

KIRKSVILLE CITY COUNCIL

NEWSLETTER . . .

Mari E. Macomber, City Manager *MEM*

Copies to: City Attorney
Media

July 16, 2010

SUBJECTS:

**DATES TO REMEMBER
WORKSESSION WITH ATSU
FARMERS MARKET
AIRPORT UPDATE
ANIMAL SHELTER REQUEST
CITY PINS
FIREWORKS HOURS FOR DISCHARGING
CUSTOMER SERVICE POLICY
REVOLVING LOAN POLICIES
JAMISON STREET CLARIFICATION
LOCAL PREFERENCE REPORT
MISSOURI FOUNDATION FOR HEALTH UPDATE
NEW BUSINESS**

DATES TO REMEMBER

7/19 – NEMO Fair Grand Opening @ 8:00 am
7/19 – Study Session @ 4:30
7/19 – Council Meeting @ 6:00
7/20 – Ribbon Cutting – KDIC Office, 212 N. Franklin Street 9:00 am
7/20 – Storm Water Open House from 5:00 pm to 7:00 pm at TCRC
7/23 – Victim Support Services Open House from 1:00 pm to 4:00 pm
7/26 – Work Session with ATSU President @ 4:00 pm – second floor conference room
7/27 – City Council on the Radio @ 9:35 am
7/30 – KDIC Open House @ 9:00 am
8/2 to 8/6 – City Manager out of office
8/2 – Study Session @ 4:30
8/2 – City Council Meeting @ 6:00
8/3 – ATC and LPRC @ noon
8/3 – KDIC @ 5:30 pm

WORKSESSION WITH ATSU

The City Council will be meeting with AT Still University President Jack Magruder on Monday, July 26 at 4:00 pm. It was my hope to have the agreement regarding the improvements to the AT Still Family Plot on the July 19 agenda, but if it works out, and the City Council is interested, we may ask for a Special City Council meeting to consider this item so that we can make plans and meet the expected September deadline.

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FARMERS MARKET

I have received at least one telephone call and a few face-to-face comments from citizens and visitors to the Farmers Market regarding the new rules imposed at the request of the Kiwanis. The biggest issue is the radius imposed on the sellers of 5 miles. The telephone caller stated that the way the ordinance is written it would allow people from Iowa to sell at our market and exclude Missourians. He also noted that not all products, such as melons, are a viable crop within our region and so the radius restricts the type of product. He further went on to say that we were limiting free trade. The gentleman with the melons was told that though his product was illegal, he could sell on that day, but could not come back. At the last Tourism Board meeting, though the issues were different the dissatisfaction was the same regarding the changes. The Tourism Board believes the City should encourage all sorts of sales and allow antique dealers, and flea market vendors, etc. As it stands today, there are business license issues and sales tax requirements that come into play. In all instances, those who have raised the concern believe it is the City who came up with the changes. When Councilmember Chrisman returns, you may want to discuss this issue in more detail.

AIRPORT UPDATE

We had our annual Federal Aviation Administration inspection at the airport this week. The first day included airfield inspection, operations review, and night inspection. The second day included inspection of the aircraft rescue and firefighting operations and fuel inspection. The only issues that have been brought up so far in the inspection were some changes that are needed to our manual, which was updated and approved after last year's annual inspection. Plans are continuing for the upcoming air festival. Osh Kosh will take place next week. This annual event attracts many pilots to stop at our airport to fuel up on their way to and from Osh Kosh. We are looking forward to a busy week at the airport. The flight schedule for Cape Air is included with this Newsletter. We have also updated our website to include the schedule and online access to Cape Air tickets. We had 108 more passengers for the month of June this year than last year. The numbers keep going up.

ANIMAL SHELTER REQUEST

Included with this Newsletter is a letter sent to Adair County Sheriff Robert Hardwick by the Adair County Humane Society requesting that the County budget funds to provide a monthly payment to the shelter for the services the shelter provides to the County.

CITY PINS

We are currently out of City pins. In the past, some Council's have chosen this as an opportunity to make a change to the design of the pin. Before we proceed with purchasing any new pins, would the Council wish to see something different? At a minimum, the current pin design does not include the word "Missouri" which seems like an obvious change to make.

FIREWORKS HOURS FOR DISCHARGING

An email was received from a resident this week, who expressed concern about the existing fireworks ordinance allowing for their discharge until 11:00 pm nightly. Here is

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the actual language from the email – *“The City of Kirksville, MO allows for Fireworks to be shot off until 11 p.m. on a weekday. For those of us who work for a living, have children, or just in general like to sleep during the dark hours find this rude and disrespectful.”* After doing a little research, it was determined that the City’s ordinance was changed in 1996 changing the time from 10:00 pm to 11:00 pm. Included with the Newsletter article are the minutes from the meeting. One member of the Council did not support the measure and the Police Department asked that the hours remain at 10:00 and allow 11:00 pm only for the Fourth of July.

