



## SECTION 2 - Information for community members

### Welcome to Metro

This section features summary information about Metro for members of the public. This information is a starting point and, hopefully, people may choose to explore Metro’s website, subscribe to receive email updates, contact Metro staff to request more information or propose an idea. Most of all, we hope this information helps people participate in regional planning work. The summary information includes:

- What is Metro?
- Inclusion and racial equity strategy
- Information about Metro’s departments
- Disability and language access
- Community advisory committees
- Tools for businesses

### A note to community members

When Metro works with you, it benefits the region for generations to come. Your input, questions, participation, and general feedback will help ensure Metro’s work is responsive to the needs of the community.

### Be informed.

Disability or language accessibility → [Get accommodations](#)

Information in other languages → [Oregonmetro.gov/languagehub](https://Oregonmetro.gov/languagehub)

Subscribe for updates of your choice → [Oregonmetro.gov/subscribe](https://Oregonmetro.gov/subscribe)

Stories on Metro News → [Oregonmetro.gov/MetroNews](https://Oregonmetro.gov/MetroNews)

[Contact Metro](#) →  
Main line: 503-797-1700  
TDD/TTY: 503-797-1804

Most Metro staff can be reached by sending email to:  
[firstname.lastname@oregonmetro.gov](mailto:firstname.lastname@oregonmetro.gov)

**Metro Regional Center**  
600 NE Grande Ave  
Portland, OR 97232

### Follow us.



## What is Metro?

Metro is a unique regional government that brings people together to make decisions about where we grow, how we get around and what happens to our waste. Metro guides investments in jobs, housing, roads and transit while working to protect farms, forests and clean air and water for future generations.

Metro serves more than 1.7 million people in Clackamas, Multnomah, and Washington counties. The service area is split into six Metro districts and includes Portland, Oregon and 23 other surrounding cities. From the Columbia River to the bend of the Willamette River near Wilsonville, and from Forest Grove to the banks of the Sandy River at Troutdale.

[See a list of cities and counties in the Metro region →](#)

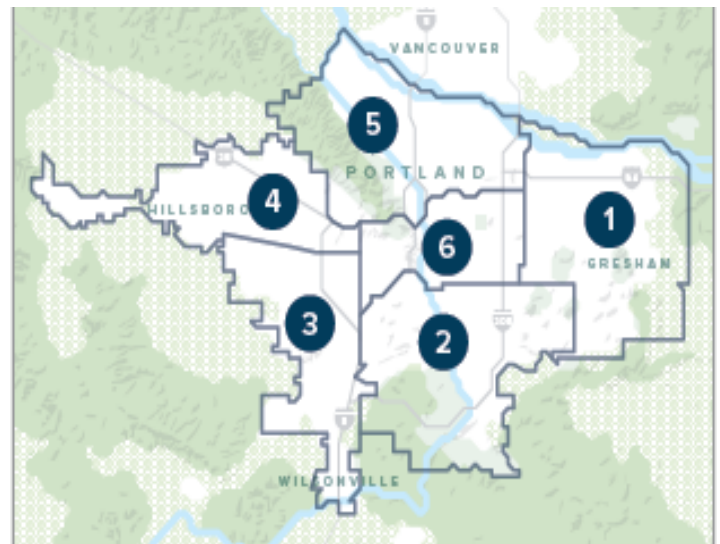


Figure 1- Metro's Six Districts

## Services summary

Metro owns and operates 17,000 acres of parks and natural areas, the Oregon Zoo, Portland's 5 Centers for the Arts, Portland Expo Center and the Oregon Convention Center. Two recycling and garbage transfer stations accept garbage, recyclables and hazardous waste from residents, businesses, and commercial haulers. Metro manages two housing bonds to support the creation of affordable housing and provide support services for people in the region. Metro also provides the public tools for everyday living, from a recycling hotline to community education, research data information, and sells recycled MetroPaint.

## Regional coordination

Public participation is essential to the success of Metro's work. Metro offers various online and in-person opportunities for people to inform policy decisions, participate in community programs, or build community partnerships.

Much of Metro's work is done in coordination with local cities, counties, and various community partners. Metro also consults with Tribal governments as sovereign nations recognizing their connection to the land since time immemorial.

