



EYE ON KIRKWOOD

July 29, 2016 | www.kirkwoodmo.org

WHERE COMMUNITY AND SPIRIT MEET®

JULY 13 STORM WRAP-UP

The storms on Wednesday, July 13, brought several days of repercussions to the City of Kirkwood. First, about 1600 Kirkwood Electric customers were immediately without power starting at about 3:30 p.m. on Wednesday. We were able to restore power to about 1000 addresses by 9:15 p.m., that evening. Another 300 were restored overnight. By 9:00 p.m., on the following day (Thursday, July 14), we still had about 150 homes without power. By Friday evening, July 15, we were still working to get the last 25 to 30 homes back in service.

We received help through our Mutual Aid program from the City of Independence, and we utilized the contracted services of JF Electric as well. Additionally, almost all City departments were involved in recovery efforts. Staff in Finance, Administration, and Police Dispatch answered phones. The Kirkwood Fire Department received about 135 emergency calls during this time, and they checked on reports of downed wires. The Community Center, Train Station, and Library were available as cooling centers. Fleet Department staff provided refueling for back-up generators. Purchasing staff helped with emergency procurement of mutual aid crews and materials. Street Department staff cleared trees and roads of debris. Sanitation staff removed waste materials after field operations. MIS staff maintained computer equipment during power fluctuations. Public Information staff sent information to the press and to residents via print, broadcast, and social media. City Council supported staff in their efforts and provided information to residents. And, of course, Kirkwood Electric staff – linemen, supervisors, administrative staff – worked around the clock to get the power back on and to answer residents' questions.

WHAT WE LEARNED:

1) Sometimes even a quick storm can do significant damage. The worst part of the storm on the 13th probably only lasted 10 to 15 minutes, but it took down wires, took out circuits (6 out of 30), and disrupted power service to 1600 addresses, many of whom also experienced damage directly to the power lines leading to their homes. It also damaged hundreds of trees, resulting in significant storm debris in the streets, in yards, and on sidewalks. The winds were so strong, they knocked the American flag at City Hall completely off its pole (it was retrieved and re-posted the next day).

2) Knowing where the power is out is crucial to our ability to fix the problem. The new AMI (Automated Meter Information) system, which we hope to have implemented starting this winter, will allow us to ascertain in real time where the outages and problems are, without waiting for residents to call.

3) Communication is key. An Emergency Operations Center was opened at the Police Department within about an hour after the storm hit. It was staffed by officers and volunteers who took calls from residents and then notified Kirkwood Electric about downed lines and the areas that were most intensely affected by the storm. That evening and into Friday evening, the City's Public Information Officer and Kirkwood Electric's Director both posted updates on the City's Facebook page and on the City Website. Please note, however, that during other times, where there is no widespread outage or crisis underway, the Facebook page is not staffed or monitored 24/7. Therefore, if you have a power outage at your house, it is best to call the after-hours number for utilities reporting, at 314-822-5858.

4) We also realized that some of our internal processes could be improved. Some City employees who do not work closely with utility customers, for example, didn't have the information they could have used to keep residents who called informed. To prevent that from happening in the future, we will create a "News Alerts" email group so we can quickly send out information to all staff who answer phones, so that you can get the information you need.

1) We have scheduled a Staff Debriefing meeting to do a recap and go over the storm situation, assess how well we handled things

and how well we communicated, and develop solutions to problems we encountered.

6) Underground lines are not the answer. Kirkwood Electric's circuit 19 needed extensive repairs, and it is underground. In fact, underground lines take longer to repair.

WHAT RESIDENTS NEED TO REMEMBER FOR FUTURE STORM-RELATED POWER OUTAGES:

1) Assume any downed wire you see is LIVE. Assume it is dangerous.

2) If you see downed wires, or have trees down that you even slightly suspect may have wires tangled up in them, please get as far away, as quickly as possible. The human body conducts electricity, and there may be other conductors in the immediate vicinity. So move away from the wires. Then call 911.

3) Please understand that we will attempt to get information out as quickly as possible, but also know that our first priority is to keep you safe and to get your power restored - AND to keep our crews safe while we do that.

