KANSAS CITY

CITY COUNCIL HANDBOOK

CITY OF KANSAS CITY, MISSOURI

2023-2027

NOTE:

The content of a manual does not
Constitute, nor should it be construed as a
promise of employment or as a contract between
the City of Kansas City, Missouri,
and any of its employees.

The City of Kansas City, Missouri at its option,
may change, delete, suspend, or discontinue parts
or the policy in its entirety, at any time without prior notice.

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1.0 INTRODUCTION

This document has been developed by the Office of The Mayor Pro Tem to familiarize employees with working in the City of Kansas City's City Council Office and provide information about working expectations, key policies, and procedures, affecting employment at the City of Kansas City, Missouri.

1.1 WELCOME

Welcome to the offices of the City Council of the City of Kansas City! We are happy that you have become a member of our team. This handbook is a guideline that will help you become accustomed to the duties, roles, and expectations of your position. Please keep a copy of this handbook handy. It should answer most, if not all, questions you might have about your new role.

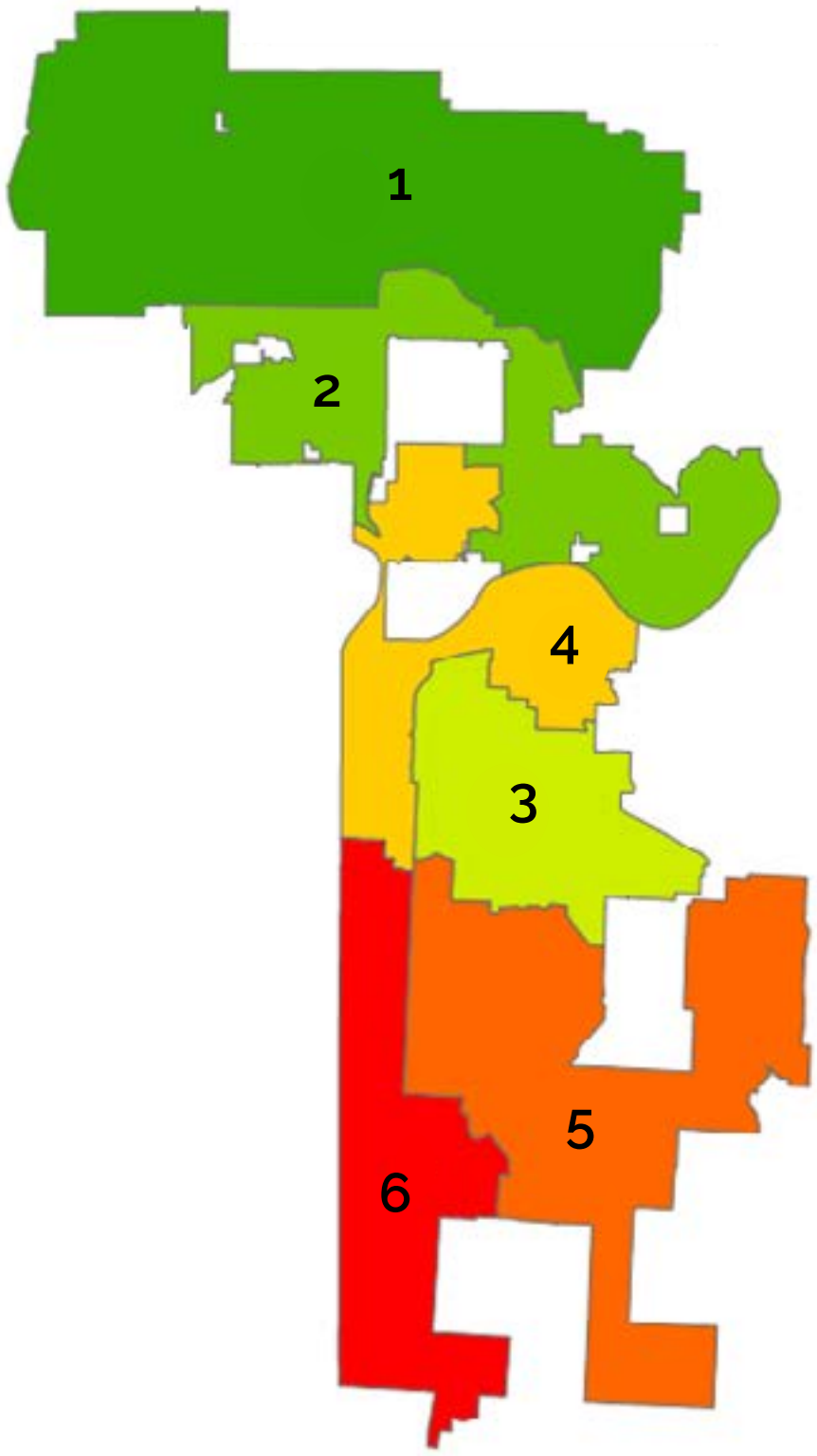
This handbook is a supplement to the Department of Human Resources Rules & Policy Manual. The Human Resource Director is responsible for the administration of the rules set forth in the manual as specified in the City Charter (Sec. 905). Please refer to the Human Resources Rules and Policy Manual for most employee questions. You can find the current HR Rules and Policy Manual on the Human Resources' page of the City's MyKC SharePoint site: Human Resources Home - Home. This handbook has been crafted as additional guidance, not a replacement to the City's formal Human Resources rules and procedures. In addition, the City has Administrative Regulations by which the City Manager establishes policies. These may also be found at the City's MyKC SharePoint site: Administrative Regulations - All Items.

