



**METRO**

**Agenda**

MEETING: METRO COUNCIL WORK SESSION  
DATE: April 14, 2009  
DAY: Tuesday  
TIME: 2:00 p.m.  
PLACE: Metro Council Chamber

**CALL TO ORDER AND ROLL CALL**

<b>2:00 PM</b>	<b>1.</b>	<b>DISCUSSION OF AGENDA FOR COUNCIL REGULAR MEETING, APRIL 16, 2009/ADMINISTRATIVE/CHIEF OPERATING OFFICER COMMUNICATIONS</b>	
<b>2:15 PM</b>	<b>2.</b>	<b>METRO ETHICS LINE</b>	Flynn
<b>2:30 PM</b>	<b>3.</b>	<b>BUDGET AMENDMENTS</b>	Norton
<b>2:45 PM</b>	<b>4.</b>	<b>HCT RECOMMENDED PRIORITIES AND DRAFT PLAN</b>	Mendoza
<b>3:15 PM</b>	<b>5.</b>	<b>WASTE REDUCTION STRATEGIES (INFORMATION)</b>	Korot
<b>3:30 PM</b>	<b>6.</b>	<b>WASTE REDUCTION STRATEGIES (COUNCIL DISCUSSION)</b>	Korot
<b>3:45 PM</b>	<b>7.</b>	<b>RATE REVIEW RECAP (INFORMATION)</b>	Anderson
<b>4:10 PM</b>	<b>8.</b>	<b>RATE REVIEW RECAP (COUNCIL DISCUSSION)</b>	Anderson
<b>4:30 PM</b>	<b>9.</b>	<b>COUNCILOR BURKHOLDER COMMENTS ON BUDGET AMENDMENTS</b>	
<b>4:45 PM</b>	<b>7.</b>	<b>COUNCIL BRIEFINGS/COMMUNICATION</b>	

**ADJOURN**

Agenda Item Number 2.0

**METRO ETHICS LINE**

Metro Council Work Session  
Tuesday, April 14, 2009  
Metro Council Chamber

# METRO COUNCIL

## Work Session Worksheet

Presentation Date: April 14, 2009 Time: \_\_\_\_\_ Length: 15 minutes

Presentation Title: Performance Report – Metro Ethics Line

Service, Office, or Center: Metro Auditor's Office

Presenters (include phone number/extension and alternative contact information):  
Suzanne Flynn, Metro Auditor, x1891

### ISSUE & BACKGROUND

The Auditor's Office implemented the Metro Ethics Line in late November 2007. The reporting system consists of a toll-free number and a web site maintained by a third party vendor, EthicsPoint. Both the telephone line and web site allow anonymous and confidential reporting for Metro employees and the public. In June 2008, the Office purchased an upgrade that allows increased functionality to the system.

To date we have:

- Developed procedures
- Increased the visibility of the Ethics Line on Metro's public website
- Successfully investigated 16 out of 18 reports

### OPTIONS AVAILABLE

With the new upgrade it is possible to create new user categories and to better administer the system through case and task management.

### IMPLICATIONS AND SUGGESTIONS

- My office will work with Reed Wagner to design a process for Council staff to enter reports into the Ethics system
- My office will work with Metro Department Directors to identify public areas to advertise the Ethics Line.

### QUESTION(S) PRESENTED FOR CONSIDERATION

- What would Council like to be their role in the Ethics Line system?
- Are there concerns or suggestions for designing a way Council staff can enter reports?

LEGISLATION WOULD BE REQUIRED FOR COUNCIL ACTION \_\_Yes XNo  
DRAFT IS ATTACHED \_\_Yes \_\_No



**METRO**

**Suzanne Flynn**  
**Metro Auditor**

600 NE Grand Ave  
Portland, OR 97232-2736  
TEL 503 797 1892  
FAX 503 797 1831

**M E M O R A N D U M**

April 21, 2009

To: David Bragdon, Council President  
Rod Park, Councilor, District 1  
Carlotta Collette, Councilor, District 2  
Carl Hosticka, Councilor, District 3  
Kathryn Harrington, Councilor, District 4  
Rex Burkholder, Councilor, District 5  
Robert Liberty, Councilor, District 6

From: Suzanne Flynn, Metro Auditor

**Re: Ethics Line Report**

Attached is my first report on Metro's Ethics Line. It is my plan to report Ethics Line statistics each year.

