

CITIZEN HANDBOOK

A CITIZEN GUIDE FOR COLUMBIA, MISSOURI



2015
PERFORMANCE
REPORT



Dear Columbia Resident:

Welcome to the City of Columbia's third annual performance report. It reflects the end of a three-year planning cycle that started in 2012 and looks ahead to a new cycle for the next three years. The big questions are: Did we achieve the seven strategic priorities adopted by the City Council? Where do we go from here?

I believe that we reached all of the most important goals included in our strategic plan through a strong partnership including citizens and volunteers; City Council members; City staff; public and private agencies; schools; and community groups. Although we see progress, we also see troubling signs that not everyone in Columbia has an opportunity to thrive.

DONE Citizen satisfaction with local government service is much higher than regional and national averages.
TO DO Make it even easier for all types of people to reach us and get what they need.

DONE Columbia has a great climate for high-tech jobs and entrepreneurship.
TO DO Train more people in skills with high demand and increase the number of women and minority business owners.

DONE The budget is balanced.
TO DO Reduce the threat of non-taxed online purchases.

DONE Our comprehensive plan and new development code offer better tools for managing growth.
TO DO Increase affordable housing stock and reduce the cost burden of renting and ownership.

DONE Built recreation, arts, healthy living, compassionate service and safety into Columbia life.
TO DO Improve the odds that all families will have good health and feel secure.

DONE More citizens are satisfied with street conditions; voters support funds for infrastructure.
TO DO Keep service reliable with traditional and innovative funding strategies.

DONE Reduced employee turnover; hired and retained people with a strong public service ethic.
TO DO Keep employees engaged, fairly paid and motivated to provide service you can count on.

Over the next three years, we plan to bring more balance to our community with strategic investments and even stronger partnerships. I invite all of you to share your time and talent in this quest, to make Columbia a great place, for everyone.

Sincerely,

Mike Matthes
City Manager



CUSTOMER FOCUS

MAKING YOU THE CENTER OF SERVICE

OUR GOAL: Adopt innovative ways to engage all customers and improve services based on community values, priorities and expectations.

WHAT WE'VE DONE

- Since 2011, overall satisfaction with customer service received from City employees increased to 74% from 69%. This is steady progress toward our 80% target. We're beating the Missouri-Kansas and national average by 20%.
- During that same period, satisfaction with the overall quality of service has remained in the low 80s, increasing to 81% in 2014 from 80% in 2013. Satisfaction with Columbia City services is more than 20% higher than regional and national averages.

- The City's contact center, launched in April 2014, has helped 30,859 callers with their solid waste, parking, transit, street and other concerns. Ninety-nine percent of those calls were successfully resolved.
- For the first time, citizens participated directly in street and public safety planning by voting online for priority projects. Ideas generated through "SpeakUpCoMo" will be included in the capital improvement sales tax ballot issue scheduled for a vote this August.
- Citizens volunteered almost 35,260 hours, valued at more than \$795,000, in service to the community in FY 2014. Over the last three years, they contributed 128,560 hours valued at more than \$2.8 million. This personal investment includes membership on City boards and commissions and work with programs benefiting all residents.

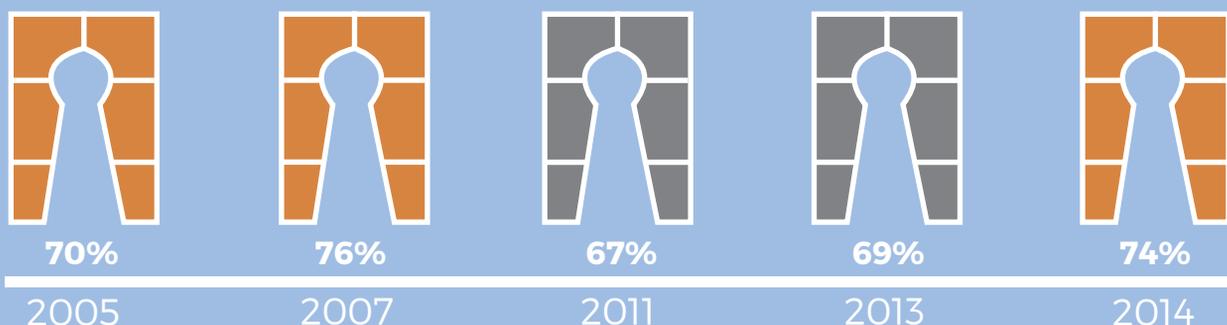
WHAT WE SEE

Compared to benchmark cities, Columbia really sets the bar for customer satisfaction in almost all areas that we measure, such as knowledge; politeness; and timely response. It's still not easy, however, for citizens to reach the right person to answer questions or get exactly the information they need.

WHAT LIES AHEAD

We're going to set our customer satisfaction goals even higher. Fully engaged employees who care about Columbia, the quality of their work and their work teams are the bedrock of public service. They have the knowledge and local experience needed to reduce red tape and improve cost management. Supporting their development and reaching toward operational excellence will assure that each citizen, regardless of life situation, is respected and well-served.

Overall Satisfaction With Customer Service Received





ECONOMIC DEVELOPMENT

MAKING COLUMBIA A GREAT PLACE TO WORK

OUR GOAL: Support and further stimulate our regional and local economy.

WHAT WE'VE DONE

- Added jobs in retail and existing industries and attracted more than \$52 million in new investment and 115 new jobs in biotech products and services that will be exported outside of Columbia.
- Enhanced our entrepreneurial ecosystem through events such as Ignition, Idea Pitch and 1 Million Cups, served 28 clients in our small business incubator and provided resources to business start-ups.
- Attracted visitors who, from 2013–2014, increased hotel gross receipts by 9.6% in an industry that supports more than 11,145 jobs in Columbia and Boone County.
- Coordinated the Certified Work Ready Community Initiative in Boone County, allowing 679 individuals to earn a National Career Readiness Certificate. The City of Columbia is one of 87 area employers matching people to jobs based on their skill levels through certification.
- Saw more than 106,000 passengers using Columbia Regional Airport in 2014, a 23% increase over 2013.
- Completed a Sports Feasibility

Study suggesting how Columbia could bring in more visitors through sports events.

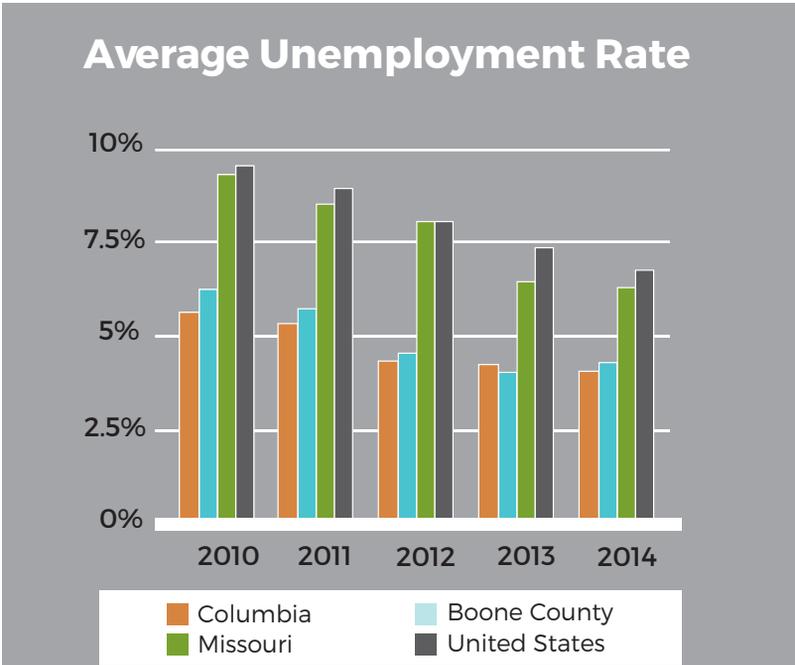
- Remembered Columbia's former Sharp End black business district with an historical marker and community celebration.

WHAT WE SEE

We feel generally positive, but there's another story running beneath the economic recovery we're seeing in Columbia. Even when it peaked in 2009 and 2010, Columbia's unemployment rate was about 6.5% and lower than the U.S. rate of about 9.5%. Looking more closely, the pain was not equally shared. In 2009, the white unemployment rate was 5.3%, and it improved to 4.4% in 2013. The 2009 black unemployment rate was 14.1%, and it's higher now post-recession - at 15.7%. We're also seeing increased poverty, decreased per capita income and a growing gap between skills our employers need and skills our citizens possess.

WHAT LIES AHEAD

This imbalance is one of the greatest challenges we face in Columbia, our nation and across the globe. Over the next three years, we will determine what is within our control to help reduce economic despair and increase family aspirations. We want to add jobs, and prefer jobs that pay living wages. We want to reduce the wage gap to keep people moving toward the middle class with job skills that match our local labor market demand. We prefer to support a community where everyone cannot only live, but thrive.



MAINTAINING THE CITY'S FISCAL FITNESS

OUR GOAL: Meet the critical financial needs of the City while maintaining a balanced budget through efficient use of resources, expenditure management and revenue growth.

WHAT WE'VE DONE

- Since 2011, saved more than \$20 million by refinancing the City's debt while maintaining a very favorable "AAA" rating for general obligation bonds and a "AA" rating for revenue and special obligation bonds.
- With improving economic conditions, booked \$1.6 million more in sales tax revenue in 2014.
- Maintained 20% in financial reserves, ending fiscal year 2014 with \$27.1 million in General Fund cash-on-hand.
- Through our innovative Incentive-Based Budgeting plan, saved \$4 million to be plowed back into citizen priorities, such as street paving and police body cameras; accessibility improvements; items deferred during lean budget years; and energy efficiencies that will save even more money long-term.
- Steadily increased the health of City employee pension funds. At the end of FY 2014, actual investment income exceeded our recognized investment income by over \$3 million.
- Keeping General Fund spending growth in line with revenue growth and avoiding subsidies from the fund balance. We made a commitment to close a \$3 million gap in FY 2011 and succeeded due to the excellent work of City staff.

WHAT WE SEE

The City of Columbia's long history of efficient cost management continues to assure that funds are available to meet citizen needs. Even so, trends reveal that City General Fund growth (13.4% constant dollars) has not kept up with inflation (21.2%) or

FINANCIAL HEALTH

population growth (24.6%) over the past ten years. The General Fund supports traditional services that citizens expect from local government, such as police, fire and health protection, streets and basic City administration. The General Fund is threatened by more online purchases that aren't subject to local sales tax. Online purchases made up about 6.6% of all retail sales in 2014. Over the last ten years, we estimate a General Fund loss of more than \$8 million and an overall loss of almost \$18 million.

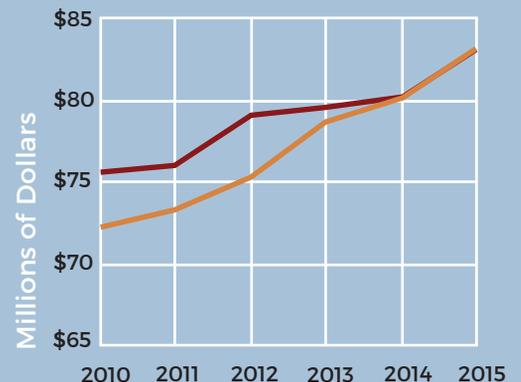
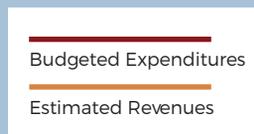
WHAT LIES AHEAD

High citizen trust is critical if local government is to stay financially solvent and able to meet expectations as a safe place to live, work and raise families. As always, we will keep promises made to voters who approved ballot issues for electric and storm water system improvements. We are committed to keeping "the gap" closed; maintaining a responsible fund balance for "rainy days;" stretching and saving tax dollars, wherever possible; supporting City employees and retirees; and keeping our financial house clean and ethical.

Top 5 Citizen Priorities in 2014



Closing The Gap Between Expenditures And Revenue



GROWTH MANAGEMENT

GROWING INTELLIGENTLY, PROTECTING, PRESERVING

OUR GOAL: Plan for cost-effective growth to ensure resources meet increased demands for protected natural spaces, sufficient and affordable housing, core services, preserved historical buildings and sufficient places to conduct business.

WHAT WE'VE DONE

- With other agencies and the Greenbelt Land Trust, completed a scoring system to identify and rank land preservation opportunities.
- Saved \$114,000 in annual rent by moving parks programs to the Waters-Moss Memorial Wildlife Area, dedicated the City/County-managed Jay Dix Station off Scott Blvd. and acquired 16 acres by donation for a neighborhood park and trail in southwest Columbia.
- Made steady progress toward a unified development code that matches Columbia's comprehensive plan. Future subdivision and zoning ordinances will be streamlined and made user-friendly with reference tables, pictures and examples.
- From 2010-2014, invested more than \$2.1 million in federal dollars to help 63 homebuyers with down-payments, rehab or repair 94 owner-occupied homes and demolish 13 vacant and dilapidated properties for redevelopment,

including affordable housing. Last year we worked with the community to build Columbia's first federally funded net-zero energy use home.

- Preserved Columbia's historic character by re-roofing the Maplewood home in Nifong Park, restoring the John W. "Blind" Boone home, getting a National Register designation for the Sigma Alpha Epsilon fraternity house, conducting walking tours and sponsoring home-preservation workshops.

WHAT WE SEE

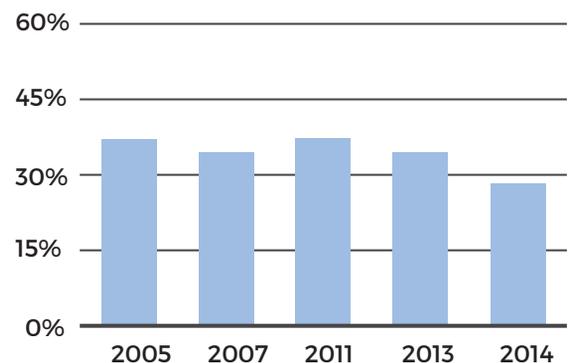
At 28%, citizen satisfaction with how well the City plans for growth has reached a new low. When these opinions are mapped, they appear in central Columbia, almost to its northern boundary and all the way to its southern, perhaps reflecting population density increases. Since 2010, our density has grown to about 1,800 persons per sq. mile from 1,715 persons per square mile. Building permits for close to 1,500 apartment units were issued over the last three years, but that supply has not reduced rents. In fact, almost half of Columbia's rental households are "cost-burdened" by rent

and utilities, leaving less to spend on other basics like food, clothing and health care. And, despite low interest rates, it's getting more expensive to buy a home. Columbia's median home sale price rose to \$169,250 in 2014 from \$119,000 in 2000.

WHAT LIES AHEAD

Safe, affordable housing cannot be separated from the American dream, and we believe it's possible to help more families achieve that goal. We will manage the development process more efficiently and transparently when we adopt our new development code. We'll also maintain the current rate of acres of natural areas.

Satisfaction With Growth Management





HEALTH, SAFETY & WELL-BEING

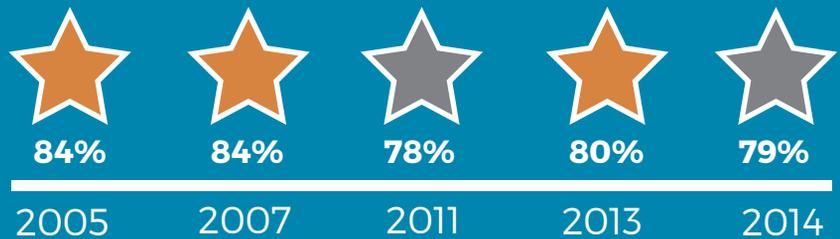
KEEPING THE COMMUNITY SAFE & HEALTHY

OUR GOAL: Create an inclusive, thriving, livable community that promotes health, safety and well-being.

