



600 NE Grand Ave.
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2009-10

**At-a-glance
End-of-year management report
Balanced scorecard**

June 2009 through June 2010

www.oregonmetro.gov

FY 2009-10

At-a-Glance



Metro | *People places. Open spaces.*

Metro Management Report At-a-Glance

End-of-year FY 2009-10

Presented by Deputy Chief Operating Officer Scott Robinson, July 13, 2010

Summary

The closing of Metro's FY 2009-10 marks a year of continued economic challenges, organizational transitions and significant accomplishments across all areas of Metro. We are fortunate that Metro's fiscal situation continues to be more stable than that of comparable organizations. Leadership shifts at the Oregon Zoo and the Metropolitan Exposition Recreation Commission visitor venues have resulted in two director hires, as well as prompted a closer look at how we can build on the excellent service we provide to our visitor venue customers.

The launch of the Community Investment Strategy and the critical milestones achieved for the "Making the Greatest Place" initiative laid the groundwork for a sustainable and prosperous region. The myriad teams working on these significant projects have shown a commitment to collaboration and coalition-building that exemplifies our approach to regional leadership. The Metro Council approved a number of community investments through construction excise tax and Nature in Neighborhoods grants.

Metro continued to serve the public by protecting more than 1,400 acres natural areas through the voter-approved bond, completing restoration efforts at 61 sites, opening one park to the public and moving forward to open another this September. We opened the Gleason boat ramp to the public, unveiled the Predators of the Serengeti exhibit at the Zoo and enjoyed record-breaking attendance at a number of our visitor venues. Zoo bond master planning is well underway with marked progress on a number of projects, including the veterinary hospital and penguin water filtration project. New contracts for waste transport, transfer station operations and paint recycling were achieved, and more than 3,000 illegal dump sites were cleaned up.

Internally, Metro's new focus on organizational development and training has led to the successful launch of the Metro Learning Center, the collaborative creation of Metro values that will serve as a foundation for problem solving and decision making within the organization, and increased investment in manager training. Sustainability efforts are ramping up in all areas of the organization, with a comprehensive Metro Sustainability Plan near completion. Metro leadership has committed to providing greater support to the Diversity Action Team in key projects for FY 2010-11.

This summary report lists many more achievements throughout Metro which reflect our commitment to public service, excellence and innovation. It is a privilege to work alongside so many dedicated and passionate staff to make this region the greatest place it can be.

Goal 1: Great Communities

Guide growth in a sustainable and compact metropolitan structure.

Land use planning and development

- Council adoption of Chief Operating Officer’s Recommendation on “Making the Greatest Place” Initiative, an outcomes-based document that offers a investment blueprint to achieve a more sustainable and prosperous region.
- Council adoption of Urban Growth Report: an innovative outcomes-based assessment of this region’s ability to accommodate growth over the next 20 years.
- Collaborated with counties, cities and a wide variety of stakeholders to reach agreements on the Urban and Rural Reserves.
- Council approval of 17 construction excise tax grants.
- Completed construction on five transit-oriented development (TOD) projects, totaling 285 housing units and 30,000 square feet of commercial space; initiated construction on one new TOD project and secured funding approval for four new TOD projects; initiated a strategic plan for the TOD Program to guide future investments.
- Completed first Environmental Protection Agency brownfield grant.

Goal 2: Great Communities

Provide great cultural and recreational opportunities.

Parks and Natural Areas Management

- M. James Gleason Memorial Gleason Boat Ramp project completed and ramp reopened to public.
- Digitized 65,000 cemetery records and completed surveying and inventory of available gravesites at all 14 Pioneer Cemeteries.
- Maintained 9,102 acres of natural areas purchased under the Open Spaces and Natural Areas bond programs.

Parks planning and development

- Cooper Mountain construction complete and open to the public.
- Oversaw final construction at Graham Oaks Nature Park; on track for September 17 opening.
- Bi-State Trails Plan released.
- Initiated Tonquin Trail project, public involvement underway.
- Secured a \$1.4 million grant to construct a pedestrian/bike bridge to connect North Portland with Smith and Bybee Wetlands Natural Area; intergovernmental agreement to be finalized by end of August.

Performing arts, arts and culture

- Record attendance at Summer Arts on Main series.
- Obtained funding and launched schematic design development for improvements to the Arlene Schnitzer Concert Hall and the conceptual design for a new adjacent iconic structure on Main Street.
- Lowered facility rental rates and user fees for all resident arts companies to provide financial assistance in a challenging economic downturn.

Zoo infrastructure and animal welfare bond program

- Established Zoo Bond Citizens' Oversight Committee advisory committee.
- Stakeholder teams established for each bond project have completed their pre-design work and are preparing for engagement with the Comprehensive Capital Master Planning consultant team.
- Finalized the Waste and Stormwater Master Plan that will inform the Comprehensive Capital Master Planning consultant team in their sustainability and infrastructure work.
- Gained approval from City of Portland for veterinary hospital land-use application and completed notice of intent to award a general contractor.
- Initiated land-use master plan discussions with City of Portland Commissioners and Bureau Directors. Published the Comprehensive Capital Master Planning Request for Proposals and received seven excellent proposals; contract award expected in August.
- Awarded architectural contract for the water main replacement project and proceeding with design.
- Finalized the Off-site Elephant Facility Assessment Report.
- Contract for penguin water filtration project awarded and project schematic design completed; proceeding with the development of construction documents.

Zoo visitor experience

- Reached record-breaking calendar year attendance of 1,634,978 — the highest figure in the zoo's 123-year history; record-breaking fiscal year and Zoolights attendance.
- Opened the Predators of the Serengeti exhibit in summer 2009.
- Hosted Association of Zoos & Aquariums (AZA) conference with more than 1700 attendees.
- AZA accreditation on schedule; site maintenance and preparation nearly completed for the AZA inspection in July.
- Red Ape Reserve exhibit was completed; animal introductions to follow.
- Decreased electricity usage by 2.25 percent from the prior year.

Goal 3: Healthy Environment

Protect and enhance the region's natural assets.

Natural areas

- Launched The Intertwine, complete with logo, phase one web site and widespread regional support.
- Continued implementing the natural areas bond measure by completing 13 acquisitions, with a total of 1437 acres, including Chehalem Ridge.
- Completed restoration efforts at 61 sites.
- Council approval of five Nature in Neighborhoods capital grants; developed a set of performance measures for the NIN capital grants program.
- Council approval of Nature in Neighborhoods restoration and enhancement grants, a total of nine projects for approximately \$144,000.
- Showcased nature-friendly development practices through a partnership with HBA at the Ultimate Open House reaching tens of thousands of people.
- Initiated 2010 Blue Lake water quality monitoring and presented data to neighbor stakeholders.
- Steering committee consensus reached on major components for Regional Conservation Strategy to create a regional set of conservation measures and tie into larger regional conservation efforts.
- Awarded \$200,000 from North American Wetland Conservation Act grant that will provide funding for restoration and acquisition of wetlands.

Natural areas education and volunteer services

- Increased total attendance in education and interpretive programs by 19 percent, to 11,700; total contact hours increased 7 percent, to 69,750.
- Recorded nearly 18,400 volunteer hours, a 2 percent increase over last year; number of individuals and groups volunteering with Metro increased 7 percent, to 560.
- Transitioned to a new, web based volunteer database that allows volunteers to self-schedule.
- Completed a draft strategic plan for Native Plant Center; added three sites to the Native Plant Center's seed scouting program.
- Began planning process for new education division and integration with Zoo conservation education programs; identified project manager and scheduled project kick-off meeting.

Zoo conservation education

- Partnered in species recovery projects for California condor, western pond turtle, Oregon silverspot butterfly, Taylor's checkerspot butterfly, Mardon skipper, Columbia Basin pygmy rabbit and Oregon spotted frog.
- Served more than 900,000 people in 1,700 conservation education programs, including ZooCamp to more than 5,000 children, workshops, classes and public served by Wild Life Live shows, community outreaches, and interactions with naturalists and the Insect Zoo.

- Hosted the first ever Condor Summit, bringing together, scientists, tribal members, state and federal agency staff interested in the recovery of the California Condor.

Goal 4: Healthy Environment

Reduce and manage waste generated and disposed.

Resource conservation and recycling

- Completed draft internal sustainability plan, which identifies and prioritizes actions Metro can take to meet adopted goals to reduce greenhouse gas emissions, water use, toxics and solid waste from its operations, as well as maintain healthy and productive habitat on its properties.
- Draft sustainable procurement code completed with Council consideration scheduled for July 2010.
- Completion of six projects funded by ENACT grants: recycling center at Zoo's AfriCafe; DVD duplicator at Print Shop to reduce paper; reusable dishware at the Blue Lake Park office; herbicide reduction at Expo, reusable water bottles for off-site Metro employees; and creation of a web-based annexation retrieval tool at the DRC.
- Implemented the first phase of a collaborative project with local governments, the Oregon Department of Environmental Quality and solid waste haulers to reduce environmental and human health impacts from diesel emissions by retrofitting solid waste collection vehicles.
- Drive Less/Save More marketing campaign achieved a market penetration rate of more than 33 percent, with half of respondents reporting taking action to reduce their single-person car trips.
- Developed a Greenhouse Gas Emissions Analysis Toolkit for evaluating policy choices and public investments for their effectiveness in reducing greenhouse gases at the plan, program, project, activity and facility analysis levels
- Played a significant role in development of a regional Climate Prosperity Strategy that outlines specific actions to align the region's economic development efforts with its climate protection strategies.
- In partnership with the University of Oregon's Climate Leadership Initiative, developed a climate change adaptation planning framework for the region.
- Hosted a climate change retreat for Joint Policy Advisory Committee on Transportation and Metro Policy Advisory Committee members to develop a common understanding of the current policy context and science of climate change; identified and prioritized key policy themes and strategies to be tested during the House Bill 2001 greenhouse gas scenario planning process.
- Completed first full year of the Outdoor School waste reduction education program, which reached 11,900 students.
- The Waste Reduction Education at Outdoor School program received the Association of Oregon Recycler's Education Program of the Year award.
- The youth education program reached 58,380 students through 901 presentations.

- Provided information on waste reduction and proper waste management to more than 90,000 callers to the Recycling Information Center.

Solid waste operations

- Renovated compactors at the Metro Central Transfer Station.
- Implemented new solid waste transport contract successfully and awarded new contracts for transfer station operations.
- Won first state contract to recycle latex paint under a new state law effective July 2009.
- Concluded first year of an exclusive agreement with Miller Paint to sell Metro's recycled latex paint.
- Transition to environmentally beneficial trucking equipment improvements completed ahead of schedule.
- Collaborated with Oregon City to negotiate access to Metro South transfer station in conjunction with local road improvements (jughandle project).

Solid waste regulation

- Finalized 5-year designated facility agreement with Waste Management's new LEED (Leadership in Environmental Energy and Design) Tualatin Valley Waste Recovery Facility.
- Completed over 3,600 illegal dumping cleanups, including 144 large cleanups and 106 near waterways or other environmentally sensitive areas; illegal dump site electronic mapping project completed

Goal 5: Vital Economy

Provide efficient access to jobs, services, centers and industrial areas.

Corridor planning and development

- High Capacity Transit Plan and Regional Freight Plan adopted as part of 2035 Regional Transportation Plan.
- Final Environmental Impact Statement for Portland to Milwaukie light rail project completed and submitted to Federal Transit Administration.
- Lake Oswego streetcar Draft Environmental Impact Statement submitted to Federal Transit Administration with a Locally Preferred Alternative scheduled for Metro Council adoption in December 2010.
- Bi-State Coordination Committee 2010 strategy and work scope established; Metro Council to review scopes and budgets for East Metro Connections Plan and Southwest Corridor mobility plan in August 2010.
- Continued to work with regional partners to advance the Columbia River Crossing project through Preliminary Engineering, Final Environmental Impact Statement and the FTA New Starts process.

Transportation system planning

- Draft unified planning work program completed.
- Draft Regional Transportation Functional Plan completed.
- Completed the allocation phase of the FY 2009-12 Metropolitan Transportation Improvement Program (MTIP).
- Joint Policy Advisory Committee on Transportation and Metro Council review of 2012-15 MTIP policy completed.
- Bike There! map update completed and made available at retail outlets.

Goal 6: Vital Economy

Provide efficient access to jobs, services, centers and industrial areas and support the development of a sustainable economy.

Convention, trade and consumer shows

- FY 08-09 economic impact study completed for all MERC visitor venues with total fiscal impact at \$522 million.
- Awarded and executed new five-year food and beverage contract to Aramark/Giacometti Joint Venture Partnership; MERC received \$2 million from Aramark for capital investments for food/beverage delivery improvements.
- Awarded a solar panel contract to Sun Edison to install, own and operate photovoltaic panels on the southern half of OCC's roof; energy produced will save OCC \$75,000 per year in energy costs.
- Constructed and opened Stir cocktail lounge at the OCC to offer clients, attendees, exhibitors and the area businesses a high quality, seasonal and innovative eating and drinking alternative.
- Began the Expo Center Conditional Use Master Plan process, working in coordination with Metro Planning staff.
- Recycling/diversion rate at Expo Center increased from 17 percent in FY 09 to 40 percent in FY 10; unveiled more than 20 Clearstream Recycling Stations for all events; designated by the City of Portland as "Recycling at Work Certified."

Goal 7: Responsible Operations

Use best business practices to operate Metro sustainably, effectively and efficiently.