CUSTOMER SERVICE POLICY

Attached to this Newsletter is a Customer Service Policy, which will be implemented. The policy gives City staff direction and guidance on what is expected and how they should treat customers of the City. I welcome any comments that the City Council may have before it is implemented.

REVOLVING LOAN POLICIES

Included with your packet are two updated programs the Building Rehab Revolving Loan Policy and the Demolition Revolving Loan Policy. The first policy was established to give downtown businesses an option if they were trying to make improvements to the facades of their businesses. The Building Rehab program has been in place for a couple of years. We made several changes to the program based upon the experience we have had these past few years.

JAMISON STREET CLARIFICATION

We issued a press release earlier this week regarding the planned closure of Jamison Street it has been our plan from the onset to keep a portion of Jamison Street open. Though our press release was clear to us, it did raise concerns from the Fair Board and Kirksville RIII. We sent out a press release clarifying this information. Copy of press release is included with this Newsletter.

LOCAL PREFERENCE REPORT

As part of the Local Preference Policy, we are required to track the purchases that have local preference implications. At the end of this Study Session is a report prepared by Finance Director Laura Guy that shows those purchases. We have found that there are a number of services that obtain throughout the year locally, such as electrical work, that we do not solicit bids for and may want to consider doing this.

MISSOURI FOUNDATION FOR HEALTH UPDATE

Our application is apparently still inconsideration by the Missouri Foundation for Health. This week, the Foundation requested that we reformat our budget to correspond to their budget documents, and that we eliminate one component of our application that the Foundation did not believe fit with the balance of our proposal. The component that they requested we delete for further consideration was the workplace wellness piece. The balance of the proposal, bike lanes, trails, programming remained. We will keep you informed.

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NEW BUSINESS

Franklin Used Furniture opened its doors on July 1 at 613 North Franklin Street. This business sells used furniture and appliances.

Attachments

- General One Cent Sales Tax
- Economic Development Sales Tax
- Building Permits – New Construction
- Cape Air Flight Schedule
- Humane Society Report
- Letter to Adair County Sheriff Robert Hardwick
- City Pin
- 1996 Minutes on Fireworks Ordinance Change
- New Customer Service Policy
- Building Rehab Loan Policy
- Demo Revolving Loan Policy
- Jamison Street Press Release
- Local Preference Policy

SALES TAX COLLECTIONS BY YEAR
One-Cent General Sales Tax

	2006	2007	2008	2009	2010	2009 YTD Growth/-Loss Comparison to			
						2009	2008	2007	2006
January	185,123.44	201,467.60	180,902.81	209,464.69	222,488.00	6.22%	22.99%	10.43%	20.18%
February	96,634.04	181,920.03	204,890.74	204,920.17	153,163.14	-25.26%	-25.25%	-15.81%	58.50%
March	322,180.50	261,636.75	241,502.73	266,740.40	259,347.52	-2.77%	7.39%	-0.87%	-19.50%
April	214,395.10	208,545.59	219,903.17	195,734.29	200,778.78	2.58%	-8.70%	-3.72%	-6.35%
May	42,975.59	78,334.89	132,002.16	147,892.81	156,669.64	5.93%	18.69%	100.00%	264.55%
June	332,297.08	325,352.21	253,028.44	246,130.84	232,500.31	-5.54%	-8.11%	-28.54%	-30.03%
July	219,132.32	284,843.75	220,972.61	216,847.11	233,120.21	7.50%	5.50%	-18.16%	6.38%
August	84,424.76	90,815.59	148,541.83	142,964.71					
September	313,225.26	339,353.59	279,431.55	279,236.50					
October	212,575.62	198,332.97	222,179.31	203,838.29					
November	71,710.31	104,648.03	140,078.56	146,129.55					
December	309,706.14	315,420.19	235,788.79	237,555.14					
TOTAL	\$2,404,380.16	\$2,590,671.19	\$2,479,222.70	\$2,497,454.50	\$1,458,067.60	-1.99%	0.33%	-5.45%	3.21%

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SALES TAX COLLECTIONS BY FISCAL YEAR
Economic Development 1/2-Cent Sales Tax and Interest

	FY 09/10		
	Budget	Actual	Variance Growth/(Loss)
July	104,495.00	103,701.31	(793.69)
August	58,591.00	70,605.96	12,014.96
September	149,831.00	134,027.00	(15,804.00)
October	101,550.00	96,360.14	(5,189.86)
November	59,487.00	71,667.19	12,180.19
December	133,298.00	113,685.10	(19,612.90)
January	93,102.00	107,619.38	14,517.38
February	98,814.00	74,051.55	(24,762.45)
March	118,085.00	120,629.29	2,544.29
April	95,539.00	94,738.04	(800.96)
May	65,003.00	75,660.91	10,657.91
June	120,804.00	111,043.36	(9,760.64)
TOTAL	\$1,198,599.00	\$1,173,789.23	(24,809.77)