## The Metro Council and leadership structure



The 2023 Metro Council

*In order from left to right: Juan Carlos González, District 4, Mary Nolan, District 5, Ashton Simpson, District 1, Lynn Peterson, Metro Council President, Christine Lewis, District 2, Duncan Hwang, District 6, Gerritt Rosenthal, District 3*



The Metro Council leads the organization and consists of a president, elected regionwide, and six councilors who are elected by and represent one district every four years in nonpartisan races.

As elected representatives, Councilors play an important role at Metro including providing guidance on the major projects or initiatives from various departments, creating new policies, putting Metro’s values into practice and bringing diverse perspectives to the regional planning process.

[Who is my Councilor?](#)

[About Metro Council Meetings](#)

[Learn about Metro Council elections](#)

The **Metro Auditor**, elected regionwide, is responsible for supervision of Metro’s annual financial statements and for assessing Metro’s performance. The Auditor and their team conducts performance audits for Metro’s work and publishes yearly reports.

The Metro Auditor offers staff and the public a way to report fraud, waste or abuse of resources or a position in any Metro or Metropolitan Exposition Recreation Commission facility or department through the [Accountability Hotline](#). [Learn more about the Metro Auditor →](#)

### Organizational Structure

The council appoints a chief operating officer and a deputy chief operating officer to carry out council policies and manage Metro operations and employees. The chief operating office oversees a diverse workforce of more than 1,600 employees including department directors park rangers, economists, teachers, scientists, designers, planners, animal keepers, stagehands, and cartographers. [Click here for a list of Metro department managers and directors →](#)

## **Diversity, inclusion and racial equity**

Metro strives to be a welcoming and inclusive place for people of all abilities and backgrounds. It wants to ensure people can access and enjoy Metro venues, parks, programs and services without any barriers. Metro's vision is to transform structures and processes not only to identify and remove barriers to access and participation but also to center the experiences of disabilities communities and their needs.

Many communities face unequal access to information, resources, and economic opportunities due to past policies, practices and decisions that are based on racial discrimination and prejudice. These underserved communities include, though they are not limited to, Black, Indigenous, Latinx, Asian, and Pacific Islander, immigrants, youth and people with low incomes.

These communities also experience an unequal burden of the costs of economic growth, face higher barriers to participation in the regional planning process, and are highly impacted by the climate crisis. Metro is committed to leading its work with these inequities in mind and to work towards building a community where economic opportunities are accessible for all, where underserved and historically marginalized groups feel welcome, liberated, and safe.

[Metro's Diversity, Equity and Inclusion](#) program works to address the unequal distribution of resources and economic opportunities, to increase the opportunities for participation for underserved groups so they can participate in the decisions that impact their lives. The program works to provide support and tools to Metro staff, Metro Council and community partners to create an equitable region for all.

A summary of the most recent [Strategic plan to advance racial equity, diversity, and inclusion](#), adopted in 2016, is included with this guide in Appendix B. The strategic plan is set to be updated after 2024.

A key component of the strategic plan is that each Metro department develop their own racial equity action plans that are unique to the department needs and structure. [These plans](#) were created in consultation with community members and racial equity minded-groups.

The plan was built on a set of core principles:

- Lead initiatives and programs with a racial equity lens.
- Generate support to create real and lasting cultural change.
- Partner with communities of color.
- Commit to measure progress.

## METRO DEPARTMENTS AND ENGAGEMENT

Metro offers a variety of opportunities for public engagement including events, community advisory committees, education, grants and sponsorships, and tools for organizations and businesses. Current opportunities for engagement are available on the Metro website.

### Get involved

How can I add my voice to decisions?

