

# **Metro Management Report At-a-Glance**

## **3<sup>rd</sup> Quarter FY 09-10**

*Presented by deputy chief operating officer Scott Robinson, March 11, 2010*

### **Summary**

Top highlights for this quarter include progress in the MERC-Metro transition, key strategic and budget developments in the Community Investment Strategy, a significant accomplishment for the Making the Greatest Place initiative and a milestone for Metro's transfer stations.

In late January, the Council's amendment to Title VI of the Metro code clarified the Metropolitan Exposition Recreation Commission's role regarding policy-setting and oversight of contracts and rates. Metro's chief operating officer worked closely with the Commission to collaborate on establishing and clarifying their new role pursuant to those amendments, which went into effect in late April. The chief operating officer also played a more involved role in the development of MERC's budget during this quarter. The Metro-MERC best practices project teams identified high priority items to improve operations across the organization, including merging administrative business functions, to be completed by end of the fiscal year. A nationwide recruitment was launched to fill the newly defined position of general manager of visitor venues, which expanded the current general manager's responsibilities to include the Oregon Zoo. The recruitment was competitive and interviews began in fourth quarter of FY 09-10.

Community Investment Strategy staff worked with numerous departments to prepare and recommend a three-year cross-departmental budget to support the development of an integrated community investment strategy for the region. The budget accounts for the allocation of existing staff resources to the project, as well as new staff positions; support for contract work; and funding for communications and public engagement. Community Investment Strategy staff also embarked on a strategic approach to work with a business leaders group, including finance, energy, and development representatives, to develop recommendations for targeting and governing regional investments, and obtain commitments to a process for creating a broad-based coalition to advocate for a community investment program.

Work on the Making the Greatest Place initiative continued with the completion of extensive public involvement throughout the region. A major milestone was reached through the adoption of intergovernmental agreements for urban and rural reserves by the Metro Council and Clackamas, Multnomah and Washington counties.

Contracts for both transfer station operations were successfully completed, with waste recovery leader Recology selected to operate Metro Central and Allied Waste to operate Metro South. These long-term contracts uphold Metro's sustainability goals and increase our standards for waste management in the region.

A proposed Metro budget was presented to Council in March. Staff is currently responding to budget questions from the Tax Supervising & Conservation Commission and the budget schedule is on track to go before Council for final adoption in June.

## **Budget Program Highlights**

### **Goal 1 – Great Communities**

- Land use planning and development – Developed recommendations for construction excise tax grant applications, with Council approval of grants to occur in fourth quarter of FY 09-10; adoption of reserves Intergovernmental agreements (IGAs) with adoption of reserves ordinance scheduled for fourth quarter of FY 09-10

### **Goal 2 – Great Communities**

- Parks and Natural Areas Management –Gleason Boat Ramp project phase 3 completed and ramp opened to public, with a grand opening in fourth quarter of FY 09-10
- Parks planning and development – Bi-State Trails Plan released; Graham Oaks construction at 50%; Intertwine phase two web site under scope development with \$50,000 state grant tentatively approved and scheduled for state commission vote in fourth quarter of FY 09-10
- Performing arts, arts and culture – Final concept for new Main Street Connector Building completed and fundraising strategy launched; design and engineering study for Schnitzer Concert Hall renovation underway
- Zoo infrastructure and animal welfare bond program – High-level engagement with City of Portland for land-use master plan with RFP for interdisciplinary consulting team to be released in fourth quarter of FY 09-10; Request for Bid released for Veterinary Medical Center general contractor; project schematic design for penguin water filtration project completed; stakeholder teams established for each bond project; Zoo Bond Citizens' Oversight Committee kicked off
- Zoo visitor experience - New Zoo director on board; record-breaking spring break attendance; site maintenance projects underway in anticipation of AZA inspection in July

### **Goal 3 – Healthy Environment**

- Natural areas –Chehalem ridge acquisition completed; Metro Auditor release of positive follow-up audit of program; Natural Areas Performance Oversight Committee release of positive annual program review; Council approval of Nature in Neighborhoods capital grants; Council adoption of resolution amending work plan to facilitate purchase of trail easements; Council to approve Nature In Neighborhoods restoration and enhancement grants in fourth quarter of FY 09-10
- Natural areas education and volunteer services – Successful launch of database allowing volunteers to self-schedule; more than 1,000 in attendance at Raptor Road Trip
- Zoo conservation education – Completion of framework for Pacific Northwest conservation strategy; leadership grant submitted for elephant welfare study; plans finalized for California Condor Summit to occur in fourth quarter of FY 09-10