WHAT WE'VE DONE

- Helped residents address health needs they identified...play equipment for child care centers helps kids be active; breast-feeding rooms in public schools and City buildings improve child health; and voluntary local restaurant menu options to promote healthy eating.
- Cleared 57% of violent crimes in Columbia in 2014, our highest level since 2010 and beating the national rate of 48%.
- Made progress on 21 of 23 projects approved by voters in the last parks ballot, including seven soccer fields at Gans Creek Recreation Area and two gym expansions and a new tennis court at Columbia schools.
- In FY 2014, residents and City staff initiated 3,930 code enforcement complaints in neighborhoods. About half were resolved voluntarily, with nuisance properties, weeds and property maintenance as the top three complaint types. At the end of last year, 9,849 buildings and 26,173 living units complied with rental ordinances.

Satisfaction With Quality Of Life



- Grew the Columbia Arts Fund from \$20,000 in 2013 to \$99,000 in donations, with plans to support local arts and culture organizations next Spring.
- Established the Youth Advisory Council, composed of high school students, to advise the City Council on all youth-related issues.

WHAT WE SEE

Continuing wide support for parks, the arts, health and human service programs and attention to neighborhoods keeps attracting people looking for a good place to spend a lifetime. While satisfaction with our quality of life remains stable and a bit higher than regional and national averages, there are some cracks in this foundation. In a place rich with services, good health is not a given for all Columbians. Each year, fewer citizens say they are satisfied

with the quality of police service, and more say they feel unsafe even though the violent crime rate is at a 30-year low. We passed another year with no citizen fatalities caused by fire, and satisfaction with fire service remains high.

WHAT LIES AHEAD

Our feelings about “health” and “safety” are so personal that it’s possible to lose sight of other facts surrounding us. Over the next three years, we hope to build awareness of community health disparities and improve health outcomes. The story about falling crime rates in Columbia is an encouraging one, but we need to reassure citizens that they live in a very safe community. We’ll work on rebuilding trust and putting more resources into public safety.



INFRASTRUCTURE

KEEPING PACE WITH DEMANDS FOR STREETS, SIDEWALKS & UTILITIES

OUR GOAL: Ensure that plans and resources meet existing and future demands for roads; stormwater, electric, sewer and water systems; public transit, airport and railroad; and parks and trails.

WHAT WE'VE DONE

- Added another \$500,000 for street resurfacing in FY 2014, bringing the total investment over three years to \$7.7 million.
- Resurfaced 360 miles of pavement; built 16,141 feet of new sidewalks and pedways and three miles of trails; and completed the \$5.9 million Scott Boulevard Phase 2 improvements.
- Took down three miles of overhead distribution lines; added 14 miles of underground lines and 271 distribution transformers; and started work on new electric feeder circuits at the Perche Creek substation.
- Installed 7.24 miles of water mains; completed new transmission lines serving the east side; repaired 152 main breaks; installed 63 new hydrants and replaced 19.
- Replaced 1,743 feet of sewer pipe; rehabbed 190 manholes and 32,765

feet of sewer line; and launched work on many projects that will be funded by a voter-approved \$32 million bond issue.

- As long as funding is available, all City facilities and programs that are scheduled to comply with accessibility requirements will go forward.

WHAT WE SEE

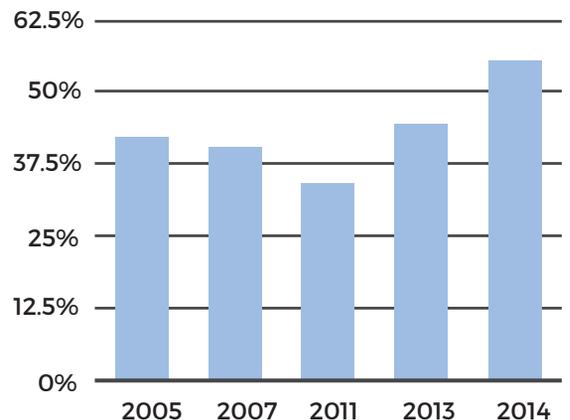
Satisfaction with maintenance of major streets increased to 54% in 2014 from 44% in 2013 and from 34% in 2011. This stunning turnaround, we believe, is directly related to more dollars dedicated to street resurfacing.

Citizens continue to be highly satisfied with local utility service and support bond issues to keep our networks reliable and up-to-date. Voters approved sewer and electric ballot propositions by 80% and 69%, respectively. In July, however, punishing winds brought down electric lines and interrupted service for 14,000 customers. Most service was restored in five days, and storm recovery cost \$800,000. While less satisfied with stormwater management, 59% of voters approved fee increases for long-postponed improvements across Columbia.

WHAT LIES AHEAD

We have a multi-million dollar gap between projected funds available for streets and utilities and expected needs over the next ten years. If we can sustain citizen trust in our ability to deliver projects as promised, we look forward to voter support for future sales tax renewals that maintain and enhance critical infrastructure and other capital improvements.

Satisfaction With Maintenance Of Major City Streets





WORKFORCE

SUPPORTING HIGH-PERFORMING CITY EMPLOYEES

OUR GOAL: Create an environment that supports engaged, high-performing employees; enables the City to recruit, retain and compete for talent; and ensures institutional knowledge is retained.

WHAT WE'VE DONE

- In the last year, reduced employee turnover to 8.8% from 10.9% in all categories: resignations, retirements and discharges. This is the first decrease in four years.
- Consistent with our compensation philosophy, we're gradually moving City employees to pay levels that attract good talent and fit within our budget limits.
- The first group of supervisors enrolled in our internal City University is about to graduate, and two more groups are in-progress. At the end of a year-and-a-half of training, these employees will be better able to lead and support their work teams as they serve citizens. To sustain a qualified leadership pool for our organization, "City U" is preparing another tier of employees for management and

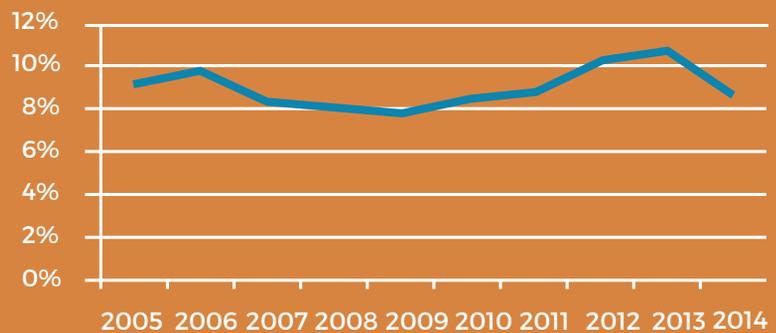
increased responsibility.

- Trained employees to develop meaningful performance goals, aligned employee evaluations with strategic plans and strengthened review of supervisors in their supervisory roles.

WHAT WE SEE

In our 2014 citizen survey, 75% of those responding said it was important to hire and retain qualified City employees, and we received good marks for customer service. Inside City government, we see employees highly motivated by public service, but their engagement could improve. Like other employers, we are challenged to assure that all employees are paid at least a living wage.

Turnover Rate



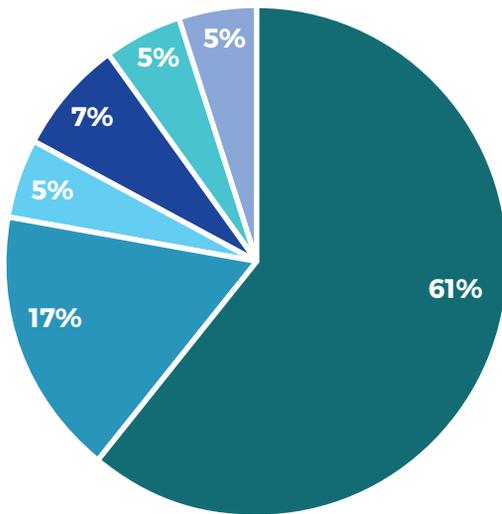
WHAT LIES AHEAD

Our goal is to offer City employees meaningful work with better pay and reaffirm their role in making Columbia the best place to live, work, learn and play. We are committed to bringing more employees up to pay targets, increasing employee engagement and helping all generations in our workforce (ranging from teen-aged to 70+) find satisfaction in their jobs.

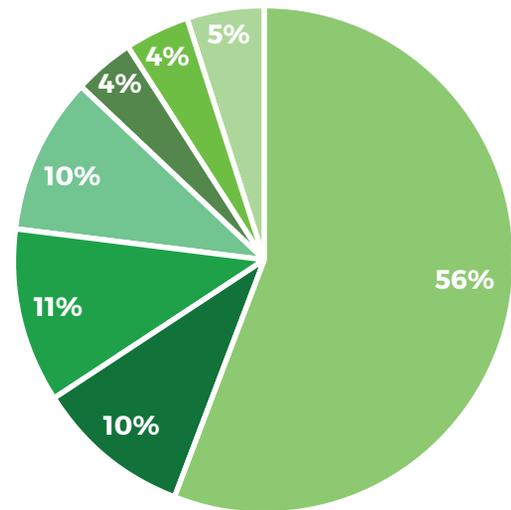
CITY OF COLUMBIA BUDGET

The annual budget is our tool for allocating City resources to deliver the highest level of service to you. The FY 2015 budget covers Oct. 1, 2014, through Sept. 30, 2015. The overall budget for FY 2015 is \$430,055,472 which is divided into 53 separate department and fund budgets. [VIEW THE CITY'S BUDGET ONLINE AT GOCOLUMBIAMO.COM.](http://GOCOLUMBIAMO.COM)

WHERE THE MONEY COMES FROM



WHERE WE SPEND THE MONEY



FEES & SERVICE CHARGES - Utility fees, application fees, building permits

TAXES - Property tax, sales tax

GRANTS - Money from state, federal and other funding organizations

TRANSFERS - Money from special City accounts that is moved to fund projects

INTRAGOVERNMENTAL - Money moved to General Fund from other City funds

MISCELLANEOUS - Interest earned, use of "rainy day" fund, other taxes

UTILITIES - Water, Electric, Sewer, Solid Waste and Storm Water

TRANSPORTATION - Engineering, Streets and Sidewalks, Parking, Transit, Airport, Railroad

SUPPORTING ACTIVITIES - Fleet Maintenance, Building Maintenance, Public Communications, Information Technologies

PUBLIC SAFETY - Police, Fire, Municipal Court

PARKS & RECREATION - Parks and Recreation services

HEALTH - Health & Human Services, Community Development, REDI, Cultural Affairs, Convention & Visitors Bureau, Office of Sustainability

ADMINISTRATION - City Council, City Clerk, City Manager, Finance, Human Resources, Law



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This handbook is published by the City of Columbia as a service to residents.

Published September 2015.



MAYOR
& CITY
COUNCIL



CITY OF COLUMBIA



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P.O. Box 6015, Columbia, MO 65205

This Citizen Handbook is the key to information about the City of Columbia and local government services. It's our premier collection of useful information and this year, for the first time, we're mailing it to every Columbia home address. The handbook also contains...for the first time...a sampling of "traffic box art" found throughout our downtown area.

It's important to provide you with accurate, useful and clear information. The pictures we use help you identify local officials, put faces on City employees who serve you every day and also feature citizens who live and work in Columbia.

With all these features, we hope the handbook is something you'll keep and refer to again and again.

I'm extremely fortunate to serve as Mayor of Columbia, working with City Council members and City employees who are committed to doing their best every day. All of us want the same thing that you do...a safe community where good jobs, good schools and a great quality of life help everyone thrive.

Sincerely,

Mayor Bob McDavid

The Columbia City Council has a mayor, elected at large, and representatives from six wards, all elected to three-year terms. The City Charter provides that the City Council “shall enact local legislation, adopt budgets, determine policies...” for the City of Columbia. The city manager is appointed by the Council and serves at the Council’s discretion.

Regularly scheduled Council meetings are held the first and third Mondays of the month. If Monday is a holiday, the meeting is postponed until Tuesday. Council meetings generally begin at 7 p.m. and are held on the first floor of City Hall, 701 E. Broadway. With public notice, the City Council may meet at other times in special meetings or work sessions. All meetings are public unless otherwise noted. City Council meetings are broadcast live on the City Channel, and are rebroadcast on Wednesday at 8 a.m. and 8 p.m. Council meetings are also streamed live and archives can be viewed on the City’s website. The official Council meeting minutes are filed in the City Clerk’s Office. Minutes may also be viewed on the City’s website at GoColumbiaMo.com. Address correspondence to: P.O. Box 6015, Columbia, MO 65205.



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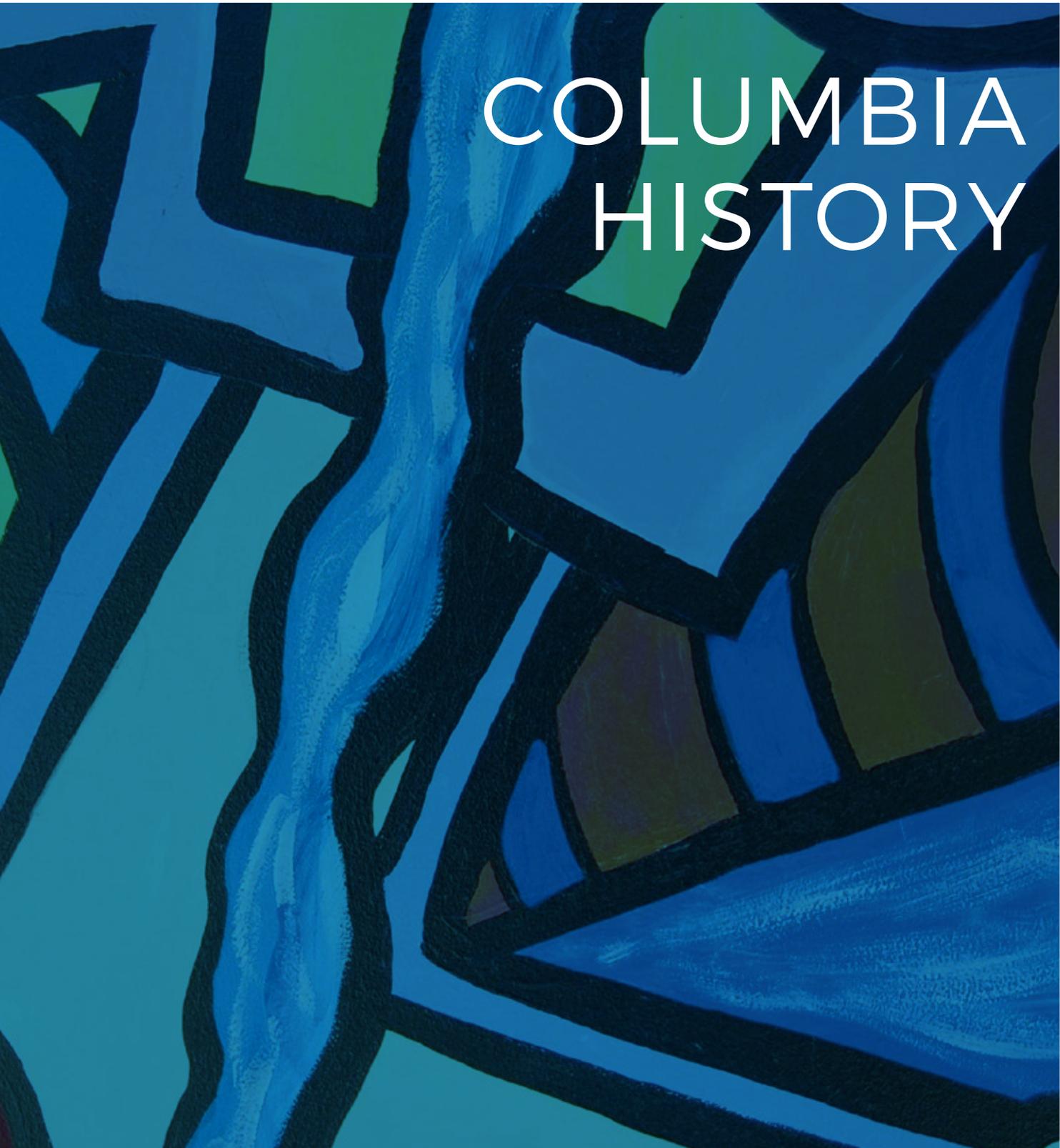
LAURA NAUSER

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An abstract painting featuring thick, expressive black lines that create a complex, maze-like structure. The background is a gradient of blue, ranging from a deep, dark blue to a lighter, teal hue. Interspersed within the black lines are patches of vibrant green and yellow, adding contrast and depth to the composition. The overall style is reminiscent of modernist or expressionist art, with a focus on bold, gestural forms.

