

CITYSOURCE

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December 2016



Your source for City news and information



City replacing 1997 core financial software

In 1997, the City of Columbia moved from mainframe computing (remember the data key punch cards?), and replaced the entire platform with servers and updated software.

Fast forward almost 20 years to today and with years of planning behind us, we're implementing all new systems to better serve our customers and our staff.

Over the next two years, new software solutions will be implemented that touch all operations of your city government. For example the core financial systems used to manage city finances such as accounts payable, accounts receivable and payroll; work order management; inventory; business licenses; building and site plan submission and reviews; fleet maintenance and a host of other operations.

We've been planning and training for over a year and as systems come on line, we're working to ensure our citizens have as seamless of an experience in service as possible.

We'll admit, the implementation of the new utility billing software had some challenges we didn't expect. And we've heard your concerns. Many staff members from Utility Customer Service, Finance, Information Technology and other departments have worked evenings, nights and weekends to correct the issues. We believe we are past the major hurdles and most significant billing issues should be resolved. Some points to review regarding utility billing:

- If you haven't logged onto the online/phone payment system, you will need to re-register with your account number listed on the top of the first page of the bill. Do not enter the dash that separates the account numbers.
- If the name or contact information on your bill was not transferred correctly from the old billing system to the new, please go to CoMo.gov and (search: *update account information*) or call 573-874-7380.
- In October, the meter reading schedule was completed on time but some of the bills were held for review before they were sent out. This might have caused some customer billing cycles to be close together in October and November. If you want to see which days your meter was read, check out the table at the top of the first page of your bill for the meter read dates, usage and consumption for electric and water.
- There are two separate software modules for paper and electronic billing so those who have signed up for electronic bills will be getting a paper copy until the winter/spring of 2017.

We extend our apologies and our sincere thanks to you, our customer, for your understanding while we work through software implementation issues. We will provide additional updates as needed here in City Source as well as online and via social media.

Strategic Plan Annual Report

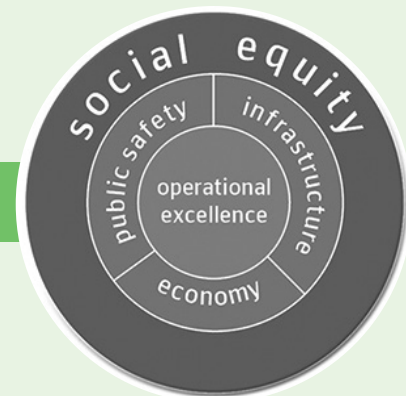
The City of Columbia 2016-2019 Strategic Plan adopted by City Council on Sept. 21, 2015 directs the City and its employees to collaborate with community partners and others to achieve the vision of Columbia as the best place for everyone to live, work, learn and play.

The Strategic Plan identifies five strategic priority areas: public safety, infrastructure, operational excellence, economy and social equity. The City will leverage these strategic priorities to reach its vision which includes a local economy with more living wage jobs; stronger neighborhoods that contribute to the family success; greater satisfaction with public safety services; safe and reliable City infrastructure; and higher-performing City employees.

Input and participation by Columbia residents in three focus neighborhoods (Central, North and East) identified during the strategic planning process helped determine specific actions that contribute to the success in those areas. To date, the City has held two public input meetings in the Central Neighborhood and one public input meeting in the North Neighborhood. A second meeting in the North Neighborhood and meetings in the East Neighborhood will be planned for the near future.

The City continues to intensify its focus on strengthening neighborhoods. Through the efforts of our Strategic Plan partners, they are working in collaboration with all City departments to affect positive change and improve quality of life for all residents.

In November, the Strategic Plan teams presented the Strategic Plan Annual Report to City Council to show the work that has been accomplished in the first year of the plan. To read the entire report visit CoMo.gov/strategic-plan.



Scott Boulevard corridor fully open

It's been a long road since the Scott Boulevard Improvement Project was first approved by voters in 2005. After years of concept designs, planning, utility relocations and upgrades, public input and construction, the entire Scott Boulevard corridor opened to traffic in early November 2016.

