

# Vision Commission Report on Topic 3: Community Facilities and Services

March 2015

The Vision Commission began in January 2009 with the charge to track, measure and report on progress of vision implementation to the community. Beginning November of 2013, the Commission plans to deliver regular reports on one of the thirteen Vision Topics using at least three ways to track and measure progress on the Vision:

1. Report the scope of **Implementation Efforts** taken to address strategies and objectives in the Vision document.
2. Recognize **Significant Events** that could have an impact on one or more of the 13 Visions.
3. Develop a set of **Progress Indicators** that will help the community see whether the 13 Visions and their related goals are being fulfilled.

**Vision:** High-level, comprehensive, responsive services---from library, to police, emergency, substance abuse and public works---keep the city clean, safe and beautiful and citizens informed and knowledgeable: provide equitable treatment to all, incorporate input from citizens, and support the high quality of life of the community.

**3.1 Library** - Access to library services, facilities and community meeting spaces will be increased.

**3.2 Law Enforcement** - The relationship between the Columbia Police Department and the community will be positive and mutually respectful.

**3.3 Public Safety** - Community members will be safe and secure.

**3.4 Public Works** - City services will be efficient, effective and expanded.

The appendix lists those contacted for feedback and comments of those who responded.

## Implementation Efforts

Goal	Strategies and Objectives from the Vision	Progress on Implementation
3.1 Library	3.1.1 Library has a mechanism for gathering and considering on-going public input	Community survey in 2011 showed improvement in 25 of 27 areas, including percentage of residents who think the library board listens to the community - <a href="http://www.dbri.org/news/2011-07/community-survey-results">http://www.dbri.org/news/2011-07/community-survey-results</a>
3.2 Law Enforcement	3.2.1 Police Depart has Citizen Review System utilizing Dr. Thompson's recommendations	Citizens Police Review Board - <a href="http://www.gocolumbiamo.com/Council/Commissions/Citizen_Review_Board/index.php">http://www.gocolumbiamo.com/Council/Commissions/Citizen_Review_Board/index.php</a>
	3.2.2 Police Department has equitable allocation of staff	See 3.3.1
3.3 Public Safety	3.3.1 Police Department has equitable allocation of staff to reduce crime and substance abuse throughout the city -	Geographic Policing implemented <a href="http://www.gocolumbiamo.com/Police/Department/Patrol_Division/beatassignments.php">http://www.gocolumbiamo.com/Police/Department/Patrol_Division/beatassignments.php</a> ; Teleserve, online reporting implemented
	3.3.2 There is a public education program on personal and home safety and on community policing challenges	Crime Free Programs - <a href="http://www.gocolumbiamo.com/Police/Programs/Crime_Prevention/Crime_Free/index.php">http://www.gocolumbiamo.com/Police/Programs/Crime_Prevention/Crime_Free/index.php</a> , Commercial and Residential Security Evaluations - <a href="http://www.gocolumbiamo.com/Police/Programs/securityevaluations.php">http://www.gocolumbiamo.com/Police/Programs/securityevaluations.php</a> , Neighborhood Watch Programs - <a href="http://www.gocolumbiamo.com/Police/Programs/Neigh_Watch/index.php">http://www.gocolumbiamo.com/Police/Programs/Neigh_Watch/index.php</a>
	3.3.3 There are technological, staffing and education programs to reduce traffic violations	Red Light Cameras - <a href="http://www.gocolumbiamo.com/Police/Red_Light_Cameras/index.php">http://www.gocolumbiamo.com/Police/Red_Light_Cameras/index.php</a> , Geographic Policing - in Nov 2009 CPD Strategic Plan
	3.3.4 Planned outreach on emergency services to new developments, college students and other new residents	Partial Downtown Unit and Downtown Safety Summit <a href="http://www.gocolumbiamo.com/Police/VisioningCommissionStrategies.php">http://www.gocolumbiamo.com/Police/VisioningCommissionStrategies.php</a>

