NOTICE OF MEETING AND
BOARD OF ALDERMEN AGENDA

CITY OF OSAGE BEACH
BOARD OF ALDERMEN MEETING

1000 City Parkway
Osage Beach, MO 65065
573.302.2000
www.osagebeach.org

TENTATIVE AGENDA

SPECIAL MEETING

June 6, 2023 - 6:00 PM
CITY HALL

** ***Note:*** *All cell phones should be turned off or on a silent tone only. Agendas are available in the Council Chamber; however, complete meeting packets are available on the City's website at www.osagebeach.org.*

CALL TO ORDER

PLEDGE OF ALLEGIANCE

ROLL CALL

UNFINISHED BUSINESS

NEW BUSINESS

A. Department Discussions / Presentations

1. City Administrator
2. City Attorney
3. HR Generalist
4. City Clerk
5. City Treasurer
6. City Planner
7. Building Official
8. IT Manager
9. Airport Manager
10. Parks & Recreation Manager
11. Public Works Operations Manager
12. Assistant City Administrator
13. Police Chief

ADJOURN

Remote viewing is available on Facebook at *City of Osage Beach, Missouri* and on YouTube at *City of Osage Beach.*

Representatives of the news media may obtain copies of this notice by contacting the following:

Tara Berreth, City Clerk
1000 City Parkway
Osage Beach, MO 65065
573.302.2000 x 1020

If any member of the public requires a specific accommodation as addressed by the Americans with Disabilities Act, please contact the City Clerk's Office forty-eight (48) hours in advance of the meeting at the above telephone number.

Board of Aldermen Special Meeting – Planning Session
Tuesday, June 6, 2023

Department Managers will briefly give an overview of the activities in their respective areas of responsibility. A city-wide overview is as follows.

Successes/Strengths/Opportunities:

- Private/developer interest and investment continues at a fast pace; grows our economic wealth and quality of life; increases revenues to enhance or add services for our community. Constructed value, permits, and licenses continue to outpace previous year.
- Increase in revenues and use of grant funds in 2023 are being utilized to complete nearly 150% more investment of needed capital purchases and expansion projects for our community compared to 2022 (nearly 200% over 2021); many of which are in progress.
- City reserves for most funds continue to meet policy requirements.
- Several Master Plans and assessments are in process to aid in the City's effective planning of internal needs and services for our residents and visitors; areas of study include sidewalks, private roads, public works operations, airport expansion, parks, 911 communication expansion, economic incentives, and employee compensation and benefits.
- Voters approved the additional Marijuana Tax, specific to Parks & Recreation and Public Safety, which includes Police, 911 Communication, and Ambulance services.
- Current bonded debt related to utility service (Water and Sewer Bonds) will be paid off at various dates through FY2027.

Struggles/Weaknesses/Threats:

- Supply-chain issues are affecting completion dates of purchases and projects, some improvement over previous year.
- Continued effects of inflation on supply costs.
- Personnel costs are expected to continue to increase, not only affecting the current budget, but expected to continue into next year; competitive labor markets continue locally and nationally; applicant pool struggles remain consistent in various areas.
- Continued attention to forecasted cash flow and various expenditures categories outpacing applicable revenue sources for appropriate timing of operational and capital needs.
- Overall growth of the area and increases in private/developer investment (also a strength and opportunity for the City) increases the need for City resources and services, both current needs and in planning for growth, i.e. staff/admin/internal resources, internal and external risk management, utility maintenance/expansion, public safety, Parks & Recreation, etc.; current staff capacity is being challenged.
- Upkeep, planning, and attention to Utility (water and sewer systems) maintenance and infrastructure needs due to growth in demand and aging of current systems.
- Federal and State legislation activity continues to pose challenges in municipal operations and planning.

FY2022-23 Strategic Planning Summary

Mission Statement Adopted April 7, 2022:

- Provide Superior Municipal Services / Conduct City Business with Openness and Integrity
- Recognized as a Safe and Appealing Place to Live and Work
- Be an Employer that Assists its Team in Attaining Career Goals
- Supportive Environment to Conduct Business
- Be a Premier Lake of the Ozarks Visitor Destination

Objectives Identified in 2022:

Economic Growth – Committed to growing our economic base for the purpose of delivering superior services and financial sustainability in the future.

