

MINUTES OF THE METRO COUNCIL MEETING

Thursday, November 9, 2006
Metro Council Chamber

Councilors Present: David Bragdon (Council President), Susan McLain, Robert Liberty, Rex Burkholder, Carl Hosticka, Rod Park, Brian Newman

Councilors Absent:

Council President Bragdon convened the Regular Council Meeting at 2:02 p.m.

1. INTRODUCTIONS

Councilor Newman introduced Katie Johansen, a junior at Willamette University, who was here to learn what Metro does.

Council President Bragdon introduced Isabelle McTighe, Lake McTighe's daughter.

2. CITIZEN COMMUNICATIONS

There were none.

3. OREGON ZOO FOOD SERVICES – OPPORTUNITIES FOR ENHANCEMENTS

Alexis Dow, Metro Auditor, said they would be presenting the Oregon Zoo Food Services (a copy of the PowerPoint is included in the record). Karen Rasmussen, The Rasmussen Group, presented the report. She provided an overview of the guest services revenues. She said the food services area was operating successfully. She spoke to the Food Services sustainability effort, which was a national model. She explained the scope of the review including cash handling, purchasing practices, management of labor; performance compared to industry indicators as well as the sustainability practices. She noted successes in cash handling, profitability, labor/manpower management, purchasing practices, recycling efforts, and that the food composting operation was efficient and streamlined.

She then spoke to recommendations, which included enhancing customer surveys, adding hand held wireless technology for credit card purchases, offering reload gift cards and improving segregation of duties in the purchasing department. She said the Zoo did a fantastic job of sustainability. She encouraged strengthening the communication about these successes on the Zoo website. She noted some suggestions on recycle bins and compostable flatware. The Green Team could add a charter and goals to help them to more fully achieve their objectives. They also recommended reducing Oregon Zoo Train wait lines and install high efficiency water recirculators and heaters.

Michael Jordan, Chief Operating Officer (COO), said the audit was a productive encounter. Management agreed to all but one recommendation regarding the separation of duties in the warehouse. Carmen Hannold, Oregon Zoo, added her comments. Councilor Newman asked Ms. Hannold about the long lines in the summer times. He wanted to know if they had considered pre-made food. Ms. Hannold said they have had varied success with the pre-made food. She said customer service was a key focus for this year. Councilor Newman suggested getting the report to the consultants who were working on the Master Plan. Councilor Park asked about the Zoo Train

experience. Ms. Hannold responded to his questions and said they were always looking to improve guest experiences. Councilor McLain commented on the recycle bins and the Zoo train. Ms. Hannold talked about the strategic plan and ways to enhance the train experience.

4. CONSENT AGENDA

4.1 Consideration of minutes of the November 2, 2006 Regular Council Meeting.

Motion:

Councilor Liberty moved to adopt the meeting minutes of the November 2, 2006 Regular Metro Council.

Vote:

Councilors Burkholder, McLain, Liberty, Park, Newman, Hosticka and Council President Bragdon voted in support of the motion. The vote was 7 aye, the motion passed.

5. CHIEF OPERATING OFFICER COMMUNICATION

Michael Jordan, COO, said we were starting to execute the move in this building. He talked about the three phases of the move.

Councilor Liberty talked about the need for light in the common work area. Mr. Jordan said they would take a look at this issue.

6. COUNCILOR COMMUNICATION

Council President Bragdon said they would be having work sessions on the Natural Area Bond Measure. Next Tuesday they would be reviewing budget priorities.

Councilor Liberty said he prepared another memo on transportation and how we approach the issue of transportation reform. He spoke about the I-5 bridge.

Councilor Burkholder said three councilors attended Railvolution. The focus was on effective transportation development. He also talked about the Regional Transportation Plan update, which will be on November 21st work session.

Councilor McLain thanked the Council President for his letter on Title 4, Industrial and Employment lands. She suggested looking at criteria to encourage conversations with Metro Policy Advisory Committee (MPAC).

Councilor Park said he attended the Portland Oregon Visitors Association (POVA) retreat in Astoria. POVA was undergoing a reexamination of their organization.

Councilor Newman asked about the next Legislative Agenda work session. Council President Bragdon said it had been scheduled. Councilor Newman suggested we revisit what can be accomplished in Salem.

7. ADJOURN

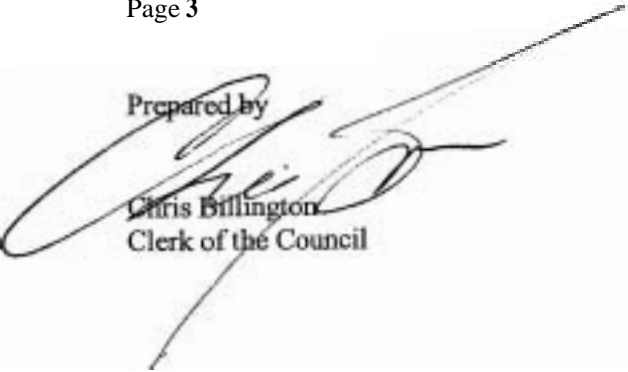
There being no further business to come before the Metro Council, Council President Bragdon adjourned the meeting at 2:48 p.m.

Metro Council Meeting

11/09/06

Page 3

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**ATTACHMENTS TO THE PUBLIC RECORD FOR THE MEETING OF
NOVEMBER 9, 2006**

Item	Topic	Doc Date	Document Description	Doc. Number
4.1	Minutes	11/2/06	Metro Council Meeting Minutes of November 2, 2006	110906c-01
3	Auditor Report	November 2006	To: Metro Council From: Alexis Dow, Metro Auditor Re: Oregon Zoo Food Services – Opportunities for Enhancement	110906c-02
3	PowerPoint Presentation	11/9/06	To: Metro Council From: Alexis Dow, Metro Auditor Re: PowerPoint Presentation on Oregon Zoo Food Services	110906c-03