



CITY MANAGER REPORT

August 21, 2020

Honorable Mayor and Members of the City Council
City of Warrensburg, Missouri

Dear Mayor and Council Members:

City Manager:

Final budget preparation has been the primary priority since the last City Council meeting. Staff has also been working on short-term and long-term solutions for the Animal Shelter and Animal Control services.

A new community committee was created by the City Manager's office to discuss Racial Equity and Systemic Racism. It met for the first time last week and is coordinated by the Management Intern. The City Manager and Police Chief have also participated in other community group discussions on the topic.

Staff is also beginning preparations for a complete redesign of the City's website. This is recommended every 3-4 years and is included at no additional cost to the City as part of contract with CivicPlus. The current website is about 4 years old. It is estimated that it will take about 6 months to a year for the redesign and public launch of the new site. Staff would appreciate for suggestions on improvement of the site from Council and the public. The Management Intern is also the project lead on this effort.

Meetings attended include: City/County communication meetings; monthly radio interview on KOKO; WEC Board meeting; and regular communication meeting with UCM President Best.

City Council Meetings, Study Sessions, and Executive Sessions

Tentative future City Council agendas include the following items at this time:

1. INFRA Grant Application and Resolution of Support (Federal Funding potential for Maguire Bridge Project)
2. Budget Hearings and Presentations
3. Animal Shelter and Animal Control discussions
4. Spring 2021 Ballot Measures

PUBLIC WORKS/INFORMATION TECHNOLOGY

Danielle Dulin, Assistant City Manager

PUBLIC WORKS

Crews have been busy responding to storm damage after two significant events in the last few weeks. The first overnight event on July 30-31 included 9.5" of rainfall and raised stormwater drainage and infrastructure concerns in many areas of town. The second event on August 10 including high winds and 2" of rainfall in 30 minutes. There were several large trees down around town. The brush dump west of town was opened for residents to take care of any large limbs or trees down on private property.

The recycling center was shutdown during the months of July and August; however, dumping continues to be a problem. Staff has met with Heartland and the Office of Sustainability Services with the University of Central Missouri to solidify a plan to continue recycling. More details will be provided soon.

The annual street maintenance program is underway and should be wrapping up in the next two weeks weather permitting.

COMMUNITY DEVELOPMENT

Director, Barbara Carroll

No report this meeting.

HUMAN RESOURCES Director, Greg McCullough

Human Resources Activities:

1. Positions
 - a. Water Pollution Control Operator I – This position was posted on April 1st and posting was extended until filled. Formal offer has been extended and accepted. This individual is currently going through normal onboarding processes and is anticipated to start on August 24th.
 - b. WPC Operator I Collections – This position was posted on April 1st and posting was extended until filled. This position remains in the same status as of this report.
 - c. Part Time Soccer/Volleyball/Flag Football Officials – This position was posted on July 27th and will remain open until August 9th. We currently have a total of seven applicants for this position. Interviewing is currently in process.
 - d. Fire Training Officer – This position was posted on August 17th and will remain posted until August 31st. We currently have one application for this position.
 - e. Firefighter/EMT – This position was posted on August 19th and will remain posted until September 2nd. We currently have no applications for this position.
 - f. Part-Time Firefighter and Student Resident Firefighter – This position was also posted on August 19th and will remain posted until September 16th. We currently have no applications for this position.

- g. Police Officer/SRO – We are currently working with the Police Department to develop an ad and posting for this position. We anticipate a posting for this position in the very near future.

