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Columbia Values Diversity Award Winners

The 21st annual Columbia Values Diversity Awards were presented at the Columbia Values Diversity Celebration on Jan. 11. The awards are given to an individual/family and an organization/group that have made significant contributions promoting appreciation for diversity and cultural understanding in Columbia.

The 2018 Diversity Award for groups was presented to Veterans United Home Loans

Veterans United Home Loans (VU) creates opportunities for employees and all of Columbia to learn the importance of diversity. VU sponsors community-wide events on social justice and supports local organizations which educate and promote diversity like the Sharp End Project and the Diversity Awareness Partnership. Veterans United fosters multicultural awareness amongst employees with small groups about different cultures and religions, and encourages employees to volunteer in the community where they learn about inequality and life experiences different from their own. VU's support of multicultural education and active role in social justice is in the tradition of Dr. Martin Luther King, Jr. who advocated for institutions to be activists and stated that critical thinking is "the true goal of education."

The 2018 Diversity Award for an individual was presented to Stacye Smith and Brian Jones

Stacye Smith, director of Human Resources for Shelter Insurance, was instrumental in creating Shelter's focus on diversity and inclusion. Brian Jones was brought in as the manager of Diversity and Inclusion and implemented new diversity training and recruitment plans. Stacye and Brian exemplify the teachings of Dr. King through their enthusiastic efforts to serve others, professionally and in the community. Both are active members of non-profit and public bodies seeking to foster multicultural understanding, eliminate discrimination, and alleviate the effects of inequality like the Diversity Awareness Partnership Advisory Council and the Columbia Commission on Human Rights.



Battle Vocal Arts students from Battle High School performed "Freedom Train" at the Celebration.



Mayor Brian Treece with representatives from Veterans United Home Loans.



Mayor Brian Treece with Stacye Smith and Brian Jones from Shelter Insurance.

City of Columbia, Voluntary Action Center partner on bus pass program

The City of Columbia, Go COMO and the Voluntary Action Center (VAC) have partnered to distribute free bus passes to income-eligible persons. The annual bus pass allows a rider unlimited access to the fixed route buses for 2018 without having to pay a fare. This continued program is intended to improve access to reliable transportation for low-income residents and to better connect the community in a manner consistent with the City's 2016-2019 Strategic Plan. Bus passes are limited. Anyone who is interested in applying or would like to receive more information, please contact the Voluntary Action Center at 573-874-2273 or vac@vacmo.org.

Understanding your utility bill

Utility customers often have questions about how to understand their bills. For instance, they may wonder about the tiered charges for electricity usage, or want an explanation of PILOT fees. Utility Customer Service (UCS) invites customers to visit the website for a complete explanation of how to read and understand their bills. Visit CoMo.gov and search "understanding your utility bill" to see examples and explanations. Customers may call 573-874-7380 to ask specific utility bill questions.

UCS would also like to let customers know that Phase II of the new software implementation is proceeding more slowly than anticipated. Phase II will include enhanced online services, and although there is no target date yet, it is expected to be implemented during 2018. As always, UCS thanks customers for their patience during this complicated process.

Register for the Fair Housing and Lending Seminar



The City of Columbia will host a free two-day Fair Housing and Lending Seminar on April 5–6. Experts will present information about fair housing and lending laws, discrimination and the investigation of complaints, the Missouri Human Rights Act, affirmatively furthering fair housing, the community land trust, fair lending and the community reinvestment act, and the impact of redlining and the history of fair housing and lending in Missouri.

This year, the City will also offer a small-group building inclusive communities workshop. The event includes a program fair to allow attendees to meet City staff and explore programs the City offers for improving housing and home ownership, increasing energy efficiency and environmental sustainability, and strengthening neighborhoods and our community.

Event sponsors include Columbia Board of Realtors, Columbia Apartment Association, Central Bank of Boone County, the Missouri Human Rights Commission, the Columbia Housing Authority, the City of Columbia Human Rights Commission and Disabilities Commission.

Licensed real estate professionals and attorneys may earn free continuing education credits by attending the sessions. For more information and to register, visit: CoMo.gov and search "fair housing seminar."

Strategic Plan – continuous quality improvement



As part of the City's 2016–2019 Strategic Plan, the operational excellence team is working to develop a baseline of continuous improvement. A small group of employees from across the organization have formed the Quality Squad to develop a systematic approach for quality improvement within the City of Columbia. The group is using the Plan Do Study Act model.

In addition to operational excellence goals, this effort is in response to feedback from the City's Missouri Quality Award Compass Level application in 2015.

The City launched its Continuous Quality Improvement (CQI) program in 2017 in an effort to identify key work systems and processes. The City will use a CQI plan to evaluate and improve the quality of programs, processes and services. The goal of the CQI plan is to help the City to fulfill its mission and vision by building and fostering a culture of quality improvement.