Sustainable Metro Initiative

- Convened 450 Metro employees through a series of meetings to collaboratively identify Metro values and competencies; distilled employee comments on values and sent out to staff via survey, with manager and staff engagement on putting values into action to occur FY 10-11.
- Installed Metro Learning Center, purchased training modules and began creating Metro-specific training modules; pilot tested system; launched to all Metro employees except those at MERC visitor venues.

- Launched Metro-MERC best practices study; identified and implemented service improvements among Exposition, Convention and Arts facilities with those of other Metro centers and services.
- Organizational development and training coordinator hired.
- Metro-MERC best practices study identified high-priority alignments and improvements; approval received from steering committee; implementation underway.

Diversity

- Senior Leadership Team committed to support Diversity Action Team in key projects, including an organization-wide cultural assessment and update of Metro's Diversity Plan.
- Established a standard practice and evaluation tool to include diversity criteria in Metro's Request for Proposal (RFP) professional services projects.
- Received Council approval for changes to Metro Code that strengthen sheltered market and other purchasing opportunities for minority-owned, women-owned and emerging small businesses.
- Hosted and sponsored Turner School of Construction to provide minority businesses with technical and financial training to grow their business capacity.
- Made commitment to sponsor National Association of Minority Contractors in 2010
- Engaged with Real Estate Associate Program (REAP) to educate students on how government works.
- Sponsored and promoted attendance at REAP's Evening of Empowerment fundraiser, Urban League's Equal Opportunity Dinner; Open Meadows' Career Connections networking event and Say Hey NW Event.
- Served as a sponsor for the 2009 Minority Enterprise Development (MED) Week Conference at the Oregon Convention Center, with Metro Councilors and staff participating in the awards presentation for local MWESB businesses.
- Received Oregon Association of Minority Entrepreneurs Chairman's Award for Public Agency Sustainability & Equity.

Communications

- Implemented measurement of earned media.
- Launched online digest and subscription features for Metro news and information.
- Developed and implemented new media outreach and engagement tools including news feeds, Facebook, Twitter and trackable formatted email.
- Conducted regional focus groups on the Community Investment Strategy.
- Developed unified image and brand products for newly integrated visitor venue structure.
- Supported all components of Metro's Making the Greatest Place initiative, generating thousands of public comments and extensive positive media coverage of Metro's work.
- Improved coordination among the zoo, Metro and MERC venues, including joint communications around the holidays, spring break and other events.

- Completed the first agency-wide inventory of communications needs to inform budget development.

Council Office

- Developed the Regional Engagement Strategy.
- Prepared and executed a state legislative agenda for special session.
- Realigned zoo operations and corresponding bond oversight.
- Restructured the relationship between the Metropolitan Exposition Recreation Commission, the Metro Council and agency staff.
- Implemented a new agency-wide legislative process.
- Executed the Active Transportation initiative.

Finance and Regulatory Services

- Steered and protected Metro's financial position through second year of revenue decline and economic uncertainty.
- Completed internal control reviews over cash procedures at all Parks and Environmental Services' locations and issued recommendations for improvement.
- Assisted Oregon Zoo in designing and implementing accounting structures for the zoo's bond-related projects to increase accountability and transparency in reporting to the voters.
- Revised solid waste rate setting process to improve transparency, align with best practices and better meet the needs of the Metro Council.

Human Resources

- Concluded negotiations with Laborers' International Union of North America.
- Completed recruitment for the General Manager of Visitor venues and Zoo Director.
- Completed upgrade to Kronos timekeeping system.
- Commenced work on implementing criminal history checks for finalists for positions. Went out for an RFP for a vendor to use to run background checks.
- Transitioned to a new Employee Assistance Program which will save the organization more than \$30,000 annually.
- Delivered RLI training and monthly manager brown bag trainings.
- Completed RFP process and selected vendor for on line applicant tracking system.
- Implemented zoo office hours.
- Progress on personnel policy renewal project with six significant policies finalized.
- Completed a needs analysis for management training and started developing a management training program.
- Developed a new compensation system for non represented employees.
- Conducted an audit of PERS related processes and implemented changes.

Information Services

- Worked with Human Resources to successfully complete KRONOS upgrade, procure on line applicant tracking system and launch Metro Learning Center.
- Worked with PES to procure Fleet Management software.
- Information Services, the Oregon Zoo and the Communications departments nearing completion of the new Oregon Zoo web site. Launch is scheduled for mid-summer.
- Successfully completed on-line ticketing project at the Oregon Zoo.
- SharePoint Zoo Bond collaboration site and management reporting pilots on schedule.
- Successfully completed RFP process for off-site records management.
- Successfully completed implementation of high-speed network between nine Metro and MERC facilities in cooperation with MERC IT and stakeholders.
- MERC IT staff established SharePoint collaboration sites and conducted major upgrades to facility maintenance software, business intelligence software and event business management software
- MERC IT staff synchronized Microsoft Exchange calendar and e-mail systems for Metro and MERC staff and secured technical consultants for Metro/MERC One Domain Project

Property Services

- Opened the Metro Store to give Metro Regional Center customers a central place to conduct retail transactions
- Metro Fleet transitioned to Metro-owned vehicles, expanded bike fleet and exploring sustainable vehicle options.
- Irving street garage repairs near completion with public parking largely available again to the public.

Research Center

- Greater Portland Vancouver Indicators Project Advisory Team Kick-Off; the team will guide the project through the first set of indicators, scheduled to be complete summer of 2011.
- Data Resource Center completed a draft Research Center Strategic Plan intended to better define the purpose, role, responsibilities and research priorities of the center so as to fully implement the Sustainable Metro Initiative.
- Completed a regional greenhouse gas emissions inventory and developed tools and guidelines to evaluate the greenhouse gas impacts of Metro policies and programs under the Climate Change Initiative.
- Completed a number of innovative land use metrics and products for the Urban Growth Report.
- Completed the regional 2030 and 2060 Range Forecast for Population and Employment.

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FY 2009-10 End-of-Year Management Report



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END-OF-YEAR MANAGEMENT REPORT

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GOAL 1: GREAT COMMUNITIES

Guide growth in a sustainable and compact metropolitan structure

1.1 Land use planning and development – John Williams/Megan Gibb

The Land Use Planning and Development Program includes a variety of land use planning activities that support the Metro Council and regional partners in implementing the Region 2040 vision. The program comprises three areas: Long Range Land Use Planning, Periodic Planning and the Development Center. All three sections have the common theme of implementing the 2040 Growth Concept on the ground.

Major accomplishments for this reporting period

- Long Range Land Use Planning:
 - Framework and Functional Plan:
 - Reviewed 102 land use actions, proposed amendments and adopted last quarter, for consistency to Metro Framework and Functional Plans and entered into database.
 - Provided ongoing support to five communities in their efforts to meet compliance with Nature in Neighborhoods.
 - Completed the process with two local jurisdictions to modify their employment and industrial area map and code per the criteria in Title 4 and continued to assist three other cities to make similar adjustments.
 - Coordinated with Nature in Neighborhoods to summarize information from local jurisdiction about voluntary restoration and conservation of habitat areas per Metro's reporting requirements and to consider alternative approaches to measuring progress.
 - Supported progress in concept plans in Sherwood (areas 48 and 49), Southwest Tualatin, and in Washington County (North Bethany, Area 63, 64 and Bull Mountain
 - Participated with other agencies in the review of land use and transportation plans for the Fuller Road Transit Station area.
 - Performance-Based Growth Management:
 - Community Investment Strategy/Capacity Ordinance:
 - Lead role in development of August 2010 Chief Operating Officer's Community Investment Strategy recommendations.
 - Worked with local jurisdictions to confirm local actions and investments that will be taken in 2010 that can support increased use of zoned capacity inside the UGB.
 - Worked with the consultants to present preliminary results of an analysis of the impact of local and regional actions and investments on the ability of the market to develop to zoned capacity.
 - Completed preliminary analysis of how much of the residential and large-lot capacity gap can be met inside the UGB and reviewed with Council, MTAC and MPAC.
 - Finalized recommendations from MTAC subcommittees to advise staff on revisions to Titles 11 and 6 of the Urban Growth Management Functional Plan.
 - Reviewed potential amendments to the Regional Framework Plan and the Urban Growth Management Functional Plan with MTAC and Council.

- Finalized MPAC Employment Subcommittee draft recommendations on how to best support the region’s traded sector economy by ensuring a supply of shovel-ready large parcels.
 - Developed an approach for replenishing the supply of large sites to support the region’s traded sector economy and reviewed with Council, MTAC and MPAC.
 - Worked with consultants to implement an approach for visualizing the impact local actions and investments have on downtowns and main streets in the future, developed work scope.
 - Reviewed approach for analyzing potential UGB expansion areas with MTAC, Council and MPAC and developed a study area map that includes a subset of the urban reserves.
 - Worked with to analyze the infrastructure costs in potential UGB expansion areas.
- Brownfield site assessment, preparation for redevelopment and engagement
 - Tualatin Hills Parks and Recreation District (THPRD) site: Started final Phase II assessment of previously funded Farmington Road/THPRD site and initiated preparation of a Prospective Purchasers Agreement with DEQ for the site with THPRD.
 - Sherwood: Finalized cleanup of the Stapp property in Sherwood utilizing a DEQ Grant
 - Troutdale: Brownfield Task Force approved applications for initial assessment funding for a site on Main Street in Troutdale. Received a Notice of Eligibility determination from DEQ on the Handy site in Troutdale, allowing staff to proceed with the assessment process.
 - Milwaukie: Brownfield Task Force approved application for an initial assessment funding for a site in downtown Milwaukie. Identified a collaborative opportunity to partner with Clackamas County on funding of the City of Milwaukie site. Developed partnership with Clackamas County to collaborate on this site to support for Phase I activities and Hazardous Materials assessment in the Phase II process, not eligible by Metro EPA grant.
 - Continued site identification, assessment and support of site redevelopment opportunities.
- Assistance to support Local Aspirations:
 - Established 2040 teams for cities that have light rail or plans for light rail to coordinate and leverage Metro resources in support of local aspirations
 - Staffed the Community Planning and Development Grant process, resulting in the award by Council of \$3.7 million in grants funded from construction excise tax to implement local aspirations consistent with the 2040 Growth Concept.
 - Completed initial draft of the Employment Toolkit for review by the local and agency staff on the employment coordination and advisory committee and developed preliminary plans to highlight new approaches to sustainable development in employment areas and to assist local jurisdictions in exploring feasibility of implementation in more detail.
 - Received full funding for an Oregon Transportation Research and Education Consortium grant, which will be led by PSU in partnership with Metro and other

local jurisdictions, to document lower vehicle trip generation and unique travel data at mixed use sites for use in calculating traffic impacts under TPR and fees under SDCs as well as Greenhouse Gas reductions.

- Initiated drafting of grant to submit for HUD Sustainable Community Initiative by engaging local governments and community based organizations and developing scope of work, budget and governance concepts.
- Began process to develop a project list to illustrate catalytic investments that support communities in achieving their aspirations using information drawn from the local aspiration process and other contacts.

➤ Periodic Planning:

- Adoption of urban and rural reserves ordinance by Metro Council, simultaneous (roughly) with county adoption.
- Worked with Office of Metro Attorney to prepare and submit urban and rural reserve findings and record to DLCD.

➤ Development Center:

- TOD Project completions / openings
 - 3rd Central (formerly known as 3rd & Miller, Gresham) – opened August 19.
 - Russellville Park (formerly known as Russellville Commons III, Portland) –August 6 grand opening was well-attended.
 - Town Center Station (Clackamas County) – opened May 4.
 - Acquisition of Excess TriMet Right of Way (Gresham) – Metro and TriMet executed IGA's to transfer 0.8 acres of excess right of way near the future NW Civic Drive MAX station to Metro, for zero net cost. The land north of the station underlies the future civic plaza, and the balance of the land north and south of the light rail line has been added to the adjacent parcels in order to make it available for future TOD development.
- Projects under construction
 - The Knoll (Tigard) - Council President Bragdon and Councilor Harrington attended the May 7 groundbreaking event for The Knoll, a forty-eight (48) unit affordable senior apartment development located at SW Hall Blvd and SW Hunziker Road in the Tigard town center, less than ½ mile from the Tigard WES station.
 - 3RD Central Urban Living Infrastructure (Gresham) – Construction is progressing on the permanent building improvements needed to prepare the ground floor space for retail uses. A grand opening event for Lillian's Natural Foods market will be held in August.
 - NW Civic Drive MAX Station (Gresham) – Groundbreaking held May 17, with station opening event to be held in September.
- Projects approved
 - 3RD Central ULI (Gresham) – Urban living infrastructure grant funding was approved for permanent building improvements needed to prepare the ground floor space for retail use; the first occupant will be Lillian's Natural Foods market.
 - TriMet Right of Way Acquisition (Gresham) - The TOD Steering Committee authorized Metro funding for the purchase of 0.78 acres of excess TriMet light rail right-of-way land adjacent to Metro-owned TOD properties on NW Civic Drive.
 - Pettygrove Apartments (Portland) – The TOD Steering Committee authorized Metro funding for the purchase of a TOD Easement in this workforce housing project, a six

story building with 90 apartments located in Portland, less than ¼ mile from the streetcar.

