

City of Portland

## **BUREAU PUBLIC INVOLVEMENT BASELINE ASSESSMENT**

Thank you for filling out the Public Involvement Baseline Assessment questionnaire for your bureau. This questionnaire is intended to capture a general description of each city bureau's basic public involvement policies, programs, and capacities.

The form is seeking general information rather than a lot of detail. However, please provide any context you think would help describe your bureau's practices in the "Comment" section for each question.

The City of Portland Public Involvement Advisory Council (PIAC) will use the information from the completed forms to:

- prepare a summary report for the City Council describing public involvement policies and practices across city government, and
- identify information, training and support that PIAC can provide to help bureaus involve the public more successfully.

THERE ARE NO "RIGHT" OR "WRONG" ANSWERS. The intention of this assessment is to gather basic information about how different bureaus manage and conduct their public involvement. Please just explain what your bureau does.

Paste in links to documents in "comment" box or tell us how to get a copy.

**THANK YOU!**

**BUREAU NAME: The Office of Management and Finance - OMF**

BUREAU POLICIES

**1. Does your bureau have a written, overall public involvement policy/strategy/manual?**

- ◆ Yes (Briefly describe the nature of the document and paste in a link in the Comment box or let us know how to get a copy)
- ◆ We are working on it (How far along are you? Expected completion date?)
- ◆ We are interested in developing a policy, but haven't started (What support would be helpful to you?)
- ◆ No or Not Applicable

Comments:

BTS:

- ◆ As a member of the Office of Management and Finance (OMF) BTS follows the Public Involvement guidelines established for OMF.
- ◆ BTS works with partner bureaus to assure adherence to City public involvement guidelines for specific activities and business processes.
- ◆ BTS does have not a standalone Public Involvement policy.

FPD:

- ◆ N/A

BHR:

- ◆ N/A

REVENUE:

- ◆ N/A

BUS OPS:

- ◆ N/A

BIBS:

- ◆ N/A

**2. How does your bureau identify when it is appropriate to do public involvement (e.g. for a specific project) and, if so, the appropriate level of public involvement? (check all that apply)**

- ◆ Formal assessment tool (e.g. BIP #9 Public Involvement Toolkit, etc.) (please provide copy or link)
- ◆ Internal staff meetings
- ◆ Conversations with community leaders
- ◆ No defined process
- ◆ Other (please describe)

Comments:

BTS:

- ◆ We use a formal assessment tool for Technology Project's which helps us determine those projects which should include public involvement via the Technology Oversight Committee (see attached template). The Technology Oversight Committee (TOC) has participation by a member from the public appointed by the Mayor and each Commissioner.
- ◆ As a member of the Office of Management and Finance (OMF) BTS follows the Public Involvement guidelines established for OMF.
- ◆ BTS adheres to the City's public involvement guidelines for specific activities and business processes.
- ◆ Outside of following established public involvement guidelines for specific business processes, BTS does not employ a formal public involvement process.

FPD:

- ◆ No defined process

BHR:

- ◆ No defined process

REVENUE:

- Internal staff meetings
- Conversations with community leaders
- Other: Mount Hood Cable Regulatory Commission consultation.
- Commissioner-in-Charge consultation.

BUS OPS:

- ◆ Internal staff meetings
- ◆ Conversations with community leaders
- ◆ Public involvement is based on individual project needs. Most projects within OMF have internal processes that handle each situation on a case by case basis.
- ◆ Because many of OMF services pertain to internal City operations, public involvement is considered only for significant decisions that have a direct impact on the community.
- ◆ Some elements of OMF public involvement are mandated by State laws or City code, such as the annual Citywide budget hearing and notification to minority contractors.

BIBS:

- ◆ Internal staff meetings
- ◆ Conversations with community leaders

**3. Does your bureau create written public involvement plans as part of the development of its projects, programs, and policies?**

- ◆ Yes (please provide link to template or sample or tell us how to get a copy)
- ◆ In some cases, but not always (please explain)
- ◆ No

Comments:

BTS:

- ◆ The vast majority of BTS projects, programs, and plans involve the delivery of services to other City bureaus and do not directly impact the public
- ◆ In instances where there is a direct public impact, such as the siting of telecommunications equipment or facility construction, BTS works with partner bureaus – often the Bureau of Development Services – to follow established City policies for soliciting the involvement of nearby residents and the general public
- ◆ In some instances, such as BTS' work with the Open Data initiative <http://www.civicapps.org/> public involvement is central to the project. The project manager has responsibility for generating public awareness and involvement in the initiative. BTS participates in relevant local conferences and forums and solicits input/feedback as appropriate.