COLUMBIA HISTORY

Columbia's history spans almost 200 years, starting with a settlement called Smithton, near present-day Walnut and Garth, in 1818. Due to a lack of water, the settlement was moved east, across the Flat Branch Creek and renamed Columbia in 1821, the same year it became the Boone County seat of government. Columbia incorporated in November 1826 and was governed by an elected five-member board of trustees. A mayor/council government was adopted in 1892, and in 1949 local voters approved the current council/manager form of government.



City employees and citizens exist in an interwoven relationship. As a representation of this cooperative working bond, the distinctive City of Columbia logo depicts people joined together in an unending circle of community service. A solid version of the logo appears on City-owned vehicles, uniforms and correspondence as a reminder of this cooperative goal.

Broadway, looking west from tenth Street. The brick street was laid in 1906.



National Archives, Washington D.C.

The major concerns of citizens and their local government have been strikingly similar over time: downtown improvements; a productive economy; public health and safety; transportation and roads; growth; water supply; and education. The City of Columbia has responded with a full menu of public services, including traditional offerings like public health, police and fire protection, streets, wastewater management, solid waste management and parks and recreation services. Columbia also goes beyond the basics, providing electric and water utilities, a regional airport, a short-line railroad and other services.

Our heritage reflects the big historical picture affecting many other communities. After the 1804 Louisiana Purchase opened the area to settlement, two centuries of migrations, wars, economic booms and busts, technological and social change have all left their marks. Of unique importance here is the establishment of the University of Missouri in 1839, a force that continues to shape Columbia today.

The City of Columbia preserves its architectural heritage in several significant buildings located downtown. The Howard Building, built in 1932, was Columbia's first permanent City Hall. It houses our Municipal Court and Human Resources office. The Gentry Building, dating from 1906, formerly served as a U.S. Post Office and local library and now is home to the City Parks and Recreation Department. The Daniel Boone Building, built in 1917 as a hotel and tavern, has housed City services since the mid-1970s.

City Hall expansion and renovation began in 2007 and was completed in 2011. The whole structure earned a LEED Gold rating from the U.S. Green Building Council for features that allow immediate, measurable impact on energy conservation, global climate change and occupant health. City Hall is built to conserve water and energy and provide healthy indoor environmental quality.

"Keys to the City," a glass and steel sculpture in the outdoor City Hall plaza, commemorates Columbia's heritage, events and people. It's one of several commissioned artworks enriching the building's interior and exterior. All pieces are part of Columbia's Public Art Collection, managed by the Office of Cultural Affairs.



Completed in May 2010 by artist Howard Meehan, the "Keys to the City" sculpture commemorates Columbia's history and serves as a main portal to City Hall.



CONTACT



NUMBERS

EMERGENCY.....911

All numbers area code (573)

Animal Control.....449-1888

Activity & Recreation Center (ARC).....874-7700

Bus System & Information.....874-2489

Business License Office.....874-7378

City Clerk.....874-7208

City Council.....874-7222

City Hall.....874-7111

City Manager.....874-6338

City Channel.....874-7592

Columbia Regional Airport.....874-7508

Community Development

 Building & Site Development.....874-7474

 Planning & Zoning.....874-7239

 Office of Neighborhood Services.....817-5050

Convention & Visitors Bureau.....875-1231

Cultural Affairs.....874-6386

Economic Development.....442-8303

Energy Conservation.....874-7325

Finance.....874-7457

Fire Department.....874-7391

 Fire Marshal’s Division.....874-7556

Human Resources.....874-7235

Municipal Court.....874-7230

Parks & Recreation.....874-7460

Police Department.....874-7652

Prosecutor.....874-7229

Public Communications.....874-7240

Public Health & Human Services (menu).....874-7355

 Administration.....874-7345

 Birth & Death Records.....874-6396

 Clinic & Nursing.....874-7356

 Environmental & Social Sevies.....874-7488

 Human & Social Services.....874-7488

 WIC Nutrition Program.....874-7384

Public Works.....874-2489

Recreation Hotline.....874-7663

Recycling Information.....874-2489

Regional Economic Development Inc. (REDI).....442-8303

Street Maintenance.....874-2489

Traffic & Parking Violations.....874-2489

Trash Collection & Roll-off Service.....874-2489

Utilities

 Account Information.....874-7380

 Automated Payment Line.....874-7694

 Water & Light Turn On & Off.....874-7380

 Sanitary Sewer Emergencies 24-Hours.....445-9426

Storm Water Emergencies 24-Hours.....445-9426

Power Emergencies 24-Hours.....875-2555

Water Emergencies 24-Hours.....875-2555

Volunteer Programs.....874-7499

Voter Registration (County).....886-4375

Water & Light.....874-7325



ADDRESSES

ACTIVITY & RECREATION CENTER (ARC)

1701 W. Ash

ALBERT - OAKLAND PARK

1900 Blue Ridge

ARMORY SPORTS CENTER

701 E. Ash

CITY HALL

701 E. Broadway

COSMO - BETHEL PARK

4500 Bethel Road

COSMO PARK

1615 Business Loop W.

DOUGLASS PARK

400 N. Providence Road

ECONOMIC DEVELOPMENT

500 E. Walnut, Suite 102

FIRE DEPARTMENT

201 Orr Street

GENTRY BUILDING (PARKS & RECREATION)

1 S. Seventh

GRINDSTONE NATURE AREA

2011 Business 63 S.

GRISSUM BUILDING

1313 Lakeview

HILLCREST COMMUNITY CENTER

1907 Hillcrest Drive

HOWARD MUNICIPAL BUILDING (HUMAN RESOURCES, MUNICIPAL COURT)

600 E. Broadway

L.A. NICKELL GOLF COURSE

1800 Parkside Drive

LAKE OF THE WOODS RECREATION AREA

6700 St. Charles Road

MKT TRAIL ACCESS POINTS

800 S. Stadium Boulevard, 2701 Forum Boulevard, 3662 Scott Boulevard and 501 S. Providence

MARTIN LUTHER KING JR. MEMORIAL AT BATTLE GARDEN

800 S. Stadium Boulevard

MOSS BUILDING

1905 Hillcrest Drive

MUNICIPAL POWER PLANT

1501 Business Loop 70 E.

NIFONG PARK

2900 Nifong Boulevard

PARKS MANAGEMENT CENTER

1507 Business Loop 70 W.

POLICE DEPARTMENT

600 E. Walnut

PUBLIC HEALTH & HUMAN SERVICES

1005 W. Worley Street (Sanford Kimpton Building)

REGIONAL ECONOMIC DEVELOPMENT INC. (REDI)

500 E. Walnut, Suite 102

REGIONAL WASTEWATER TREATMENT PLANT

4900 W. Gillespie Bridge Road

SANITARY LANDFILL & COMPOSTING FACILITY

5700 Peabody Road

STEPHENS LAKE PARK

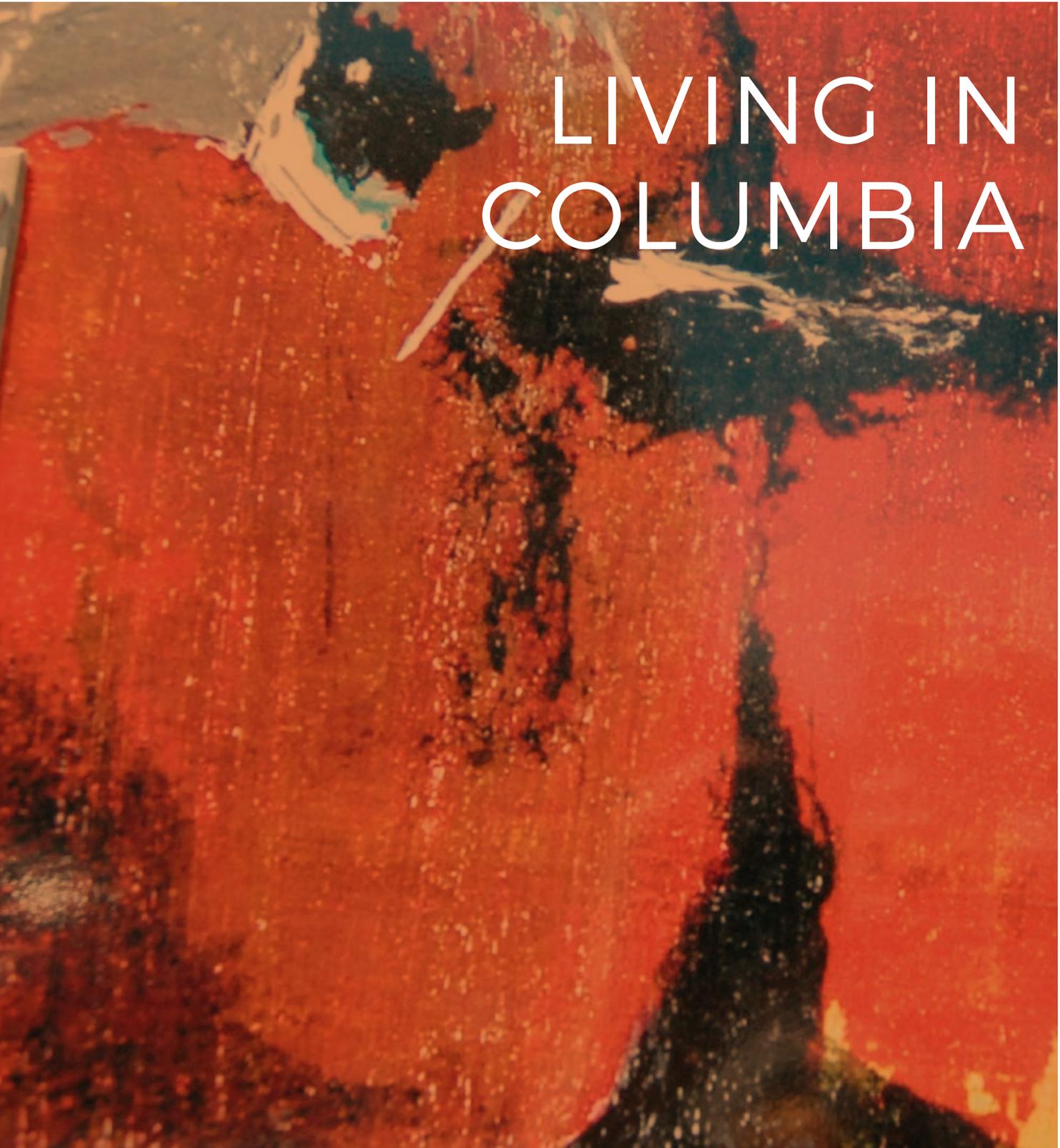
2001 E. Broadway

TWIN LAKES RECREATION AREA

2500 Chapel Hill Road

WALTON BUILDING (CONVENTION & VISITORS BUREAU & OFFICE OF CULTURAL AFFAIRS)

300 S. Providence Road



LIVING IN COLUMBIA

The Office of Cultural Affairs' Traffic Box Art program commissions local artists to address traffic signal boxes in the downtown area. In 2007, David Spear painted a pilot project (pictured) at Broadway and Ninth streets. Since then, seven other projects have been completed by mid-Missouri artists Dennis Murphy, Kate Gray, Stephanie Foley, Andrew Glenn, Ben Chlapek, Peggy Guest, and Lisa Bartlett. Nationwide, similar programs have helped reduce graffiti vandalism to public utilities while enhancing streetscapes.



The Bear Creek Trail, Hinkson Creek Trail and MKT Trail are the premier multi-use trails in Columbia. These 10-foot-wide trails with crushed limestone surfaces are good for walking, jogging and biking.

APARTMENT OR HOUSE RENTAL

Columbia Water & Light can help you find an energy-efficient rental or be more energy efficient once you move in. For a copy of the rental guide, visit GoColumbiaMo.com, call (573) 874-7325 or stop by City Hall, 701 E. Broadway. Complaints about rental property should be directed to the Office of Neighborhood Services at (573) 817-5050. All rental property within the city must be registered, inspected and licensed.

BICYCLES

Each bicycle within the city limits must be licensed so it can be traced and returned if lost or stolen. Free bicycle licensing is available at all Columbia fire stations from 8 a.m. to 5 p.m. daily. After you complete a brief form, a registration decal will be attached to your bike. Call (573) 874-7391 or visit GoColumbiaMo.com for fire station addresses.

BOARDS & COMMISSIONS

More than 40 boards and commissions, with close to 400 membership slots, advise the City Council on local issues. This volunteer service is high-level community engagement. For a list of boards and commissions, current members, current vacancies and membership requirements contact the City Clerk's Office at (573) 874-7208 or visit GoColumbiaMo.com.

BUILDING PERMITS

Building permits are required for all new structures, remodeling, plumbing and electrical work. Visit the Building and Site Development one-stop center at City Hall, 701 E. Broadway, call (573) 874-7474 or visit GoColumbiaMo.com.

BUS SERVICE

Call COMO Connect at (573) 874-2489 or stop by the historic Wabash Station at 126 N. Tenth St. for information on Columbia's public transit system. Bus service on fixed routes is available Monday through Saturday throughout the city. More information about schedules, special event routes and live bus maps can be found at www.COMOconnect.org. Bus maps and schedules can also be picked up at the Wabash Station. The free COMO Connect app offers live bus maps, real-time bus tracking and estimated arrival times for each bus stop. A bus ride is just \$1.50 (75 cents for individuals eligible for half-fares), or customers can purchase an All-Day Pass for just \$3 (\$1.50 for half-fare). Transfers are free. Customers 18 and under ride for free. A paratransit service is available for \$2 per ride to residents who meet eligibility requirements.



In fiscal year 2014, customers took over 1.7 million rides on the City's public transit system, COMO Connect.

Each year, the Animal Control Division of Public Health and Human Services provides a limited number of vouchers for free spaying and neutering of dogs and cats to those who meet income guidelines.

CHAMBER OF COMMERCE

The Columbia Chamber of Commerce is a member-supported organization of business, industrial and professional people who work to improve the local economy. Offices are located at 300 S. Providence Road. Call (573) 874-1132.