- College Station (Portland) – The TOD Steering Committee authorized Metro funding for the purchase of a TOD Easement in this 16-story student housing project with 900 beds and 15,000 sq.ft. of street level commercial space, located in the heart of the University District directly adjacent to light rail.
- Placemaking
 - Walkability Audits - Dan Burden, co-founder of the Walkable and Livable Communities Institute, Inc., along with Ian Lockwood and Fabian De La Espriella of AECOM, conducted walking audits in three cities over three days in a recent visit to the Portland metropolitan area. After completing the walking audits, the trio shared their findings in an evening event and made recommendations for both short- and long-term implementation strategies.
 - Downtown Gresham Development Opportunity Study – Worked with a team to complete a development opportunity study assessing the feasibility of new mixed-use and residential projects on two city-owned properties at the heart of downtown.
 - Downtown Oregon City Development Opportunity Study – Worked with an external team to perform a develop opportunity study assessing the feasibility of new commercial and mixed-use projects on two city-owned properties, one in the downtown core, and the other adjacent to the Oregon City transit center.
 - Tigard Transit Center Redevelopment – Worked with a team to complet a feasibility analysis and presented findings and recommendations to the Tigard City Council in August 2009.
 - Mayors’ Institute on City Design – Mayors from Gresham, Hillsboro, Lake Oswego, Beaverton and four other western cities presented current projects and received feedback from a panel of national design and development experts during this very successful event in July 2009.
- Studies initiated
 - Metro Regional Center Air Rights Study (Portland) – Redevelopment feasibility study initiated.
 - TOD Strategic Plan –Significant progress in developing a TOD typology to help guide development investments across the frequent transit system. It is anticipated that the TOD Strategic Plan will be completed by the fall of 2010.
 - Flexible Model Code for Infill Redevelopment – Communitas is working with the Development Center staff to identify potential new approaches to removing code barriers and streamlining the development process in target redevelopment zones in regional and town centers.
- Collaboration with Nature in Neighborhoods (NIN)
 - U of O Sustainable Cities – NIN and TOD jointly served as clients for Professor Brook Muller’s architecture studio class; staff attended two presentations on student work to develop design concepts for integrating nature into compact TOD development on the TOD Property at Gresham Civic.
 - Greening Park Ave. Station –Co-sponsored an eco-charette in the Oak Grove community to “green” the Park Avenue light rail station and park & ride facility.

Major accomplishments and corrections for next quarter

- Long Range Land Use Planning:
 - Framework and Functional Plan:

- Coordinate with Nature in Neighborhoods group to prepare biannual report about voluntary restoration and habitat protection measures for use in monitoring.
 - Continue support for remaining concept plans for areas brought into the UGB in 2002 and 2004.
 - Performance Based Growth Management:
 - Capacity Ordinance:
 - Support development of the COO Recommendation on how to meet the forecast 20-year growth, inside and outside the UGB
 - Complete illustrations of the impact of local actions on the ground in a select number of communities to support fall engagement activities to support the Community Investment Strategy
 - Finalize consultant work to support the Community Investment Strategy
 - Work with Communications staff to develop materials and hold public open houses to review COO Recommendation on Community Investment Strategy
 - Review elements of COO Recommendation with advisory committees and other stakeholder groups
 - Begin preparing report on the effect of proposed UGB amendments (2629 report)
 - Brownfields assessment, redevelopment and engagement:
 - Conduct additional Phase II assessment sampling activities, including decommissioning and removal of an underground storage tank
 - Start Phase I/II process on the site in Troutdale
 - Finalize IGA with Clackamas County to share in the cost of the City of Milwaukie site and conduct Phase I and initial Phase II field work on the City of Milwaukie site
 - Update Brownfield Task force on status of most recent program additions in Cities of Troutdale and Milwaukie
 - Continued site identification, assessment and support of site redevelopment opportunities.
 - Assistance to support local aspirations:
 - Continue to engage and support 2040 Work Teams in target locations
 - Refine illustrative project list for use in developing a community investment strategy.
 - Prepare draft of Employment Toolkit for broader review and design and plan for events that engage local jurisdiction partners to consider and implement new sustainable approaches.
 - Complete assistance for downtown code update in Hillsboro and share results with staff in other cities that face similar challenges.
 - Refine preliminary content for next State of the Centers update to provide guidance on functional and framework plan implementation to local jurisdictions.
 - Initiate IGAs to award the Community Planning and Development Grant, assuming legal challenges are dismissed. Submit grant application for HUD sustainable community initiative to support local aspirations and implement MGP.

- Convene local jurisdictions and agencies to refine approach and initiate the research on trip rates per the OTREC research grant.
- Periodic Planning: Participation in LCDC review of reserves final package and record.
- Development Center:
 - TOD Strategic Plan – Metro Council worksession briefing scheduled for August 3, 2010.
 - 3RD Central ULI (Gresham) – A grand opening event will be held on August 12, 2010.
 - The Knoll – Construction will progress.
 - Development Opportunities Fund – The funding agreement for a demonstration living wall at The Knoll in Tigard will be executed once developer provides the required maintenance plan. A funding agreement for an ecological learning plaza on the PSU campus also will be executed. Additional development opportunities fund projects will be initiated.

Items for management and Council attention or action

Key Items for Management Attention

- Continued leadership on identifying infrastructure investments to support local aspirations consistent with the 2040 Growth Concept.
- Consideration of elements of Capacity Ordinance and approach for filling the 20-year capacity gap as identified in the 2009 UGR; ability to follow through on identifying actions and policies to make more efficient use of land within the UGB and identifying potential UGB expansions for Council consideration in 2010.
- Continued support for interdisciplinary team approach to technical assistance and outreach to local jurisdictions.

Senior Leadership Team Action(s) Required

- Continued support for strategic Making The Greatest Place decision-making structure and timelines; coordination among departments
- Support for negotiations for local actions to fill the 20-year capacity gap and of conditions for potential UGB expansion areas
- Resource coordination to support MGP implementation using CET grants and other Metro resources

Metro Council Action(s) Required

- Engagement and outreach related to Community Investment Strategy COO recommendation.
- Review of local land use actions as needed
- Review and direction on legislative changes to framework and functional plan policies in 2010.
- Approval of Construction Excise Tax grants in 4th quarter fiscal year 09-10.

GOAL 2: GREAT COMMUNITIES

Provide great cultural and recreational opportunities

2.1 Parks and Natural Areas Management – Mike Brown

Parks and Natural Areas Management provides efficient and cost-effective management for Blue Lake and Oxbow regional parks, Chinook Landing Marine Park, M. James Gleason Memorial Boat Ramp, Sauvie Island Boat Ramp, Howell Territorial Park, Smith and Bybee Wetlands Natural Area, Mt Talbert, Cooper Mountain, and Graham Oaks nature parks, and Glendoveer Golf Course, as well as 14 Pioneer cemeteries and 9,173 acres of natural areas acquired under the 1995 and 2006 Natural Areas Acquisition bond measures.

The program strives to provide safe, accessible, attractive and well-maintained parks and wildlife areas for the citizens of the region. For natural areas and open spaces, the program protects, restores and enhances the resources.

Major accomplishments for this reporting period

- Celilo A-B shelter roofs at Blue Lake were completed.
- Engineering and Geotechnical reports completed for Brainard Cemetery retaining wall project. .
- Jones Cemetery paver boundaries were completed enclosing the Havurah Shalom section of the cemetery for future sales as required.
- 13 of 15 Renewal & Replacement projects completed; a rate of 86%

Major accomplishments and corrections for next quarter

- Release of the RFP for Brainard retaining wall construction

Items for management and Council attention or action

Caution items for correction/monitoring

- Acres of property transitioning from stabilization to maintenance: only 59.56 acres went into maintenance in the fourth quarter; the annual goal is 400 acres. A total of 189.56 acres moved into maintenance this fiscal year. This process needs to be monitored more closely if the annual goal is to be met.

Revenue: a decrease this quarter resulted from significantly low attendance at every park due to inclement weather characterized by sustained, heavy rain throughout June. The marine facilities continue to be a large factor in this decrease, as fishing regulations put out by the Oregon Fish and Wildlife Department this spring allowed no fishing for spring Chinook salmon above the I-205 Bridge. This adversely impacted Metro's Chinook Marine Facility, which serves regional boaters in this area.

2.2 Parks planning and development – Mary Anne Cassin

Planning and building a regional system of parks, natural areas and trails. This work encompasses everything from a higher level analysis of how the regional system should be branded and funded, to site specific design and construction of new nature parks that promote appropriate public access to some portion of the more than 9,000 acres purchased under the natural areas bond program. Master planning and adaptive use analysis for existing parks, cemeteries and parks are also in this program.

Major accomplishments for this reporting period

- Graham Oaks construction at 75% completion, on track for September 17 opening. Budget still has a healthy contingency.
- Received word that the State approved a \$50,000 grant toward phase two of The Intertwine web site.
- Smith/Bybee Bridge and Trail reports are nearing completion and will be reviewed by property owners and the 40 Mile Loop Land Trust.
- Initial options for The Intertwine signage were delivered by the consultant.
- Funding options for The Intertwine are defined and quantified.
- ODOT IGA for Pier Park Bridge in draft form.
- Conservation targets for Smith/Bybee Natural Resources Master Plan defined

Major accomplishments and corrections for next quarter

- Graham Oaks construction at 100%. Dedication ceremonies on September 17 and 18.
- Intertwine web phase two scoping completed and a consultant under contract.
- Final reports for Smith/Bybee Bridge and Trail to be brought to a work session.
- Internal discussion framed for Metro property funding to a Council work session.

- Initial design concepts for Intertwine signage reviewed and narrowed by the park directors.
- Blue Lake IGA with ODOT completed.
- IGA with ODOT completed for Pier Park Bridge.
- Public meetings for Smith/Bybee Natural Resources Master Plan will occur at other community gatherings instead of an open house exclusively on this topic to generate more attendance.

Items for management and Council attention or action

Caution items for correction/monitoring

- Completed feasibility and/or master plan studies for segments of the Regional Trail System Funding for the Lake Oswego to Milwaukie Bridge study were declared infeasible by the work group; the project manager is moving toward re-allocation of funding to an analysis of the central section of the trail portion of the Lake Oswego to Portland streetcar. Westside Trail scope of work is under review at ODOT after a re-assignment of project manager. Blue Lake Trail continues to have delays due to federal funding requirements but slow progress continues. All other studies (Tonquin Trail, Smith & Bybee Bridge/Trail, and Pier Park Bridge) are proceeding well. One other potential area for caution is that two partners to the Tonquin Trail study (Clackamas County and Washington County) have reported that they will not be able to contribute contingency funding for the project, should it be needed.

Key Items for Metro Council Attention

- Will need JPACT approval to shift funds from Lake Oswego to Milwaukie bridge study to Lake Oswego to Portland streetcar/trail project.

2.3 Performing arts, arts and culture – Robyn Williams

Portland Center for the Performing Arts (PCPA) is a cultural center for the region and the hub of downtown Portland's thriving Broadway Cultural District. The center draws roughly one million visitors each year to enjoy world class performance arts and entertainment, contributing to a vibrant and culturally rich region. This leading cultural institution encompasses three venues: the Keller Auditorium, Arlene Schnitzer Concert Hall, and Antoinette Hatfield Hall which includes the Newmark Theatre, Dolores Winningstad Theatre and Brunish Hall. PCPA is also home to the region's premier performance companies: Oregon Ballet Theatre, Oregon Children's Theatre, Oregon Symphony Orchestra, Portland Opera, Portland Youth Philharmonic, White Bird and Tears of Joy Puppet Theater.

Major accomplishments for this reporting period

- Participated in City of Portland venue needs assessment. Final report completed.
- PCPA Annual report completed and distributed.
- Worked with Friends of the Performing Arts Center (renamed Portland Center for the Performing Arts Foundation)
- Preliminary benchmark study (PAC STATS) received and minor corrections being made.
- Assist in transition of MBO staff to Metro

Major accomplishments and corrections for next quarter

- Continue working with PCPA Foundation on capital campaign plan for ASCH/Main Street Project.
- Plan Walk of Stars Fundraiser.
- Receive benchmark report and begin analysis so as to assess where opportunities may be to improve operations, hold costs and increase revenues.
- Kick off Music on Main summer music series
- Kick off Summer Arts on Main series
- Complete planning for FY11 Art Exhibits
- Set up meet and greets for new GM and major stakeholders.
- Gather economic impact data for next report

2.4 Zoo infrastructure and animal welfare bond program – Craig Stroud

The Zoo Infrastructure and Animal Welfare Bond Fund program represents the capital planning and construction activities funded by the November 2008 general obligation bond authority.

Major accomplishments for this reporting period

Master Planning Activities

- Comprehensive Capital Master Planning –
 - Zoo stakeholder teams for each major bond project completed pre-design programmatic elements and inventoried spaces adjacent to exhibits for current uses, value to mission or enterprise activities, and future opportunities.
 - Comprehensive Capital Master Planning Proposals from four multidisciplinary consultant teams were presented through an interview process in mid-July.
- Waste and Stormwater Master Planning – Finalized the waste and stormwater report. The team is researching uses of water not currently tracked.
- Off-Site Elephant Site Selection Matrix and Program Development Report – Finalized the off-site elephant report. The program continues to identify and assess potential off-site elephant properties around the region. Discussed off-site questions around property acquisition and risks with the Oregon Zoo Bond Advisory Group on May 10.