Other Activities:

1. Completed a total of 5 employment verifications for various purposes. In addition, we have completed two wage certifications with LAGERS due to retirements coming in September and October.
2. Worked with Finance to process all EFMLA and EPSLA forms for payroll and recordkeeping purposes. Analysis of any continuing claims is done on an ongoing basis.
3. Processed LAGERS for the month of July and submitted through portal.
4. Kathy processed all I-9 submissions and social service registrations. In addition, Kathy has completed multiple reference checks phone calls on potential employees for Parks and Recreation. Most of these calls were for potential new employees for Sports Officials and Custodian. Kathy has requested and reviewed when submitted documentation of hiring processes for concession attendants, front desk attendants and also has advised Parks personnel regarding custodial applicant process. Kathy added position codes to 3 parks employees within INCODE and also provided background check instructions to 2 additional candidates. Kathy also sent letters to multiple candidates who were not hired for Parks positions.
5. Additionally, Kathy and I met with Danielle and Grace regarding a Parks employee personnel situation.
6. Reviewed for Parks and Recreation a revision of a job description and then provided information regarding the rating of this position to review the wage range status of the position. Also, contacted Mike Keith Insurance regarding a certificate of insurance for the Parks and Rec NFL youth program.
7. This continues as an ongoing task for the near future. Kathy and I have been coordinating with Equifax our response to any and all unemployment claims as a result of this pandemic and closing due to the stay at home order. We really have two groups or types of unemployment claims. Once group we can handle with Equifax by providing them a spreadsheet and they can complete processing for us. However, there is another group or type that either Kathy or I must get online and complete forms for the State. These take some time to complete. This process continues. We have now also submitted a second spreadsheet for all City employees required to furlough. We have also completed the analysis of our Equifax contract and paid all bills associated with the processing of the unemployment claims.
8. Processed the life insurance conversion forms for 4 employees who have either retired or left employment.
9. Processed all payroll reconciliations as normal which includes: VOYA, Surency HSA, Surency FSA, Delta Dental, Madison National and several checks to distribute to various entities as it relates to the payroll process.
10. Began the process to review and make changes to our Personnel Policy manual. At this point all past changes that were approved through council have been incorporated into the manual. Recent changes have been incorporated and we are working on a few additional modifications and once completed will bring to council for approval of entire manual. Several policies are under review at present with several more being rewritten.

Mason Floyd will also be brought in on this project to experience how policy changes are made but also to get his assistance on posting to the intranet when finished.

11. Completed the development and revision of the General Office Safety Manual. This has been submitted to the Safety Committee for review and will be combined with the Safety Manuals from the other departments to form our City Safety Manual.
12. We continue to work on our wellness program. We have begun to look at what we can do to alter our previous program options due to the recent events associated with the pandemic. We have worked on a program with UCM to provide us an intern over the Summer session to help us design, market and implement programs with our Wellness program. Lexi Overfield has begun her internship with us and has already completed and sent out a wellness survey to all employees. She will be utilizing the results along with our BCBSKC aggregate data to design programs for the next several months. We also met with Karen Doyle, Professor at UCM, to outline how her class can continue to help us with our Wellness program through the Fall and into next year. Meetings have been set up on August 24th and 26th to continue to coordinate this program with the class, Department Heads and Wage & Benefit committee.
13. Researched multiple topics for Mr. Stewart as they related to budget topics.
14. Working on a training program for Managers/Supervisors that provides the basics of the following: hiring and hiring processes, performance evaluations, documentation, FMLA, ADA and many other human resources responsibilities for their positions.
15. Additional time spent in our old records room in the Municipal Center, designing a plan to consolidate old personnel records to make room for adding additional records from our storage room within City Hall.
16. Continued to file all of our Personal Travel Reports as they relate to our Pandemic Virus Preparedness Plan.
17. Reported several incidents to our insurance carrier for either reporting purposes or for them to investigate using the appropriate guidelines of our policy. These are both property, casualty or possible workers compensation exposures. Did coordinate two reports of claims for Parks and Rec and Wastewater Treatment plant due to recent storm damage.
18. Completed a meeting with McInnes group regarding our renewal of our benefits for 2021. Additional information regarding renewal will be coming out in the near future.
19. Working with Mason Floyd on job descriptions and rating processes to determine wage ranges for continued learning purposes.
20. Continue to work on special projects as directed.

