Oregon Metropolitan Planning Organizations Hold June Meeting in Portland

Staff and policy-level representatives of Oregon’s six metropolitan transportation planning organizations (MPOs) met in Portland on June 4 for the first “Oregon MPO Summit.” The meeting was convened and hosted by Portland’s regional government, METRO. In addition to the MPOs in the Portland and Eugene-Springfield regions, the similar organizations serving the urbanizing areas of Bend, Corvallis, Medford, and Salem participated. Also represented at the Summit was the Southwest Washington Regional Transportation Council, the MPO for the Vancouver area. Stuart Foster, Chair of the Oregon Transportation Commission, also attended and provided a presentation on the State’s vision for engaging the state’s MPOs.

LCOG’s Central Lane MPO was represented by five members of the Metropolitan Policy Committee: Eugene City Councilor and MPC Chair Bonny Bettman; Springfield City Councilor and MPC Vice Chair Anne Ballew; Lane County Commissioner Bobby Green; and LTD board members Jerry Gaydos and Susan Ban.

As noted in the Director’s Desk column in this issue of Regional Focus, the opportunity to share experience at the policy level was well received by the attendees and a second meeting was tentatively agreed upon for the fall.

The agenda for the June meeting called for each of the organizations to share their top issues in transportation planning. While a clear distinction was evident between the unique structure, size and mission of METRO at one extreme and the least populous MPOs in Bend and Corvallis, just designated as a result of the 2000 Census, the comments offered around the table reflected significant areas of common interest and similarity of challenges. The inadequacy of resources, both for maintenance and preservation work and for capacity expansions, was a common theme, as was the challenge of integrating transportation improvement strategies with growth management and land use planning principles. In another section of the Summit agenda, participants considered potential strategic actions. There was a broad consensus that, while reauthorization of the federal transportation legislation was important, continual improvements in the relationship with the Legislature would also be required.

See METROPOLITAN PLANNING page 3
“MPO Summit” Brings Transportation Policy Makers Together

Perhaps nowhere in LCOG’s diverse work program are there as many acronyms and seemingly obscure tasks, requirements and obligations as in transportation planning. Even on a good day, our work of planning long-term transportation improvements and programming limited resources to move people and freight must seem chaotic to the public.

The decisions that are made tend to be long-term and must honor environmental, economic, social and livability values that are not equally embraced throughout the community. Citizens of the region are not of one mind with respect to the future. Even actively engaged public interest groups, professional staff and elected policy makers risk losing the logical thread when state, federal and local transportation planning obligations seem to collide in a mass of alpha-numeric mumbo jumbo. I certainly recognize that the terminology itself can inhibit clear insight. But beyond that, we understand that transportation planning is complex and important. Indeed, transportation infrastructure, or its lack, has been a factor defining and shaping civilization for centuries. Is there anyone else out there struggling with this vital public policy issue?

On June 4, over fifty policy- and professional level participants in the MPO process in Oregon met in Portland. The meeting, dubbed an “Oregon MPO Summit,” was hosted by Portland’s regional government, METRO. In addition to this state’s six metropolitan planning organizations, the Vancouver, Washington area’s MPO was also represented, as was the Oregon Transportation Commission by its Chair, Stuart Foster. The meeting, described on page one, provided a unique opportunity for elected officials to learn from one another about their respective efforts to enhance the movement of people and goods in their regions. Also considered were the relationships of MPOs with area commissions on transportation, state-chartered organizations attending to transportation issues in non-metropolitan areas of Oregon. The gathering was considered valuable by those attending, so much so that a follow-up meeting of the MPOs in the state was requested for September. Eugene

See DIRECTOR’S DESK page 3
IN FOCUS

City of Oakridge Starts Work on Refinement Plan for Highway 58

The City of Oakridge is developing a Refinement Plan for Highway 58 within its city limits to look at ways to balance the variety of uses along the highway, including auto and freight traffic, retail and service stores and jobs, and bicycle and pedestrian traffic. Lane Council of Governments is assisting Oakridge with the public involvement and transportation forecasting and analysis portions of the project. Residents and business owners are participating in an advisory committee that will be involved in all phases of the Refinement Plan, from initiation through implementation. The first public open house was held June 8th to tell the public about the project and seek input about issues related to the highway.

Oakridge sees a successful Refinement Plan as one that improves safety and mobility for all users of Highway 58, encourages economic development in the city, and focuses on improving the pedestrian/bicycle network for Highway 58 over the next 20 years. The team working on this project includes the City of Oakridge Community Services Department, Lane Council of Governments, the Oregon Department of Transportation, and the consulting firms of CH2M HILL and Angelo Eaton & Associates.