	FY 10/11		
	Budget	Actual	Variance Growth/(Loss)
July	97,136.36	113,459.81	16,323.45
August	54,464.96		
September	139,279.75		
October	94,398.75		
November	55,297.87		
December	123,911.02		
January	86,545.66		
February	91,855.42		
March	109,769.34		
April	88,811.05		
May	60,425.42		
June	112,296.40		
TOTAL	\$1,114,192.00	\$113,459.81	16,323.45

SALES TAX COLLECTIONS BY FISCAL YEAR
Economic Development 1/2-Cent Sales Tax

	FY 06/07	FY 07/08	FY 08/09	FY 09/10	FY 10/11	FY 10/11 YTD Growth/-Loss Comparison to			
						09/10	08/09	07/08	06/07
July	105,837.34	103,941.50	105,049.44	103,701.31	113,459.81	9.41%	8.01%	9.16%	7.20%
August	37,320.93	42,598.44	73,007.59	70,605.96					
September	153,501.37	165,201.54	134,460.71	134,027.00					
October	102,228.87	95,388.40	107,711.01	96,360.14					
November	33,072.83	50,588.52	68,385.21	71,667.19					
December	152,260.52	153,517.60	113,078.49	113,685.10					
January	95,768.27	85,601.77	100,602.46	107,619.38					
February	88,142.86	98,828.11	97,351.19	74,051.55					
March	123,130.33	113,937.61	122,232.45	120,629.29					
April	100,218.21	100,131.60	90,946.94	94,738.04					
May	35,223.02	64,680.35	70,542.11	75,660.91					
June	154,990.37	120,202.33	119,106.87	111,043.36					
TOTAL	\$1,181,694.92	\$1,194,617.77	\$1,202,474.47	\$1,173,789.23	\$113,459.81	9.41%	8.01%	9.16%	7.20%

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The following is a listing of new construction in Kirksville for the period June 1, 2010 through June 30, 2010:

Date:	June 4, 2010
Owner:	Jonathan & Kamie Saylor
Use:	Single-Family
Address:	2702 Weatherstone
Permit No.:	7274
Const. Co.:	Boyer Construction

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Kirksville – St. Louis Schedule

Effective September 17, 2010

<u>Dpt</u> <u>IRK</u>	<u>Arv</u> <u>STL</u>	<u>Operates</u>	<u>Dpt</u> <u>STL</u>	<u>Arv</u> <u>IRK</u>	<u>Operates</u>
6:00 AM	7:05 AM	Mon-Fri	10:25 AM	11:30 AM	Daily
7:00 AM	8:05 AM	Sat	2:20 PM	3:25 PM	Daily
8:55 AM	10:00 AM	Sun	5:40 PM	6:45 PM	Daily
11:55 AM	1:00 PM	Daily			
3:50 PM	4:55 PM	Daily			

Highlights:

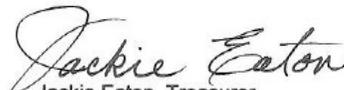
- All seats are \$49 each way including all taxes and fees.
- To book call **866-Cape Air** or visit **capeair.com**. To book itineraries *connecting* beyond St. Louis, use

 **Expedia.com**. Kirksville's airport code is IRK.

ADAIR COUNTY HUMANE SOCIETY
P.O. Box 481
Kirksville, Missouri 63501
July 5, 2010

TO: Kirksville City Manager
FROM: Adair County Humane Society
RE: June Shelter Report

Brought to Shelter	Dogs	16
	Cats	21
	Puppies	2
	Kittens	24
Reclaimed by Owner	Dogs	6
	Cats	0
	Puppies	0
	Kittens	0
Euthanized from City	Dogs	6
	Cats	12
	Puppies	0
	Kittens	14
Brought to Shelter Dead	Dogs	0
	Cats	3
	Puppies	0
	Kittens	0
	Other	33


Jackie Eaton, Treasurer

ADAIR COUNTY HUMANE SOCIETY

P.O. Box 481

Sheriff Hardwick
215 North Franklin St.
Kirksville, MO 63501

Kirksville, Missouri 63501

July 5, 2010

COPY

Dear Sir:

I am asking that the county seriously consider a monthly stipend to cover the costs of providing housing, food and care for the animals brought in from the area of the County outside the city limits of Kirksville.

At the present time, the city is paying an amount of \$2,000 per month for the costs of caring for animals brought from inside the city limits.