4) Please call us if your power is out. If you can't reach us due to busy signals, please try again. If you leave a message on Facebook with this information, we may not see it. However, whenever possible, we will post updates on the City Website and the City's Facebook page. During the day/during the week, call 314-822-5842. After regular business hours and on the weekends, call 822-5858 or 822-5865.



5) If someone in your household has a medical condition requiring electricity, such as oxygen, refrigeration of medicine, or power charging for mobility assistance (wheelchair or other), please contact us at 822-5842 and ask to be added to the Medical Alert List. A confirmation from your physician may be required.

6) Please don't assume if you don't see Kirkwood Electric trucks in your immediate neighborhood, that we are not working on the problems related to your address. Some issues are system delivery issues, meaning the problem may be blocks away at the substation or anywhere in between.

STORM DEBRIS COLLECTION

1) The City is in the process of picking up storm debris all over the City - in the streets, on sidewalks, in the parks, etc.

2) If you have tree limbs or storm debris you would like picked up, there is no need to call. Simply pull it to the curb, and leave it in the right-of-way. Make sure it's not hanging over into the street.

3) There is a lot of storm debris out there. It might take us two to three weeks or even longer to collect it all, so we ask for your patience while we work through this.

4) We cannot really tell you when your street will be collected, but we are using "Snow Routes" to get this work done (i.e., main streets first).

SUGGESTIONS??

If you have suggestions for improvements that you think we may not have considered, please send them to us! We welcome your ideas and suggestions. Send them to: Info@kirkwoodmo.org. Thank you.

WHEN IT COMES TO STEETS, LONG-TERM PLANNING IS OUR GOAL

The City of Kirkwood has for several years faced the challenge of determining how we will provide for the long-term rehabilitation and maintenance of our streets. In 2015, the City commissioned a Street Study and selected the Lochmueller Group and Payken Consulting to conduct it. A final report, or "Pavement Condition Assessment," was prepared and submitted to the City in July 2015. Based on that report, the City's engineering department developed a plan to rebuild and maintain City streets over the coming years.

The Study estimated a projected cost of \$41.4 million for pavement repairs, reconstruction, and maintenance over the next five years.

What causes streets to deteriorate? There are three main factors:

Fatigue from repetitive stresses of wheel path traffic
Temperature changes, coupled with advanced oxidation of the asphalt cement (the tendency for asphalt to oxidize with age, making the pavement brittle, amplifies the stresses of both traffic and temperature);
Settlement of the road bed, due to water reaching the subgrade soil.

Each of these processes leads to extensive cracking within the surface of the pavement.
The team of Lochmueller Group and Payken Consulting

inventoried and surveyed approximately 114 centerline miles of streets in the City. From the report: "The overall average surface condition index of the street network in the City of Kirkwood is 64, which is the lower end of the good condition range, based on a scale from 1 to 100, with 100 being a new street. The deterioration of City streets will occur with increasing frequency as the overall condition of Kirkwood's streets fall below the critical Pavement Condition Index (PCI) of 55."



For the full Study and a schedule of streets to be addressed in 2016, please visit the City Website at www.kirkwoodmo.org/ActiveProjects.

COMING UP IN KIRKWOOD

HISTORICAL SOCIETY WILL MEET AUGUST 1

The Friends of the Kirkwood Historical Society will meet on Monday, August 1, at 10:00 a.m., at Mudd's Grove, corner of Harrison and Argonne. The speaker will be Larry Franke of the Genealogy Department at St. Louis County Library, speaking about all of the resources available to research your own family genealogy at the County Library.

CITY WILL HOLD SPECIAL ELECTION IN AUGUST

With the election of Council Member Timothy Griffin to the position of Mayor, a seat has opened on Kirkwood's City Council. The City will hold a special election to fill this Council seat on August 2. As of the closing date for filing, there are two candidates who completed the process for filing and will be on the August ballot: Gerry Biedenstein and Mark Zimmer.

MAKING MUSIC 2016 CONCERT SERIES CONCLUDES IN AUGUST

Now in its 14th year, the Making Music concert series is held in Kirkwood Park on the 2nd and 4th Saturdays in June, July, and August. The concerts start at 7:00 p.m. and are free and open to the public. Some food trucks will be on hand. Coming up:

- Saturday, August 6: Lucky Old Sons

- Saturday, August 20: Kim Massie

WATER QUALITY REPORT IS NOW AVAILABLE

The 2015 Kirkwood Water Quality Report is now available on the City's Website at www.kirkwoodmo.org/2015MO6010430. If you prefer a paper copy of the report, please call 314-984-5936 to request one.