The Refinement Plan will document existing conditions along the highway corridor, focusing on mobility and safety deficiencies, driveway accesses, and intersection operations. It will then

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From DIRECTOR’S DESK page 2

City Councilor and Metropolitan Policy Committee Chair, Bonny Bettman, extended an offer to the group to come to Eugene for that second meeting.

Expanded interaction between elected officials dealing with transportation issues holds promise to not only enhance the effectiveness of our individual processes but to reduce the mumbo jumbo factor, as well. The policy makers from the Central Lane MPO, and their colleagues from the other Oregon metropolitan areas, clearly want the process to be meaningful and as jargon-free as possible. They have requested that the general public be able to see a “transparent” enterprise with clear access points and outcomes. Those elected leaders who gathered in Portland are well-positioned to de-mystify the transportation planning process.

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Finally, the policy officials of Oregon’s metropolitan planning organizations discussed the relationship of their federally-mandated planning processes with that of the state-chartered area commissions on transportation that have been formed in all areas of Oregon except Lane County and the Portland metropolitan area. It was agreed that the next meeting of the fall meeting of MPO policy officials in Eugene would include an emphasis on citizen involvement.
Oakridge Community Center Plan Moves Forward

The creation of a new Community Center for the residents of the City of Oakridge has moved into its second phase of development, according to the city’s Community Development Director, Kevin Urban. With funds from a special projects grant awarded to Oakridge by the federal department of Housing and Urban Development, an architect was selected by the city in early 2004 to develop design concepts for the facility. In addition, Lane Council of Governments was contracted to research and apply for grants to fund its final design and construction costs. Also during this phase, a report from Poage Engineering indicates that the existing Willamette Activity Center gym, with repair work, can remain intact and incorporated into the new center structure. The facility may likely be more than one building and include, in addition to current services and WAC tenants, a new library space, visitor information amenities, and a Chamber of Commerce office.

The project’s 2004 Steering Committee will host a public workshop on July 27, 2004 to gain comments and feedback on the architect Don Stevens’ design concepts for the new center.

Phase One, completed in the summer of 2002, analyzed the feasibility and location for a center to replace the existing Willamette Activity Center (WAC) on School Street off Highway 58. It concluded that the Willamette Activity Center is showing significant signs of age and has considerable maintenance issues, including a leaky roof, often impacting many of the current tenants.

The 2002 Steering Committee recommended design objectives for a new facility that included improved social and civic services for seniors, youth, and families; enhanced visibility and exposure by locating along Highway 58; construction that is energy- and maintenance-efficient; an Oakridge-appropriate design that is attractive and something residents can be proud of, but not too elaborate; having a design theme reflective of Oakridge history, culture, and community assets; and serving as an anchor that attracts and encourages other uses to locate near it.

Between the Oregon Department of Transportation and the Department of Land Conservation and Development. The Transportation and Growth Management Program works towards enhancing Oregon’s livability, fostering integrated land use and transportation planning and encouraging development that results in compact, pedestrian-, bicycle-, and transit-friendly communities.

The contact for the project is Kevin Urban, Community Services Director, City of Oakridge, at (541) 782-2258.
The City of Oakridge’s Administrator, Gordon Zimmerman, could have gone to a number of much larger cities, but the veteran of three other rural Oregon towns chose to come to Oakridge, and he could not be happier.

Gordon realized that his passion was in smaller cities when asked by a recruiter during an interview for a new city administrator position in Washington, “Where in your professional career were you the happiest?” He found that he was happiest when working in smaller cities, and he began work as City Administrator of Oakridge last December.

Oakridge’s size (3,680 people) allows Gordon to be involved in every facet of his job to the degree he wants. He considers himself fortunate to work with great staff members who know their jobs, and with a progressive Council willing to put its enthusiasm into helping to build entrepreneurial businesses.

After graduating from Northwestern University in 1976 with a Masters of Management degree, Gordon spent 15 years with ESCO Corporation, an international specialty steel firm in Portland, before beginning his career in the public sector. He was hired as city manager for Nyssa, Oregon, where he worked to begin downtown revitalization projects, upgrade the water and sewer systems, and worked with Governor Kitzhaber to craft what became the Community Solutions Teams (now the Economic Revitalization Teams). Gordon also spent a year in the northwestern Oregon woods in Vernonia and five years in Baker City before beginning work in Oakridge.