	3.3.5 Plan for handling cell phone 911 calls that don't id place and increased use of 911 registration	cellular providers must provide address phone is registered to, and the signal includes nearest tower at a minimum. Next Gen 911 will include phone location
	3.3.6 Plan for outreach to minorities and people with disabilities	Partial Training to deal with mentally ill individuals - <a href="http://www.gocolumbiamo.com/Police/VisioningCommissionStrategies.php">http://www.gocolumbiamo.com/Police/VisioningCommissionStrategies.php</a>
3.4 Public Works	3.4.1 Public works has information on services in a useful and understandable (graphic?) format	Report Problems site @ <a href="http://www.gocolumbiamo.com/problem_reporting.php">http://www.gocolumbiamo.com/problem_reporting.php</a> ; <a href="http://www.gocolumbiamo.com/PublicWorks/">http://www.gocolumbiamo.com/PublicWorks/</a> ; <a href="http://www.gocolumbiamo.com/Neighborhoods/index.php">http://www.gocolumbiamo.com/Neighborhoods/index.php</a>
	3.4.2 Public works has more snowplows	Snow Removal Policy, Priority Streets Map (2007) - <a href="http://www.gocolumbiamo.com/PublicWorks/Streets/index.ph">http://www.gocolumbiamo.com/PublicWorks/Streets/index.ph</a> ; since 2007, replaced smaller pickups with three 1 ton pickups to which plows can be attached.
	3.4.3 Citizen snow removal from sidewalks, and removal of vehicles from snow routes is mandatory	Ordinance Chapter 24 Article 1 Section 24-12 for snow removal from sidewalks
	3.4.4 City plans and implements improvement of city services along with education about services	Annual Citizen Survey is used to guide decisions about efforts @ <a href="http://www.gocolumbiamo.com/Feedback/6_15_07survey07.php">http://www.gocolumbiamo.com/Feedback/6_15_07survey07.php</a> ; Keys to the City Event in October, Journey to Excellence <a href="http://www.gocolumbiamo.com/Journey/index.php">http://www.gocolumbiamo.com/Journey/index.p hp</a>

## Significant Events in the past year

### 2014

#### January

Student housing developer seeks infrastructure guarantee as plan proceeds - [http://www.columbiatribune.com/news/local/student-housing-developer-seeks-infrastructure-guarantee-as-plan-proceeds/article\\_41b2c7f6-788b-11e3-924e-10604b9f7e7c.html](http://www.columbiatribune.com/news/local/student-housing-developer-seeks-infrastructure-guarantee-as-plan-proceeds/article_41b2c7f6-788b-11e3-924e-10604b9f7e7c.html)

County meets with consultants to talk timeline for new 911 center - [http://www.columbiatribune.com/news/local/county-meets-with-consultants-to-talk-timeline-for-new-center/article\\_94299f6c-838c-11e3-9f7f-10604b9f6eda.html](http://www.columbiatribune.com/news/local/county-meets-with-consultants-to-talk-timeline-for-new-center/article_94299f6c-838c-11e3-9f7f-10604b9f6eda.html) – construction could start next winter

Feds: No further action in Coleman shooting case - [http://www.columbiatribune.com/news/local/feds-no-further-action-in-coleman-shooting-case/article\\_e5e32f7a-7d57-11e3-90e1-001a4bcf6878.html](http://www.columbiatribune.com/news/local/feds-no-further-action-in-coleman-shooting-case/article_e5e32f7a-7d57-11e3-90e1-001a4bcf6878.html) – no federally prosecutable civil rights violation found

More than 1,800 in Columbia certified for alcohol sales - [http://www.columbiatribune.com/news/local/more-than-in-columbia-certified-for-alcohol-sales/article\\_83d6d3d8-75cb-11e3-8832-10604b9f6eda.html](http://www.columbiatribune.com/news/local/more-than-in-columbia-certified-for-alcohol-sales/article_83d6d3d8-75cb-11e3-8832-10604b9f6eda.html) – training in how to tell if a customer has had one to many and how to avoid selling to minors

Violent crime falls in Columbia in 2014 - [http://www.columbiatribune.com/news/crime/violent-crime-falls-in-columbia-in/article\\_2cc351f4-89dd-11e3-9b7e-10604b9f7e7c.html](http://www.columbiatribune.com/news/crime/violent-crime-falls-in-columbia-in/article_2cc351f4-89dd-11e3-9b7e-10604b9f7e7c.html)

#### February

Sewer issues halt projects downtown – [http://www.columbiatribune.com/news/local/projects-that-would-add-sewer-flow-in-downtown-area-can/article\\_9f459ca8-934e-11e3-a2d0-10604b9f6eda.html](http://www.columbiatribune.com/news/local/projects-that-would-add-sewer-flow-in-downtown-area-can/article_9f459ca8-934e-11e3-a2d0-10604b9f6eda.html)

CPD to hold “Coffee with a Cop” – [http://www.columbiatribune.com/news/local/city-police-to-hold-coffee-with-a-cop/article\\_80ad367a-94de-11e3-b193-10604b9f7e7c.html](http://www.columbiatribune.com/news/local/city-police-to-hold-coffee-with-a-cop/article_80ad367a-94de-11e3-b193-10604b9f7e7c.html)

Columbia city government happy with snow parking compliance, despite tickets and tows - [http://www.columbiatribune.com/news/local/columbia-city-government-happy-with-snow-parking-compliance-despite-tickets/article\\_92ad0ca4-8f59-11e3-9f51-10604b9f6eda.html](http://www.columbiatribune.com/news/local/columbia-city-government-happy-with-snow-parking-compliance-despite-tickets/article_92ad0ca4-8f59-11e3-9f51-10604b9f6eda.html)