CONCEALED WEAPONS IN CITY BUILDINGS

No person who has been issued a concealed carry endorsement by the Missouri Department of Revenue director or who has been issued a valid permit or endorsement to carry concealed firearms issued by another state or political subdivision of another state, shall, by authority of that endorsement or permit, be allowed to carry a concealed firearm or openly carry a firearm readily capable of lethal use in any building or portion of a building owned, leased or controlled by the City.

CITY COUNCIL CHAMBER PRESENTATIONS

Audio-visual services are available for citizens who wish to project images from a computer to the audience in the City Council Chamber. For more information, contact the City Channel at (573) 874-7952 or visit GoColumbiaMo.com.

CITY COUNCIL REPRESENTATIVES

Contact the City Clerk's Office at (573) 874-7208 to find the ward in which you live and the name of your City Council Representative.

CULTURAL ATTRACTIONS

The Office of Cultural Affairs offers a variety of programs and services with the intent of enhancing and promoting cultural opportunities

in Columbia. In addition to helping fund local arts organizations, the office produces the weekly email newsletter Art News, coordinates a public art program and offers a free guide to area museums, galleries, performing arts and festivals. For more information or to subscribe to Art News, call (573) 874-6386 or visit GoColumbiaMo.com/Arts. The office is located at 300 S. Providence.

DRIVER'S LICENSE OR LICENSE PLATES

The State of Missouri handles driver and vehicle transactions through a private contractor at the Columbia License Office, 403 Vandiver Drive. Office hours generally are 8 a.m. through 5 p.m. Monday–Friday and 8 a.m. through noon on Saturday. For more information on office hours, license fees, items needed to document your identity and other required records, call (573) 474-4700 or start your search at dor.mo.gov.

ENERGY EFFICIENCY

Save money and be more comfortable with Columbia Water & Light's many energy efficiency programs.



The park at 800 W. Stadium Blvd. includes this Martin Luther King Jr. Memorial sculpture, the Battle Garden, a picnic shelter and access to the MKT Nature and Fitness Trail.

Home Programs

Rebates and low-interest loans are available for energy efficiency upgrades (air conditioners/heat pumps, insulation, air sealing, doors/windows and solar projects). Also available are free energy audits and a free shade tree through Tree Power.

Business Programs

Many of the services listed for residential customers are also available for businesses. In addition, there are rebates for lighting efficiency upgrades, free infrared inspections, ultrasonic leak detection and efficiency education programs.

GARAGE SALES

Residents are limited to two garage sales per year and one additional, if moving. Sale hours are limited to 7 a.m. through 8 p.m., and a sale may last no more than three days. Off-premises placement of signs, flyers, directions, etc. is prohibited. A garage sale may not be used to sell items purchased for resale.

HELMET ORDINANCE

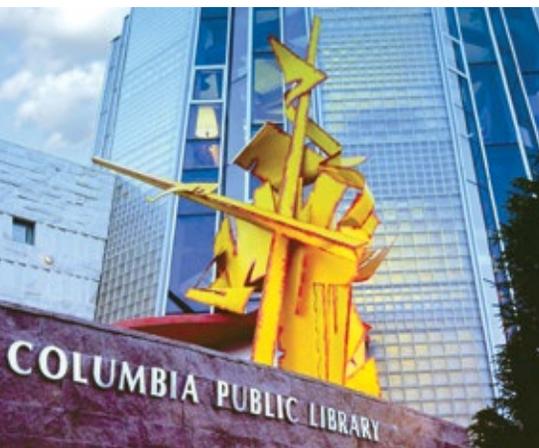
City ordinance requires bicyclists, skateboarders and other human-powered cycle riders 15 years or younger to wear a U.S. Consumer Products Safety Commission-approved bicycle helmet while riding inside the City limits.

LIBRARY

The Daniel Boone Regional Library serves the Columbia, Boone County and Callaway County library districts. It is primarily funded through property tax revenue. The Columbia Public Library, 100 W. Broadway, is the largest facility and serves as headquarters. Call (573) 443-3161 or (800) 324-4806 or visit dbrl.org.

OPEN CONTAINER ORDINANCE

Within the city limits it is unlawful to possess open containers of alcoholic beverages or to drink the beverages on any street, sidewalk or at any City parking facility.



The paired “Cypher” sculptures, each more than 30 feet tall and weighing more than 56,000 pounds combined, were installed in 2002 to mark the library entrance.

PETS

Lost/found

Call Animal Control, (573) 449-1888, or go to the Central Missouri Humane Society at 616 Big Bear Boulevard off Highway 763 in northern Columbia.

Control

Dogs within the Columbia City limits and in urban service areas of Boone County must remain on the owner’s property at all times unless such owner or possessor is engaged in hunting or training. No restraint is required if the animal will stay in its own yard by training or voice command. If in the city and the animal will not stay on your property, do not let it out unless under your control. Dogs must be on a leash when off the owner’s property.

Vaccination & Licensing

Columbia ordinance requires that cats and dogs over the age of three months must be licensed and vaccinated for rabies.

“Pooper Scooper” Ordinance

Dog walkers are responsible for removing their dog’s feces if it defecates on property other than their own. This includes public or private property where the animal does not reside. The owner is responsible for

cleaning up the mess and disposing of it in a sanitary manner.

POST OFFICE

The main facility is at 511 E. Walnut. Call (573) 876-7800 for more information, or start your search at usps.com.

REFUSE AND RECYCLING COLLECTION

To find out when your trash collection day is, visit the City’s website or call (573) 874-2489. City ordinances state that refuse cannot be placed at the curb earlier than 4 p.m. the day before your regular refuse collection. Residents with curbside refuse and recycling collection will receive vouchers in the U.S. Mail twice each year, roughly in January and July. In the January mailing, customers will receive one voucher for 25 black refuse bags and two vouchers for blue recycling bags. Each blue bag voucher may be redeemed for 18 bags. The second mailing will include one black bag voucher for 25 bags and one blue bag voucher for 18 bags. Vouchers may be redeemed at a number of local retailers. Additional black refuse bags may be purchased at those same retail outlets. Customers who need additional blue recycling bags should call WasteZero at (800) 866-3954 to request additional recycling bag vouchers at no additional charge. Items such as rubble, demolition debris, large automotive parts, hazardous materials, whole tires and felled trees cannot be collected with regular refuse. For disposal options, call (573) 874-2489. The Solid Waste Division offers many services.

Residential Collection

The Solid Waste Division offers residents weekly curbside collection of refuse, recycling and yard waste. Please secure all material in disposable bags or bundles not to exceed 50 pounds. Do not place trash in garbage cans. No cans (plastic or metal containers) will be emptied. Yard waste can be discarded in the same bags as refuse.

Appliance Collection

Call (573) 874-2489 and give the receptionist your address. You can place the appliance at the curb no earlier than 4 p.m. the day before your normal refuse collection day, and it will be collected with the rest of your refuse. Additional fees for white goods are \$12.62 for appliances without Freon or \$18.93 for appliances with Freon.

Household Hazardous Waste Collection

Columbia residents may take household hazardous waste products—batteries, motor oil, antifreeze, fluorescent bulbs, etc.—to the Household Hazardous Waste Collection Facility, 1313 Lakeview. No hazardous products will be collected curbside. The facility is open 8 a.m. to noon on the first and third Saturdays, April through November.



Public Works crews collected 10,671 tons of recycling in fiscal year 2014.

Mulch Sites

Columbia maintains yard waste drop-off sites at Capen Park Drive and Parkside Drive. They are open from dawn to dusk for residential yard waste only. No commercial yard waste is allowed. Drop off only leaves, grass clippings, brush or limbs up to 10 feet in length and 2 feet in diameter. Please remove bags or containers and ties. Call (573) 874-2489 for information about how to dispose of tree trunks and root balls.

Blue Bag Recycling

If you live in Columbia, you can recycle at the curb on your regular weekly trash day. Residential customers receive a voucher in the mail for blue bags two times per year, which can be redeemed at local retail stores (see the City's website for a complete list). Additional vouchers for blue recycling bags may be requested by calling Waste Zero at (800) 866-3954. There is no charge to request additional vouchers for blue recycling bags. The blue bag is for containers, e.g., aluminum cans, steel beverage and food cans, clear/brown/green glass bottles and jars, No.1 through No. 7 plastic jugs and rigid containers only.



The Public Works Solid Waste Division collected 89,948 tons of trash/refuse last year.

Styrofoam and polystyrene material are not accepted in the recycling stream and should be placed with your refuse. Fiber materials may be placed in a paper sack or cardboard box. Examples of fiber materials are newspapers, glossy inserts, corrugated cardboard, box board/chipboard (cereal and food boxes), paper grocery store bags, magazines, catalogs and phone books. Recycling drop-off locations include:

- Columbia Regional Airport, west side of Airport Drive, south of the overflow parking lot.
- Downtown, south side of Tenth & Cherry parking garage.
- Downtown, west side of Fifth and Cherry parking garage.
- Downtown, Wabash Station, 126 N. Tenth Street.
- Home Depot, 3215 Clark Lane.
- Moser's Foods, 705 W. Business Loop 70.
- Moser's Foods, 900 N. Keene Street.
- State Farm Parkway at the Nifong Connector.
- Behind Shurz Hall, University of Missouri, off Ashland Road.
- Dulany Hall, 600 N. Eighth Street.
- South end of Pannell Street, Columbia College Campus by the Wightman Building.

These containers accept the same recyclable items that may be placed curbside. Plastic bags should not be deposited in the drop-off containers.

Sanitary Landfill/Composting Facility

Residents may bring refuse to the City landfill, 5700 Peabody Road, 7 a.m.-4 p.m. Monday-Friday, 8 a.m.-2 p.m. Saturdays. Sanitary landfill disposal rates are \$41 per ton with a minimum charge of \$20 for refuse disposal. The landfill accepts white goods for \$12.62 without Freon or \$18.93 with Freon. The compost facility accepts commercial and residential yard waste for processing and composting. There is no chipping fee for material brought to the compost facility by citizens and commercial haulers.



Hitt Street & Broadway art by Dennis Murphy

Service For Disabled Persons

Physically-challenged customers may arrange for special weekly collection at no additional charge. This service does not require physically-challenged customers to place refuse or recycling curbside. Solid Waste will work with each customer to arrange a location near the house for collection. Customers who require this service must submit a letter from a physician explaining the circumstance. Submit the letter to:

Columbia Solid Waste
c/o Director of Collections
1313 Lakeview Avenue
Columbia, MO 65201
Call (573) 874-2489 with questions.

Holidays & Collection Time

The City observes New Year's Day, Martin Luther King Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas. Refuse collection is delayed one day the remainder of the week after the holiday.

All waste must be curbside by 7 a.m. the day of collection but no earlier than 4 p.m. the day before collection.

SCHOOLS, COLLEGES AND UNIVERSITIES

The Columbia Public School District covers about 300 square miles serving children, youth and adult learners. For more information, visit the school district office at 1818 W. Worley, call (573) 214-3400 or visit cpsk12.org. Columbia also is home to private and independent schools and at least ten higher education campuses and programs ranging from special certification programs to Missouri's flagship state university.

SMOKING AND TOBACCO

Neither smoking nor the use of vapor products is allowed in public buildings, commercial establishments (including restaurants and bars), public transportation, workplaces and other places used by or open to the public or within 20 feet of an entrance. This includes cigarettes, cigars, pipes and other tobacco and vapor products. The sale of tobacco products, including e-cigarettes, is limited to those aged 21 and older.

MUNICIPAL ORDINANCE VIOLATION TICKETS

Most traffic violations can be paid without an appearance in court. You may come to the Municipal Court administrative office, 600 E. Broadway, on or before your court date and pay the ticket there, or pay online at trafficpayment.com. Failure to pay the ticket by the court date or failure to appear in court may result in a warrant for your arrest. Call (573) 874-7605 or visit the Municipal Court page on GoColumbiaMo.com



The Howard Municipal Building features a unique cultural resource, a series of 12 murals adorning the walls of the courtroom. Painted between 1934 and 1938 by University of Missouri art professor Kenneth Hudson, the murals depict the history and development of the City of Columbia.

for more information or to determine if your ticket is payable without a court appearance.

PARKING TICKETS

Parking tickets received from a police officer, City employee or parking enforcement agent can be paid at the Municipal Court administrative offices, 600 E. Broadway, at a parking ticket collection box or online at trafficpayment.com or remit-online.com. The fine for some types of parking violations increases if the ticket is not paid within 15 days of being issued. If you have four or more outstanding parking tickets against a motor vehicle which remain unpaid for more than 15 days from issuance of the violation, your motor vehicle may be impounded or immobilized by mechanical boot.

UTILITY AND TELECOMMUNICATIONS SERVICES

The City provides electric, water, sewer, stormwater and trash service for most residents and includes all

services in the same utility bill. Services may be started, transferred, managed and disconnected at GoColumbiaMo.com, by calling (573) 874-7380 or by visiting City Hall at 701 E. Broadway. Bills may be paid by using the drop box behind City Hall, through automatic deduction from a checking account or by using the automated phone system at (573) 874-7694.

Columbia area natural gas service is provided by Ameren.UE. To set up service, call (800) 552-7583.

CenturyLink is Columbia's primary provider of landline telephone service.

To arrange for installation, visit their offices at 625 Cherry Street, call (573) 886-3336 or visit centurylink.com. Many other providers offer a variety of telecommunications services to residential and business customers.

VOTER REGISTRATION AND PERSONAL PROPERTY TAX PAYMENT

Residents of Columbia and Boone County may register to vote at the Boone County Government Center, 801 E. Walnut, in downtown Columbia, across from the County Courthouse. Questions may be directed to (573) 886-4375. The County Collector's Office, in the same building, accepts property tax payments. Call (573) 886-4285 for information.



BUSINESS SERVICES



Building & Site Development permit center staff is available 8 a.m. to 5 p.m., Monday through Friday.

BUILDING PERMITS

Visit Building and Site Development, third floor of City Hall, 701 E. Broadway, or call (573) 874-7474. Building permits are required for all new structures, remodeling, demolition, mechanical, plumbing and electrical work.

BUSINESS LICENSES

To apply for a business license, liquor license, armed or unarmed guard license, taxi driver license, solicitors permit, temporary business license, temporary liquor license (caterers permit) or waste haulers license, contact the Business License Office on the fifth floor of City Hall, 701 E. Broadway. An application must be completed for all licenses.

Business license fees include a \$30 application fee, a criminal background check fee, and a license fee based on annual gross receipts.

\$0-\$25,000.....	\$15
\$25,000-\$100,000.....	\$25
over \$100,000.....	\$.25 per \$1,000

Food vendors must pay an additional health inspection fee, also based on gross receipts.

less than \$250,000.....	\$185
\$250,000-\$750,000.....	\$260
over \$750,000.....	\$480

Questions? Contact the Business License Office: (573) 874-7378.

FOOD ESTABLISHMENT REGULATIONS

Contact the Columbia/Boone County Department of Public Health and Human Services, 1005 W. Worley, or call (573) 874-7346. All employees working in an establishment that serves food must have a food handler permit that is obtained by attending a food handler class. For a schedule of classes, visit GoColumbiaMo.com. Classes are held at Public Health and Human Services, 1005 W. Worley. Food handler permits cost \$15. All persons who serve or sell alcohol in the City of Columbia must have a server certificate. To obtain a certificate, servers must complete an approved responsible beverage server training within 12 months of the application for the certificate. Server training can be completed free, online through SMART at smart.missouri.edu. Servers should bring proof of training completion and photo identification to Public Health and Human Services, 1005 W. Worley, to obtain a server certificate. The server certificate costs \$5; however, if it is obtained in conjunction with a food handler permit, there is no charge for the server certificate.