Upcoming Activities:

1. Continue wellness program development and implementation until meets goals of City for this program. We keep moving this forward but will require continual review for the near future.
2. Complete additional revisions to our personnel manual, take to Council for approval and publish online to our intranet for all to have access. We will also provide a form and require everyone to review manual and sign form that they have reviewed the manual.
3. Continue updating and coordinating performance evaluation system to prepare for the Spring evaluation cycle.
4. Continue to catch up on documentation on several personnel issues.
5. Continue the cleaning and reorganizing of the Human Resources file room.

6. Continue participation in the monthly LMC meetings.
7. Continue to work on revision of the City Safety Manual.

CONVENTION AND VISITORS BUREAU
Director, Marcy Bryant

Visitor Center Update

The Center is open 1-4 p.m. Monday-Friday. There is signage regarding social distancing and the mask requirement on the exterior doors and throughout the Center.

Show Me Grant

The WCVB was notified by the Missouri Division of Tourism the organization is eligible to receive up to \$105,501 in funding from the Show Me Grant. This is a reimbursement grant. Applications are due no later than August 20. Reimbursement requests must be submitted by November 15. The WCVB Board will approve the submission at the August WCVB Board meeting.

Eligible expenses include payroll, marketing services and PPE for the Visitor Center. The grant allows for reimbursement for event PPE, but it stipulates if the event is NOT held the organization can NOT apply for reimbursement. The WCVB would have to absorb those costs. Unfortunately, the WCVB's budget does not allow us to do that currently. The WCVB Board was presented a fiscally conservative proposal to assist nonprofits with events at the August WCVB Board meeting. The board approved purchasing up to three boxes of face masks for nonprofits to use at events. This is a first-come, first-serve program. The maximum allowed for the donation is \$600. The nonprofit must complete a form and exhibit they have a plan to offer a safe event for volunteers and participants.

Budget

2019-2020

The revised 2019-2020 budget was approved by the WCVB Board in May. With the Show Me Grant impacting FY 19-20 and 20-21, the board reviewed and approved another revised 2019-2020 budget at the August board meeting. The only revisions were in the revenue section and both revisions were positive! The lodging tax has come in higher than projected in May, so that account will be revised to reflect the increase.

2020-2021

The first draft of the 2020-2021 budget was presented for review to the board at the July meeting. This was prior to the notification regarding the Show Me Grant. The grant required numerous revisions to the budget draft presented in July.

The budget was presented for approval at the August board meeting. The board approved the budget for implementation.

Website

As per the agreement the WCVB signed with CivicPlus in 2017, the website-VisitWarrensburg.com is eligible for a redesign at no cost. The City site will be redesigned as well. I attended a meeting July 15 to discuss the project and timeline. This project will kick off the first of September. This would not be possible without the City's support by allowing us to utilize their agreement with CivicPlus. The WCVB was able to secure a redesigned website at a significantly lower cost.

Visitor Guide

The WCVB's visitor guide had to be put to the side as other priorities came forward and with the loss of our part-time communication coordinator. I am hopeful to pick up the pieces and continue with this project, so an updated guide is in distribution for early 2021.

WCVB 2020 Community Grant Program

Big Brothers Big Sisters Holiday Event-Home Tour & More: As of the report date, the event is has been altered. They are planning an event that day but have cancelled the evening part.

Blaine Whitworth Go Big or Go Home 5K was rescheduled for October.

Police Department Police Chief, Rich Lockhart

We have our first 2 graduates of the Airman Leadership School. Corporal Cher Miller and Officer Clint Polly completed the school and received their graduation certificates. Overall, this was a positive experience for not only the officers but also for the airmen. We will continue to participate in the program and evaluate its impact on the department. I was honored to be a guest lecturer during the session, providing leadership advice to the group.

I want to publicly thank the Rural Major Case Squad for its assistance with the August 1 homicide investigation. We hosted nearly 40 investigators and generated more than 90 leads. The work of the squad resulted in charging 2 individuals responsible for the death of Maliyah Lakey. The hard work of these investigators resulted in a swift resolution for Ms. Lakey's family. Additionally, having the individuals responsible for this shooting off the streets of Warrensburg, will give our community a sense of peace.

Fire Department Fire Chief, Robert Shaw

No report this meeting.