Forum focuses on ways to reduce crime at Aspen Heights - [http://www.columbiatribune.com/news/crime/forum-focuses-on-ways-to-reduce-crime-at-aspen-heights/article\\_ffa9c9ce-98ef-11e3-b78c-0017a43b2370.html](http://www.columbiatribune.com/news/crime/forum-focuses-on-ways-to-reduce-crime-at-aspen-heights/article_ffa9c9ce-98ef-11e3-b78c-0017a43b2370.html) – focus was on tenant education about safety

## **March**

Mayor wants Downtown Leadership Council to gather input on infrastructure quandry- [http://www.columbiatribune.com/news/politics/columbia-mayor-wants-downtown-leadership-council-to-gather-input-on/article\\_95c13e1a-b123-11e3-b7c5-10604b9f6eda.html](http://www.columbiatribune.com/news/politics/columbia-mayor-wants-downtown-leadership-council-to-gather-input-on/article_95c13e1a-b123-11e3-b7c5-10604b9f6eda.html)

Downtown infrastructure problem prompts funding discussion - [http://www.columbiatribune.com/news/local/downtown-infrastructure-problem-prompts-discussion-of-new-fee-model/article\\_8ba6212a-b056-11e3-bb81-10604b9f6eda.html](http://www.columbiatribune.com/news/local/downtown-infrastructure-problem-prompts-discussion-of-new-fee-model/article_8ba6212a-b056-11e3-bb81-10604b9f6eda.html)

## **April**

Downtown Leadership Council endorses long term infrastructure study idea - [http://www.columbiatribune.com/news/local/downtown-leadership-council-endorses-long-term-infrastructure-study/article\\_4131ad10-cb06-11e3-a63b-10604b9f6eda.html](http://www.columbiatribune.com/news/local/downtown-leadership-council-endorses-long-term-infrastructure-study/article_4131ad10-cb06-11e3-a63b-10604b9f6eda.html)

Community group to present infrastructure funding plan - [http://www.columbiatribune.com/news/local/community-group-to-present-funding-plan/article\\_5bca96c0-ba88-11e3-86d7-10604b9f6eda.html](http://www.columbiatribune.com/news/local/community-group-to-present-funding-plan/article_5bca96c0-ba88-11e3-86d7-10604b9f6eda.html)

Anti-violence task force discusses themes, public forums - [http://www.columbiatribune.com/news/crime/anti-violence-task-force-discusses-themes-public-forums/article\\_670fe566-cdc1-11e3-bfe9-10604b9f6eda.html](http://www.columbiatribune.com/news/crime/anti-violence-task-force-discusses-themes-public-forums/article_670fe566-cdc1-11e3-bfe9-10604b9f6eda.html)

Police stepping up DWI enforcement - [http://www.columbiatribune.com/news/local/police-stepping-up-dwi-enforcement/article\\_4128d06e-cb06-11e3-a631-10604b9f6eda.html](http://www.columbiatribune.com/news/local/police-stepping-up-dwi-enforcement/article_4128d06e-cb06-11e3-a631-10604b9f6eda.html)

## **May**

Property tax increase could pay for public safety, mayor says - [http://www.columbiatribune.com/news/local/property-tax-increase-could-pay-for-public-safety-mayor-says/article\\_df5b1f32-e049-11e3-8277-10604b9f6eda.html](http://www.columbiatribune.com/news/local/property-tax-increase-could-pay-for-public-safety-mayor-says/article_df5b1f32-e049-11e3-8277-10604b9f6eda.html)

Public Works studies alternatives to fund downtown sewer work - [http://www.columbiatribune.com/news/local/public-works-studies-alternatives-to-fund-downtown-sewer-work/article\\_4aad5ffc-e757-11e3-b50e-10604b9f6eda.html](http://www.columbiatribune.com/news/local/public-works-studies-alternatives-to-fund-downtown-sewer-work/article_4aad5ffc-e757-11e3-b50e-10604b9f6eda.html)

Residents air worries over electric project to serve downtown Columbia - [http://www.columbiatribune.com/news/local/residents-air-worries-over-electric-project-to-serve-downtown-columbia/article\\_ee7af7ca-e824-11e3-902e-10604b9ffe60.html](http://www.columbiatribune.com/news/local/residents-air-worries-over-electric-project-to-serve-downtown-columbia/article_ee7af7ca-e824-11e3-902e-10604b9ffe60.html)

## **June**

Mayor's Task Force on Community Violence discusses 'ban the box' - [http://www.columbiatribune.com/news/crime/mayor-s-task-force-on-community-violence-discusses-ban-the/article\\_7d3010bc-f258-11e3-98e1-10604b9ffe60.html](http://www.columbiatribune.com/news/crime/mayor-s-task-force-on-community-violence-discusses-ban-the/article_7d3010bc-f258-11e3-98e1-10604b9ffe60.html)

