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April 2017



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WELCOMES
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DAILY SERVICE TO DENVER BEGINS: AUGUST 1ST

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Coming soon: Flights from Columbia to Denver on United Airlines

United Airlines announced on Feb. 27 they will begin daily flights to Denver's Stapleton International Airport on Aug. 1. Denver is one the top five connected hub airports in the United States allowing for easy connections between the western U.S. and many international destinations too. And of course there is plenty to do in Denver and the surrounding area.

In addition to Denver, United Airlines will also fly to Chicago O'Hare International Airport. Travelers can book flights now on the United Airlines website at United.com or download the United app available for both iOS and Android devices.

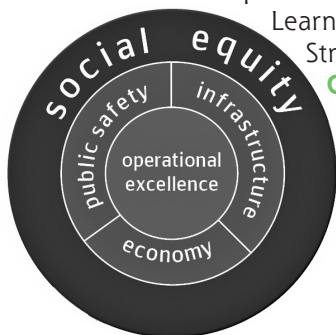
Learn more at FlyCOU.com.

Strategic Plan East Neighborhood meetings

As part of the 2016-2019 Strategic Plan, the City of Columbia will host several meetings in the East Neighborhood beginning in May. The meetings are open to all residents in the East Neighborhood. In addition, neighborhood specialists have begun conducting assessments in the area.

Information and data collected from these meetings and assessments will be analyzed to determine how to best address the neighborhood issues and results will be communicated to the neighborhoods and community. The 2016-2019 Strategic Plan is dedicated to making Columbia the best place for everyone to live, work, learn and play. The Strategic Plan is focused on five priority areas: social equity, economy, public safety, infrastructure and operational excellence.

Learn more about the 2016-2019 Strategic Plan by visiting CoMo.gov/Strategic-Plan.



Travel and Tourism Week 2017

National Travel and Tourism Week was established in 1983 to promote the impact of tourism and is typically celebrated in the first

week of May (this year it is May 7-13, 2017). In FY2016, Boone County's tourism-related expenditures totaled over \$412 million, and tourism-related employment was almost 12,000—so Travel and Tourism Week is definitely something to be celebrated.

This year's theme is "Faces of Travel," and the goal is to recognize the millions of people who keep the travel and tourism industry strong. This industry relies on human interaction – think about all the people you have interactions with while you travel: the flight attendant, your tour guide, the staff at your hotel's front desk, the receptionist at the local information center. We're celebrating each of them this year.

During Travel and Tourism Week, communities celebrate with rallies, special events, social media outreach, and other activities. For updates on Travel and Tourism Week events here in Columbia, follow the Convention and Visitors Bureau on Facebook (*Visit Columbia MO*) or Twitter (*@ColumbiaMOCVB*), and find more information at VisitColumbiaMO.com.



**FACES of
TRAVEL**
#nttw17

Street Talk: Stadium and Old 63 Intersection Improvement Project underway



Construction is underway on improving the intersection at Stadium Boulevard (State Route 740) and Old 63 Highway. This heavily-used intersection serves as a gateway for travelers to and from the University of Missouri, major hospitals and many businesses. The Stadium and Old 63 Intersection Improvement Project will increase the capacity of the intersection, add pedestrian and bicycle improvements related to Vision Zero goals, and enhance its appearance. Capacity improvements include dual left turn lanes for northbound to westbound traffic and a right turn lane for westbound to northbound traffic. The project also includes crosswalks, marked bike lanes and sidewalks that tie into the trail system. Beautification improvements will feature rain gardens, native grasses and trees/shrub plantings.

"The improvements should not only have the intersection looking nicer, but the intersection should function much better for pedestrian and vehicle traffic," said Engineering Supervisor Allison Anderson.

Construction, which began in March, is scheduled to be completed in fall 2017, weather permitting. The primary contractor is Apex, which was selected through the City's competitive bid process after an interested parties meeting on Feb. 17, 2015, and a public hearing on May 4, 2015.

The infrastructure investment is shared by the City of Columbia and the Missouri Department of Transportation, each providing one-half of the project investment revenue. The estimated investment is \$1,750,000 with the City's portion of the funding coming from 2005 Capital Improvement Sales Tax.

Updates on project progress will be available throughout the year at CoMo.gov/publicworks/stadium-old63. Drivers, nonmotorized transportation users and pedestrians are reminded to use caution in and around the work zone.

COMO Connect continues to add electric buses to its fleet

Continuous improvement through innovation is one of six core values the City is working towards. Aligning with these values, Columbia's transit system has set a goal to operate a 50 percent electric fleet in fixed route service by 2019. There are currently nine electric buses serving COMO Connect routes.