- Develop growth tools and assets that target revenue growth.
- Expand business retention and recruitment efforts; market region and city for commercial recruitment; increase visitors in area.
- Purse and promote voluntary annexation to provide revenue growth opportunities to broaden services provided by the city.
- Growth opportunities for airport expansion.

Good Governance – Committed to providing superior service by conducting business with transparency, accountability, and enhance engagement with the community.

- Sufficient financial reserves; optimize asset life cycle costs.
- Evaluate capital investment needs for effective use of future cash flows/available funding.
- Enhance asset maintenance standards and practices; evaluate costs and replacement practices.
- Enhance record retention needs and processes; use of applicable paperless environment.

Serve the Customer – Committed to providing superior services with openness and integrity. To be a premier destination with a supportive business environment and providing a safe and appealing place.

- Develop innovative methodologies to interact with citizens; collect and use data to evaluate programs and service needs.
- Quality Customer Service and perception is top priority.
- Effectively partner with OBSRD to improve transportation system; reduce private roads, unpaved roads, and sidewalks.
- Prioritize and develop project plans to fully build out our utility service within city limits; eliminate unserved areas.
- Continuous evaluation of ordinances and related practices; consistent and regular review.
- Enhance growth of our park system and recreational activites to meet the needs of our community; Park Master Plan, projects, and programs.

Internal Development – Committed to providing superior services through growth of our employees who provide community services.

- Continual expansion of employee capabilities; employees to be viewed as the 'best of the best'.
- Enhance and expand training opportunities for employee development.
- Enhance processes to improve and measure employee culture and satisfaction.
- Develop performance measures to demonstrate progress, performance, and productivity.
- Effectively collect and utilize data for internal awareness, improvement, and performance of services.

Human Resources & Risk Management

Introduction

Always forward. The Human Resources department is looking to the future in order to better align with the strategic parameters as set forth in the City of Osage Beach mission statement. As an employer, to be a safe and appealing place to work, and assist our employees attain their career goals. In a challenging labor market with many issues impacting employee sentiment, we must reflect on past challenges in order to focus on future improvements.

Recruiting, Hiring, and Retention

New Hires Onboarded in 2023- 4 Full time, 1 part time, 9 Seasonal
Terminations Processed in 2023- 7 Full time (1 Retirement, 1 involuntary), 3 part time

Current Budgeted Positions (F/T)- 106
Current Filled Positions (F/T)- 85
Current Vacancies- OBPD: 10, Public Works: 9, Airport:1, Parks: 0, City Hall Administration: 1

Successes

- Increased entry level wages for hard to fill positions.
- More of an online and social media presence for position openings
- Daily referral of applications to hiring managers for review
- Annual merit increase averaged at 4.52% (vs. 3.8% average for U.S. Employers)
- Premium increase averaged at 4.52%
- Total average compensation increased 7.91% (vs 4.1% average for U.S. Employers*)
- No increase in Health, Dental, and Vision insurance premiums

Challenges

- Labor market competition in the Lake area.
- Shortage of quality and skilled workers.
- Time capacity for many employees is exceeded.
- Performance evaluation process complexity.
- Timely new hire probationary review completion.
- Uniformity and administrative difficulties with employee recognition program

Looking forward

- Compensation and Benefits study- One year ahead of regular schedule and will include all current positions instead of 25% of positions rotated every 4 years.
- Streamline performance evaluation process- Whether with current software or as an add on module to the employee survey software. Inclusion of 360* feedback for evaluations
- LAGERS feasibility study is currently under actuarial review. Possible future action item.
- Identify career paths and progressive objectives for promotions.
- Total Compensation statements to show employees the overall value of City provided benefits.

New Hires and Terminations

Year	Hires	Terminations
2023	14	10
2022	37	23
2021	30	51
2020	30	33
2019	31	29

Average Salary Increases

Year	Increase
2023	7.9%
2022	9.4%
2021	3.5%
2020	2.9%
2019	3.3%

Employees by Quartile

Year	1st Quartile	2nd Quartile	3rd Quartile	4th Quartile
2023	5	58	23	14
2022	38	20	19	8
2021	63	12	6	1

Risk Management

Workers Compensation Claims- 1 (compared to 3 in the first half of 2022)
Property & Liability Claims- 8 (compared to 6 in the first half of 2022)

Successes

- CPR training provided to and completed by employees
- Stop the bleed training provided to and completed by employees
- One workers compensation incident for the first six months of 2023
- Low 3-year mod factor grants the city a 10% premium discount