To provide relief from the daily grind, Gordon belongs to several work-related associations, including the International City County Managers Association and the Oregon City/County Managers Association. He is also a member of the Oregon Economic Development Association and the Oregon Municipal Finance Officers Association, and he has served in several state capacities, including the Environmental Partnerships for Oregon Communities Advisory Committee for 9 years and the Oregon Community Incentive Fund Advisory Committee for 3 years.

Other interests outside of work, family, and church include farming on his 2.25-acre property, reading mystery novels, playing ardent (but inept) golf, and building an “N” Scale model railroad. He is also slowly building an outline for a mystery novel where the City Manager solves the crime.
COG Board of Directors and Executive Committee Realign Responsibilities

by George Kloeppel

Throughout the late winter and spring, the LCOG Board of Directors has worked to craft a new operating procedure for itself and, in the process, to realign the policy responsibilities of itself and the agency’s six-member Executive Committee. As a first step, the Board determined that its best and most appropriate functions were the establishment of the broad policies and directions of the organization and the informed discussion of regional issues—in some cases leading to staff research and programs. In that context, the Board determined last February that a six-meeting-per-year schedule would meet its needs, with the Executive Committee charged with managing routine business throughout the year.

The new Board meeting schedule, reducing its meetings from ten to six per year, took effect with the start of the new fiscal year in July. The Board will meet in July—this year for a dedicated planning session—September, December, February, April and June. Monthly Executive Committee meetings are scheduled with the understanding that some could be cancelled if the need was not pressing. In April the LCOG Bylaws were amended to reflect the new schedule and in May a revised “division of labor,” developed by the Executive Committee, was approved. That decision assigned additional tasks to the Committee including the interpretation of agency policy, confirming appointments to committees, approving bylaws and bylaw amendments for advisory committees, approving S&DS Area Plan amendments, and making substantive recommendations regarding annual Budget Assumptions and appointments to the Nominating and Budget Committees.

In June and July, the Committee and Board of Directors brought the realignment of responsibilities full circle by “filling in the blanks” for the six meetings in fiscal year 2004-05. Beyond the July planning session, each meeting of the Board will feature certain recurring reports and policy-level tasks; but in addition, each meeting is expected to concentrate the attention of the region’s policy makers on one or more special topics that pose intergovernmental challenges and opportunities.

Budget and Work Program Adopted

At its June 26 meeting, the LCOG Board of Directors accepted the recommendation of the agency’s Budget Committee and adopted the Budget and Work Program for Fiscal Year 2004-05. The document prescribes the topical areas to which staff energy is to be directed over the twelve-month period, and it puts in place the financial structure to support those efforts.

The Board’s action authorized expenditures totaling $22,993,191 for the new fiscal year, an increase of $1.2 million or approximately 5.6 percent from the Revised Budget for Fiscal Year 2003-04. However, LCOG Executive Director George Kloeppel noted in his budget message that the increase, while much

See MEALS page 7

See WORK PROGRAM page 7
Senior & Disabled Services
Enhancing Access to Services

Senior & Disabled Services is currently in the process of creating an enhanced model of access to services. The changes are designed to improve service to clients, while also managing the workload of staff. Many of these enhancements have already been made, while others are awaiting implementation in the near future.

To improve accessibility and good customer service, Senior & Disabled Services has identified the following list of improvements:

1) Expanded Business Hours
The Eugene office has expanded its hours to 8-12 and 1-4:30 (from 9-12 and 1-4), beginning on July 1, 2004.

2) Beefed Up Reception/Access Team
In Eugene, the Information & Referral screeners have joined the support staff unit. Screeners are teamed with Administrative Aides who are cross-trained as screeners, and will provide support in the form of clerical duties such as answering phones, making packets, processing paper work and serving as back up. Combining the units increases the ability of screeners to focus on information and referral and allows more callers to reach a live person rather than being put into a phone tree or voice mail.

3) Co-location of Team
The co-location of phone reception and screeners creates a better level of communication, especially in regard to the intake scheduling for both financial and service cases. Two phone receptionists will eventually answer all main incoming phone lines, including S&DS’ information and referral line. Training is underway for receptionists to enable them to answer informational calls about resources, respond to calls on the adult abuse lines, enter Pre-Admission Screening requests, use the intake schedule, etc. The co-location of these two units will provide better customer service.

Keeping in mind the goal to limit the impact on our clients to the greatest extent possible, the program will reduce costs in several different ways:

- Closing the dining room in Crow which operates every Tuesday.
- Reducing the dining room service in Lorane from once a week to once a month.
- Eliminating three paid part-time kitchen assistants in Springfield, Veneta and Olive Plaza in Eugene.
- Changing meal specifications (for example, no dessert will be served with frozen Meals on Wheels).
- Transferring meal delivery responsibility for approximately 35 clients from LCOG’s program to the Red Cross program.