The City creates a culture of quality which will utilize data to support CQI by: establishing quality terms for staff; analyzing problems and performance concerns; improving efficiency, effectiveness, and quality; engaging and empowering staff to participate in improvement opportunities; and monitoring and evaluating performance of programs and services. For more information about the Strategic Plan, visit CoMo.gov/Strategic-Plan.



CAMPAIGN FOR THE AGRICULTURE PARK



The community building efforts of two organizations, *Live Well Boone County* and the *Build This Town Campaign for the Agriculture Park*, seek to better understand community health and the food environment in Boone County. To help the community health survey reflect the many diverse voices in our community, we need to hear from you. This process will assist in developing future programming aiming to improve the regional health environment in Boone County. We would appreciate 10-15 minutes of your time to share your experiences and perceptions at CoMo.gov/health/survey.

Please direct any questions or comments to Rebecca Roesslet at rebecca.roesslet@CoMo.gov or Heather Gillich at heather.gillich@gmail.com. The survey will close on March 16. Printed surveys are also available at the front desk at Columbia/Boone County Public Health and Human Services Department, 1005 W. Worley St.

Live Well Boone County is a community health assessment project managed by the Columbia/Boone County Public Health and Human Services Department. *Build This Town* is conducting a Missouri Foundation for Health-funded Community Food Assessment, of which this survey is a part.

Contact Center Connection

Please remember that City offices will be open on President's Day, Monday, Feb. 19. Trash and recycling collection schedules will not be altered that week. Please call 573-874-CITY(2489) or visit CoMo.gov for more information.



Code Corner – Aesthetics ordinance

The aesthetics ordinance found in Chapter 11 of City Code prohibits owners or occupants to have certain items outside their residence for longer than 48 hours that can be viewed from the public right of way. Enforcement of this ordinance helps keep our neighborhoods looking neat and tidy and reduce the risk of pest harborage. Prohibited items include (among others) appliances, bedding, boxes, cardboard, furniture manufactured for indoor use only, motor vehicle parts, pallets, tire rims and tires.

To report code enforcement issues, contact Neighborhood Services at 573-817-5050.

Columbia Police change lockdown procedures

The Columbia Police Department changed their procedures on how they handle lockdown calls. Columbia Police officers are no longer responding to calls when a person has locked themselves out of a residence or a vehicle, unless emergency circumstances exist.

As a collaborative effort with Boone County Joint Communications, these calls, referred to as lockdowns, will now be handled through an on-call locksmith. In 2017, over 250 vehicle and residential lockdowns were dispatched to Columbia Police officers. In most cases this resulted in the officer contacting a locksmith for the citizen. Now, when a dispatcher receives a lockdown call, they will provide the caller with the phone number for the on-call locksmith. An officer would only be dispatched if emergency circumstances exist, such as a child being locked inside.

"We are trying to increase the efficiency and effectiveness of our officers by freeing them up from some of these calls," Assistant Police Chief and Commander of the Patrol Bureau Jeremiah Hunter said.

Oftentimes the department reaches what is referred to as "status zero," meaning there are more calls for service than there are officers available to respond, resulting in longer wait times for citizens. A lockdown, unless it's an emergency situation, is often a low priority call, so citizens may wait minutes or hours depending on the call volume.

Local efforts to combat the opioid epidemic

The opioid epidemic is a complex issue that will take working across multiple sectors to solve.

In 2017, the City of Columbia and Boone County joined St. Louis County Department of Public Health's Prescription Drug Monitoring Program (PDMP). Columbia/Boone County Public Health and Human Services Department's (PHHS) goal moving forward with the PDMP is to increase the number of medical providers registered with and using the program. In addition, the Columbia Police Department, Columbia Fire Department and Boone County Fire District are all carrying naloxone, a medication designed to rapidly reverse opioid overdoses. PHHS is working to explore the best possible avenues to address the opioid epidemic locally.

On Nov. 29, 2017, over 300 people gathered in Columbia for the Central Region Missouri Opioid Summit. Co-hosted by PHHS and the Missouri Department of Health and Senior Services, it featured speakers from across Missouri addressing different aspects of the epidemic. Individuals from healthcare, safety, education, local and state government, and other fields attended to learn about the epidemic and to make plans moving forward to address it. For more information, please visit CoMo.gov/health/missouri-opioid-summit-central-region-materials.

Active shooter training instructor certification being offered in Columbia

The Columbia Police Department and the ALICE Training Institute have teamed up to bring ALICE Training Instructor Certification to Columbia on May 3–4. The course will be held at the Columbia Police Department Regional Training Center located at 5001 Meyer Industrial Drive in Columbia.