Challenges

- Safety and wellness trainings (underutilization)
- FEMA national incident management compliance
- Timely resolution of claims due to lack of at fault party insurance

Looking Forward

- Utilize programs and trainings currently offered by MPR
- Safety committee regularly scheduled meetings
- Fleet Vehicle maintenance and safety audits

Workers Compensation Experience Mod Factor

2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
.96	.76	.77	.72	.77

Property and Liability Claims

Year	Claims	Open	Filed with Insurance
2023	7	3	3
2022	13	2	9
2021	59	1	14
2020	58	0	10

IT Department
Mikeal Bean, IT Manager

Performance Measures

- Help Desk Tickets Received - 401
- % of Tickets Closed – Currently over 98%
- Servers Supported - 15
- Peripherals Supported - 180
- PCs/Workstations Supported - 110
- Email Accounts Supported – 127 licensed
- Enterprise Applications Supported – 125+
- Storage Utilization – 24tb

Positives

- Installation of new Hypervisor (file server)
- Revamp all security cameras at City Hall and PW
- Upgrade surveillance system server
- Transition to built in sim MDTs for Police and Ambulance
- Built and implemented MaaS360 (admin console for mobile devices)
- Fiber break fix at PW

Struggles Thus Far

- Continuous changes in pricing and availability of IT related equipment
- Keeping up with insurance requirements related to their security standards
- Being a 1-person shop
- Threats against the City targeting personnel specifically through Email

Upcoming Projects

- Core Switch upgrade
- Possible upgrade to two factor authentication (2FA)
- Upgrade of the City's internet (speeds and bandwidth)
- Phone system upgrade to on premise from Cloud Based
- Expansion of security cameras to Parks, GG, and LCF

Airport Activity January through April

Ty Dinsdale, Airport Manager

- LCF Take Offs/Landings – 1,153 +8%
- LCF Jet Fuel Sold (gallons) – 20,805 -50%
- LCF AV Gas Sold (gallons) – 3,309 +106%
- GG Take Offs/Landings – 572 -16%
- GG Jet Fuel Sold (gallons) – 1,979 +8%
- GG AV Gas Sold (gallons) – 2,622 -27%

Equipment needs:

- GG grass trimmer
- GG Plow truck
- GG crew car

Projects:

- Airport Master Plan
- LCF approach localizer re-cabling
- GG Master Plan
- GG power line burial
- Discussions continue on acquiring the LCF property.

2023 Parks and Recreation Department Overview:

Current Activities:

- Little League/Weekend Tournament season.
- Cleaning-up Lakefront Property.
- Clean-up/Improvement projects at Peanick Park.
- Planning logistics for future special events/Scheduling Vendors
- Working on facilities Pricing update for BOA
- Master Plan Schedule Planning.
- Future Construction Projects Planning.
- Possibly bidding for Concession Stand management contract.

- **Parks Master Plan:**
  - Met w/BOA, Mayor, and City Administrator for input.
  - Cochran Engineering is in the process of updating designs.
  - When received, will be sent out to vendors for bid.
  - Hope to have first project presentation and recommended Master Plan timeline as an agenda item in late July.

- **Dragon Smoke BBQ Competition:**
  - Logo created by H.S. students at LCTC
  - Contract has been signed w/Lamar. Logo/event info will be posted on 25 billboards in mid-Missouri.
  - Working with KCBS reps on marketing.
  - Certified judges registration is already full.

- **Frisbee Golf/City Park Multi-Use Trail:**
  - Met with local Frisbee Golf Club and Magic Dragon Trails Rep on 05/24.
  - Discussed possibly installing 9-hole frisbee golf course in City Park that will utilize a multi-use trail.
  - Plan to meet in mid-June to walk proposed areas and see if project might be a possibility.
  - If approved, the project will be completed with mostly volunteers.

Construction Projects:

- **Culvert Project:**
  - Installation was completed in March.
  - Sewer Dept. recently completed hooking up irrigation line back up.
  - Road Dept. still needs to pore concrete curbs on either side.

- **Park Maintenance Building Bathroom:**
  - Met w/Cochran Engineering to finalize plans for new Park Maintenance building bathroom.
  - Contract for project to be awarded in June.
  - Trenching starts for water-line connector in early to mid-June.

- **Hatchery Road Drainage Improvement:**
  - Notice to proceed was given on 05/23.
  - Project will begin mid-June to be completed in 1-2 days.

