



# Employee Handbook

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May 2024

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## **Welcome to Kirkwood!**

Dear Fellow Employee:

Welcome to Kirkwood! We are certainly pleased to have you as a member of our team.

The City of Kirkwood considers its employees as the most important asset in providing residents with high quality City services. As an employee for the City, you are in an important position to help maintain this quality. Remember, neither machines nor technology can ever replace our employees' enthusiasm for exceptional customer service.

Knowledge, skills, and abilities play a big role in the people the City chooses to hire. A dedicated, professional, and enthusiastic attitude toward public service makes you a prime candidate for career employment with the City. We are counting on you and have every confidence you will succeed.

Unlike many jobs, just being competent is not enough in city government. Often the only perception a resident may have of municipal employees and services will be that brief contact they might have with you. A telephone conversation, a face-to-face meeting, or even polite driving courtesy as you operate a City vehicle can leave a lasting impression with a resident. We want that impression to be a positive one. That's why you are so important to us – not only because we believe you will perform your job well, but because you also become our ambassador, our public relations person on the front line.

This employee handbook was prepared to help you begin to know and understand what working with Kirkwood is all about. We try to pay the best salaries and provide the best benefits that we can afford. In addition to the salary and benefits we offer, we also believe it is extremely important to provide you with the right working climate to do your job effectively and as pleasantly as possible. As you become familiar with your work, we encourage you to let us know your ideas about how we can make your job more meaningful and how we can provide better services to our citizens.

More than 10,000 families have decided that Kirkwood is a great place to live, not just because of the services provided by any one City department, but because of all of our efforts. We are a team of professional municipal employees, and when we work as a team, we're the best!

## THE HISTORY OF KIRKWOOD AND ITS GOVERNMENT

In 1849, overcrowded living conditions, a rampant epidemic, and a tragic fire forced many St. Louisans to move from their urban homes. As the Pacific Railroad moved west, it served as a lifeline for many former city dwellers, providing commuter transportation to and from jobs in St. Louis. The City of Kirkwood was part of this railroad expansion and was named after the engineer and surveyor James P. Kirkwood, who routed the railroad from St. Louis through the present downtown district. Original streets were named for U.S. Presidents.

Formally established in 1853, Kirkwood was the first planned suburban residential area west of the Mississippi River. It received its charter of incorporation in 1865 as a village and by 1930 became a third class city with a Mayor and four Council members. In 1982, a 13-member Charter Commission was elected to draft a charter for Kirkwood to take advantage of a Missouri constitutional amendment, which permitted a greater degree of home rule for cities. The charter was approved by voters in April 1983 and took effect in April 1984.

Kirkwood, the “Green Tree City,” has also been called the “Queen of the St. Louis Suburbs.” The City’s annual budget of approximately \$65 million provides services to a population of 28,000. It has a land area of 9.14 square miles and contains 106 miles of streets.

Kirkwood has the fourth largest municipal electric system in the State of Missouri and has been serving residents since February 1901. The Electric department maintains and services all its equipment, including approximately 1,000 streetlights, and approximately 132 miles of distribution wires.

The Water department purchases and redistributes an adequate and safe supply of approximately 1.4 billion gallons of water per year to Kirkwood households and businesses. It maintains all water supply mains (approximately 135 miles of pipe), City-owned fire hydrants (approximately 1,050), and water meters (approximately 10,300).

The Mayor and six Council members are elected at large with staggered terms. The Mayor of Kirkwood is a voting member of the City Council. The Mayor and City Council members have term limits of two consecutive terms. Each term is for four years. The Mayor and City Council appoint the Chief Administrative Officer whose responsibility is to direct and supervise the administration of all departments. The Chief Administrative Officer sees that all laws and provisions of the City Charter and acts of the City Council are carried out.

## PREFACE

This handbook does not constitute a written or implied contract for either employment or for the provision of any benefit. Rather, it serves as a general information guide for new employees of the City of Kirkwood. More specific information is available in the City of Kirkwood *Personnel Rules and Regulations*. Any of the provisions of this handbook may be changed or new provisions added by the City Council of Kirkwood without prior notice.

Each employee has the right to terminate his/her employment with the City of Kirkwood at any time for any reason. In order to leave in good standing and to be eligible for reemployment, the employee must give at least 10 working days' notice. The City of Kirkwood may also end the employment relationship at any time without prior notice.