Land Use Activities

- Metro Councilors met with individual City Commissioners regarding the land use issue and request assurance that high-level bureau staff support upcoming process negotiations.
- The bond team provided campus tours to the directors of the Bureau of Environmental Services, the Bureau of Planning and Sustainability, and Portland Parks and Recreation.
- The Bureau of Planning and Sustainability provided a draft assessment outlining zoo campus land use options and provided feedback on the pros and cons of the options.
- Options for resourcing the land use process were discussed at the May Oregon Zoo Bond Advisory Group meeting. Group members expressed general support for a hybrid model using Metro staff to oversee a multidisciplinary consulting team. Cheryl Twete is the Metro staff assigned to manage this effort.
- Identified processes to receive individual exhibit project land use approval from the city while the larger campus land use effort is performed.
- Continued discussions with the Washington Park Alliance around land use; particularly shared parking and traffic management issues.

Construction Project Activities

- Veterinary Medical Center (VMC)
 - Received city environmental zone approval.
 - The Request for Bids (RFB) Evaluation Committee and Metro Procurement reviewed the step one bids and selected 8 of 13 bidders to proceed with step two.
 - The bond team led four vet construction site tours. The final tours attendance totaled 98 individuals; 25 represented MBE, WBE or ESB certified firms.
 - Communicated Metro's goal of 15 percent or greater MWESB participation on the project through RFB addendum. Continued proactive MWESB outreach efforts.
 - Completed the RFB process with five formal bids received. Metro is finalizing contract terms with Skanska USA Building, Inc. and construction is expected to begin in August.
- Penguin Water Filtration
 - Completed schematic design and design development, including associated project cost estimates. The project target budget is holding for the core filtration upgrade. The team is identifying bid alternates to ensure the project can be completed within the target budget while meeting the water usage reduction goal of 80 percent.

- Completed the penguin relocation plan for their temporary residence.
- Submitted design development documents to the city of Portland for permit review.
- Water Main Pressure Reducing/Backflow Assembly –
 - The zoo design selection group approved a structure design for the new assembly that will blend with the landscape, withstand vandalism and complement the existing TriMet building.

Project Management and Program Governance Activities

- Finance and Regulatory Services worked with Metro’s financial advisor and bond counsel to prepare Metro’s second bond issuance to fund program activities. The issuance amount will total \$15 million and will fund the program planning and construction activities identified in this report. Developed program financial reports at detail and summary levels to improve program expenditure tracking.

Major accomplishments and corrections for next quarter

Master Planning Activities

- Comprehensive Capital Master Planning
 - Host presentations by top four proposing teams, review proposer references, and award the master planning contract.
 - Kick-off the master planning effort with communication to and involvement of stakeholders and decision-makers.
 - Assess existing campus infrastructure, identify campus-level sustainability initiative options, and identify campus-level schematic design alternatives for the major bond exhibit projects.
- Off-Site Elephant Site Selection Matrix and Program Development Report
 - Refine the business plan for the off-site habitat, with emphasis on funding needs of annual operations.
 - Engage Metro and The Oregon Zoo Foundation leadership in the critical annual operating funding issue.
 - Continue to assess properties throughout the region for siting suitability.

Land-Use Activities

- Meet with combined City Bureau Directors to begin process negotiations for land use effort.
- Assess the traffic demand management and parking issues with relevant stakeholders and identify a plan to assess existing conditions, identify needed studies and information, and a method to collaboratively address problems and opportunities.

Construction Project Activities

- Veterinary Medical Center – Finalize the project’s schedule and budget, begin construction, and host a construction kick-off in September.
- Penguin Water Filtration – Complete the construction document phase, receive project permit from the city, and procure the project’s general contractor.
- Water Main Pressure Reducing/Backflow Assembly – Finalize the building design and obtain project permits. Identify project construction schedule.

Project Management and Program Governance Activities

- Continue outreach for capital project management best practices, including performance measures.
- Issue \$15 million in bonds to fund program activities.
- Continue bond program communication plan refinement.

Items for management and Council attention or action

Key Items for Metro Council Attention

- Comprehensive Capital Master Planning – The Request for Proposals produced seven proposals from interdisciplinary consulting teams. The quality of the proposals was excellent and the proposal

evaluation team completed scoring for the written materials. Interviews of the top four teams are underway. The Comprehensive Capital Master Plan will provide:

- Analysis, recommendations and a strategy for Metro to implement the specific bond projects, as well as sustainability initiatives and infrastructure improvements. This includes refining project scopes through schematic design.
- An overall schedule for all projects based on the optimal project sequencing, timing and estimated duration. This plan will include a schedule for each project.
- An overall bond budget and financing plan with cost estimates for each project based on schematic designs. Adequate contingencies will be included based on the proposed site and complexity of each specific project. The plan will include direct, indirect and overhead costs; construction cost inflation; and assumed timing for cash in- and out-flows. Metro expects the consultant team to balance the final schematic designs for the specific bond projects, sustainability initiatives and infrastructure improvements with available resources.
- Formal bid opening for the Veterinary Medical Center general contractor occurred June 30. Metro received five bids from well-qualified contractors and issued its intent to award the contract to Skanska USA Building, Inc. Staff is working through final contract terms and construction ceremony planning is underway.
- The Zoo Bond Citizens' Oversight Committee finalized its charter and continued to receive bond program background information. The committee anticipates November 2010 and February 2011 meetings that support their subsequent report on program activities.

Senior Leadership Team Action(s) Required

- Land Use – Ongoing contact with upper-level administrators at the city of Portland to assist with zoo campus land use efforts.

Metro Council Action(s) Required

- Land Use – Advocate for the zoo campus land use process via outreach to city of Portland commissioners to support the assignment of appropriate-level staff and to support innovative development alternatives in areas such as stormwater retention and use and energy production.

2.5 Zoo visitor experience – Kim Smith

The Zoo Visitor Experience program represents the primary activities that occur at the zoo campus. Supporting the zoo's mission statement, the zoo provides guests the opportunity for observation, discovery, and engagement of animals in naturalistic environments. To meet guest expectations, provide positive experiences, and to generate enterprise revenues, the zoo provides many services and activities, such as admissions, food services, campus security, facility maintenance, public events, marketing, and the zoo railway.

Major accomplishments for this reporting period

- The revenue gap has closed considerably; the zoo has gone from projecting revenue to be \$1.4 million behind last year to approximately \$500,000.
- Numerous maintenance projects were completed to spruce the zoo up for the summer season and our AZA inspection anticipated in July.
- Ape Reserve exhibit was completed and handed over to the zoo keepers to prepare for the animal introductions.
- The temporary Dino exhibit was successfully opened.

Major accomplishments and corrections for next quarter

- The AZA accreditation team visited the zoo during the last week of July.

Items for management and Council attention or action

Caution items for correction/monitoring

- While Zoo attendance reached 1,634,978, the highest in the zoo's 123-year history, Zoo guest services revenues were down from the prior year in the areas of food service and temporary exhibits. Zoo staff did a remarkable job in reducing expenditures across the zoo to offset the lower-than-budgeted revenues.

GOAL 3: HEALTHY ENVIRONMENT

Protect and enhance the region's natural assets.

3.1 Natural areas – Kathleen Brennan-Hunter

This program includes the acquisition and restoration of regionally significant natural areas for the protection of riparian and upland habitat and water quality, as well as locally based Nature in Neighborhoods initiatives.

Major accomplishments for this reporting period

Natural Areas Bond Measure

- First trail easements were acquired in regional target areas, including side-by-side easements in the Fanno Creek Greenway, totaling 865 feet. A 25-acre trailhead was acquired in partnership with North Clackamas Parks and Recreation. The trailhead will be a future gateway to the Cazadero Trail, extending the Springwater Corridor from Boring to Barton.
- Facilitated the recording of trail easements on publicly owned property on the Columbia Slough Trail, Peninsula Canal. These actions will preserve this important trail segment in perpetuity.
- Acquired two important habitat properties in the Rock Creek target area, bringing total acres protected in that area to 80 acres. The recent acquisitions include significant portions of North Abbey Creek, an important tributary to Rock Creek.
- Mount Talbert Nature Park gained 23 acres, which added protection to Mount Scott Creek and facilitated the completion of an important trail segment at the park.
- Local park providers requesting local project reimbursement in this quarter:
 - City of Wilsonville invested \$90,000 of its local share funds in CREST, the West Linn/Wilsonville School District's environmental education center. CREST is adjacent to Graham Oaks Nature Park, and funds were invested to enhance trail connections, outdoor classroom space, demonstration gardens and plant propagation areas.
 - City of Milwaukie will invest \$120,000 in Milwaukie Riverfront Park, the City's future "living room" which has now moved through permitting to final construction, thanks in part to these funds. The City is aspiring to construct in 2011.
 - The City of Cornelius was reimbursed \$7,000 for Steamboat Park Improvements. The City installed irrigation to help establish plantings in an area of the park where native vegetation will be restored.
 - Lake Oswego utilized \$66,000 of local share funds to develop design and construction plans for a portion of Lake Oswego's Rosemont Trail. Construction is anticipated fiscal year 2011-2012
- Outreach focused on the new Chehalem Ridge Natural Area, Metro's historic 1,100-acre acquisition near Forest Grove, where several tours this summer have been at capacity. Plans for the opening of Graham Oaks Nature Park on Sept. 18, 2010 are engaging the City of Wilsonville, educators, neighborhood associations and members of the Grand Ronde tribe.

Nature in Neighborhoods

- Developed a set of performance measures for the NIN Capital Grants Program, with the collaboration of the Natural Areas Program Performance Oversight Committee.
- Reviewed and received Council approval for 2010 Nature in Neighborhoods Restoration and Enhancement grants; nine projects totaling approximately \$144,000.

- Completed non-regulatory reporting for Title 13 summarizing the region’s non-regulatory and other voluntary programs that help implement Nature in Neighborhoods legislation (Title 13). Findings will be shared with Council at work session planned in August.
- Showcased nature-friendly development practices through a partnership with the Home Builders Association of Metropolitan Portland at the Ultimate Open House, reaching tens of thousands of people over two weekends in April.
- This summer the Home Builders Associations’ home page will feature a new web-based tool called “Builder Connect” developed through a partnership with Metro’s Nature in Neighborhoods program, Energy Trust, Earth Advantage, HBA, Oregon Home Builders Association, DEQ, Conservation Services Group, PECL, and Portland Bureau of Environmental Services. The Builder Connect tool is designed to provide residential building professionals with easy access to expertise, education and resources that encourage low-impact design and construction practices.
- Convened partners and completed “language bank” project to improve communications about low-impact development based on shared expertise and focus group research.
- With support of capital grant funding, the City of Gresham and partners completed a master plan for Nadaka Nature Park with broad community support.
- Oregon Department of Transportation Region I and Friends of Trees wrapped up their first planting year with the support of a Metro capital grant. 2,405 (primarily native) trees and shrubs were planted during seven community planting events with 420 volunteers contributing 1,680 hours. The project has received national attention and is being looked at as a model in the larger discussion regarding the capitalization of trees. The Arbor Day Foundation honored Metro Council President David Bragdon with its 2010 Excellence in Urban Forestry Leadership Award in part due to the precedence this project is setting.
- Duke University awarded Metro a summer internship placement (June-August) to research urban forestry issues.

Natural areas restoration

- The Oregon State Land Board presented Metro and the Tualatin Riverkeepers with a Wetlands Project Award in April for restoration work at the Metro natural area known as Munger Farm, near Sherwood. The project aimed to provide access to the Tualatin River and promote development of natural habitat in the watershed.
- Metro conducted stewardship activities on 61 properties across the region, including 26 in stabilization. Treated more than 200 acres of invasive weeds at Clear Creek; planned, prepared and contracted for a prescribed burn at Gotter Prairie; partnered with the City of Gresham to close unauthorized trails in the East Buttes.
- Received a \$200,000 Ducks Unlimited North American Wetlands Conservation Act grant, which will help fund acquisition of important wetland habitat. Also partnered with Ducks Unlimited for a fifth \$1 million NAWCA grant that would provide \$500,000 in acquisition and \$200,000 in restoration funding to Metro.
- Target Area Scale Assessments for all Metro regional sites is under way. These assessments are being undertaken by teams including scientists, negotiators and parks planners to better inform and create a record of the current status of Metro’s natural areas work at a target area scale. The assessments are expected to be completed by the end of the year.
- The Intertwine’s Regional Conservation Framework steering committee has reached consensus on the structure of conservation framework database and mapping efforts. Discussions with partners to complete this work are under way.

Major accomplishments and corrections for next quarter

Natural Areas Bond Measure

- Graham Oaks Nature Park and the regional Tonquin Trail will open to the public Sept. 17-18.
- Assisted the City of Hillsboro in a 15.22-acre natural area acquisition along Rock Creek. The transaction closed in mid July.

- Two trail easements in the Columbia Slough target area also closed in early July. These easements close critical gaps in the Marine Drive Trail in Gresham, an important active transportation corridor. The easements will be held by the City of Gresham.
- Planning is underway for a section of the Westside Trail in collaboration with the Bonneville Power Administration and Portland General Electric, easement and/or fee holders in the corridor. The trail is partially built, mostly in the THPRD area. Trail alignment and trail design will be determined in the remainder of the corridor. The final scope of work and IGA with the Oregon Department of Transportation will be complete next quarter.
- Planning is underway for a public awareness campaign to demonstrate accountability to the taxpayers and highlight the successes of the 2006 natural areas bond measure to date. The outreach, themed “This is Our Nature,” will launch this fall and will include web updates, various events and print media.