- **Hatchery Road Re-Surfacing Project:**
  - Project tentatively scheduled to begin late June or early July.
  - Should only take 1-2 days. City Park may be shut down for one day during the week.
  - Will try and surface one side of road at a time to keep the park open if possible.

- **Surveillance Camera System at City Park:**
  - Approval/Notice to Proceed given on 05/23
  - Waiting on Camera company to schedule a date for installation.
  - Project scope of work will entail installing one camera at front gate, 5 cameras in concession stand area, and one camera at the main parking lot.

- **PA System for City Park Concession Stand:**
  - Scheduled to be installed the week of June 12th.

- **City Park Parking Lot/Pickle Ball Courts/Peanick Park Parking Lot Expansion:**
  - Design work for parking lot projects and Pickle Ball courts are almost complete and will be sent out for bid in early to mid-June.

Successes:

- Park staff winter tours of JC and Columbia Parks, (new ideas to improve our own facilities/networking).
- Spring Food Truck Festival, (7500 attendance).
- Hired new full-time Park Tech.
- Transition from Rec Desk to Civic Rec.
- Dragon Smoke BBQ Partnerships, (LCTC, Lamar).
- Park Tours/Master Plan Meetings w/BOA.
- Community/Civic Group Participation, (LCTC, TCLA, Chambers).
- Marketing for Special Events.
- Lakefront Access Culvert Installation.
- Scheduled 2023 Improvement projects, (Parking Lots, Pickle Ball Courts, PA and Surveillance Systems).

Challenges:

- New Events Planning/Logistics.
- Park Rules/Leashed Pet's Ordinance.
- Weather for LL and Weekend Tournaments.
- New Marijuana/smoking ordinance specific to City Parks.

Board of Alderman Preplanning meeting 2023

Public Works, Kevin Crooks, Public Works Operations Manager

Overview

- Water and Trans are fully staffed or mostly fully staffed and operating very efficiently.
- The sewer department is struggling with staffing and therefore is very reactionary. Little to no preventative maintenance is being done.

Successes:

- The Hydro excavator that was approved and ordered is being built and scheduled for delivery in the fall.
- Many of the vehicles approved and ordered from Joe Machens have been delivered or are scheduled to be delivered soon.
- Water meters and PRV's have been ordered and will be installed over the summer.

Challenges:

- The biggest challenge right now is rebuilding the sewer department.
- A lot of pumps are backordered due to supply chain issues.
- Small pumper truck has transmission issues and will be out of services for most of the summer.

Assistant City Administrator Office Update 2023
Mike Welty, Assistant City Administrator

I continue to assist the City Administrator, the Mayor, and the Board in many ways. My focus currently is on project management and assisting Parks, IT, Airports, and Public Works with purchasing and daily operation issues and challenges as they arise. I will be transitioning into future budgeting and forecasting discussions with these departments over the summer.

I am also researching multiple Local, State and Federal grant opportunities associated with future Parks, Airport, Water, Sewer, and Transportation projects. This includes Bipartisan Infrastructure Law (BIL) grants, TAP Grants, Safer Roads and Streets and many others.

Additionally, I assist Michael Raye with employee conflict management issues when they arise, Executime and Neo Gov software and administration support, new employee interviews in multiple departments, and other HR related duties.

Positives:

A busy 2023 Construction/Project schedule is moving forward.

- OB23-001 Osage Beach 2023 Pavement Overlay Program (bid awarded)
- OB23-002 Drainage Improvements - Hatchery Road (bid awarded)
- OB23-003 Osage Beach 2023 Pavement Sealing Program (bid awarded)
- OB23-004 Creek Cove Water & Sewer Service Extension (being designed)
- OB23-005 Swiss Village Water Storage Tank Washout & Inspection (bid awarded)
- OB23-006 Bluff Water Storage Tank Washout & Inspection (bid awarded)
- OB23-007 Columbia Storage Tank External Cleaning (bid awarded)
- OB23-008 Exposed Water Main Repair on Karhs Property (being designed)
- OB23-009 Sands Gravity Main & Manhole Replacement (postponed to early 2024)
- OB23-010 Lift Station Rehab (Rockway, Station 62-3, & Station 24-1) (bidding soon)
- OB23-011 TL-003 Lift Station Improvements (being designed)
- OB23-012 Gravity Sewer CCTV & Cleaning (summer 2023)
- OB23-013 Dude Ranch Manhole Rehab (being designed)
- OB23-014 TTA Sewer Main CCTV & Cleaning (Summer 2023)
- OB23-015 TTA Manhole Inspection (Summer 2023)
- OB23-016 Highway 42-Duncan Sewer & Water Service (being designed)
- OB23-017 Ductile Iron Force Main Inspection (Summer 2023)
- OB23-018 Beach Drive Culvert Replacement (bidding soon)
- OB23-019 1260 Proctor Drainage Improvements (bidding soon)