In this handbook, "employee" is defined as a full-time employee who is employed on a continuous basis. A full-time employee is one who works an average of 39 hours per week. A part-time employee is one who is employed on a continuous basis but who works an average of less than 39 hours per week. All other types of employees should check with their supervisor to see which sections apply to them.

## GENERAL INFORMATION

### **Business Hours**

Generally, business hours begin at 8:00 a.m. and end at 5:00 p.m. with an hour lunch break. However, this depends on each department and employees should check with their supervisor. Additional morning and afternoon breaks are a privilege that may be granted by your supervisor depending on the workload.

### **Where to Eat Lunch/Relax**

There are designated eating areas located in most buildings. There are also delicatessens and restaurants nearby in downtown Kirkwood.

### **Employee Communications**

The City of Kirkwood believes strongly in the importance of employee communications. An employee newsletter, *Kirkwood on Track*, is published monthly. Employees can have it sent electronically to a City or personal email address or view it on the City's intranet and the City's employee web portal. Employees who would like to become involved in the employee newsletter or share suggestions or comments, can contact the newsletter's editor, our current Communication Manager, at 314-822-5894.

The *Weekly Wrap-Up*, which summarizes the major happenings of the week, is produced by the Chief Administrative Officer; a copy is available in each department for review as well as on the City's intranet and employee portal at <https://www.kirkwoodmo.org/government/departments/employee-portal/employee-news>.

Each work area has a bulletin board where employee information is routinely posted; employees are encouraged to check it periodically to keep up-to-date.

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## PAY PLAN ADMINISTRATION

### **Compensation Plan**

The City of Kirkwood uses a classification and pay plan to determine salary ranges for each position. This plan assigns the same pay scale to positions, which are sufficiently alike in duties and responsibilities. There are separate salary structures for civilian employees, fire department staff, and police officers. The salary structures are posted on the City's employee web portal under "[Policies and Procedures](#)" portion of the Human Resources page. All salary increases granted to City employees are based on performance, merit, cost of living adjustments or tenure. Merit increases are granted annually at the beginning of the City's fiscal year, which begins April 1<sup>st</sup>.

### **Probationary Period**

All new employees must complete a probationary period of at least twelve continuous months. If dismissed during this probationary period, an employee cannot appeal his/her termination through the grievance process.

### **Pay Period/Timesheets**

Employees are paid on a bi-weekly basis. Timesheets or ExecuTime entries should be completed by employees and their supervisor at the end of each pay period. Generally, employees are paid on the Friday following the end of the pay period. Direct deposit is mandatory for all employees. An enrollment form is available online or through Human Resources.

### **Overtime**

Overtime must be approved by supervisors in advance and should be noted on the timesheet or in ExecuTime. For all City employees except Fire and Electric department employees, employees may be paid 1-1/2 times their hourly rate for hours worked outside of the normal working day and on holidays not scheduled to work. Double time is paid for hours worked on Sunday, if Sunday is not a regularly scheduled workday. (Please review the *Personnel Rules and Regulations* for specific information on overtime provisions.)

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## **PAID TIME OFF BENEFITS**

### **Holidays**

*The following are paid holidays for part-time employees (except Police Department):*

- |                                      |                            |
|--------------------------------------|----------------------------|
| 1. New Year's Day                    | 7. Labor Day               |
| 2. Martin Luther King Jr.'s Birthday | 8. Thanksgiving Day        |
| 3. Presidents' Day*                  | 9. Day After Thanksgiving* |
| 4. Memorial Day                      | 10. Christmas Eve*         |
| 5. Juneteeth                         | 11. Christmas Day          |
| 6. Independence Day                  |                            |

### **Vacation**

Certain part-time employees may qualify for vacation leave. The employee must have worked for the City at least six months on a continuous basis and work an average of at least 20 hours per week. The vacation

leave accrued depends on the average number of hours worked per week. Please consult the *Personnel Rules and Regulations* for more information.

Each department head will determine when vacation leave may be taken. Department heads schedule vacation leave taking into account operating requirements, order of request, and seniority.

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### **Family Medical Leave Act (FMLA)**

Employees need to notify their supervisor and contact the Human Resources department when they have advance notice for hospitalizations (e.g. surgery, pregnancy), to care for a spouse, son, daughter or parent with a serious health condition, or child birth or adoption, to see if they are eligible for leave under the Family Medical Leave Act. When the leave is for an employee's own serious health condition, a doctor's statement is needed to return to work and should include any restrictions that the employee may have.

