

# MINUTES

Citizen Advisory Committee  
of the  
Central Lane Metropolitan Planning Organization  
Singer Room – Eugene Public Library – 100 West 10<sup>th</sup> Avenue  
Eugene, Oregon

August 20, 2008  
5:30 p.m.

**PRESENT:** Dave Jacobson, Vice Chair; Diana Alldredge, Wendy Butler-Boyesen, Francesca Patricolo, Eleanor Mulder, Edward Winter, Philip Farrington, John Anderson, Bill Morganti, members; Kitty Piercy, MPC liaison; Kathi Wiederhold, Andrea Riner, Paul Thompson, Lane Council of Governments; Savannah Crawford, Joe Harwood, Oregon Department of Transportation; David Roth, City of Eugene; Tom Boyatt, Judy Johnduff, City of Springfield; Mark Bernard, Lane County; Mary Archer, Lane Transit District.

**ABSENT:** Webb Sussman, Chair; Sarah Strand, members.

## **Welcome, Introductions, and Agenda Review**

Mr. Jacobson called the meeting of the Citizen Advisory Committee (CAC) to order. Those present introduced themselves.

## **Member Spotlight**

Ms. Butler-Boyesen said she had been a member of the committee for about a year and relied on the bus for transportation as she did not own a car. She grew up in South Dakota and did graduate work at Boston University. She is a teacher at the Eugene Water & Electric Board child development center. Her husband had a disabling stroke six years ago and uses RideSource and the bus for transportation. She has been involved in a variety of community activities and has two children, one grandchild and three indoor cats.

Ms. Mulder said she was born, raised and educated in Missouri. She worked as a summer camp counselor and hitchhiked from Chicago to Washington D.C. with friends. Her first job was as a truck driver in Cleveland, which was when she met her husband. She received a Fulbright scholarship, but dropped out when she got married. She has lived in Missouri, Iowa and Minnesota and moved to Eugene 39 years ago. She is a longtime member of the League of Women Voters and has served on the Eugene Planning Commission, the Eugene Budget Committee and the Lane County Boundary Commission. She has four children and two step-grandchildren. She is an American Association of Retired Persons (AARP) tax preparer and blood donor.

Mr. Jacobson announced that Rich Hazel and Damien Gilbert had resigned from the committee. He said that left 11 members and asked if members would like to request the appointment of replacement members from the list of applicants to bring the committee roster back up to 15 members.

Ms. Wiederhold said that six individuals were on the list and the Metropolitan Policy Committee (MPC) approved them in the order they were listed.

Ms. Butler-Boyesen, seconded by Mr. Morganti, moved to direct staff to poll the individuals on the applicant list to determine if they were still interested and recommend that the MPC appoint the first four interested applicants to the vacant positions on the Citizen Advisory Committee. The motion passed unanimously.

Mr. Anderson suggested conducting a new recruitment process as several CAC members' terms would be expiring at the end of the year and a larger applicant pool would be required.

Mr. Farrington arrived at 5:50 p.m.

Mr. Jacobson asked if committee members would be interested in setting aside some time at the next meeting or holding a separate meeting. The purpose of the meeting would be to discuss members' expectations about their participation on the committee and whether their needs had been met with respect to the information provided and committee purpose and activities.

Following a discussion, members indicated that they felt the group was working together effectively and there was no need at the present time for a separate discussion of those issues. Those members who had resigned from the committee had done so primarily because of scheduling conflicts.

### **Comments from the Audience**

There were no members of the public present.

### **Central Clearinghouse for Public Involvement**

Mr. Jacobson reviewed the CAC's recommendation to the MPC to develop a website that could function as a clearinghouse for information on what was happening in different jurisdictions and how the public could participate. He reminded committee members that their interim assignment had been to review the websites of various jurisdictions and agencies and report back on how well those websites fulfilled the purpose of providing information to the public on activities and opportunities for participation. Members provided the following comments:

Ms. Piercy arrived at 6 p.m.