"The entire corridor project was constructed in three phases to lessen the impact on local residents as much as possible," said Public Works Director David Nichols. "We appreciate the patience of the community during this complex project. The perseverance of the team led to completing the projects on time or ahead of schedule."



Phase I (2009)

Rollins Road to Brookview Terrace



The project began with the construction of a major arterial roadway in 2009. This included traffic signals, pedestrian crossings at Chapel Hill Road and Rollins Road, and a pedestrian underpass just east of Chapel Hill Road to accommodate the future Scotts Branch trail. The project included a center median, 11-foot vehicle lanes and marked bicycle lanes, a five-foot sidewalk on the west side and an eight-foot sidewalk on the east side. The Phase I project investment was \$15.1 million.

Phase II (2014-15)

Brookview Terrace to Vawter School Road

The project continued in 2014 with the continuation of the sidewalk and bicycle facilities on both the east and west sides of the road to connect with the MKT trail. A new bridge was constructed over Hinkson Creek, including sidewalks and bicycle lanes on the bridge, and a roundabout was constructed at the Vawter School Road intersection, which included realigning Brushwood Road to connect at the intersection. The Phase II project investment was \$5.9 million.



Phase III (2016)

Vawter School Road to Route KK



The final phase of the project included reconstruction of street pavement, sidewalks, storm drainage and utilities. Adjacent roadways and driveways were adjusted to match the proposed roadway. The project consisted of two travel lanes with a left turn lane at several public streets, 6.5-foot marked bicycle lanes, a five-foot sidewalk on the east side, and an eight-foot sidewalk on the west side. Phase III project investment was \$10.9 million.

The Scott Boulevard Improvement Project was funded through the Capital Improvement Sales Tax.

"This project was envisioned long before construction began and was done with public input and City Council approval every step of the way," said City Manager Mike Matthes. "Scott Boulevard is now a wider, safer and more structurally sound north-south corridor for the city."

Public Works ready for winter weather



The salt dome is full. The beet and brine tanks are ready to pre-treat the streets. The City's snow fleet is ready to roll. So when winter weather arrives, Public Works along with partner agencies at the county, university and state levels are ready to respond.

"While the roadways around Columbia are maintained by different agencies, we work closely with those agencies and respond to winter weather with all hands on deck," said Engineering Manager Richard Stone. "Residents can help our efforts by moving their cars off the street when a snow event is imminent."

By City ordinance 14-304, no vehicles are allowed to be parked on designated snow routes when an accumulation of more than two inches is expected. These routes are clearly posted with bright red and blue signs. There is a \$100 fine plus towing and storage charges for noncompliance.

"We ask for folks to voluntarily comply to speed up our response," said Stone. "Even if you don't live on a snow route, though, we encourage everyone to move their cars off the street if possible. That makes it easier, safer and quicker to plow the snow off your street."

Crews will plow and treat residential streets to a passable condition during regular working hours, Monday to Friday, 7 a.m. to 3:30 p.m., for snowfalls less than four inches. For snowfalls of more than four inches, crews will use overtime as necessary. Complete maps of priority streets and more details on snow removal policies and procedures are available at CoMoSnow.com.

Power outages and restoration process

A reliable electric system is a top priority for Columbia Water & Light. Unfortunately there are times when Mother Nature punches a blow to our service. The biggest causes of electric outages are high winds, ice, squirrels and birds. When we receive a report of a problem, please know that our linemen are on their way to restore your power as soon as possible.

What should I do when my power goes out?

Go to the electric outage map: [outageviewer.GoColumbiaMo.com](#) to see if the outage has been reported or call our 24-hour emergency outage number 573-875-2555. If you have any details about the outage, please call the outage reporting number. Any information that will help our crews isolate the problem will make the restoration process go faster.

How long will it take to restore my power?