The budget also called for a reduction of service in Coburg from weekly service to monthly service, but the City of Coburg has committed to provide $4,800 to preserve the weekly service.
4) Cross-Training and Balancing Screener Work Load
The three screeners have all been cross-trained to do intakes for both the service and the financial clients. Cross-training the screeners in all areas of intakes will provide more flexibility within the unit, which will improve efficiency and productivity while balancing workloads and providing good customer service. Clients who come into the office will be served more quickly and responses to voice messages will be handled in a more timely manner.

5) Online Entry
Online entry by the screeners provides quick, concise, and efficient financial and service screenings. This best practice and expectation allows the screeners to provide timely accurate information. Online screening eliminates duplication of work while also giving clients good customer service. The goal of a screener is to do an accurate screening and to not “screen out” applicants who may benefit from our programs or other resources.

6) Customer Service
The phone tree is being simplified. Callers will receive a short message with only 4 options:
1) The Meals on Wheels option will allow callers to self direct to cancel, donate, volunteer or apply for services. Meals on Wheels is also identified as a part of Senior & Disabled Services.
2) The Abuse Reports choice directs callers who wish to report allegation of abuse to a specific line that will alert the receptionist and the screeners that an immediate response is needed.
3) The Pre-Admission Screening Requests selection directs callers to a voice message-only box that medical facilities use to make their request. 4) The All Other Business option will divert to a receptionist for response.

The receptionist’s phones will have the capability of having two callers in the queue and be able to provide a “live” person to answer questions and provide information and then direct the call appropriately, eliminating the chance of callers being bounced around to various locations. Simplifying the phone tree with more “live” person response provides better customer service to callers whom might otherwise become frustrated.

7) CIAO and SASI
CIAO (Check In And Out) is an electronic check-in and check-out board that was developed internally during this past year. CIAO allows a receptionist to quickly locate and identify the availability of Senior and Disabled Services staff to see if a client’s worker is currently available or provide them with alternatives, depending on their needs. S&DS’ programmer is currently developing a sister program called SASI that will do away with clip boards and a complicated scheduling system for financial and service intakes.

By expanding our business hours, developing tools that lead to efficiency, creating an enhanced information and referral team, utilizing online screening and a simplified phone tree, Senior and Disabled Services will be able to further improve accessibility and customer service for our clients.
Staff Profile: Jamon Kent
Planning Services

Jamon Kent began work at LCOG on November 22, 2002, and has served in a number of capacities in the agency, including his current duties as Director of Planning Services.

Seeing the cooperation that is necessary for quality decisions and the development and completion of several important projects have been Jamon’s favorite things about working at LCOG. Jamon mentions the chance to work with the city of Coburg on their planning issues as one of the specific highlights of his tenure.

Born in Centralia, Washington, Jamon’s family moved to Seattle prior to his starting school. Jamon attended school in the Seattle School District before a move to Maple Valley, Washington, after the fourth grade. He attended Maple Valley schools for the remainder of his public education, graduating from TaHoMa High School. The school name was derived from the first two letters of the towns the school served, Taylor, Hobart and Maple Valley. Jamon entered the US Navy after his graduation from Seattle Pacific University.

Jamon has worked in nearly every capacity in his career in education, including jobs as a teacher, principal, district administrator and Superintendent of the Springfield School District. He has also been a machinist, plumbers assistant, food clerk and bus driver.

When not immersed in LCOG business, Jamon enjoys woodworking, gardening, skiing and fishing.

Walkable Community Workshops a Success

From May 10-12, 2004, Lane Council of Governments hosted four interactive Walkable Community Workshops in our area including two in Springfield and two in Eugene. A total of 115 individuals participated in these four workshops including citizens, elected officials, planners, engineers, planning commissioners, public health officials, disability services managers, landscape architects, and educators. The workshops were presented by the National Center for Bicycling and Walking (NCBW) expert trainers Charlie Gandy and Bruce Appleyard who combined vision with real-world experience in implementation.

Lane Council of Governments was one of ten Metropolitan Planning Organizations from around the country selected to participate in this year’s program. The workshops were funded by the NCBW and the Robert Wood Johnson Foundation, which provided approximately $20,000 in technical assistance. Matching funds were provided locally by the cities of Eugene and Springfield, Lane Transit District Commuter Solutions Program, Lane Council of Governments, and Oregon Department of Transportation.