Grant extension helps fire department fund positions - [http://www.columbiatribune.com/news/local/grant-extension-helps-fire-department-fund-positions/article\\_18108978-f442-11e3-912a-10604b9f6eda.html](http://www.columbiatribune.com/news/local/grant-extension-helps-fire-department-fund-positions/article_18108978-f442-11e3-912a-10604b9f6eda.html)

Columbia Natural Gas Station Nears Finish Despite Debate - <http://www.komu.com/news/enterprise-natural-gas-station/>

## **July**

Columbia Transit prepares for launch of CoMo Connect - [http://www.columbiatribune.com/news/local/columbia-transit-prepares-for-launch-of-como-connect/article\\_8af2fafa-611f-543a-8928-0137ae56124d.html](http://www.columbiatribune.com/news/local/columbia-transit-prepares-for-launch-of-como-connect/article_8af2fafa-611f-543a-8928-0137ae56124d.html)

Council to vote on funds for downtown sewer projects - [http://www.columbiatribune.com/news/local/council-to-vote-on-funds-for-downtown-sewer-projects/article\\_b9c9a268-cabc-52dd-bcc6-80db0c3f40ae.html](http://www.columbiatribune.com/news/local/council-to-vote-on-funds-for-downtown-sewer-projects/article_b9c9a268-cabc-52dd-bcc6-80db0c3f40ae.html)

## **August**

Officials report high ridership in first week of CoMo Connect - [http://www.columbiatribune.com/news/local/officials-report-high-ridership-in-first-week-of-como-connect/article\\_f74e8265-343b-5777-ab31-e1200a3dea6c.html](http://www.columbiatribune.com/news/local/officials-report-high-ridership-in-first-week-of-como-connect/article_f74e8265-343b-5777-ab31-e1200a3dea6c.html)

Columbia's natural gas filling station open for business - [http://www.columbiatribune.com/news/local/columbia-s-natural-gas-filling-station-open-for-business/article\\_834c7b06-f26b-52c3-8bff-429c0b3a5fc4.html](http://www.columbiatribune.com/news/local/columbia-s-natural-gas-filling-station-open-for-business/article_834c7b06-f26b-52c3-8bff-429c0b3a5fc4.html)

## **September**

Council to vote on electric, sewer rate increases - [http://www.columbiatribune.com/news/local/council-to-vote-on-electric-sewer-rate-increases/article\\_e5aa514f-f41f-5b8d-b8f9-2eb96dc99dd0.html](http://www.columbiatribune.com/news/local/council-to-vote-on-electric-sewer-rate-increases/article_e5aa514f-f41f-5b8d-b8f9-2eb96dc99dd0.html)

Council approves budget with fewer trash bag vouchers, higher connection fees - [http://www.columbiatribune.com/news/local/council-approves-budget-with-fewer-trash-bag-vouchers-higher-connection/article\\_db0a992a-7dd1-5269-b62f-c91f9b400592.html](http://www.columbiatribune.com/news/local/council-approves-budget-with-fewer-trash-bag-vouchers-higher-connection/article_db0a992a-7dd1-5269-b62f-c91f9b400592.html)

## **October**

## **November**

Columbia property tax increase, development fee measure fail - [http://www.columbiatribune.com/news/politics/elections/columbia-property-tax-increase-development-fee-measure-fail/article\\_9721cb92-fdfa-542f-93c5-660a11fbf98e.html](http://www.columbiatribune.com/news/politics/elections/columbia-property-tax-increase-development-fee-measure-fail/article_9721cb92-fdfa-542f-93c5-660a11fbf98e.html)

Violent crime is down 5 percent compared to last year, police say - [http://www.columbiatribune.com/news/crime/violent-crime-is-down-percent-compared-to-last-year-police/article\\_5e89365a-26b8-5f66-826b-0b3d1f70182a.html](http://www.columbiatribune.com/news/crime/violent-crime-is-down-percent-compared-to-last-year-police/article_5e89365a-26b8-5f66-826b-0b3d1f70182a.html)

## **December**

Water and Light board endorses electric bond project list - [http://www.columbiatribune.com/news/local/water-and-light-board-endorses-electric-bond-project-list/article\\_47098c68-6115-58a3-af2c-2d708f8bff8e.html](http://www.columbiatribune.com/news/local/water-and-light-board-endorses-electric-bond-project-list/article_47098c68-6115-58a3-af2c-2d708f8bff8e.html)

Columbia police to enforce new tobacco laws by complaints, compliance checks - [http://www.columbiatribune.com/news/local/columbia-police-to-enforce-new-tobacco-laws-by-complaints-compliance/article\\_1a05304a-c85a-5935-9d09-bd30974b0642.html](http://www.columbiatribune.com/news/local/columbia-police-to-enforce-new-tobacco-laws-by-complaints-compliance/article_1a05304a-c85a-5935-9d09-bd30974b0642.html)