In creating this report, I had to weigh protecting the anonymity of those who had used the line to communicate a concern against the objective of providing information that was detailed enough to be useful. As a result, the information listed in the charts describing case type and result/action taken may raise questions that require more specificity than can be provided.

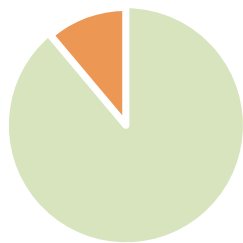
/SF  
Attachments

# Ethics Line Report

April 2009

## Number of REPORTS RECEIVED

FY07-08 (Dec-June)	12
FY08-09 (July-Feb)	6
	<b>18</b>



■ Successfully investigated  
■ Unable to verify

### Suzanne Flynn

Metro Auditor  
600 NE Grand Avenue  
Portland, OR 97232  
Phone: (503) 797-1892

[www.oregonmetro.gov/auditor](http://www.oregonmetro.gov/auditor)

### Need to report?

Visit the Metro Auditor's confidential ethics line to report a concern.

[www.metroethicsline.org](http://www.metroethicsline.org)

## First year highlights . . . .

Metro's Ethics Line went live at the end of November 2007. Since that time, 18 reports have been received over the course of 15 months.

As we gained experience, my office developed procedures to guide report investigation. My goal is to close cases in an average of 30 days from receipt. We are currently at an average of 40 days.

To date, the Ethics Line has not been misused. It is becoming a valuable resource to identify areas for improvement. Working with Public Affairs, the link to Ethics Line has been made more prominent on Metro's landing page.

In July 2008, the software was upgraded and the ability to do analysis was improved. Additionally, I can create several new user categories so that key staff can enter reports received by other methods. Analytics can also be made directly available to a limited number of users.

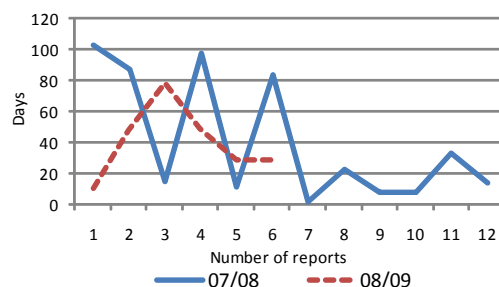
### Next Steps:

- Expand communication to the public
- Increase reporting capabilities
- Refine procedures
- Decrease response time

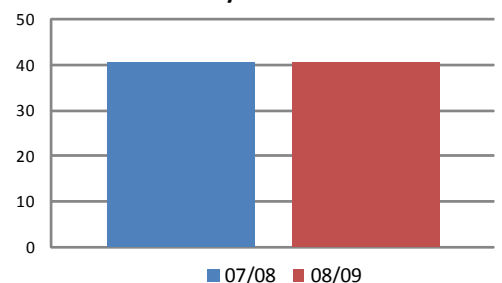
Case Type	Total
Aramark employee practices	1
Contract management	1
Employee discipline	1
Lack of competitive hiring process	2
Misuse of Metro equipment	1
Natural Areas purchase	1
Policy complaint	1
Procurement card controls	1
RFP process	1
Use of interns & temporary employees	1
Worker's Compensation	1
Performance evaluation process	1
Management use of resources	1
Employee travel	2
Abuse of time/employee specific	2
<b>Grand Total</b>	<b>18</b>

Result / Action Taken	Total
Action taken	2
Criticism noted	2
Employee counseled	3
Improved procedures communication	1
Improve policy & procedures	2
No action taken	6
Review policy & procedures	2
<b>Grand Total</b>	<b>18</b>

### Days to Close



### Average Days to Close by Fiscal Year



# **Metro Ethics Line**

## *Policies and Procedures*

### **Policy**

Auditing standards require that in planning an audit, auditors should assess risks of fraud and abuse and when appropriate design procedures to provide reasonable assurance of detecting it. It is also the policy of the Metro Auditor's Office to promote ethical behavior and assist management in fulfilling its responsibility to ensure that Metro government is ethical and fiscally responsible. For these purposes, the Metro Auditor will administer an anonymous system for employees and citizens to report fraud, waste, abuse of resources or misconduct. The Office of the Metro Auditor will ensure that investigation and appropriate corrective action are undertaken in response to reports received. When needed, the Office will conduct an independent investigation or audit. When deciding on the audit schedule, the Metro Auditor will consider areas that were reported to the Ethics Line as part of the risk assessment process.

