



600 NE Grand Ave.  
Portland, OR 97232-2736

## Council work session agenda

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Tuesday, October 11, 2016

2:00 PM

Metro Regional Center, Council Chamber

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1. **Call to Order and Roll Call**
2. **Chief Operating Officer Communication**
3. **Work Session Topics:**
  - 3.1 Elected Officials Survey [16-0018](#)  
Attachments: [Work Session Worksheet](#)  
[Metro Elected Officials 2016 Survey Results](#)  
[PowerPoint: 2016 Survey Among City and County Elected Officials](#)
4. **Councilor Liaison Updates and Council Communication**
5. **Adjourn**

# Metro respects civil rights

Metro fully complies with Title VI of the Civil Rights Act of 1964 and related statutes that ban discrimination. If any person believes they have been discriminated against regarding the receipt of benefits or services because of race, color, national origin, sex, age or disability, they have the right to file a complaint with Metro. For information on Metro’s civil rights program, or to obtain a discrimination complaint form, visit [www.oregonmetro.gov/civilrights](http://www.oregonmetro.gov/civilrights) or call 503-797-1536. Metro provides services or accommodations upon request to persons with disabilities and people who need an interpreter at public meetings. If you need a sign language interpreter, communication aid or language assistance, call 503-797-1890 or TDD/TTY 503-797-1804 (8 a.m. to 5 p.m. weekdays) 5 business days before the meeting. All Metro meetings are wheelchair accessible. For up-to-date public transportation information, visit TriMet’s website at [www.trimet.org](http://www.trimet.org).

### Thông báo về sự Metro không kỳ thị của

Metro tôn trọng dân quyền. Muốn biết thêm thông tin về chương trình dân quyền của Metro, hoặc muốn lấy đơn khiếu nại về sự kỳ thị, xin xem trong [www.oregonmetro.gov/civilrights](http://www.oregonmetro.gov/civilrights). Nếu quý vị cần thông dịch viên ra dấu bằng tay, trợ giúp về tiếp xúc hay ngôn ngữ, xin gọi số 503-797-1890 (từ 8 giờ sáng đến 5 giờ chiều vào những ngày thường) trước buổi họp 5 ngày làm việc.

### Повідомлення Metro про заборону дискримінації

Metro з повагою ставиться до громадянських прав. Для отримання інформації про програму Metro із захисту громадянських прав або форми скарги про дискримінацію відвідайте сайт [www.oregonmetro.gov/civilrights](http://www.oregonmetro.gov/civilrights). або Якщо вам потрібен перекладач на зборах, для задоволення вашого запиту зателефонуйте за номером 503-797-1890 з 8.00 до 17.00 у робочі дні за п'ять робочих днів до зборів.

### Metro 的不歧视公告

尊重民權。欲瞭解Metro民權計畫的詳情，或獲取歧視投訴表，請瀏覽網站 [www.oregonmetro.gov/civilrights](http://www.oregonmetro.gov/civilrights)。如果您需要口譯方可參加公共會議，請在會議召開前5個營業日撥打503-797-1890（工作日上午8點至下午5點），以便我們滿足您的要求。

### Ogeysiiska takooris la'aanta ee Metro

Metro waxay ixtiraamtaa xuquuqda madaniga. Si aad u heshid macluumaad ku saabsan barnaamijka xuquuqda madaniga ee Metro, ama aad u heshid warqadda ka cabashada takoorista, booqo [www.oregonmetro.gov/civilrights](http://www.oregonmetro.gov/civilrights). Haddii aad u baahan tahay turjubaan si aad uga qaybqaadatid kullan dadweyne, wac 503-797-1890 (8 gallinka hore illaa 5 gallinka dambe maalmaha shaqada) shan maalmo shaqo ka hor kullanka si loo tixgaliyo codsashadaada.

### Metro의 차별 금지 관련 통지서

Metro의 시민권 프로그램에 대한 정보 또는 차별 항의서 양식을 얻으려면, 또는 차별에 대한 불만을 신고 할 수 [www.oregonmetro.gov/civilrights](http://www.oregonmetro.gov/civilrights). 당신의 언어 지원이 필요한 경우, 회의에 앞서 5 영업일 (오후 5시 주중에 오전 8시) 503-797-1890를 호출합니다.

### Metro의 差別禁止通知

Metroでは公民権を尊重しています。Metroの公民権プログラムに関する情報について、または差別苦情フォームを入手するには、[www.oregonmetro.gov/civilrights](http://www.oregonmetro.gov/civilrights)。までお電話ください。公開会議で言語通訳を必要とされる方は、Metroがご要請に対応できるよう、公開会議の5営業日前までに503-797-1890（平日午前8時～午後5時）までお電話ください。

### សេចក្តីជូនដំណឹងអំពីការមិនរើសអើងរបស់ Metro

ការគោរពសិទ្ធិពលរដ្ឋរបស់ ។ សំរាប់ព័ត៌មានអំពីកម្មវិធីសិទ្ធិពលរដ្ឋរបស់ Metro ឬដើម្បីទទួលបានការបណ្តឹងរើសអើងសូមចូលទស្សនាគេហទំព័រ [www.oregonmetro.gov/civilrights](http://www.oregonmetro.gov/civilrights)។

បើលោកអ្នកត្រូវការអ្នកបកប្រែភាសានៅពេលអង្គប្រជុំសាធារណៈ សូមទូរស័ព្ទមកលេខ 503-797-1890 (ម៉ោង 8 ព្រឹកដល់ម៉ោង 5 ល្ងាច ថ្ងៃធ្វើការ) ប្រាំពីរថ្ងៃ ថ្ងៃធ្វើការ មុនថ្ងៃប្រជុំដើម្បីអាចឲ្យគេសម្រួលតាមសំណើរបស់លោកអ្នក ។

### إشعار بعدم التمييز من Metro

تحتزم Metro الحقوق المدنية. للمزيد من المعلومات حول برنامج Metro للحقوق المدنية أو لإيداع شكوى ضد التمييز، يرجى زيارة الموقع الإلكتروني [www.oregonmetro.gov/civilrights](http://www.oregonmetro.gov/civilrights). إن كنت بحاجة إلى مساعدة في اللغة، يجب عليك الاتصال مقدماً برقم الهاتف 503-797-1890 (من الساعة 8 صباحاً حتى الساعة 5 مساءً، أيام الاثنين إلى الجمعة) قبل خمسة (5) أيام عمل من موعد الاجتماع.