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## **BENEFITS**

### **Pension**

The City of Kirkwood has two employee pension plans. The Police Officers and Firefighters Pension Plan covers all uniformed police and fire employees. The Civilian Employees Pension Plan covers all other eligible City employees. Employees who averages over 20 hours per week is eligible for pension benefits.

For participants in the Civilian Plan, the City contributes 6.5 percent of the employee's salary to the pension plan. Contributions will begin the first of the month following six months of employment for full-time employees. The City also contributes 6.5 percent of the employee's salary on behalf of participants in the Police Officers and Firefighters Pension Plan. In addition, the employee is required to make a mandatory contribution equivalent to the deduction for Social Security; this mandatory contribution is matched by the City and added to their pension account.

Through their participation in one of the pension plans, full-time employees receive long-term disability coverage at no cost. Full-time employees are also covered by group term life insurance and accidental death and dismemberment insurance which is provided at no cost; the amount of coverage depends on the employee's age and salary.

### **Deferred Compensation**

Through payroll deductions, employees have the option of participating in a deferred compensation plan. Deferred compensation allows an employee to set aside pre-tax dollars to supplement their pension in retirement. The money deferred reduces both federal and state income taxes. Taxes will be deferred



until the funds are withdrawn upon retirement or leaving the City's employment. Please contact the Human Resources department for additional information.

The Deferred Compensation Plan and the City's pension plans are managed by:

***TIAA:***

***800-842-2252***

### **Wellness Program**

Employee good health is important to the City and the City supports employee efforts to stay healthy. Full-time and part-time employees are entitled to a 50% discount on all services offered by the Parks and Recreation Department except for those programs where the price is fixed due to contractual arrangements (e.g., trips). Rooms at the community center and picnic sites are available at resident rates. The City makes available flu shot clinics annually.

***Recreation Department:***

***314-822-5855***

### **Employee Assistance Program**

Any of us may encounter problems that are too overwhelming to handle alone, and may interfere with our work productivity. The City realizes this and provides a confidential, professional counseling service to all employees at no cost through Personal Assistance Services. This service counsels employees on alcohol and drug abuse, marital difficulties, finances, and other personal problems. Posters are posted on bulletin boards in work areas or the Human Resources Manager or the Assistant Chief Administrative Officer may be contacted for additional information.

***Personal Assistance Services:***

***800-356-0845***

### **Cariloop**

Cariloop provides dedicated support for employees caring for loved ones at no cost to employees. Cariloop's Caregiver Support Platform gives employees access to on-demand licensed/certified healthcare coaches via phone or video chat that empower them to feel less overwhelmed with a clearer perspective of next steps and questions for Doctors or other professionals, discover the path ahead by understanding the financial or legal options that would best support their goals, and make sound decisions with tailored research on healthcare providers that would benefit their loved ones.

***Cariloop:***

***972-325-5836***

## OCCUPATIONAL INJURIES

Employees who are injured while on the job are entitled to receive Workers' Compensation benefits.

In the event that an employee is injured while on the job, his or her supervisor needs to be notified immediately. The employee and the supervisor will determine whether or not the injury is serious enough to warrant medical treatment.

If medical treatment is necessary, the employee will be transported as appropriate.

Even if an employee is not seriously injured, the supervisor needs to be informed immediately.

The employee will need to complete an injury report with his/her supervisor and also assist in the investigation of the injury.

The occupational injury or illness pay policy allows for payment of the full regular salary in accordance with the Missouri's Workers' Compensation law, chapter 287, section 287.170; workers compensation benefits are made by check directly to the employee in an amount equal to sixty-six and two-thirds percent of the employee's average weekly earnings by the City's third party administrator. The City will pay the remaining portion of the employee's salary during the scheduled pay period.

An injured employee may be required to complete a WorkSTEPS evaluation (performance based fitness for duty test) prior to return to regular job duties.

***Failure to timely report an injury could result in the employee incurring financial responsibility for medical costs.***

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## STANDARDS OF CONDUCT

The City of Kirkwood has a longstanding tradition of providing prompt, polite, and friendly service to its residents. As employees, we are proud to offer this quality of service to the people we serve. We make every effort to continue this tradition knowing that we are a major reason that Kirkwood is such a desirable place to live. We believe the residents and visitors to our City deserve high standards of conduct from us. The following are a few guidelines to help you adjust to your new position, form positive work habits, and succeed in your career with the City.

