

## IMPACT STATEMENT

**Legislation 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)

**Contact name:** Mark Feters, Bureau of Development Services (BDS)

**Contact phone:** (503) 823-1028

**Presenter name:** Mark Feters

### **Purpose of proposed legislation and background information:**

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. Results and analysis from these surveys has guided BDS in making decisions regarding programs and services that impact customers and the community. The last customer/community survey was conducted in 2014.

In 2014, BDS conducted its first survey of Bureau employees, seeking feedback on employee satisfaction and the Bureau's organizational health and culture. BDS has implemented significant changes related to organizational priorities, structure, and training as a result of the 2014 survey, and follow-up work continues.

For 2017, BDS intends to conduct new customer/community and employee surveys. BDS is seeking to execute an Intergovernmental Agreement with Portland State University (PSU) to conduct both surveys. PSU has the technical expertise to work with BDS on survey design and to create and administer the customer/community survey and the employee survey.

### **Financial and budgetary impacts:**

BDS estimates that costs for conducting both surveys and providing related services will not exceed \$75,000. Funding for this work is available in the BDS FY 2017-18 Budget.

### **Community impacts and community involvement:**

BDS generally provides services citywide, rather than to specific geographic areas or to specific communities. Both the customer/community survey and the employee survey are administered with the intent of improving the quality and effectiveness of Bureau services to customers and the entire community. As stated above, previous surveys have resulted in organizational changes that have had positive impacts for development customers, the community, and Bureau employees.

### **100% Renewable Goal:**

This legislation authorizes BDS to execute an IGA with Portland State University to conduct surveys for BDS, and will have no impact on the City's energy use. This legislation neither contributes to nor detracts from the City's goal of meeting 100 percent of community-wide energy needs with renewable energy by 2050.

**Budgetary Impact Worksheet****Does this action change appropriations?**

- ☐ **YES:** Please complete the information below.  
☒ **NO:** Skip this section

<b>Fund</b>	<b>Fund Center</b>	<b>Commitment Item</b>	<b>Functional Area</b>	<b>Funded Program</b>	<b>Grant</b>	<b>Sponsored Program</b>	<b>Amount</b>



**City of Portland, Oregon**  
**Bureau of Development Services**  
**Office of the Director**  
 FROM CONCEPT TO CONSTRUCTION

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December 6, 2017

To: Mayor Ted Wheeler  
 Commissioner Chloe Eudaly  
 Commissioner Nick Fish  
 Commissioner Amanda Fritz  
 Commissioner Dan Saltzman

From: Rebecca Esau, Director *RE*  
 Bureau of Development Services

Subject: Bureau of Development Services Ordinance to Authorize an IGA with Portland State University to conduct customer/community and employee surveys

The Bureau of Development Services (BDS) has prepared an ordinance authorizing an Intergovernmental Agreement (IGA) with Portland State University (PSU) to conduct customer/community and employee surveys and provide related services for BDS.

Background

Over the last 15 years, 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. Results and analysis from these surveys has guided BDS in making decisions regarding programs and services that impact customers and the community. The last customer/community survey was conducted in 2014.

In 2014, BDS conducted its first survey of Bureau employees, seeking feedback on employee satisfaction and the Bureau's organizational health and culture. BDS has implemented significant changes related to organizational priorities, structure, and training as a result of the 2014 survey, and follow-up work continues.

For 2017, BDS intends to conduct new customer/community and employee surveys. BDS is seeking to execute an Intergovernmental Agreement with Portland State University (PSU) to conduct both surveys. PSU has the technical expertise to work with BDS on survey design and to create and administer the customer/community survey and the employee survey. The cost for BDS for both surveys will be \$75,000, funded from fee revenues generated by BDS.

Through this proposed ordinance, City Council authorizes the IGA for PSU to administer BDS's customer/community and employee surveys and provide related services.