### **Background**

In November 2007 the Metro Auditor initiated an Ethics Line for Metro employees and citizens who use Metro services. The Ethics Line is operated by EthicsPoint and consists of a call center that can be accessed at toll free number, 888-299-5460, and a website, [www.metroethicsline.org](http://www.metroethicsline.org). Employees and citizens can use either means to report anonymously any concerns that they have.

The Ethics Line is advertised on Metro's website in three locations, as a widget on Metro's landing page, as a widget on the page titled, "How are we doing?" and on the Metro Auditors page. Posters are also placed at Metro service locations and in employee bulletin boards. The Metro Auditor includes information about the Ethics Line when she talks to new employees at the monthly orientation.

### **Reporting Categories**

Reporters can select the type of activity that they have a concern about and a site where the incident occurred.

Activity types are:

- Abuse of or Fraud with Company Benefits
- Accounting, Auditing and Internal Financial Controls
- Badging/Access Control
- Confidentiality and Misappropriation
- Conflict of Interest
- Copyright Violations or Software Piracy
- Disclosure of Confidential Information
- Donor Stewardship
- Embezzlement
- Environmental Protection, Health or Safety Law
- Falsification of Contracts, Reports or Records
- Gifts and Entertainment
- Health Insurance Portability and Accountability Act
- Improper Giving or Receiving of Gifts

- Improper Lobbying or Political Contribution
- Improper Supplier or Contractor Activity
- Intellectual Property Infringement
- Misconduct or Inappropriate Behavior
- Misuse of Assets or Services
- Sabotage or Vandalism
- Scientific Misconduct
- Substance Abuse
- Theft
- Time Abuse
- Unauthorized/Fraudulent Use of Company facilities and equipment
- Unsafe working conditions
- Violation of Policy
- Waste, Abuse or Misuse of Institutional Resources
- Other

The full definitions of these activity types can be found in the appendix.

Location choices are:

- Historic Pioneer Cemeteries
- Marine Facilities/Boat ramps
- Metro Regional Center
- MetroPaint Store
- Metropolitan Exposition Recreation Commission (MERC)
- Oregon Convention Center
- Oregon
- Other / Do Not Know Location / Location Not Listed
- Portland Center for the Performing Arts Zoo
- Portland Metropolitan Exposition Center (EXPO)
- Regional Parks & Greenspaces-Beggars-tick Wildlife Refuge
- Regional Parks & Greenspaces-Blue Lake Park
- Regional Parks & Greenspaces-Glendoveer Golf Course
- Regional Parks & Greenspaces-Howell Park
- Regional Parks & Greenspaces-Mt. Talbert Natural Area
- Regional Parks & Greenspaces-Oxbow Park
- Regional Parks & Greenspaces-Smith & Bybee Wetlands
- Solid Waste Transfer Station-Central Station
- Solid Waste Transfer Station-South Station

## **Procedures**

1. The Metro Auditor will design access to Ethics Line reports that allows for upper management review and investigation, restricted capability of some key employees to enter reports that are received independent of the reporting system, and access only to aggregate system reports. Only the HR Director will have access to confidential employee information.

2. The upper management team shall consist of the Chief Operating Officer, Financial Director, HR Director, the Financial Compliance Officer, the Metro Attorney, and the Senior Attorney responsible for HR investigations.
3. When a report is received, the Metro Auditor will administer the response.
4. If a member of the upper management team or the auditor is implicated in the report, the system is designed to exclude the named person from access to the report information. If all of the management team and the auditor are implicated in the report, it is referred to the Multnomah County District Attorney.
5. Once a determination is made as to the lead investigator based upon the criteria below, Metro Auditor will post a follow-up to the reporter indicating that the report has been reviewed and is in the process of being investigated.
  - a. For reports that could potentially lead to employee disciplinary action, the HR Director will manage the investigation in consultation with the Metro Attorney and report back to the Metro Auditor.
  - b. For reports that are non-employee related and of a policy nature, the COO will determine the course of action and report back the results of the investigation to the Metro Auditor.
  - c. The Metro Auditor may determine at any time to conduct an independent investigation or audit.
6. Investigations will be prioritized as low, medium or high priority and conducted accordingly based upon the decision matrix outline in Exhibit 1.
7. The Metro Auditor will update the status and priority of the report within the EthicsPoint case management system as the investigation proceeds in consultation with the lead investigator.
8. Any action taken will be documented in the Report Notes section of the case management system.
9. The Metro Auditor will be responsible for posting follow-up comments or questions to the reporter.
10. Once action on the report is resolved or closed, Metro Auditor will use the Post a Follow up function to notify the person reporting that the issue has been resolved or closed and provide information about the resolution.