The Adair County Humane Society, Inc. is a **privately owned corporation** and is operated on **donations only**. We are **NOT AFFILIATED** with ANY organization either in the State of Missouri or a national organization. Therefore, we operate on a month to month basis, depending on contributions and cities who pay for the services we provide. The small cities in the area are allowed to bring animals to the shelter depending on space available, but are charged per animal for the service.

The Shelter takes animals from the local area and is bound by the by-laws to provide for their needs. It was **not** founded to serve the cities or county, but will do so if space is available.

During the year of 2009, 32 animals were brought to the shelter from the Sheriff's Department, but for the first 6 months of this year we have taken in 25 animals. While this might not sound like a lot of difference, it means that almost every animal is kept for 7 days (Shelter policy) and will be fed and cared for during that time. Also, many of the animals require special care. Most are aggressive to some degree. When you multiply each dog by 7 days, this means a considerable amount of time, feed and care and space that might be used by another animal.

With the increase in cost of feed, utilities and euthanasia gas, we are not able to offer free services.

Enclosed is a copy of the by-laws for the Adair County Humane Society, Inc.

I have been associated with the Humane Society for nearly 40 years and paying the bills for over 30 years.

Please feel free to contact me anytime you have questions.

Jackie Eaton, Treasurer

CURRENT DESIGN OF CITY PIN



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Department.

- (c) Permits requested from the Fire Department for public displays utilizing Class "B" (Pyrotechnic) Special Fireworks by organizations, firms, corporations, or the City shall be located, discharged, or fired so as in the opinion of the chief of the fire department, after proper inspection, to not be hazardous to any person or property. Prior to a permit being issued, proof of financial responsibility to satisfy claims for damages to property or personal injuries arising out of any act or omission on the part of such person, firm, or corporation or any agent or employee thereof shall be submitted. The permittee shall be required to provide evidence that he/she has a current license to discharge special fireworks from the State of Missouri in accordance with RSMO 320.126. If a permittee is not licensed by the State, he/she shall be required to provide proof of experience and competence in the discharge of Class "B" special fireworks. The Fire Chief shall make this determination based on permits issued by other jurisdictions, background information of the applicant(s), etc. After a permit has been granted, the sale, possession, use and distribution of fireworks for such display shall be lawful for that purpose only. A copy of all permits issued for special fireworks displays shall be forwarded to the state fire marshal's office. No permit granted shall be transferrable.

The provisions of this ordinance shall be included and incorporated in the Code of Ordinances of the City of Kirksville, Missouri, as an addition or amendment thereto, and shall be appropriately renumbered to conform to the uniform numbering system of the Code.

This ordinance shall take effect and be in force upon and after the date of its passage.

Mayor Pro Tem Dudgeon moved to adopt Bill No. 96-56 for first reading; seconded by Councilmember Meneely.

Ron Stewart, Fire Chief, reported requests have been received from citizens to allow firework displays after July 4, therefore this ordinance will allow for shooting of fireworks from June 30 through July 5, 9:00 a.m. to 11:00 p.m. each day. This ordinance also allows for more powerful fireworks use during public displays.

Councilmember Morasco stated that citizens are concerned that extending the hours to 11:00 p.m. will mean that it will be midnight every night before things quiet down.

Lt. King said he would prefer the hours be left at 10:00 p.m. every night, except 11:00 p.m. on July 4.

The motion carried by the following vote: Mayor Funk, aye; Mayor Pro Tem Dudgeon, aye; Councilmember Meneely, aye; Councilmember Morasco, nay; Councilmember Carpenter, aye. Ayes - 4; Nays - 1.

Mayor Pro Tem Dudgeon moved to adopt Bill No. 96-56 for final reading; seconded by Councilmember Meneely.

The motion carried by the following vote: Mayor Funk, aye; Mayor Pro Tem Dudgeon, aye; Councilmember Meneely, aye; Councilmember Morasco, nay; Councilmember Carpenter, aye. Ayes - 4; Nays - 1.

BILL NO. 96-57

ORDINANCE NO. 11247

AN ORDINANCE ENTITLED AN ORDINANCE APPROPRIATING FUNDS FROM THE DEPARTMENT OF FINANCE FOR APRIL 15, 1996, THRU MAY 20, 1996.

BE IT ORDAINED BY THE CITY OF KIRKSVILLE, MISSOURI, AS FOLLOWS:

SECTION I

THERE SHALL BE APPROPRIATED FROM THE FUNDS SPECIFIED HEREAFTER, THE FOLLOWING AMOUNTS TO BE PAID TO THE PERSONS, AND FOR THE PURPOSES AS SET OUT IN THIS REPORT.

