

## Springfield Utility Board

An ample, pure water supply and reliable, safe electricity form the backbone of modern life. It's so ubiquitous and so expected, we rarely think about either until there's a disruption.

As vital as these utility services are, they play an even greater role in the health of our community than many realize. Join members of Springfield Utility Board's Board of Directors and Jeff Nelson, SUB's general manager, at the January meeting as they delve into a variety of important utility issues that affect the place we live and work.

SUB's Board will discuss the work the utility is doing to foster economic growth, support affordable services for our community, address environmental challenges, maintain resilient facilities and provide reliable service. The Board will also share recent residential and business customer satisfaction survey data and discuss how these findings help inform Board policy.

As a community-owned resource, SUB benefits from robust dialogue with ratepayers, community partners and thought leaders. The Board looks forward to both sharing information and hearing suggestions and ideas from members of Springfield City Club.

## UPCOMING PROGRAMS

### JANUARY 6: SUB BOARD MEETING

The Board of Directors of the Springfield utility Board will hold a public meeting to report on recent activities and respond to questions from the audience.

### JANUARY 20: NORTHWEST YOUTH CORPS

The Northwest Youth Corps has been working with local fire departments to support wild land firefighting efforts. Join us to see what they are doing.

## PUBLIC CALENDAR

All items are tentative and subject to change. For current information, click on the agency name which will redirect you to the appropriate web site.

**Many boards continue to meet online as the County emerges from the restrictions on activity. Please see the guide on page 3 for information on how to connect.**

### [City of Springfield Council](#)

225 Fifth Street  
Springfield, OR 97477  
(541)726-3700

### **January 3, 2022**

Work session 5:30 p.m.

CIP Update

Regular Session 7:00 p.m.

Flood Plain Ordinance (2<sup>nd</sup> Reading)

PH: Repeal Tobacco Retail Licensing

SUB PILOT Agreement

### **January 10, 2022**

Work session 5:30 p.m.

Library late Fee Discussion

Charter Amendment Discussion

Development Code Update

SEDA 7:00 p.m.

### **January 18, 2022**

Work Session 6:00 p.m.

ARPA Guidance

Regular Session 7:00 p.m.

Annual Audit

West D Project

PH: CIP

### **January 24, 2022**

Work Session 5:30 p.m.

CDBG Draft Action Plan

SEDA 7:00 p.m.

**January 31, 2022 No MEETING**

**Lane County Board of Commissioners**

125 Eighth Avenue  
Eugene OR 97401  
(541)682-4203

**January 4, 2022 9:00 a.m.**

PH: Surrender of Rhododendron Drive and 4<sup>th</sup> Avenue  
Legislative Committee Report

**January 10, 2022 STATE OF THE COUNTY**

**January 11, 2022 9:00 a.m.**

Support of Florence MUPTF Program

**January 18, 2022 No MEETING**

**January 25, 2022 9:00 a.m.**

PH: Tobacco Retail Licensing

PH: Modernize Lane Code Enforcement provisions

**Lane Transit District**

3500 E. 17th Avenue  
Eugene, OR 97403  
(541)687-5555

**January 5, 2022**

Work session 5:00 pm.

**January 19, 2022**

Regular Meeting 4:30 p.m.

**February 2, 2022**

Work session 5:00 p.m.

**School District 19 Board of Directors**

640 A Street  
Springfield, OR 97477  
(541) 726-3201

**January 10, 2022**

Board Meeting 7:00 p.m.

**January 24, 2022**

Board Meeting 5:00 p.m.

**Springfield Utility Board**

250 A Street  
Springfield OR 97477  
(541)746-8451

**January 6, 2022**

Board meeting at city Club Noon

**January 12, 2022**

Regular Board Meeting 6:00 p.m.

**Willamalane Park and Recreation District**

320 S. 32nd Street  
Springfield, OR 97478  
(541)736-4544

**January 12, 2022**

Board Meeting 6:00 p.m.

