



City of Columbia, Missouri

Meeting Minutes

City Council

Monday, February 4, 2019

6:00 PM

Pre-Council

Conference Room

1A/1B

Columbia City Hall

701 E. Broadway

I. CALL TO ORDER

The meeting was called to order at approximately 6:02 pm. Interim City Manager introduced the new Internal Auditor Carey Bryce and Interim Police Chief Geoff Jones.

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

Citizen Survey Data Review

Attachments: [Citizen Survey Data Presentation](#)

[2018 - Final Report](#)

[2018 - A - maps](#)

[2018 - B - crosstabs by ward](#)

[2018 - C - crosstab by race and ethnicity](#)

[2018 - D - crosstab by income](#)

[2018 - E - crosstabs by students age gender](#)

[2018 - F - crosstabs by neighborhood](#)

[2018 - G - non-random results](#)

[2018 - ColumbiaDF_Q43 Comments](#)

Chris Tatham, ETC Institute, stated that he has been involved in city research for 22 years. He provided some information about their organization noting that they are a national leader in market research for local government organizations. He stated the purpose of the surveys are to assist the City in identifying and responding to citizen concerns, assess citizen satisfaction with services, determine priorities for the community and measure strategic performance.

This years survey used the same methodology as previous years. Mr. Tatham noted that there is a 95% confidence level with a +/-3.2% margin of error. There were 941 completed surveys and he showed a map noting the geographic location of the respondents. Surveys were completed in mid-December.

Mr. Tatham noted that overall residents generally have a positive perception of the City, the City is going an equitable job of providing services throughout the City, Columbia is setting the standard for customer service and the top areas of improvement are the condition of streets and public safety.

Mr. Tatham reviewed some of the specific high-level questions noting that 79% were satisfied with the overall quality of life in the City and 75% were satisfied with the overall quality of services. A majority of residents have positive ratings for all services that were

rated with the exception of the condition of streets, transit services and code enforcement. Satisfaction throughout the City is generally the same and reflects positive satisfaction.

Mr. Tatham noted changes from 2017 to 2018 which include noticeable increased satisfaction in the areas of stormwater runoff/management, public safety, economic conditions and police efforts to deter crime. Noticeable decreases in satisfaction include the condition of streets, the ease of reaching the right person at the City, the feeling of safety in downtown Columbia at night, and City maintenance/repair services for neighborhoods streets. He noted that we are setting the standard for City sewer service, residential trash collection, drop-off recycling, water and recycling. We are also setting the standard on customer service, with the exception of decreased responses that it was easy to reach the right person. The overall quality of services are 30% above KS/MO and 25% above the national average, with the exception of the overall feeling of safety in the City, which is decreasing. It was noted that repair and maintenance for city and neighborhood streets, condition of pavement markings and snow removal has shown a significant decrease in satisfaction. Response times for public safety are still lagging a bit behind, but other areas of public safety have increased, which shows that the public believes we are moving in the right direction.

Mr. Tatham stated that the two highest priorities are the conditions of City streets and public safety services. Other priorities show that resources are fairly well aligned with importance placed on them by residents. The condition of streets has a very high importance and also very low satisfaction and should have a heavy focus moving forward. Other findings include speeding on neighborhoods streets, lack of affordable childcare, crime/drugs/violence, and the lack of affordable housing to be ranked as the highest concerns for neighborhood problems.

Mr. Tatham summarized his comments and concluded that overall residents have a lot of confidence in our services and there are many things we are doing well. We should focus on the top priorities of the condition of City streets and public safety.

Councilperson Ruffin noticed 80% of respondents indicated homelessness was not a problem. Mr. Tatham clarified that was specific to their neighborhood, not city-wide. He can provide that data by ward to see the breakdown of responses to that question. Mr. Ruffin asked what "unsupervised children and teens" means. Mr. Tatham stated that it's usually kids hanging out in the area unsupervised.

Mr. Glascock added that due to the recent cold weather events, the condition of the streets will deteriorate. Councilperson Skala asked how the supplies are on salt. Mr. Nichols stated they have enough to get through the season and added that we pre-treat with a combination of products. When it gets really cold, the salt is the best. Mr. Skala suggested sand treatments on high grades. Mr. Nichols stated they have looked into that.

II. ALL OTHER ITEMS THE COUNCIL MAY WISH TO DISCUSS

Mr. Glascock stated that the next two hour work session will focus on the follow-up discussion on Transit. He asked if there were specifics that Council was expecting to hear back on. Mayor Treece inquired if staff was able to meet with community stakeholder groups such as the local faith groups, business groups, etc. and if feedback will be included. Mr. Nichols replied that staff did meet with stakeholder groups and that will be included for the work session.

Mr. Glascock added that the March 4th pre-council will focus on the budget to include

information on what is discretionary and what is not. There will not be any decisions made, it will just be information to prep for the May Budget Retreat.

Councilperson Peters stated that she will be missing the 2nd meeting in September and has asked the Law and Clerk Departments to look into a different date for that meeting. She suggested changing the 2nd meeting of September from the 16th to the 23rd. Staff will look into that.

Councilperson Trapp thanked staff for opening the Incubator Hub at REDI and the Wabash Station as overnight warming shelters during the extreme weather events. He would like a policy on a "code blue" similar to what other communities have in place for extreme weather conditions.

III. ADJOURNMENT

The meeting adjourned at approximately 6:42 pm.