[View current projects](#)

Metro Council office

[Contact the Metro Council office.](#)

Ph. 503-797-1540 | 503-797-1793 fax

Affordable Housing

[Supportive Housing Services](#)

[Affordable Housing Bond Program](#)

[housing@oregonmetro.gov](mailto:housing@oregonmetro.gov)

Garbage and recycling resources

[Tools for living](#) | Call 503-234-3000

Metro Parks and Natural areas

[Park access, nature education and more](#)

[parksandnature@oregonmetro.gov](mailto:parksandnature@oregonmetro.gov)

Planning, development, and research

Land use and urban growth

[about urban growth boundary](#)

Regional transportation planning

[Transportation plans, maps and more](#)

email: [transportation@oregonmetro.gov](mailto:transportation@oregonmetro.gov)

Data Resource Center

[Maps, information and more](#)

email: [DRC@oregonmetro.gov](mailto:DRC@oregonmetro.gov)

### Visitor Venues

[Oregon Zoo](#) →

[Oregon Convention Center](#) →

[Portland Expo Center](#) →

[Portland's 5 Centers for the Arts](#) →

[oregonmetro.gov/venues](http://oregonmetro.gov/venues)

### Other services

[Metro historic Cemeteries](#) →

[Education resources](#) →

[Jobs at Metro](#) →

[Contract Opportunities](#) →

[Grants and resources](#) →



## Your access needs matter

Metro wants you to participate, let us know how we can make meetings and events more accessible. Metro is committed to ensuring its services and engagement activities are accessible to every resident of the region. Metro respects civil rights.

### Accessibility for people with disabilities

Metro generally provides aids and services upon request to persons with disabilities so they can participate equally in programs, services and activities. All Metro meetings are wheelchair accessible. Individuals with service animals are welcome at Metro facilities, even where pets are generally prohibited.

If you need a communication aid, sign language interpreter or other accommodation, email [accessibility@oregonmetro.gov](mailto:accessibility@oregonmetro.gov) or call 503-797-1890 or TDD/TTY 503-797-1804 72 hours in advance.

### Services available to people who are not proficient in English

Metro provides information about Metro's programs and services in Arabic, Chinese, Hmong, Japanese, Khmer Cambodian, Korean, Laotian, Nepali, Persian, Romanian, Russian, Somali, Spanish, Tagalog, Ukrainian and Vietnamese.

Metro would be happy to provide live interpretation services and written materials in your language upon request. Work with the appropriate Metro staff to get the information you need.

Metro can answer your question about a program or service in up to 180 languages. Call 503-797-1890 and indicate the language you speak. If you need a language interpreter at a public meeting, call 503-797-1890 (8 a.m. to 5 p.m. weekdays) five business days in advance.

[Know your rights →](#)

## What if I have a complaint?

→ [fill out the discrimination complaint form](#) for complaints related to disability, race, color, national origin, sex, age or income level

For complaints of discrimination because of race, color, national origin, sex, age or income level

- 503-797-1890 | [clifford.higgins@oregonmetro.gov](mailto:clifford.higgins@oregonmetro.gov)
- mail to - Clifford Higgins, Title VI coordinator, Metro, 600 NE Grand Ave., Portland, OR 97232

For complaints of discrimination because of disability:

- email [accessibility@oregonmetro.gov](mailto:accessibility@oregonmetro.gov)
- mail to Heather Buczek, ADA coordinator and Accessibility Program Manager, Metro, 600 NE Grand Ave., Portland, OR 97232
- call 971-940-3157 or 503-797-1804 TDD



## Advisory committees

Sustaining a culture of collaboration, continued learning and civic leadership requires public participation. Metro's regional partners and community members participate in various Metro committees to help guide and oversee our work. Membership in committees reflect the diverse perspectives of the region while advising the Metro Council, Auditor and staff.



Committees may be formed for a limited term to follow a particular project or meet on ongoing basis. Membership on these committees is varied, based on the purpose of each committee.

Community and partner participation in committees is a valuable use of time because of the opportunities to hear from diverse perspectives and the importance of oversight over Metro's department or project specific work.



Metro strives to be an inclusive and welcoming place. Whether you're a seasoned community advocate or newer to volunteering your time for your community, there is space for everyone. Meetings may take place in-person or virtually. Metro provides stipends, translation and accommodations to community members who face barriers to participation.



For current list of open positions or additional information on committees, visit the [Metro Advisory Committees](#) page →



### Committee on Disability Inclusion

Metro's 15-member Committee on Disability Inclusion helps Metro apply an intersectional accessibility lens to its processes for making decisions and creating policies, and to its projects and initiatives across the organization.