1. **Working Hours**—Your work schedule is important for the efficient operation of your department. By being on time, you help the operation run smoothly while gaining the respect and cooperation of your co-workers and supervisor.

2. **Attendance**—Your regular attendance at work means that you care about your job and co-workers. The teamwork needed for your department to perform its tasks depends on everyone doing his or her part.
3. **Dress Code**—Dress codes vary from department to department, depending on position, tasks, exposure to the public and weather. Regardless of where you work, all employees are expected to dress in a manner that is considered appropriate by the general public. Please try to present a good image of yourself and the City by being selective in what you wear to work.
4. **Courtesy to Residents**—Your position with the City will mean that you will often be dealing with residents. Courteous service is the key. Sometimes all it takes is a broad smile and a warm hello. However, sometimes a resident has a problem and needs help from the City. That resident deserves your complete and sincere attention in listening to his/her concerns, and your assurance that you understand what he/she needs. Listen carefully to any complaint and ask questions if you are unsure of something. Offer immediate assistance or get the person in touch with someone who can help. Remember how much better you feel when someone tries hard to help you with a problem.
5. **Favoritism**—Occasionally, some employees are put in the awkward position of being asked to do a special favor. Usually such requests are for some type of free City service in return for a gift or gratuity. Such deals may be tempting, but they are illegal. It is also against the law to accept any gift or gratuity in connection with your status as a city employee.
6. **City Resources**—The City's labor force as well as its vehicles and equipment are valuable assets for completing our work. To perform all services, our organization needs its resources available at all times. Therefore, all of the City's resources are reserved only for City-related projects and services.
7. **Sexual Harassment**—It is the policy of the City to provide a business-like work environment free from all forms of discrimination, including sexual harassment. Sexual harassment is the deliberate or repeated behavior of a sexual nature by one employee to another that is unwelcome. If you believe that you are being sexually harassed, you should contact your department head, the Chief Administrative Officer (314-822-5803), the Assistant Chief Administrative Officer (314-822-5801), or the Human Resources Manager (314-822-5809) immediately.
8. **Substance Abuse**—It is the policy of the City to maintain a safe, healthy, and productive work environment for all employees and the City's residents. The use, possession, concealment, sale, or distribution of unauthorized drugs or alcohol is absolutely prohibited. Employees shall not: report to work under the influence of alcohol or drugs; have the odor of alcohol or drugs on their breath during a regularly scheduled shift; possess drugs or alcohol on their person or property under their control while on duty or on compensated standby time; sell or provide drugs or alcohol to any other employees or to any person while such employee is on duty; or work impaired as a result of the use of alcohol or drugs.
9. **Political Involvement**—Since you are working for a municipal government, there are state and local laws as well as City policies that limit how you participate in politics on any level. These restrictions

are necessary so that voters do not get the impression that their local government backs a particular candidate or issue. All employees are free to exercise their right to vote and express their opinions. The guidelines will generally not restrict your freedom to participate in the democratic process in any way you choose after you are off work or on vacation. With one exception, they apply to you only while on duty, during your regular working hours and overtime, or at any time when in uniform.

**While on duty or in uniform, City employees should NOT:**

- a) Canvass for any candidate, political party, or political issue.
- b) Display a political sticker, badge, picture, or button.
- c) Attend a political rally, fund-raising activity, or other political gathering.
- d) Serve as an election judge or clerk.
- e) Place or allow to remain, any political picture, sticker, badge, or button on any City vehicle used by the employee.

**EXCEPTION: *The following is contained in the City's Charter and applies whether you are on OR off duty:***

*No City employee may make any campaign contribution or take part in the political campaign of any candidate running for City Council or the office of Mayor in the City of Kirkwood. All employees may exercise their rights as a private citizen to express opinions and, if a registered voter in Kirkwood, sign a nominating petition for any City candidate and vote in any City election.*

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## **CITY FUNCTIONS**

### **ADMINISTRATION**

Administration is responsible for the general operation of the City. The Chief Administrative Officer (CAO) is appointed by the City Council and directs and supervises the day-to-day operations of the City. The CAO sees that all laws and provisions of the City Charter and acts of the City Council are carried out. The CAO prepares an annual budget and capital program, keeps the Council informed concerning areas of policy decision, and submits a statement of policy recommendations for programs and policies to be considered. The Assistant Chief Administrative Officer assists the CAO in these duties.