FPD:

- ◆ In some cases, but not always: As part of the budget process, we articulate a public outreach plan that involves community forums, hearings, surveys, budget advisory committees and other types of involvement and input processes.

BHR:

- ◆ No

REVENUE:

- ◆ Yes. Generally, as part of project planning, the steps for public involvement are often written down. There is no formal template.
- ◆ For our Office of Community Technology Division, there is one for community ascertainment and the broadband strategic plan ([Mhcrc.org](http://Mhcrc.org)).

BUS OPS:

- ◆ Yes. Communications and public involvement plans are created to outline specific audiences and methodologies. These are internal plans created for staff. (i.e. various plans of actions and milestones are used as a scheduling tool for Community Budget Outreach.)

BIBS:

- ◆ No

STAFFING

**4. Does your bureau have a designated lead staff person or manager who oversees public involvement for your bureau?**

- a. Yes (please identify and provide contact information)
- b. No

Comments:

BTS:

- ◆ Yes, BTS is part of OMF and Kelly Ball is the lead staff person for OMF public information/involvement.
- ◆ BTS does not have a designated Public Involvement lead. Within BTS, individual project managers are responsible for soliciting public

involvement as necessary on a project by project basis.

FPD:

- ◆ No, our outreach is coordinated through OMF Business Operations.

BHR:

- ◆ No

REVENUE:

- ◆ No

BUS OPS:

- ◆ While there is no lead manager or staff person who manages public involvement, the Business Operations Communications Team provides consultation on an as need basis.

BIBS:

- ◆ Loretta Young  
Contractor Development Supervisor  
[Loretta.Young@portlandoregon.gov](mailto:Loretta.Young@portlandoregon.gov)  
503-823-6850  
Loretta leads a Procurement team, Outside Services Team, dedicated to program outreach.

**5. How does your bureau conduct its public involvement efforts?**  
(check all that apply)

- ◆ A dedicated team of public involvement staff people
- ◆ Various project managers and other staff do public involvement along with their other duties
- ◆ We hire outside consultants
- ◆ Other (please describe)

Comments:

BTS:

- ◆ Within BTS, individual project managers are responsible for soliciting public involvement as necessary on a project by project basis.

FPD:

- ◆ Other: Coordinate through OMF Business Operations except for specific

committee work such as the Investment Advisory Committee.

BHR:

- ◆ Other: BHR hasn't had special projects that require public involvement. In general, BHR's business does not necessitate a public involvement effort. If BHR had a special project or program that would benefit from public involvement, we would convene a group of internal subject matter experts to define the scope and identify community members.

REVENUE:

- ◆ Various project managers and other staff do public involvement along with their other duties
- ◆ OCT Division: If doing a scientific survey and focus groups we hire help.
- ◆ Regulatory Division: We use our website and regularly scheduled public meetings, as well as scheduling additional public meetings for high interest topics. Surveys are a tool that has been used. Consultants are sometimes hired to assist or facilitate meetings.

BUS OPS:

- ◆ The Office of Management and Finance (OMF) Communications Team partners with various project managers and staff to prepare and participate in public involvement as one of many communications functions.
- ◆ This section could also go in the outreach to underrepresented communities section Question #13. Public involvement is performed each year for the Citywide budget. Events in the fall are available to educate and help the public understand the budget process. Events are conducted in the spring to gather input on the public's budget priorities.
- ◆ The resources associated with budget public involvement can be found at: <http://www.portlandonline.com/communitybudget>
- ◆ The list of items you'll find on the website:
- ◆ [Testimony Tips](#): Testify in person or online!
- ◆ [Finance Library](#): City Budgets, Annual Financial Reports, Financial Forecasts and more!
- ◆ [Frequently Asked Questions about the City Budget](#): Explanations and links for common questions.
- ◆ [An Introduction to City Finances](#): A brief explanation of city funding sources and how city programs and projects are financed.
- ◆ [Proceso para tratar de llegar a la comunidad](#) (PDF Document, 57kb): El presupuesto de la ciudad de Portland: Aporte ciudadano y nuestra forma de llegar a la comunidad.
- ◆ [Service Areas in the Budget](#): Explanation of the service areas in the budget and the bureaus and programs included.
- ◆ [Budget Calendar](#): Key Dates for the FY 2012-13 budget.
- ◆ [Budget 101 Presentation](#): Overview presentation about the City of Portland budget and opportunities to get involved.

