Recommendation Status

FY 2008-09 Reports

Public Works Supervisor Overtime: Most recommendations implemented but confusion about revised rule persists (Report 369B – 6/10/09)

We encourage the Bureaus of Water, Transportation, and Human Resources to do the following:

1. Human Resources should further revise Rule 8.03 as needed based on communication with bureaus. Implemented

2. Water and Transportation should review the job descriptions and compensation of Public Works Supervisors I and II to determine if their job duties are reasonable considering the activities that Administrative Rule 8.03 disqualifies for overtime compensation. Implemented

Utility and Franchise Revenue: Equitable tax and consistent approach needed to improve collections (Report 375) – 5/11/09

We recommend the Commissioner in Charge direct the Office of Cable Communication and Franchise Management to:

1. Develop a process for determining and documenting when franchising is required. Implemented

2. Develop written policy defining the process, criteria, and documentation required for settlement decisions. Implemented

3. Develop written procedures for payment documentation and reporting requirements for businesses. Implemented

4. Develop standard franchise requirements, including records retention and audit schedules. Implemented

5. City Council review and update utility and franchise codes to ensure equitable treatment of all businesses. Implemented
Overtime Management: Significant City expenditures lack policies and safeguards
(Report 369A) – 4/22/09

We recommend:

1. The Mayor direct the Bureau of Human Resources to strengthen goals and rules for overtime
   In Process

2. Mayor and Commissioners direct bureaus to develop clear bureau-wide policies for efficient overtime use and reporting; assess current level of record keeping needed to identify abuse and develop efficient overtime policies.
   Implemented

3. The Water Bureau should continue to assess the condition of the water system.
   In Process

4. The Police Bureau should assess its use of the Trainee classification in the Police Records Division, in the context of its recruiting and retention needs and the resulting need for overtime.
   In Process

Five-Year Parks Levy: Facilities and services enhanced, but ballot title misleading
(Report 371) – 2/3/09

We recommend:

1. City Council ensure that all future ballot measures are prepared such that wording of the ballot title clearly communicates the purpose s and intent of each proposed measure, with wording that is consistent with the ordinance or resolution that refers the measure to voters.
   In Process

Portland Fire & Rescue: Controlled substances monitoring falls short of requirements
(Report 364) – 10/8/08

We recommend the Commissioner in Charge through Portland Fire and Rescue to:

1. Establish a monitoring program
   Implemented

2. Strengthen and update Bureau policies
   Implemented

3. Clarify or revise recordkeeping requirements
   Implemented

4. Improve documentation
   Implemented

5. Enhance physical security
   Implemented
Portland Development Commission: Developers comply with Disposition and Development Agreements, but PDC does not monitor adequately (Report 358) – 9/24/08

We recommend the Mayor and Portland Development Commission ensure PDC:

1. Develop specific policies for monitoring agreement projects post-construction
   In Process

2. Develop and communicate realistic timeframes to fill commercial space at the time an agreement is signed.
   In Process

3. Develop a policy that requires the collection of data for all job creation anticipated under an agreement and regularly communicate findings within PDC as well as to the public.
   In Process

4. Ensure that established monitoring systems and policies are carried out and functioning as intended.
   In Process

Downtown SmartMeters: Most goals met, but cost-benefits and reliability need further review (Report 352B) – 7/31/08

We recommend the Commissioner in Charge direct the Bureau of Transportation to:

1. Conduct a comprehensive cost-benefit analysis of SmartMeters, for money spent so far including bank card fees, installation costs, and the impact of the funding method on other services.
   Implemented

2. Track trends in repair and maintenance calls and out-of-service time for SmartMeters.
   In Process

3. Monitor trends in customer satisfaction with SmartMeters and regularly offer clear instruction to the parking public, including new and infrequent users, on how to use the meters.
   Implemented

4. Consider the cost/benefit of upgrading all remaining SmartMeters to real-time bank card processing to further reduce bank fees. Consider the future impact of bank card fees when analyzing parking meter costs, rates and purchases.
   Implemented

5. Improve and update the financial analysis of the lease-back purchase of the Stelio meters.
   Implemented

Housing Tax Abatements: Oversight inadequate to ensure program goals (Report 362) – 7/28/08

We recommend the City Council:

1. Clarify the goals and objectives of the housing tax abatement programs, and assign responsibility for oversight, evaluation, and reporting.
   Implemented

2. Direct the responsible bureau to submit an annual report of program activities to Council.
   Implemented
We recommend the Portland Development Commission:

3. Draft a regulatory agreement with each multi-family project developer that specifies responsibilities for monitoring project financial performance, affordability, and all other required public benefits. Implemented

4. Review the method for assessing the financial need for multi-family condominium projects and make recommendations to Council for revising City Code. Implemented

5. Review and update processes for verifying applicant and tenant incomes, to ensure that intended income groups are being served. Implemented