Business Beat: Columbia public transit lagging despite CoMo Connect - <http://kbia.org/post/business-beat-columbia-public-transit-lagging-despite-como-connect>

## **20145**

## **January**

Little Dixie selected as 911 center contractor - [http://www.columbiatribune.com/news/local/little-dixie-selected-as-center-contractor/article\\_3e8ffb5e-14db-5164-bcbc-9b1a6924de62.html](http://www.columbiatribune.com/news/local/little-dixie-selected-as-center-contractor/article_3e8ffb5e-14db-5164-bcbc-9b1a6924de62.html)

Columbia City Council puts electric bond issue, stormwater fees on April ballot - [http://www.columbiatribune.com/news/politics/elections/columbia-city-council-puts-electric-bond-issue-stormwater-fees-on/article\\_629e91e2-2ce3-53d8-9958-0aaf7a3d2860.html](http://www.columbiatribune.com/news/politics/elections/columbia-city-council-puts-electric-bond-issue-stormwater-fees-on/article_629e91e2-2ce3-53d8-9958-0aaf7a3d2860.html)

## **February**

Reported violent crimes in Columbia continue downward trend - [http://www.columbiatribune.com/news/crime/reported-violent-crimes-in-columbia-continue-downward-trend/article\\_d34a164d-dd8c-58e7-af64-77bbe8eeebaa.html](http://www.columbiatribune.com/news/crime/reported-violent-crimes-in-columbia-continue-downward-trend/article_d34a164d-dd8c-58e7-af64-77bbe8eeebaa.html)

Daniel Boone Regional Library gets high marks in poll - [http://www.columbiatribune.com/news/local/daniel-boone-regional-library-gets-high-marks-in-poll/article\\_d803b4cf-418e-50ee-9cb0-567ae35ed142.html](http://www.columbiatribune.com/news/local/daniel-boone-regional-library-gets-high-marks-in-poll/article_d803b4cf-418e-50ee-9cb0-567ae35ed142.html)

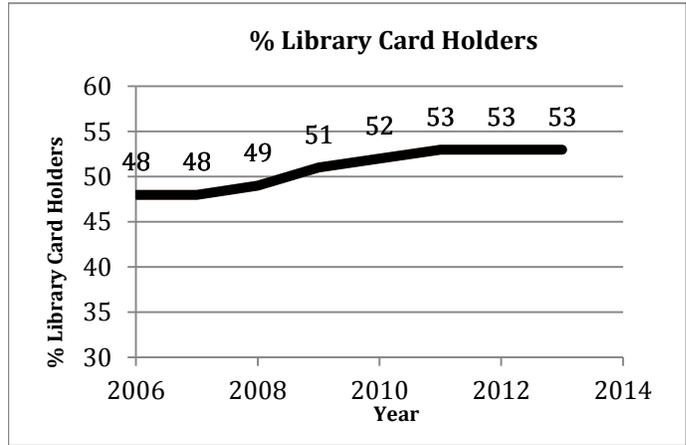
# Progress Indicators

## 3.1 Library

### Daniel Boone Regional Library (DBRL) Card Holders



Story time at the library. Photo: DBRL



**Rationale** – If access to resources is increased, then the percentage of people in the library’s service area that have library cards, Boone and Callaway counties, should also increase. Cards must be renewed every two years, so the percentages reflect the active users (with a slight lag) of library services.

**Data Explanation** – The percentages come from the number of people in the library service area that hold library cards divided by the population of the area. Population sizes for 2006-2008 were extrapolated/interpolated using a 3% growth rate. Population size for 2011 was the average of the 2010 and 2012 data.

**Data Source** – DBRL annual reports (<http://www.dbrl.org/about/annual-report>) and U.S. Census data (<http://quickfacts.census.gov/qfd/states/> and other sources).

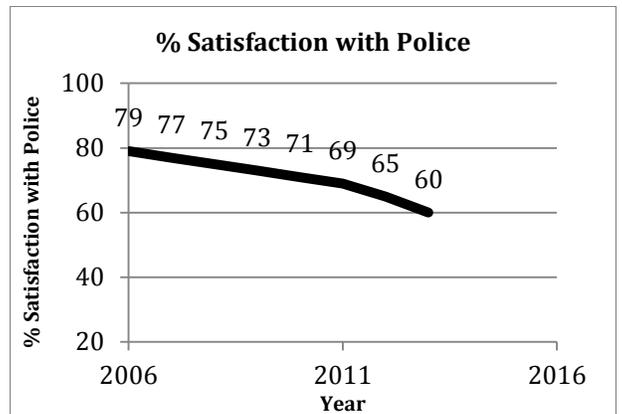
**Cautions** – If the demography of the population changes, for example, if it ages, then the percentages of card holders may not be comparable among years.