See WALKABLE COMMUNITY page 10
Each of the four workshops followed the same basic format, but focused on a unique study area. The study areas were selected to provide a representative sampling of commercial areas found in our community. Workshop locations included Main Street/South A Street in Springfield, Gateway Street in Springfield, Willamette Street in Eugene, and the downtown Eugene LTD station and vicinity. The typical workshop included an introduction of participants, a NCBW presentation, a walking audit of the study area, a small group design exercise, and the presentation of results. Workshop participants learned about successful pedestrian design, safety, education, and encouragement. Each workshop may have looked at a specific site, but the solutions proposed can be applied in other areas throughout our community.

See OPI 2004 page 11
Senior & Disabled Services
Contractors

Senior & Disabled Services began a new contract year on July 1, and plans to contract with a number of local agencies/individuals for the provision of Older Americans Act (OAA) funded and Oregon Project Independence (OPI) services. The chart below provides an overview of the contracted services.

Please contact Patti Little at 541-682-4137 for additional information regarding the contracted services.

*Under contract to Mid-Willamette Valley Senior Services Agency (MWVSS), as the lead agency in a Tri-agency Consortium comprised of MWVSS, Lane Council of Governments and Oregon Cascades West.

<table>
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<tr>
<th>PROVIDER</th>
<th>SERVICE</th>
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<tr>
<td>LANE COUNTY LAW AND ADVOCACY CENTER</td>
<td>Civil legal services for persons age 60+</td>
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<tr>
<td>PEACEHEALTH - CENTER FOR SENIOR HEALTH</td>
<td>Mental health counseling - (Peer, Group, and Individual) for persons age 60+ and eligible family caregivers</td>
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<tr>
<td>OREGON PACIFIC CHAPTER, AMERICAN RED CROSS</td>
<td>Metro Meals on Wheels</td>
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<tr>
<td>EMERALD EMPIRE COUNCIL ON AGING &amp; AARP</td>
<td>Money Management Program for persons age 60+</td>
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<tr>
<td>AMY RAVEN, CONSULTANT</td>
<td>Elder Help Program - Volunteer assistance for persons age 60+</td>
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<tr>
<td>BATEMAN*</td>
<td>Food Service for Senior Meals Program</td>
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<tr>
<td>LONG TERM CARE OMBUDSMAN RECRUITING &amp; SCREENING COMMITTEE</td>
<td>Recruitment, screening, referral, and training of candidates for State Ombudsman Programs</td>
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<td>FAMILY CAREGIVER RESPITE INTER-AGENCY AGREEMENTS</td>
<td>Addus HealthCare Inc., Lifespan Respite Program, Willamette Community Health Solutions Adult Day Care Center, Florence Area Alzheimer's Hospitality Program</td>
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<tr>
<td>RURAL ESCORT</td>
<td>Lane Transit District</td>
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<tr>
<td>ADDUS HEALTHCARE, INC*</td>
<td>In-home Service</td>
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will be this year’s keynote speaker. Mr. Naff is the director of the Governor’s Economic Revitalization Team which serves to focus state agencies on working together at the local level to increase economic opportunity and help local governments and business and property owners bring industrial sites to “shovel ready” status; essential nuts and bolts for creating vital local economies.

Two exciting features of this year’s conference are “Land Use Board of Appeals (LUBA) - Live and In-Person” and an open microphone opportunity to discuss issues with members of the Land Conservation and Development Commission (LCDC). If the timing of events make it possible, OPI will host an actual LUBA hearing to provide insights to the LUBA process (mock hearing will be held if actual hearing is not possible).

For more information, visit www.lcog.org/opi; or contact Denise Walters at (541) 682-4341 or email dwalters@lane.cog.or.us, or Kathi Wiederhold at (541) 682-4430 or email kwiederhold@lane.cog.or.us.
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<td>5</td>
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<td>Boundary Commission</td>
<td>City of Eugene Council Chamber</td>
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<td>1:30 p.m.</td>
<td>Senior Services Advisory Council</td>
<td>Hilyard Community Center</td>
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<td>8:30 p.m.</td>
<td>Transportation Planning Committee</td>
<td>LCOG 4th Floor Large Conf. Room</td>
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<td>9</td>
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<td>Metropolitan Policy Committee</td>
<td>Springfield City Hall, Library Room</td>
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<td>Disability Services Advisory Council</td>
<td>Ed Luczycki Conference Room</td>
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<td>Transportation Planning Committee</td>
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<td>Regional Executive Group</td>
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<td>30</td>
<td>7:00 p.m.</td>
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<td>Dunes City</td>
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