RELOCATING OR STARTING A BUSINESS

Regional Economic Development Inc. (REDI), 500 E. Walnut, Suite 102, provides community and demographic

information and additional contacts to assist with the specific needs of each business. Call (573) 442-8303.

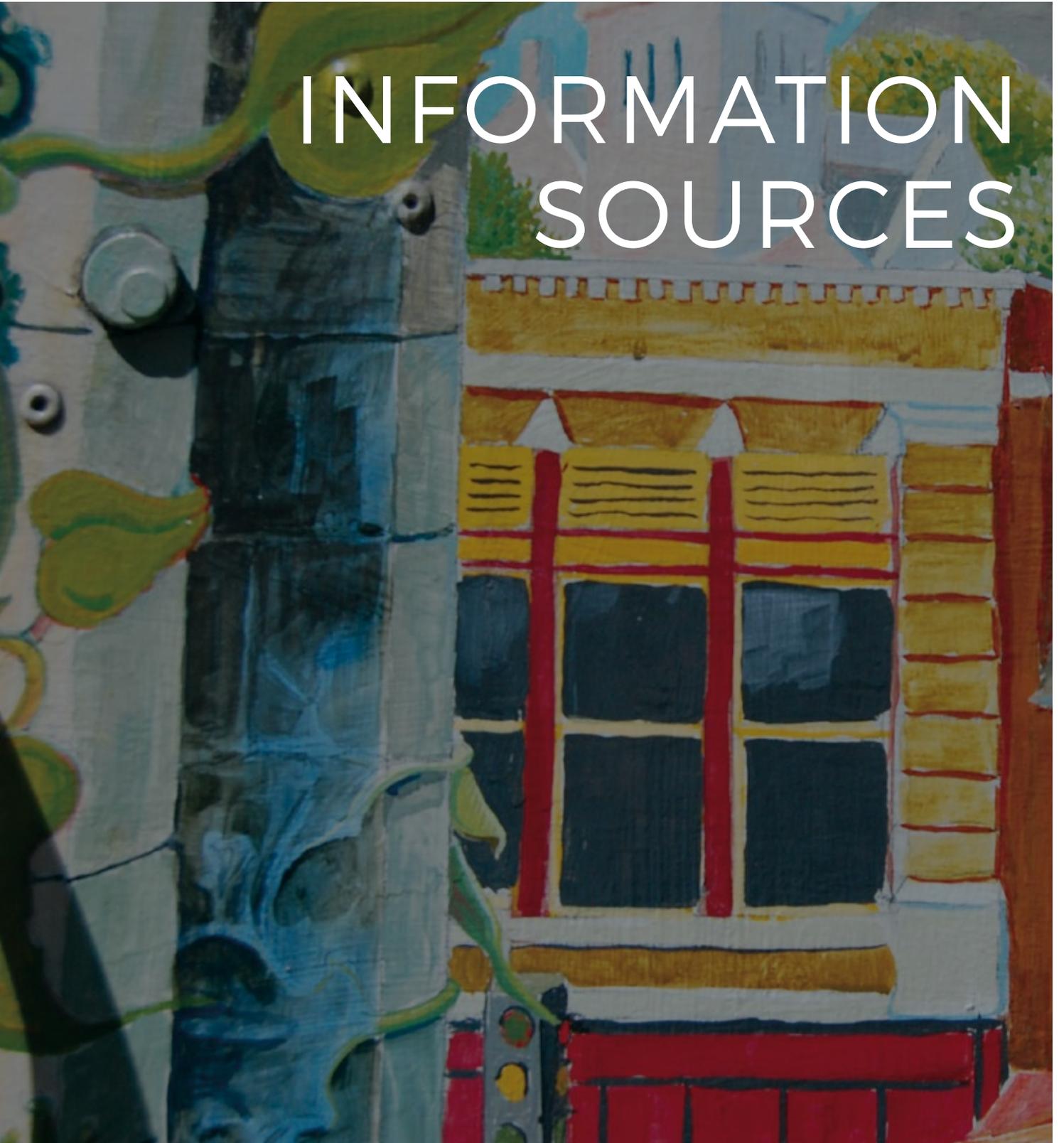
ZONING ORDINANCE

For zoning ordinance approvals (rezoning, variances, development plan approval) and zoning enforcement, visit the Community Development Department, 701 E. Broadway, call (573) 874-7239 or email planning@gocolumbiamo.com.



In May 2015, Columbia celebrated the memory of Sharp End, a former black business district disrupted by 1960s urban renewal.

INFORMATION SOURCES



The City of Columbia’s website had 1,584,412 visitors last year.

CITY CHANNEL

Broadcasting on Mediacom 80, Charter Communications 992, and CenturyLink 96, City Channel is the the award-winning government access channel for Columbia, Missouri. Programming for the City Channel supports citywide communication efforts by the City Manager’s Office and all City departments. City Channel broadcasts live City Council, Planning and Zoning and Board of Adjustment meetings; public forums, live press conferences and timely news bulletins; and short-form videos highlighting a wide array of City services. In addition to cable channel broadcast, City Channel content is shared through social media and can be viewed online at www.GoColumbiaMo.com/TCC.

CITY MEETINGS

Attend public meetings and get information first-hand from elected officials and appointed boards and commissions. Check on all meetings and events by clicking on “Meetings” at GoColumbiaMo.com.

CITY SOURCE NEWSLETTER

City Source is a monthly publication distributed with City utility bills.

Read the latest on current City events, announcements, projects and energy tips important to the whole community. View issues online at GoColumbiaMo.com.

FEEDBACK FORM

If you have a question, concern or want to provide feedback about City services, use the online form at GoColumbiaMo.com and enter “feedback” in the search box.

SPEAKERS BUREAU & TOURS

The City’s speakers bureau provides organizations, groups and classes with speakers, presentations and tours about the City of Columbia. For more information on topics or to request a presentation, visit GoColumbiaMo.com or call (573) 874-7111.

WEBSITE

GoColumbiaMo.com is designed to provide the maximum possible services online for customer convenience and increased efficiency. The website is organized to make it easy for visitors, residents and businesses to find information.

Visitors can plan a trip; locate shopping centers, businesses and parking; schedule golf tee times; see bus schedules; view park and recreation information; and find things to do.

Businesses can schedule building inspections; identify bid opportunities; renew business licenses; view zoning and parcel maps; learn about food handler training; and find out how to start a business.

Residents can sign up for utilities; pay bills and traffic tickets; search and apply for City jobs; report problems; register for activities; learn about volunteer opportunities; read crime prevention and other public safety tips; and view sports league and park information, real-time 911 police and fire dispatch information, crime statistics, and service area and parcel maps.

Those interested in City government can locate their Council representative; view ward maps; browse meeting agendas and minutes; watch live meetings; read the code of ordinances; and volunteer to serve on a board or commission.

Social media, City Channel broadcasts, RSS feeds, email and text message notifications help residents stay connected. Visit GoColumbiaMo.com and search for social networking.



Citizens can subscribe to the City Channel YouTube channel youtube.com/columbiacitychannel or like us on facebook.com/CityChannelColumbiaMo.

An abstract painting with a complex composition of overlapping shapes and colors. The palette is dominated by deep reds, earthy oranges, and muted greens, set against a dark, almost black background. The brushstrokes are visible, creating a sense of movement and depth. The overall effect is one of dynamic energy and layered textures.

HOUSING & NEIGHBORHOODS

The City has developed several housing and neighborhood programs to promote neighborhood revitalization. Persons qualifying for these programs must meet the Department of Housing and Urban Development (HUD) minimum income limits. These programs are primarily funded with Community Development Block Grant and HOME funds.



For more information about the Office of Neighborhood Services, call (573) 817-5050 or email neighborhood@GoColumbiaMo.com.

CODE ENFORCEMENT

It is important to have residential areas that are maintained and free of nuisances. Code enforcement ensures protection of property values for Columbia residents. The Office of Neighborhood Services (ONS) enforces the International Property Maintenance Code on residential structures, handles unlicensed cars on private property and health nuisances in some areas of the city. If there is a property in your neighborhood that concerns you, notify ONS so staff can investigate.

DILAPIDATED BUILDING REMOVAL (DEMOLITION) PROGRAM

This program is available to owners of dilapidated houses in the Neighborhood Response Team area,

where the house is determined to be beyond repair and can be demolished at a reasonable cost. The City can provide funding, in the form of a forgivable loan to the property owner, for demolishing an existing house and replacing it with new housing.

GRAFFITI

The City is dedicated to removing graffiti from public facilities in a timely manner. If you would like to report graffiti, please email neighborhood@GoColumbiaMo.com or call (573) 817-5050. If the graffiti is on a private residence or business, please leave the address, as well as the part of the property where it is located. If the graffiti is in the public right of way, such as a light post or traffic sign, please leave as much information as possible to assist the City in locating it—this includes the side of the street, nearby intersections, etc. You may also leave contact information if you would like City staff to make a personal contact.

HOMEOWNERSHIP ASSISTANCE PROGRAM

Up to \$7,500 or 7.5% of the purchase price, whichever is less, can be provided in the form of a ten-year forgivable loan to assist potential first-time home buyers in purchasing an existing home. Funds are provided to pay for closing costs—prepaid costs, such as taxes and insurance, are not eligible—or to reduce the principal amount of the loan. Houses purchased may be located anywhere in the City,

The Neighborhood Leadership Program is a four-session series on topics related to expanding knowledge of Columbia city government and increasing personal leadership skills to help strengthen the city's neighborhoods.

and buyers must provide a minimum of \$500 in cash toward the purchase.

COMMUNITY HOUSING DEVELOPMENT ORGANIZATIONS

HOME funding is provided by the City to housing development organizations that provide affordable housing for newly constructed, owner-occupied homes. Organizations that may have homes available include Show-Me Central Habitat for Humanity, Job Point, and Central Missouri Community Action.

MINOR HOME REPAIR PROGRAM

This program promotes neighborhood stability by providing zero interest loans to low- to moderate-income home owners for repairs. Repairs include roof replacement, HVAC repair or replacement, lead hazard reduction, electrical and plumbing repairs, accessibility improvements and energy efficiency improvements. Maximum assistance is \$10,000, and the first \$1,000 is provided as a grant. Lower income households and elderly or disabled households may



Last year, 21 residents received \$423,000 in home repair assistance, and Community Development performed 13 energy audits through the Housing Rehabilitation Program.

be provided a deferred loan, while other households may be required to make payments on a portion of the loan at \$25 per month.

NEIGHBORHOOD LEADERSHIP PROGRAM

The Neighborhood Leadership Program is designed to help those who serve, or are interested in serving, in a leadership role in their neighborhood with more information about local government and opportunities to sharpen their leadership skills. This multi-session program includes presentations on navigating local government, the City's planning and zoning process and ideas for grass roots neighborhood efforts.

NEIGHBORHOOD ORGANIZATION PROGRAM

The City and neighborhood residents jointly participate in



The Neighborhood Response Team works with neighborhood associations on projects like neighborhood cleanup.

the Neighborhood Organization Program. This program recognizes and fosters groups formed in pursuit of neighborhood interests. Its goal is to ensure neighborhood stability through information sharing and public participation in the municipal decision making process.

NEIGHBORHOOD RESPONSE TEAM (NRT)

Staff in the Office of Neighborhood Services conducts proactive patrols reviewing code violations in many central Columbia neighborhoods. If a property is found with conditions that do not meet City property maintenance codes, the owner is asked to take corrective action. Only things that can be observed from the street, such as roof deterioration, peeling paint, debris in yard, etc., are noted. The City has several programs to assist eligible homeowners in financial need to bring their properties back into code, including housing rehabilitation and minor home repair.

OCCUPANCY DISCLOSURE REQUIREMENT

In January 2013, the Columbia City Council passed an occupancy disclosure ordinance that requires:

- Real estate agents, real estate brokers and property managers

to provide the buyer or lessee of residential property information on the zoning district of the property and the occupancy limits found in Chapter 29 of City code.

- Anyone leasing or subleasing rental property to provide the tenant with the zoning district of the property and the occupancy limits. This information can be shared through the written lease or by using a zoning occupancy disclosure form provided by the City.

The lease or occupancy disclosure form must be provided to a City inspector or police officer upon an investigation of a code violation. New and renewal leases written starting Feb. 1, 2013, should comply with this ordinance.

OWNER-OCCUPIED HOUSING REHABILITATION PROGRAM

This program provides up to a \$35,000 loan for persons who own and live in their home. All homes must be brought up to the City's property maintenance and rehabilitation codes.

RENTAL COMPLIANCE

The City has a rental conservation law requiring all rental property to have a current certificate of compliance. Owners of rental property must apply for a certificate, pay the property fee, have their HVAC system inspected (if a gas system is used) and be inspected by a City building inspector. Inspectors review the property to ensure it is in compliance with the International Property Maintenance Code.

Tenants are encouraged to make sure the property they are renting is in compliance with City ordinances by asking their landlord to see a current certificate or by contacting the Office of Neighborhood Services to verify compliance.



Sixth and Walnut art by Andrew Glenn



PARKS & RECREATION

Daily, multiple-visit and annual passes are available for ARC admission. Everyone is eligible for membership, including those residing outside of the Columbia city limits.



ACTIVITY & RECREATION CENTER (ARC)

1701 W. Ash Street

This indoor facility features an aquatic center with zero-depth entry, triple loop slide, lazy river, hydro-therapy pool and lap swimming lanes, a multipurpose gymnasium, reservable meeting rooms, an indoor walking/jogging track, strength and cardiovascular conditioning areas, a youth training room and a child care area. Some fitness and exercise classes require an additional fee. A financial assistance program is available for youth and adults who meet income guidelines.

ARMORY SPORTS CENTER

701 E. Ash

This facility is used for basketball, volleyball, after-school programs and classes and the C.A.R.E. (Career Awareness Related Experience) youth employment program.

COSMOPOLITAN RECREATION AREA

1615 Business Loop 70 W.

Also known as Cosmo Park, this 533-acre regional park provides recreational opportunities for mid-Missouri. The Rainbow Softball Center, with six color-coded and lighted fields, is one of the most popular locations in the parks system. Antimi Sports Complex serves area youth, and the skate park is one of the best in the nation. The newly renovated Steinberg Playground features many play structures, slides

and beautiful landscaping. Soccer and football/lacrosse fields, tennis and sand volleyball courts, as well as horseshoe pits, are located in the park.

Park highlights:

- Seven reservable shelters
- 14 softball/baseball fields
- Six football/lacrosse fields
- 19 soccer fields
- Eight tennis courts
- Three playgrounds
- One hard surface trail
- Seven volleyball courts

Featured facilities:

- **Rainbow Softball Center**

1615 Business Loop 70 W.

Play ball on this six-field, color-coded facility day or night! Concessions with a covered deck and a playground for the kids add to this quality ball park.

- **Skate Park**

1615 Business Loop 70 W.

Columbia is home to a free facility for skateboarders and in-line skaters already recognized nationwide by the skating community. The park has an elaborate street course designed to entertain and challenge skaters, whether beginners or experienced. The roller hockey rink adjacent to the skateboard facility offers participants a chance to skate on a rink with a size and surface material specifically designed for the sport of roller hockey.

GOLF COURSES - MUNICIPAL

Lake of the Woods Golf Course

www.GoGolfLOW.com

6700 St. Charles Road, (573) 499-GOLF
18-hole golf course; riding carts; continuous cart paths; open year-round (weather permitting); irrigated from tee to green.

