

MINUTES OF THE METRO COUNCIL WORK SESSION MEETING

Tuesday, July 17, 2007
Metro Council Chamber

Councilors Present: David Bragdon (Council President), Kathryn Harrington, Rod Park, Rex Burkholder, Brian Newman

Councilors Absent: Robert Liberty (excused), Carl Hosticka (excused)

Council President Bragdon convened the Metro Council Work Session Meeting at 2:02 p.m.

1. DISCUSSION OF AGENDA FOR COUNCIL REGULAR MEETING, JULY 19, 2007//ADMINISTRATIVE/CHIEF OPERATING OFFICER COMMUNICATIONS

Council President Bragdon reviewed the July 19, 2007 Metro Council agenda. Ordinance number 07-1154 on the urban growth boundary and housing has been indefinitely postponed.

Councilor Harrington asked about the dissolution of the Greenspaces Policy Advisory Committee (GPAC). GPAC was preceded by the Greenspaces Technical Advisory Committee (GTAC). She wondered what knowledge or information was going to be lost without GPAC or GTAC. Council President Bragdon said one thing that would be lost was the interaction with other providers. Councilor Harrington asked if the Metro Policy Advisory Committee (MPAC)'s role would change due to the dissolution of GPAC. Would MPAC interact with the new task forces at all? Councilor Burkholder observed, if the conservation ballot measure were successful, that would require ongoing relationships with the local parks groups. Councilor Park expressed concern about "issue creep"; committees were sometimes formed for a specific purpose but took on additional responsibilities over time. Council debated whether the Water Resources Policy Advisory Committee (WRPAC) was still viable. Dan Cooper, Senior Attorney, agreed to draft an ordinance dissolving WRPAC.

3. BRIEFING ON APPEAL BY RPS-BER LTD. OF REJECTION OF APPEAL FOR PROPERTY ACQUISITION SERVICES (STILES CASE)

Item 3 was moved ahead to allow staff time to prepare for Item 2.

Marv Fjordbeck, Senior Attorney, reviewed the facts of the appeal, known as the Stiles case. RPS-BER Ltd. was an environmental auditor that had not been selected for a personal services contract related to the open spaces bond measure. They were appealing their non-selection and were to appear before Council this Thursday. Council could either uphold or reject the appeal. If Council upheld the appeal, the Chief Operating Officer would be directed to add the appellant to the list of potential auditors.

Mike Hoglund, Solid Waste Director, talked about Change Order No. 9 to the Waste Management contract. The issue involved changing market rates that should result in a rate reduction for Metro. Mr. Fjordbeck reviewed the history of the situation. Council had been briefed on it back in February, during an executive session. Metro staff believed that a contract between Waste Management and Kitsap County should trigger rate relief for Metro. Waste Management and Metro had entered into mediation. Waste Management alleged that Metro was violating flow control guarantees. The mediation outcome inhered in Change Order No. 9. Benefits to Metro included an immediate rate reduction, as well as a future rate reduction. Waste

Management would receive a contract extension from 2014 to 2019, and they avoided arbitration. Metro gave up its claim to a larger rate cut as well as one of two market rate comparisons. Waste Management gave up higher rates and dropped the claim of flow control violation.

Councilor Newman asked for clarification of the rate savings. Mr. Fjordbeck said that the final reduction of \$0.93 per ton was a cumulative savings. We were sending 560,000 tons per year. Councilor Newman asked about the claim of flow control violations. Mr. Fjordbeck said Metro staff did not feel that claim was particularly strong, but it would have had to be addressed. Councilor Burkholder asked what the outcome would have been without the arbitration, if Metro had prevailed. Mr. Hogle said they had done a risk assessment of our chances of prevailing through arbitration. Mr. Fjordbeck said Metro's original claim was that we were due a rate cut. Staff answered further questions from Council regarding tonnage, run rates, block rates, and projections. Staff expected tonnage to be flat for the next year or so.

Council and staff agreed there would be no need for an executive session today.

2. METRO'S WEB-BASED PUBLICATIONS LIBRARY

Councilor Park reported that he had recently been asked to find a Metro document, and the requestor could not locate it using Metro's electronic system. He had been surprised that it was so difficult. Metro spent a lot of money generating reports, only to find that were not necessarily accessible later. He and Becky Shoemaker, Records Officer, had been working to improve document accessibility. Goals included efficiency and protection of resources.

Ms. Shoemaker distributed an executive summary of the proposal (a copy is included in the meeting record). Many Metro documents were difficult to locate. Problems included obsolete software, inconsistent and obsolete electronic file extensions, a lack of agency-wide standards, loss of corporate memory through employee terminations, and inconsistent naming conventions. The result was information silos. Not all documents were available electronically or through Metro's web site. Some documents expired automatically and some lingered indefinitely, with no consistent standard. Impacts included confusion about whether a document was "final," redundancy and inefficiency due to multiple storage locations, inefficient use of staff time, and reduced transparency and accountability to the public. She explained some of the reasons for taking action: the number of records were growing exponentially, and public expectation for electronic access was increasing.

Pat Emmerson, Senior Public Affairs Specialist, recounted a recent situation indicative of the problem. It involved the lack of a standard of naming conventions in electronic files. She had inherited a lot of job responsibilities without a lot of documentation from her predecessor. She was asked to find a Title 6 compliance report and spent the better part of a day sifting through old, idiosyncratically-named files. She never did find the file. Fortunately, someone else stumbled across a hard copy in a file folder somewhere, but the opportunity to easily and electronically update the old report was lost. She believed other departments had similar experiences every day. She would like to see a more systematic way of archiving documents.

