

# **Metro**

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**Metro**

## **Minutes**

**Thursday, January 18, 2018**

**2:00 PM**

**Metro Regional Center, Council chamber**

**Council meeting**

**1. Call to Order and Roll Call**

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

**Present:** 6 - Council President Tom Hughes, Councilor Sam Chase, Councilor Shirley Craddick, Councilor Craig Dirksen, Councilor Kathryn Harrington, and Councilor Bob Stacey

**2. Public Communication**

There was none.

**3. Consent Agenda****Approval of the Consent Agenda**

**A motion was made by Councilor Stacey, seconded by Councilor Harrington, to adopt items on the consent agenda. The motion passed by the following vote:**

**Aye:** 6 - Council President Hughes, Councilor Chase, Councilor Craddick, Councilor Dirksen, Councilor Harrington, and Councilor Stacey

3.1 Resolution No. 18-4862, For the Purpose of Declaring a Vacancy in the Office of Metro Councilor for Council District No. 2, passed 01/04/18  
Errata correcting date applications due

3.2 Consideration of the Council Meeting Minutes for January 4, 2018

**4. Presentations****4.1 Payroll Audit**

Council President Hughes called on Metro Auditor Brian Evans to present the Payroll Audit. Auditor Evans provided a brief background on the audit, noting the primary objectives were to determine the reasons for payroll errors and if there were adequate controls to reduce the potential for fraud, waste, and abuse. Auditor Evans explained that while Metro had made efforts to improve the process and avoid errors, the audit made seven recommendations for further improvement, grouped into three categories:

- improve department coordination
- increase employee training
- align Metro's processes with best practices around fraud, waste, and abuse

Auditor Evans thanked finance staff for their assistance during the audit.

Council President Hughes introduced Mr. Scott Robinson, Deputy Chief Operating Officer, and Mr. Tim Collier, Director of Finance and Regulatory Services, to provide the management response to the audit. Mr. Robinson noted that Metro's support services were essential to the efficiency of the agency and emphasized their commitment to continuous improvement. He added that the support services team appreciated the opportunity to learn from the auditor's observations and recommendations. Mr. Collier provided an overview of work that was underway to address issues raised in the audit, including: clarifying roles, increasing payroll staffing, hiring consultants to review the system setup and implementing 61 setup improvements, and developing an error log. He thanked Auditor Evans for the audit and noted that payroll accuracy was of the utmost importance.

#### *Council Discussion*

Councilor Harrington asked about Exhibit 7 on page 16 of the audit. Auditor Evans clarified that the multiple union figures represented Metro's different unions, each with their own union dues. Councilor Stacey asked about responses that were underway and how they related to and affected the audit. Councilor Chase noted that it was

important to monitor how the agency was effectively and efficiently spending the public's dollars. He also asked about other jurisdictions' best practices in regards to payroll.

#### 4.2 Social Media Audit

Council President Hughes called on Metro Auditor Brian Evans to present the Social Media Audit. Auditor Evans provided a brief background on the audit, noting the primary objective was to determine if Metro was using social media to achieve its communication goals. He introduced Ms. Simone Rede, Senior Management Auditor, to provide an overview of the audit's findings. Ms. Rede explained that the audit found improvements could be made in the following four areas:

- controlling access to Metro's social media sites
- addressing challenges social media presented to public records request requirements
- clarifying expectations for monitoring and responding to comments
- training employees who use social media

She then shared the audit's recommendations to make managing the risks and the use of social media more effective including: assign responsibility for social media governance, security and training; develop policies and procedures to increase social media security and limit administrative access; retain social media content that requires retention; increase two-way communication; broaden the audience Metro seeks to engage; and train employees who use Metro's social media sites. Auditor Evans thanked Communications staff for their assistance during the audit.

Council President Hughes introduced Mr. Scott Robinson, Deputy Chief Operating Officer, and Mr. Jim Middaugh, Director of Communications, to provide the management response to the audit. Mr. Middaugh provided an overview of the steps Communications staff had taken to respond to the issues raised in the audit, noting certain limitations. He added that Metro was also in compliance with public records law in terms of its social media. He thanked Auditor Evans for his work and noted that Communications staff intended to continue following best practices.

*Council Discussion*

Councilor Harrington thanked the auditor and his staff for performing the audits. She also recognized Metro's Communications staff for their creativity, innovation, and engagement.

4.3 Public Records Request Audit

Council President Hughes called on Metro Auditor Brian Evans to present the Public Records Request audit. Auditor Evans provided a brief background on the audit, noting the purpose of the audit was to evaluate the effectiveness of Metro's public record request process. He introduced Mr. Elliot Shuford, Senior Management Auditor, to provide an overview of the audit's findings. Mr. Shuford noted that the audit found that Metro's process to handle requests was generally effective and provided a foundation to comply with new regulations, but added that it also found improvements could be made in certain areas. Mr. Shuford explained that the audit recommended that Metro:

- update its policy to: set expectations for timely responses required by state law, clarify the criteria and process for determining whether a fee waiver is

appropriate, determine whether variations in the methodologies used to calculate fee estimates are appropriate, require each department or program to designate one or more lead employees for public records requests, and establish initial and ongoing training requirements.

- gradually increase proactive disclosure of public records by: collecting and reviewing information about what records are frequently requested or of high public interest and establishing a process for departments or programs to collaborate with records and information management to periodically assess opportunities to make additional records directly available to the public online.
- evaluate potential process efficiencies, including the remaining tasks from the previous process improvement effort.

Auditor Evans thanked Information Services staff for their help and assistance during the audit.

Council President Hughes introduced Mr. Scott Robinson, Deputy Chief Operating Officer, and Ms. Rachel Coe, Director of Information Services, to provide the management response to the audit. Mr. Robinson thanked the Auditor and his staff for their work, and highlighted that the audit found Metro's process to be generally effective. He also recognized that in all cases reviewed, staff made attempts to fulfill record requests and in most cases did so in a timely fashion.

Ms. Coe stated that transparency in government was key to

engendering the public's trust. She addressed the audit's recommendations and highlighted how staff would work to meet them. She also noted that Metro's public record policy had been recently updated to be in compliance with the new state requirements and thanked Auditor Evans for his work.

*Council Discussion*

Councilor Dirksen stated that ideally public records would always be available proactively, but noted that there were certain instances when being able to provide requestors with an idea of the cost was also important. He thanked staff for their work on the audit. Councilor Craddick asked how Metro could be more proactive with its records accessibility. Councilor Harrington emphasized her support for how open, accessible, and transparent Oregon's governments were. She asked about other jurisdictions that were reviewed as part of the audit.

**5. Chief Operating Officer Communication**

Ms. Martha Bennett announced that Metro's Powell-Division Transit and Development project team had received an award for outstanding achievement in public engagement. She also highlighted Metro's upcoming small business open house at the Oregon Convention Center on February 21.

**6. Councilor Communication**

Councilors provided updates on the following meetings or events: the Community Enhancement program kick-off, the Joint Policy Advisory Committee on Transportation (JPACT), and the Regional Leadership Forum #4 on March 2. Councilors also expressed their condolences over the death of Mr. Mike Dewey of Waste Management, Inc.

**7. Adjourn**

There being no further business, Council President Hughes adjourned the Metro Council meeting at 3:20 p.m. The Metro Council will convene the next regular council meeting on January 25 at 2:00 p.m. at the Metro Regional Center in the council chamber.

Respectfully submitted,

Nellie Papsdorf, Legislative and Engagement Coordinator