### **Community Relations/Communications**

The Communications Manager writes and issues press releases, responds to media inquiries, and generally monitors the City's image in the press and with the public. The Communications Manager researches and responds to inquiries from the Kirkwood community on a wide range of subjects. The

Communications Manager writes and edits all content for the City's monthly newsletter, Eye on Kirkwood, and for the City's weekly electronic newsletter, Kirkwood Weekly Happenings. The Communications Coordinator writes content for, updates, and manages the City's social media accounts, promotional flyers and other graphic materials, writes and updates City brochures, and takes photos of City events. The Communications Manager also writes and produces employee communications, including a monthly employee newsletter, content for the employee intranet, and promotional materials for employee events.

### **Human Resources**

Human Resources Department provides full service HR Functions to the employees, supervisors, managers and applicants of the City of Kirkwood. Human Resources is responsible for ensuring a highly qualified diverse applicant pool for all vacancies, foster an enjoyable work environment through fair administration of policies and benefits, provides equal opportunity for training, development, and advancement, encourages a safe and healthy working environment, and inspires employee engagement through employee development, recognition, and effective communication.

### **City Clerk**

The City Clerk is appointed by the Mayor and City Council. The City Clerk prepares the agenda for City Council meetings and maintains records for the Council. The City Clerk also performs all duties imposed by the laws of the State of Missouri, the Charter, and ordinances of the City. The City Clerk serves as the Custodian of Records for the City. In addition, the City Clerk provides tours of City Hall and Council Role Plays for area student groups upon request. One of the most important functions of the City Clerk is to serve as a direct contact with residents wishing to express concerns about City services or issues. In this capacity, the City Clerk acts as an impartial conduit in relaying these concerns to the City Council and ultimately to the appropriate staff member for resolution.

### **Finance**

The Finance department has responsibility for all the fiscal affairs of the City. These responsibilities include maintenance of accounting records, financial reporting, auditing, budget preparation, and the collection and disbursement of funds in accordance with Generally Accepted Accounting Principles. In addition, the Finance department processes payroll including all tax payments/reports and accounts payables.

### **Procurement**

The centralized Procurement department is responsible for the acquisition of quality products, supplies and services for projects and professional services throughout the City. Procurement works closely with businesses, government agencies and internal departments throughout the entire procurement process to assure procurements are completed quickly, efficiently, cost effectively and follow all regulatory laws and requirements.

Additionally, Procurement is responsible for all surplus sales, the employee credit card program and the warehouse.

### **Facilities Operations**

Facilities Operations is a division of the Procurement department and is responsible for maintaining and overseeing 19 City-owned buildings and other structures. Additionally, Facilities Operations is responsible for the employee card access and security of building systems. Work is performed through contracted services, outsourcing and internally through work orders.

### **Fleet**

Fleet is responsible for maintaining and repairing 240 vehicles and equipment and provides emergency service when needed.

### **Safety**

The City of Kirkwood has an all-encompassing Safety and Property Protection Program. A municipal safety program must provide not only for the safety of all Kirkwood employees, but also for the safety of the public. Keeping everyone safe is the number one priority. We are committed to active leadership in the community to provide safe and healthy places to work and play.

Every employee is charged with the responsibility of supporting and cooperating with our safety procedures, which can be found in the City of Kirkwood Safety Manual, and supplemental information provided by your department.

#### **As a new employee, if you don't understand:**

- Ask your supervisor about safety procedures, prior to performing any duties.
- Ask your supervisor about safety rules, safety training and any required safety equipment for your area of assignment.
- Become familiar with where first aid stations and kits, fire extinguishers and emergency exits are located. Know accident procedures and reporting processes.
- If you have questions, or need additional information, it may be obtained from the Safety Department at any time.

As a condition of employment, all employees are expected to adopt the concept that the safe way to perform a task is the only acceptable way. Safety adherence and performance will be considered as an important measure of supervisory and employee performance evaluation.

The success of our safety program depends on the cooperation and active participation of every employee—and that means YOU.

### **Management Information Systems (MIS)**

This division is responsible for all voice and data communications for the City. The MIS department supports eleven buildings with over 200+ networked personal computers, 56 servers and over 40 networked printers. MIS is also responsible for the connection to the Internet and the GIS system, and maintaining the phone system and the voice-mail system for all City departments.

