City of Columbia, Missouri

Meeting Minutes

City Council

Monday, August 19, 2019 **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 5:06 pm. Mayor Treece arrived at approximately 5:09 pm.

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

This item is open to the public: Employee Focus Group Report

Attachments: Employee Engagement Focus Group Presentation

Human Resources Director Margrace Buckler stated that they presented the survey results to City Council March 18th at the work session. After that presentation 12 focus groups were held across departments, roles and levels of employee to find out more information on the responses.

Judy England-Joseph with CPS HR stated that this is not a satisfaction gauge, but provides insight into how engaged our workforce is. Improved employee engagement results in better performance which drives citizen satisfaction and ultimately drives trust in government. Two things are required for success: leadership and strategy. Whatever approach is taken, both leadership and a clear operational strategy are needed. She reviewed the results of the 2018 employee engagement survey and how that compares to other industries. She noted that the fully engaged score for City of Columbia employees (which is 27%) is below other benchmarks. The City's somewhat engaged score (50%) is above all other benchmarks.

Ms. England-Joseph reviewed the top ten statements with the highest positive score and how those scores compare to other local governments. She also reviewed the bottom ten statements with the lowest scoring results. She noted that many of the low scoring questions fall into the category of “Leadership and Managing Change”, which are results that can be turned around with some changes. Councilperson Peters asked when the survey was originally distributed. Ms. Buckler stated that it was issued November 2018 when a lot of management changes occurred and likely impacted the results.

Ms. England-Joseph stated that the 12 focus groups included 145 employees from all levels of the organization and across departments. There were additional groups for department directors and supervisors/managers. She reviewed the format and structure of the focus groups. Ms. Joseph-England reviewed some of the positive and negative feedback from the sessions which had feedback on general comments, on the interim city manager, feedback from supervisors and managers about department directors, line staff about managers, and department directors about themselves. Overarching issues of concern are that employees do not feel valued for the work they do and morale is low, there is no incentive or merit pay, current employees feel they are treated differently than new employees as they are rewarded the same way, there are concerns with pay

compression, turnover, and work/life balance. Ms. Peters asked if the work/life balance is connected to specific departments. Ms. England-Joseph stated that it occurs a lot in public safety and utility service, but there are many areas understaffed, where existing staff takes extra shifts to cover those shortages and these comments were made across the board. Ms. England-Joseph reviewed recommendations for improvement based on the comments and themes found in the focus group sessions. She felt that Columbia should set a goal to be the best place to work. Mayor Treece asked if these concerns are consistent with other cities. Ms. Joseph-England stated that the pay concerns are much more pronounced here than other cities.

Councilperson Trapp asked if there is a plan to share with employees. Ms. Buckler replied that the Operational Excellence Team is leading that effort with an action plan to release to departments and divisions. Mr. Trapp asked if there will be an action plan for Council on managing changes and communication. Ms. Joseph-England stated that was not part of what they discussed, but that can be looked into by the Operational Excellence team.

This item is open to the public: Vision Zero Annual Update

Attachments: Vision Zero Action Plan Annual Update 2019

Priority Crash Maps by Ward

Presentation to City Council

Vision Zero Program Manager Heather Cole stated that this is the annual update on highlights of accomplishments for each of the Vision Zero teams. She referred Council to the Annual Update document handed out for further details on all of the initiatives that have been worked this past year. The Education team put together a video as part of their intitiave for an outreach campaign. Ms Cole played the video and added that it can be found on the Vision Zero home page and from there can easily be shared through social media networks.

Engineering Team Lead Richard Stone covered the engineering highlights noting a location has been determined for a Road Safety Audit on Route B since many crashes occur there. The Crash Analysis Team is continuing to dive into the data and their results feed into the other groups and their efforts. This data will also help inform the next action plan. He added that there is only one engineering item left in this plan which relates to the reduction of travel speeds. There is a need for a traffic enforcement unit in order to influence and change how people travel.