The Public Works Department's Multi-Modal Manager Drew Brooks said replacing the diesel buses provides operation and fuel cost savings and eliminates emissions, thereby helping to improve the local air quality.

Estimated savings of the all-electric additions is around 70 percent in maintenance costs and almost 50 percent in fuel. Riders and drivers also benefit from added safety features, like better acceleration and braking, as well as quieter operation and zero exhaust.

"These additional buses put Columbia in the forefront of cities seeking sustainable public transportation. We currently operate the largest electric fleet of any transit agency in the Midwest," Brooks said.

COMO Connect plans to have twelve electric buses by the end of 2017.

Code Corner: rental tenant complaints

Many Columbia residents are renters. Residents who have maintenance issues where they rent, are likely to have responsive management who are there to help correct the problem. If a landlord is not handling the issue, residents may file a complaint with the City's Office of Neighborhood Services (ONS). ONS will schedule an inspection to document the problem and communicate with the landlord giving a deadline for the correction. In 2016, ONS staff handled 139 tenant complaint cases. Neighborhood Services can be contacted at 573-817-5050 or neighborhood@CoMo.gov.



Find out what can be recycled in Columbia!



Download our new phone app:
COMO Recycle and Trash



Columbia Recycles

Our water: planning for the future

In 1904, Columbia Water & Light was formed to bring Columbians access to safe water, with reliable service, at a reasonable price. Over the past few years Columbia Water & Light has been planning for future development that could be presented to the voters as a bond issue in 2018. As part of this planning, Water & Light is conducting research regarding supply volume and water treatment options so as to improve service and stay current with upgraded technologies. To uphold Water & Light's original mission, today's staff members spend many hours planning for the long-term. Building infrastructure and meeting the standards of the federal Safe Drinking Water Act takes planning, research, and community involvement.

Two plans going forward will shape our water supply infrastructure improvements. First, the Water Resource Plan looks at the supply side: How much water will Columbia need? Are there any conservation methods we can implement to curb the millions of gallons of water supplied to the system? There will be public input opportunities as the Water Resource Plan is submitted to the Water & Light Advisory Board and the City Council.

Second, as it is being decided on how Columbia meets future water demand, the water treatment process will also be reviewed. A 2011 study is being updated on different treatment options. In order to promote community involvement, the Water & Light Advisory Board has suggested establishing a Drinking Water Planning Working Group. This group could provide input and develop recommendations through reviewing the current drinking water regulations (including what types of sanitation methods comply with regulations), understanding Columbia's current water supply conditions, and assessing the current state of utility and customer side water treatment technology and costs. Look for updates from Water & Light or contact us to get involved.

In order to maintain Water & Light's dedicated efforts to providing the best quality service at the lowest cost, large water utility projects are typically funded through a voter approved bond issue. With the voters' support, borrowing money is the least expensive financing option. The benefit of using this type of funding is that it allows for less dramatic rate increases to pay for the improvements in a short time frame. It also insures future users of the system will help pay for long-term projects that they will also benefit from.

Through planning, research, and community involvement, Water & Light has the potential to improve its water infrastructure to meet the demands and expectations of all Columbians. The City of Columbia urges water customers to be involved in this process as the community was back in 1904. We are fortunate to have a plentiful supply of water that meets or exceeds water quality standards, and we depend on customer input for greater success.

Stephens Lake Park awarded Level II accreditation as arboretum



Columbia Parks and Recreation's Stephens Lake Park has been awarded a Level II accreditation by the ArbNet Arboretum Accreditation Program and the Morton Arboretum.

This accreditation was earned for achieving high standards of professional practices deemed important for arboreta and botanic gardens, including: planning, governance, public access, programming and tree science and conservation.

Stephens Lake Park houses numerous plantings, such as the red bud, oak, conifer and nut tree collections, as well as two waterfall gardens and three rain gardens. The park's Children's Grove features ornamental trees such as magnolias and crabapples. The Darwin and Axie Hindman Discovery Garden features native and ornamental plantings in four themed areas.

Parks and Recreation staff is developing an overall plan for the park for future plantings, such as a native Missouri tree and shrub collection, among many others.

For more information, call Columbia Parks and Recreation at 573-874-7460.