LIKE US ON FACEBOOK

The City now has multiple Facebook pages. The main page is located at www.facebook.com/CityOfKirkwoodMo/ Residents can also like the following pages: Kirkwood Fire Department (Kirkwood-Fire-Rescue), Kirkwood Police Department (KirkwoodPD), Kirkwood Parks and Recreation (Kirkwood-MO-Parks-and-Recreation), Kirkwood Greentree Festival (Kirkwood-Greentree-Festival), Kirkwood Human Rights Commission (Kirkwood-Human-Rights-Commission), and Kirkwood Arts Commission (KirkwoodArtsCommission).

MEDIA RELEASE

NO COST Home Improvement for KIRKWOOD Low/Moderate Income Residents

St. Louis County Government's Home Improvement Program may be able to help you with up to \$5,000 worth of repairs to your home at NO COST TO YOU. Eligible items could be concrete, asphalt, tuckpointing, roofing, tree trimming and removal, fencing, retaining walls, electric, plumbing, water heaters, furnaces, air conditioning, foundation work, and insulation.

TO QUALIFY

you must own and live in your home; have your property taxes paid up-to-date; be a 1st time participant; and have had a 2015 household income at or below our **adjusted gross income** limit

family of 1 - less than \$39,400
family of 2 - less than \$45,000
family of 3 - less than \$50,650
family of 4 - less than \$56,250

family of 5 - less than \$60,750
family of 6 - less than \$65,250
family of 7 - less than \$69,750
family of 8 - less than \$74,250

note: Social Security is NOT counted as income in most situations.

The Home Improvement Program is federally funded and operates through St. Louis County Government's Department of Planning in partnership with the city of Kirkwood.

To apply, please contact Debby at 314-615-4025. TTY 1-800-735-2966 or RelayMO 711. HipSouth@stlouisco.com

— Kirkwood Meetings Calendar —

- 8/1 Architectural Review Board, 7pm
- 8/2 Urban Forestry
- 8/4 City Council 7pm, WS 5:30pm
- 8/8 Aquatic Advisory, 6:45pm, at Pool
- 8/8 Board of Adjustment, 7pm
- 8/9 Human Rights Commission, 6:30pm
- 8/10 Landmarks Commission, 6:30pm
- 8/11 Council Work Session, 7am
- 8/15 Park Board, 7pm, at Community Center
- 8/15 Architectural Board of Review, 7pm
- 8/16 Arts Commission, 5pm
- 8/17 Library Board, 5:30pm, at Library
- 8/17 Planning & Zoning Commission, 7pm
- 8/18 City Council 7pm, WS 5:30pm
- 8/23 Urban Forestry Commission, 7pm
- 8/24 Greentree Planning Cmte, 7pm, at Community Center

Except where noted, meetings are typically held at Kirkwood City Hall, 139 South Kirkwood Road. Please check the Meetings Calendar on the City's Website for agendas, room locations, or any last-minute changes. Meeting agendas are also posted at City Hall.

Eye on Kirkwood is published 12 times per year on the last Friday of every month by the City of Kirkwood, 139 S. Kirkwood Road, Kirkwood, MO 63122. For information or questions about content, contact the City's Public Information Officer, Beth von Behren, at 314-822-5894. To sign up for the electronic newsletter, send an email to Info@KirkwoodMo.org.

Kirkwood City Council: Mayor: Timothy E. Griffin. Council Members: Paul Ward, Bob Sears, Nancy Luetzow, Maggie Duwe, Ellen Z. Edman. **Kirkwood Administration:** Chief Administrative Officer: Russell B. Hawes. City Clerk: Betty Montano. To reach the City Clerk or Council, call 822-5802. To reach City offices, call 822-5800 for a list of extensions. The City Council meets on the first and third Thursdays of the month at 7:00 p.m. at Kirkwood City Hall, 139 S. Kirkwood Road. The public is invited to attend. For information about other meetings, City services, and events, visit the City's Website: www.kirkwoodmo.org.

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