Education Team Lead Annette Triplett stated that the team created the video played previously and also ran a series of radio ads to push people to the web site. They also worked with a capstone class at the Journalism School where they worked on a project to influence media reporting and using terminology of "crash" not "accident". The campaign efforts are trying to raise awareness before behavior changes, which will come later in the campaign. She explained that they also created a priority crash map which is in the packet provided. This was modeled after other Vision Zero cities who use this format as well. The purpose is to look for patterns in the crashes that result in fatal and/or serious injuries. This can help to identify where these patterns are happening in the community, and make priority areas. Upcoming initiatives are to continue to work with Columbia Public Schools (CPS) to get more driver safety information to a wider amount of students. CPS plans to add an online driver safety component beginning this fall which will reach far more students than the current offering of a driver safety class only offered in summer school. They also plan to work with CPS to add age appropriate road user education components to curriculum. Additionally, the Education Team is looking to provide education on some of the newer road designs and features to communicate to the

public on how to use some of the infrastructure. These efforts will be included in future marketing efforts or included with other initiatives.

Enforcement Team Lead Sgt. Curtis Perkins stated that Chief Jones has reconstructed a traffic unit targeting the high crash areas for traffic enforcement and they are looking at different ways to bring awareness to the enforcement.

Ms. Cole explained the fatality reduction targets set by the teams last year. She added that 2018 numbers are not finalized yet and that the reduction goals are the same. This is really just an update to more accurate numbers for fatality and serious injuries. She explained that the next steps for forming a new action plan will include a joint team meeting late this year or early next year. The groups will discuss the priorities and what items should stay in the next plan, what worked well, what didn't, etc. They will also begin to plan for a public open house which will take place winter/spring 2020.

Ms. Cole stated that there is still about $135,000 left in unspent surplus funds that were allocated by Council to Vision Zero efforts. She stated that there are ideas in place on how we would like to use these dollars moving forward however, the funds will likely not be spent or encumbered by the end of the fiscal year. She understood that Council may be putting unspent surplus back into the General Fund and she asked that Council consider not rolling back unspent Vision Zero dollars. There is a need for the funds, especially for marketing and education as there are no other funding sources available to keep those efforts moving forward. The teams have been diligent about not spending money up front so they could look at data and do analysis work to make mindful decisions about how to spend the budget. Mayor Treece asked what was the beginning budget was. Ms. Cole stated it was approximately $171,000.

Councilperson Thomas inquired about the crash map and the algorithm used for this. Ms. Triplette replied that the data came from MoDOT and what made it on the map were fatality and severe crashes for anyone walking or biking. GIS then separated streets into segments and if there was more than one crash in one street it made it on the map. Mr. Thomas was surprised that the Stadium intersection was not highlighted. Mr. Thomas asked for more information about the road safety audit process. Mr. Stone stated that we would bring in an outside consultant so they can make a recommendation with a critical lens and it would have public input. Mr. Thomas inquired about the speed management initiative. Mr. Stone stated that Council can set speed limits, but people need to buy into traveling those speeds. When a road is designed, they use a national standard for designing the road and speed. Mr. Thomas asked what speed Paris Road was designed for and if it matches the normal curve. Mr. Stone stated that is a MoDOT road, but roads are always designed with a factor of safety which utilize national standards and the right of way. Mayor Treece stated the need to reserve time for additional topics but asked how many officers would be needed to fully staff the traffic unit. Chief Jones would like to have three additional officers for crash investigation and enforcement.

This item is open to the public: Water Conservation Program

Attachments: Water Programming Presentation

Due to time limitations this item will be rescheduled to a future date.

This item is open to the public: Motion for the City Council of the City of Columbia, Missouri, to meet on Monday, August 19, 2019 pursuant to the City Council Work Session agenda, in Conference Room 1A and 1B of City Hall, 701 East Broadway, Columbia, Missouri, for a Closed Meeting to discuss the leasing, purchase or sale of real estate by a public

governmental body where public knowledge of the transaction might adversely affect the legal consideration therefor, as authorized by Section 610.021(2) of the Revised Statutes of Missouri.

At approximately 6:46 p.m., Mayor Treece made a motion for the City Council of the City of Columbia, Missouri, to immediately go into a closed meeting in Conference Room 1A/1B of City Hall, 701 E. Broadway, Columbia, Missouri, to discuss the leasing, purchase or sale of real estate by a public governmental body where public knowledge of the transaction might adversely affect the legal consideration therefor as authorized by Section 610.021(2) of the Revised Statutes of Missouri. The motion was seconded by Mr. Skala.

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

This item is closed to the public: See notice of closed meeting.

Attachments: Notice of Closed Meeting

At approximately 6:47 p.m., the City Council went into closed session pursuant to RSMo Sections 610.021(2).

II. ALL OTHER ITEMS THE COUNCIL MAY WISH TO DISCUSS

None.

III. ADJOURNMENT

The closed meeting adjourned at approximately 6:58 p.m.