



City of Columbia, Missouri

Meeting Minutes

City Council

Monday, June 18, 2018
5:00 PM

Work Session

Conference Room
1A/1B
Columbia City Hall
701 E. Broadway

I. CALL TO ORDER

The meeting was called to order at approximately 5:04 pm.

Present: 7 - Ruffin, Trapp, Thomas, Peters, Treece, Skala, and Pitzer

This item is open to the public: Motion for the City Council of the City of Columbia, Missouri, to meet on Monday, June 18, 2018 pursuant to the Work Session meeting agenda, in Conference Room 1A and 1B of City Hall, 701 East Broadway, Columbia, Missouri, for a Closed Meeting to discuss legal actions, causes of action or litigation involving a public governmental body and any confidential or privileged communications between a public governmental body or its representatives and its attorneys as authorized by Section 610.021 (1) of the Revised Statutes of Missouri.

At approximately 5:04 p.m., Mayor Treece made a motion for the City Council of the City of Columbia, Missouri, to immediately go into a closed meeting to discuss legal actions, causes of action or litigation involving a public governmental body and any confidential or privileged communications between the public governmental body or its representatives and its attorneys as authorized by Section 610.021(1) of the Revised Statutes of Missouri. The motion was seconded by Mr. Trapp.

Yes: 7 - Ruffin, Trapp, Thomas, Peters, Treece, Skala, and Pitzer

This item is closed to the public: See attached Notice of Closed Meeting.

Attachments: [Notice of Closed Meeting](#)

At approximately 5:05 p.m., the City Council went into closed session pursuant to RSMo Section 610.021(1). The closed meeting adjourned at approximately 5:42 p.m., and the open pre-council work session was then continued.

This item is open to the public: Citizen Survey Results

Attachments: [Columbia 2017 Survey Presentation](#)

City Manager Mike Matthes introduced Chris Tatham, CEO of ETC Institute, who does our annual citizen survey. Mr. Tatham gave a brief overview of the ETC Institute noting that he has done survey's for Columbia for over 20 years. Mr. Tatham stated that the purpose of the surveys are to assist the City in ongoing effort to identify and respond to

resident concerns, address citizen satisfaction with the delivery of services, determine priorities for the community, measure performance, and track performance over time.

This year 850 surveys were completed, with a margin of error of +/- 3.3% overall, and he showed a distribution map of responses. Mr. Tatham provided a summary of responses noting that residents generally have a positive perception of the City, overall satisfaction with City services are generally the same in most areas of the City, and that Columbia is setting the standard for customer service.

Overall quality of life and overall quality of services are rated quite high at 74% and 73% respectively. One out of three residents voiced concerns about public safety. Most major service categories were rated well, with the exception of the following: condition of streets, public transit and city permitting services. Satisfaction is generally the same in most areas of the City. The most notable increases from the last survey include the ease of reaching the right person, drop-off recycling, hours employees were available, knowing who to contact, and knowledgeable employees. The most notable decreases include public transit services, enforcement of city codes and ordinances, overall feeling of safety, efforts to meet a balanced budget, and the feeling of safety walking in neighborhoods at night.

Mr. Tatham reviewed our results compared to Kansas/Missouri averages and United States averages noting that our customer service is outstanding, but the perception of public safety is a concern. The highest priorities are the condition of city streets, public safety services, and city water/electric/sewer services. Mr. Tatham summarized the results and noted that the top opportunities for improvement continue to be condition of streets and public safety.

Councilwoman Peters asked how many surveys were sent out. Mr. Tatham recalled it was about 3,000. He stated that the key to successful survey data is to collect random sampling which results in statistically valid data.

This item is open to the public: Strategic Plan Update

Attachments: [Strategic Plan Report](#)

Assistant City Manager Carol Rhodes stated that the purpose of this discussion is to update Council on the staff planning session that was held in April. Staff is seeking Council direction on what amendments may be needed to the plan. Staff will then bring back a resolution with those amendments.

Megan McConachie provided an update on Operational Excellence. Their fourth year goals include the implementation of a compensation philosophy and to analyze and act on employee engagement satisfaction surveys. This team has decided to defer the evaluation of internal processes, practices, and policies for systemic and racial biases that contribute to inequity. This objective is not being removed, just deferred. Over the coming year, the team will create the process for this. Council would like this reworded as an addition, to be more clear that the team will be completing a process for this evaluation and that this is not a deletion or deferment. Additional resources include \$35,000-\$40,000 for engagement surveys in the future.

Chief Burton provided an update on Public Safety. He noted that there are no new goals for the fourth year. They plan to continue work on existing goals. They plan to defer the "crime trends" press conferences and media Q&A sessions. They plan to add more social media interactions to increase citizen interactions and to encourage and facilitate COU/Patrol collaboration by deploying a program to bring these two units together to share skills. Mr. Thomas did not like the idea of canceling the press conferences. Chief

Burton explained that they are replacing those interactions with the social media interactions. If Council wishes to keep the media press conferences, that can be done.

John Glascock provided an update on Infrastructure. Fourth year goals include the continuation of increasing transit ridership through the annual pass donation program and single fare rides handed out by COU officers, and the addition of bus shelters. The team plans to continue increasing support for land acquisition for green space through increasing natural areas, and land preservation rankings, and the team has added a new goal to increase public engagement interactions. The team plans to increase public engagement on projects such as lighting, sidewalks, traffic calming, and other specific projects like Whitegate Park and the transit consultant recommendations. The team plans to defer hosting a strategic plan open house with the other teams, as well as pairing with other teams to increase transit ridership. Transit is underfunded and the community needs to decide how to move forward with that service. Mayor Treece noted that the citizen survey showed that there is low value and satisfaction with public transit. Mr. Glascock felt that was due to underfunding.

Toni Messina provided an update on Social Equity. Fourth year goals include sustaining a viable Community Outreach Unit. The COU unit was not part of the original Strategic Plan, so including this unit in a sustainable way would be beneficial. Due to the end of grant funding, the team has opted to defer some work on getting low-moderate income families access to health care. They also plan to defer the carbon footprint reduction since this will be included in the Climate Action and Adaptation Planning process. The team plans to integrate the Municipal Court community docket by working with families in the strategic neighborhoods, integrate recreational and cultural activities in the neighborhoods, and complete the transition of facilitating and managing neighborhood meetings to neighborhood leaders. Mr. Thomas felt that a stipend should be considered for the neighborhood leaders or some kind of budget for continued meals and childcare in order to keep attendance up moving forward.

Stacy Button provided an update on the Economy team. Fourth year goals are to further develop the City's M/WBE program, including the implementation of software to track M/WBE outcomes for each vendor, and to increase the labor pool with needed skills for current and coming jobs. The team plans to defer the implementation of the citywide gigabyte service. They plan to add new goals including a Job Fair that includes Boone County School Districts and Columbia Public Schools, and also track economic mobility of youth to target resources utilizing existing Boone Impact Group through the Boone Indicators Dashboard. Resources needed would include \$36,000 to extend the Supplier Diversity Contract.

Ms. Rhodes stated that this is a report on the agenda tonight and staff is seeking input on amendments for the fourth year. Mr. Matthes explained that the original plan was for three years, this will extend the plan for a fourth year. We will focus on these fourth year goals while beginning to draft a new Strategic Plan.

II. ALL OTHER ITEMS THE COUNCIL MAY WISH TO DISCUSS

None.

III. ADJOURNMENT

The meeting was adjourned at approximately 6:57 pm.