### Paunawa ng Metro sa kawalan ng diskriminasyon

Iginagalang ng Metro ang mga karapatang sibil. Para sa impormasyon tungkol sa programa ng Metro sa mga karapatang sibil, o upang makakuha ng porma ng reklamo sa diskriminasyon, bisitahin ang [www.oregonmetro.gov/civilrights](http://www.oregonmetro.gov/civilrights). Kung kailangan ninyo ng interpreter ng wika sa isang pampublikong pulong, tumawag sa 503-797-1890 (8 a.m. hanggang 5 p.m. Lunes hanggang Biyernes) lima araw ng trabaho bago ang pulong upang mapagbigyan ang inyong kahilingan. Notificación de no discriminación de Metro.

### Notificación de no discriminación de Metro

Metro respeta los derechos civiles. Para obtener información sobre el programa de derechos civiles de Metro o para obtener un formulario de reclamo por discriminación, ingrese a [www.oregonmetro.gov/civilrights](http://www.oregonmetro.gov/civilrights). Si necesita asistencia con el idioma, llame al 503-797-1890 (de 8:00 a. m. a 5:00 p. m. los días de semana) 5 días laborales antes de la asamblea.

### Уведомление о недопущении дискриминации от Metro

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### Avizul Metro privind nediscriminarea

Metro respectă drepturile civile. Pentru informații cu privire la programul Metro pentru drepturi civile sau pentru a obține un formular de reclamație împotriva discriminării, vizitați [www.oregonmetro.gov/civilrights](http://www.oregonmetro.gov/civilrights). Dacă aveți nevoie de un interpret de limbă la o ședință publică, sunați la 503-797-1890 (între orele 8 și 5, în timpul zilelor lucrătoare) cu cinci zile lucrătoare înainte de ședință, pentru a putea să vă răspunde în mod favorabil la cerere.

### Metro txoj kev ntxub ntxaug daim ntawv ceeb toom

Metro tributes cai. Rau cov lus qhia txog Metro txoj cai kev pab, los yog kom sau ib daim ntawv tsis txaus siab, mus saib [www.oregonmetro.gov/civilrights](http://www.oregonmetro.gov/civilrights). Yog hais tais koj xav tau lus kev pab, hu rau 503-797-1890 (8 teev sawv ntxov txog 5 teev tsaus ntuj weekdays) 5 hnub ua hauj lw m ua ntej ntawm lub rooj sib tham.

Agenda Item No. 3.1

**ELECTED OFFICIALS' SURVEY RESULTS**

Metro Council Work Session  
Tuesday, October 11, 2016  
Metro Regional Center, Council Chamber



# METRO COUNCIL

## Work Session Worksheet

**PRESENTATION DATE:** October 11, 2016

**LENGTH:** 30 to 45 minutes

**PRESENTATION TITLE:** Elected officials' survey results

**DEPARTMENT:** Communications

**PRESENTER(S):** Becca Uherbelau, x 1714; [becca.uherbelau@oregonmetro.gov](mailto:becca.uherbelau@oregonmetro.gov); Jim Middaugh, [jim.middaugh@oregonmetro.gov](mailto:jim.middaugh@oregonmetro.gov), x 1505; Tom Eiland, CFM Strategic Communications, (503) 802-4112, [tome@cfmpdx.com](mailto:tome@cfmpdx.com)

### WORK SESSION PURPOSE & DESIRED OUTCOMES

- Purpose: To provide a briefing on the results of the elected officials survey
- Outcome: Council awareness of elected officials' current attitudes and beliefs about Metro; Council awareness of new program offerings and communications tactics resulting from the survey

### TOPIC BACKGROUND & FRAMING THE WORK SESSION DISCUSSION

The elected officials' survey is part of Metro's Balanced Scorecard. The survey has been conducted 4 times during the last seven years. The survey is conducted online with follow up phone calls to those who do not respond to emails. The survey attempts to cover a variety of topics of interest to the Council and staff. Metro uses an independent contractor to conduct the survey to ensure anonymity.

Staff also will present several new initiatives that respond to survey findings.

### QUESTIONS FOR COUNCIL CONSIDERATION

1. Does the Council have questions for the vendor?
2. Does the Council approve the recommended next steps?
3. What additional actions are Councilors willing to take to respond to survey findings?
4. Are there other questions Councilors would like to include in the next survey?

### PACKET MATERIALS

- Would legislation be required for Council action  Yes  No
- If yes, is draft legislation attached?  Yes  No
- What other materials are you presenting today? The vendor will have a power point presentation.





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1. In which county is the jurisdiction you represent?

- 1. Multnomah 13%
- 2. Washington 38%
- 3. Clackamas 49%

2. What type of jurisdiction do you represent?

- 1. County commissioner 11%
- 2. Mayor 22%
- 3. City councilor/commissioner 67%

To what extent do you agree or disagree with the following statement:

3. “Metro provides valuable services that have positive impacts on my constituents.”

- 1. Strongly agree Go to Q3 22%
- 2. Agree Go to Q3 33%
- 3. Somewhat agree Go to Q3 19%
- 4. Somewhat disagree Go to Q4 14%
- 5. Disagree Go to Q4 8%
- 6. Strongly disagree Go to Q4 3%

4. IF AGREE: What are the primary reasons you agree Metro provides valuable services that have positive impacts on your constituents?

	# of responses
Green spaces, parks, open space	17
Coordinate and provide leadership	15
Land use planning	9
Recycling & waste disposal programs	8
Transportation planning	7
The zoo	5
Maintain & manage UGB	4
Good communications	2



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5. IF DISAGREE: What are reasons you disagree Metro provides valuable services that have positive impacts on your constituents?

