

EYE ON

# Kirkwood *newsletter*

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## City of Kirkwood Receives Leading the Way Award from ETC Institute

The City of Kirkwood was recently announced as a 2021 recipient of ETC Institute’s “Leading the Way Award.” The ETC Institute “Leading the Way Award” is presented to communities that place in the top 10% of all local governments in the United States for the overall quality and value of services provided to their residents.

ETC Institute conducts citizen surveys and provides benchmarking metrics that have helped thousands of city and county leaders across the country be more responsive to the needs of their communities. Kirkwood has been a participant in the DirectionFinder® Survey since its inception in 1999.

ETC Institute’s “Leading the Way Award” was created to recognize local governments for outstanding achievement in the delivery of services to residents. Performance is evaluated based on assessments of three core areas measured in ETC Institute’s DirectionFinder® Survey over the past two years:

- Satisfaction with the overall quality of services provided by the city
- Satisfaction with customer service provided by city employees
- Satisfaction with the value residents think they receive for local taxes and fees

More than 400 communities participated

in ETC Institute’s DirectionFinder® Survey, and Kirkwood scored 36% higher than the average overall score for all cities in the United States.

Kirkwood is truly setting high standards in many areas. In addition to ranking in the top 10% overall, we also rated in the top 10% of all cities that participated in the DirectionFinder® Survey between August 2020 and August 2021 in the areas listed below.

- Water Utility Services
- Taste of Tap Water
- Fees of Water Services
- Electric Utility Services
- Residents’ Feeling of Safety in Neighborhoods During the Day
- Maintenance of City Parks

We are grateful to all of our personnel that administer these services and make Kirkwood a great place to live and work.



DirectionFinder® Survey August 2021 in the areas listed below.

## At the Community Center

### 2022 Pavilion and Picnic Site Reservations

Kirkwood Residents! Don’t forget to reserve your Pavilion and Picnic Sites for the 2022 picnic season. Stop by the Kirkwood Community Center or give us a call to make your reservation 314-822-5855! Non-Resident reservations start on February 1.

### Indoor Nerf War

January 14, 6-7 p.m.  
6 – 10 Year olds, want to battle your friends in a Nerf War? Join us inside the Community Center. Bring your own Nerf Blasters, and the Parks and Recreation Department will supply the darts. Pre-registration is required, and kids are encouraged to register with friends. Each team is allowed to have up to 6 players, but we will place players together as well. All players must wear protective glasses. \$15/Kirkwood Residents, \$20/Non-Residents

### Football Skills Lessons

Is your football player looking to put in work in the offseason? The Kirkwood Parks and Recreation Department has partnered with Jeremy Jones to develop a program for football skill and conditioning lessons. January sessions running from January 4th - 27th. Specific times for ages can be found on the Online Registration page at [www.kirkwoodparksandrec.org](http://www.kirkwoodparksandrec.org)

### Open Play Volleyball

Are you looking for volleyball open play opportunities? Starting January 9th, the Kirkwood Parks and Recreation Department is bringing back our open play on Sundays from 7 to 10 p.m.! \$5 per person, with a max of 36 players.

### Ignite Theatre Company Presents: Disney Newsies The Broadway Musical

Robert G. Reim Theater  
January 20 – 23  
[www.ignitewithus.org](http://www.ignitewithus.org)

### St. Louis Shakespeare Presents: Romeo & Juliet

Robert G. Reim Theater  
February 10 – 20  
[www.stlshakespeare.org](http://www.stlshakespeare.org)

### West County Swing Dance

January 8, 2022  
More information at  
[www.westcountyswingdanceclub.com](http://www.westcountyswingdanceclub.com)

### Lions Club of Kirkwood Trivia Night

January 15, 2022  
Register online at [www.kirkwoodlions.org](http://www.kirkwoodlions.org)

### Arts for Life Trivia Night

January 22, 2022  
Register online at [www.artsforlife.org](http://www.artsforlife.org)

### Black Mirror Theatre Company Trivia Night

January 28, 2022  
Register online at [www.blackmirrortheatre.org](http://www.blackmirrortheatre.org)

## Sanitation Holiday Notice

City offices and the Community Center will be closed December 31 in observance of the New Year’s Day holiday. Sanitation routes remain the same, and no special pickups will be scheduled on Friday, December 31.

Don’t forget to visit [www.kirkwoodmo.org/trash](http://www.kirkwoodmo.org/trash) to use the Waste Wizard to sign up to receive sanitation service alerts and trash/recycling pickup reminders.

Simply select calendar, enter your home address, then select “Get a reminder!”



## January Christmas Tree Pickup

Beginning January 2022, residents can place their live Christmas trees at the curb on their regular sanitation day for pickup at no additional cost! In February, you will need to attach a yard waste sticker to your tree when placing it for collection.

Please make sure to remove all decorations and lights. There is no need to wrap the tree in a plastic bag. Please don’t place your tree too close to bushes in the yard, which makes it easy to miss.

## Kirkwood Electric Phone Line Now Operational 24/7



The Kirkwood Electric phone line is now operational 24 hours a day, 7 days a week. Residents may call 314-822-5842 to report power outages, and electric utility concerns not related to billing.

Kirkwood residents no longer need to contact Police Dispatch to report power outages. We recommend adding the above Kirkwood Electric phone number to your smartphone contacts.

## Kirkwood Residents Needed to Serve on Boards & Commissions

We need YOU to serve on a Board or Commission! Several Board and Commission members’ terms are expiring and the City needs volunteers to fill upcoming vacancies. The City has 19 Boards and Commissions upon which residents (and some non-residents, if applying to serve on the Arts Commission) can serve.

Kirkwood Boards and Commissions have an important role in City government. Members are appointed by the City Council upon recommendation of the Mayor or a Council member. Most boards and commissions are advisory only. They study issues and make recommendations.

Please submit a Volunteer Profile Form to apply for an appointment to a Board or Commission at [www.kirkwoodmo.org/joinus](http://www.kirkwoodmo.org/joinus). You may also receive an application by visiting or contacting City Clerk Laurie Asche at [aschelb@kirkwoodmo.org](mailto:aschelb@kirkwoodmo.org) or 314-822-5802. If you complete a paper form, it can be emailed or dropped off at the administration window in City Hall.