Nature in Neighborhoods

- Partnered with Home Builders Association of Metropolitan Portland to showcase nature-friendly practices at this year’s NW Natural 2010 Street of Dreams (July 31-August 29).
- A Metro capital grant-funded acquisition project protecting approximately one acre of the Baltimore Woods connectivity corridor in North Portland will be completed.
- Metro is submitting a grant to the Oregon Department of Forestry for up to \$200,000 for urban forestry “best practices” support and outreach to local governments and other partners.
- Metro will begin soliciting projects in September that can be funded with 2011 Nature in Neighborhoods Restoration and Enhancement grants. Outreach will be strengthened in Washington County.
- Salmon Safe certification project for Glendoveer Golf Course is under way.
- Two Green From the Ground Up seminars will be offered this quarter in partnership with Earth Advantage and Mt. Hood Community College.

Natural areas restoration

- An agreement was reached with Portland General Electric for restoration work on the Clackamas River to restore salmonids habitat on Metro’s Parson property. Work is beginning July 2010 on this project, which will restore an additional quarter mile of important habitat and create a lower maintenance site.
- Stabilization will continue on the program’s pipeline of new acquisitions as well as continued restoration at our regional properties including planting preparation at Multnomah Channel; fire line and mowing treatments at Clear Creek Natural Area for a September prescribed burn; and completion of the oak release for three main oak units at Chehalem Ridge Natural Area, covering approximately 8.5 acres.
- Regional Conservation Strategy (formerly Framework) work will include (1) develop a working group steering committee for Biodiversity Atlas portion of Regional Conservation Strategy and draft working outline; (2) develop scope of work and contract for production of regional land-cover map; (3) develop site prioritization model working group and begin model development; (4) hold first meeting of corridors working group.
- Refinement will continue on the stewardship classification of our resource areas, an important tool to inform and define comprehensive financial mapping of long-term restoration and management needs of Metro’s natural areas system.

Items for management and Council attention or action

Metro Council Action(s) Required

- Metro Council approval of new roster for the Natural Areas Oversight Committee
- Metro Council approval of conservation easement acquisition in the Lower Tualatin Headwaters target area, an important extension of habitat and water quality protection on Baker Creek
- Metro Council approval of unusual circumstances for regional bond measure trail acquisition in the Springwater Corridor target area

- Metro Council approval of property disposition and acquisition, including unusual circumstances, in the Johnson Creek target area

3.2 Natural areas education and volunteer services – John Sheehan

The program coordinates and/or supports the community involvement activities occurring in Metro’s natural areas, parks and pioneer cemeteries. The program encourages citizen participation in events and activities that foster an increased stewardship ethic in the region by deploying volunteers in support of parks and natural area-related activities and by providing outdoor environmental education to school groups and interpretative services to groups and the general public.

Major accomplishments for this reporting period

- 2,050 youth and 350 adults participated in nature awareness field trips at Smith and Bybee Wetlands, Oxbow Regional Park, Sauvie Island Center, and Gotter Prairie natural area.
- 21 highly qualified and motivated new volunteer naturalists graduated from Nature University.
- Education management team from the Sustainability Center and Oregon Zoo met to outline education planning project that will lead to greater collaboration among Metro education staff and a more effective suite of conservation education programs.
- Design and fabrication of seven interpretive signs and a 6-page flipbook at Howell Territorial Park is complete.
- Design of 10 interpretive signs, 8 interpretive labels, an 8-page flipbook, and numerous regulatory, way-finding and trail signs for the future Graham Oaks Nature Park is complete. The package is currently out to bid for fabrication.
- 180 individuals and groups volunteered 4,200 hours in the 4th quarter.

Major accomplishments and corrections for next quarter

- Expand Volunteer Information Center self-scheduling function to include Native Plant Center volunteers (continued from previous quarter).
- Continue to refine and advance Metro education planning project. Effort to include arriving at a shared vision, high-level goals, integrated program-level goals and outcomes. Launch project team with identified roles, deliverables and timelines.
- Complete fabrication and installation of signage in advance of the opening of Graham Oaks Nature Park.
- Substantial volunteer coordination and education/interpretive services participation in the successful opening of Graham Oaks Nature Park

3.3 Zoo conservation education – Mike Keele

The zoo provides learning opportunities to people of all ages and cultures. Programs strive to inspire and motivate people to care about and act on behalf of wildlife by providing experiences for observation, discovery, and engagement. In addition, the program identifies and implements *in situ* and *ex situ* wildlife conservation and research activities that contribute to the zoo’s conservation mission.

Major accomplishments for this reporting period

- Working with Metro Educators to create common vision and program.
- New primate curriculum for teachers has been written, will be on website.
- Program development work continues on the Wild Minds grant with the Oregon Museum of Science and Industry in a national consortium between zoos and science museums to provide science education and exhibits about animal cognitive abilities.
- Zoo staff participated in the first Intertwine Conservation Education Providers meeting and the Oregon Natural Resources Education Program advisory committee.

- Educators ended the school year with a record number of on-site programs for schools and began the summer program season (camps, shows and naturalists)
- Collaborated with Northwest Zoo & Aquarium Alliance to develop and coordinate climate change interpretive programs for Pacific Northwest.
- Planned Red Ape Reserve volunteer training
- Hosted Imperiled Butterfly Conservation workshop June 2010
- Planning songbird workshop for October 2010
- Developed methodology for Museum of Library Services grant to assess positive elephant welfare study.
- Hosted extremely successful California Condor Summit and field conservation meetings in April 2010. These events brought together scientists, tribal members, state and federal agency staff
- Began annual western pond turtle field work monitoring nesting females and bullfrog abatement
- Released 2,000 Taylors checkerspot caterpillars and 250 adults
- Hosted final two Wildlife Lecture Series talks
- Hosted Pollinator Workshop with Xerces Society May 2010
- Began annual summer intern lecture series

Major accomplishments and corrections for next quarter

- Release 65 western pond turtles.
- Continue program work on the Wild Minds grant work with the Oregon Museum of Science and Industry in a national consortium between zoos and science museums to provide science education and exhibits about animal cognitive abilities.
- Release 1,000 Oregon Silverspot pupae
- Provide volunteer training in primates and Red Ape Reserve Exhibit
- Implement all summer programs: summer camp, Wild Life Live Shows, Naturalist, Insect Zoo
- Participate with developing Education Petal of Intertwine.
- Work on planning to deliver Advanced Inquiry Masters Program 2012. This program promotes a community of practice, encourages teachers to use zoos as living laboratory and promotes science inquiry.

GOAL 4: HEALTHY ENVIRONMENT

Reduce and manage waste generated and disposed.

4.1 Resource conservation and recycling – Matt Korot

The work of the Resource Conservation and Recycling (RCR) program advances the region’s efforts to reduce greenhouse gas emissions, conserve natural resources and protect the environment. RCR includes four interrelated sub-programs:

- Waste Reduction Education and Outreach
- Solid Waste Reduction
- Metro Internal Sustainability
- Climate Change Initiative

RCR’s waste reduction work addresses household and businesses activities and the impacts associated with the manufacture, use and disposal of goods. It employs several strategies, including expansion of waste prevention and recycling opportunities, support to local governments, education based on community-based social marketing principles, development of best practices, and advancement of policy approaches to reducing and managing waste.

The internal sustainability program coordinates Metro's efforts to integrate sustainable practices into its internal operations, leading Metro to be a model sustainable business and attain its five internal sustainability goals.

The climate change initiative focuses on developing regional greenhouse gas emissions tools to help Metro and the region assess and prioritize program options; applying a greenhouse gas emissions "lens" to key Metro initiatives; working with regional partners to identify best management practices and opportunities for collaboration; and identifying specific emissions reduction project investment opportunities.

Major accomplishments for this reporting period

Internal Sustainability

- Completed the draft Internal Sustainability Plan, including specific strategies and actions for each of Metro's sustainability goal areas, and provided it to SLT and others for review.
- Completed a test version of a sustainability Intramet site for review by selected staff.
- Completed data analysis for Metro's internal greenhouse gas emissions inventory and drafted an accompanying report.
- Conducted the first session of a four-part Green Building training series, with participation by 50 Metro employees.
- Six ENACT funded projects were completed: (1) recycling center at Zoo's AfriCafe; (2) DVD duplicator at Print Shop to reduce paper; (3) reusable dishware at the Blue Lake Park office; (4) herbicide reduction at Expo; (5) reusable water bottles for off-site Metro employees; and (6) creation of a web-based annexation retrieval tool at the DRC.
- Implemented the following Sustainability Plan projects: (1) bike racks were purchased for Chinook and Gleason marine facilities and Blue Lake Park; (2) hose bib monitors were purchased for the Zoo to begin tracking water use for exhibit wash down and other hand-watering; (3) occupancy sensors were installed in the Metro Regional Center; and (4) a site assessment and report of recommendations was completed by Salmon Safe for the Glendoveer Golf Course.
- A new green team, chaired by Jim Quinn of PES, was established for Metro's solid waste facilities.

Solid Waste Reduction

- Reviewed request from Cedar Grove Composting to assign its organics transport and composting contract with Metro to Recology, the operator of Metro Central Transfer Station.
- In partnership with Oregon DEQ and local governments, monitored the permitting process for multiple organics processing facilities in various stages of development. These facilities will help serve the region's current and future collection programs.
- Provided a two-year grant to each of four local governments to help offset capital expenditures associated with developing commercial organics collection programs.
- Assisted the City of Portland in developing an evaluation protocol for the first phase of its residential organics collection program.
- Completed a medical sector outreach plan for the Recycle at Work Program.
- Presented a draft assessment report on the first year of the Enhanced Dry Waste Recovery Program (EDWRP) to the Solid Waste Stakeholders Roundtable.
- Provided comments to DEQ on the operating plan for the state's new paint stewardship program.
- Completed performance testing of garbage and recycling trucks to determine suitability for installation of diesel particulate filters. Execution of an IGA with Oregon DEQ for installation funding did not occur because of delays experienced by DEQ in finalizing its grant agreement with the U.S. Environmental Protection Agency.

Waste Reduction Education

- Youth education program reached 58,413 students.
- Toxics reduction program reached almost 30,000 adults.
- The Association of Oregon Recyclers awarded Metro its 2010 Education Program of the Year for the Waste Reduction Education at Outdoor School program.

Climate Initiative

- Completed the draft regional Climate Prosperity strategy.

- Completed the draft greenhouse gas emissions evaluation tools and guidelines.
- Presented the draft Metro greenhouse gas scenario planning work program concepts to Council, JPACT and MPAC.

Major accomplishments and corrections for next quarter

Internal Sustainability

- Launch the internal sustainability Intranet site as a tool to inform and engage employees.
- Present the sustainable purchasing code to Council for approval (lead department is Finance & Regulatory Services).
- Hire a new AmeriCorps Professional Placement to focus on implementing energy efficiency projects at Metro facilities and assist the Climate Initiative program.

Solid Waste Reduction

- Execute an IGA with DEQ for funding to support Phase I of a project to install diesel particulate filters on garbage and recycling vehicles, and begin filter installation.
- Monitor implementation of the state paint product stewardship program, PaintCare, and assist the Recycling Information Center in responding to public questions about Metro's role in the program.

Waste Reduction Education

- Initiate planning work on improving the integration of Waste Reduction, Parks and Zoo youth education programs.

Climate Initiative

- The Climate Prosperity Strategy will be finalized after incorporating stakeholder feedback.
- The Climate Prosperity working group will release a draft governance and implementation structure.
- The University of Oregon will release a Climate Change Adaptation Planning Framework for the Lower Willamette region.
- The internal Climate Initiative Steering Committee will establish the initiative's FY 10-11 work plan.
- Metro staff will be trained in climate change risk analysis.

Items for management and Council attention or action

Off track items for correction/monitoring

- It is unlikely that the region will meet its targeted recovery rate of 64% by the end of 2009 (the rate will be calculated by DEQ in Fall 2010). The 2008 rate was 57%, an increase of almost two percentage points over 2007, which showed that recovery stayed strong even as the economy weakened and waste generation declined. The Business Recycling Requirement and Enhanced Dry Waste Recovery Program are expected to lead to greater recovery levels once fully implemented, and in 2010 incremental increases in organics recovery are expected.

Key Items for Metro Council Attention

- RCR-related legislative concepts and proposals for the 2011 session will be integrated into the Office of the COO's discussions with Council on Metro's legislative priorities.
- Engagement opportunities to seek support and feedback on the Climate Prosperity Strategy are being aligned with other Council engagement schedules. Staff is scheduled to present the Climate Prosperity Strategy to MTAC on July 21, 2010 and MPAC on July 28, 2010.

Senior Leadership Team Action(s) Required

- Climate Initiative staff will present the greenhouse gas emissions evaluation tools and guidelines to SLT in August. Support is needed for the agency-wide roll out to staff and SLT members will be asked to encourage staff to attend training sessions in August and utilize the recommended tools and guidelines to assess the impact of projects and programs on greenhouse gas emissions.
- Internal Sustainability: in August, the SLT will be asked to preview and provide input on Molly Chidsey's presentation of the Internal Sustainability Plan to Council.

4.2 Solid waste operations – Paul Ehinger

The primary purpose of the Solid Waste Operations program is to provide comprehensive solid and hazardous waste disposal services both to commercial haulers and the public. This program also includes operation, maintenance and monitoring of environmental improvements at two closed landfills in the region.