BIBS:

- ◆ Various project managers and other staff do public involvement along with their other duties



**6. Does your bureau have FTE positions dedicated specifically to “public involvement/community outreach” or “public information” services? (check all that apply)**

*While public involvement and public information duties can overlap, “public involvement” generally focuses more on two-way communication with community members and relationship building, often through workshops, focus groups, advisory committees, etc. “Public information” focuses more on getting a bureau’s message out to the community e.g. press releases, articles, information pieces, etc.*

- ◆ We have positions dedicated to public involvement (please provide number of FTE and describe their roles)
- ◆ We have positions dedicated to public information (e.g. one or more “public information officers”) (please provide number of FTE and describe their roles)
- ◆ These roles overlap (please describe)
- ◆ Other (please describe) e.g. We have seventeen FTE program managers that each have .2 FTE dedicated to public involvement duties

Comments:

BTS:

- ◆ BTS does not have any positions dedicated specifically to “public involvement/community outreach” or “public information” services however we do relay on positions in OMF Business Operations Communications for this service.

FPD:

- ◆ No

BHR:

- ◆ These roles overlap: Diversity Development/Affirmative Action and Employment & Development Conduct focused outreach to Portland communities in an effort to attract a diverse workforce. The Director’s Office responds to and coordinates public information requests and citizen inquires.

REVENUE:

- ◆ No

BUS OPS:

- ◆ Bus ops has a team of four Management Analysts who collectively, over the course of a year, spend approximately 25% of their time on public involvement (i.e. staffing committee meetings, Citywide budget outreach) and public information (researching and responding to community, media, and public records requests).

BIBS:

- ◆ A Procurement team, Outside Services Team, dedicated to program outreach along with their other duties.

**7. Does the formal job description for your bureau director include language that refers to the need to ensure the public is appropriately involved in the work of the bureau?**

Ask your human resources or SAP staff person for the formal job classification title for the position. Then go to the OMF website and look up the job description at:

<http://www.portlandonline.com/omf/index.cfm?c=28266&>

- ◆ Yes (please paste in formal job title and relevant language in Comment box)
- ◆ No

Comments:

BTS:

- ◆ **ESSENTIAL DUTIES AND RESPONSIBILITIES:** Develops and implements a plan to clearly and consistently communicate with affected stakeholders (i.e., Council, bureau directors and staff, internal and external customers, and the public) in a responsive and focused manner.
- ◆ **ABILITY TO:** Establish and maintain effective working relationships with all levels of City management, other governmental officials, employees, vendors and the public; exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.

FPD:

- ◆ Only as it pertains to budget development.  
Job Classification: Chief Financial Officer
- ◆ Relevant Language: Directs City-wide activities and personnel engaged in operating and capital budget development, preparation and administration; provides advice to all City bureaus on budget preparation and budget management issues; facilitates Council's decision-making related to the budget; coordinates review and refinement of the citizen outreach and involvement process to ensure citizen input into the budget development process.

BHR:

- ◆ No

REVENUE:

- ◆ No. Selected portions from the classification description include:

**Revenue Bureau Director:**

- ◆ Works with customer bureaus and members of the public to establish excellent customer relations and relationships.
- ◆ Establish and maintain effective working relationships with elected officials, all levels of City management, consultants, contractors, employees, citizen groups, labor unions, media representatives and the public.

BUS OPS:

- ◆ Yes. The following are excerpts from the Chief Administrative Officer's class specification:
- ◆ "Establish and maintain effective highly working relationships with the Mayor, City Commissioners, bureau directors, managers, elected and appointed officials of other governmental agencies, employees, business and **community leaders, the media, residents and others encountered in the course of work.**"
- ◆ Plans, organizes, controls, integrates and evaluates the work of the Office of Management and Finance (OMF); with subordinate bureau and division managers, develops, implements and monitors work plans to achieve OMF mission, goals and performance measures; directs the development of and monitors performance against the biennial budget; manages and directs the development, implementation and evaluation of work programs, plans, processes, systems and procedures to achieve City and OMF goals, objectives and performance measures consistent with the City's quality and **citizen service expectations.**

BIBS:

- ◆ No

TRAINING/PROFESSIONAL DEVELOPMENT**8. What public involvement training and/or mentoring opportunities does your bureau offer to regular bureau staff (vs. trained public involvement staff) who are asked to involve the public in their work or projects? (check all that apply)**

- ◆ Skilled public involvement staff provide mentoring and guidance to other bureau staff
- ◆ Basic training in communication skills for working with the public
- ◆ Basic training in public involvement process design and techniques
- ◆ Working effectively with historically underrepresented communities
- ◆ Other (please describe)

Comments:

## BTS:

- ◆ As BTS' customers are primarily internal City staff, we do not provide training specifically for public involvement.