Agenda Item Number 4.0

**HCT RECOMMENDED PRIORITIES AND  
DRAFT PLAN**

Metro Council Work Session  
Tuesday, April 14, 2009  
Metro Council Chamber

## METRO COUNCIL

### Work Session Worksheet

Presentation Date: April 14, 2009 Time: 2:35pm Length: 30 minutes

Presentation Title: Regional High Capacity Transit System Plan- Evaluation Report and System Expansion Policy

Service, Office, or Center: Planning and Development; Corridor Planning

Presenters (include phone number/extension and alternative contact information):  
Ross Roberts x1752 and Tony Mendoza x1726

#### **ISSUE & BACKGROUND**

The *High Capacity Transit (HCT) System Plan* is a 30 year plan for prioritizing HCT investments in new corridors and changes to existing corridors. The results will be incorporated into the *Regional Transportation Plan (RTP)*. The *HCT System Plan* tells us where the best locations are for major rail and bus transit capital investments based on evaluation criteria derived from the *RTP*. The *RTP* tells us whether HCT is the right transportation choice relative to other potential transportation investments. *Making the Greatest Place* tells us whether HCT is the right transportation choice to support the land use in any given corridor or center.

#### **Major accomplishments since the last Metro Council update**

##### Technical accomplishments

- 1<sup>st</sup> and 2<sup>nd</sup> Drafts of High Capacity Transit System Evaluation Report, created, including:
  - technical analysis of fifteen corridors based on council-adopted evaluation criteria
  - technical analysis of improvements to the existing system (tunnel and east side connector) and commuter rail that travels outside of the Metro region.
- TPAC/MPAC HCT Subcommittee met on March 25, 2009 and April 9, 2009 to discuss and review the evaluation results and ranking of the fifteen corridors into four tiers using the technical analysis as reference. The subcommittee uses the multiple account evaluation technique.

##### Public involvement accomplishments

- Build-a-system tool launched. As of April 8, 2009, the website received approximately 3,000 unique page views and 500 people have taken the build-a-system web-based questionnaire.
- Six (6) Public events to promote the build-a-system tool. One media briefing was given; eight (8) news articles have been published.
- Thirty community briefings have been held with attendance of 10-35 people (list attached).

##### Jurisdictional outreach accomplishments

- Surveyed TPAC, MTAC, JPACT, MPAC, Think Tank, and participants in community briefings on the evaluation criteria and general values associated with each of the evaluation criteria. The summary of responses is included in the Draft Evaluation Report and was presented to the HCT subcommittee on March 25, 2009.
- Held four Local Aspirations workshops with local jurisdiction staff to discuss aspirations for transit supportive land uses.

### **Next Steps**

- Think Tank will meet on April 15, 2009.
- Between April 30, 2009 and May 14, 2009, the draft preliminary technical evaluation report and tiers of High Capacity Transit project will be discussed at TPAC, MTAC, MPAC, and JPACT.
- Development of a system expansion policy.
- Development of strategy to integrate with and elaborate on the *Regional Transportation Plan* high capacity transit policies and funding strategies.
- Close build-a-system tool on April 24 and summarize all public input to inform decision-making process.

### **OPTIONS AVAILABLE**

Status update and discussion

### **IMPLICATIONS AND SUGGESTIONS**

Status update and discussion

### **QUESTION(S) PRESENTED FOR CONSIDERATION**

Staff will be presenting and seeking input on the *HCT System Plan* process and timeline update, including the proposed system expansion policy and four-year actions.