FROM THE GENERAL FUND	10	\$685,903.25
FROM THE TRANSPORTATION TAX 1/2 CENT	32	70,448.08
FROM THE INTERNAL SERVICES FUND	40	27,158.80
FROM THE WATER FUND	80	173,313.91
FROM THE WASTEWATER FUND	85	398,065.41
FROM THE AIRPORT FUND	87	31,634.96
FROM THE PARK FUND	89	197,768.85
FROM THE REVOLVING LOAN FUND	96	43,384.18
FROM THE INDUSTRIAL BUILDING FUND	97	8,205.34
TOTAL APPROPRIATION OF CITY FUNDS		\$1,635,882.78

Councilmember Carpenter moved to approve the May appropriations; seconded by Councilmember Morasco. The motion carried by the following vote: Mayor Funk, aye; Mayor Pro Tem Dudgeon, aye; Councilmember Meneely, aye; Councilmember Morasco, aye; Councilmember Carpenter, aye. Nays, none.

Mayor Pro Tem Dudgeon moved to approve a request from the Chamber of Commerce to block certain streets downtown for the Gus Macker basketball tournament activities on August 3 and 4; seconded by Councilmember Morasco.

Kristi Ray, Chamber Director, reported the Downtown Improvement Committee has given their approval.

The motion carried by the following vote: Mayor Funk, aye; Mayor Pro Tem Dudgeon, aye; Councilmember Meneely, aye; Councilmember Morasco, aye; Councilmember Carpenter, aye. Nays, none.

Craig Shorten and Dan Voat, business owners, also requested the

CUSTOMER SERVICE

This customer service policy is designed to create the best possible experience for any and all customers, whether internal or external, of the City of Kirksville. This will be done by putting a priority on the customers and by giving them excellent quality of service so that when they leave, or hang up from a phone call, they will have had an enjoyable and beneficial experience.

I. IN-PERSON ETIQUETTE

A. First Impressions Matter

- Be engaged in your work and be present for each other and our customers.
- Focus on the customer. Remember, customers are NOT an interruption of our time; they are the reason we are here.
- Your voice and body mannerisms inform the customers how we feel about handling requests. Everyone usually forms an opinion on someone who we see first, such as a look therefore try not to act preoccupied, bothered, frustrated or interrupted.

B. Make their day

- Engage your customers in ways which create energy and good will.
- Stop what you are doing, smile and make eye contact. Give the customer your immediate and full attention and set aside all distractions and competing tasks.

C. Choose your attitude

- There is always a choice about the way you do your work. Be friendly, hospitable, courteous and choose to have an “of service” attitude.

D. Answer all customers’ questions

E. Always introduce yourself by giving your name

- In some appropriate occasions, give the customer a handshake as well.

F. Politely ask necessary/appropriate questions of the customers in order to clarify their request and respond with the proper information

- i. Explain to the customer why you need the additional information.
- ii. Ask how the customer prefers to be contacted for a follow-up, and obtain a phone number, or e-mail address, or mailing address.

G. If you are unable to help the customer

- Direct them to the proper person or department that will be able to help them.
- If you do not have the answer, it is better to say “I’ll find out,” rather than “I don’t know”.

H. Exceed the customer’s expectations

- Do not point to requested material, instead get up and retrieve the material for a customer.

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- After helping with a customer’s question or issue ask, “What else can we help you with today?”
- I. When dealing with an upset customer
 - Let the customer finish complaining. Do not stop them or interrupt their conversation.
 - Try to calm them down by explaining or repeating the problem in a clear and calm tone to ensure them that you completely understand their frustration.
 - Be concerned and explain how you will help (i.e. “I understand that this is a problem, and we will attempt to resolve this issue.”)
 - When you discuss a problem with an upset customer, your concern for their frustration will help to calm the customer down which will help both parties come to an agreement.
 - Gather any information you need from the customer and repeat what you are writing down to confirm with the customer that it is the correct information.
 - Explain what can be done to solve the problem rather than what cannot be done.
 - Always try to follow up and find out if the problem was resolved either by phone, e-mail or a letter if possible.
 - If following-up by phone, you may want to ask the customer to call you back and let you know if they received the assistance they needed.
 - Voicing frustration to co-workers is discouraged; it only feeds the frustration, yet does not provide a solution.
 - Avoid Non-verbal Gestures that can be Offensive:
 - i. Cutting a person off before they finish
 - ii. Talking while they are talking
 - iii. Walking away while they are speaking
 - iv. Speaking too loudly
 - v. Touching
 - Our customers are diverse and represent many different cultures
 - Don’t assume that speaking louder will help a person from another culture understand our English better.
 - This only helps to make the customer feel patronized.
 - The customer is not less intelligent when they are unable to understand English.
 - i. Paraphrase statements to make certain that you have understood.
 - ii. Ask the customer if they have a friend to help when you cannot understand someone.
 - Even though you have said and done everything possible to provide the best possible customer service, there will be an occasional customer who will remain dissatisfied. It can be dissatisfaction with an Ordinance, a Law, or a Policy, and not

directly with you, but you can be satisfied with the fact that you did your best in the situation.