Columbia Water & Light sends crews out as soon as possible to fix electric system problems. The time of the repair depends on the problem. Many times it is as easy as replacing a fuse, other times an entire line must be replaced. Crews often have to search for the cause of an outage so you might see them slowly driving down your street or walking the line to find the problem. Please do not disturb the crews while they are working so they can focus on safely solving the problem. The linemen will continue working on a problem until it is resolved.

Who gets their power restored first?

During times of multiple power outages in Columbia, repairs to main distribution line feeders are repaired before feeder lines to individual customers. By prioritizing restoration efforts, the utility can restore power to a greater number of people first. Some customers, like hospitals, are also at the top of the restoration priority list due to the critical nature of their business.



Operation Clean Streets at
Garth and Sexton Streets



Operation Clean Streets focuses on Central City

Fifty-six City employees shared time on Friday, Oct. 7 during the fourth Operation Clean Streets, working in the Central Strategic Plan Neighborhood by cleaning Garth Avenue and working in Downtown Optimist Park.

Accomplishments from the event include removing 14 tons of debris and trash, mostly from the streets and sidewalks along Garth, collecting waste tires and re-mulching the park playground.

City staff who participated enjoyed working together on a common project to assist our Central City. The City thanks the Ridgeway Neighborhood, the Downtown Optimist Club and the Community Montessori School who participated in the project.

Progress as promised: American Legion Park Archery Range

Columbia Parks and Recreation recently completed a new archery range at American Legion Park, 602 South Legion Lane. The facility opened in October and quickly became a popular attraction with local hunters participating in the fall hunting season.

The archery range is the only one in Columbia's park system. The facility has a new elevated shooting area that mimics shooting from a deer stand, as well as 10 targets at distances ranging from 10 to 80 yards. The whole facility is Americans with Disabilities Act-accessible and is open for public use, except when an event is scheduled.

Construction of the archery range was funded by a grant from the Easton Foundation and the Park Sales Tax, approved by voters in 2010. A Missouri Department of Conservation grant was used to fund archery target materials.



Code Corner—A review of code enforcement cases in FY 2016

In the City's 2016 fiscal year, Office of Neighborhood Services staff handled 3,937 cases, steady with the previous two years. Nuisances, including trash, debris and aesthetics violations, made up the largest number of cases with 1,360 followed closely with 1,277 weed violations. Staff handled 530 property maintenance cases, which include any issue with a residential structure. Over the year, 257 cases related to unlicensed, junk filled or inoperable vehicles were handled.

The Office of Neighborhood Services wants to work with residents to make our neighborhoods good places to live. If there is a code enforcement issue that we can help with, please call us at 573-817-5050 or report it at [CoMo.gov](#).

WHAT TO EXPECT FROM OUR ELECTRIC FLEET

100% Battery Powered

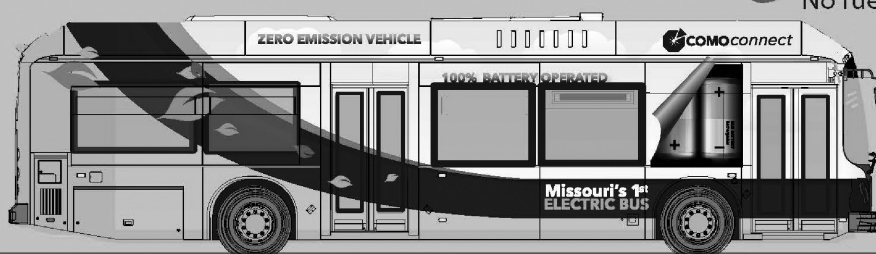
- Internally developed Fe battery
- Chemicals in battery can be recycled safely
- Can reach up to 186 miles per charge
- 3 hour charging time
- 12 hour operating time

Cost Savings

- Under 100 kWh power consumption
- 70% on maintenance costs

Zero Emissions

- No black smoke
- Reduces air pollution
- No fuel dependence



COMO Connect rolls in more electric buses

Continuous improvement through innovation is one of six core values the City is working towards. Aligning with that value, COMO Connect, Columbia's public transit system, is expanding their electric fleet.

