



## **METRO COUNCIL MEETING**

Meeting Summary

Nov. 10, 2011

Metro, Council Chamber

Councilors Present: Council President Tom Hughes and Councilors Carl Hosticka, Kathryn Harrington, Shirley Craddick and Carlotta Collette

Councilors Excused: Councilor Rex Burkholder and Barbara Roberts

Council President Hughes convened the regular Council meeting at 2 p.m.

### **1. INTRODUCTIONS**

There were none.

### **2. CITIZEN COMMUNICATIONS**

There were none.

### **3. RECRUITMENT AND SELECTION PROCESS: STRENGTHEN DOCUMENTATION AND RECORD RETENTION**

Metro Auditor Suzanne Flynn provided a brief presentation on a recent audit of Metro's recruitment and selection processes. The audit was not originally included in the FY 2011-12 audit schedule, but was added in response to a complaint on Metro's ethics line. Ms. Flynn indicated that while the hotline report was determined inaccurate, the office decided a broader look at recruitment and selection processes would be appropriate.

A sample of 24 recruitment and selection processes that resulted in a hire between July 1, 2009 and July 5, 2011 were reviewed. Ms. Flynn overviewed the audit's scope, methodology and results. Highlighted results included: (1) Human Resources directions to managers could be improved (e.g. HR's Selection and Retention Guide); (2) organization of documents limited transparency (e.g. hard copy records shift to electronic, NEO-GOV documents); and (3) internal Metro candidates were treated fairly during both processes. In response to the audit's findings, Ms. Flynn recommended HR complete the following in order to improve the quality and transparency of the selection process:

1. Strengthen procedures to ensure fairness and transparency of the process.
2. Require managers to provide documentation of each step in the selection process.
3. Improve the organization of file retention.
4. Develop a training curriculum to provide ongoing training for managers on the recruitment and selection process and their responsibilities.

A formal follow-up audit will be scheduled in 1 to 2 years.

Ms. Mary Rowe and Ms. Teddi Anderson of Metro thanked the Auditor and her staff for their review and analysis. Ms. Rowe indicated that management agreed with the audit recommendations and has

begun to move forward with implementation. She indicated that HR would be more diligent in requiring documentation and ensuring the processes outlined in the Selection and Retention Guide are followed. Staff is in the process of updating the procedures and documentation templates to reflect the new, fully electronic NEO GOV system. She also confirmed that HR would continue department trainings. (Complete audit and management response included as part of the meeting record.)

Council discussion included the NEO-GOV online program.

**4. ZOO CAPITAL CONSTRUCTION PROGRAM AUDIT FOLLOW-UP**

Ms. Flynn and Ms. Kristin Lieber provided a presentation on the Zoo Capital Construction Program audit – a follow-up to the Nov. 2009 audit entitled *Oregon Zoo Capital Construction: Metro's readiness to construct 2008 bond projects*. The original audit made seven recommendations to improve how construction projects were managed including creating clear roles, and having better processes for managing costs, schedules, reporting, and documentation.

The Zoo Capital Construction Program audit reviewed the management of three Zoo projects funded by the 2008 Bond Measure: the veterinary medical center, penguin life support system, and water main building. Ms. Lieber indicated that Metro has implemented six of the seven 2009 recommendations and is making strides on the seventh recommendation. She recommended that an overall report, in aggregate, on the whole program be developed to address the seventh recommendation. She indicated that overall Metro is making progress and rated Metro 3 out of 5 on the project capability and maturity scale – this is up 2 from 2009. With continued work, the Auditor's office believed Metro could achieve a Level 4 rating. While no additional follow-up audit is scheduled, Ms. Flynn indicated that her office would continue to monitor Metro's progress.

Mr. Scott Robinson of Metro and Mr. Craig Stroud of the Oregon Zoo thanked the Auditor and her staff for their report. Staff emphasized the transparency in budget spending; staff specifically highlighted that the three projects selected for the follow-up audit had realistic cost estimates, appropriate contingencies, verified budgets, and closely monitored and controlled spending. Staff addressed the Auditor's final recommendation and indicated that staff would continue to strive to provide the Metro Council and stakeholders with timely, relevant, accurate data. (Complete audit and management response included as part of the meeting record.)

Council discussion included the Zoo Bond Oversight Committee, frequency of project reports, and the requirements to meet levels 4 and 5 of the project capability and maturity scale.

**5. CONSIDERATION OF THE MINUTES FOR NOV. 3, 2011**

Motion:	Councilor Carl Hosticka moved to adopt the Nov. 3, 2011 Council minutes.
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Vote:	Council President Hughes and Councilors Hosticka, Craddick, Harrington and Collette voted in support of the motion. The vote was 5 ayes, the motion <u>passed</u> .
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**6. CHIEF OPERATING OFFICER COMMUNICATION**

There was none.

**7. COUNCILOR COMMUNICATION**

Council updates included, but were not limited to, the recent JPACT and MPAC meetings, annual ULI Forecast meeting, City of Cornelius Council meeting and election of officers, and East Portland Neighborhood Association meeting.

**8. ADIJURN**

There being no further business, Council President Hughes adjourned the regular meeting at 2:46 p.m. The Metro Council will reconvene the next regular council meeting on Thursday, Nov. 17 at 2 p.m. at the Metro Council Chamber.



Kelsey Newell,  
Regional Engagement Coordinator

**ATTACHMENTS TO THE PUBLIC RECORD FOR THE MEETING OF NOV. 10, 2011**

<b>Item</b>	<b>Topic</b>	<b>Doc. Date</b>	<b>Document Description</b>	<b>Doc. Number</b>
4.	Minutes	11/3/11	Council minutes for 11/3/11	111011c-01