	# of responses
Ignores local needs	8
Overreaches authority	7
Land use policies	5
Multnomah Co./Portland focused	2
Hurts local business	1
Added taxes	1
Cut bus service	1
Focus on rail vs. roads	1

To what extent do you agree or disagree with the following statements?  
(Randomize)

	Strongly agree	Agree	Somewhat agree	Somewhat disagree	Disagree	Strongly disagree
6. Metro provides information in a timely manner.	8%	49%	23%	10%	10%	--
7. Metro provides useful information.	16%	34%	28%	15%	3%	3%
8. Metro provides trustworthy information.	13%	38%	18%	20%	7%	5%
9. Metro provides the right amount of information.	11%	30%	28%	18%	11%	2%

Totals vary due to rounding





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The following are four of Metro’s primary areas of responsibilities. How would you rate Metro’s efforts in each area? (Randomize)

	Excellent	Very good	Fair	Poor	Not sure
10. Regional land use, development and transportation planning	11%	23%	31%	34%	--
11. Protecting natural areas and managing regional parks	31%	38%	23%	8%	--
12. Managing solid waste, garbage and recycling	25%	39%	25%	7%	5%
13. Managing and operating regional visitor and entertainment venues	31%	30%	16%	10%	13%

Totals vary due to rounding



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The following are more specific Metro responsibilities and efforts. How would you rate Metro's efforts in each area? (Randomize)

	Excellent	Very good	Fair	Poor	Not sure
14. Ensuring an adequate supply of land for <u>homes</u> through management of the Urban Growth Boundary	10%	17%	19%	54%	--
15. Ensuring an adequate supply of land for <u>business</u> through management of the Urban Growth Boundary	7%	20%	24%	46%	3%
16. Planning the Portland region's transportation system	7%	24%	29%	39%	2%
17. Promoting alternatives to driving alone	12%	31%	29%	17%	12%
18. Planning and managing regional parks and trails	24%	44%	24%	9%	--
19. Managing protection and restoration of natural areas	31%	32%	25%	10%	2%
20. Operating Metro Central and Metro South garbage transfer stations	15%	39%	12%	5%	29%
21. Hosting household hazardous waste collection events in the region	19%	32%	20%	12%	17%
22. Processing and selling recycled Metro Paint	27%	31%	12%	3%	27%
23. Providing recycling and waste reduction education programs for grades K-12 throughout the region	14%	27%	10%	5%	44%
24. Promoting recycling and waste reduction throughout the region	24%	41%	22%	8%	5%
25. Cleaning up illegal dumpsites through the Regional Illegal Dumping (RID) program	5%	20%	14%	12%	49%
26. Operating the Oregon Convention Center	25%	44%	14%	2%	15%
27. Operating Portland Expo Center	22%	41%	17%	2%	19%
28. Operating the Oregon Zoo	34%	42%	14%	5%	5%
29. Operating Portland's arts and entertainment venues, such as the Arlene Schnitzer Concert Hall and the Keller Auditorium	29%	39%	10%	2%	20%
30. Managing rate and taxpayer dollars	9%	24%	31%	31%	7%

Totals vary due to rounding



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Where do you typically get information about Metro? (CHOOSE ALL THAT APPLY)

Emails from Metro	69%
Metro website	39%
Metro News	47%
From colleagues	59%
At Metro meetings	42%
The Oregonian/OregonLive	58%
Willamette Week	8%
Local TV	20%
Radio	10%
Social media (Facebook, Twitter, etc.)	19%

31. What specific suggestions do you have for Metro to improve its communications, public engagement processes or services?

	# of responses
Listen	5
Doing a good job	3
More collaboration	3
Improve communication with cities	2
Create real dialogues	2
Continue newsletters	1
Focus on community needs	1
Improve communication in general	1
Improve Metro News	1
Improve opt-in	1
Inform/educate about all services	1
Revisit JPAC	1
Speed up the process	1
Visit with cities	1



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32. What other suggestions do you have for Metro to improve its services?

# 2016 Survey Among City and County Elected Officials

Conducted by  
CFM Strategic Communications

June 2016



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- **2016 Elected Officials Survey**
  - Similar surveys were conducted in 2011, 2012 and 2014.
- **Objectives**
  - Measure the percent of elected officials who agree with the statement: “Metro provides highly valuable services that have positive impacts on my constituents.”
  - Assess Metro’s performance on information and trust.
  - Assess Metro’s performance on specific responsibilities and areas.
  - Compare results to surveys conducted in 2011, 2012 and 2014.



- Interviews conducted among county commissioners, mayors and city council members in the Metro service area.
  - Interviews conducted online and by telephone from June 1 to June 29, 2016.
  - At least five attempts were made to complete surveys with each official: three by email invitation and two telephone.
- 63 officials participated
  - 57 online and 6 telephone interviews
  - 56 city and 7 county participants
  - A 38% response rate



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By County	2011	2012	2014	2016
Washington	16	29	13	24
Multnomah	15	13	22	8
Clackamas	20	20	32	31
<b>Total</b>	<b>51</b>	<b>62</b>	<b>67</b>	<b>63</b>

By Title	Commissioners	Mayors	City Council	Total
Multnomah	0	1	7	8
Washington	4	6	14	24
Clackamas	3	7	21	31
<b>Total</b>	<b>7</b>	<b>14</b>	<b>42</b>	<b>63</b>



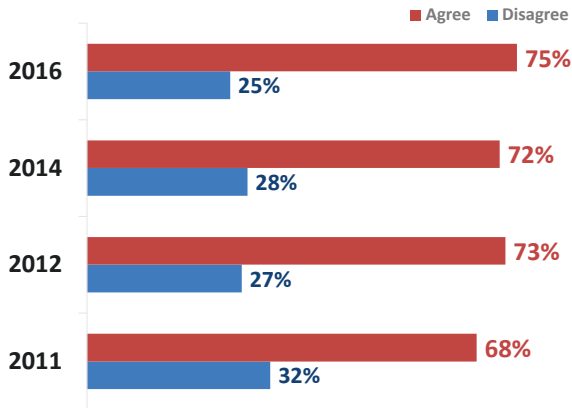
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## Rating Value of Metro's Services

Do you agree or disagree with the following statement:  
 "Metro provides valuable services that have positive impacts on my constituents."



Opinions about Metro's positive impacts on an official's constituents have increased seven points since 2011.



2016 Metro Elected Officials Survey

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## Rating Value of Metro's Services

### Rating Metro's value by area

	Agree	Disagree
<b>Multnomah</b> n=8	<b>63%</b>	<b>37%</b>
<b>Washington</b> N=24	<b>75%</b>	<b>25%</b>
<b>Clackamas</b> n=31	<b>77%</b>	<b>23%</b>

Ratings for Metro's value are similar in all areas.



2016 Metro Elected Officials Survey

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## Metro's Most Valuable Services

What are the primary reasons you agree Metro provides valuable services that have positive impacts on your constituents?