**LEGISLATION WOULD BE REQUIRED FOR COUNCIL ACTION** \_\_Yes X No

**DRAFT IS ATTACHED** \_\_\_\_Yes X No

Attachments:

- High Capacity Transit System Evaluation Report, 2<sup>nd</sup> Draft, April 2009
- High Capacity Transit Build-a-system tool factsheet
- Next Steps update – April 8, 2009
- *HCT System Plan* process and timeline update – April 6, 2009
- Community briefings meeting schedule – April 8, 2009

## Attachment 1

Attachment one can be found at the following link: <ftp://ftp.metro-region.org/pub/tran/HCT/EvalReport/>.

Hard copies will be printed for Council by April 9, 2009.

# Going places

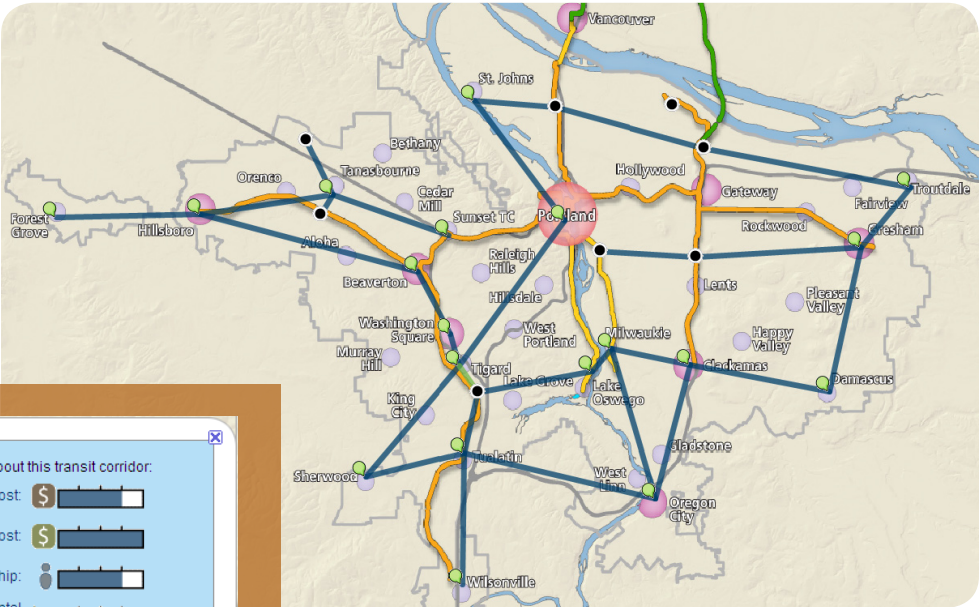


REGIONAL HIGH CAPACITY TRANSIT SYSTEM PLAN

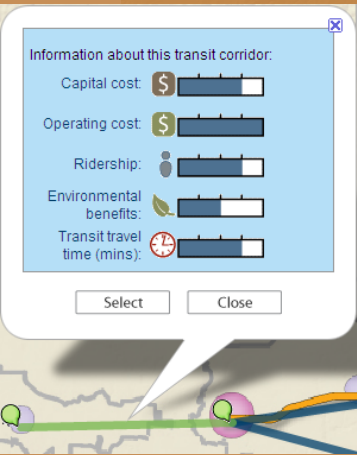
## High capacity transit build-a-system tool

On March 23, Metro launched an online build-a-system tool and questionnaire as part of the prioritization process for the High Capacity Transit System Plan. The tool and questionnaire are available through April 24 at [www.oregonmetro.gov/goingplaces](http://www.oregonmetro.gov/goingplaces).

The build-a-system tool allows users to be “virtual planners,” choosing which high capacity transit lines to build within a limited budget. Users balance trade-offs such as cost, ridership, environmental benefit, and connection to attractions and institutions to create the system that they would like to see.



Users **balance** trade-offs, **compare** potential lines and configurations, **submit** their best system, and then **answer** the questionnaire to express their values.



The tool is coupled with a questionnaire addressing the project’s evaluation criteria to help decision-makers understand the values that drive people’s thinking on transit investments. Responses to the questionnaire will be tallied to help decision-makers balance the region’s priorities in evaluating the potential new lines and improvements to the current system.