L.A. Nickell Golf Course

www.GoGolfLAN.com

1800 Parkside Drive, (573) 499-GOLF
18-hole golf course; riding carts; driving range, continuous cart paths; open year-round (weather permitting); irrigated from tee to green.



The 28,000-square foot skate park course at Cosmo Park was designed by park planning staff and skaters. The skaters who participated in the design process ranged in age from 12-24 years.



Stephens Lake Park trail users can walk around the lake or cut across the boardwalk through the middle of the lake. The boardwalk leads to a shelter on the middle of the island, a good place to eat lunch or read a book.

MARTIN LUTHER KING JR. MEMORIAL AT BATTLE GARDEN

800 S. Stadium Boulevard

Public art created by artist Barbara Grygutis is a significant part of this beautiful memorial garden, located near the MKT trail. It is a small amphitheater with eight triangular upright columns with the writings of Dr. King. The surrounding gardens are landscaped, with walkways, benches and a small shelter perfect for weddings.

STEPHENS LAKE PARK

2001 E. Broadway, (573) 874-7460
(near downtown)

- Eleven-acre lake with unguarded swimming beach, fountain, island, boardwalk and waterfalls
- .6-mile hard surface lake trail
- 1.7-mile hard surface perimeter trail
- Three reservable shelters
- Riechmann Pavilion, reservable indoor facility
- Open playfield, sled hill, three playgrounds, climbing boulder, three restrooms
- Fishing and non-motorized boating
- Sprayground - free water play feature
- Amphitheater

SWIMMING POOLS - CITY OPERATED

Albert-Oakland Family Aquatic Center

1900 Blue Ridge Road, (573) 474-5331
Outdoor facility; 50-meter lap lanes, two diving boards; concession stand; children's water play area with sprinklers and slide; shade umbrellas; large deck area with lounge chairs; double loop enclosed flume water slide.

Douglass Family Aquatic Center

400 N. Providence Road, (573) 442-5019
Outdoor facility; concession stand; loop slide; sprayground-water play feature; shaded shelter; water climbing wall.

Hickman Municipal Pool

1104 N. Providence Road, (573) 874-7476
Indoor facility with swim instruction.

Lake of the Woods Municipal Pool

6700 St. Charles Road, (573) 474-7878
Outdoor facility; concession stand; slides; country club setting; surrounded by golf course.

TWIN LAKES RECREATION AREA

2500 Chapel Hill Road, (573) 445-8839
Enjoy swimming, boating, fishing and walking on this 60-acre site. Little Mates' Cove is a water playground for children and is separate from the lake with filtered/chlorinated water. A 20-acre boating and fishing lake completes the aquatic facility. A large shelter is available for reservation, dog park also featured.



When Douglass Pool is open, use of the sprayground is included with admission. When the pool is closed, the sprayground is open to the public without charge.

TRAILS

Bear Creek Trail

Bear Creek Trail runs east/west across the northern part of Columbia, linking Albert-Oakland and Cosmopolitan parks. The 4.3-mile trail has a crushed limestone surface ideal for walking, jogging and biking. The section of the trail between Garth Avenue and Creasy Springs Road includes a 450-foot boardwalk built on the face of a steep hillside, a bridge over Bear Creek and a short loop trail which encircles a wetland area. Parking is available at the 2799 N. Garth Avenue and 3201 Creasy Springs Road accesses. Most of the trail is wheelchair accessible.

Hinkson Creek Trail

The City's section of the trail begins at Grindstone Nature Area, 2011 Old Highway 63 S., and connects to Capen Park and the Hinkson Creek Recreation Area on the University of Missouri Campus. The University of Missouri's 2.25-mile trail connects with the MKT Trail at its 2-mile marker. Parking is available at the Grindstone Nature Area and the MU Hinkson Creek Recreation Area. The trail is wheelchair accessible.

MKT Trail

Walk, jog or bike along this 4.7-mile trail beginning downtown at Fourth and Cherry streets at the beautiful Flat Branch Park, and travel southwest to Scott Boulevard and on to the statewide Katy Trail. The trail varies from an urban walkway to a densely-wooded passageway sheltering birds and other wildlife. Parking is available at Flat Branch Park and at the Stadium, Forum and Scott Boulevard accesses. The trail is wheelchair accessible.

The following lakes/ponds are available for fishing in Columbia's parks: Cosmo-Bethel, Twin Lakes, Lake of the Woods, Antimi, Stephens, Philips Lake, Nickell, Nifong and American Legion. Seven are stocked with fish by the Missouri Department of Conservation.

CITY DEPARTMENTS & OFFICES

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Foley



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CITY CLERK'S OFFICE

The city clerk is the secretary to the City Council and the legal custodian of the City's official records, including the Code of Ordinances, meeting minutes, resolutions, ordinances and documents filed by various departments. The city clerk serves at the pleasure of the Council. The official Council meeting minutes are filed in the City Clerk's Office, located in City Hall, 701 E. Broadway, 2nd floor, and can be viewed on the City's website at GoColumbiaMo.com.

CITY MANAGER'S OFFICE

The city manager is appointed by and serves at the discretion of the City Council. The city manager is responsible for the general administration of the City of Columbia, program coordination and development, preparation of City Council agendas, special staff reports, the annual budget and an annual statement of the City's programs and priorities. As chief administrative officer, the city manager is directly responsible to the City Council for all operations of the City, as well as implementation of policies and programs adopted by the City Council. The city manager appoints

all officers and employees of the City except the city clerk and municipal court judge.

COMMUNITY DEVELOPMENT

The Community Development Department was created in October 2011 by merging the Building and Site Development Division, Planning and Development Department and Office of Neighborhood Services. The department provides planning and zoning, building safety, code enforcement, contractor and rental licensing, neighborhood improvement, housing assistance and volunteer services. Divisions include: Building and Site Development, Office of Neighborhood Services and Planning and Zoning. Community Development also provides staff support to the Columbia Area Transportation Study Organization (CATSO), a metropolitan planning organization for long-range transportation planning for the Columbia area.

CONVENTION & VISITORS BUREAU

The Convention and Visitors Bureau (CVB) promotes the City of Columbia as a convention, leisure, tour and sports destination. The CVB's website,



The Convention and Visitors Bureau is the official destination marketing organization for Boone County. Its mission is to establish Columbia as a premier destination by promoting tourism, providing exceptional customer service and creating unforgettable experiences for Columbia visitors.

visitcolumbiamo.com, provides a calendar of events and information about hotels, restaurants and attractions.

OFFICE OF CULTURAL AFFAIRS

The mission of the Office of Cultural Affairs (OCA) is to create an environment where artists and cultural organizations thrive by advancing and supporting the arts for the benefit of the citizens of Columbia. Major programs and services of the OCA include a funding process that supports local arts organizations and Percent for Art,



Dancers from the Friends of China organization entertain the crowd at Parks and Recreation's Family Fun Fest "Around the World" event.



The Percent for Art Program, managed by the Office of Cultural Affairs, allows for 1 percent of the cost of new city construction or renovation projects to be used for site-specific public art. Pictured: paintings by Joel Sager, Columbia City Hall interior, fifth floor main elevator lobby.

an initiative that places site-specific public art in City buildings and facilities. The Commission on Cultural Affairs was established to assist the office in planning, promoting and encouraging programs that further public awareness of, accessibility to, participation in and support for artistic and cultural development of Columbia. The Commission is appointed by the City Council. A Council-appointed Standing Committee on Public Art assists the OCA in implementing the City's public art program.

direction and coordination of all financial services of the City involving financial planning, budgeting, treasury management, investments, purchasing, accounting, payroll, business licensing, insurance and utility billing.

FIRE DEPARTMENT

The Fire Department provides emergency medical care, assistance during fires, explosions, hazardous material incidents and other catastrophic occurrences. In addition, the department provides fire investigation, fire inspection and code enforcement services which affect the lives, property and general well-being of Columbia citizens.

The Fire Department has nine fire stations and employs 141 personnel. Three shifts, operating nine fire stations, provide Columbia with 24-hour fire and emergency protection and service year-round. The department also operates its own training academy.

The mission of the Columbia Fire Department is fire prevention through education. The Fire Department utilizes its Fire Safety Education Program to keep Columbia residents connected. Educational characters and public speakers are available to visit classrooms, businesses, clubs and organizations. Tours of the fire facilities are also provided by the department.

Because the fire service responds to many types of calls, the Columbia Fire Department is also a member of the Columbia SAFE KIDS Coalition, which educates parents and children about child passenger safety, water safety, fire and burn safety, unintentional poisonings, bike and pedestrian safety and unintentional firearms injury.

PUBLIC HEALTH & HUMAN SERVICES

The City is committed to providing public health services that prevent epidemics and the spread of disease, protect against environmental hazards, promote healthy behaviors, prevent injuries and illness, assure the quality and accessibility of health services, monitor the health of the population, provide social services and protect civil rights. The Columbia/Boone County Department of Public Health and Human Services is located in the Sanford-Kimpton Building at 1005 W. Worley in Columbia. For further information, call (573) 874-7355 or visit GoColumbiaMo.com.

Administration

Birth and death certificates; community education and outreach activities; domestic partnership registry.

- **Animal Control Unit**
Pet vaccination and licensing; control of loose animals; bite incident investigations; lost



The Columbia Fire Department responded to 11,495 calls in 2014 — more than one call every hour, every day.

FINANCE

The Finance Department is responsible for the administration,

pet location assistance; animal cruelty investigations; ordinance enforcement; spay/neuter assistance.

- **Community Health Promotion Unit**
Provides programs and education to promote healthy behaviors and prevent disease in areas such as obesity, physical activity, nutrition, adolescent health, HIV, STDs and health literacy.
- **Environmental Public Health Unit**
Food service/grocery store inspections; temporary food event inspections; public health nuisance investigations (defective sewers and standing water); public pool and spa inspections; childcare sanitation inspections; hotel/motel sanitation inspections; a comprehensive mosquito control program; food handler education; tattoo facility inspections; smoking ordinance



Residents do not need an appointment for routine vaccinations. Walk-ins are welcome 8 a.m.–4:30 p.m. Monday–Friday.

regulation; junk yard ordinance enforcement; recreational water sampling. On-site sewage ordinance enforcement and public health nuisance investigations (weeds, trash, unlicensed vehicles) for Boone County residents NOT inside the City of Columbia.

- **Epi, Planning & Evaluation Unit**
Public health emergency planning and response; Columbia/Boone County Medical Reserve Corps; assessment, planning and evaluation of department services, community coalition involvement; ongoing investigation and analysis of trends and causes of diseases; development of intervention strategies to improve community health.

Community Health Division

- **Communicable Disease Unit**
Prevention, education, reporting, and disease tracking of sexually transmitted diseases, tuberculosis, and other reportable communicable diseases and conditions.
- **Nursing Unit**
Adult and pediatric immunizations; family planning/women's health; STD/HIV counseling and testing; pregnancy testing/counseling; chronic disease screening, education and prevention; smoking cessation program; day care provider education.

- **WIC & Community Nutrition Unit**
Special supplemental nutrition program providing services to pregnant women, new mothers, infants, and children up to their 5th birthday. The program is based on nutritional risk and income eligibility. Participants receive health screenings, risk assessment, nutrition education and counseling, breastfeeding support and referrals to health care. Supplemental food is provided at no cost to participants.



The Animal Control shelter is located at 616 Big Bear Blvd.

- **Human Services Division**
Addresses the causes and conditions of poverty by purchasing, coordinating, and providing social services in the community.
- **Social Services Unit**
Pregnancy testing and counseling; pregnancy support services, Healthy Families home visiting program; utility assistance; dental pain relief program; medication and medical supplies assistance.

HUMAN RESOURCES

Human Resources' role is to help the City of Columbia provide the best possible service to all customers (both employees and citizens) through our people by recruiting, training and retaining a diverse, customer-oriented and high performing workforce. Core services include recruitment, training and development, compensation and classification, benefits administration, wellness, employee relations, compliance and customer service.



Seventh and Broadway art by Stephanie Foley

Information regarding City job vacancies can be obtained at www.gocomojobs.com. You may also obtain specific job opening information by watching the City Channel—Mediacom 80, Charter Communications 992, CenturyLink 96—or by calling (573) 874-7235 between 8 a.m. and 5 p.m. Monday through Friday.



Parks & Recreation offers a year-round sports program designed to provide positive, recreational opportunities for adults and youth.

INFORMATION TECHNOLOGIES

Information Technologies (IT) maintains a secure data processing and telecommunication environment for City departments. IT develops, implements, operates and maintains computer systems to improve the operational efficiency and effectiveness of user departments. In addition, the department provides assistance with computing devices, local area networks and telephones. IT also maintains the City's website.

LAW DEPARTMENT

The Law Department is charged with managing all litigation in which the City is a party, prosecuting municipal ordinance violations and advising the City Council, the City boards and commissions, the city manager and department directors on legal matters. The city counselor is the director of the department, which is composed of two divisions: the

Counselor Division (Civil) and the Prosecution Division.

The Counselor Division provides support for human rights and ADA activities.

- **Human Rights:** Receives and investigates complaints of illegal discrimination and conducts community education and outreach activities for the City designed to minimize or eliminate discriminatory practices made unlawful in Chapter 12 of the City Code with a focus on fair housing related activities.
- **ADA Coordinator:** Coordinates activities necessary to ensure compliance with the Americans with Disabilities Act of 1990 (ADA), Sections 503 and 504 of the Federal Rehabilitation Act of 1973, and other laws and regulations pertaining to persons with disabilities.

MUNICIPAL COURT

Municipal Court for the City of Columbia is a division of the Circuit Court of Boone County, 13th Judicial Circuit, and is located on the second floor of the Howard Municipal Building, 600 E. Broadway, on the corner of Sixth Street and Broadway. The phone number is (573) 874-7230. Cases in Municipal Court involve alleged violations of City ordinances.



Parks & Recreation hosts the Heritage Festival, an annual festival and craft show, in September at Nifong Park.—



Columbia Police teach a group of Cub Scouts evidence collection techniques. Tours of the department are scheduled through the Public Relations Unit.

Call or stop by the court for a brochure about the Municipal Court process. The brochure details the arraignment process, entering a plea (either guilty or not guilty), what to expect at the trial and the right of appeal.

PARKS & RECREATION

Parks and Recreation is committed to providing all citizens the opportunity to enjoy a wide range of leisure opportunities and services with the emphasis on high-quality facilities and programs, the preservation of open space and the establishment, implementation and maintenance of a comprehensive park and recreation system.

The Parks and Recreation Department oversees more than 3,000 acres of park land and maintains 83 parks and recreation facilities. A wide array of sports, recreation activities, lessons and special events are available for citizens of all ages and abilities. Examples of classes and programs offered include: swimming, golf, youth and adult sports leagues, preschool activities, trail rides, outdoor programs, senior programming and the 50+ Tours travel program, classes ranging from dance to tae kwon do. Specialized recreation programs include Special Olympics and adapted recreation.

The 73,000 square-foot Activity and Recreation Center (ARC), five aquatic facilities and two golf courses

are managed by the department. Open space, parks and trails provide opportunities to enjoy the natural beauty of Columbia.

The main Parks and Recreation phone number is (573) 874-7460. For up-to-the-minute information on cancellations, call (573) 874-7663. The Leisure Times program and activity guide, published in March, August and November, is available at the office (1 S. Seventh St.) or at GoColumbiaMo.com on the Parks and Recreation page. More information about all programs can be found there.