Adopt-A-Spot volunteer opportunities

The City of Columbia is fortunate to have hundreds of volunteers who help maintain the right of way and public areas through Adopt-A-Spot programs. The City has three programs:

- **Adopt-A-Spot Litter Control** allows volunteers to pick up trash on City streets.
- **Adopt-A-Spot Beautification** connects volunteers to landscaping projects in the right of way, including medians and roundabouts.
- The newest program is **Adopt-A-Rain Garden** where volunteers help maintain a City-planted rain garden.

If residents see volunteers working in their Spot this spring, please shout out a big thank you for their efforts. To become an adopter, contact Volunteer Programs at 573-874-7499 or volunteer@CoMo.gov.



File of Life

The Columbia Fire Department, University Hospital and Boone Hospital are proud to team up and offer File of Life to Columbia residents.

The File of Life program is an initiative that assists EMS personnel when they respond to an emergency. The program uses clear, plastic, magnetized envelopes to store pertinent medical information on refrigerator doors. A standard medical form is held inside a sleeve that allows residents to list prescriptions, allergies, medical history and emergency contacts. These forms can be very valuable to emergency responders when residents are unresponsive or unable to communicate with EMS personnel.

These packets are free to the community and can be picked up at the following locations: Columbia Fire Department fire stations and headquarters, University Hospital and Boone Hospital.

If you are unable to pick up a packet please call the Columbia Fire Department at 573-874-7556 and a fire crew will bring one to you.

Columbia's water system

Water Quality

Columbia's water is tested more frequently and more thoroughly than is required by law. The well water is monitored for any possibility of contamination. More than 4,000 tests are run each year on samples from 41 locations throughout Columbia. Of the 83 regulated substances tested for, only 20 substances were found in measurable quantities and all are below the Maximum Contaminant Level set by the Environmental Protection Agency. To see the list of water testing results, go to CoMo.gov and search for "water testing results" and "Water Quality Report." Both of these documents will be updated in May/June when the final testing results for 2016 are reported back to Columbia from the Missouri Department of Natural Resources.

Source of Water Supply

Columbia's water is pumped from wells that tap into a water-filled bed of sand and gravel beneath the bottom land bordering the Missouri River just southwest of the city. Long ago, melting glaciers washed sand, gravel, and boulders downstream and left thick deposits along the course of the river. This geological formation is an alluvium and when saturated with water becomes an alluvial aquifer. Water slowly moves through the aquifer, which acts as a natural filtration system. Forty-four billion gallons of water fill the area which is constantly replenished by groundwater sources. The wells average 110 feet deep, penetrating the aquifer near its bottom.

Water Treatment

Aeration: At the treatment plant, the water first flows through aerators and is exposed to air that is drawn through the aerators by fans. This oxidation of the well water reduces levels of iron, carbon dioxide and hydrogen sulfide that are naturally found in the water.

Softening: Lime is then added to the aerated water, and a chemical reaction occurs between the lime and the calcium and magnesium dissolved in the well water. Heavy, insoluble particles of calcium and magnesium form and settle to the bottom of the softening basins, and as it accumulates, it is piped to storage lagoons. This process physically removes 50 percent of the hardness causing minerals from the water. Softened water enables you to use less laundry detergent and reduces scale formed in water heaters and pipes.

Filtration: Any particles remaining in the water after the softening process are filtered through layers of anthracite coal and sand. Chlorine may be added before or after filtration to prevent bacterial growth. Fluoride is added to meet Environmental Protection Agency recommendations and helps improve dental health.

Disinfection: Water must be disinfected to prevent bacterial growth and prevent disease causing illnesses like typhoid, hepatitis and cholera. The disinfection method used in Columbia allows for disinfection of the water through the distribution system all the way to the faucet. The Columbia Water Treatment Plant first disinfects the water with chlorine, and then ammonia is added, forming chloramine. Chloramine is a common disinfectant that has been used for the last 90 years. There are 0.6 milligrams of ammonia added per liter of water. For comparison, this would be similar to adding six grains of table salt to a one gallon container of water.

National Public Health Week

To celebrate National Public Health Week April 3-9, Columbia/Boone County Department of Public Health and Human Services encourages residents to begin a journey towards better health with these healthy suggestions: eat healthier meals, be physically active, stop smoking/tobacco consumption, get routine health screenings and immunizations, and practice good hygiene to limit the spread of germs.

Visit the National Public Health Week website at nphw.org for more information.