II. TELEPHONE ETIQUETTE

- A. Have a goal of answering the phone within three rings
- B. Answer with enthusiasm
 - Your tone of voice makes a difference. You should never be rough, sharp or discourteous.
 - Customers should never feel that they or their inquires are a nuisance or disruption.
- C. Never leave a customer on hold continuously
 - Always go back to the customer within a couple of minutes to let them know you have not forgotten them.
 - Let the customer know it may take a few minutes and ask if they would prefer to be called back.
- D. When taking a message always return the call within a reasonable time or date.
 - Usually no later than the following business day.
- E. When dealing with an upset customer
 - a. See Section I. of In-Person Etiquette
- F. When transferring a call
 - Only transfer customers to a person or department that can better serve them. Before beginning the transfer ask, "May I have your name and number in case we are disconnected?"
 - Furnish the customer with the business telephone number of the person to whom you are transferring.
 - Stay on the line when transferring and introduce the customer and be sure you have transferred them to the appropriate person.
- G. When recording a voicemail it should include:
 - Department/Division/Agency Name
 - Hours of Operation
 - Options such as leaving a message, the web site address, a fax number and information about critical services available after normal business hours should be provided.
 - A reasonable timeframe to expect a return telephone call should be provided. The recommended standard is to return calls no later than the next business day.
- H. If an employee will be out of the office for longer than one business day whether due to annual leave, sick leave or training and the employee's phone is not answered by another city employee then an Extended Absence Greeting should be recorded.
 - This Extended Absence Greeting should include all information that is present in the standard voicemail but should also include an expected date of return or all calls should be forwarded to an employee in office.

III. **CORRESPONDENCE ETIQUETTE**

- A. Correspondence that requires action should be acknowledged or responded to within two business days.
 - This is done to manage expectations and to make the customer aware that the department has received the request and is working to resolve it.
- B. The acknowledgement should contain the following:
 - Thank the customer for writing
 - Provide a realistic timeframe for issue-resolution
 - Provide a contact person’s name, telephone number and e-mail address
 - Seven Rules for Business Writing:
 - Be Accessible** – Do not use fancy language
 - Be Clear** - Make sure your writing cannot be taken the wrong way
 - Be Concise** - Use as few words as possible
 - Be Complete** - Make sure your point is known
 - Be Accurate** - Use precise language
 - Be Correct** - Make sure grammar and punctuation is correct
 - Be Organized** - Present your thoughts in a logical sequence

IV. **E-MAIL ETIQUETTE FOR AN EXTENDED LEAVE OF ABSENCE**

- a. If an employee will be out of the office for more than one business day the employee should have an out-of-the-office auto-response which states:
 - That the employee is out of the office
 - The expected return date
 - When the employee will respond to the inquiries
 - Where the writer can call or e-mail for immediate assistance

V. **GRAMMAR & PUNCTUATION**

- a. Make this a “Favorite” for quick and easy reference
 - <http://www.grammarbook.com/default.asp>

CITY OF KIRKSVILLE
BUILDING REHABILITATION PROGRAM GUIDELINES
REVOLVING LOAN

PURPOSE

As a fundamental goal of the Kirksville Downtown Design Guidelines (KDDG), the City of Kirksville (City) has determined that it is in the best interest of the public to promote economic growth and vitality within the Downtown District. The Building Rehabilitation Program (Program) is to provide an incentive for property owners to rehabilitate, reuse or enhance buildings in the Downtown District. The Program is focused on providing financial assistance for façade (exterior) improvements. The long-term goal of the City of Kirksville Building Rehabilitation Program is to create an environment that will continue to attract new investors, businesses, and residents to the Downtown District.

PROGRAM OBJECTIVES

- To provide financial assistance to property owners in overcoming the barriers associated with the rehabilitation of older buildings;
- To preserve and maintain viable older buildings located in the Downtown District; and
- Generally, to promote and encourage continued growth and expansion of business and residential activities and to support the purpose of the KDDG.

PROGRAM ASSISTANCE

General Façade Renovation: This program was designed to assist the Applicant with renovations to building facades and exterior structure improvements within the Downtown District. Façade assistance, up to Seven Thousand Five Hundred Dollars (\$7,500) will be provided for general façade renovation projects. Funds will be provided up-front. Repayment period is maximum three (3) years. Interest rate is 1/3 of prime. This program is subject to funding availability.

ELIGIBILITY

Buildings must be located within the boundaries of the DREAM designation to be eligible (see Attached Map). The Program is open to both building owners and tenants; however, the owner must sign the Building Rehabilitation Program Agreement. Recipients of the Program may not apply for Program funds on the same property/building for 24 months.