This two-day instructor course is designed to teach proactive survival strategies for violent intruder or active shooter incidents. The goal of the ALICE program is to provide individuals with survival-enhancing options for those critical moments in the gap between when a violent situation begins and when law enforcement arrives on scene. The price of the training is \$595, and registration can be completed online by visiting CoMo.gov/Police.

ALICE stands for Alert, Lockdown, Inform, Counter, and Evacuate and is a useful strategy for everyone: law enforcement, schools, universities, hospitals, businesses and places of worship. Completing the ALICE Training Instructor Certification course provides individuals with certification in ALICE and allows them the opportunity to bring the strategies back to their organizations. Additionally, registrants will gain access to exclusive ALICE resources.

ALICE is in line with recommendations from Department of Justice, Department of Homeland Security, Department of Health and Human Services, Federal Emergency Management Agency, White House, Department of Education, Federal Bureau of Investigation, and some federal and state agencies.

Progress as Promised - New signal installed at Route B, Waco intersection

From 2011 through 2015, there were eight collisions near the intersection of Waco and Route B with seven injuries. A new signal and access management improvements were pursued to enhance safety. The project included new mast arm signals, raised islands and restricted turning movements for the industrial driveways located closest to the intersection.

"This is an important improvement for this corridor and heavily used intersection," Public Works Director David Nichols said. "This should substantially increase safety for commuters and everyone working in this vital industrial area of the city."

The City of Columbia and the Missouri Department of Transportation-Central District worked together on the project. The estimated investment cost was \$380,000 funded through the 2015 Capital Improvement Sales Tax. The project began construction on Oct. 9 with the signal activated on Dec. 5.

"An advanced interactive warning sign was also added to warn motorists of a 'red' signal ahead," MoDOT Senior Traffic Studies Specialist John Schaefer said.

Visit CoMo.gov/publicworks/waco-routeb for more information.

Winter landscaping with native plants

If you're looking for plants that are beneficial to the local environment and helpful to insects during the winter, consider native plants. Native plants are indigenous to our local area and have adapted to the local environment. Native plants support the insects that we depend upon for the pollination of one third of our food crops and that wildlife depends upon for habitat. Over thousands of years, native insects and plants have developed strong relationships to ensure their survival (i.e. pollination).

In addition to providing food and breeding habitat, native plants also provide refuge for insects during the winter months. For example, some native boring bees will hollow out the stem of a sturdy plant and overwinter in that stem until spring. Leaves and other plant material not only fertilize the soil, but also act as insulation for overwintering insects. To help native insects that support our ecosystem survive the winter use native plants in your landscaping and wait until mid-spring to remove debris from your garden. For more information, visit CoMo.gov and search "native plants."

Excellence in Snow and Ice Control Award



Columbia Public Works Director David Nichols (left), Missouri APWA President Steve Schultz, Street Superintendent Sam Thomas, Missouri APWA Past-President Eric Landwehr and Engineering Manager Richard Stone.

The American Public Works Association established the Excellence in Snow and Ice Control Award to promote excellence in the management and administration of public works snow and ice operations. The 2017 award was formally presented to City of Columbia Public Works during a City Council Meeting in December by Steve Schultz, president of the Missouri chapter of the APWA.

Recycling Drop-off Centers



There are 12 recycling Drop-off Centers throughout Columbia, which are open for residential use 24/7.

As the City of Columbia develops its recycling goals, it must determine what percent of materials collected at Recycling Drop-off Centers comes from within city limits. Throughout October, City employees, interns and volunteers recorded 1,534 entries at four Drop-off Centers.

Here is what we found:

More than 48.5 percent of users live within the city limits of Columbia. Of the remaining 51.5 percent of users, only 6 percent came from outside of Boone County. By correlating these findings with the 3,216 tons of material collected at Recycling Drop-off Centers in fiscal year 2017 (Oct. 1, 2016 - Sept. 30, 2017), we can conclude:

- 1,561 tons from Columbia residents
- 1,460.2 tons from Boone County residents (outside Columbia)
- 194.8 tons from outside of Boone County

On average, 11.6 people visit a Recycling Drop-off Center per hour. That's new material every five minutes. This information brings us one step closer to calculating Columbia's recycling rate and provides valuable feedback from the community.

As a reminder, Recycling Drop-off Centers are open for residential use 24/7. Bins on-site have two compartments: one for mixed containers and the other for mixed fibers. Please, NO shopping bags.