When should I water? Scheduling lawn irrigation

The water supply systems in Columbia were designed using current industry standards to address normal water consumption and demand while maintaining reserve capacity for fire protection purposes. However, sometimes during hot/dry months, hundreds of irrigation systems are scheduled to operate concurrently over a short period of time, which places extreme localized demand on the water main and causes pressures to drop below 20 pounds per square inch (psi). When this occurs, there is a potential for contaminants to enter the water supply system. To ensure customer safety, after every low pressure occurrence the Missouri Department of Natural Resources requires utility companies to issue a boil advisory until samples taken identify the water is free of contamination.

Columbia Water & Light plans to reduce pressure drops in 2017 and avoid issuing boil advisories by spreading the impacts of water being used for irrigation across a longer span of time for each water main. This will reduce the extreme localized demands, which will increase the water pressure available to the area.

The plan to spread these impacts is two-fold:

1. Issue a city-wide rotating day schedule asking households with odd addresses to irrigate on odd dates and even addresses to irrigate on even dates.
2. In the affected areas, issue an hourly schedule in order to spread demand across the neighborhoods more evenly and over a longer period of time.

In order to make this as seamless as possible for our customers, Columbia Water & Light has contacted local companies to reprogram irrigation system controllers so that they follow the approved irrigation schedule. This will be completed at no cost to the customer. These irrigation companies will be contacting their established customers. Any residents in these areas who are not a current customer of one of these companies may contact them for an irrigation controller reprogram. The companies the City has contracted are:

- Atkins: www.atkinsinc.com/ (888) 886-8543
- Superior Irrigation: www.rostlandscaping.com/ 573-875-5040
- Columbia Landcare: www.columbialandcare.com/ 573-443-5681
- Oasis Landscape & Irrigation: www.mylawnoasis.com/ 573-446-0858
- Lawns Unlimited: 573-694-0936

Police Community Outreach Unit
“The fear of crime has gone away,” accounced a Community Outreach Unit (COU) officer who has spent a year working to build relationships in his Strategic Plan North Neighborhood.

“...instead of taking matters into their own hands, they call us,” said Officer Scott Leng-er, COU officer for the North Neighborhood.

This served as only one exam-ple of the several experiences discussed amongst the six COU officers during a shift meeting in February. Residents’ trust in the officers in each of the three Strategic Plan Neighborhoods (North, East and Central) echoed as a common theme in their stories.

“People in our neighborhoods are calling us directly with concerns that they’re having and we’re going and addressing [them],” said Officer Matt Rodriguez, East Neighborhood COU officer. “That eliminates calls in the stack.”

The “stack” refers to the amount of calls for service that are being held until a patrol officer becomes avail-able. Oftentimes the Columbia Police Department re-ceives more calls for service from citizens than there are police officers able to respond, causing calls to pile up in dispatch. This is also known as “status zero.” In 2016, CPD received 74,566 calls for service.

Officer Phillip Shull with the East Neighborhood said it’s seeing the residents every day that builds trust. Since April 2016, COU reported a total of nearly 13,000 inter-actions with residents in their respective Strategic Plan Neighborhoods; over 82 percent of those interactions were positive.

Fostering these positive relationships with residents also proved successful in solving and preventing crimes. Officer Justin Anthony with the Central Neighborhood said it was his relationship with residents that helped him solve a shooting in Douglass Park within 48 hours of the incident occurring.

“The overabundance of cooperation from the citizens has been amazing,” said Anthony. “[Residents] see us all the time and they build confidence with us.”

Sgt. Mike Hestir, supervisor of COU, couldn’t be more proud of the accomplishments his team has had over the last year. He says he will continue to invest time in staying connected with community groups.

“I continue to receive and implement input from the community about how to better serve the residents in the Strategic Neighborhoods,” said Hestir. “We’re going to continue to participate in events that connect neighbors, neighborhoods and the police. We hope to empower the neighborhoods and the resources in the neighborhoods to play a more active role.”

Between neighborhood barbecues, school visits, neigh-borhood foot patrol, and connecting with local resources and businesses, COU set a fundamental foundation in their first year of implementation. Now, the possibilities seem endless for what the second year will bring.

“The overabundance of cooperation from the citizens has been amazing. [Residents] see us all the time and they build confidence with us.”
Officer Justin Anthony with the Central Neighborhood

Parks & Recreation Calendar	
Call 573-874-7460 for more information.	
May	
4	Stephens Lake Park Amphitheater Concert Series, Kids Concert featuring Mid-Mo Magic Show and Babaloo, 6 p.m., FREE
12	Movies in the Park: Zootopia, Cosmo Park, 8:30 p.m., FREE
13-14	Heritage Weekend, Douglass Park, 3-8 p.m., FREE
14-20	16th Annual Bike, Walk and Wheel Week
17	Family Fun Fest: Kindness is Conta-gious, Cosmo Park, 6-8 p.m., FREE
20	Bike Safety Rodeo, Lange Middle School parking lot, 9 a.m.-12 p.m., FREE
27	Albert-Oakland Family Aquatic Center opens for season

Use less water on your landscaping

A considerable amount of water can be saved through well-planned and well-managed landscapes. Try xeriscaping or water efficient landscaping and spend less time watering and more time enjoying your beautiful landscape.