In July, COMO Connect received a \$1.7 million grant from the Federal Transit Administration that will fund three more 30-foot electric buses in the coming months. In addition to these buses, a resolution to purchase five additional 40-foot electric buses was presented to City Council in October.

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.

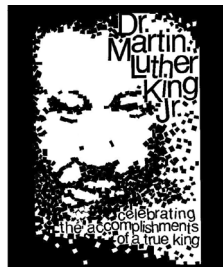
Estimated savings of the all-electric additions is around 70 percent in maintenance costs and almost 50 percent in fuel. Riders and drivers also benefit from added safety features, like better acceleration and braking, as well as quieter operation and zero black smoke.

"These additional buses put Columbia in the forefront of cities seeking sustainable public transportation. This is a very exciting movement happening here," Brooks said.

COMO Connect plans to have 12 electric buses by the end of 2017.



2017 Columbia Values Diversity Celebration



Register now for the 24th Annual Columbia Values Diversity Celebration on Thursday, Jan. 12, 2017 from 7–8:45 a.m. at the Holiday Inn Expo Center. Pre-registration is required by Jan. 6, 2017 at 5 p.m.

The cost is \$17 per person, and scholarships are available upon request. Please call the City's Office of Cultural Affairs at 573-874-6386 for registration information. A registration form is available on the

City of Columbia's website at CoMo.gov (search: Diversity Celebration).

The theme of this year's celebration is "Building an Inclusive Columbia." The program will include performances representing the rich diversity of our community, live music at the breakfast followed by the presentation of the 20th annual Columbia Values Diversity Awards. The keynote speaker will be **Naomi Tutu**, race and gender justice activist.

The Celebration is designed to be accessible to all. Please call 573-874-6386 for more information or accommodations related to disability.



HOME PERFORMANCE WITH
ENERGY STAR

Financial assistance to **\$SAVE** energy

Up to \$1,200 in rebates for energy efficiency improvements plus up to \$1,600 in rebates for a heat pump/air conditioner

Low-interest loans to help with financing

Columbia Water & Light

- ColumbiaPowerPartners.com
- info@ColumbiaPowerPartners.com
- 573-874-7325

Gifts that keep on giving (or **\$AVING!**)



How can your holiday gifts contribute to saving energy? Consider for your loved ones presents that don't use electricity or batteries. Nearly 40 percent of all batteries and the majority of home electronics are purchased during the holiday season, and that's a lot of money spent on batteries and a lot of energy used! Make a pledge to buy energy-free gifts, and skip the expense entirely.



ComoEnergyChallenge.com

Brought to you by the CoMo Energy Challenge.
Competing for \$5 million and change.

Parks & Recreation

Calendar

Call 573-874-7460 for more information.

January

16	Dr. Martin Luther King Jr. Candle Light Walk and Celebration, Progressive Missionary Baptist Church, 702 Banks, 6:45 p.m.
28	ROC Trail Run, Rhett's Run Trail at Cosmo Park, 9 a.m., \$35 in advance, registration closes at noon on Jan. 27.

City offices closed for Christmas, New Year's Day observed holidays

City offices will be closed on Monday, Dec. 26 for the observed Christmas holiday and Monday, Jan. 2, 2017 for New Year's Day. The regular City Council meeting will be held on Tuesday, Jan. 3.

Solid waste collection workers have requested to work on the observed holiday, so there will be no delay in trash collections on those dates. COMO Connect, Columbia's public transit system, will not operate, the sanitary landfill will be closed and parking meter regulations will not be enforced on Dec. 26 and Jan. 2. Police and fire administrative offices will be closed but all other emergency services will be available.

SAVE THE DATE!