**Lane Regional Air Protection Authority**

1010 Main Street  
Springfield, OR 97477  
(541)735-1056  
Thursday January 16, 2022  
Board Meeting 12:15 p.m.

**RECENT MEETINGS**

**DECEMBER 2: WORKFORCE CHANGES -- A FOCUS ON RESTAURANTS**

The restaurant industry has suffered a massive blow from the pandemic but is now recovering in a much different form than it existed only a few years ago. This is the assessment of Seth Grushow and Natalie Sheild, owners of



Together, a Springfield based restaurant consulting company. After a year of frequent pivoting – open, then close, then open again, then restricted but open, the industry is beginning to emerge in a much different form.

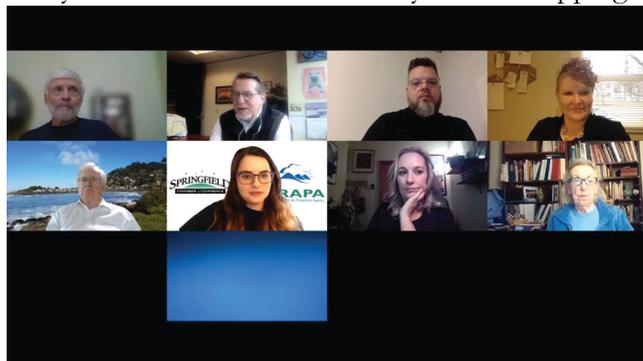
In many ways, Mr. Grushow said, the changes stem not just from the pandemic but from the changing lifestyles that were magnified by the pandemic. Gen X patrons and older millennials still value the concept of table service, and they are merging as the demographic that spends the most on dining. On the other hand, Gen Z individuals and younger millennials value easy ordering and quick service and have much less interest in the set table experience. The most intriguing part of this phenomenon is that as people learned to deal with the pandemic the volume of restaurant meals expanded, not contracted. In large part this is because the younger demographic, who does like to cook, found, in food carts and other quick service opportunities a way to eat quickly and simply. This means that those quick service restaurants, actually have prospered as the pandemic begins to wind down.

This is a paradigm shift that is unlikely to change, both Mr. Grushow and Ms. Sheild agreed. While there will always be a market for the historic form of in table service in a restaurant, the growth that occurs will likely be focused on quick service. This trend will be accelerated by the growth in “ghost kitchens” which are basically a kitchen that serves only through online ordering and delivery. These restaurants have no front of house staff and require a much smaller investment in labor, a critical factor in an industry which has the highest failure rate of any small business. The latest development in this trend appears to be the growth of large ghost kitchens serving a number of food options. Mr. Grushow pointed to a project in Boise where one kitchen has the ability to serve 52 separate restaurants and will have its own ordering and delivery process. He added that some corporate restaurants are running ghost kitchens serving different lines of food out of their existing facilities, pointing to the example of a chain restaurant serving burgers running a ghost kitchen serving pizza.

. Grushow also expects all restaurants to benefit from increased use of technology. “It’s much easier and more efficient for one staff member to dump a bunch of potatoes into a hopper than painstakingly peel and slice.” “It’s also much safer,” Ms. Sheild added. “We work with knives and fire, and anything that reduces the risk and makes processes more efficient is going to advance.” Mr. Grushow added that advanced technology eases training needs, making it possible to train back of house staff in less than a week on fundamental tasks and allow them to improve their skills and advance with on-the-job training.

The restaurant industry, he said, continues to battle the perception that it is filled with low paying dead end jobs. That is not the case, he added, saying that in most cases all restaurant staff are earning \$20-24 an hour, with annual wages approaching \$40 to \$50 thousand. He places the blame for the inaccurate perception in large part on the tipping system, advocating that restaurants should move to the European model where tipping is not favored, and wages are high enough to make the jobs pay a living wage.

Here again, he pointed to the quick service restaurants as potentially setting a new trend. Those restaurants typically see tips similar to the level of as table service restaurants, but in those cases, the tips are spread among along staff, while table service restaurants see the largest portion of the tips gong to front of house staff, increasing a disparity between front and back staff. He asserted that many restaurants want to do away with the tipping system but are hesitant to do it on a one-by-one basis for fear that the



price increase needed to absorb tipping would place them at a competitive disadvantage. He said that it had been tried sporadically in this area, but not generally adopted (One restaurant: Rye on 3rd in Eugene) has adopted the no tipping model and continues it today.