Users are asked questions like:

2. How important were each of the system-wide criteria, when you developed your system?

	Very important	Somewhat important	Not at all important	Not sure/No opinion
Environmental benefits (e.g. greenhouse gas reduction)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ridership	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Capital cost	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Operations cost	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Metro project staff will be featuring the online tool in several communities in April at these times and locations:

- 6:30 to 8:30 p.m. Wednesday, April 1  
Tigard Trails open house, Tigard Library | 13500 SW Hall Blvd.
- 1 to 4 p.m. Saturday, April 4  
Clackamas Town Center | 12000 SE 82nd Ave., Happy Valley
- 8 to 10 a.m. Saturday, April 4  
Café Delirium | 308 N. Main Ave., Gresham

- 10 a.m. to noon Saturday, April 4  
Gresham Library | 385 NW Miller Ave.
- 10 a.m. to 2 p.m. Saturday, April 11  
Powell’s Books | 1005 W. Burnside St., Portland
- 11 a.m. to 4 p.m. Saturday, April 18  
Earth Day celebration | Downtown Hillsboro

# Going places



## Next steps update

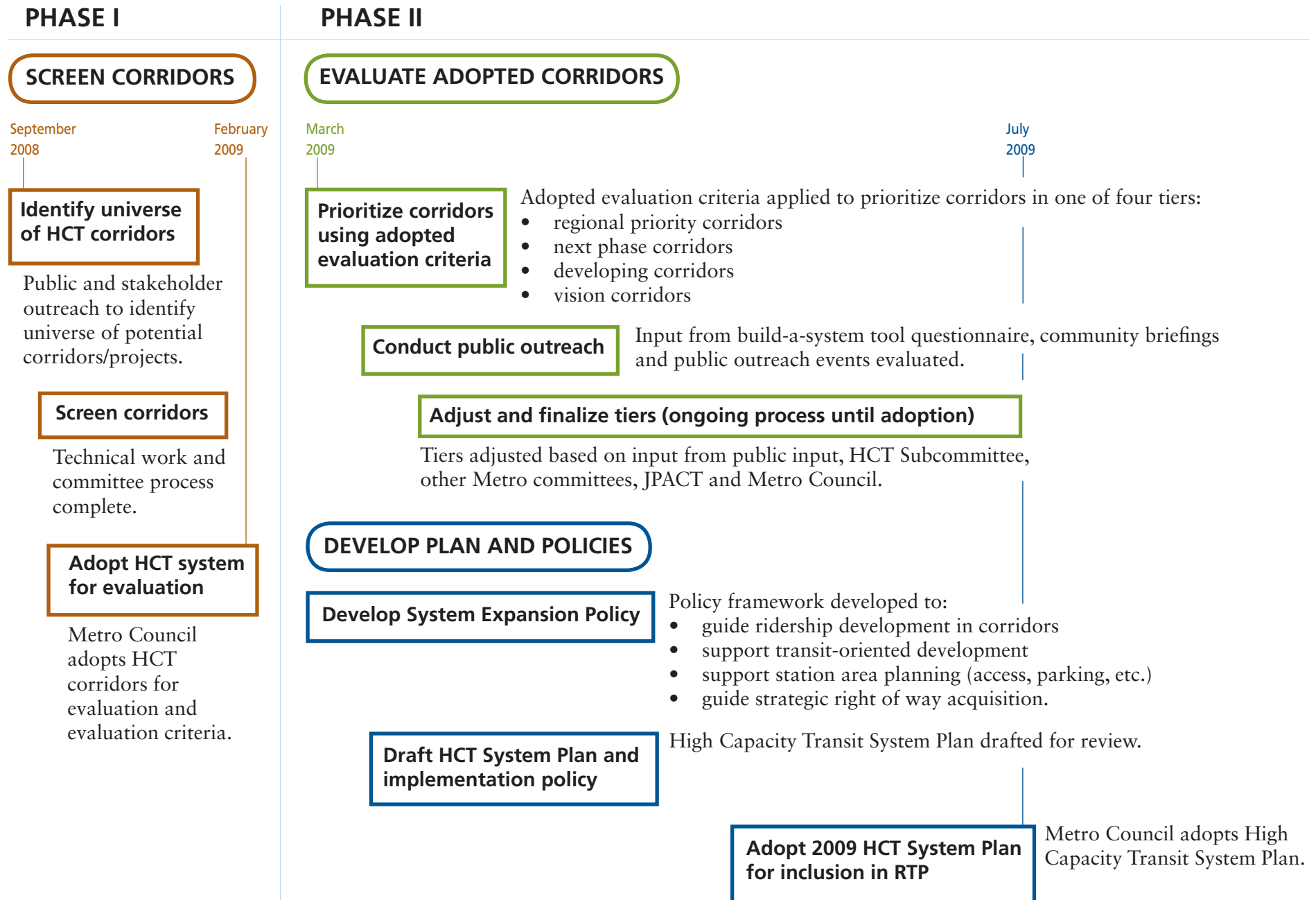
**April 8, 2009**

*(note: items in italics are tentative)*

- March 23 to April 24, 2009: Build-a-system tool live, public events.
- March 25, 2009: **HCT MTAC/TPAC Subcommittee** – Share initial evaluation results, discuss prioritization process.
- April 9, 2009: **HCT MTAC/TPAC Subcommittee** – Review revised evaluation results, recommend priorities based on technical evaluation, review plan outline and approval process.
- April 10, 2009: **TMAC** – Project update.
- April 14, 2009: **Metro Council work session** – Discuss prioritization process and technical analysis and draft plan.
- April 15, 2009: **Think Tank**
- April 24, 2009: Public outreach complete.
- April 30, 2009: **TPAC** – Discuss recommended technical and public priorities and draft plan.
- May 6, 2009: **MTAC** – Discuss recommended technical and public priorities and draft plan.
- May 13, 2009: **MPAC** – Discuss recommended technical and public priorities and draft plan.
- May 14, 2009: **JPACT** – Discuss recommended technical and public priorities and draft plan.
- *May 14 (or 21), 2009: **HCT MTAC/TPAC Subcommittee** – Recommend HCT plan (action).*