### Committee on Racial Equity

The Committee on Racial Equity advises Metro Council on strategies to advance racial equity across Metro's work areas.

### Joint Policy Advisory Committee on Transportation

The Joint Policy Advisory Committee on Transportation makes recommendations to the Metro Council on transportation needs in the region.



**Metro Central Community Enhancement Grant committee**

The Metro Central Enhancement Committee administers funds generated by enhancement fees collected at Metro Central Station to neighborhood groups.

**Metro Policy Advisory Committee**

Established by the Metro Charter in 1992, MPAC advises the Metro Council Regional Framework Plan.

**Metro Technical Advisory Committee**

MTAC is a 35-member committee of planners, citizens and business representatives that provides detailed technical support to the Metro Policy Advisory Committee.

**Public Engagement Review Committee**

PERC serves as a key component of Metro’s efforts to develop successful public engagement processes.

**Regional Waste Advisory Committee**

The Regional Waste Advisory Committee helps guide the implementation of the 2030 Regional Waste Plan.

**Smith and Bybee Wetlands Advisory Committee**

The Smith and Bybee Wetlands Advisory Committee provides diverse stakeholder perspectives to advise Metro on caring for the Smith and Bybee Wetlands Natural Area.

**Transit-Oriented Development Steering Committee**

The Transit-Oriented Development Steering Committee provides expert guidance, review and recommendations

on Metro's transit-oriented development investment activities.

**Transportation Policy Alternatives Committee**

The Transportation Policy Alternatives Committee provides technical input to the Joint Policy Advisory Committee on Transportation on transportation planning and funding priorities for the region.

**Tri-County Planning Body**

The Supportive Housing Services Tri-County Planning Body helps create goals, strategies and metrics, and guides a regional investment fund to address homelessness across greater Portland.

**Affordable housing bond community oversight committee**

The affordable housing bond community oversight committee oversees the implementation, outcomes and annual reporting of the 2018 Affordable Housing Bond.

**Supportive housing services regional oversight committee**

The supportive housing services regional oversight committee provides oversight over the 2023 supportive housing services tax. They ensure the fund is fulfilling its goals, and makes annual reports and presentations to the Metro Council and the boards of commissioners of Clackamas, Multnomah and Washington counties regarding the program’s progress.



### **Natural Areas and Capital Program Performance Oversight Committee**

The Natural Areas and Capital Performance Oversight Committee keeps Metro accountable and transparent in its use of capital funds from the \$475 million 2019 nature bond and the parks and natural areas levy, which raises about \$19 million a year.

### **Nature in Neighborhoods education grants committee**

A team of Metro staff and other professionals with backgrounds in conservation education, grant management, finance, volunteer coordination, project planning and community

partnerships will review applications and make funding recommendations. The Metro Council makes all grant awards.

### **Nature in Neighborhoods restoration grants committee**

A team of Metro staff and other professionals with backgrounds in restoration, grant management, finance, volunteer coordination, project planning and community partnerships will review applications and make funding recommendations. The Metro Council makes all grant awards. This committee meets two times annually to review pre-applications and full-applications.

## **Doing business with Metro**

Metro purchases a variety of goods and services. Contract opportunities for services include construction, maintenance and repair, engineering, consulting, food, training and various types of planning.

### **Common contracts include:**

- construction and maintenance
- architecture and engineering
- forestry and landscaping
- foodservice and supplies
- professional, technical and scientific services
- communications and photography
- goods, manufacturing and supplies

[Stay up to date on future business open house events](#) →

[Current requests for bids and proposals](#) →

[Equity in Contracting](#) →

## **Tools for working**

Metro provides tools for businesses. Metro also licenses solid waste facilities and helps small businesses with hazardous waste disposal.

[oregonmetro.gov/tools-working](http://oregonmetro.gov/tools-working)

→ [Guide for businesses to reduce food waste](#)

→ [A guide to travel options for employers](#)

→ [Regional contractor's business license](#)

→ [Licencia de negocios para contratistas](#)

### **CONTACT**

Metro procurement  
[doingbusiness@oregonmetro.gov](mailto:doingbusiness@oregonmetro.gov)