

METROPOLITAN EXPOSITION RECREATION COMMISSION

Resolution No. 06-21

**For the Purpose of Recognizing Jeff Miller's Contributions as
General Manager of the Metropolitan Exposition Recreation Commission.**

WHEREAS, Jeff Miller has served as MERC General Manager since February 2005; and during Jeff Miller's tenure as MERC General Manager, he produced notable achievements for the agency, including:

- Built a positive relationship with Metro Council and its executive leadership through collaboration, diplomacy, and unfailing good humor.
- Lead the development of MERC's five year strategic business plan, an innovative blueprint for the Commission's continued growth as a premiere public venue management agency.
- Initiated a culture shift that emphasizes sales, outstanding customer service, professional excellence, and treating each other with integrity and respect.
- Developed MERC's first statement of shared values, which were created with unprecedented employee involvement.
- Worked relentlessly with regional stakeholders to advocate for the development of a convention headquarters hotel adjacent to the Oregon Convention Center. His determined leadership helped achieve significant milestones that include the selection of a hotel development team in October 2005 by the Portland Development Commission and gaining Metro's involvement in finding a workable financing solution for the hotel.
- Ushered in organizational changes to streamline functions, including implementation of an enterprise wide Event Business Management System to enhance MERC's capacity to more effectively manage its financial business and events and sales operations.
- Provided leadership in developing a ground-breaking, performance-based National Sales, Marketing and Convention Services Agreement with the Portland Oregon Visitors Association. The innovative contract sets benchmarks to ensure the Oregon Convention Center is effectively positioned to secure premium national convention business.
- Inspired the creation of a public art committee for PCPA that has planned and produced four noteworthy visual arts shows at The ArtBar.
- Secured \$300,000 in operations funding for the Oregon Convention Center for fiscal year 2005-06 from the Visitor Development Initiative.
- Completed significant infrastructure enhancements at MERC venues to improve service capacities and patron experiences, enhance energy efficiencies, and reduce operating costs.

WHEREAS, the Commission and its staff appreciate Jeff Miller's dedicated service as General Manager,

BE IT THEREFORE RESOLVED that the Commission thanks Jeff Miller for his service and leadership as MERC General Manager.

Passed by the Commission on October 25, 2006.

Approved as to Form:

By: Dul B. Coagu
Metro Attorney

George J. Forbes
Chair

Jamie J. Margolis
Vice Chair