## FPD:

- ◆ N/A

## BHR:

- ◆ Basic training in communication skills for working with the public
- ◆ Working effectively with historically underrepresented communities
- ◆ BHR provides training in customer service and cultural competence to its staff.

## REVENUE:

- ◆ Skilled, experienced staff mentors newer staff. Mentoring in communication skills and conducting public meetings is included in all division activities. The broadest possible involvement is sought for underrepresented groups. As an example from our Regulatory Section, when conducting our review of taxi driver working conditions, we went out to the backfield at the airport, and other locations to meet with drivers.

## BUS OPS:

- ◆ Basic training in communication skills for working with the public
- ◆ Working effectively with historically underrepresented communities
- ◆ Each spring the OMF Diversity Development Committee provides several training opportunities conducted by outside trainers/community members that are open to all OMF employees. Topics of communication and working with historically underrepresented communities are addressed in various forms. Each of these trainings averages 80-100 employees

BIBS:

- ◆ Basic training in communication skills for working with the public

## EVALUATION

### **9. How does your bureau evaluate your public involvement processes?** (check all that apply)

- ◆ Evaluation by participants (e.g. public or community stakeholders)
- ◆ Evaluation by internal bureau staff
- ◆ Other (please describe)
- ◆ No evaluation

#### Comments:

BTS:

- ◆ BTS does not perform bureau-wide evaluations of public involvement efforts. On a project by project basis, and in collaboration with our partner bureaus, individual project managers are accountable for making sure all requisite City public involvement processes are followed.

FPD:

- ◆ No evaluation

BHR:

- ◆ No evaluation: As noted in #5, BHR has not had, nor currently has, public involvement programs or processes.

REVENUE:

- ◆ Other: OCT Division is evaluated by participants, Mount Hood Cable Regulatory Commission, and internal staff.

BUS OPS:

- ◆ Evaluation by participants
- ◆ Evaluation by internal bureau staff
- ◆ Evaluations and comment cards are collected by community participants. Meetings are also debriefed by bureau staff.

BIBS:

- ◆ No evaluation

**10. If your bureau evaluates its public involvement processes, how does your bureau use the information?** (check all that apply)

- ◆ Feedback used by individual bureau staff improve their public involvement work
- ◆ Formal identification of best practices to improve bureau-wide public involvement policies and practices
- ◆ Other (please describe)

Comments:

BTS:

♣ N/A

FPD:

♣ N/A

BHR:

♣ N/A

REVENUE:

♣ Other: To improve the next go around.

BUS OPS:

♣ Feedback used by individual bureau staff improve their public involvement work

BIBS:

♣ N/A

OUTREACH/COMMUNICATION

**11. What information does your bureau's website offer to help community members learn about your programs and projects?**  
(check all that apply)

- ◆ Easy-to-access information about your bureau's programs and current projects (please describe)
- ◆ Contact information for staff people who can provide more information about a program or project (please describe)
- ◆ Other (please describe)

Comments:

BUS OPS:

- ◆ Easy-to-access information about your bureau's programs and current projects.
- ◆ Contact information for staff people who can provide more information about a program or project is provided on the Community Budget website:
  - Community Involvement:  
<http://www.portlandonline.com/omf/index.cfm?c=25954>
  - Hold a budget events in your community:  
<http://www.portlandonline.com/omf/index.cfm?c=26061&a=331724>
  - Budget outreach is online with contact information to understand more about the Budget process via presentations and partnership opportunities.

BHR:

- ◆ BHR's website defines program units and site team configurations.
- ◆ A Career Center link provides information about job openings, career paths, and general information on working for the City of Portland.
- ◆ A Staff Directory link, organized by program and site team, includes contact information on all bureau staff.
- ◆ Current projects are not listed.