Maintaining green space and parks and providing leadership on regional issues are the primary areas Metro adds value.



2016 Metro Elected Officials Survey

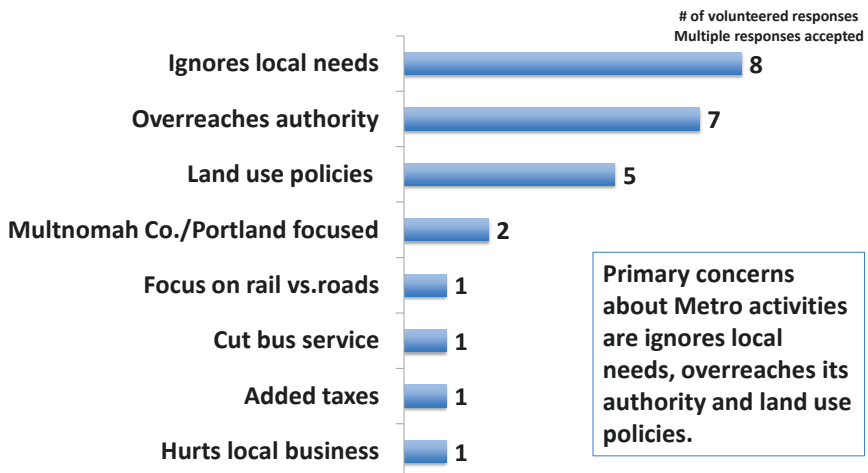
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## Concerns About Metro's Efforts

What are the primary reasons you disagree Metro provides valuable services that have positive impacts on your constituents?



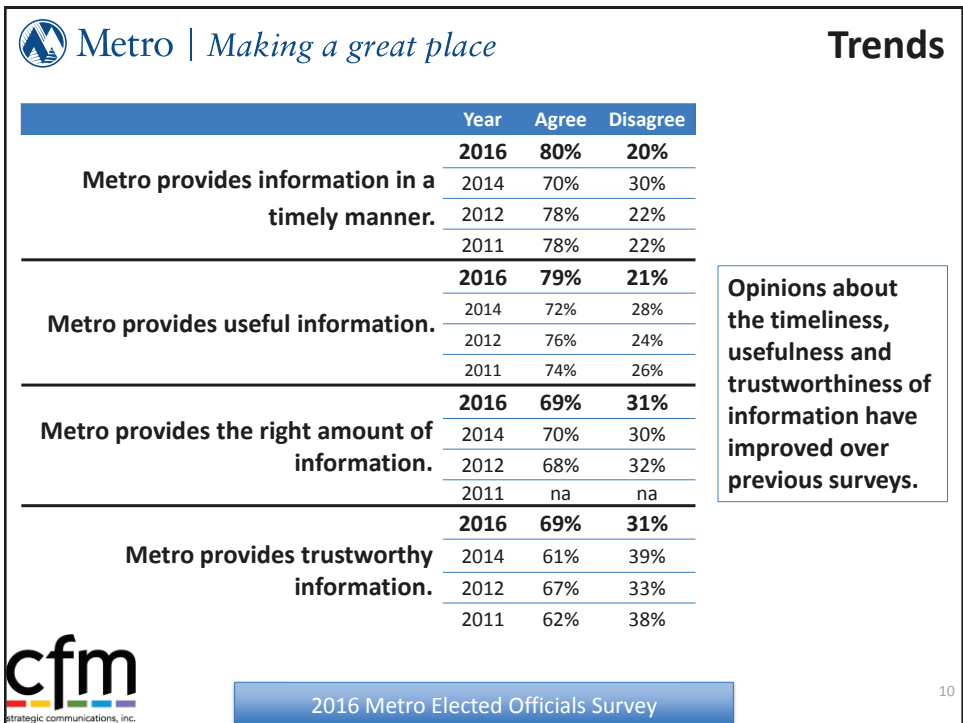
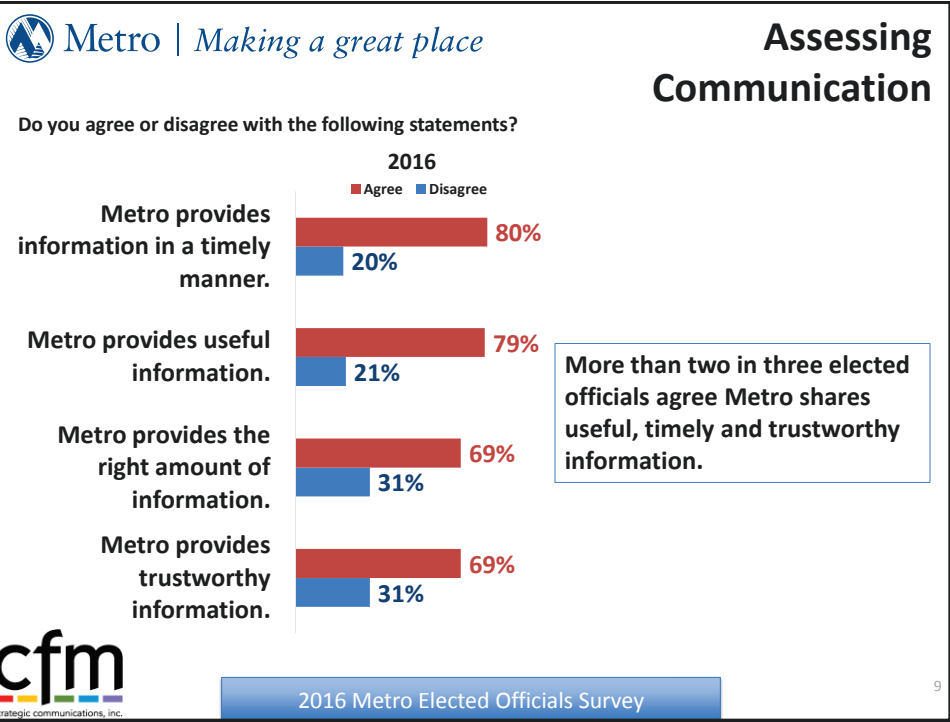
Primary concerns about Metro activities are ignores local needs, overreaches its authority and land use policies.



2016 Metro Elected Officials Survey

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### Rating Primary Responsibilities

The following are four of Metro's primary areas of responsibility. How would you rate Metro's efforts in each area?