This program consists of four work areas:

- Solid Waste Disposal Services
- Hazardous Waste Disposal Services
- Landfill Stewardship
- Facility and Asset Management

Major accomplishments for this reporting period

- Successful transition to new transfer station operations contracts with increased recovery which was recognized by Association of Oregon Recyclers Sustainability Award.
- Significantly higher payloads for waste transport contract.
- A revenue contract totaling more than \$2 million was negotiated and signed with PaintCare, the paint industry-run organization that will take over responsibility for leftover paint in the state on July 1. Metro will be a service provider to PaintCare, providing collection, sorting, and transport of paint brought to our facilities and roundups, and recycling of latex paint collected statewide.
- Received draft St. Johns Landfill Remedial Investigation Report from CH2M HILL.
- Completed final preparations for Army Corps of Engineers-managed reconstruction of eroding streambank at St. Johns Landfill.
- Selected new Transfer Station Operations Manager
- Power surge protection for the scale house equipment at Metro South has been completed.
- Completed the hydraulic refurbishment of the two compactors at Metro South.

Major accomplishments and corrections for next quarter

- Continued progress towards new transfer station contract operations parameters.
- Participate in Solid Waste System Roadmap planning.
- Execution of contract to supply diesel fuel for Waste Transport Contractor.
- Startup of operations under PaintCare contract
- Complete the storm sewer lining project at Metro Central.
- Continue to work with DEQ and our consultant to reach agreement on a sediment sampling plan for Metro Central
- Submit draft St. Johns Landfill Remedial Investigation Report to DEQ.
- Complete streambank reconstruction at St. Johns Landfill.

Items for management and Council attention or action

Caution items for correction/monitoring

- Metro and Oregon City successfully negotiated terms relating to the Jughandle project. The innovative agreement resolved Metro's concerns regarding facility access at Metro South Station while establishing a joint fund for improvements in the area. The project will realign Washington with HWY 213 to improve traffic flows, utilizing a portion of the current vacant easement adjoining the station site to the east. A number of capital projects at the station were delayed until the full impacts of the project were known which prevented accomplishing the goal of completion of 80% of scheduled capital projects in this fiscal year. In addition, Metro is re-examining the facility's future through the disposal system planning process currently underway. A number of planned projects are being reconsidered pending the study's completion.

4.3 Solid waste regulation – Roy Brower

Regulation, inspection, monitoring and enforcement of Metro Code at private solid waste facilities in the Metro system.

Major accomplishments for this reporting period

- Metro Council granted non-system licenses (NSLs) to Pride Recycling to send organic food waste to Pacific Region Compost facility (PRC), located in Benton County and owned by Republic/Allied Waste Systems. The NSL authorize food waste collected as part of Pride’s commercial hauling operation to directly deliver food waste to PRC.
- The Cedar Grove Designated Facility Agreement was extended until the end of 2011 to correspond with the expiration of its contract with Metro.
- Completed an IGA with City of Tigard for coordination on transient camp cleanups.
- Metro completed over 3,400 illegal dumping cleanups, including 138 large cleanups and 97 near waterways or other environmentally sensitive areas. Nearly 60 citations were issued for \$23,000 in penalties.
- Metro’s licensing authority has allowed us to take additional steps to assure that waste generated within the Metro region is going only to authorized facilities and that all fees and taxes due to Metro are collected. .
- Issued 103 total enforcement actions imposing more than \$221,000 in penalties this fiscal year. This compares with 109 total enforcement actions imposing \$142,000 in the previous fiscal year. Of the total enforcement actions, Metro issued 57 citations for illegal dumping and \$24,103 in penalties during the fiscal year compared to 77 actions and \$39,669 in penalties the previous fiscal year.

Major accomplishments and corrections for next quarter

- ROOFING PROCESSOR. Solid waste license application to be issued for NW Shingle, located in southeast Portland.
- ORGANICS RELOADS. Council consideration of resolution to issue a non-system license to EDG/Walmart. This is described below in Council action required.
- ENFORCMENT CASES. Resolution of Bernhardt Golf/Westside Rock case, and the Tire Disposal and Recycling case.
- REFUND REQUESTS. Resolution of Finley Buttes Landfill request for fee and tax refund/ADC requests. This is described below in third arrow.

Items for management and Council attention or action

Senior Leadership Team Action(s) Required

- Columbia Environmental (CE) Transfer Station Franchise Renewal. The franchise for CE expires at the end of 2010. The initial franchise was granted in 2005 in anticipation of a new transfer station being constructed near 140th and Sandy Boulevard in Portland. To date no construction has been undertaken. CE has verbally indicated its intent to request a franchise renewal for another five years. The SLT may wish to consider whether to recommend renewal in light of the economic recession, the declining waste stream generally, and the failure to begin construction. SLT may also wish to consider how the renewal relates to the internal disposal system planning efforts underway. CE has been notified that an application is due to Metro by August 29 in order to process it as a renewal.
- Columbia Biogas. A new bio-energy company is expected to apply for a franchise to accept commercial food waste and process it in an anaerobic digestion system to produce energy and compostable material; franchise application likely to go before the Metro Council in the fourth quarter.
- Pending Fee and Tax Refund Requests.
 - Finley Buttes Landfill (FBLF, owned by Waste Connections) successfully completed its DEQ performance trial for the use of auto shredder residue from Schnitzer Steel as alternative daily

cover and received DEQ's approval on June 23. The landfill has requested an \$819,000 refund of regional system fee and excise tax.

- Rivergate Calbag Metals requested Metro agree to provide a refund of fees and taxes paid for its shredder residue delivered to FBLF and the Wasco County Landfill for use as alternative daily cover once it receives final approval from DEQ. The situation is similar to the aforementioned Schnitzer Steel situation.
- Greenway Recycling received approval for use of its material recovery facility shaker screen fines as alternative daily cover at the Riverbend Landfill in Yamhill County and is now eligible for exemption from payment of Metro fees and taxes. Greenway's request for a retroactive exemption this material was not approved by Metro.
- Chavez Landscape and Rock. This landscape business, located in Happy Valley, has applied to become yard debris compost processor. There is some growing residential opposition that may prompt Council to consider whether to issue a Metro solid waste license for this facility rather than the COO deciding it. Staff is working with Happy Valley city staff on land use issues at the proposed facility.

Metro Council Action(s) Required

- Resolution for issuance of a non-system license to EDG/Walmart, located in Wood Village, to haul source separated food waste to Pacific Region Compost in Benton County. Wood Village, however, has indicated that EDG is not authorized to collect and haul this limited waste stream.

GOAL 5: VITAL ECONOMY

Provide efficient access to jobs, services, centers and industrial areas.

5.1 Corridor planning and development – Ross Roberts

This program includes two major focus areas – 1) transit system and project planning and 2) multi-modal corridor planning. The work program for the current fiscal year has been transit focused, but will be shifting toward the implementation of more holistic mobility corridors in FY 2011. A major focus this year has been the Regional High Capacity Transit (HCT) System Plan, which evaluated and ranked light rail, streetcar, commuter rail and bus rapid transit corridors for inclusion in the 2035 Regional Transportation Plan (RTP). Project planning efforts generally include Federal Transit Administration (FTA) compliance planning, public involvement and environmental work to implement light rail, streetcar and commuter rail projects.

This fiscal year, transit projects have included the Portland-Milwaukie Light Rail Project Final Environmental Impact Statement and the Draft Environmental Impact Statement for the Portland to Lake Oswego Transit corridor. The region's next multi-modal corridor plan, which will be coupled with the next HCT corridor and a land use and development planning component will be undertaken next fiscal year as the first Mobility Corridor implementation effort undertaken by Metro. Staff is also continuing to support the Columbia River Crossing, the Portland Streetcar Loop, Sunrise Corridor, Damascus TSP/Highway 212, I-5/99W Connector and Sellwood Bridge Projects.

Major accomplishments for this reporting period

- Regional High Capacity Transit System Plan was adopted as part of the RTP in June.
- Portland to Milwaukie LRT
 - Developed three drafts of the FEIS and supporting documents. Incorporated local, state and federal agency comments.
 - Obtained biological Opinion from NOAA.

- Obtained sign off from Department of Interior and FTA regarding 4F report (regarding impacts to parks and historic properties).
- Executed MOA with SHPO.
- Finalized drafts of all chapters and appendices of FEIS, including appendix which summarizes commitments regarding project mitigation of impacts.
- Lake Oswego Streetcar
 - Submitted two full DEIS drafts to FTA on April 5.
 - Addressed initial local agency and FTA comments.
 - Held meetings and tours for federal and resource agencies.
 - Initiated Citizen Advisory Committee.
 - Provided support to the Steering Committee.
- Regional Freight Program
 - With stakeholders finalized Regional Freight Plan, which was adopted as part of the RTP in June 2010.
 - Participated in Oregon Freight Advisory Committee rating of freight projects seeking Connect Oregon grants.
 - Coordinated with internal program managers regarding related programs and incorporated Metro programs into draft freight work program.
 - Provided technical and presentation support to RTP staff to coordinate final approval, adoption and inclusion of freight plan into RTP.
 - Staff met with Department managers to obtain input on draft work program priorities and commenced development of implementation detail that may be needed for the “action items” that are outlined in the Regional Freight Plan.
- Bi-State Coordination Committee: Established Committee strategy and work scope for calendar year 2010
- Next Multi-Modal Corridor Refinement Plan Corridor Plan
 - Adopted next corridor(s) – I-5/Barbur & East Metro for advancement into refinement planning.
 - Commenced develop scope of work for an integrated transit (including HCT), multimodal, land use and development plan for the priority mobility corridor(s).

Major accomplishments and corrections for next quarter

- Complete High Capacity Transit System Plan system expansion policy, including baseline data, targets and procedural structure.
- Portland to Milwaukie LRT
 - Revise project scope and budget to fit within the 50:50 federal local funding split.
 - Revise FEIS, as needed, to reflect scope and budget changes.
 - Obtain FTS approval of changes to FEIS.
 - Publish FEIS.
- Lake Oswego Streetcar
 - Obtain and address comments from FTA on second draft of DEIS.
 - Obtain and address comments from federal agencies on draft DEIS.
 - Continue working the Citizen Advisory Committee to review initial findings, respond to concerns and provide outreach to corridor stakeholders.
 - Submit third draft DEIS to FTA and seek approval to submit camera ready version.
- Regional Freight Program
 - Work with freight stakeholders to develop project and program ideas as part of Green Economy portion of MTIP.

- Establish Bi-State Coordination Committee strategy and work scope in coordination with RTC staff, Chair and Vice Chair
- Next Multi-Modal Corridor Refinement Plan Corridor Plan
 - Work with project partners to develop scope, budget and funding for next two corridor refinement plans.
 - Adopt scopes and budgets for SW and East Metro Corridor Plans (August).
 - Resolve organizational and committee structures for corridor refinement plans.

Items for management and Council attention or action

Caution items for correction/monitoring

- Milwaukie LRT Final EIS is complete and in final review at Federal Transit Administration. It incorporates all comments from FTA and federal agencies. The Biological Opinion was issued by the National Oceanic and Atmospheric Administration on June 23. There was some complexity due to the location of hazardous materials which ZRZ (Zidell) has the responsibility to clean-up in the Willamette River transit bridge area. The potential scour along the bridge required additional mitigation on South Waterfront. Also in June, the project executed the Memorandum of Agreement with State Historic Preservation Office regarding treatment of, and mitigation for, historic and pre-historic materials found and impacted by the project. Caution reflects the fact that there has been significant discussion between FTA and TriMet for the past two months regarding the project Finance plan. An initial plan was submitted in May with a 60:40 federal:local split. FTA requested a smaller annual appropriation and a 50:50 plan. The Chapter was redrafted to include both a 50:50 and a 60:40 plan. The 50:50 plan included in the FEIS Chapter assumed a ballot measure in 2012, which would result in a two year later opening than the 60:40 plan. Printing was approved in early July but was put on hold in mid July. On July 20, FTA determined that the project would be funded at 50:50. The project is currently being retooled with a goal of fitting within the 50:50 funding and maintaining the 2015 construction completion target.
- Lake Oswego to Portland Transit Corridor Draft EIS –The caution reflects the tight project budget. The budget for the DEIS is tight due to initial schedule delays and the addition of enhanced bus and other design options. However, the funding for the completion of current phases of work is in place. The project manager and team have developed a budget that will enable the project to publish the DEIS within the original budget. Further, a project budget and funding for the period between publication and selection of the Locally Preferred Alternative has been approved by the Project Management Group. This will bring the project through end of December 2010. There are sufficient funds in the five party IGA to cover the preparation of the New Starts application and request to enter Preliminary Engineering. The development and FTA approval of these documents takes about eight months. The project manager has developed a budget for this work and Metro and TriMet are advocating to advance it, but budget issues at the City of Portland have delayed approval to commence the work until at least completion of the LPA. Significant additional funds are needed to cover the full FEIS and PE phases. The project has submitted the second full DEIS draft to FTA and federal partner agencies and is awaiting comments. The draft is coming along well, with limited comments to date. FTA region 10 staff has submitted the draft to their legal counsel for review. That is an indication of confidence in the draft to date and bodes well for publication close to schedule (now September).

Key Items for Metro Council Attention

- The Council will be updated on the initial results of the Lake Oswego Transit Project DEIS, including the finance plan in August.
- JPACT and the Council will be asked to review scopes and budgets for the two multi-modal corridor refinement plans in August.
- Metro Council liaisons were informed of FTA's request to have a 50:50 finance plan and the decision to revise the Finance Chapter of the FEIS to contain two plans. They have been updated as to the recent FTA decision that the project will be funded at 50:50 federal/local split. The liaisons will be included in discussions with TriMet and local partners on reconfiguring the project scope and budget.