## 3.2 Law Enforcement – Relationship

### Satisfaction with Police Services



Screen shot from CPD PSA Video educating citizens about crime. PSA at [http://www.gocolumbiamo.com/Police/Media\\_Relations/psa/](http://www.gocolumbiamo.com/Police/Media_Relations/psa/)



**Rationale** – Overall satisfaction with police services reflects, at least in part, the community’s perception of the effort the police department is making to prevent crime and how fairly they are doing it.

**Data Explanation** – The data are from “Direction Finder” surveys taken in 2003, 2005, 2007, 2011 and 2013. Data for other years was interpolated by averaging data from years on either side of the year without data.

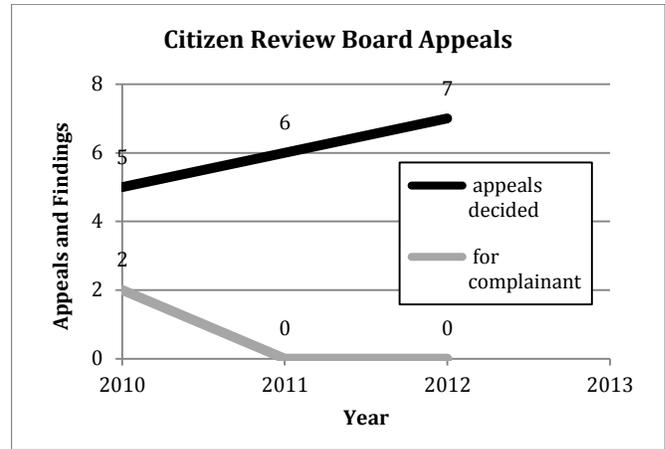
**Data Source** – City of Columbia Direction Finder Reports - <http://www.gocolumbiamo.com/Feedback/>

**Cautions** – Perceptions about safety, fairness, and internal tensions within the CPD or between it and the Boone County Sheriff’s office may raise concerns about the quality of community policing regardless of actual crime statistics or level of effort.

## Police Misconduct Appeals and Outcomes



Columbia Police Department Flag Image: CPD facebook page



**Rationale** – The number of appeals reflects perception of fairness of the Police Chief’s decisions on alleged police misconduct and/or the case the complainant feels he or she can make before the Citizens Review Board (CRB)

**Data Explanation** - The data are the total number of appeals the Police Chief’s decisions on alleged police misconduct that are decided by the Citizen Review Board in that year, and the number of times the Board found for the complainant

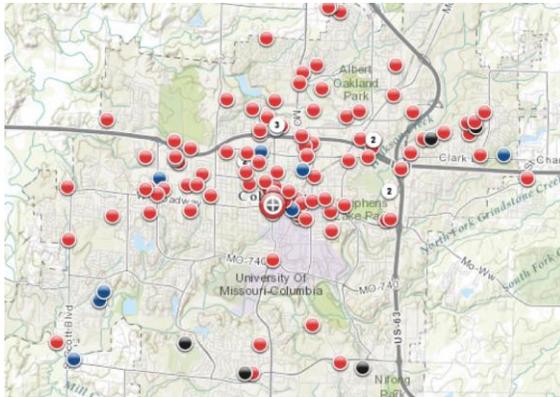
**Data Source** - Citizen Review Board Annual Reports at

<https://www.gocolumbiamo.com/Council/Commissions/pages.php?id=72&bcid=14>

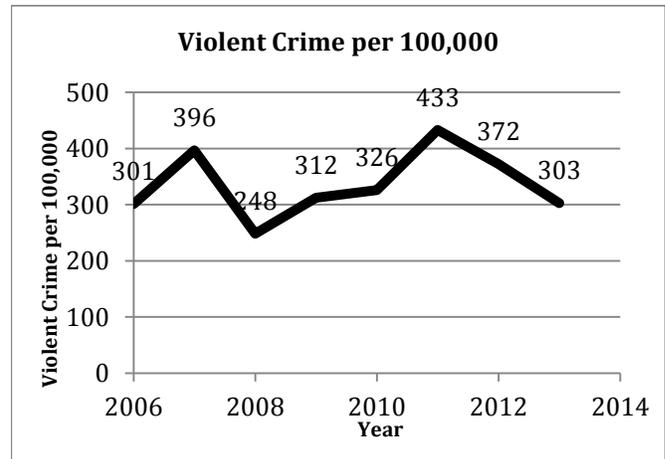
**Cautions** – While the CRB conducts outreach to educate the community about the availability of review, and provides assistance to those seeking review, it is possible that some people with grievances are still reluctant to take them to the CRB.