	Year	Excellent/ Very good	Fair/ Poor	Not sure
<b>Protecting natural areas and managing regional parks</b>	2016	69%	31%	--
	2014	62%	36%	2%
<b>Managing and operating regional visitor and entertainment venues</b>	2016	61%	26%	13%
	2014	48%	42%	10%
<b>Managing solid waste, garbage and recycling</b>	2016	64%	31%	5%
	2014	57%	36%	7%
<b>Regional land use and transportation planning</b>	2016	34%	66%	--
	2014	33%	64%	3%

Since 2014, ratings increased for three of Metro's primary responsibilities.

Attitudes about land use and transportation planning are unchanged.



2016 Metro Elected Officials Survey

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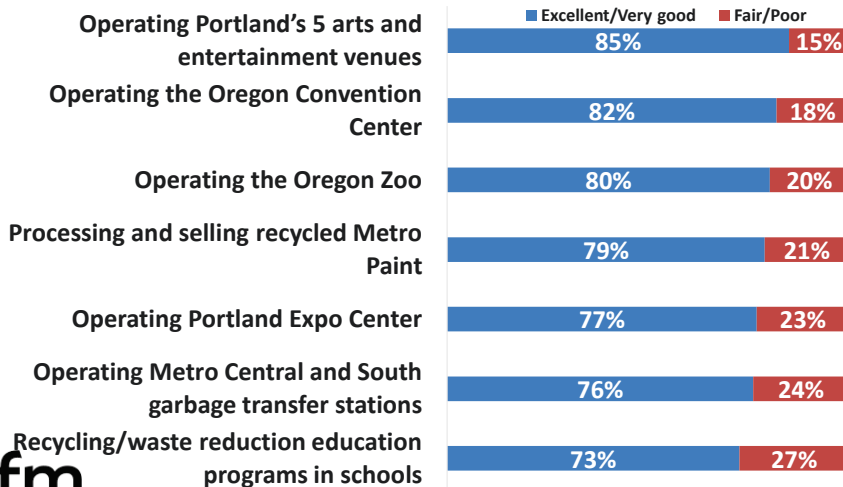


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### Rating Specific Responsibilities

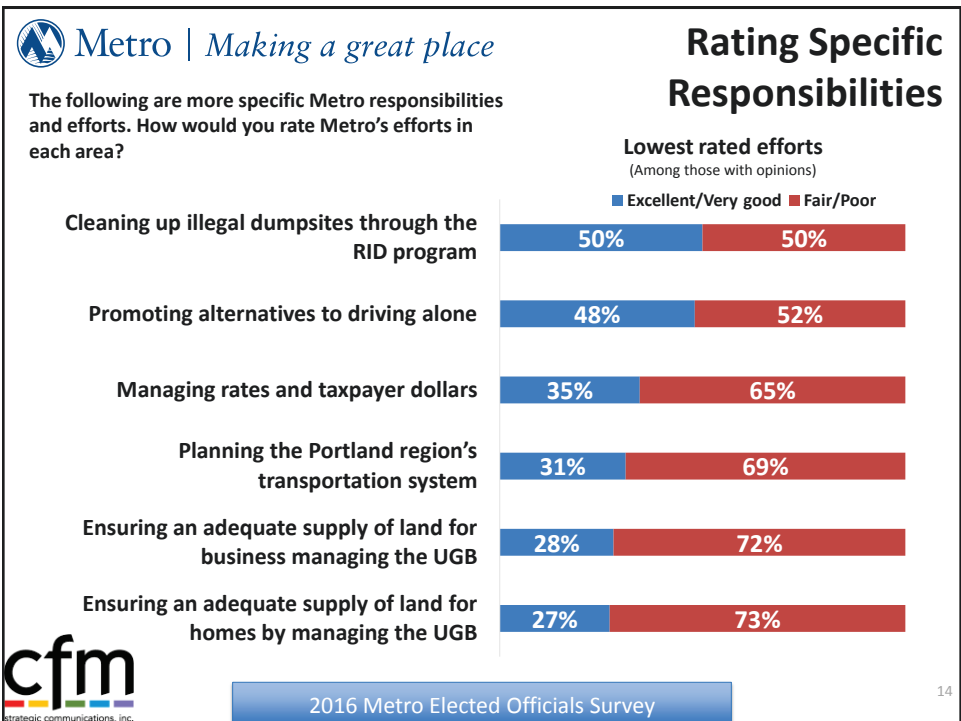
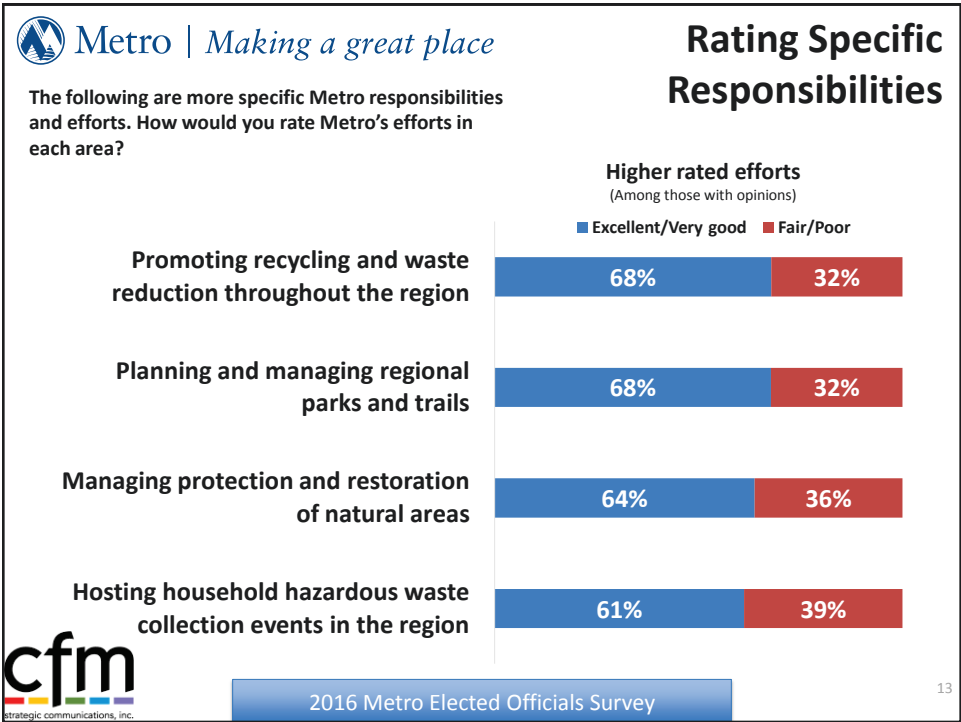
The following are more specific Metro responsibilities and efforts. How would you rate Metro's efforts in each area?