Parks Department
Director, Danielle Fesler

- The Nassif Lazy River Filtration Pump went out at the beginning of the week. Unfortunately we are not able to replace it before the end of the season.
- With the major storm at the end of July, our parks suffered some very serious flood damage. We are working with Greg and the insurance company to get an estimate on all of the damage this week.
- On August 5, we co-hosted Popsicles in the Park with Care Connection. We had about 30 seniors show up for a cool treat. It was great to see so many smiling faces that we haven't seen in months.
- Summer Day Camp wraps up its final week this week. It was great to have the kids back in our building and having fun, even if it was shorter this summer. We averaged about 40-50 campers each week, which is about half of our normal size.
- Fall sports are officially underway. Flag football, soccer, and volleyball teams have already or will start practices.
- At the next Park Board meeting I will be bringing the below items forward for approval. All of these items were bid out at the beginning of the year, but put on hold due to the pandemic. Now that we are nearing the end of the fiscal year, we have the funds to reallocate to these projects.
 - Remaining 3 flat roofs
 - Security Cameras
 - Locker Room Floors
- We've been having issues with the Pulsar unit in the indoor pool. This is the unit that helps to feed the chlorine bricks into the pool. We are working with MPM to replace the unit. The newer units are self-cleaning and should be a better system.
- Replacement pads for the AED's were ordered. This is a routine maintenance issue, as the pads expire about every year.
- Our office manager, Syerra Burnor turned in her 2 weeks' notice and resignation on August 14, so her last day with us will be Friday, August 28. She is going to pursue her education full-time. She will be missed.
- After putting group swimming lessons on a temporary pause, we are excited to announce that group lessons will resume again this fall. We've implemented several new COVID safety features, such as instructors will wear face shields when teaching and class sizes will be much smaller.
- We are working to fill two custodial positions. We are hopeful that as the students return, we will have more applicants.
- The outdoor digital sign is back up and running, there are still some panels need repair.
- WPR staff conducted a tour of the Community Center for Warrensburg R6 School District administrators and 35 new teachers on August 12.
- Social Media - We continue to follow a regular schedule for Facebook Posts, Twitter Tweets, and Email Blasters. Statistics are as follows:
 - 2-3 Facebook Posts daily; Statistics for the last 28 days include:

- Currently 6,745 Followers; Demographics: 81% Female, 18% Male, largest age group 25-34, 2nd largest 35-44; those 2 age groups make up 69% of our Followers
- The majority of our fans are from Warrensburg, followed by Sedalia, Knob Noster, Kansas City and WAFB
- We have reached 11,870 people in the last 28 days, with 3,228 Post Engagements, 1,143 Page Views and 82 Video Views
- 2-3 Twitter Tweets daily, with 3,241 Tweet Impressions in the last 28 days; # of Followers increased to 267
- We continue with our Friday FUNMail Email Newsletter. We have 4,751 Contacts on our current email list; with an Opening Rate consistently higher than the industry standard

Community Center Membership Numbers as of 8/19/2020

10 Punch Pass

	Adult	50 Plus	Youth	Childcare	Total	Percent Change
Aug-19	0	7	3	0	10	11%
Sep-19	0	6	9	0	15	50%
Oct-19	1	18	7	0	26	73%
Nov-19	0	7	4	0	11	-58%
Dec-19	0	8	7	0	15	36%
Jan-20	12	11	6	0	29	93%
Feb-20	5	9	7	0	21	-28%
Mar-20	0	3	6	0	9	-57%
Apr-20	0	0	0	0	0	-100%
May-20	0	0	0	0	0	#DIV/0!
Jun-20	1	1	1	0	3	#DIV/0!
Jul-20	1	4	4	0	9	200%
Aug-20	1	3	1	0	5	-44%