## 3.3 Public Safety

### Violent Crimes per 100,000



July 2013 Violent Crimes in Columbia Photo: RAIDS ONLINE



**Rationale** – The public is safer when the percentage of violent crimes in the community goes down.

**Data Explanation** –Violent crime includes criminal homicide, negligent manslaughter, forcible rape, attempted rape, robbery and aggravated assault. The crimes data for Boone county were divided by the population for Boone county and multiplied by 100,000.

**Data Source** - The data are from the Missouri State Highway Patrol Uniform Crime Reports

([http://www.msHP.dps.missouri.gov/MSHPWeb/SAC/data\\_and\\_statistics\\_ucr\\_query\\_backup.html](http://www.msHP.dps.missouri.gov/MSHPWeb/SAC/data_and_statistics_ucr_query_backup.html)) and the Real Estate Center at Texas A&M (<http://recenter.tamu.edu/data/pop/popc/cnty29019.asp>).

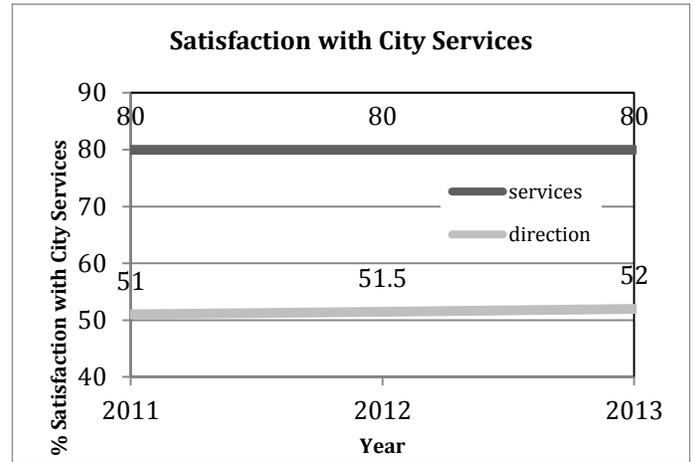
**Cautions** - Not all violent crimes are reported. Rape, in particular, is frequently not reported. If the reporting rate of crimes changes, the data may not be comparable from year to year. The perception of violent crime does not always reflect the actual crime rate.

### 3.4 Public Works

#### Satisfaction with City Services and Direction



Municipal Landfill Photo: Columbia Public Works



**Rationale** – Public satisfaction with services is a global measure of the effectiveness and efficiency of public works. Satisfaction with the direction is a measure of how effectively the public thinks public works is dealing with expansion of city services in a growing city.

**Data Explanation** - The data are from “Direction Finder” surveys taken in 2011 and 2013. Data for 2012 was interpolated.

**Data Source** - City of Columbia Direction Finder Reports - <http://www.gocolumbiamo.com/Feedback/>

**Cautions** – Satisfaction surveys are an indirect measure of services and may not reflect quality of services that are used by only a few, regardless of how critical they may be.

## Appendix: Comments on Report

### Comments requested from and pending:

- Columbia Police Department – Public Information Officer Latisha Stroer, lmstroer@gocolumbiamo.com – February 8, 2014
- Boone County Sheriff – Sheriff, Dwayne Carey, dcarey@boonecountymtmo.org – February 8, 2014
- Joint 911 Center – under Police and Sheriff
- Medical Examiner – Dr. Carl C. Stacy – stacyc@missouri.edu - February 8, 2014

### Comments received

#### Michael Trapp – February 8

This is very nice. Thanks for your work. I will contact our staff and have it placed on the agenda for additional feedback, thanks again.

Michael Trapp  
Second Ward City Council Representative

#### Laura Nauser – February 10

Thank you for sharing this with me. I appreciate the work of the committee. Mike has requested that this be placed on an agenda.

Best regards  
Laura Nauser  
Fifth Ward City Council Representative

#### Public Works– Steven Sapp, February 17

Dear Jan,

Public Works is in receipt of your email and the attached report and request for comments.

The Implementation Efforts and Significant Event sections look satisfactory for FY13.

We don't quite understand the Progress Indicator section and how the measurements were taken and displayed, specifically the graph. **(SHARED SPECIFICS AND INCLUDED THEM IN REPORT)**

Not sure we have any comments to make on the current draft.

Regards,

**Steven Sapp**  
**Public Information Specialist**  
**City of Columbia Public Works Department**  
**(573) 874-7217 (office)**

#### Columbia Public Library – Director, Melissa Carr

Jan

I looked over the report and just have a few suggestions:

- Under 2013 events the Holts Summit Library To Go Lockers opened in November not October. **(CORRECTED)**
- When figuring statistics for DBRL I just want to remind you that the Centralia Public Library is not part of DBRL. According to the 2010 census and the MO State Library's calculations DBRL serves 203,190 people—106,290 from the Boone County Library District; 52,568 from the Columbia Library District and 44,332 from the Callaway County Library District. Centralia Library District has 3,784 people in it. Those numbers do not include any growth estimates for 2010- 2014. **(CORRECTED)**

Our PR staff recently put together a handout for our legislators about what occurred in 2013 and we will have an annual report in late April when the audit is completed. I attached the current handout about the library in case that is helpful.