Senior Leadership Team Action(s) Required

- Portland to Milwaukie Light Rail Project FEIS: Staff will continue working with TriMet and FTA to resolve issues with the project Finance Plan and to seek publication and record of decision this summer and early fall. SLT may be required to become involved with project funding discussions with TriMet and other partners.
- Next Corridor Plan: Staff will be developing the scopes and budgets for the next two multi-modal corridor refinement plans which will be brought to JPACT in June.

Metro Council Action(s) Required

- Next Multi-Modal Corridor Refinement Plans: Review scopes and budgets for the SW and East Metro Corridor refinement plans in August.

5.2 Transportation system planning – Tom Kloster

This program includes all of Metro's long-range transportation planning activities, including updates and local implementation of the Regional Transportation Plan (RTP), updates and ongoing project and program coordination of the Metropolitan Transportation Improvement Program (MTIP). The program also includes ongoing management of the Regional Travel Options (RTO) program, Regional Transportation System Management and Operations program (TSMO) and coordination with state and federal regulators and other MPOs.

Major accomplishments for this reporting period

- Adoption of the UPWP and Federal Self-Certification
- Adoption of the 2035 Regional Transportation Functional Plan
- JPACT and Council review of the draft 2012-15 MTIP policy
- Completion of the Bike There! map update
- Publication and distribution of the updated Bike There! map
- Joint JPACT/MPAC/Council retreat on Climate Change and MTIP Strategy

Major accomplishments and corrections for next quarter

- Adoption of the completed 2010-13 MTIP
- JPACT and Council approval of 2012-15 MTIP policy
- Adoption of the Climate Change Scenarios work program

GOAL 6: VITAL ECONOMY

Support the development of a sustainable economy.

6.1 Convention, trade and consumer shows – Jeff Blosser/Chris Bailey

Attract visitors to international, national and regional events.

Major accomplishments for this reporting period

- OCC - Awarded a solar panel contract to Sun Edison to install, own and operate photovoltaic panels on the southern half of OCC's roof; energy produced will save OCC \$75,000 per year in energy costs. Project is still on hold due to potential changes in State DOE business and energy tax credit program changes. Meeting with SunEdison this month to determine the direction as it relates to the current contract status and elements agreed to by both parties. May need to change scope of RFP due to new financing capabilities and put back out for RFP solicitation if financing and contract size of project cannot be worked out as originally contracted.

- OCC – Lighting project bids came in over budget with only one respondent, so we have reformulated the RFB and will go back out to hopefully capture more bidders and better numbers. The project may need to be scaled back to meet the approved budget amount. Should have bids back in July.
- Several OCC capital projects are now completed and they include gates for the Exhibit Hall restrooms, purchase of the riding vacuum sweeper replacement, phone bank retrofitting, Wi-Fi Show Network upgrade in the Exhibit Halls and Elevators 1 & 3 cab retrofit are almost completed.
- OCC hosted 6 National Conventions and two State Conventions in the quarter as well as being the site location for two episodes of the TV Show Leverage that will air next season. Some of the National Conventions were: American Jail Association, International Culinary Professionals Society for the Study of Evolution and the North American Gay Volleyball Association. Oregon Dental, which is one of our largest State Conventions, held their meeting in April.
- Expo Center - Presented a staff generated implementation strategy of the PSU report at the April Commission meeting.
- Expo Center - Developed a Website redesign Request for Proposal compatible with the PSU report. This RFP is under review by a third party and distribution is anticipated in July.
- Expo Center - Issued a Request for Quote to manufacture and install way-finding signage compatible with the PSU report.
- Expo Center - New heating units were installed in Exhibit Hall C. Due to an unforeseen permitting matter, however, the units will not be operational until mid-July.
- Expo Center - Developed plan view and determined fixtures, furnishings and color board toward converting meeting room D-103 into a Bar/Lounge.
- Expo Center - Authorized consultants Shiels Oblatz Johnsen to complete the Conditional Use Master Plan update.
- Expo Center - Completed 2 year Green Retrofit emergency lighting backup system in Exhibit Halls D and E.
- Expo Center - Recycle/Diversion rate of 34% vs. 10% in FY 09.

Major accomplishments and corrections for next quarter

- OCC - Initial plan for Metro Café project has been finalized, design work on the space will begin in July with projected space refurbishment this fall and projected opening by December of 2010/January 2011; the program enables eligible FOTA and MWESB participants interested in careers in the food and beverage small business industry to work through on-the-job training projects with Aramark. Café will operate out of the Metro Annex bldg and be funded with the new Aramark contract capital investment.
- OCC is completing work on the lease space extension with the City of Portland for the DA Program/Police contact Office to remain as a tenant for one more year. The space size has been reduced and rental amounts reduced, but this will be a positive add to the revenue side as we anticipated no rental for this coming fiscal year.
- Expo Center - Distributed a Marketing/Communications Request for Proposal compatible with the PSU report.
- Expo Center - Website redesign contract awarded and work underway.
- Expo Center - Completed manufacture and installation of way-finding signage.
- Expo Center - New Exhibit Hall C heating units fully operational.
- Expo Center - “EXtreme POtions” bar/lounge under construction.
- Expo Center - Completed Early Assistance Program and Pre-Application Conditional Use Master Plan meetings with the City of Portland.

Items for management and Council attention or action

Caution items for correction/monitoring

- Convention attendance is strong; however, consumer shows are experiencing somewhat lower attendance, with some shows being close to flat, (which is an improvement over 10% off in previous quarters).

GOAL 7: RESPONSIBLE OPERATIONS

See annual Balanced Scorecard report.

www.oregonmetro.gov

FY 2009-10 Balanced Scorecard Report



Metro | *People places. Open spaces.*

Balanced Scorecard

As part of an effort to pursue continuous improvement of business practices, Metro has implemented a balanced scorecard approach. The balanced scorecard provides a view into the overall health of the organization from five distinct perspectives: financial performance, internal and external customer service performance, business process efficiency, learning and workforce productivity, and the achievement of sustainability objectives.

The Financial Perspective

The financial perspective is focused on measuring the overall financial health of the organization. To successfully pursue our mission, we must retain a strong fiscal position which ensures that we are maintaining low cost access to debt markets, adequate financial reserves to weather difficult economic conditions, strong enterprise funding, and effective management of our cost of risk.

The Customer Perspective

Metro's success ultimately rests on providing services to our customers and stakeholders that are valued. Customer focus and customer satisfaction is an essential ingredient in our long term success. Customer service is a leading indicator: if customers are not satisfied, they will eventually pursue other options that will meet their needs. Poor performance from this perspective is a leading indicator of future decline, even though the current financial picture may look good.

The Business Process Perspective

This perspective refers to internal business processes. Metrics based on this perspective allow the managers to know how efficiently their portion of the agency is operating and whether its products and services meet customer expectations and are aligned with Metro's mission. Continuous improvement is tracked with benchmarks that measure Metro's performance against the performance of comparable agencies.

The Learning and Growth Perspective

In an organization like Metro people are the main resource. In the current climate of rapid technological change, it is necessary for knowledge-workers to be in a continuous learning mode. This set of metrics is focused on developing a productive workforce. This perspective addresses employee training, employee wellness and values related to both individual and agency self-improvement.

Sustainability Perspective

Core to Metro's mission is the ability to reflect our values and vision through our actions. The ability to showcase and track our own efforts is essential to delivering on our vision. Here metrics are designed to capture agency wide improvements leading to an overall reduction in three key measures: energy use, water use, and waste generated, as well as increased recovery or recycling.

SUMMARY

		MEASURES	OBJECTIVE
Financial <i>Goal: To succeed financially, we need to be fiscally responsible, stable and efficient</i>	1.1	General obligation bond rating	Maintain efficient access to debt markets
	1.2	Adequacy of reserves by fund	Adequacy of reserves/adherence to contingency levels
	1.3	Fiscal Leverage created per dollar	Fiscal leverage
	1.4	Total Cost of Risk (TCOR)	Manage risk efficiently
Customer Service <i>Goal: Deliver an exceptional stakeholder and customer experience</i>	2.1	Percent of elected officials that agree with the following "Metro provides highly valuable services that have positive impacts on my constituents".	Public engagement
	2.2	Percentage of Metro facility users rating their experience as good or excellent.	Customer satisfaction
	2.3	Percent of employees that highly rate importance, usefulness and timeliness of internal services.	Internal client satisfaction
	2.4	Metro/MERC is easy to do business with	Ease of doing business with Metro- percentage of business transactions that occur electronically
Business Process Efficiency <i>Goal: Excel at core business processes to deliver value to our stakeholders and customers</i>	3.1	-Venue visitors per FTE -Percent of available square-feet rented per FTE as compared to like facilities -Employees served per HR FTE -Desktops/Devices supported per FTE -Accounts Payable/Accounts Receivable processed per FTE -Tons processed/Recycled per FTE	Efficient use of FTE
	3.2	Administrative overhead as a percent of total operating expenses	Administrative overhead
	3.3	Audit database	Percent of audit recommendations undertaken and completed by category
Learning and Productive Work Force <i>Goal: To excel, we need a motivated, engaged and well trained workforce</i>	4.1	Consecutive days with no lost time accidents	Safety
	4.2	Sick leave (non-FML) utilization per 1,000 hours worked	Wellness
	4.3	Percent of employees engaged in learning opportunities in the past year	Learning
	4.4	Percent of employees agreeing or substantially agreeing with "I am proud to work for Metro/MERC"	Employee motivation
Sustainability <i>Goal: To demonstrate leadership on sustainability through internal government operations</i>	5.1	Annual water consumption	Use water efficiently
	5.2	Total amount of waste generated annually	Generate less waste
	5.3	Percentage of waste recovered for recycling or compost	Increase recycling waste recovery rate
	5.4	Electricity consumption	Reduce electricity demand and associated greenhouse gas emissions

AREA | FINANCE

Goal: To succeed financially, we need to be fiscally responsible, stable and efficient

Measure 1.1: General obligation bond rating

Objective: Maintain efficient access to debt markets¹
 Target: AAA
 FY08-09 data: AAA
 FY09-10 data: AAA

1This measure is not as significant because of the bond rating upgrade for other organizations

Measure 1.2: Adequacy of reserves by fund

Objective: Adequacy of reserves/adherence to contingency levels
 Target: 5% per reserve fund or group
 Status: Information pending; available end of August after second close

Measure 1.3: Fiscal leverage created per dollar

Measure: Fiscal leverage
 Target: No less than 60% of operation cost (Ratio of expense vs. non-tax revenue for facilities/visitor venues)
 Status: Information pending; available end of August after second close

Measure 1.4: Total cost of risk (TCOR)

Measure: Manage risk efficiently
 Target: Less than 1%
 Data: The Total Cost of Risk is based on a “pre-first close” estimate of risk fund costs. The agency revenue is based on budgeted, not actual.

	FY:2006-07	FY:2007-08	FY:2008-09	FY:2009-10
TCOR%	.45%	.52%	.59% ¹	.56% ²

1 .84% is based on budgeted FY 08-09 revenues and .59% is based on audited FY 08-09 revenues.

2 1st close FY 09-10 risk expenses divided by FY 09-10 budgeted revenues.

AREA: CUSTOMER SERVICE

Goal: Deliver an exceptional stakeholder and customer experience

Measure 2.1: Percent of elected officials that agree with the following “Metro provides highly valuable services that have positive impacts on my constituents.”

Objective: Public Engagement
 Target: 95 % or higher of survey responses rating as agree or strongly agree
 Data: 92% ¹ of elected officials responded “strongly agree” or “agree”

1: 12 local elected officials participated in this survey

Measure 2.2: Percent of Metro facility users rating their experience as good or excellent.

A. Oregon Convention Center

Objective: Customer Satisfaction
 Target: 95 % or higher of survey responses rating experience from good to excellent
 Data: Average rating of customer service survey responses: 95.7% were rated good or excellent. Refer to table below

Customer Service Survey- percent of respondents rating their experience as good or excellent:

	Sales	Event	F&B	Ops-Setup	Ops - A/V	Guest Services	Security	Overall Rating
FY2007-08	97%	98%	91%	98%	92%	92%	94%	94%
FY2009-10	95%	96%	95%	97%	94%	95%	97%	95%

B. Portland Expo Center

Objective: Customer Satisfaction
 Target: 95 % or higher of survey responses rating experience as good or excellent
 Data: Average rating of customer service survey responses: 99.53% were rated good or excellent. Refer to table below

Customer Service Survey- percent of respondents rating their experience as good or excellent:

	Admin Staff	Sales	Event	Ops	Ticketing	Admissions	F&B	Total Event
FY2008-09	99%	97%	98%	99%	98%	91%	90%	96.%
FY2009-10	100%	99%	99%	99%	99%	99%	98%	99%

C. Portland Center for the Performing Arts

Objective: Customer Satisfaction
 Target: 95 % or higher of survey responses rating experience from great to excellent
 Data: Average rating of customer service survey responses: 94%¹ were rated good or excellent. Refer to table below.

Customer Service Survey- percent of respondents rating their experience as good or excellent:

	Safety and cleanliness	Admissions staff	Box office Services	Food and beverage	Overall rating
FY2008-09	94%	96%	87%	91%	90%
FY2009-10²					94%

1 While we send customer service surveys to all of our user organization, a very small percentage sends them back. This has been an ongoing problem that we have yet to figure a way to get clients to respond. (Note: PCPA ratings are excellent, good, fair or poor.)