Highest rated efforts  
(Among those with opinions)



2016 Metro Elected Officials Survey

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## Rating Specific Responsibilities

- Among those with opinions:
  - Metro gets high marks for managing facilities and recycling/waste reduction programs.
  - Grades are lower for transportation and land use efforts.
- A large share of elected officials aren't aware of Metro's efforts in cleaning up illegal dumpsites, (49% not aware), recycling/waste reduction education programs in schools (44%), garbage transfer stations (29%) and the Metro Paint program (27%).

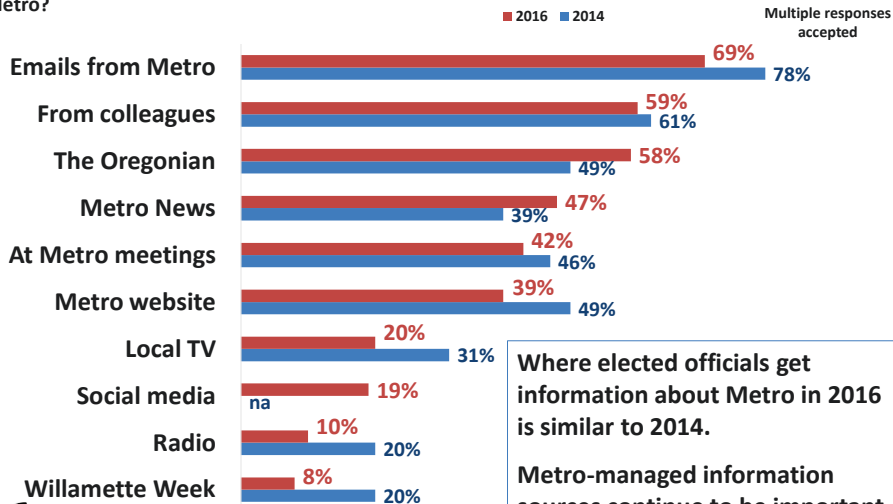


2016 Metro Elected Officials Survey

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## Sources of Information

Where do you typically get information about Metro?



2016 Metro Elected Officials Survey

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### Suggestions to Improve Communication

What specific suggestions do you have for Metro to improve its communications or public engagement processes?



Better engagement efforts are the primary ways Metro could improve communication with local governments.



### Other Suggestions

Are there any other specific suggestions you would like to provide to Metro?

Elected officials suggested a number of ways Metro could improve. Those mentioned more frequently are:

- Stop making decisions for local governments
- Listen to input from communities
- Be less Portland-centric in decision making



## VERBATIM COMMENTS

## Valuable Services

**IF AGREE METRO PROVIDES VALUABLE SERVICES: What are the primary reasons you agree Metro provides valuable services that have positive impacts on your constituents?**

- Handle regional garbage and transportation.
- Technical support.
- Waste management, parks and trails, zoo. Wish we had more influence over unelected Tri-Met board.
- You wouldn't know it from the rhetoric from many in the community, but Metro has been a good friend to Milwaukee, funding projects such as the "touch downs" of the pedestrian bridge across Kellogg Lake and the wetland enhancements in Spring Park.
- Metro is concerned with boundary areas and that is important. Metro wastes a great deal of money like CCR, which is unfortunate.
- Allegedly they add land to the UGB when cities need it, protect farmland, and natural resources during development, and add affordable workforce housing to neighborhoods so that folks who work in those neighborhoods can live in those neighborhoods.
- Ability to coordinate regionally.
- Coordination of transportation, garbage disposal, land use planning, parks and recreation.
- Planning and transportation coordination; park development and purchase of land for parks and scenic areas.
- The land they purchased for open space; the activities of MPACT and JPACT; I am not pleased with all decisions of JPACT but it does give a good standard throughout the region. Mapping service and ability to keep database consistent throughout entire region.
- They provide a broader level of regional organization.



**IF AGREE METRO PROVIDES VALUABLE SERVICES: What are the primary reasons you agree Metro provides valuable services that have positive impacts on your constituents?**

- Lots of great publications with practical "how to" info. GIS mapping is a great resource. The convening function is important as well.
- Willamette Falls Legacy Project; Metro Enhancement Grants; Parks and Open Spaces- Newell Creek Canyon/Canemah.
- Land use planning, transportation planning, solid waste services.
- Collaboration, communication, coordination.
- Metro is vital to King City's growth potential through support of Urban and Rural Reserve plan development.
- Parks and neighborhood program; the grants for planning activities.
- Coordination of land use issues; waste disposal; reducing, reusing, and recycling practices and education.
- Resource help, expertise and financial help.
- Blue Lake, Chinook Landing, among other things.
- Regional land use protection of farm land.
- Purchasing green spaces.
- Active in our community. Promotes green spaces and invests in community for the greater good of our region and our city's livability and economic stability.
- Zoo; infrastructure in unincorporated areas.
- They appear to be the only large governmental body actually working to curb climate change.
- Zoo and garbage.