### **Goal 4 – Healthy Environment**

- Resource conservation and recycling – Sustainability Plan impacts assessment report completed with baseline information compilation underway; draft sustainable procurement code completed with Council consideration scheduled for fourth quarter of FY 09-10; phase 1 of Clean Refuse Fleet project underway; evaluation of Zoo, Parks and Waste Reduction youth conservation education completed; greenhouse gas emissions inventory results presented to Metro advisory committees; climate and community prosperity workshop held, with Metro’s role in Climate Prosperity Strategy implementation to be discussed by Council in fourth quarter of FY 09-10
- Solid waste operations – Execution of contracts for operation of transfer stations; completed transition to new transportation fleet; contractor selected for upgrades to Metro South compactors
- Solid waste regulation – Report delivered to Council regarding putrescible waste service demand; illegal dump site electronic mapping project completed; enforcement action taken against Kemper Drywall for flow control violations; Metro Council to consider temporary deferred payment of regional system fee in fourth quarter of FY 09-10

**Goal 5 – Vital Economy**

- Corridor planning and development – Joint Policy Advisory Committee on Transportation and Metro Council adoption of next High Capacity Transit corridor to advance into alternatives analysis; Final Environmental Impact Statements for Portland to Milwaukie light rail project submitted to Federal Transit Administration; Draft Environmental Impact Statement submitted to Federal Transit Administration, with a Locally Preferred Alternative scheduled for Metro Council adoption in August 2010; Bi-State Coordination Committee 2010 strategy and work scope established; Metro Council to review scopes and budgets for next multi-modal corridor refinement plans in fourth quarter of FY 09-10
- Transportation system planning – Draft unified planning work program completed; draft Regional Transportation Functional Plan completed; Joint Policy Advisory Committee on Transportation and Metro Council review of 2012-15 MTIP policy completed; Bike There! map update completed with retailer distribution to occur in fourth quarter of FY 09-10

**Goal 6 – Vital Economy**

- Convention, trade and consumer shows – Recycling/diversion rate at Expo Center increased from 11.5 percent in FY 09 to 46 percent; Expo Center consumer shows, events, attendance and food and beverage revenues down; OCC convention attendance strong with somewhat lower consumer show attendance

**Organizational development highlights**

**Goal 7 – Responsible Operations**

Sustainable Metro Initiative

- Metro-MERC best practices study identified high-priority alignments and improvements; approval received from steering committee; implementation in fourth quarter FY 09-10
- Metro staff surveyed on values; roll-out strategy completed; all-managers engagement to occur in fourth quarter FY 09-10

- Metro Learning Center learning management system readied for first phase launch at Oregon Zoo, to occur in fourth quarter FY 09-10

#### 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
- Sponsorship of Turner School Construction
- Engaged with Real Estate Association Program to tap students for Council tours in each district and educate students on how government works
- Received Oregon Association of Minority Entrepreneurs award for Public Agency Sustainability & Equity

#### Communications

- Implemented measurement of earned media
- Launched digest and subscription features for Metro news and information
- Conducted regional focus groups on the Community Investment Strategy
- Developed unified image and brand products for newly integrated visitor venue structure
- Supported Transparency and Public Engagement Audit
- Advanced redesign of MCCI

#### Finance and Regulatory Services

- Delivery of a balanced proposed budget
- Proposed budget included first public introduction of Community Initiative Strategy
- Incorporated Solid Waste rate setting into budget process

#### Human Resources

- Completed RFP process for on line applicant tracking system
- Implemented zoo office hours
- Progress on personnel policy renewal project with six significant policies finalized
- Commenced Laborers' International Union of North America negotiations
- Set up panels in the PeopleSoft Benefits Module to improve the tracking and payroll processing of employees who enroll in Supplemental AD&D Life insurance; approximately 127 employees migrated to new benefits panels

#### Information Services

- Worked with Human Resources to successfully complete KRONOS upgrade
- Completed testing of Windows 7
- Installed Micros point-of-sale system at Blue Lake and Metro Store
- Completed first phase of Solid Waste Information System development project

#### Research Center

- 2009 aerial photos delivered to regional partners
- Spatial analysis and mapping for urban and rural reserves completed
- Trails line work finished and delivered to The Intertwine for use in future research