2 Data for FY09-10 has not yet been analyzed.

D. Oregon Zoo

Objective: Customer Satisfaction
 Target: Average rating of 4.7 or higher from survey responses rating experience from great to excellent
 Data: Average rating of 4.0 was given in the Zoo customer service survey responses. Refer to table below.

Customer Service Survey- percent of respondents rating their experience as good or excellent:

	No. Respondents	Pct. 3-5	Mean Rating
Fall 2008	306	98%	4.57
FY 2009-10¹	128	89%	4.0
FY 2009-10 Catering Comments	122	100%	4.7

1: 96 total comment cards were received for this time-frame. Of these, 68 were on comment cards that did not use the rating system. Therefore, the data from the 68 cards cannot be quantified. No numerical rating was applied.

E. Regional parks

Objective: Customer Satisfaction
 Target: 95 % or higher of survey responses rating experience from great to excellent
 Data: This data is pending revisions to data collection procedure

F. Solid Waste Operations

Objective: Customer Satisfaction

Target: 95 % or higher of survey responses rating experience from great to excellent

Data: Overall results¹ rating either 4 or 5 with 5 as the highest: 94.1%. Refer to table below.

	Scalehouse Staff Customer Service	Hazardous Waste Customer Service	Overall ² Average
FY2008-09	n/a	n/a	Data not collected
FY2009-10	83%	99%	94%

1Based on returned customer response cards handed out to customers please note these is not a statistically valid sample

2South Central does not currently measure customer satisfaction, but will start measuring it in 2010

Measure 2.3: Percent of employees that highly rate importance, usefulness and timeliness of internal services.

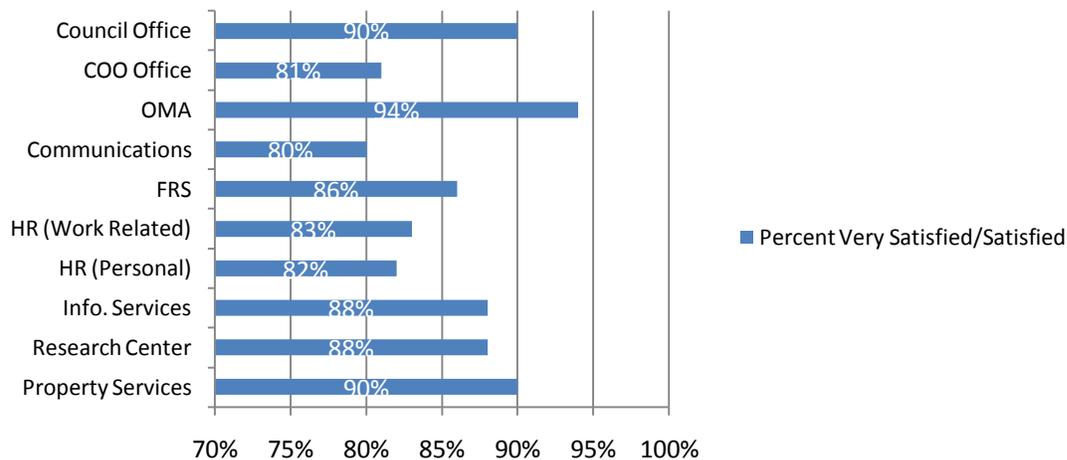
Objective: Internal Client Satisfaction

Target: Overall average of 95% satisfaction rate

Data: Overall average rating: 86%

Internal Customer Service Survey Final Score

Of the employees presented with the survey, 259 completed it in its entirety.



Measure 2.4: Metro/MERC is easy to do business with.

Objective: Ease of doing business with Metro; percentage of business transactions that occur electronically

Target: Increase online sales as a percent of total products sold

Data:

Online Sales	FY2008-09	% of total product sales	FY2009-10	% of total product sales
Business License	\$85,590	22%	\$84,375	21%
Parks passes	\$7,185	6.5%	\$6,570	8%
Maps and data	\$6,782	11%	\$3,613	4%
Total Online Sales	\$99,557	17.7%	\$94,558	34%

AREA: BUSINESS PROCESS EFFICIENCY

Goal: Excel at core business processes to deliver value to our stakeholders and customers.

Measure 3.1: Efficient Use of FTE

A. Regional Parks

Visitors per FTE as compared to like facilities

Target: To be determined

Visitors per FTE as compared to like facilities

FY2009-10	Visitors per FTE ²	Acres per FTE
Metro Regional Parks ¹	96,229	170
State of Oregon	110,000	119
State of Idaho		119
State of Washington		222

1 Metro parks include Blue Lake, Oxbow Park and Chinook boat landing

2 This number does not include our part time seasonal employees during the summer season to ensure the comparisons were the same as the state of Oregon numbers

B. Oregon Convention Center

Percent of available square-feet rented per FTE as compared to like facilities:

Target: To be determined

Status: This information is pending further research

C. Portland Expo Center

Percent of available square-feet rented per FTE as compared to like facilities:

Target: To be determined

Status: This information is pending further research

D. Portland Center for the Performing Arts

Percent of available square-feet rented per FTE as compared to like facilities:

Target: To be determined

Status: This information is pending further research

E. Oregon Zoo

Visitors served per FTE as compared to like facilities:

Target: To be determined

Data: There were 1,634,918 Zoo visitors in FY09-10 with 290 FTE equaling 5,638 visitors per FTE. Further research is underway to compare to like facilities.

F. Human Resources

Employees served per HR FTE

Target: 1-100 for HR per employee ratio¹

	FY2007-08 (Metro)	FY2009-10 (MERC+Metro)
HR FTE	14.8	16.5
FTE	1104.332	1614
HR/FTE ratio	1:134	1:98

1This is a change from FY 08-09 measure of 1-150 HR per FTE, based on total employees (part time and temps generate as much work for HR, in recruitment, classification, compensation, payroll and employment relations) and a new industry standard of 1-100.

G. Desktops/Devices¹

Employees served per FTE

	FY2007-08	FY2009-10
IS FTE	4	4
Desktop devices supported	722	832
Desktop devices/IS FTE ratio	180.5	208

1Devices counted include desktops, laptops, printers and cellular devices, each requiring service by help desk personnel

H. Accounting

Accounts Payable/Accounts Receivable processed per FTE

Status: Information pending; available end of August after second close

I. Solid Waste

Tons processed/Recycled per FTE FY09-10

	Tons processed	FTE	Tons Recycled per FTE
Solid Waste	37,505	9.8	3,808
Hazardous Waste ¹	2,247.5	30.8	73
Metro Paint	1119.3 ²	12.6	88.8

1Hazardous Waste collection includes Central, South and roundups

2Please note that a majority of the tons handled at the paint facility are also included in the Haz Waste totals.

Measure 3.2: Administrative overhead as a percent of total operating expenses.

Objective: Administrative overhead as a percent of total operating expenses.

Target: <10%

Status: Calculation pending closure of books.

Measure 3.3: Percent of audit recommendations undertaken and completed by category.

Objective: Percent of audit recommendations undertaken and complete by category

Target:

Data: The office of the auditor collects implementation data one calendar year after the audit is released. This data reflects actions taken by 2009-10 to address 2007-08 audits.

Audit Year	Department	Implemented	In Process	Not Implemented	Total	Percentage implemented
07-08	FRS	2	0	0	2	100.00%
07-08	Human Resources	0	0	0	0	
07-08	MERC	8	0	0	8	100.00%
07-08	Oregon Zoo	0	0	0	0	
07-08	Planning	3	13	0	16	19.00%
07-08	Regional Parks and Greenspaces	7	1	0	8	88.00%
07-08	Solid Waste Management	10	0	0	10	100.00%
07-08	Total	30	14	0	44	68.2%

AREA: LEARNING AND PRODUCTIVE WORKFORCE

Goal: To excel, we need a motivated, engaged and well trained workforce

Measure 4.1: Consecutive days with no lost-time accidents

Objective: Safety
 Target: 90 consecutive days with no lost-time accidents
 Data: Longest period during FY 09-10 with no lost-time accidents: 78 days
 (11/16/2009 - 2/2/2010)
 Number of lost-time injuries during FY 09-10: 20

1The "consecutive days since last time loss claim" is based on the SAIF loss runs instead of OR-OSHA requirements. This greatly simplifies and speeds up the computations, allowing for more consistency over time.

Measure 4.2: Sick leave (Non-FML) utilization per 1,000 hours worked.

Objective: Wellness
 Target: FTE average less than 35 sick hours per 1,000 hours worked
 Data:

Metro/MERC total	FTE	Sick hours	Average sick hours
FY08-09 ¹	716.8	31,227	43.5
FY09-10	761.9	34,583	45.4

1Data reflects non-FMLA/OFLA sick leave used from 10/1/08 to 6/30/09 for employees that have sick leave accrual during this timeframe.

Measure 4.3: Percent of employees engaged in learning opportunities in the past year

Objective: Learning
 Target: Increase access to learning opportunities to all Metro employees
 Data: Out of 2,093 employees in all the domains, and 47 learning events, 737 individual employees attended these events – most more than once. A total of 2,336 instances of learning^{1, 2} occurred.

1This measure refers to training captured only within the Metro Learning Center; there were other trainings in the organization not captured, such as safety trainings and technical trainings.

2 The Learning Management system was implemented this last year therefore information from previous years does not exist

Measure 4.4: Percent of employees agreeing or substantially agreeing with "I am proud to work for Metro/MERC."

Objective: Employee Motivation
 Target: 80%
 Status: Current results pending from September 2010 Sightlines Survey
 Data: See table below for results from September 2008.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	No Basis	Mean Score
35.70%	43%	16%	2%	1%	0%	4

AREA: SUSTAINABILITY

Goal: To demonstrate leadership on sustainability through internal government operations, and to meet five environmental goals set by Metro Council in the areas of greenhouse gas emissions, toxics reduction, waste reduction, water consumption, and habitat enhancement.

Note: The sustainability measures in Metro's Balanced Scorecard are a subset of those indicators used to track progress toward Metro's five sustainability goals. The measures in this report provide an insight into three units of measure which will be collected on an annual basis.

Measure 5.1: Annual water consumption.

Objective: Use water efficiently.
 Target: 50% decrease from 2008 levels by 2025
 Data:

	Annual water consumption ¹ for Metro facilities ²	CCF ³
FY08-09	284,695 CCF	284,695 CCF
FY09-10	271,448 CCF	271,448 CCF

1Total CCF of water used from water providers and wells

2Facilities included in this measure: Oregon Zoo, Metro Central, Metro South, Metro Paint, St. John's Landfill, Blue Lake Park, Oxbow Park, Glendoveer Golf Course, Chinook Landing, Smith & Bybee Lakes, OCC, Expo, PCPA (Schnitzer, Keller, and Hatfield), and Metro Regional Center.

3CCF = 100 cubic feet of water; 100 CF = 748 gallons

Measure 5.2: Total amount of waste generated annually.

Objective: Generate less waste.
 Target: Reduce overall generation of waste ten percent by 2015
 Data:

	Tons of waste generated annually by Metro facilities ¹	Tons
FY08-09	2,701	2,701
FY09-10	2,604	2,604

1Facilities included in this measure: Metro Regional Center, Oregon Convention Center, Expo, Metro Paint, Oregon Zoo, PCPA Hatfield Hall, and Oxbow Park

Measure 5.3: Percentage of waste recovered for recycling or compost.

Objective: Increasing recycling recovery rate.
 Target: Recover all waste for recycling or compost (100% recovery) by 2025
 Data:

	Average recycling recovery rate for Metro facilities ¹	Recovery rate
FY08-09	51%	51%
FY09-10	51%	51%

1Facilities included in this measure: Metro Regional Center, Oregon Convention Center, Expo, Metro Paint, Oregon Zoo, PCPA Hatfield Hall, and Oxbow Park

Measure 5.4: Electricity consumption

Objective: Reduce electricity demand and associated greenhouse gas emissions.

Target: Reduce direct and indirect greenhouse gas emissions (CO2e) 80 percent below 2008 levels by 2050.

Data:

Kilowatt hours ¹ of electricity consumed by Metro facilities ²	Kilowatt hours ¹
FY08-09	32,639,109
FY09-10	29,713,307

1 Kilowatt hours of electricity consumed from PGE and Pacific Power

2 Facilities included in this measure: St. John's Landfill, Metro Central, Metro South, Metro Paint, Blue Lake Park, Chinook Landing, Oxbow Park, Howell Territorial Park, Native Plant Center, Metro Regional Center, Oregon Convention Center, Portland Center for the Performing Arts (Schnitzer, Keller, and Hatfield), Expo, and Oregon Zoo.



Metro | *People places. Open spaces.*

Clean air and clean water do not stop at city limits or county lines. Neither does the need for jobs, a thriving economy and good transportation choices for people and businesses in our region. Voters have asked Metro to help with the challenges that cross those lines and affect the 25 cities and three counties in the Portland metropolitan area.

A regional approach simply makes sense when it comes to protecting open space, caring for parks, planning for the best use of land, managing garbage disposal and increasing recycling. Metro oversees world-class facilities such as the Oregon Zoo, which contributes to conservation and education, and the Oregon Convention Center, which benefits the region's economy.

Metro representatives

Metro Council President – David Bragdon

Metro Councilors

Rod Park, District 1

Carlotta Collette, District 2

Carl Hosticka, District 3

Kathryn Harrington, District 4

Rex Burkholder, District 5

Robert Liberty, District 6

Auditor – Suzanne Flynn

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