Plant Selection: The key is to select plants according to the site conditions and stresses. Native Missouri plants are good choices since they tolerate temperature and moisture fluctua-tions.

Soil: Clay soil types commonly found in Columbia don’t ab-sorb water well. Deeply cultivated, amended soil will improve drainage, save water and keep your plants healthy.

Water Zones: Divide the landscape into three water use zones: low, moderate and high. Place plants with high water requirements in areas that receive the most water, like drain-age ways, depressions or bottom of hills.

Mulch: Mulch to retain moisture in the soil and prevent water robbing weeds. Avoid using rocks around your plants since the heat they radiate will increase evaporation.

Irrigation: Pay close attention to moisture in the soil to deter-mine when to water. It also pays to do your homework on the water needs of the plants that you have selected for your yard.

Visit **CoMo.gov** and search “water efficient landscaping” for a list of shrubs, ornamental grasses and perennial flowers to use in your yard.

Volunteer of the Month—Chuck Lundquist

Chuck Lundquist has made a world of difference to Columbia. He has been a dedicated volunteer with the Records Unit at the Columbia Police Department (CPD) for more than 10 years. CPD, which was founded in 1826, has hundreds of thousands of pages of records. Now, finally, many of them are digitized thanks to Lundquist and the Records Unit. Lundquist's work has been critical in many areas. Records are easier to access, space has been freed for other CPD activities and money has been saved since offsite storage is no longer needed.



Lundquist's impact, however, goes even further. Those who have worked with Lundquist have the highest praise for him. Colleagues have stated that "he has been a loyal member of the Records family; giving the most important gift you can give—his time." Additionally, his efforts have reduced liability for CPD by allowing them to be compliant with retention schedules and efficient with records requests.

According to Lundquist, the volunteer work has been a way to show appreciation for the dedicated police department and staff, who have "incredible levels of knowledge and training." Thank you, Chuck!

To learn more about volunteering with the City of Columbia, visit CoMo.gov/volunteer, contact Volunteer Programs at 573-874-7499 or email volunteer@CoMo.gov.

Written by volunteer Elizabeth Miller.

Utility Customer Service reminders and budget billing

Utility Customer Service (UCS) would like to remind customers of the importance of keeping account information current. Take a moment to make sure UCS has a correct phone number and mailing address (if it's different from the service address). Call 573-874-7380, or send an email to UCS@CoMo.gov. Also, when terminating service, please provide UCS with a forwarding address, as the post office does not forward City utility bills or refund checks.

Interested in budget billing? Existing customers may renew the budget billing enrollment in April and new enrollment for customers not currently on budget billing will begin in May. To sign up for budget billing, return the enrollment application with your payment or you can enroll online at CoMo.gov and search for "register for budget billing." Be sure to review the budget billing requirements prior to enrolling.

Keep cool with trees

Trees planted in the right place on your property can reduce cooling costs by up to 30 percent in the summer. That's why Columbia Water & Light is offering a free tree to electric customers.

Sign up for the Tree Power program and a representative will come to your house to show you the best place for your shade tree. You will then receive a coupon for a FREE tree.

573-874-7325

CoMo.gov

(search for "tree power")

Limit one tree per electric meter.



Boards & Commissions

The City is accepting applications for the following:

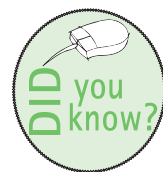
Application deadline May 5 at 5 p.m.

- Columbia Housing Authority Board
- Disabilities Commission
- Environment and Energy Commission
- Parks and Recreation Commission
- Youth Advisory Council

Applications and information about current vacancies are available online at CoMo.gov or at the City Clerk's office. Call 573-874-7208 for more information.

Web Did You Know...

Are you ready to tee off this spring at the City's two municipal golf courses? Visit CoMo.gov/ParksandRec/Golf/ to schedule tee times, see hours of operation, view improvements made to the courses and download apps for the courses.



The City does not discriminate on the basis of age, race, color, religion, sex, national origin, ancestry, marital status, disability, familial status, sexual orientation or gender identity.

City of Columbia
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