of Development Services (BDS) is authorized to execute an Intergovernmental Agreement substantially in accordance with Exhibit A.
- b. The Mayor and the City Auditor are hereby authorized to draw and deliver checks chargeable to the FY 2017-18 Budget, Account 521000, Cost Center DSAS000001, when demand is presented and approved by the proper authorities.
- c. Amendments increasing the total compensation of the Intergovernmental Agreement may be agreed to and executed by the Director of the Bureau of Development Services (BDS) for up to 25 percent of the total original agreement amount. Any increase exceeding 25 percent of the total original compensation amount would need City Council approval.

Passed by the Council: DEC 13 2017

Commissioner Chloe Eudaly
Prepared by: Mark Fetters, BDS
Date Prepared: December 6, 2017

Mary Hull Caballero
Auditor of the City of Portland

By

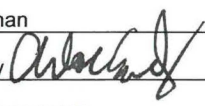
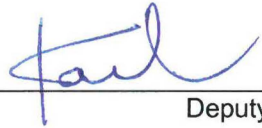




Deputy





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Agenda No.
ORDINANCE NO. 188716
Title

✓ Authorize an Intergovernmental Agreement with Portland State University to conduct customer/community and employee surveys and provide related services, for an amount not to exceed \$75,000 (Ordinance)

INTRODUCED BY Commissioner/Auditor: Commissioner Eudaly	CLERK USE: DATE FILED <u>NOV 28 2017</u>
COMMISSIONER APPROVAL	Mary Hull Caballero Auditor of the City of Portland
Mayor—Finance and Administration - Wheeler	
Position 1/Utilities - Fritz	
Position 2/Works - Fish	
Position 3/Affairs - Saltzman	
Position 4/Safety - Eudaly 	By:  Deputy
BUREAU APPROVAL	ACTION TAKEN:
Bureau of Development Services  Rebecca Esau, Director	DEC 06 2017 PASSED TO SECOND READING DEC 13 2017 9:30 A.M.
Prepared by: Leanne Torgerson Date Prepared: November 13, 2017	
Financial Impact & Public Involvement Statement Completed <input checked="" type="checkbox"/> Amends Budget <input type="checkbox"/>	
City Auditor Office Approval: required for Code Ordinances	
City Attorney Approval: required for contract, code, easement, franchise, charter, Comp Plan 	
Council Meeting Date December 6, 2017	

AGENDA
TIME CERTAIN <input type="checkbox"/> Start time: _____ Total amount of time needed: _____ (for presentation, testimony and discussion)
CONSENT <input checked="" type="checkbox"/>
REGULAR <input type="checkbox"/> Total amount of time needed: _____ (for presentation, testimony and discussion)

FOUR-FIFTHS AGENDA	COMMISSIONERS VOTED AS FOLLOWS:	
	YEAS	NAYS
1. Fritz	1. Fritz 	
2. Fish	2. Fish 	
3. Saltzman	3. Saltzman 	
4. Eudaly	4. Eudaly 	
Wheeler	Wheeler 