### **PUBLIC SERVICES**

This department is made up of the Engineering, Street, Sanitation, and Water divisions.

#### **Engineering**

The primary functions of this division are planning and administration of public works projects. Its responsibilities also include engineering design, particularly street and drainage facilities; and preparation of plans and specifications for public works projects. This division keeps on file records and drawings of projects and plans of public buildings. Management and inspection of all contract public works projects are provided by the Engineering division. This division also provides staff support to the Planning and Zoning Commission and manages the Sewer Lateral Insurance Program.

#### **Street**

The Street division is responsible for the maintenance and repair of 221 lane miles of street pavement (62 lane miles of concrete streets and 159 lane miles of asphalt streets), 6 miles of public sidewalks and subdivision walkways, approximately 200 miles of concrete and asphalt curbs, seven City bridges, drainage culverts under roadways, traffic control signs and pavement marking, over 10 acres of public grounds at 52 locations, and trees on public grounds and along the public rights-of-way. Street maintenance and repair includes the asphalt overlaying of deteriorated streets, seal coating of deteriorated streets, crack filling of asphalt and concrete streets, sealing of bridge decks, routine sweeping of street pavement, removal of dead animals from City streets, snow/ice removal from street pavement and sidewalks adjacent to public buildings and grounds, and removal of dead trees and hazardous limbs in public rights-of-way. The street division maintains 13 public sidewalks, including providing prompt response to eliminating sidewalk hazards, and installs and maintains holiday wreaths for seasonal display.

#### **Sanitation**

This division serves over 9,000 customers. Services include curbside pickup of refuse, recycling and yard waste, rear yard service, and commercial dumpster pickups. The Sanitation division also provides a special pickup service for large items or items not included with the regular pickup service. Special pickup services are provided on a user-fee basis, which is charged to the resident. The Sanitation division also includes the recycling depository.

## **Water**

The Water department purchases and redistributes an adequate and safe supply of approximately 1.4 billion gallons of water per year to Kirkwood households and businesses. It maintains all water supply mains (approximately 135 miles of pipe), City-owned fire hydrants (approximately 1,050), and water meters (approximately 10,300).

## **PLANNING AND DEVELOPMENT SERVICES**

Planning and Development Services is comprised of both the Planning Division and Building Commissioners Division. The Planning Division provides daily administration of the City's zoning and subdivision regulations, completes long-range planning efforts, and oversees economic development efforts for the City. This department supports various City Boards & Commissions including, but not limited to, the Planning and Zoning Commission, Board of Adjustment, Architectural Review Board, and the Landmarks Commission.

## **Building Commissioner**

The Building Commissioner's office administers and enforces zoning laws, building codes, electrical codes, plumbing codes, mechanical codes, property maintenance codes, fire prevention codes, and related ordinances. The City's building inspectors are guided by the International Code Council (I-codes) and the NFPA 70: National Electrical Code. The Building Commissioner directs inspections of existing and proposed buildings to ensure that they meet the minimum codes and standards.

## **ELECTRIC**

Kirkwood has the fourth largest municipal electric system in the State of Missouri and has been serving residents since 1901. It buys electricity wholesale from the open market. The electric department maintains and services all its equipment, including approximately 2,316 streetlights, and 132 miles of primary electrical distribution wires. Its service area encompasses approximately two-thirds of the City.

## **PARKS AND RECREATION**

### **Parks**

Although this division is part of the Parks and Recreation department, it is funded primarily by monies received from the park tax, which is levied on real and personal property in Kirkwood. By state law, the Kirkwood Park Board has administrative authority on how those funds are expended. The major responsibilities of Parks are maintenance, repair and development of all parklands and passive recreation facilities.



### **Recreation**

All active recreation programs, activities, and special events are coordinated by this division. It also handles reservations for both park and recreation facilities. The Recreation division administers the operation of the following facilities: aquatic center, community center, ice rink, and tennis courts. Employees and their immediate family members are eligible for discounts of up to 50% off on recreation programs and facility rentals offered by the department.