Mr. Grushow pointed to tipping as an example of how the industry needs to start thinking on an industry wide basis. As an industry, restaurants need to focus on addressing the perception that that the working environment is bad. The industry does not make much of the fact that it has highest level of minority ownership and a remarkably high percentage of women ownership.

He said that like other industries, the restaurant business is suffering both from labor shortages and supply chain challenges. The businesses that survived the pandemic and are beginning to do well are those with a small footprint, a small labor force and quick service. “85 percent of restaurants are not like the “Top Chef” program., and those are the ones position to do well. Ms. Sheild added, however, that there will always be a demand for chefs who are artists and true chefs, but that in many cases rather than eight or nine individuals like that in a large restaurant, there may be only one.

Both speakers pointed to Springfield as a good example of how the industry can be helped. They noted that the City of Springfield has worked diligently to try to remove as many barriers to entry as possible in the permitting processes and has worked with the Springfield Area Chamber of Commerce to make the downtown area inviting for restaurants. The predictable result, he said, is that downtown Springfield is growing rapidly as a restaurant hub.

Both speakers say they remain optimistic about the industry’s future, even though it may not look much like the past. Everyone is now looking for new solutions, they said, and it is likely that many of these will lead to long-term innovations that keep the industry robust.

**ATTENDING VIRTUAL MEETINGS**

**To view Springfield City Council meetings:** On the Thursday before the meeting, the Council agenda is posted [here](#). The agenda will contain the information to link to the live stream of the meeting.

**To view meetings of the Lane County Board of Commissioners,** go to this [link](#) for connection information

**To view Lane Transit District Board meetings,** go to the [Events Calendar](#) and click on the meeting you want to attend for information on the Zoom link

**To view School District 19 Board meetings:** on the Thursday or Friday before the meeting go to the [Board Meeting Calendar](#), locate the meeting agenda and you will find the Zoom link to join the meeting.

**To listen to Willamalane Board meetings:**

On a telephone or cell phone, dial 541-736-4490

When prompted, enter the conference ID: 85238 followed by the # sign

**To listen to SUB Board meetings:**

Dial in using your phone: Dial 1.978.990.5373

Enter the Access Code: 2355961#

**To view LRAPA meetings:**

Below are instructions for participation: Click on this link from your desktop: <https://zoom.us/j/2234449160>

**Minutes  
Board of Directors  
Springfield City Club  
November 24, 2021 – Zoom**

Present:

Paige Sharpe Kristin Denmark Bob Fondren Len Goodwin  
Terry Beyer Tiffany Edwards

Absent: Merlyn Hough, Nick Nelson, Pat Riggs Henson, Tom Boyatt, Callie Elliot

The meeting was called to order at 11:35 a.m.

ON a motion by Kristin, seconded by Len, the minutes for the previous meeting were approved, unanimously.

Bob presented the financial report. He advised that expense for the month were routine. Cash balance is down to about \$1400, which should be adequate until dues start to come in. He said we should get a letter to Denise soon for her to include when ending out invoices in December. Although no dues payments were recorded in October, he advised that two payments, for Joe Berney and for Sanipac, came in in November.

Len will provide Paige with a copy of the letter we sent out last year for her to edit and get to Denise.

On a motion by Len, seconded by Tiffany, the Financial Report was approved.

Paige reported that it is time to renew our liability coverage and asked the Board for authority to sign the renewal. On a motion by Bob, seconded by Len, Paige was authorized to sign the renewal. The motion passed unanimously.