- *Mid-May: **Think Tank***
- May 22: HCT plan resolution drafted for submission to committees.
- May 29, 2009: **TPAC** – Recommend HCT plan to JPACT (action).
- June 3, 2009: **MTAC** – Recommend HCT plan to MPAC (action).
- *June 9, 2009: **Metro Council work session***
- June 10, 2009: **MPAC** – Recommend HCT plan to Council for incorporation into the RTP (action).
- June 11, 2009: **JPACT** – Recommend HCT plan to Council for incorporation into the RTP (action).
- *June 23, 2009: **Metro Council work session***
- *July 2, 2009: **Metro Council** – Adoption of High Capacity Transit System Plan for incorporation into the RTP.*

# High Capacity Transit System Plan process and timeline update

April 6, 2009



# **High Capacity Transit System Plan**

## **Community briefings list, as of April 8, 2009**

**Ross Island Early Risers**, Dec. 12, 2008

**Damascus Comp Plan workshops**, Jan. 26, Feb. 3 and Feb 5, 2009

**OAME**, Jan. 30, 2009

**Portland Green Drinks**, Feb. 3, 2009

**Lloyd District TMA**, Feb. 5, 2009

**Alliance of Portland Business Associations**, Feb. 9, 2009

**North Clackamas Citizen Association**, Feb. 10, 2009

**Lake Oswego Neighborhood Action Coalition and Lake Oswego Transportation Advisory Board**, Feb. 11, 2009

**East Metro Economic Alliance**, Feb. 12, 2009

**(SWINI) SW Neighborhood Transportation Group**, Feb. 24, 2009

**CPO 1**, March 3, 2009

**Hillsboro Chamber of Commerce**, March 3, 2009

**Travel Portland**, March 4, 2009

**Portland Freight Committee**, March 5, 2009

**North Clackamas School Board**, March 5, 2009

**Gresham Transportation Subcommittee**, March 5, 2009

**Portland Downtown Neighborhood Association - Land Use Committee**, March 9, 2009

**Tualatin Tomorrow**, March 11, 2009

**Clackamas Business Alliance**, March 11, 2009

**Westside Economic Alliance**, March 11, 2009

**The Institutional Facilities Coalition**, March 11, 2009

**SE Uplift - Livability Group**, March 16, 2009

**North Clackamas Chamber**, March 16, 2009

**Pedestrian Advisory Committee (PAC)**, March 17, 2009

**Northeast Coalition Land Use and Transportation Committee**, March 25, 2009

**Clackamas County Economic Development Commission**, March 25, 2009

**Wilsonville Chamber of Commerce - Government Affairs Committee**, April 1, 2009

**Portland Streetcar Inc. CAC**, April 1, 2009

**Oregon City Rotary**, April 1, 2009