PROGRAM REQUIREMENTS

Applicants will be required to complete an application provided by the City. The following Program guidelines also apply:

1. Program funds can be utilized for exterior renovation and construction costs with an emphasis on meeting state and local fire and safety codes.

2. Applicant must provide proof that all property taxes are current on all property in applicant's name and the subject property is properly insured.
3. All City obligations in applicant's name should be current – including, but not limited to, tax liens from code violations, utility bills.
4. Applicant must adhere to the Kirksville Building Code Guidelines and Kirksville Business Licensing Requirements prior to commencing rehabilitation.
5. Applicant must provide detailed Project financing and cost information.
6. Construction must commence within 90 days of approval for funding and be completed within 120 days after construction start date. Requests for time extensions must be submitted in writing and will only be approved upon the express written consent of the City of Kirksville.
7. Applicant's Business License should not have been in default anytime during the previous two years. If Applicant becomes a successful recipient of program funds, the Business License is not allowed to go into default if active business.
8. Repayment period is maximum three (3) years.

INELIGIBLE USES OF PROGRAM FUNDS

Program funds cannot be utilized for any of the following uses:

1. Property acquisition costs.
2. Paying off existing debt.
3. Site plan, building or sign permit fees.
4. Building demolition.
5. Environmental consulting, testing, or actual abatement/clean up costs.
6. Property appraisal costs, legal fees or loan origination fees.

APPLICATION AND SELECTION PROCESS

Applications may be obtained in person at City Hall in the office of Economic & Community Development, 201 South Franklin Street, Kirksville, MO 63501, or by calling 660.627.1224. To determine initial eligibility, City staff will screen Applicants. At that time, the estimated scope of work will be discussed. The City will review the proposed site or architectural plans to ensure compliance with the KDDG for the Downtown District. Upon approval, a Building Rehabilitation Agreement will be executed and the project can proceed.

RIGHTS RESERVED

The City of Kirksville reserves the right to reject any and all applications up to the limit of closing. The specific Program policies and procedures herein are subject to revision or amendment by the City of Kirksville. The City may discontinue this Program at any time, subject to the availability of Program funding.

DEFAULT AND REMEDY

To access Program funds, Applicants must demonstrate a bona fide commitment to implement building improvements; must certify that construction will commence within 90 days of funding approval; and Applicant shall complete the Project within 120 days thereafter. Applicant will be in default if rehabilitation is not undertaken within the specific time period, with 100% of paid costs and expenses to be reimbursed to the City of Kirksville.

Failure to make loan repayment within 60 days of due date will constitute a default.

In the event of default, the entire amount of outstanding Building Renovation Program funds shall become due and payable, plus collection costs and reasonable attorney fees, if applicable. One or more of the following events shall constitute a default:

1. The Applicant fails to pay, when due, any real estate taxes or special assessments on the subject property during the five year term of the Development Agreement
2. The Applicant expends Program funds for uses other than approved Project costs as represented in the original application.
3. If, during a period of three (3) years following the completion of the Project, the Owner/Applicant transfers ownership or interest in subject property to another party, unless such transfer secures the prior written approval of the City of Kirksville.
4. The Applicant defaults on bank loan or other public financing made in conjunction with the Program.

PENALTY FOR LATE PAYMENT

There shall be imposed upon Applicant a 10% penalty per month for any late payment computed upon the amount of any principal and accrued interest whose payment to City is overdue under the Program agreement and for which the City has delivered a notice of Penalty for Late Payment to Applicant.

General Design Guidelines

1. The criteria will be based on the Kirksville Downtown Design Guidelines, a copy of which is on file in the office of Economic & Community Development and online at www.kirksvillecity.com.
2. Changes to the façade of the buildings will not remove, alter, damage or cover up significant architectural features of the building which are original or which reflect a major alteration that is itself architecturally coherent, or which helps create a unified and attractive appearance to the building.
3. Changes to the façade of the building will either: (1) partially or fully restore to the appearance of the building based on actual evidence, including photographs, written documentation, and data on the building; or (2) represent a modern treatment which blends into and is compatible with the building and adjoining buildings.
4. For facades which have previously been substantially altered and for which a modern treatment is chosen, such a treatment will conform with the features, material, rhythms, color and general appearance of the building and those adjoining, particularly if the building is one in a row of buildings with identical or similar design features.
5. Paint colors will either be based on original colors obtained from paint samples on the buildings, or be compatible with adjoining buildings and colors in Downtown Kirksville. Trim colors, which highlight building details, will be encouraged. Spectacular colors will be avoided.
6. The size, color, and shape of a sign should complement the building and add to the historic flavor of the Downtown District.
7. The surface cleaning of the structures will be undertaken with the gentlest of means possible. Cleaning methods that damage the historic building materials, particularly sandblasting, shall not be undertaken.

I/We certify that I/We have read and understand the above compliance with the Kirksville Downtown Design Guidelines.