### **POLICE**

The Police department provides protection of life and property for both the City of Kirkwood and the City of Oakland. In addition, the department administers several programs such as Neighborhood Watch, Vacation Watch, and Operation Ident, which are all aimed at preventing crime by encouraging citizen involvement and awareness. The Police department also consists of Police Chaplains, the Explorers, and the Reserves. The department performs all investigations, evidence gathering, and photography work needed at crime scenes. The Police department participates in a mutual aid plan with area police and fire departments in the event of an emergency requiring a large amount of manpower and/or equipment. Lastly, the Police department also provides Community Emergency Response Training (CERT) to all residents so they will be able to function in a disaster.

### **FIRE**

The Fire department has three fire stations, which provide services to residents of the City of Kirkwood and the City of Oakland. Firefighters perform rescue, fire suppression, and emergency medical services. This department also responds to mutual aid emergency fire calls and assists the Police department in calls in other St. Louis communities requiring a large amount of manpower and/or equipment. The fire marshal operates the City's fire prevention bureau through an inspection program and investigates the cause and origin of fires. The Fire department is a founding member and major participant on the St. Louis County Hazardous Materials Response Team and it's the only municipal fire department that is a charter member of this team.

### **KIRKWOOD PERFORMING ARTS CENTER**

Located in the heart of Kirkwood's bustling downtown, the Kirkwood Performing Arts Center features the Ross Family Theater, a Studio Theater, a 2,000 square foot Event Space, and an Event Lawn. Coupled with support spaces such as dressing & green rooms, a wardrobe room, ADA accessible restrooms, two concession stations, and a catering kitchen, the Performing Arts Center is ready to host all sorts of events.

### **KIRKWOOD PUBLIC LIBRARY**

Kirkwood Public Library provides materials, programs and services which entertain and educate Kirkwood residents of all ages, from tiny tots to senior citizens. The Library has more than 20,000 registered cardholders that have access not only to books on a wide variety of topics, including bestsellers, but also popular DVDs, downloadable e-books and audio books, magazines and newspapers. The Library has a

large number of public Internet access, as well as computers designed specifically for preschoolers. In addition to materials, librarians design hundreds of programs each year for children, teens, adults and families. To help residents learn more about technology, the Library offers weekly computer classes and drop in technology help. Residents can register to vote at the Library as well as apply for a U.S. Passport. Faxing and photocopying services are also available. Any City employee, regardless of where he or she resides, is eligible for service at the Library and may apply for a Library card free of charge. Library resources are provided free of charge for all residents and employees of the City. In addition to the materials available in-house, the Library participates in resource-sharing consortia and reciprocal agreements that allow its users direct access to millions of books and resources in libraries throughout the St. Louis metropolitan area, the state of Missouri, and the nation.

## CITY BUILDINGS

City Hall	139 South Kirkwood Road
Community Center	111 South Geyer Road
Electric	212 South Taylor Avenue
Fire Administration	11804 Big Bend Road
▪ Firehouse #1	137 West Argonne Drive
▪ Firehouse #2	11804 Big Bend Road
▪ Firehouse #3	1321 West Essex Avenue
Fleet	345 South Fillmore Avenue
Kirkwood Farmers' Market	140 East Argonne Drive
Kirkwood Library	140 East Jefferson Avenue
Kirkwood Performing Arts Center	210 East Monroe Avenue
Parks & Recreation	111 South Geyer Road
Police	131 West Madison Avenue
Procurement	212 South Taylor Avenue
Facilities Operations	345 South Fillmore Avenue
Sanitation	345 South Fillmore Avenue
Street	345 South Fillmore Avenue
Water	212 South Taylor Avenue

## KEY PHONE NUMBERS

Chief Administrative Officer, Russell Hawes	314-822-5803
Assistant Chief Administrative Officer, David Weidler	314-822-5801
Human Resources Manager, Mollie LeBlanc	314-822-5809
Safety Manager	314-822-5808
Community Center	314-822-5855
Kirkwood Performing Arts Center	314-759-1455
Kirkwood Public Library	314-821-5770
NVA (National Vision Administrators)	800-672-7723
Anthem BlueCross BlueShield	800-490-6145
Cariloop (Dedicated support for employees caring for loved ones)	972-325-5836
Delta Dental of Missouri	800-335-8266
Personal Assistance Services (Employee assistance program)	800-356-0845
TIAA	Deferred compensation (Group: 407311) 800-842-2252
	Civilian pension (Group: 407312) 800-842-2252
	Police and Fire pension (Group: 407313) 800-842-2252
	Police and Fire brokerage call center. 800-927-3059

