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## **Governance and Decision Making**

### **Meeting Minutes**

6/20/2007

Location: Lange Middle School

Co-Facilitators: Tim Klocko

Support Staff: Marilyn Starke

Attendance: Tina Bernskoetter, Larry Schuster, John Clark, Peg Miller, John Schultz, Khesha Duncan, Alyce Turner, Larry Grossmann, Mahree Skala

*Absent:* Jo Sapp, Elizabeth Holden, Marlon Jordan, Elaine Blodgett, Mahree Skala, Jon Dudley, Tracy Greever-Rice, Elizabeth Kerry, Trisha Lee, Maria Oropallo, Bruce Wallace, Doug Simmons, James Robnett, David Weber, Kelli Jo Woodson, Ron Tooley.

*Next meeting:* Extra Meeting to Finish: July 10 Next Regular Meeting: July 18

Approve Minutes from Previous Meeting

Minutes of 6/6/07 were reviewed, revised and supplemented then approved.

### **I. Key Meeting Discussion Topics**

Item #5 was reviewed and approved as accepted.

Item #7 was reviewed and discussed and the decision was made to accept as is.

John Schultz suggested a 9<sup>th</sup> strategy: The City and county shall increase collaboration and coordination between the two entities.

Some discussion about the county having more diversity in professional level positions

Vote: 9/0 to Accept 9<sup>th</sup> Strategy as: The City and county should increase collaboration and coordination between the two entities.

Group then began discussion of action plans for the 9 strategies:

Item 1: The City must create a responsive integrated system with clear access points to direct inquiries, suggestions and complaints.

Suggested that the time response listed be altered.

John suggested we not reopen discussion on these items since they were approved 13/0 at last meeting. Everyone else felt the time change was important.

Revision: Change 72 hours to 3 business days

Item 2: The City shall create and implement a customer service policy which includes a tracking system. Each department will tailor their plan accordingly.

Action Steps:

Establish customer standards for each services provided.

Evaluate compliance with published service standards.

Evaluate the standards twice a year.

Each department shall establish expanded hours of service to enhance public access.

Vote: 8/0

Item 3. The City shall enhance collaboration among its departments.

Action Steps:

Departments shall communicate to one another on an annual basis what is needed to ensure each department may achieve its mission.

Develop a list of services which require action from multiple departments.

Establish systems of interdepartmental cooperation which improves the delivery of the services.

Vote: 8/0 Passed

Item 4. The City should enhance and facilitate the use of neighborhood associations.

Action Steps:

Add Technology;

Provide a platform for neighborhood assoc. newsletter –

Item 5. The City must establish a system of ongoing reviews of the activities of boards, commissions, and task forces.

Action Steps:

Regular progress on specific recommendations by boards, commissions and task forces.

Create a a tracking system for specific actions recommendations of boards, commissions and task forces.

Annual verbal public report by each board and commission and task force before council.

Vote: 8/0

Item 6. The City should increase the size of the Council and provide Compensation and other support to its council members.

Action Steps:

Encourage the council appoint a committee to investigate increasing the number of wards.

Consider compensation for council.

City should provide support staff and money to better enable council members to communicate with their const. Including but not limited to planned public const. meetings.

Space and Office Hours

Add a council meeting from 8-5pm-tabeled

**II. Motions and Votes**

Items 1-6, as stated above were finalized and voted on, all passes as written with a vote of 8-0. Last action step on Item 6 was tabled to next meeting.

**III. Actions to be Taken**

Finalize strategies #7 & 8 and action steps for each as well as last action step of strategy #6..

Respectfully submitted: *Marilyn Starke*