#### Lane County

- Good information on public involvement opportunities, could provide input via a poll on the home page
- Easy to find transportation links that lead to more information
- Referral to KeepUsMoving.info
- Phone number provided as option for obtaining more information
- Purpose of public involvement not clearly stated. Not clear why the County was soliciting public opinion.
- Site was user-friendly, but small white lettering was difficult to read. Use larger font in dark color.
- Use more graphics to replace some of dense, small font text and break up blocks of text.

- Website easy to read and it was simple to find and explore information on transportation projects.
- Website easy to use, but somewhat overloaded with information and links.
- Like clear contact information for website.
- Not all contacts listed on the website could be reached via email, which was a drawback if someone was searching for information after business hours.
- Website difficult to navigate when looking for a service; poor search function – results in confusing database report.
- No employee directory.

#### Oregon Department of Transportation (ODOT)

- Easy to navigate, lots of information in very readable format.
- Public involvement opportunities limited. Only one stakeholder group listed.
- Easy to email all contacts; reply guaranteed within a specified period of time.
- Employee directory helpful feature.

#### City of Eugene

- Replies can take as long as three to four weeks after an email is sent.
- Quick links on home page include transportation.
- Transportation page newly formatted; attractive appearance but not intuitive when searching for a particular transportation project or activity.
- Some links outdated.
- Driving cost calculator a great tool.
- Information and links to alternative transportation not obvious (bike route maps, LTD, pedestrian routes, etc.)
- Public Works page includes transportation links that lead to different destinations than those on the transportation page.
- Easy to lose path when following links.

#### Lane Transit District

- Replies to email typically within 24-hours.
- Excellent map feature with text version option.
- Very good public meeting information, with map to location.
- Customer service section puts face on agency, provides contact information.
- Good information about the board of directors and committees and how to apply.
- Spanish translation available.
- Add easy-to-find and use option for providing input on the EmX design workshops if unable to attend.
- Search function leads to confusing database report.

#### theMPO

- Interactive map feature interesting and helpful
- Sometimes difficult to obtain project details.

#### City of Springfield

- Attractive home page, but could not find any information about transportation or planning except for the Planning Commission.
- Opportunities for public input not obvious.

- Transportation Engineering Division page has good information, but need more intuitive launch to that page from the home page.

#### City of Coburg

- Website seemed very commercial with information about local businesses.
- Good information about departments.
- Included information on current projects and citizen advisory committee.
- Problem with document size.

The committee took a short break.

Mr. Jacobson asked agency representatives to discuss how their organizations handled inquiries from the public.

Mr. Boyatt said the city manager's office was the central point of contact for the City of Springfield and inquiries were dispersed to the appropriate department or division for response. He said Springfield had a strong customer service ethic and responses to inquiries were made within 48 hours.

Ms. Crawford said ODOT district offices and regional managers were good resources and those could be located on the ODOT website, which also had good contact information for projects. She said Ask ODOT could be accessed via the phone or the ODOT website and was a useful feature for finding information about a particular project; responses were due within five days, but usually occurred more quickly.

Mr. Bernard commented that Lane County's organizational structure was highly compartmentalized and public inquiries were typically vetted through the county administrator or department heads. He said there was a large bank of knowledge among County employees and inquiries typically were routed to the person best equipped to answer. He said there was a strong culture of customer service, but he was relatively new and not certain of the precise mechanism used to receive and refer inquiries.

Ms. Patricolo noted that most agencies were effective in responding to inquiries, but the CAC was also interested in proactive efforts to inform the public about activities and opportunities to be involved.

Ms. Alldredge said many County departments had automated phone systems and no opportunity to leave a message, which could be frustrating to a member of the public.

Mr. Harwood said that ODOT's public information officers and frontline administrative support staff were also good resources for referring inquiries from the public.

Mr. Farrington commended the professionalism, service and responsiveness of agency personnel. He asked if staff saw any impediments to developing a clearinghouse concept that would provide the public with access to one information portal for all agencies.

Mr. Boyatt liked the clearinghouse concept, but said the challenge was to educate the public about how to be involved in long-range transportation planning; most inquiries had to do with things of immediate concern.