BTS:

- ◆ Via the City's website, BTS provides the public with an overview of BTS's responsibilities and activities including the bureau's 5 year



Strategic Plan, but does not make a detailed project list available to the general public. The detailed list is available to internal customers (other bureaus.) A general information contact number is provided on the website. <http://www.portlandonline.com/bts/index.cfm?c=26586>

- ◆ Public involvement related to major technology projects occurs via the Technology Oversight Committee (overseen by OMF). TOC information (including projects under review) is publically available on the City's website. <http://www.portlandonline.com/omf/index.cfm?c=56112>

FPD:

- ◆ Financial information about the City including CAFR, Budget Documents, City Investments and policies. Also, includes contact information and Budget Outreach information.

REVENUE:

- ◆ All of the above. Several staff members are tasked with updating the website weekly to keep information current.

BIBS:

- ◆ Easy-to-access information about your bureau's programs and current projects
- ◆ Contact information for staff people who can provide more information about a program or project
- ◆ BIBS' departments identify programs and projects, including project status. Department contacts are provided. Annual reports and other pertinent information is provided.

12. **Which avenues does your bureau offer to the public to comment on your bureau's activities and projects?** (check all that apply)

- ◆ Mail in comments
- ◆ Telephone comments
- ◆ Interactive online tools.
- ◆ In-person meetings
- ◆ Open houses/workshops
- ◆ Focus groups
- ◆ Surveys
- ◆ Community advisory committees
- ◆ Grant review committees
- ◆ Other (please specify)

Comments:

BTS:

- ◆ Contact information for BTS is available on the BTS website.
- ◆ In course of conducting RFPs and similar activities, BTS involves members of the public in proposal evaluations through the use of the City's Minority Evaluator Program and the presentation of informational pre-bid forums (largely aimed at MWESB vendors.)
- ◆ BTS has been actively involved in the open source community and provides opportunities for community application developers to become involved in developing applications which make use of freely available City data for the benefit of the general public.
- ◆ <http://www.civicapps.org/>
- ◆ Technology Oversight Committee is an in-person meeting
- ◆ We also receive feedback through email to the webmaster

FPD:

- ◆ Mail in comments
- ◆ Open houses/workshops
- ◆ Surveys
- ◆ Community advisory committees

- ◆ BHR:
- ◆ N/A Mail in comments
- ◆ Telephone comments
- ◆ In-person meetings
- ◆ Open houses/workshops
- ◆ Surveys
- ◆ Community advisory committees
  
- ◆ These avenues are applicable to bureau activities, such as job fairs, recruitments the diversity conference, etc.

REVENUE:

- ◆ All of the above

BUS OPS:

- ◆ Surveys
  
- ◆ Community advisory committees
  
- ◆ Each year OMF conducts a customer service survey that includes an electronic survey and a set of personal interviews with key stakeholders.
- ◆ OMF also has a year-long advisory committee that includes several public members.

BIBS:

- ◆ N/A

**13. What special strategies does your bureau use to involve historically under-represented groups in the community? (e.g. communities of color, immigrants and refugees, people with disabilities, youth, renters, people who are homeless, elders, LGBTQ, and faith-based communities) (check all that apply)**

- ◆ Collaborative design of processes with community groups
- ◆ Co-hosting events with community organizations
- ◆ Mini grants to community groups
- ◆ Language translation/interpretation
- ◆ Outreach through culturally specific community media

- ◆ Child care/food/entertainment
- ◆ Physical barrier-free locations
- ◆ Alternative formats for materials (large format, Braille, ASL interpretation, etc.)
- ◆ ASL and real-time/closed captioning
- ◆ Easy to understand language in communications
- ◆ Focus groups
- ◆ Other

Comments:

BTS:

- ◆ Alternative formats for materials (large format, Braille, ASL interpretation, etc.)
- ◆ ASL and real-time/closed captioning

FPD:

- ◆ N/A

BHR:

- ◆ Co-hosting events with community organizations
- ◆ Language translation/interpretation
- ◆ Outreach through culturally specific community media
- ◆ Physical barrier-free locations
- ◆ Alternative formats for materials (large format, Braille, ASL interpretation, etc.)
- ◆ Easy to understand language in communications
  
- ◆ These avenues are applicable to bureau activities, such as job fairs, recruitments the diversity conference, etc.

