

UPHOLDING THE HIGHEST STANDARDS

Complaints and Inquiries

On occasion, a resident may be unhappy with their interaction with a member of the Kirkwood Police Department. It is the department's policy to investigate all inquiries and complaints received. The inquiry or complaint will be investigated, and the Police Chief will determine, based on the results of the investigation, if an employee has violated rules or regulations and if the employee should be disciplined. The

citizen who filed the complaint will be advised of the results of the investigation.

In addition, during the process of evaluating and investigating

complaints, the Police Department reviews incidents to determine if we can improve our policies, procedures, or training. There are several ways to file an inquiry, commendation, or complaint (see inside, first column, under "How Are We Doing?").



Photo Above: Officer Yvonne Bonner at a local Children's Fair

Photo right: Detective Steve Urbeck processes evidence for fingerprints.



SOCIAL MEDIA / WEBSITE NEWS

The City of Kirkwood uses Twitter (@KirkwoodCity), the City's Website (www.kirkwoodmo.org), and E-News blasts (sign up by sending an email to Info@Kirkwoodmo.org) to notify residents of road closings, water main shutdowns, power outages, and other important news.

Residents can also receive weekly crime reports, safety bulletins, and special alerts by email. Sign up by sending your name, address, and phone number to coxjd@kirkwoodmo.org. All personal information will remain confidential.



WHERE COMMUNITY AND SPIRIT MEET®

For information about this brochure or other publications of the City of Kirkwood, please contact the Public Information Office:
139 S. Kirkwood Road
Kirkwood, MO 63122
314-822-5894
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CITY OF KIRKWOOD CITIZENS' GUIDE TO MAKING INQUIRIES, COMMENDATIONS, AND COMPLAINTS



**CITY OF KIRKWOOD
POLICE DEPARTMENT
131 W. MADISON
KIRKWOOD, MO 63122
EMERGENCY: 9-1-1**

IMPORTANT NUMBERS:
DISPATCH: 314-822-5858
FAX: 314-984-5917
RECORDS: 314-984-6915
CODE ENFORCEMENT:
314-822-5805
COMMUNITY RELATIONS:
314-822-5868
MUNICIPAL COURT:
314-822-5840

**FOR MORE INFORMATION, CONTACT
JACK PLUMMER, POLICE CHIEF
314-822-5866**



WHERE COMMUNITY AND SPIRIT MEET®

KIRKWOOD POLICE DEPARTMENT: UPHOLDING THE HIGHEST STANDARDS

The Kirkwood Police Department adheres to the highest standards of service and ethical behavior. The Department answers about 20,000 calls for service every year, responding to traffic accidents, domestic disturbances, calls about lost children, and a wide variety of emergency and non-emergency situations.

How Are We Doing?

The Department encourages citizen comments on police personnel who admirably perform their duties as well as feedback on the Department's performance or actions of its members. There are several ways to commend exceptional service:

- (a) Call 822-5881 and ask to speak to the Shift Commander.
- (b) Call Chief Jack Plummer at 822-5866 or send him a letter: 131 W. Madison, Kirkwood, MO 63122.
- (c) Access the Citizen Action Center on the City's Website at www.kirkwoodmo.org (a link to the CAC can be found on the gold, right-hand navigation bar on the home page).

Who We Are

The Kirkwood Police Department consists of 59 commissioned police officers, including a Police Chief, two Captains, five Lieutenants, seven Sergeants, and 44 Officers. The Department also employs 14 full-time and eight part-time civilians, working in Administration, Code Enforcement, Dispatch, Records, Municipal Court, and Business District Parking Enforcement.

The Department is assisted by an excellent group of citizen volunteers that include Reserve Officers, Police Explorers, Neighborhood Block Captains, and CERT.

Staffing and Services

In addition to traditional police department services, the Department oversees code enforcement, the Municipal Court, parking control in the downtown area, and school resource officers (SROs) in the high school and middle schools. The Department also provides the City of Oakland with 100% of its law enforcement needs.

~ **Code Enforcement:** Code Enforcement involves quality-of-life issues, such as tall grass, abandoned vehicles, or any situation a resident thinks may be in violation of the City's Code of Ordinances.

~ **Municipal Court:** The Court handles City ordinance and traffic violations and fines. For additional information, refer to the Municipal Court page on the City's Website under "City Departments."

~ **Community Emergency Response Team (CERT) Annual Training:**

CERT training is offered in a partnership between Kirkwood's Police and Fire Departments and is provided to community members who want to volunteer during emergencies. Volunteers receive about 20 hours of training on topics such as Disaster Preparedness, Basic Fire Suppression, Disaster Medical Operations, and Light Search and Rescue. For more information, call 822-5868.

~ **Community Service Programs:**

KPD offers a variety of community service programs, including the Bicycle ID Program, Operation Identification Engravers, fingerprinting (for employment), home and business Security Surveys (call for an appointment), the Neighborhood Watch program (training for block captains), the Explorer program (through the Boy Scouts), tours, and a speakers' bureau.

Continued on back page