Is there anything else we can do? Feel free to send me an email or give me a call.

Thank you for including the library information.  
Melissa

#### People's Visioning – Monta Welch, mntwelch1@gmail.com – February 23, 2014

There are many ideas we can implement, not yet undertaken that PV sees necessary to increase library access, reach and services. This reporting action out of CV, important though it may be, would be far improved in its effectiveness if it also included some possible action steps with each of the 13 Vision reports.

Recording/reporting what has already been implemented (#1) by, presumably the individual, organizational, community and city government steps from \_\_\_?\_\_\_ to the present must note the largely organic response of the general community in going about steps to move forward actions and ideas to direct governance and/or staff at City Hall in a general direction or on specific actions. It must note there has been little to no community-wide collaborative or coordinated action or effort to accomplish the implementation of this shared Vision—noting its own internal to the Vision discrepancies and opposing or counter to one another ideas or Vision! This is in some ways demonstrated in the present community-wide, large numbers of folks disapproving of using TIF for downtown infrastructure, bringing into sharper focus discrepancies of ‘how, how much, how fast, who pays?’ when it comes to downtown (other, as well) development, as example\*\*

There are a few community-wide efforts by individuals or community groups and a few out of staff reports, when actions staff is planning overlap with some part of the CV—(again the counter ideas is a concern—as is/ was then, too the public ‘voting’ on ideas and parts or certain aspects of CV—it was tainted and this was noticed by many!)

Examples of progress are some ideas and programs by city staff on energy savings and efficiency utility programs, such as Home Performance with Energy Star and a newer expanded version for more low-income families and individuals, launched late last year—an idea we in PV took to staff, Boards and Commissions through several months of the earlier part of last year and found it to be something that had some interest or traction. Another idea is the new mass transit overhaul planned to roll-out late summer, continuously asked, to the point of begging, for by many across our broader community, and which was, unfortunately, hinged upon ‘savings’ in transit fuel using Compressed natural Gas (CNG) to fund an otherwise great program! This was highly disliked, debated and accompanied by public outrage for funding this long-desired improvement by expanding and supporting a national push to CNG, tied together with a further disturbing step to public-private partnership with this energy company, Clean Energy, putting all the risk on the public for this new fuel and thus risky public-private investment in an energy direction so many oppose, to fund this transit overhaul!

Other examples are steps the folks have taken to bring the community together on sustainability as a local-global necessity, such as Earth Hour, and Healthy Communities and the like.

## Goals

### 3.2 Law Enforcement

More work needs to be done and PV projects will help bring greater community and safety to local neighborhoods and provide food and flowers as we build greater community, shown to reduce crime and offer hope, education and health to neighborhoods.

Work with Peoples’ Visioning’s plans and goals to improve neighborhoods, improve health and simultaneously reduce violence and many crimes in the area, and/or target areas.

## Implementation Efforts

### 3.3.3 There are technological, staffing and education programs to reduce traffic violations

PV suggests we should ‘test’ whether stopping people and giving warnings rather than fines would have, and how much of, a desirable effect on reducing traffic violations with possibly improving community and police relationships as an outcome as well. This gives greater responsibility to a driver to slow down, or whatever, and be a better citizen on public roads.

### 3.4.2 Public works has more snowplows

PV says we now need to add city assistance to be sure wheelchairs at least can reach the streets, as sidewalks are not able to always and routinely be immediately shoveled like a paid department in charge. This will be important to plan for as we add bus stops, routes, etc. and keep them accessible for all, as much as possible. This will need to consider the big piles on the side on the roads that are left when plowing—if some solution can be thought of, at least for driveway areas where most in wheelchairs will maybe have their driveways shoveled and can use the extra side of the street if sidewalks are not shoveled. Maybe a start...

## Significant Events in the past year

Sales tax proposal asks voters to pay for major changes to 911 services -

[http://www.columbiatribune.com/news/local/sales-tax-proposal-asks-voters-to-pay-for-major-changes/article\\_831e95c4-8824-11e2-b2ad-10604b9f6eda.html](http://www.columbiatribune.com/news/local/sales-tax-proposal-asks-voters-to-pay-for-major-changes/article_831e95c4-8824-11e2-b2ad-10604b9f6eda.html)

Peoples' Visioning has a better 'Plan B' for how we pay for what we want in the community\*\*\*

## Citizens Review Board (CRB)– Steve Alexander

Jan Weaver met with Dr. Alexander to go over the report and what the commission was looking for. He suggested including the number of appeals and how they were decided. This data is available in the CRB annual reports. (DATA INCLUDED)