Mr. Roth said that many of Eugene's public inquires went to the city manager's office and were routed to the appropriate employee for response. He agreed with Mr. Boyatt that most of the calls and emails related to issues of immediate impact.

Ms. Piercy noted that Eugene's public service officer often responded to inquiries and provided a report to the council and mayor on emerging issues.

In response to a question from Mr. Jacobson, Mr. Bernard said the County did not have a public information officer. Ms. Archer said LTD had a very effective public information and response system that connected people to the individual who could answer their questions. She said the LTD website had information on short- and long-range planning activities and contact information at many levels inside and outside the agency.

Ms. Patricolo said the issue for the CAC was how to inform the public about getting involved in processes that could affect their lives and the public clearinghouse was an effort to illustrate long-range planning, its potential impact on individuals and ways to become involved in the decision-making process.

Mr. Anderson suggested that websites could include a feature that would allow someone to type in an address and get information on all planning and construction activities that were related to it, including links to projects in other jurisdictions. He said a similar appearance among agency websites would also be helpful to the public.

Mr. Roth said Eugene was working on a mapping feature. He said the challenge with any planning activity was to inform people and encourage them to become involved.

Mr. Jacobson hoped the CAC would develop an umbrella concept that would tie agencies together.

Ms. Wiederhold said the MPO website was publicized on informational materials.

Mr. Farrington said the question was how to organize all transportation planning and project information from all jurisdictions and agencies into an easily accessible point of contact, such as a clearinghouse.

Mr. Jacobson asked committee members to report back at the next meeting with their ideas for a central information clearinghouse.

### **Approval of Minutes of July 16, 2008.**

Ms. Butler-Boyesen, Mr. Jacobson and Mr. Morganti noted several corrections to the minutes.

Mr. Jacobson deemed the minutes of July 16, 2008, accepted as corrected.

### **Updates from Staff**

Ms. Riner reported that a meeting of the Joint Elected Officials would be held on September 15, 2008, on the subject of regional transportation planning. She said the MPO's case statement for the Campaign for Active Transportation was one of four selected for the national campaign.

Ms. Wiederhold said the September CAC meeting would include a presentation from Commuter Solutions, a presentation by ODOT about the State Transportation Improvement Program (STIP) and a discussion of clearinghouse concepts. She said the October CAC meeting would coincide with a public workshop on the STIP.

In response to a question from Mr. Morganti, Ms. Riner said staff would be attending a bike conference in Seattle and would report back to the CAC.

## **Wrap Up**

Ms. Mulder commented that the August edition of Bus Talk had an informative article about LTD's funding issues and potential route changes.

Mr. Winter said it was useful at the end of each meeting to offer committee members an opportunity to comment on the meeting and make suggestions for future agendas.

Ms. Mulder said the discussion sometimes strayed off the topic and she appreciated it when the chair or staff brought it back to the subject at hand.

Ms. Butler-Boyesen said the committee was often reactive and she sensed that many members wanted to be more proactive, such as it was doing with recommendations for a clearinghouse. She said the limitations of the CAC's charter were sometimes frustrating.

Ms. Patricolo liked the homework assignments, which she felt made the meetings more productive. She encouraged creative approaches to more homework assignments. She thanked the panel of agency representatives for the discussion.

Mr. Morganti said he did not have Internet access and required hard copies of all CAC materials.

Mr. Winter said he was scheduled for the member spotlight at the September meeting.

Ms. Riner provided an update regarding local agency discussions on reauthorization of the federal transportation legislation. She said there was significant interest in looking at new approaches, with more big picture thinking for a fully multi-modal transportation system.

Ms. Wiederhold said that interaction with agency staff had been a part of the vision for the CAC and she was pleased that was now occurring, as it helped both staff and committee members to view each other as allies and resources.

Mr. Farrington said he appreciated the fact that MPC meetings were now being broadcast. That was very convenient for the public.

The meeting was adjourned at 7:30 p.m.

(Recorded by Lynn Taylor)