- OB23-020 City Park Pickle Ball Court & Slope Stabilization (bidding soon)
- OB23-021 City Park New Parking Lot (bidding soon)
- OB23-022 Peanick Park Additional Parking (bidding soon)
- OB23-023 City Hall Improvements (Sidewalk Replacement, Parking Lot Rehab, & Emergency Exit) (Bid awarded)
- OB23-024 Veterans Memorial (bidding soon)
- OB23-025 Osage Beach Public Works Facility Improvements (Out to Bid)

Communication and workflow between the City and Cochran engineering is very good. Cochran has been a great partner and they have done a nice job supporting the City's infrastructure improvement goals. The additional engineering firms hired are just getting started and I am building relationships with them as well.

I am discussing and moving forward with multiple City ordinance updates, including updates to Public Works design guidelines (Water/Sewer/Tran), sale of surplus, park fee structure changes, streetlights, and others.

Concerns:

- We continue to struggle with supply chain issues. This has affected project timelines, vehicles purchases, water and sewer parts deliveries, and other delivered goods.
- My capacity is maxed out and our engineer's capacity is being strained as well. This is an aggressive 2023 project list and I expect some projects will not get completed in 2023 and will have to be carried over. An in-house engineer to assist with project management would free up some capacity within my office for me to focus more on ordinance updates, leadership, and other administrative duties.
- The PW Operation assessment is out to bid. This will be an important process that will give us a road map for more improvements at PW.

Osage Beach Board of Alderman
Pre-Planning Session
June 6, 2023

Law Enforcement 10-14
Accomplishments:
- Fully Implemented the Departments Body Worn Camera (BWC) Program
- Hired the Police Analyst
- Hired 2 Police Recruits who have both completed FTO and are working on their own
- Obtained an ARPA Grant from Camden County to replace In-Car Laptops and add additional Laptops for each officer as well as an antenna upgrade for radio reception within the PD
  Future Goals/Plans:
- Reinstate the K9 Program
- Upgrade the in-car video cameras (Already approved by board)
- Continue filling the open positions.
- Continue fleet replacement program

Struggles:
- Filing Police Officer Positions – Currently have 3 positions open (2 Patrol, 1 SRO)
- Supply and demand of supplies/equipment/vehicles – Still waiting on ammunition order from 2022. Just currently received 2021 orders. Still waiting on one detective vehicle that was ordered in 2022
- Destruction of items in evidence room and running out of space in evidence room (due to it being a combined job duty with records until position is filled).

911 Center 10-15
Accomplishments:
- Raised Communications starting pay to $18.00.
- Continue to operate with a FTE staff of 5, when fully authorized is 11. This is 1 better than last year. These ladies are truly our department's greatest assets. They do what it takes to keep us up and running.

Future Goals/Plans:
- Fill open positions.
- Move Communications Center to lower level

Struggles:
- Filling open positions – Currently have 6 FTE openings.
- Hiring – Still not seeing a lucrative applicant pool. When we do have what appears to be a good applicant pool, they do not show up for testing or they fail the test. Our passing score is 70%.

Emergency Management 10-20
Accomplishments:
- N/A
  Future Goals/Plans:
- Upgrade the Storm Siren control panel in Communications.

Struggles:
- N/A

<u>Ambulance 40-00</u>

Accomplishments:

- Obtained an ARPA Grant from Camden County to replace the Ambulance Laptops.
- Upgraded the Cradle Point Modems in both Ambulances.
- Received the new Ambulance and placed it in service.
- Received new equipment: suction units, cardiac monitors, stair chairs.

Future Goals/Plans:

- Looking into future possibility of re-instating the staffing of the 2 ambulance 24/7 which will require additional FTE
- Reconfiguring/remodel/new Ambulance Quarters

Struggles:

- Still seeing supply chain issues, not as bad as last year though.
- Supply cost increases