REVENUE:

- ◆ Collaborative design of processes with community groups
- ◆ Co-hosting events with community organizations
- ◆ Language translation/interpretation
- ◆ Outreach through culturally specific community media
- ◆ Physical barrier-free locations
- ◆ Easy to understand language in communications
- ◆ Focus groups

BUS OPS:

- ◆ Collaborative design of processes with community groups
  - ◆ Co-hosting events with community organizations
  - ◆ Mini grants to community groups
  - ◆ Language translation/interpretation
  - ◆ Outreach through culturally specific community media
  - ◆ Child care/food/entertainment
  - ◆ Physical barrier-free locations
- 
- ◆ All of the marked strategies above are used for the budget outreach process through our partnership program. Community organizations are invited to host a budget meeting in their community with the City matching up to \$300 in small grants for even logistics. The structure and content of the event is co-produced with the community.
- 
- ◆ For example, for the past three years OMF has partnered with the Multnomah Youth Commission to host a budget event for youth to learn about the budget and share their budget priorities. OMF works with a group of 4-6 youth to plan and lead the event. Youth are responsible for outreach, they help design the activities and exercises, they are trained in the budget material, and actually present the material to their peers at the event. City staff are on hand to answer questions.
- 
- ◆ All of the citywide budget forum and hearing locations are chosen for their ADA accessibility, proximity to public transportation, and community significance in the community. Advertising for all citywide budget forums and hearing are placed in community and minority papers. Translation and interpretation services are provided upon request.

BIBS:

- ◆ Collaborative design of processes with community groups
- ◆ Co-hosting events with community organizations
- ◆ Mini grants to community groups
- ◆ Outreach through culturally specific community media

ADVISORY COMMITTEES

- 14. Does your bureau have one central committee (that includes volunteers, community members, and stakeholders) that provides ongoing review and input to the bureau and helps set priorities for your bureau?**

*Please list the committee's name, purpose, role and paste a link to committee's website, if available, into "Comment" box.*

- ◆ Formal board or commission
- ◆ Year-round "bureau advisory committee"
- ◆ Budget advisory committee
- ◆ Other

## Comments:

## BTS:

- ◆ As part of OMF BTS participates in the OMF Advisory Committee which includes members of the public.
- ◆ Major technology projects are reviewed by the OMF Technology Oversight Committee (TOC.)

## FPD:

- ◆ Only as part of OMF

## BHR:

- ◆ N/A

## REVENUE:

- ◆ No

## BUS OPS:

- ◆ Year-round "bureau advisory committee"
- ◆ Budget advisory committee
- ◆ OMF has a year-round bureau advisory committee that provides input on OMF projects and decisions. This group convenes as the Budget Advisory Committee during the budget season.

BIBS:

- ◆ Other

**15. What other types of advisory committees--with community member participation--does your bureau use?**

- ◆ Ongoing standing committees (please provide some examples)
- ◆ Short-term committees (please provide some examples)
- ◆ None

Comments:

BTS:

- ◆ OMF Advisory Committee
- ◆ Technology Oversight Committee

FPD:

- ◆ Citizen Budget Advisors and Investment Advisory Committee

BHR:

- ◆ None

REVENUE:

- ◆ Ongoing standing committees:
  - Private For-Hire Transportation (PFHT) Board Review
  - PFHT Company Standing Committee
  - PFHT Driver Standing Committees
  - Tow Board of Review
  - Special Events Advisory Committee.

BUS OPS:

- ◆ Business Operations provides staff support for the Technology Oversight Committee and the Independent Citizen Committee. Both are Council appointed citizen committees.

- ◆ Business Operations provided staff support for the Revenue Bureau's community outreach initiative to gain feedback on the proposed expansion of the Downtown Business Improvement District as well as a fee formula discussion.

BIBS:

- ◆ N/A

**16. How does your bureau recruit people to serve on its advisory committees?** (check all that apply)

- ◆ Bureau staff or city commissioner recommends people to invite to participate
- ◆ Bureau asks stakeholder groups to identify people they want to represent their perspectives
- ◆ Open recruitment—e.g. broad public announcement of open positions
- ◆ Formal application and review process (versus a more informal, ad hoc process)
- ◆ Other (please describe)

Comments:

BTS:

- ◆ City Council appoints TOC members
- ◆ OMF selects representatives to the internal Customer Advisory Committee

FPD:

- ◆ Formal application and review process (versus a more informal, ad hoc process)

BHR:

- ◆ N/A

REVENUE:

- ◆ N/A Bureau staff or city commissioner recommends people to invite to participate



- ◆ Bureau asks stakeholder groups to identify people they want to represent their perspectives
- ◆ Open recruitment—e.g. broad public announcement of open positions
- ◆ Formal application and review process (versus a more informal, ad hoc process)

BUS OPS:

- ◆ The OMF advisory committee recruits new members through recommendations from existing advisory members. We also post a notice on the OMF website.
- ◆ City Council appoints members to the Technology Oversight Committee and Independent Citizen Committee.

