



WHERE COMMUNITY AND SPIRIT MEET®

WORK SESSION MINUTES

A work session of the Kirkwood City Council was held on August 15, 2024, at 5:30 p.m. at Kirkwood City Hall, 139 S. Kirkwood Road, Kirkwood, Missouri. Present Deputy Mayor Zimmer, Council Members Jaksetic, Luetzow, McLean, and Rheinnecker. Also in attendance were Assistant Chief Administrative Officer David Weidler, City Clerk Laurie Asche, City Attorney John Hessel, and Parks Director Kyle Henke. Council Member Schaefer was absent and excused. Mayor Gibbons joined the meeting via Zoom.

APPROVAL OF THE AUGUST 1, 2024 WORK SESSION MINUTES

Motion was made by Council Member Luetzow and seconded by Council Member Jaksetic to approve the minutes of the August 1st Work Session. A discussion took place. The minutes were unanimously approved.

CITIZEN SURVEY RESULTS

Assistant Chief Administrative Officer David Weidler presented the Citizen Survey Results with the Council. ETC Institute administered a survey to residents in January and February 2024. The purpose of the study was to help the City of Kirkwood ensure that the City's priorities continue to match the needs and desires of residents. The goal was to obtain completed surveys from at least 500 residents. The City received a total of 716 completed responses. The percentage of "don't know" responses has been excluded from the graphs in this report.

The major categories of the City services that had the highest levels of satisfaction, based on the combined percentage of "very satisfied" and "satisfied," were Public Safety services provided by the City (92%), City Water Services (84%), Solid Waste Services (83%), and Quality of Customer Service from City Employees (80%), and Kirkwood Electric Service (79%). Public Safety, Water Services, Waste Collection, Code Enforcement, Streets, Sidewalks, and Parks & Recreation received the highest satisfaction levels.

The primary sources of information that residents use most to learn about the City's issues, services, and events include Webster Kirkwood Times articles, the Eye of Kirkwood monthly newsletter that appears in Webster Kirkwood Times, social media postings, and friends/neighbors.

The City of Kirkwood's satisfaction ratings are above the U.S. average in 33 out of 40 national areas. Compared to other communities regionally, the satisfaction ratings for the City of Kirkwood are the same or above the average for the Plains region in 32 out of 40 areas. Recommended priorities for the next two years: if the City of Kirkwood wants to improve its overall satisfaction rating, it should prioritize investments in services with the highest improvement satisfaction ratings.

The ETC Institute conducted an importance-satisfaction analysis to help the City identify investment priorities for the next two years. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. If the City wants to improve its overall satisfaction rating, it should prioritize investments in services with the highest importance-satisfaction ratings.



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Some discussion took place as follows:

- A question was raised about the total number of surveys sent out.
 - About 900 surveys were sent out.
- A question about how residents were selected to receive the survey was raised.
 - Residents were picked at random and distributed evenly throughout the City.
- A suggestion to see Kirkwood ratings from high to low.
- Concerns about the trending down satisfaction.
- Questions were raised about what is essential for the City to gain and what to strive for going forward.
- A question was raised about citizens' values regarding Kirkwood's community.
- Questions were raised about what to take from a satisfaction survey and how this information is used.
- A question was raised about how the behavior has changed since 2014 due to the results of these surveys.
- A suggestion was made to revamp the City's website.
- A question was raised about why the survey is done every two years.
- Questions were raised about the cost of the survey and whether departments use survey results to complete budgets.
- A suggestion was made to see feedback from staff on how they use the results of surveys.

COMMUNITY CENTER PROJECT UPDATE

Parks Director Kyle and Kate Aholt with Navigate Solutions were present to provide the Council with an update on the Community Center. Phase 1 renovation construction has been underway since March 2024. Areas currently under construction are the Ice Rink, Main Building Lobby, West Gym, New Exterior Pavilion, and Site Work. Roofing repairs and HVAC Rooftop Unit replacements are ongoing. Phase 1 construction is anticipated to wrap up at the end of September.

The renovation project has uncovered years of repairs and fixes, code deficiencies, and hidden conditions that could not be determined at the design time. The approved contingencies and allowances have been used to fund these unforeseen conditions and coordinate the scope of trades, which meets the intended use of these set-asides. The City Council has authorized expenditures for \$10,825,000. The Total Program Budget for the project was established at \$11,100,000 in March 2024, meaning there is \$275,000 available in the budget that has not been allocated to current contracts. Phase 1 Construction activities are targeted for completion by the beginning of October 2024. At this time, abatement activities and demolition for the Phase 2 scope of work will begin.

Phase 2 renovations, which include the 2nd and 3rd-floor Community Rooms, the first-floor public restrooms, the East Gymnasium, and the Elevator, are set to begin in October 2024. Construction completion of all work is anticipated by Summer 2025. Also, the City applied for a Parks Grant and will be reimbursed \$575,000 once the project is completed.



With additional demolition and abatement work quickly approaching, City Staff and Navigate are requesting the City Council's approval of the project balance of \$275,000 to be made available for use under the contracts for United Construction and Environmental Operations. This contingency is currently approved in the project budget and would not require an appropriation. Approval of this request would allow City Staff to allocate these funds for unforeseen conditions and scope coordination of trades for the remaining project scope of work as we approach the next phase of demolition and abatement.

Some discussion took place as follows:

- Questions were raised about the cost of Phase 1 compared to Phase 2.
- A suggestion was made to see the budget cost vs the actual cost.
- A question was raised about the amount of the original project budget.
 - The original project budget was around \$8 million.
- Concerns with the change order hitting contingency.
- A question was raised requesting a list of what the contingency has been spent on.
- A question was raised about how much the project is paid from the ½ cent sales tax fund.
- The council would like to know how much is being spent from which account/fund for this project.
- A question was raised about whether there will be an open house at the community center once the project is complete.

ICE RINK RECREATION FEE INCREASE

Director of Parks and Recreation Kyle Henke presented proposed Ice Rink Fee increases. Staff has been reviewing fees associated with using the Ice Rink. These fees are represented in the City's Fee Schedule under Parks and Recreation Facilities. The recreation staff proposes an increased cost and a new dynamic pricing structure that will adjust fees according to demand for specific times and days between a minimum and maximum. The City of Kirkwood will stay competitive with other local municipal rinks while offering fair market value.

Staff utilizes prime and non-prime rates, but there is a request to enhance flexibility in pricing. This flexibility will help maximize utilization and revenue, ensuring the ice rink remains competitively priced and well-maintained while supporting adequate staffing. The previous fee increase was in 2022. The lowest amount currently charged is \$180/hr. for non-prime, the highest presently charged for prime time is \$240/hr. This request will help offset the increases due to electric and other utility increases, equipment costs, facility maintenance, and minimum wage increases. Based on FY-2024 usage, the anticipated rate changes will increase revenue by an estimated \$50,000.00. Rink fee increases would go into effect beginning September 6, 2024. This increase was planned for and is included in the FY24 Operating Revenue Budget.

Staff is proposing two fee changes. The first fee increase is associated with the facility's hourly rental rates, with a proposed minimum fee of \$200/hr. and a maximum fee of \$270/hr., with the ability to adjust the fee lower based on time and day. The second change is to increase skate rental rates from \$2.00 to \$3.00.



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There being no further matters to come before the council, the meeting was adjourned.

Laurie Asche
City Clerk