Annual Membership

	Adult	50 Plus	Youth	Childcare	Total	Percent Change
Aug-19	15	45	6	0	66	14%
Sep-19	19	49	6	0	74	12%
Oct-19	18	42	3	0	63	-15%
Nov-19	18	50	6	0	74	17%
Dec-19	16	53	6	0	75	1%
Jan-20	15	57	6	0	78	4%
Feb-20	17	58	7	0	82	5%
Mar-20	18	60	7	0	85	4%
Apr-20	18	60	7	0	85	0%
May-20	18	60	7	0	85	0%
Jun-20	18	60	7	0	85	0%
Jul-20	16	59	7	0	82	-4%
Aug-20	16	59	7	0	82	0%

Monthly

	Adult	50 Plus	Youth	Childcare	Total	Percent Change
Aug-19	273	207	19	20	519	2%
Sep-19	273	209	16	19	517	0%
Oct-19	268	214	17	21	520	1%
Nov-19	266	218	17	21	522	0%
Dec-19	260	222	21	20	523	0%
Jan-20	259	225	23	15	522	0%
Feb-20	287	244	25	16	572	10%
Mar-20	297	233	21	19	570	0%
Apr-20	297	233	21	19	570	0%
May-20	297	233	21	19	570	0%
Jun-20	279	231	26	13	549	-4%
Jul-20	261	202	29	1	493	-10%
Aug-20	240	180	25	1	446	-10%

Complimentary Memberships

	WPR Adult	WPR 50 plus	WPR Youth	Silver Sneakers	Total	Percent Change
Aug-19	34	7	12	4	57	19%
Sep-19	24	5	8	3	40	-30%
Oct-19	21	6	14	4	45	13%
Nov-19	36	7	26	4	73	62%
Dec-19	26	1	15	5	47	-36%
Jan-20	49	3	28	17	97	106%
Feb-20	33	8	24	5	70	-28%
Mar-20	18	3	11	2	34	-51%
Apr-20	0	0	0	0	0	-100%
May-20	0	0	0	0	0	#DIV/0!
Jun-20	18	0	7	1	26	#DIV/0!
Jul-20	75	4	39	2	120	362%
Aug-20	84	1	12	0	97	-19%

Membership Visits

	Adult Annual	50 Plus Annual	Youth Annual	Childcare Annual	Adult Monthly	50 Plus Monthly	Youth Monthly	Childcare Monthly	Adult WPR	50 plus WPR	Youth WPR	Silver Sneakers	Total	Percent Change
Aug-19	24	231	1	0	855	840	37	121	819	29	160	307	3424	-18%
Sep-19	40	217	4	0	708	722	19	78	552	16	109	252	2717	-21%
Oct-19	38	266	1	0	795	797	36	144	625	12	142	313	3169	17%
Nov-19	54	287	4	0	955	927	42	151	889	15	256	363	3943	24%
Dec-19	20	244	6	0	693	638	46	80	783	7	210	270	2997	-24%
Jan-20	45	273	6	0	839	829	54	68	947	20	269	371	3721	24%
Feb-20	44	166	5	0	565	513	21	35	481	23	171	257	2281	-39%
Mar-20	39	190	1	0	641	638	23	38	419	14	223	267	2493	9%
Apr-20	0	0	0	0	0	0	0	0	0	0	0	0	0	-100%
May-20	0	0	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!
Jun-20	11	152	7	0	244	121	27	0	211	2	123	37	935	#DIV/0!
Jul-20	13	227	3	0	388	276	59	0	516	15	290	142	1929	106%
Aug-20	9	174	0	0	283	254	32	0	486	5	102	101	1446	-25%

Day Passes

	Adult	50 Plus	Youth	Childcare	Total	Percent Change
Aug-19	188	81	142	34	445	20%
Sep-19	160	80	208	12	460	3%
Oct-19	127	59	137	17	340	-26%
Nov-19	207	89	241	20	557	64%
Dec-19	249	90	295	13	647	16%
Jan-20	231	64	312	13	620	-4%
Feb-20	198	51	294	4	547	-12%
Mar-20	191	42	324	5	562	3%
Apr-20	0	0	0	0	0	-100%
May-20	0	0	0	0	0	#DIV/0!
Jun-20	28	10	98	0	136	#DIV/0!
Jul-20	113	35	155	0	303	123%
Aug-20	34	17	13	0	64	-79%