

imagine **Columbia's** future!

Governance and Decision Making

Meeting Minutes

5/16/2007

Lange Middle School, 2201 Smiley Lane

Co-Facilitators: Tim Klocko, Jo Sapp

Support Staff: Liz Sanders for Marilyn Starke

Attendance: James Robert, Tina Bernskoetter, Peg Miller, Larry Schuster, Larry Grossmann, John Schultz, John Clark, Tim Klocko, Mahree Skala, Doug Simmons, Khesha Duncan, Kelly Jo Woodson, Alyce Turner, Nancy Harter, *Elaine Blodgett, Marlon Jordan, Elizabeth Holden*

Absent: *Jon Dudley, Tracy Greever-Rice, Elizabeth Kerry, Trisha Lee, Maria Oropallo, Ron Tooley, Bruce Wallace, David Webber, Marilyn Starke*

Next meeting: June 6, 2007

Approve Minutes from Previous Meeting, with corrections

I. Key Meeting Discussion Topics

We need to clarify the difference between a strategy step and an action step. Question was asked if we can complete the process in the original time frame. An email was sent out by the Consultants that the groups are supposed to have an action plan by the end of July.

Comments:

Community choices workshop in September, maybe we could have a watchdog group?

Review Concepts:

Enhance Resources

Improve Citizen Relationships

Improve County/City Planning

Improve Constituent access

Adopt a single goal: **The city government shall adopt a transparent structure that is responsive, accountable, inclusive, equitable and effective, resulting in increased citizen confidence.**

The group asked how to tell if the City's action steps were accomplished?

Group discussed combining/consolidating some of the concepts:

Improve Citizen Relationships and Communication & Improve Constituent services and access

It was asked if the group needs to refer to the old set of strategies in order to make a new and better list of strategies.

II. Motions and Votes

(Summarize any motions and state the vote outcome)

Vote held to use the "A" listed strategies that were already put together in the previous meetings. – Passed.

Strategies are as follows:

1. The city must have a clear access point to direct inquiries, suggestions and complaints through a system which records, tracks and responds in a timely manner
 - A. Communicate to its citizens this access point.
2. The City must create a communication and/or customer service plan or system in every City Department
 - A. Including a tracking system under the oversight of a designated staff person, where the public's inquiries and issues are addressed.
3. The City should enhance collaboration between its departments in an effort to save time and money and improve customer satisfaction.
4. The City should enhance/facilitate the use of neighborhood associations
 - A. Including information technologies like a list serve.
5. The City must establish a system of ongoing reviews of the activities of boards, commissions and task forces.
6. The City should increase the size of the council and provide compensation and other support to its council members.
7. The City should anticipate future needs and review and determine the best way to finance city operations, improvements and infrastructure over the next 20-25 years.
8. The City should increase the accountability of the city administration to the city council and public.

III. Actions to be Taken

Give further thought to strategies and action plans.

Respectfully submitted: *Marilyn Starke*