**IF AGREE METRO PROVIDES VALUABLE SERVICES: What are the primary reasons you agree Metro provides valuable services that have positive impacts on your constituents?**

- Provides regional vision and support for park lands.
- I'm thinking. I'm thinking.
- High quality research. RTP is a great example.
- Recycling.
- Financial support and grants.
- Great regional parks
- Managing growth, creating a better and cleaner region are all great things.
- Metro manages some of the finest recreation opportunities in the region. Metro does a good job of controlling sprawl and helping the region grow effectively. Metro focuses too much transportation planning and too many transportation dollars on counties with a road levy. It is nice to be matching existing money but that doesn't mean that east Multnomah County doesn't have transportation and road maintenance issues that need help.
- Invaluable land use, transportation and natural resources data generated; good forum for regional leaders to communicate on regional issues and know each other better.
- The public venues that are managed including the zoo are essential in so many ways. Recycling and garbage transfer are also essential services best done by one agency.
- Regional government and planning helps us control issues outside our city boundaries that could impact quality of life inside our boundaries. Metro parks, open spaces and venues also benefit our city.
- Regional perspective on issues.
- Natural areas, land use planning, garbage, zoo



## Concerns about Services

**IF DISAGREES METRO PROVIDES VALUABLE SERVICES: What are the primary reasons you disagree Metro provides valuable services that have positive impacts on your constituents?**

- Metro does not listen to us on land use issues and are inflexible. They treat us like ignorant step-children.
- Metro is an unnecessary layer of government that has inserted itself to control the public dollars.
- Housing density is too high; in the housing plan there is no single level living for the citizens and one third of the population in Portland is over 65. No single level houses because of the density.
- Cities are commanded to adhere to policies set by Metro with no regard to the financial considerations required to do them.
- Metro is a black hole where tax revenues disappear. Metro is a monopoly that up charges everything they touch while bringing little value. Metro's policies, especially land use, are devastating to people who live here and will undermine our economy due to the high cost of land/homes.
- Lack of communication. No real cooperation in resolving local problems.
- Way too many mandates, no equal votes for outlying areas, no growth to expand, too much Portland influence.
- Metro only wants it their way. Input from citizens or elected officials are never really considered.
- Simply put, Metro councilors support Metro to the communities rather than the community needs to Metro. When the Metro maps can't properly identify population sizes, or the community is not even on the maps...what does this reflect? I don't like data that has been subjectively manipulated or 'played' with by Metro staff. Often, Metro is seen as looking for a function/role that overreaches their responsibilities.



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## Concerns about Services (continued)

**IF DISAGREES METRO PROVIDES VALUABLE SERVICES: What are the primary reasons you disagree Metro provides valuable services that have positive impacts on your constituents?**

- Taking away public safety dollars and putting them toward homeless when the homeless population doesn't want the services and choose to live that lifestyle. Also forcing the county taxpayers to not have a choice in whether the dollars should go to county programs or homeless programs. Also the county deciding not to listen to each individual city but making these decisions for individual cities on how taxpayer dollars should be spent and not giving us the choice.
- Metro forces Portland values on outlying areas.
- I believe Metro is out of touch with the needs and desires of my community.
- Metro, by not expanding the UGB via the last UGR, must be held partially responsible for the escalation of house and rent pricing. It's the law of supply and demand. In addition, Metro advocates for a disproportionate amount of money toward light rail while not championing fixing freeway chokepoints like Interstate 205.
- Eliminated bus service to our city. Grandfathered in present lift customers. In the future, this service will not be available to me and others who may need it.
- Too much mission creep and not enough deference to local desires.



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## Improving Communication

**What specific suggestions do you have for Metro to improve its communications, public engagement processes or services?**

- Metro has become too large and treats non-Portland areas as colonies.
- None
- Listen to the people.
- Work to enhance whole communities, not to make certain individuals wealthy.
- Listen to your constituents. Stop the mission creep into areas where you don't belong like diversity, housing. Stick to recycling efforts, garbage collection and running the zoo. Metro is not supportive of others' vision for the region and does not care
- They do a good job of promoting alternatives to driving; the trouble is their partners (TriMet) don't do such a hot job of delivering. Portland needs to realize it is a regional center so the things they do to the roads have a broader reach than just the city limits. Even though it is the metro area, not all areas of all the counties are metropolitan. There are areas of Clackamas Co under Metro's control but not really part of the urban landscape yet. I don't think they take into account. For example, Boring is paying for TriMet but has no service.
- Need to come out to city council meetings and meet with councils on a regular basis, and they don't do that.
- Don't always insist that you are correct.



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## Improving Communication (continued)

**What specific suggestions do you have for Metro to improve its communications, public engagement processes or services?**

- Surveys they send out in opt-in program are skewed so they can get the result they are looking for; they don't allow the development of single levels homes in Washington Co. ; they don't provide support for adequate transit to S. Cooper Mountain development; poor and unethical management of the bond that was to create the elephant reserve -- where did our tax money go?
- Each of the district councilors send out publications to their constituents. I get monthly newsletters from three of them and that should continue. We need to revisit the makeup of JPACT representatives to give a more equal say to the different jurisdictions in the Metro region. I continually get pushback on transportation issues from our Congressional delegation because they have decided if it is not on JPACT's list, it is not a supportable project from a federal standpoint.
- Time is money and sometimes the process feels too slow.
- Listen to the Metropolitan Mayors Consortium.
- Keep up the good work!
- Too much emphasis on "including everyone," but not enough real dialogue about approaches, solutions, options. Metro News is not perceived as unbiased.
- None, Metro communicates quite well. Resume one-on-ones with mayors and district councilors.
- Get out of Portland more often.



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## Improving Communication

(continued)

### What specific suggestions do you have for Metro to improve its communications, public engagement processes or services?

- I don't know about some of the things they do. For instance, I am completely oblivious to the whole garbage thing. I have been interacting with Metro for 10-12 years; mainly it is all land use and transportation issues.
- Listen to the citizens and elected officials.
- Communication and public engagement is a two-way street. Generally, the decision is in the books before it is part of the public conversation. This often feels like overreach and dictated.
- Does a very good job.
- Have recycling of batteries, light bulbs, paint, plastic bags at curbside. These are not getting recycled at the rate they should due to the inconvenience.
- I feel that they're very biased and self-conscious about their own self gain and not about how their constituents or cities feel about how Metro is run and decisions it makes for its smaller cities.
- Get compost out of the trash region wide, a more robust recycle system, more aggressive drive toward a sustainable and functional transportation system - much more bike infrastructure funding.
- Give parks to local jurisdictions.
- I think regional town halls and road shows would be a great addition.
- Don't send the elected councilors monthly emails all on the same day - folks tend not to read any of them when four arrive simultaneously.