Tiffany reported on the work of the membership subcommittee. They will be meeting soon to develop a proposal for using excess funds from business members to support community activities in some form. The Board agreed that it must be clear that it is in the Board's sole discretion to determine the amount of funds that are needed for operations and financial stability and what amount, if any is excess that could be devoted to that purpose. We will want to take an orderly approach and roll any proposal out after the beginning of the year once we have completed seeking membership renewals. Tiffany will let Board members know when the membership group is meeting so that they may join in if they wish. She asked about developing a prospect list. Paige said that since the Club is a member of the Springfield Chamber we can request, as one of our membership benefits, the Chamber mailing list. While it doesn't include emails, it might be a very useful tool Tiffany said she would make that request of the Chamber.

The December 2 program is set. We will have Seth and Natalie from Together to discuss the changes in the restaurant industry because of the pandemic.

The Board expressed reservations about an online general networking discussion for the 16<sup>th</sup>, given that the number of members joining on Zoom has been quite small. The possibility of an in-person networking session was discussed, but it seems unlikely that something could be put together.

*MINUTES CONTINUED ON PAGE 5*

**City Club Board of Directors**

			Term Expires
President	Paige Sharpe	<a href="mailto:paige@springfield-chamber.org">paige@springfield-chamber.org</a>	(541)746-1651 06/30/2022
President-Elect	Callie Barry Elliott	<a href="mailto:celliott@columbiabank.com">celliott@columbiabank.com</a>	(541)984-2270 06/30/2022
Past President			06/30/2022
Treasurer	Bob Fondren	<a href="mailto:Fondren360@msn.com">Fondren360@msn.com</a>	06/30/2023
Secretary	Len Goodwin	<a href="mailto:localcitizenor@gmail.com">localcitizenor@gmail.com</a>	(541)915-8956 06/30/2022
Director	Terry Beyer	<a href="mailto:terrybeyer@comcast.net">terrybeyer@comcast.net</a>	(541)746-5889 06/30/2022
Director	Tom Boyatt	<a href="mailto:tboyatt@springfield-or.gov">tboyatt@springfield-or.gov</a>	(541)744-3373 06/30/2022
Director	Merlyn Hough	<a href="mailto:merlyn.hough@gmail.com">merlyn.hough@gmail.com</a>	(541)285-3063 06/30/2022
Director	Nick Nelson	<a href="mailto:nick@nicknelsonrealestate.com">nick@nicknelsonrealestate.com</a>	(541)852-9394 06/20/2023
Director	Kristin Denmark	<a href="mailto:kdenmark@thorp-purdy.com">kdenmark@thorp-purdy.com</a>	(541)747-3354 06/20/2023
Director	Tiffany Edwards	<a href="mailto:Tiffany.Edwards@ltd.org">Tiffany.Edwards@ltd.org</a>	06/30/2023
Director	Pat Riggs-Henson	<a href="mailto:henson2831@comcast.net">henson2831@comcast.net</a>	06/30/2022
Director			06/20/2023

Other program alternatives for the 16<sup>th</sup> were reviewed. The Board agreed that a program on safe sleep sites, particularly on what might be developed in Springfield, was not ready for the moment. Kristin reported that the County has approved requesting that MWMC allow the Short Mountain landfill to connect to the regional wastewater system to eliminate the need to transport 6000 gallons of leachate by truck every day. Tiffany said that if that project moves forward, it would be a good time to put pipe in the ground so that LTD could capture methane from the Landfill to power its fleet. Kristin added that MWMC was already making some methane which is generated by the treatment plant available to NW Natural. Len suggested that these two separate initiatives might be the basis for a good program, considering Eugene's consideration of electrification programs and the elimination of fossil-based natural gas in the city, since they both involved the availability of renewable natural gas. Kristin will check with MWMC staff to see if they are interested.

Len reported that he and Paige will be meeting with representatives of Eugene City Club to discuss joint program which would cover Glenwood, the riverfront development in Eugene, and the new RAISE grant which will help fund improvement of the Franklin corridor between those two projects. Timing of those programs might affect our regular schedule.

There was no report from the Statewide consortium. They will next meet on December 20.

Len will check with Tom about a December newsletter article he previously discussed. Bob will get something from SUB to use in January in anticipation of the January 6 Board meeting that will be hosted by City Club.

There being no further business, the meeting was adjourned at 12:35 p.m.

Respectfully submitted,

Len Goodwin,

Secretary