Ms. Shoemaker introduced Greg Gross, Metro records intern, to describe the proposal. Mr. Gross said they proposed to establish, develop, and implement policies and procedures regarding how Metro gathered publications and reports, in a systematic way. They wanted to expand the use of an application Metro already used—TRIM Context. There was also an option to develop a new, more user-friendly interface that would be custom-designed for their needs. The bulk of the work would be in creating and maintaining policies and procedures and in training staff. The creation of a web-based

interface should not be too costly. He demonstrated the existing TRIM Webdrawer. Many people complained that it was clunky, with very limited search features that resulted in broad results that were difficult to sort through. The pages also included a lot of information that was probably not meaningful to the average user. He proposed to build a hyper-text markup language (HTML) interface that would be much more usable. The idea was to make it more intuitively searchable according to what the average person's search strategies.

Councilor Harrington asked if these documents were available on Metro web servers or TRIM. Ms. Shoemaker said, if we used TRIM instead of the web server, there would be a single depository, accessible via an HTML link. Mr. Gross said, if we continued to use the web server, we could not apply a retention schedule. Ms. Shoemaker added that TRIM could also limit access through its coding, in the case of sensitive documents. Mr. Gross emphasized that the web-based portion of the proposal was the smallest portion. The bulk of the work was for staff time to implement the current system, the TRIM database.

Councilor Newman asked how much staff were currently required to do. Ms. Shoemaker said, there were basically no requirements, procedures, or final steps of document retention. Some departments were better about it than others. Councilor Newman offered an observation from his private sector job—people were requiring this type of documentation. Councilor Park added that this project would enhance a lot of Council and Metro goals and objectives. Although the initial investment would be about \$35-\$40,000, it would ultimately save staff time; if staff were spending a lot of time retrieving documents for constituents, they were less able to work on policy and programs.

Councilor Harrington supported the overall objective, but she was not confident that the proposal was the right direction and resource level. She did not see a rigorous budget assessment or project analysis including identification of stakeholders, strategy for achieving buy-in, and discussion of benefits. She wanted some more detail and specific information. Councilor Park concurred with her observations and stated that he had purposely asked staff not to bring in all of their documentation. He first wanted to ask if there was support for the general policy direction; the proposal could then be improved. Councilor Newman thanked Councilor Park and staff for the work. He agreed that there was a problem that needed to be addressed. He did not have an opinion on which option to choose. He referred to the San Francisco library, which was a great resource. At Metro, he had no idea where anything was. He had assumed that he could find things if he wanted but was now realizing that wasn't necessarily true. He wanted a system that was user-friendly and modeled on something people were already familiar with. Councilor Harrington said, the web search improvements that had taken place over the past five years told us a lot about what the public wanted and needed. Councilor Newman thought we should require our contractors, as part of their deliverables, to deliver something that could be immediately archived.

Councilor Park stated that documents stored on the TRIM server were secure. The web interface only uploaded those pieces that had public access permissions. Things on the web server were not necessarily secure. He liked Councilor Newman's idea of requiring archivable deliverables.

Councilor Newman added that, in his private sector job, employees were required to clean up their electronic documents semi-annually. Metro was not currently following such a policy.

Councilor Harrington thought there were a few quick fixes that could be done to improve access. Councilor Park welcomed Councilor Harrington's input based on her technology background. Ms. Shoemaker said she had wanted to make improvements for a long time, but Creative Services was so swamped they could not respond. Councilor Park said it would involve resource allocation down the

road and would depend on the options that were chosen. In the long run, the end result would be budget savings and appropriate use of staff time.

4. BREAK

Eliminated due to lack of need.

5. EXECUTIVE SESSION, HELD PURSUANT TO ORS 192.660(1)(h), TO CONSULT WITH LEGAL COUNSEL CONCERNING THE LEGAL RIGHTS AND DUTIES OF A PUBLIC BODY WITH REGARD TO CURRENT LITIGATION

Eliminated due to lack of need.

6. COUNCIL BRIEFINGS/COMMUNICATION

Councilor Newman reported that he would be gone all next week on family vacation.

Councilor Harrington reported that Councilor Hosticka would be gone on July 26.

Council briefly discussed the upcoming budget process, and their potential amendments related to the various reserves. They talked about putting a closing date on the deadline for submissions. Councilor Newman would like to see some more formality about the process, rather than just a scramble with a bunch of proposals thrown in.

Council President Bragdon was working to get Bill Stringer, Chief Finance Officer, to present a post-mortem on last year's budget. Councilor Newman said, if there was unexpected time on a work session agenda, Mr. Stringer could come up and give a briefing with whatever he had, just to answer some questions.

There being no further business to come before the Metro Council, Council President Bragdon adjourned the meeting at 3:52 p.m.

Prepared by,



Dove Hotz

Council Operations Assistant

**ATTACHMENTS TO THE PUBLIC RECORD FOR THE MEETING OF
JULY 17, 2007**

Item	Topic	Doc. Date	Document Description	Doc. Number
1	Agenda	7/19/07	Agenda: Metro Council regular meeting, July 19, 2007	071707c-01
2	Web Library	7/16/07	To: Metro Council From: Becky Shoemaker Re: Metro Web-Based Publications Library, Executive Summary	071707c-02