## Other Suggestions

### Are there any other specific suggestions you would like to provide to Metro?

- Please step up to convene more regional conversations, even of issues that are not traditionally Metro's purview. For example, we need to have a regional conversation about sharing economy issues -- Uber/Lyft, Airbnb, etc. Similarly, I think in the wake of Portland's passage of the 10 cent gas tax, we should have had a regional conversation about doing the same.
- Quit trying to make Wash. Co. part of a regional area so you can get more light rail funds. People DO NOT want more light rail; they want buses and smaller transportation closer to home to connect. They like what Wilsonville and Canby are doing. You are wasting too much money needlessly. The federal money is OUR tax dollars and borrowed funds from China. Oregonians don't have the big bucks either. Listen to the people! No one wants to live in apartments and ride light rail. That is from 1890; this is 2016.
- Metro should add land to the UGB when cities need it, protect farmland and natural resources during development. I am tired of land added to the UGB being cut, plowed and drained to prevent protection during urban development. If I ever hear at a Metro meeting that natural areas will be protected by adding them to the UGB, I will need to be physically restrained. And in North Bethany, an area that while being class 2 and 3 soils, needed to be sacrificed to demonstrate their commitment to affordable workforce housing so that folks who work in those neighborhoods can live in those neighborhoods. Entry family wages must be \$78,000 and up to get a starter townhouse. And that was approved by Metro.
- Agenda packets are overwhelming. Too much to digest. Please pare down to the essentials.
- Remember that compression is a real issue of concern for local governments.
- No more mandates.





**Are there any other specific suggestions you would like to provide to Metro?**

- Metro operates in an echo chamber. Their "opt in" surveys are NOT scientific and are given far too much credence. There is a strong tendency to validate what Metro has done/is doing because Metro staff and elected officials talk to themselves and each other far more than they listen to people outside of their organization.
- We are missing something that other Metro-type councils have. Elected officials should be the Metro representatives. A lot of people who get elected to Metro don't understand what is going on at a local level. They should not be making decisions that are up to the cities or counties.
- The citizens of my city pay too much for garbage because of Metro. If we were released, we could do it for half the price. The citizens of my city pay far too much for housing because of years of Metro's poor planning policies. Please stop and get out of land planning. You are attacking the poorest among us with the horrid land use policies. If someone came to me and said, screw up the freeways and pay as much as you can for transportation, I would bring them to Metro to show them how it is done. Get out of light rail - it costs too much!
- Start up metro plasma burners throughout the region, getting rid of all garbage using steam generated to make electricity and use hot water for various things including growing crops.
- Metro's way is not always the right way. Better connect and listen to us before making a one-sided change.
- What a sad state of affairs when the relationship often feels combative when others disagree.
- Listen to cities outside of Portland.



**Are there any other specific suggestions you would like to provide to Metro?**

- Losing our open space to over planting and over-growth at Graham Oaks. I thought we wanted more savanna and prairie not more brushy forest.
- Stop over-regulating. Let local jurisdictions make their own choices.
- Listen to the needs of communities.
- Allow, and promote, sub-regional analysis.
- Please treat all of the jurisdictions within the UGB fairly; Metro has been Portland-centric for many years and those of us on the outskirts feel somewhat abandoned when it comes to decision making.
- Revisit and perhaps revamp membership requirements and decision making responsibilities of MPAC.
- Small meetings in cities on specific topics of concern. (For instance transporting homeless individuals to areas for meals and then they wander the area leaving behind needles etc.)
- Better outreach and use of media platforms; digital, social media, etc.
- Focus more transportation dollars and effort on East Multnomah County. Many of the vulnerable natural areas that you have purchased should remain relatively inaccessible to people. Non-native species and illegal dumps should be removed. Stream enhancements for fish would be a good addition. However, if the areas are truly vulnerable, they don't need parking lots, restrooms and trails. This would lead to fewer levies and not having to ask folks for more tax dollars while our schools compete for taxpayer attention.
- Avoid mission creep.



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## Rating Primary Responsibilities

The following are four of Metro's primary areas of responsibilities. How would you rate Metro's efforts in each area?

	Excellent	Very good	Fair	Poor	Not sure
Regional land use and transportation planning	11%	23%	31%	34%	--
Protecting natural areas and managing regional parks	31%	38%	23%	8%	--
Managing solid waste, garbage and recycling	25%	39%	25%	7%	5%
Managing and operating regional visitor and entertainment venues	31%	30%	16%	10%	13%



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## Rating Primary Responsibilities

The following are more specific Metro responsibilities and efforts. How would you rate Metro's efforts in each area?

Highest rated efforts	Excellent/ very good	Excellent	Very good	Fair	Poor
Operating Portland's arts and entertainment venues, such as the Arlene Schnitzer Concert Hall and the Keller Auditorium	85%	36%	49%	13%	2%
Operating the Oregon Convention Center	82%	30%	52%	16%	2%
Operating the Oregon Zoo	80%	36%	45%	14%	5%
Processing and selling recycled Metro Paint	79%	37%	42%	16%	5%
Operating Portland Expo Center	77%	27%	50%	21%	2%
Operating Metro Central and Metro South garbage transfer stations	76%	21%	55%	17%	7%
Providing recycling and waste reduction education programs for grades K-12 throughout the region	73%	24%	48%	18%	9%

Among those with opinions. Total varies due to rounding.



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## Rating Primary Responsibilities

The following are more specific Metro responsibilities and efforts  
How would you rate Metro's efforts in each area?

Higher rated efforts	Excellent/ very good	Excellent	Very good	Fair	Poor
Promoting recycling and waste reduction throughout the region	68%	25%	43%	23%	9%
Planning and managing regional parks and trails	68%	24%	44%	24%	8%
Managing protection and restoration of natural areas	64%	31%	33%	26%	10%
Hosting household hazardous waste collection events in the region	61%	22%	39%	24%	14%



Among those with opinions. Total varies due to rounding.

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## Rating Primary Responsibilities

The following are more specific Metro responsibilities and efforts  
How would you rate Metro's efforts in each area?

Lowest rated efforts	Excellent/ very good	Excellent	Very good	Fair	Poor
Cleaning up illegal dumpsites through the Regional Illegal Dumping (RID) program	50%	10%	40%	27%	23%
Promoting alternatives to driving alone	48%	13%	35%	33%	19%
Managing rates and taxpayer dollars	35%	9%	25%	33%	33%
Planning the Portland region's transportation system	31%	7%	24%	29%	40%
Ensuring an adequate supply of land for business through management of the Urban Growth Boundary	28%	7%	21%	25%	47%
Ensuring an adequate supply of land for homes through management of the Urban Growth Boundary	27%	10%	17%	19%	54%



Among those with opinions. Total varies due to rounding.

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# **2016 Survey Among City and County Elected Officials**

Conducted by  
CFM Strategic Communications

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