

Metro

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Metro

Minutes

Tuesday, August 15, 2017

2:00 PM

PACKET REVISED 08/10/17

Metro Regional Center, Council Chamber

Council work session

2:00 Call to Order and Roll Call

Councilors Present: Council President Tom Hughes and Councilors Kathryn Harrington, Bob Stacey, Craig Dirksen, Sam Chase, and Carlotta Collette

Councilors Excused: Councilor Shirley Craddick

Council President Tom Hughes called the Metro Council work session to order at 2:01 p.m.

2:05 Chief Operating Officer Communication

Mr. Scott Robinson, Deputy Chief Operating Officer, made the following announcements:

- He provided an update on the Willamette Falls Legacy Project procurement process. The contract for the concept plan had concluded. Moving forward, the project team's proposed procurement method for Phase 1 of the riverwalk project was a Request for Proposal based on qualification that would include a designer as part of the contract team.
- The "Zoo for All" program at the Oregon Zoo would launch on September 1. The program would grant five dollar admission year-round to anyone eligible for Women, Infants, and Children (WIC), Supplemental Nutrition Assistance Program (SNAP), or similar assistance.
- Mr. Robinson acknowledged President Tom Hughes' formal response to racist violence in Charlottesville, Virginia. He also informed the Council that Metro's Diversity, Equity, and Inclusion (DEI) team was hoping to issue a joint response from elected officials around the region denouncing racism and acts of hate.

Work Session Topics:**2:10 End of Year Management and Balanced Scorecard Reports**

Mr. Scott Robinson introduced the end of year management report. He informed the Council that the balanced scorecard

was used to indicate the health of the agency across multiple dimensions. The six dimensions observed included financial, customer service, business process efficiency, learning and growth, sustainability, and diversity. Three areas of the scorecard had been modified with the intention of making the targets more detailed, representative of attainable goals, and more easily comparable to targets set by other agencies.

Mr. Robinson discussed targets across the following six dimensions:

- Finance
 - o Self-sufficiency of visitor venues (with self-sufficiency defined as venues bringing in enough revenue to cover 60 percent of their operating costs) was positive overall.
 - o The Expo Center and the Oregon Convention Center (OCC) had experienced a decrease in self-sufficiency, while the Oregon Zoo offset this decrease with an increase in their self-sufficiency.
- Customer service
 - o Survey conducted revealed the percent of elected officials who agreed that Metro provided valuable services to their constituents, the percent of Metro facility users who rated their experiences as good or excellent, and the percent of employees that highly rated the timeliness and quality of internal services; survey results exceeded set targets.
- Business process efficiency
 - o Each venue set targets for amount of time that their facilities should be booked, and many venues had fallen below targets.
 - o The Oregon Zoo was above average when compared to other Association of Zoos and

- Aquariums (AZA) facilities.
- o Internal services, specifically information services (IS) had more devices to support due to an increase in staff handheld mobile devices.
- o The percent of Metro audit recommendations undertaken and completed fell short of target.
- Learning and growth
 - o A DART (days away, restricted, job transfer) measure had been added; Metro did not meet the national target set for government agencies, indicating that the agency still had safety concerns that needed to be addressed.
 - o 89 percent of employees had been engaged in learning opportunities in the past year.
 - o The percent of employees who stated that they agreed with “I am proud to work for Metro/MERC” was slightly below target, but that value would be revisited once new survey results were collected.
- Sustainability
 - o The annual water consumption target was to reduce usage by 50 percent by the year 2025; however, Metro was plateauing in this area.
 - o The total amount of waste (garbage plus recycling) generated annually had continued to increase, due to a combination of more events and visitors, as well as more garbage per visitor. Councilor Harrington asked if more detail about what parts of the agency generated the most waste could be brought to Council mid-year, so that they could develop a better understanding of how to address the problem.
 - o Facilities had not decreased their electricity consumption (a proxy for carbon dioxide emissions) by the amount expected. However, purchases being made were substantially different; venues were purchasing large

quantities of renewable power.

- o Non-renewable kWh usage had been reduced by 71 percent.