The Public Works Street Division maintains more than 500 miles of streets.

POLICE DEPARTMENT

The Police Department has an authorized force of 165 officers and additional community service aides, civilian support staff and volunteers. The City is divided geographically into three police sectors—North sector, Central sector and South sector. Patrol sergeants and officers are assigned to specific beats within their sector where they focus on building relationships with citizens and businesses in efforts to solve problems (“community policing”). A patrol lieutenant oversees and is responsible for each sector and the officers/sergeants assigned to it. Officers stay in touch with citizens in their areas and work with them to reduce crime and fear of crime, improve public safety, and educate

citizens about living safely. When concerns are communicated by citizens within a beat, officers develop Problem Oriented Policing (POP) projects as a response to the concerns and communicate the goals and outcomes of the projects to the residents.

The department is organized into three bureaus and administration. The largest, and the core of the department, is the Operations Bureau, which includes all patrol personnel, community service aides, a Neighborhood Services Officer and civilians who coordinate with the municipal court. The Operations Support Bureau includes the Criminal Investigations Division (CID), school resource officers (SRO), Traffic Unit, Street Crimes Unit (SCU), Vice/Narcotics/Organized Crime Unit (VNO), the Evidence Unit, Special Weapons and Tactics Team (SWAT), and a civilian crime analyst. The Administrative Support Bureau includes the Internal Affairs Division, Training and Recruitment Unit, the Quarter Master, Fleet and Building Services, and the Records Unit. Administration contains the office of the Chief of Police, Deputy Chief of Police, Armory, Public Relations Unit, Planning, Research and Accreditation Manager, and a budget and financial management specialist.

Officers may be involved in part-time specialties such as Police Training Program, SWAT, Crisis Negotiation Team, Crisis Intervention Team and Forensic Evidence Team. The department also manages active volunteer programs. Citizens may participate in Neighborhood Watch, the Police Explorers for young people and the Columbia Police Volunteer Program. For more information on volunteer opportunities, contact the Training and Recruiting Unit at (573) 817-5015 or the City’s Volunteer Programs at (573) 874-7499. A primary goal of the Police Department is to educate the community so that citizens are well-informed about police matters.



Ninth and Broadway art by Lisa Bartlett

The department regularly utilizes social media as a platform in communicating crime alerts and crime prevention tips to the community. They can be found on Facebook (/columbiamopolice), Twitter (@ColumbiaPD), and YouTube. Additionally, the department annually hosts a Youth Academy and an Open House where citizens can learn police operations. For more information regarding these services, contact the Public Relations Unit at (573) 817-5049 or (573) 874-7448.

PUBLIC COMMUNICATIONS

Public Communications connects the City of Columbia’s municipal government and citizens. The office coordinates several services, including the City Channel, City Source newsletter and social media, a customer contact center, an annual citizen satisfaction survey, tours and public records requests.

PUBLIC WORKS

Public Works operates and manages the divisions of Engineering, Streets, Traffic, Columbia Transit,



Water & Light crews are available around the clock to repair unexpected problems as quickly as possible.

Columbia Regional Airport, Sanitary Sewer Utility, Parking Utility, Solid Waste Utility, Storm Water Utility, Custodial, Building Maintenance Services, Fleet Operations and GetAbout Columbia. The department is also responsible for plans and specifications, contract management and inspection of all public improvements made by the City to ensure they are completed according to specifications on a timely basis and in the most cost-effective manner possible. Quality of life issues are a high priority for Public Works. The staff aggressively seeks to supplement limited local resources with grants that are appropriate to the department's mission and continues efforts to interactively communicate with the public.

REGIONAL ECONOMIC DEVELOPMENT INC.

REDI is a public/private partnership organized in 1988 to promote positive economic growth in Columbia and Boone County while maintaining our exceptional quality of life. REDI's purpose is to facilitate the creation and retention of quality, sustainable jobs in our community. The three program areas include: 1) marketing the community as a destination for primary businesses with an emphasis on life sciences and technology development by

providing workforce, site and building data to prospects; 2) working with existing employers on business retention and expansion issues, especially workforce development initiatives including labor availability analysis and the Certified Work Ready Community (CWRC) program; 3) supporting the entrepreneurial community through a variety of activities and business consulting programs, including the Downtown Incubator in partnership with the Small Business Technology Development Center (SBTDC) both of which are located on-site at the REDI offices.

OFFICE OF SUSTAINABILITY

The Office of Sustainability was implemented in 2010 to set forth a road map for sustainability in City operations and the community as a whole. The office is involved with internal sustainability practices, energy efficiency, transportation, sustainable sites, materials and resources, and education and outreach. It is our hope to educate, engage, and excite Columbia residents about sustainable practices so our city can be a great place to live for generations to come. For information on current initiatives like the CoMo Energy Challenge, the Mayor's Climate Protection Agreement Awards and recycling, visit GoColumbiaMo.com and search "Office of Sustainability."

WATER & LIGHT

Columbia Water & Light was formed by voter approval in 1904. Since that time, Water & Light has furnished Columbians with low-cost, reliable electricity and high quality water. Costs remain low because the utility is not a profit-making organization that has to pay dividends to the owners of the company. Water & Light is also committed to delivering high-quality service. Part of the money earned through the sale of water and electricity is reinvested into the utility's infrastructure. Although nature can cause problems with services, Water & Light tries to minimize risks.

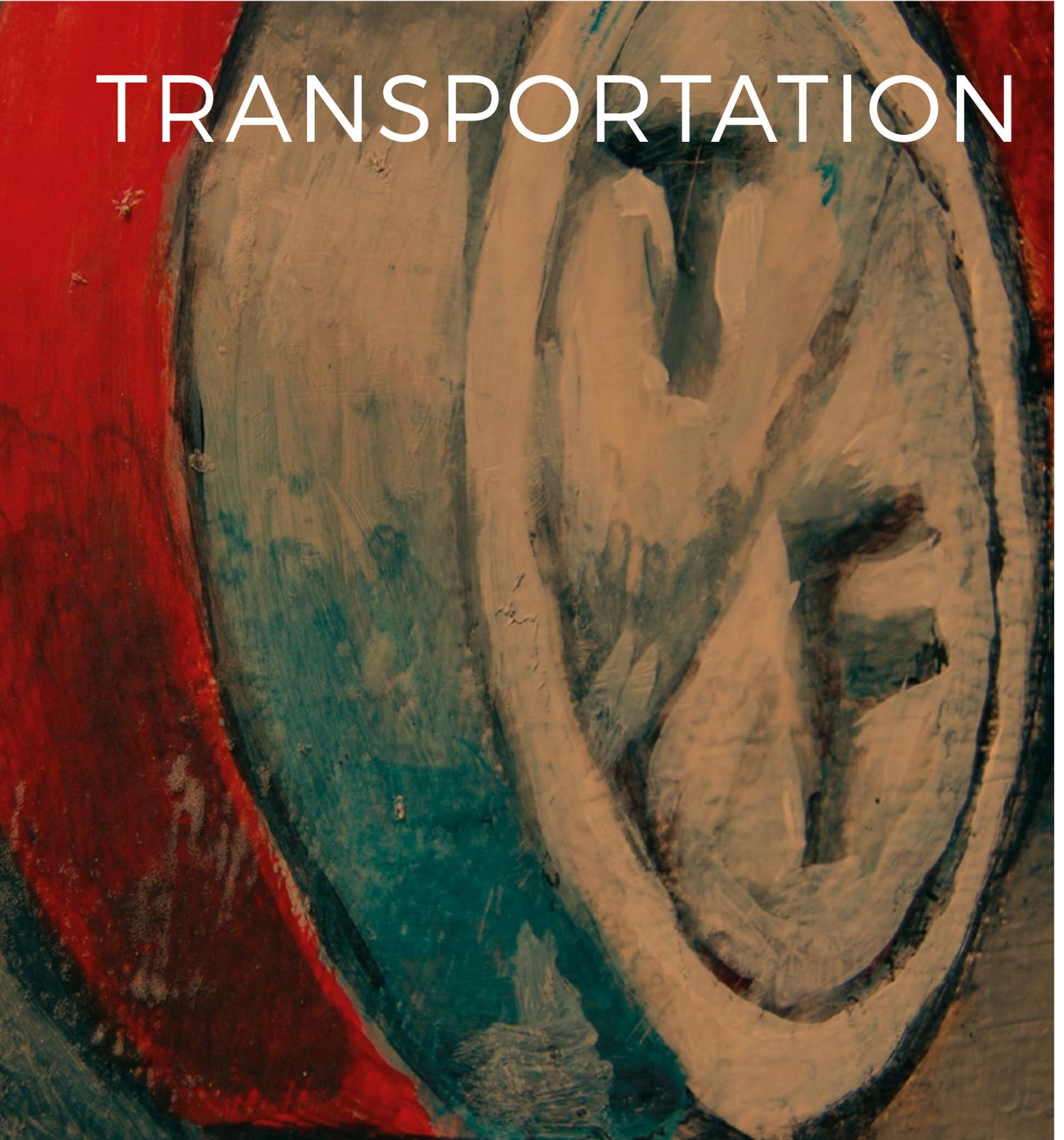
All decisions concerning Water & Light are made by the City Council. Recommendations are made to the Council by the Water & Light Advisory Board. The utility is run as a department of the City of Columbia. Contributions are made to city government in the form of a gross receipts tax, property tax and to the General Fund for City services.

As a municipal utility, Water & Light encourages the efficient use of water and electricity. Research shows that it is cheaper to "buy" efficiency from the customers through incentives than it is to produce or buy electricity from the grid. Columbia Water & Light has many programs for residential and business customers. To take advantage of these programs call (573) 874-7325 or log on to the City's website under the Water & Light link.



Honor Guard officers participated in the National Police Week in Washington D.C. The Honor Guard provides services for special events, promotions, retirements and funerals.

TRANSPORTATION





Travelers can catch direct flights to Chicago and Dallas from Columbia Regional Airport.

COLUMBIA REGIONAL AIRPORT

The airport is a full-service commercial and general aviation airport located 12 miles south of Interstate 70 off US Highway 63 on Route H. Services include commercial air service, car rentals, charters, flight instruction, aircraft sales and service and hangar/tie down facilities. For general information, call (573) 874-7508 or visit FlyCOU.com.

COLT RAILROAD

COLT (Columbia Terminal) is a short-line railroad owned by the City of Columbia and operated by Columbia Water & Light. The railroad provides service into Columbia from the main rail line in Centralia. COLT offers reliable, energy-efficient and cost-competitive transportation service to prime industrial locations in the mid-Missouri area.

There are transload services available for customers not directly on the rail line. COLT can unload all types of rail cars and store your shipment on site or use a local trucking company to bring it straight to your door. Shippers located in the COLT area work directly with the Norfolk Southern Railroad for car supply, tariffs, billing, collections and general marketing. If desired, COLT management will provide assistance in developing these competitive arrangements. Contact the COLT Railroad at (573) 874-7325.

COMO CONNECT

COMO Connect provides public transportation throughout the city, paratransit services for individuals with qualifying disabilities and service for the University of Missouri campus. The bus system is an essential service for the community, providing nearly 2 million rides last fiscal year. Buses operate Monday-Friday 6:25 a.m.-8 p.m., and Saturday 10 a.m.-8 p.m, with additional service to many special community events throughout the year. Buses do not operate on Sunday or City holidays. With increased demand for an efficient transit system, the City launched a new networked system of fixed routes in August 2014 to replace the old orbital pulse system and better serve the expanding community. The City's Transit Division is located at the historic Wabash Station at the corner of Tenth and Ash streets. Call (573) 874-7282 for more information.

PARATRANSIT

COMO Connect offers paratransit service for individuals with disabilities that prevent them from riding the fixed route buses. Customers of the paratransit system must fill out an application and be certified. Applications are available at Wabash Station, can be mailed upon telephone request or can be printed online at COMOconnect.org. Applications are also available for a personal care attendant. To request an application or additional information, call (573) 874-7290.

TRANSPORTATION PLANNING

The City of Columbia, the County of Boone and the Missouri Department of Transportation (MoDOT) are all members of the Columbia Area Transportation Study Organization, a metropolitan planning organization staffed by the City's Community Development Department. Members of CATSO's technical committee also represent key transportation stakeholders such as the University of Missouri, Columbia Public Schools and Columbia Transit. CATSO's Technical and Coordinating (policy board) committees meet quarterly to coordinate long-range transportation planning for the Columbia metro area. For more information, call 874-7239 or email planning@gocolumbiamo.com.



COMO Connect offers free individualized trip planning for customers. Call (573) 874-7282 or email COMOconnect@GoColumbiaMO.com for help planning the best routes and schedules for any trip on public transportation within Columbia.

SISTER CITIES

with love,

Kate Gray

Columbia enjoys sister city relationships with five cities: Kutaisi, Republic of Georgia; Suncheon City, Republic of Korea; Hakusan City, Japan; Sibiu, Romania; and Laoshan District, People's Republic of China. In 1996, the City Council passed a policy resolution that established guidelines for sister city relationships.

Sister city programs create friendships one city at a time. Columbians and sister city residents can learn about each other's culture, share knowledge and expertise, foster educational exchanges and explore economic development opportunities.



The City's Parks & Recreation Department developed the American Garden design for the 2013 Suncheon Bay International Garden Expo.

In the last several years, Columbia has received visitors from Kutaisi, Suncheon and Laoshan. Representatives from Columbia were guests of Suncheon in 2011. During that visit, Columbia's Parks and Recreation delivered the design for the American Garden that was featured at the 2013 Suncheon Bay International Garden Expo. In July 2013, Columbia's Missouri Contemporary Ballet traveled to Suncheon to perform at the Garden Expo.

A delegation from Hakusan, Japan, traveled to Columbia in fall 2013 in celebration of the 25th anniversary of the Columbia-Hakusan sister city relationship. The group visited the Cherry Grove at Cosmo Park, which was established through a donation from Matto/Hakusan City. New cherry trees were planted by Columbia high school students in May 2011, including a memorial tree for Mayor Mitsuo Kado, who had passed away unexpectedly a few months earlier. When they were in junior high, these students had joined Mayor Kado for a 20th anniversary dogwood planting ceremony at Hakusan City Hall. The students had fond memories of their trip to Japan and were honored

to help with this tribute to Mayor Kado and the sister city relationship between Columbia and Hakusan. To learn more about sister cities, visit the Sister Cities International website or call (573) 874-7316.

HAKUSAN CITY, JAPAN

Hakusan is a city located in Ishikawa, Japan. It was founded Feb. 1, 2005, from the merger of the City of Matto with seven towns and villages from Ishikawa District. Hakusan is also the name of one of Japan's three most sacred mountains (the other two being Mt. Fuji and Tateyama).

KUTAISI, REPUBLIC OF GEORGIA

Kutaisi was founded 3,500 years ago. Kutaisi is the Republic of Georgia's second largest city and the gateway to west and north Georgia. It is located on the junction of the main east-west highway on the road to Russia. According to Greek mythology, Kutaisi was the city where Jason stole the golden fleece.

LAOSHAN, PEOPLE'S REPUBLIC OF CHINA

Qingdao City is located in the southern part of Shandong Peninsula. It is a key economic center, open coastal city and tourism spot in China.

Laoshan District is located in the eastern part of Qingdao. Columbia Friends of China sponsored the sister city relationship with Laoshan and continues to support cultural exchanges between the two cities.