BIBS:

- ◆ Bureau staff or city commissioner recommends people to invite to participate
- ◆ Bureau asks stakeholder groups to identify people they want to represent their perspectives

OVERALL ASSESSMENT**17. What are three things your bureau feels it is doing well in involving the public?**

## Comments:

## BTS:

- ◆ Receiving strong advisory input on complex technology projects.
- ◆ Engaging with ADA related efforts where they intercept technology (ex: open captioning of streaming videos and large fonts enabled in PortlandOnline refresh)
- ◆ Received good feedback with PortlandOnline refresh for usability and testing.

## FPD:

- ◆ Budget Development contains a robust public involvement process that includes forums, hearings, surveys and other involvement such as the Citizen's Budget Advisor Panel.
- ◆ The Investment Advisory Committee consists of people knowledgeable in the financial arena to provide input on City investments and practices.

## BHR:

- ◆ N/A

## REVENUE:

- ◆ Willingness to go out to the locations of groups that might not typically attend meeting here in the office.
- ◆ Building relationships with under-represented groups.
- ◆ Involve a variety of stakeholders throughout the county.
- ◆ In the Broadband Plan, many young, tech-savvy community members that had never been involved in anything with the City got involved because they were interested in the topic.
- ◆ Scheduling of multiple meetings at different times and dates of the week to get broad representation on an issues.
- ◆ Good notification to stakeholders.

## BUS OPS:

- ◆ Providing opportunities for community members to share their priorities and express their opinions about the City's Budget through the Community Budget Outreach process. There are several ways people can engage including: online, partnership events, budget 101 sessions, Budget Forums, and the Budget Hearing.
- ◆ Including budget partnership events in overall community budget

outreach has been a good addition to the overall process. We find these smaller, more tailored events typically engage a different demographic than normally show up for the citywide forums.

BIBS:

- ◆ Procurement uses its relationships to garner information about its policies and programs. It conducts productive meetings, where participants are solicited to contribute. Its meetings are very well organized.

**18. What are three things your bureau finds most challenging in involving the public?**

Comments:

BTS:

- ◆ Few BTS projects have a direct impact on the general public. Those that do are usually specific to a certain group (like neighbors to a construction project or the application developer community.) Most of BTS' work involves support of the technologies and systems which allow other bureaus to effectively deliver services to the general public.

FPD:

- ◆ No Comment

BHR:

- ◆ N/A

REVENUE:

- ◆ Getting Board members to fill volunteer positions.
- ◆ Integrating the additional work into the staff time available.
- ◆ Time.
- ◆ Process requires time.
- ◆ Resources - reduced staffing makes it challenging.

BUS OPS:

- ◆ Educating the public on how complex the budget process is. Most people only see the City Budget from their perspectives and many times do not realize the many other factors taken into consideration while creating the budget and making budgetary decisions.
- ◆ Outreach to underrepresented community organizations is a challenge because people do not readily grasp the value added by being informed in the City budget process.

BIBS:

- ♦ Attendance is good, but the target audience may not be well represented.

**19. What information, technical assistance, training or other resources would help staff in your bureau involve the public more effectively?**

Comments:

BTS:

- ♦ Between guidance from OMF's public involvement lead, HR classes, and the resources available on the Public Involvement web site <http://www.portlandonline.com/oni/index.cfm?c=39099> there are adequate resources for helping staff learn how to do a job of meeting BTS' public involvement responsibilities.

FPD:

- ♦ Training on receiving input from under-represented groups.

BHR:

- ♦ N/A

REVENUE:

- ♦ More robust centralized notification system for City public meetings.
- ♦ Centralized City staff dedicated to notification and outreach to underserved or underrepresented groups

BUS OPS:

- ♦ Assistance in connecting with and gaining increased participation from under-represented or under-engaged communities.

BIBS:

- ♦ N/A

**Bureau Director: Jack D. Graham**