- Diversity

- o The percent of available Minority-owned, Woman-owned, or Emerging Small Business (MWESB) contract dollars awarded was on target.
- o Based on employee survey results, the organization was taking sufficient action to address and manage diversity. While the agency did not meet the set target, the trend was positive.
- o In evaluating diversity at management, represented, and non-represented workforce levels, Hispanic and Asian populations were under-represented. Black populations were underrepresented in management. The Hispanic population was the most underrepresented overall.

Council Discussion:

Councilor Stacey had a question regarding the events and attendance numbers within the management report.

2:30 Draft Chehalem Ridge Nature Park Access Master Plan

Ms. Lisa Goorjian, Metro staff, introduced the Draft Chehalem Ridge Nature Park Access Master Plan. At 1,200 acres, the site would become the second largest acreage following only Smith and Bybee Wetlands. Ms. Goorjian stated that Chehalem Ridge was the fifth access plan Parks and Nature was bringing to Council as part of voter approved investments. The draft plan laid out phases for public destination development, and she noted that funding was already available for phase one. Parks and Nature would come back to Council for possible future funding opportunities. Ms. Goorjian stated that the purpose of coming before Council today was to determine if the

councilors had any concerns or questions about the draft plan.

Ms. Karen Vitkay, Metro staff, provided background on the site. While planning began in 2016, the team had been studying the site and conducting restoration since 2008. The team had provided many ways for community members to contribute to the planning process, and had engaged a stakeholder advisory committee to ensure balanced input on the work. Ms. Vitkay stated that community members had informed the team that they were interested in a variety of activities at Chehalem, including walking, hiking, off-road biking, horseback riding, and nature watching. The team had made a concerted effort to connect with Latino communities in Washington County during plan development. Ms. Vitkay explained that the draft master plan called for improvements that had two main trailheads: one primary in the south, and one secondary in the north. Ms. Vitkay discussed the planned amenities accessible at the primary trailhead. She stated that the plan included 9 miles of trails in total. Ms. Vitkay informed the Council that that the projects in the plan would be built in phases; phase one projects would be constructed initially, and additional phase two projects would be constructed as funds became available. Ms. Vitkay stated that the draft plan would be released for public review in late August, following Council feedback. The team hoped to break ground in summer of 2019 and formally open the park to the public in 2020.

3:15 Councilor Communication

Deputy COO Mr. Robinson called forth Ms. Patty Unfred, DEI Program Director, who presented the Council with a draft joint statement from local elected leaders denouncing the racist events in Charlottesville, Virginia. Ms. Unfred stated that she would like each individual councilor to review the letter and sign on. The councilors, following their review of the letter, provided Ms. Unfred with a thumbs up. Councilor Harrington had a question regarding a section of

the letter that highlighted speaking up when hearing words of oppression; she asked what she was allowed to do if people expressed hate at a public meeting. The Council discussed what kinds of speech were protected under the first amendment. President Hughes asked if Metro could create a forum that would disallow certain kinds of speech. Senior Metro Attorney Ms. Alison Kean noted that the general law was that Metro could not regulate speech by content; while calls to violence were not protected under the first amendment, generally offensive speech was protected. In response to concerns expressed by Councilor Harrington, Ms. Kean reassured the Council that she did not note anything in the draft letter presented by Ms. Unfred that was against the law or which inhibited anyone's right to free speech. Mr. Robinson and Ms. Unfred noted that there was a guide being developed for staff about what Metro employees and elected officials could do to intervene, and the extent to which they could act in difficult situations.

3:30 Adjourn

Seeing no further business, Council President Tom Hughes adjourned the Metro Council work session at 3:15 p.m.

Respectfully submitted,



Taylor Unterberg, Council Policy Assistant

EXECUTIVE SESSION ORS 192.660(2)(i): TO REVIEW AND EVALUATE THE JOB PERFORMANCE OF A CHIEF EXECUTIVE OFFICER, OTHER OFFICERS, EMPLOYEES, OR STAFF

ATTACHMENTS TO THE PUBLIC RECORD FOR THE MEETING OF AUGUST 15, 2017

ITEM	DOCUMENT TYPE	DOC DATE	DOCUMENT DESCRIPTION	DOCUMENT No.
2.0	PowerPoint	08/15/17	Balanced Scorecard Report	081517cw-01
3.0	PowerPoint	08/15/17	Chehalem Ridge Nature Park	081517cw-02
4.0	Letter	08/15/17	Draft letter from elected leaders in the Portland metropolitan area	081517cw-03