SIBIU, ROMANIA

Sibiu, also known as Hermannstadt, is located in the middle of the country, along the southwestern part of Transylvania. Sibiu's beginnings date back to 1192. The capital of Southern Transylvania, Sibiu was the most important of the seven cities established by German colonists. The first manuscript on rockets in the world was written by a Sibiu resident, Conrad Haas (published between 1529–1539).

SUNCHEON CITY, REPUBLIC OF KOREA

During the Samhan Dynasty, Suncheon City was known as the Territory of Mahan. On Jan. 1, 1995, it was reborn as "Suncheon City" after annexing Sungjukun. Today, Suncheon is a flourishing agricultural and industrial city with diverse landscapes in the surrounding countryside.

VOLUNTEERING

D. MURPHY
2009

Become a partner with Volunteer Columbia. Just about anyone can volunteer. Activities include graphic arts, patrolling trails and assisting with onetime special events. Regardless of your interests, or how much time you can give, the City's Volunteer Programs will work to find a place for you. Call (573) 874-7499 or email volunteer@GoColumbiaMo.com.



The City has more than 90 Adopt-A-Spot beautification beds in street rights of way cared for by adopters.

ADOPT-A-SPOT BEAUTIFICATION

Columbians can volunteer to adopt a landscape beautification area on right of way for a four-year period. Adopters are responsible for maintenance of a bed, including weeding, mulching and planting flowers and bulbs. The City will install an identification sign at the site recognizing the efforts of volunteers.

CLEANUP COLUMBIA

Held in April, Cleanup Columbia is the City's largest single-day volunteer



The Columbia Tourism Ambassadors is a certified group of engaged individuals committed to knowing tourism and our city and sharing their knowledge with visitors. The CTA program serves to inspire Columbia citizens to make every visitor experience a positive one. Certification allows ambassadors to volunteer in the visitors center in City Hall and assist the bureau with conventions and special events. For more information, go to VisitColumbiaMo.com and click on Columbia Tourism Ambassadors at the bottom of the page.

event. Over 1,000 volunteers participate by picking up litter all over town. Cleanup Columbia is a great way for groups of all sizes and people of all ages to pitch in and help keep Columbia looking good.

COLUMBIA AQUATIC RESTORATION PROJECT

Columbia Aquatic Restoration Project (C.A.R.P.) is a volunteer program designed to support the Columbia Parks & Recreation Department in implementing an aquatic plant and shoreline management plan. Participants learn about lake and pond ecology during three training classes offered in the spring. After the course, volunteers assist the City horticulturist with organized projects. C.A.R.P. projects are scheduled on Saturday mornings.

COLUMBIA HOSPITALITY CORPS

A friendly face and some knowledge about Columbia are all you need to become a volunteer with the Columbia Hospitality Corps. CHC is a program of the Columbia Convention & Visitors Bureau. Volunteers staff the visitors center in City Hall and assist the bureau with special events and conventions.

COMMUNITY EMERGENCY RESPONSE TEAMS

Community Emergency Response Teams (CERT) is a program offered by the Columbia Fire Department that trains citizens to respond to a disaster while assisting the department, as well as their families, neighbors and

co-workers. Volunteers are trained through a 20-hour course in basic disaster response skills, such as fire safety, light search and rescue, team organization and disaster medical operations. CERT volunteers assist the Fire Department at special events, including First Night and the Memorial Day Air Show.

MEDICAL RESERVE CORPS

The Columbia/Boone County Medical Reserve Corps (MRC) is a community-based program comprised of medical and non-medical personnel who donate their time and expertise to disaster response. Additionally, they help promote healthy living in the community throughout the year. Medical Reserve Corps volunteers supplement existing emergency and public health resources during times of need and receive training and support from the Columbia/Boone County Department of Public Health and Human Services. The Medical Reserve Corps has both medical and non-medical volunteer opportunities, and all members are asked to complete an orientation process. To find out more about the Medical Reserve Corps, contact the MRC coordinator at (573) 817-6401 or register online at showmeresponse.org.

PARK PATROL

Park Patrol volunteers help keep City parks and trails clean and safe. Park Patrol volunteers serve as additional "eyes and ears" on Columbia's



Columbia Crawdads Stream Team volunteers participate in a citywide monthly stream cleanup event the second Saturday of every month.

numerous trails. Volunteers monitor the parks and trails during daylight hours and serve as ambassadors for other trail users. Volunteers can patrol the trail while walking, jogging or riding a bicycle. Volunteers are identified by an official Park Patrol vest and may carry cellular phones.

PUBLIC SAFETY

The Columbia Police Department has numerous volunteer opportunities which include Neighborhood Watch, Columbia Police volunteers and the Cadet Program. Each opportunity allows Columbia residents to become additional eyes and ears for the department.

PUBLIC WORKS STORMWATER VOLUNTEER PROGRAM

Stream Team volunteers are needed each spring and fall to clean streams for approximately two hours. Supplies are provided. Volunteers are also needed to place decals on local storm drains as a reminder that whatever goes into a storm drain comes out in a stream. Supplies and directions are provided. Related informational door hangers are also available. To volunteer for either program, contact the storm water educator at (573) 874-7250.

SOLID WASTE VOLUNTEER PROGRAM

The Public Works Solid Waste Volunteer Program welcomes volunteers for the following activities: Adopt-A-Spot litter control, composting, Earth Day Festival, Household Hazardous Waste collection, mulch site aides, drop-off recycling area monitoring and vermi-composting. The hours are flexible and training is provided. To find out more, call the Public Works Volunteer Programs coordinator at (573) 874-6271.

SPECIAL EVENTS

The City of Columbia hosts several special events, including the Heritage Festival, Fourth of July Fire in the Sky, Family Fun Fests and the Egg Hunt Eggstravaganza. Volunteers assist with children's activities, survey participants and help with setup.

TREEKEEPERS

The TreeKeepers program begins with a training course that teaches volunteers tree identification, soil differences and proper tree maintenance. After training, volunteers help with City tree projects in parks and along streets and trails.



City staff organize volunteer activities throughout the summer and invite Youth In Action volunteers to help. Youth volunteers are supervised by Volunteer Programs staff.

YOUTH IN ACTION

When school is out, kids are often left with plenty of extra time. Local youth ages 12–15 can put that extra time to good use by participating in Youth In Action, a summer volunteer program sponsored by the City's Volunteer Programs. Kids can pick from a wide variety of structured and supervised activities with the City and community non-profit organizations.

TreeKeepers agree to donate at least 36 volunteer hours for City tree care projects. All projects are scheduled on Saturday mornings.



Tenth and Broadway art by Kate Gray

An aerial photograph of a city, likely San Francisco, showing a winding road and various urban structures. The image is heavily overlaid with a semi-transparent blue color, which serves as a background for the text. The text is positioned in the upper right quadrant of the image.

CITY WIDE PLANS

One of the most important functions of local government is allocating resources based upon citizen priorities and to plan for growth, development, infrastructure and transportation, public safety, health and human services, recreation, economic development and citizens' overall quality of life and well-being.

COMPREHENSIVE PLAN: COLUMBIA IMAGINED, THE PLAN FOR HOW WE LIVE AND GROW

Designed to express the community's vision for how the City of Columbia should develop, *Columbia Imagined: The Plan for How We Live and Grow*, was adopted by the City Council in October 2013 after nearly four years of work by the community, City staff, the Planning and Zoning Commission (PZC), the Comprehensive Plan Task Force, and University of Missouri consultants. The Plan provides livability, land use and policy guidance for residents, professional staff, and appointed and elected officials through the year 2030. It was developed through extensive, highly invested, diverse public input.

East Area Plan

The East Area Plan represents the culmination of collaborative efforts by both the City and County Planning and Zoning Commissions and study area stakeholders to arrive at a desired future development pattern for an area containing approximately 21 square miles (13,446 acres) in eastern Boone County. The Columbia City Council requested that this plan be prepared in response to several large annexation requests presented in late 2008 and the future construction of the Stadium Boulevard/740 extension. It was Council's belief that the timing was appropriate to commission a study for the area to assess what the public's desires were for its future development.

Northeast Area Plan

The Northeast Area Plan was jointly developed by the Columbia & Boone County Planning & Zoning Commissions. The plan brought together various stakeholders and the general public to create a sub-area plan for the land surrounding the Columbia Public Schools' newest high school site in Northeast Columbia. The purpose of the Northeast Area Plan is to portray how the planning area relates to its larger setting in terms of land use, public facilities, transportation, open spaces and natural environment, and infrastructure. As developments are designed, proposed and expand into the area, this plan is intended to offer predictable outcomes for both developers and residents alike.

Neighborhood Plans

An outgrowth of the comprehensive plan *Columbia Imagined*, neighborhood plans invite the diverse interests represented within a neighborhood to come together for the purpose of developing a shared vision. The City's neighborhood planning effort is designed to achieve two primary objectives to foster livable and sustainable neighborhoods: create a neighborhood land use plan that will be used to guide future development and redevelopment; and, identify public infrastructure needs, and create a list of priority projects for inclusion in the City's Capital Improvement Program.

Bonne Femme Watershed Plan

The project's mission is to use watershed planning as a tool to prevent further water quality degradation and improve or maintain the long-term quality of resources in the Bonne Femme watershed.

2040 LONG-RANGE TRANSPORTATION PLAN

For more than two decades, CATSO has maintained the Long-Range Transportation Plan (LRTP) for the Columbia Metropolitan Area. The LRTP includes both long-range and short-range strategies and actions

that lead to the development of an integrated multimodal transportation system to facilitate the safe and efficient movement of people and goods by addressing current and future transportation demand. The plan uses population and employment projections, maps and lists of existing and recommended future facilities, and financial details for transportation improvements throughout the Columbia Metropolitan Area to present a fiscally-constrained portrait of transportation needs and priorities over the planning horizon.

Bicycle and Pedestrian Master Plan

The Bicycle and Pedestrian Network Plan is a comprehensive pedestrian/bicycle network for the entire Columbia Metro Area. The map identifies existing pedestrian and bicycle facilities and proposed new connections and extensions to provide additional connectivity within and into the network. Its implementation will ultimately create a comprehensive network for non-motorized travel. The pedestrian/bicycle network includes 133 miles of trails, 259 miles of pedways and 388 miles of on-street bicycle routes and lanes. The plan also indicates roadways which are key to enhanced movement and multimodal connectivity within the Metro Area.

Major Roadway Plan (MRP)

The Major Roadway Plan (MRP) is a major component of the LRTP as roads are the primary feature of the CATSO area transportation network. The MRP identifies the major roadways in the metro area and provides a functional designation based upon future needs and function; proposed new roads are also shown with a generalized alignment.

SIDEWALK MASTER PLAN

The City has maintained a Sidewalk Master Plan since 1976, with updates in 1981, 1996, 1997 and 2007. The intent of the Sidewalk Master Plan is to prioritize potential sidewalk projects where sidewalks do not exist. The Master Plan further assists the staff and City Council in identifying and applying for grant-eligible projects, and provides assistance in making capital budgeting decisions by identifying the most critical sidewalk improvements and construction locations throughout the City. The most recent version of the plan contains 42 projects and was approved by City Council on April 1, 2013.

PARKS, RECREATION AND OPEN SPACE MASTER PLAN

The 2013 Parks, Recreation and Open Space Master Plan serves as a guide for the development of parks and recreational facilities over the next ten years. After substantial public input, the 2013 plan was approved at the October 21, 2013, City Council Meeting. In summary, the primary purpose of the 2013 P&R Master Plan is to: guide both long-range and short-range park planning; provide equitable parks, trails and recreational facilities for all citizens; identify areas underserved by parks and trails; prioritize park, trail and recreational facility acquisition and development; schedule capital improvement projects based on priority and available funding; guide acquisition of parks and trails in new development areas in order to meet growth needs; guide opportunity

acquisitions and land donations; and achieve level of service standards and community vision goals.

CONSOLIDATED PLAN

The U.S. Department of Housing and Urban Development (HUD) defines the City of Columbia as an entitlement community due to its population and demographics. As an entitlement community, the City of Columbia receives an annual allocation of Community Development Block Grant (CDBG) and HOME program funding. The City of Columbia is required to submit a five-year Consolidated Plan identifying community needs and funding priorities, in order to receive annual funding. The City of Columbia also values the importance of strategic planning when implementing the use of public funds.

BOONE COUNTY HAZARD MITIGATION PLAN

The Boone County Hazard Mitigation Plan is a multi-jurisdictional plan which profiles ten natural hazards—dam failure, drought, earthquake, extreme heat, flood, land subsidence/sinkhole, levee failure, severe winter weather, tornado/thunderstorm, wildfire—which threaten lives and property in some, or all, of the participating jurisdictions. Each hazard has been evaluated with regard to its previous occurrence, probability and severity of future occurrence, existing mitigation strategies in place to deal with it, and its potential impact on each jurisdiction.

COORDINATED PUBLIC TRANSIT-HUMAN SERVICES PLAN

The Coordinated Public Transit-Human Services Transportation Plan documents the existing resources and current needs for the provision of transit services within the Columbia Metropolitan Area. The plan describes the existing conditions in the Columbia Metro Area related to transportation services and discusses coordination of service as well as alternatives for meeting needs in the future. The plan also identifies the barriers, both perceived and real, for successfully coordinating resources, and it identifies areas of overlap and gaps to be addressed.

SANITARY SEWER UTILITY MASTER PLAN

Long-range plan to identify treatment and collection facility needs and develop strategies for implementing facility improvements to accommodate future growth while maintaining system reliability and meeting regulatory requirements and optimizing costs.





To make a donation, call Columbia Trust, 817-5027. This number will cover Columbia Trust, New Century Fund, and Share the Light options.

DONATIONS

CASH & HELP

The CASH and HELP programs, administered by Columbia/Boone County Public Health and Human Services, aid Columbia's low-income residents. The CASH program, Citizens Assisting Seniors and the Handicapped, provides assistance to low-income senior citizens and persons with disabilities. HELP (Heat Energy and Light Program) provides assistance to low-income families with young children in the home. As the cost of energy increases and resources tighten, your continued support makes an important difference. You can make a tax-deductible donation through your monthly City utility bill. For more information, visit GoColumbiaMo.com.

COLUMBIA ARTS FUND

The Columbia Arts Fund is an arts endowment fund created by the City of Columbia to provide resources to individuals and organizations that foster practice, education, accessibility and appreciation of the arts for the benefit of the citizens of Columbia. The CAF is a component fund of the Community Foundation of Central Missouri. Contact the Office of Cultural Affairs at (573) 874-6386 or the Community Foundation of Central Missouri at (573) 871-5027 for more information.

COLUMBIA TRUST

The Columbia Trust is a charitable donation program sponsored by the City to elevate the quality of life in Columbia. The Columbia Trust aspires to nurture a community thriving in a climate of opportunity, where everyone can enjoy recreation, art, culture and personal growth. Donations can be designated for a specific purpose, such as park enhancement, recreation programming or public safety.

NEW CENTURY FUND

The New Century Fund (NCF) serves as a conduit for grants and gifts to support City initiatives. The fund is a 501c3 nonprofit organization led by a 10-member board appointed by the City Council. NCF often receives gifts and grants for which the City might not otherwise qualify and takes on special fundraising projects. The recent fundraising campaign for the Hindman Discovery Gardens was led by the fund. Visit NewCenturyFund.org.

SHARE THE LIGHT

Share the Light allows City utility customers to contribute to specific City projects through their monthly utility bill. Donations can be made to six areas: community art, community beautification, youth recreation scholarships, public health, fire protection and crime prevention. Donations to Share the Light enable projects that are above and beyond basic City services provided for through local taxes.

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