- The Armory (Downtown) – Park Ave. between Seventh and Eighth streets
- Columbia College (Dulany Hall) – near N. Eighth Street and Hickman Avenue
- Columbia College (Wightman Building) – south end of Pannell Street
- Columbia Regional Airport – south of the overflow parking lot
- Downtown – southside of 10th & Cherry Parking Garage
- Home Depot – 3215 Clark Lane, near the I-70 & HWY-63 intersection
- Moser's on Keene – 900 N. Keene St. near the I-70 & HWY-63 intersection
- Moser's Supermarket – 705 Business Loop 70 W., near ALDI
- MU (Schurz Hall) – near College Avenue and Ashland Road
- South Providence – 3601 S. Providence Road, just north of Gerbes on the outer road
- State Farm Parkway – just north of E. Nifong Boulevard
- Wabash Station (Downtown) – 126 N. 10th St. between 10th & Orr Street

Parks & Recreation Calendar

Call 573-874-7460 for more information.

MARCH

- 17** Annual Train Show, Paquin Tower, 10 a.m. – 3 p.m., FREE
- 31** Egg Hunt EGGstravaganza, Douglass Park from 12 – 1:15 p.m., Indian Hills Park at 4:15 p.m., FREE

Street Talk – Capital Improvement Projects



Did you know that all City construction projects go through an extensive public involvement process and are always competitively bid? Whenever an improvement project is identified, it must first be funded, usually through a voter-approved ballot initiative or through state and federal grants. Even

after a funding source is identified, the City Council must authorize funds after the designs have been vetted through a series of public meetings including interested parties meetings and a public hearing.

There are several Capital Improvement Projects scheduled for 2018, including: Clark Lane West/Hinkson Creek Connector project, MKT to Parkade Bike Boulevard project, Shepards to Rollins trail, Carter Lane sidewalk, Chapel Hill Road sidewalk, Oakland Gravel Road sidewalk and more.

For more information about the public involvement process, scheduled interested parties meetings and a list of planned 2018 Capital Improvement Projects, visit

CoMo.gov/PublicWorks.



Crews work on a summer 2017 Capital Improvement Project in Columbia.

Volunteer of the Month – Jeremy Walton



Jeremy Walton

For more than 17 years Jeremy Walton has been committed to serving his community. Jeremy began volunteering at the age of eight with his mom and aunt. Jeremy has made volunteering a routine part of his life in spite of a packed schedule working at Central Missouri Sheltered Enterprise and a calendar full of practice and competition dates for the seven Special Olympic sports in which he participates.

Jeremy is a regular volunteer with the City's Crawdads Stream Team, Household Hazardous Waste Collection (HHW), Cleanup Columbia, Hinkson Clean Sweep, MLK Day of Service, as well as volunteering at his church and with the Food Bank for Central and Northeast Missouri. Paint consolidation at HHW is Jeremy's favorite assignment followed closely by liter control. Jeremy literally sprints from the car at HHW he is so excited to get started. He enjoys the friends he's made through volunteering and has recruited a fellow HHW volunteer to help coach his bowling and volleyball teams.

Jeremy believes, "helping people is the best thing," and he likes making sure Columbia is litter free and a beautiful place to live. Jeremy is a great example of the two-way street of volunteerism, contributing to one's community while finding purpose and fulfillment creating memorable experiences and friendships.

Columbia named in Digital Cities Survey Top 10

For the third year, the City of Columbia was named in the Digital Cities Survey Top 10 by the Center for Digital Government. The 17th annual survey recognizes cities using technology to improve citizen services, enhance transparency and encourage citizen engagement.

This year Columbia ranked eighth in the 75,000–124,999 population category. The surveys are judged by considering 10 key characteristics of a digital city: open, mobile, engaged, collaborative, secure, staffed/supported, connected, efficient, resilient and innovative. There are six criteria by which the responses were evaluated: city priorities supported by information technology; demonstrated return on investment; progress over the previous year; creative/innovative approaches; effective collaboration; and successful measures of transparency, privacy and security.

The judges applauded the City's priority on transparency and accessibility to information through the public records portal. The judges also mentioned **CoMo.gov** and City Channel being ADA accessible, as well as the ease of obtaining information through City-related smartphone apps. The City's use of GIS and mapping to focus on underserved groups through the 2016-2019 Strategic Plan was also highlighted.



City Manager Mike Matthes, Ward 1 Councilman Clyde Ruffin and Deputy City Manager JJ Musgrove accept the Digital Cities Survey award from members of the Center for Digital Government.

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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MAYOR
Brian Treece

CITY COUNCIL MEMBERS

<i>First Ward</i>	Clyde Ruffin
<i>Second Ward</i>	Michael Trapp
<i>Third Ward</i>	Karl Skala
<i>Fourth Ward</i>	Ian Thomas
<i>Fifth Ward</i>	Matt Pitzer
<i>Sixth Ward</i>	Betsy Peters
<i>City Manager</i>	Mike Matthes



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