

ORDINANCE NO. 187511

Authorize Intergovernmental Agreement with Portland State for the Key Service Level Customer Survey Project in the amount of \$28,635 for survey of residential water customers (Ordinance; Contract No. 30004757)

The City of Portland ordains:

Section 1. The Council finds:

1. The Water Bureau seeks to conduct an investigation into customers' opinions and attitudes about topics related to the bureau's Key Service Levels (KSLs) and the current water services that are being provided.
2. The Water Bureau's KSLs are its performance goals for delivering water. The bureau uses KSLs as part of its strategic planning for assets and budgeting.
3. The Water Bureau is seeking feedback from a random representative sample of customers that have been underrepresented in the past, such as customers with limited access to the Internet, customers in multi-family housing units, and customers that speak Spanish, Russian, Chinese, and Vietnamese.
4. Portland State University (PSU) has the technical expertise and is able to provide the support required to create a sampling plan designed to obtain a random representative sample of the City's residential single-family and multi-family populations. PSU further has the expertise to create and administer a survey to measure customers' attitudes and opinions of topics related to the bureau's KSLs. PSU shall create a written report of the survey results and a summary of the survey distribution for the Water Bureau.
5. Funding in the amount of \$28,635 is available in the Fiscal Year 2015-16 Budget for this Intergovernmental Agreement.

NOW, THEREFORE, the Council directs:

- a. The Water Bureau Administrator is authorized to execute Intergovernmental Agreement No. 30004757 substantially in accordance with Attachment 1 when funds are allocated by City Council and included in the Water Bureau's approved budget.
- b. The Mayor and Auditor are hereby authorized to draw and deliver checks chargeable to the Water Fund when demand is presented and approved by the proper authorities for this Intergovernmental Agreement.

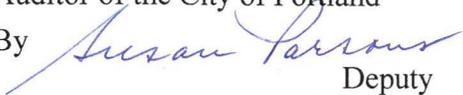
- c. Amendments increasing the total compensation of the Intergovernmental Agreement may be agreed to and executed by the Water Bureau Administrator up to 25 percent of the total original agreement amount. Any increase exceeding 25 percent of the total original compensation amount would need City Council approval.

Passed by the Council, DEC 16 2015

Commissioner Nick Fish

Jessica Letteney
December 9, 2015

Mary Hull Caballero
Auditor of the City of Portland

By  Deputy

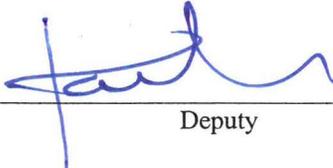
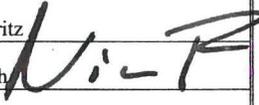
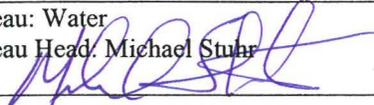
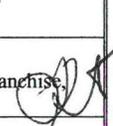
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Agenda No. **ORDINANCE NO. 187511**

Title

Authorize Intergovernmental Agreement No. 30004757 with Portland State University and provide payment for services rendered for the Key Service Level Customer Survey Project in the amount of \$28,635 (Ordinance); ~~amend Contract No. 30004757~~ for survey of residential water customers

INTRODUCED BY Commissioner/Auditor: Commissioner Nick Fish	CLERK USE: DATE FILED <u>DEC 01 2015</u>
COMMISSIONER APPROVAL	<p style="text-align: center;">Mary Hull Caballero Auditor of the City of Portland</p> <p>By:  Deputy</p> <p>ACTION TAKEN: DEC 09 2015 PASSED TO SECOND READING DEC 16 2015 9:30 A.M.</p>
Mayor—Finance and Administration - Hales	
Position 1/Utilities - Fritz	
Position 2/Works - Fish 	
Position 3/Affairs - Saltzman	
Position 4/Safety - Novick	
BUREAU APPROVAL	
Bureau: Water Bureau Head: Michael Stahr 	
Prepared by: Jessica Letteney Date Prepared: November 2, 2015	
Impact Statement Completed <input checked="" type="checkbox"/> Amends Budget <input type="checkbox"/>	
Portland Policy Document If "Yes" requires City Policy paragraph stated in document. Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
City Auditor Office Approval: required for Code Ordinances	
City Attorney Approval: required for contract, code, easement, franchise, comp plan, charter 	
Council Meeting December 9, 2015	

AGENDA

TIME CERTAIN
Start time: _____
Total amount of time needed: _____
(for presentation, testimony and discussion)

CONSENT

REGULAR
Total amount of time needed: _____
(for presentation, testimony and discussion)

FOUR-FIFTHS AGENDA	COMMISSIONERS VOTED AS FOLLOWS:	
	YEAS	NAYS
1. Fritz	✓	
2. Fish	✓	
3. Saltzman	✓	
4. Novick	✓	
Hales	✓	