Applicant

Date

CITY OF KIRKSVILLE
DEMOLITION PROGRAM GUIDELINES

I. PROGRAM OBJECTIVE

The City of Kirksville Demolition Program is designed to eliminate residential or commercial structures which are in such a state of disrepair that it constitutes a safety concern, and rehabilitation is not a viable option. This program offers most property owners who cannot afford to demolish the structure the funds to eliminate that portion, or all of the structure, which is in violation.

II. ELIGIBILITY CRITERIA

- a. The applicant must own the property or have a written agreement to purchase the property.
- b. The property may be a commercial or residential property.
- c. Applicants must provide a tax statement and have a title that is free of liens and legal questions as to ownership of the property.
- d. Applicants cannot owe back taxes on the property or have outstanding adverse judgments, encumbrances or liens with the City of Kirksville.
- e. All City obligations in applicant's name should be current – including, but not limited to, tax liens from code violations, utility bills.
- f. Applicants should have adjusted gross income at or below 80% of the area median income (see Income Guidelines on Application).
- g. The City will consider assisting those who do not meet the above requirements who are working to eliminate slum/blight.

III. LOAN CATEGORIES AND TERMS

- a. The maximum loan amount is \$15,000.
- b. Repayment term is based on the amount of the loan.
- c. Interest rate is 1/3 of prime.
- d. If the structure proposed for demolition is not condemned, the applicant will pay 20% and the City will loan 80% of demolition costs.
- e. If the structure proposed for demolition is condemned, the applicant will pay 50% and the City will loan 50% of demolition costs.

Date: 07/16/10

For More Information Contact:

Carl Brooks, Engineer
Department of Public Works
(660) 627-1272

JAMISON STREET OPEN TO THROUGH TRAFFIC

**CLARIFICATION OF JAMISON STREET AS ACCESS TO AND FROM
THE NEMO FAIRGROUNDS FROM JULY 16TH - JULY 25TH**

(Kirksville, MO) -- Jamison Street, from Hwy 11 to Hwy 6, will be open to the public during the week of the NEMO Fair. No street closure is planned during this time period. Fair goers may use Jamison to travel to Patterson Street east, in order to access the public parking at the south entrance of the fairgrounds. Limited construction activities may occur from Hamilton St. to Patterson St. during the weekday hours of 8:00 a.m. to 4:00 p.m. However, one lane will remain open in this area at all times. Both lanes of Jamison, from Hwy 6 to Hwy 11, will be open from 4:00 p.m. each evening until 8:00 a.m. the following morning, as well as all day on Saturdays and Sundays. Patterson St. will always be open and available.

Project updates will be posted to the City's web site, www.kirksvillecity.com, as work progresses. The traveling public and local residents are encouraged to use caution when traveling in this construction area. For additional information, please contact Craig Dawson Project Manager or Carl Brooks, P.E. Engineer with the Engineering Division of Public Works at 660-627-1272.

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**LOCAL VENDOR PREFERENCE
UNDER COUNCIL POLICY # 2
January 2010 - June 2010**

<u>Item</u>	<u>Award Date</u>	<u>Lowest Local</u>	<u>Lowest Non-local</u>	<u>Subject to Local Preference</u>	<u>Local Bid % over Non-local</u>	
Water line bores (per ft.)	Jan-10	-	-			
6"/8"		18	40	N/A		
10"/12"		20	65	N/A		
14"-24"		25	150	N/A		
3/4"/1" service		11	25	N/A		
Crushed rock	Jan-10	60,235	72,470	N/A		
Alt Rte 63 water and sewer main relocations	Jan-10	420,435	331,280		27%	
KPD oak desk and credenza	Jan-10	1,698	1,834	N/A		
JD 60" cut mower	Jan-10	8,800	8,750		0.60%	Local Preference
8'x8' wooden shed	Jan-10	850	715		19%	
12 adjustable chairs	Feb-10	1,500	1,860	N/A		
Alt Rte 63 water main relocation-Ph II	Mar-10	283,320	198,330		43%	
2010 3/4-ton 4WD Truck (WWTP)	May-10	30,869	32,186	N/A		
Utility trailer	Apr-10	2,306	2,247		3%	Local Preference
Boundary survey for Airport	Apr-10	2,850	1,000		185%	
Two 2011 3/4-ton 4WD pickups (WTP)	Jun-10	47,439	45,880		3%	
<u>Office Supply Order-single item over \$50</u>						
HP printer cartridge	2nd qtr	63	47		34%	

Through excellence in service, the City of Kirksville will provide responsible and ethical local government.

NOTES:

Items in bold are awarded bids.

Excludes: **Sole-source providers**
 One-bidder contracts
 Only local bidders
 No local bidders or providers
 Single-item purchases less than \$501