**CITY OF COLUMBIA
FAIR HOUSING
AND LENDING
SEMINAR**

Friday April 7, 2017

Volunteer of the month—Socket

For more than eight years Socket, a Missouri phone and internet provider, has been a corporate leader in local community service projects. Through the Adopt-A-Spot Litter Program, Socket employees have donated hundreds of hours to cleaning up Clark Lane from Paris Road to Highway 63. Their adopted area is a narrow high-traffic road with no shoulder and contains significant litter. Every quarter without fail, they schedule their clean-up with the City of Columbia with up to 20 individuals donating 20 to 45 hours of service. Their last clean-up netted 89 bags of litter.

Other recent Socket community projects include sponsoring the 2016 Countdown to Kickoff fundraiser, which benefited Big Brothers Big Sisters of Central Missouri, and participating in the 2016 Rootin' Tootin' Chili Cookoff, which raised funds for the Boys and Girls Club of Columbia. Their aggressive campaigns to reduce litter and improve the lives of children demonstrate commitment to our community.

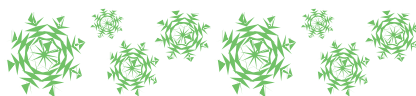
To learn more about volunteering with the City of Columbia, visit our website at CoMo.gov, contact Volunteer Programs at 573-874-7499 or email volunteer@CoMo.gov.

Written by volunteer Elizabeth Miller.



Help keep track of your valuables

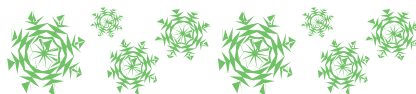
Last month, the Columbia Police Department (CPD) urged citizens to use an online system to help keep track of valuables. ReportIt.LeadsOnline.com safely and securely store important information that is useful in recovering property in the event of a loss or theft. The service is free and allows citizens to record serial numbers and upload images for phones, electronics and other valuables. This record allows for items to be more easily identified in the event of a theft and also comes in handy when filing claims with insurance providers. For CPD's full press release regarding the system visit their website at CoMo.gov/Police or scan the code below. To register for the free service, visit ReportIt.LeadsOnline.com.



Christmas tree recycling

The Columbia Utilities trash and recycling division will collect live Christmas trees (no tinsel, plastic bags, ornaments or tree stands) with your normal curbside collection between Dec. 26 and Jan. 31. After Jan. 31, the trees will have to be cut into four-foot lengths and bundled—whole trees would not be accepted after that date. Any trees that are collected with curbside trash and recycling will decompose in the City landfill and produce methane gas that will be used to generate energy.

Christmas trees can also be dropped off at the Capen Park or Parkside Yard Waste sites. Any trees that are dropped-off at a yard waste site will be shredded into mulch. The mulch is free to the public for residential landscaping and will also be used for the City compost site.

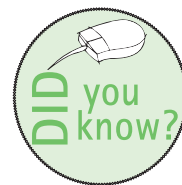


Budget Breakdown—Capital Improvement Program

The City of Columbia's Capital Improvement Program (CIP) is a multi-year plan for capital investments in the City's infrastructure, facilities and equipment. It is designed to address the challenges of supporting future infrastructure needs, while also addressing the City's current facility requirements. It includes items such as roads, bridges, sidewalks, public utilities, drainage projects, recreational facilities, buildings and equipment. A CIP is important because it connects City development, comprehensive plans and financial plans. Projects within the CIP are intended to reflect the community's values and goals, and also the overall policy goals of the City Council, including existing city-wide long range plans.

Web Did You Know

Are your pets tagged and licensed? You can see the City's cat and dog licensing ordinance by visiting CoMo.gov and (search: animal tags).



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
701 E. Broadway • Columbia, MO 65201
573-874-7111 • CoMo.gov

MAYOR
Brian Treece

CITY COUNCIL MEMBERS

First Ward	Clyde Ruffin
Second Ward	Michael Trapp
Third Ward	Karl Skala
Fourth Ward	Ian Thomas
Fifth Ward	Laura Nauser
Sixth Ward	Betsy Peters
City Manager	Mike Matthes



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