1.2 ELECTED OFFICIALS

The City Council has thirteen elected officials, including the councilmembers and the Mayor. The City is divided into six council districts. The mayor and six councilmembers are elected at large, with one at-large councilmember residing in each district. The six remaining councilmembers are elected only by voters in their respective districts. Each councilmember is assisted in their duties by a Council Executive Aide and administrative staff.

2.0

2025
KCMO COUNCIL DISTRICTS



3.0 CHANGES IN POLICY

This handbook supersedes all previous City Council employee manuals.

While every effort is made to keep the contents of this document current, the Mayor Pro Tem reserves the right to modify, suspend, or terminate any of the policies, procedures, and/or benefits described in the manual with or without prior notice to employees. This handbook shall be reviewed and updated, if necessary, every two years beginning October 1, 2027.

Attachments are provided as a courtesy and are believed to be accurate at the time provided. However, the attachment documents may be amended at any time, and the most current versions shall be controlling, whether or not amended copies have been provided to those subject to this policy.

4.0 TRAINING

Upon hiring, and in addition to new employee trainings provided by Human Resources, employees in the City Council Offices will undergo specialized training by the Mayor Pro Tem's staff, by the councilmember the employee is hired to serve, and by other departments as directed by the Mayor Pro Tem and described below. From time to time, all City staff may be required to undergo additional training. In addition, the Human Resources Department offers a wide array of optional training programs. Please contact the Education & Development Division of Human Resources for more information.

City Council staff must complete the required training listed below within the time periods indicated. Training will be coordinated by the Administrative Secretary, and recordings of past training can be found in the Council K-Drive. For questions, please contact the Administrative Secretary. Successful completion of training, or failure to complete training, will be reported to Mayor Pro Tem's staff and the council member the employee is hired to serve. Additional time to complete training may be requested through the Administrative Secretary. All training will be reviewed by all City Council staff every 2 years.

4.1 TRAINING WILL INCLUDE:

TRAINING	PROVIDER	TIME REQUIREMENTS
311 Training which includes myKCMO App Training	311	Complete within 30 days
PeopleSoft Human Resource	Human Resource	Complete within 30 days
PeopleSoft Financial Training	Finance	Complete within 30 days
City Policy Training	Mayor Pro Tem/Finance Dept./ Human Resources	Complete within 30 days
Budget Training	Finance Department/Fiscal Officer	Complete within 30 days
Media & Communications Training	Communications	Complete within 30 days
Legal Sunshine Training and Ethics Training	City Attorney	Complete within 30 days
Time Reporting	Timekeeper	Complete within 30 days
Legistar	Clerk	Complete within 30 days
Office Procedures	Mayor Pro Tem & Office Manager	Complete within 30 days
Travel Training	Finance	Complete within 30 days
Safety Training	General Service Safety Manager - David Marshall	Complete within 30 days

5.0 UTILIZING 311 AND myKCMO

The City's 311 tracks all constituent calls, and that data is highly beneficial for determining the City's budget. All constituent casework must be entered in the myKCMO system, which is available through the myKCMO app, or the internal myKCMO website: https://mycity.mycivicapps.com/login. It is imperative that all Council Executive Aides utilize the myKCMO system for all interactions with residents.

Tracking constituent casework via e-mail will be acceptable as a method of tracking.

Residents are to be highly encouraged to first call 311 or enter via the myKCMO app or online at kcmo.gov/311 for all concerns and complaints. Having one point of contact is beneficial to both City staff and residents.

When fielding a constituent call, please ask if they have already contacted 311 or created a request online or in the app. If they have done so, and are still having issues, please get the case number from the resident and enter it into myKCMO to access the case history. If they have not and you attempt to assist them, please enter the case into the myKCMO system. Limited case information is available online using the City's parcel viewer, as it shows all 311 requests for each parcel.

6.0 311 PROCEDURE FOR CONTACTING CITY COUNCIL OFFICES

The following procedures outline the required steps for 311 Call Takers when handling any inquiries, questions, comments, concerns, call-backs, or matters related to City Council policies.

1. <u>Standard Process for City Council-Related Calls</u>
   - -Call takers will **triage the call** to determine the nature of the request or concern.
   - -A **case must be submitted in MyCivic** for all City Council-related inquiries, regardless of topic.
   - - The case should reflect all relevant details provided by the caller.

2. <u>When a Caller Demands Immediate Contact With a Council Member</u>

   If a resident insists on speaking directly with a Council Member and **refuses to allow a case to be entered**, the call taker should:
   - - Attempt to contact the Legislative Aide for the corresponding Council District.
   - - Provide the caller with the appropriate Legislative Aide's phone number so they may follow up directly.

6.0 311 PROCEDURE FOR CONTACTING CITY COUNCIL OFFICES (CONT.D)

3. Urgent Matters Requiring Escalation (For Legislative Aide)

For situations deemed urgent or sensitive:
- Aide should email **Ekiasha Ruff** at Ekiasha.Ruff@kcmo.org.
- CC: **Whitney Lewis** at Whitney.Lewis@kcmo.org.
- Email subject line should read: **"Urgent – City Council"**

Include:
- Caller's full name and contact information
- Summary of the issue
- Any additional relevant notes

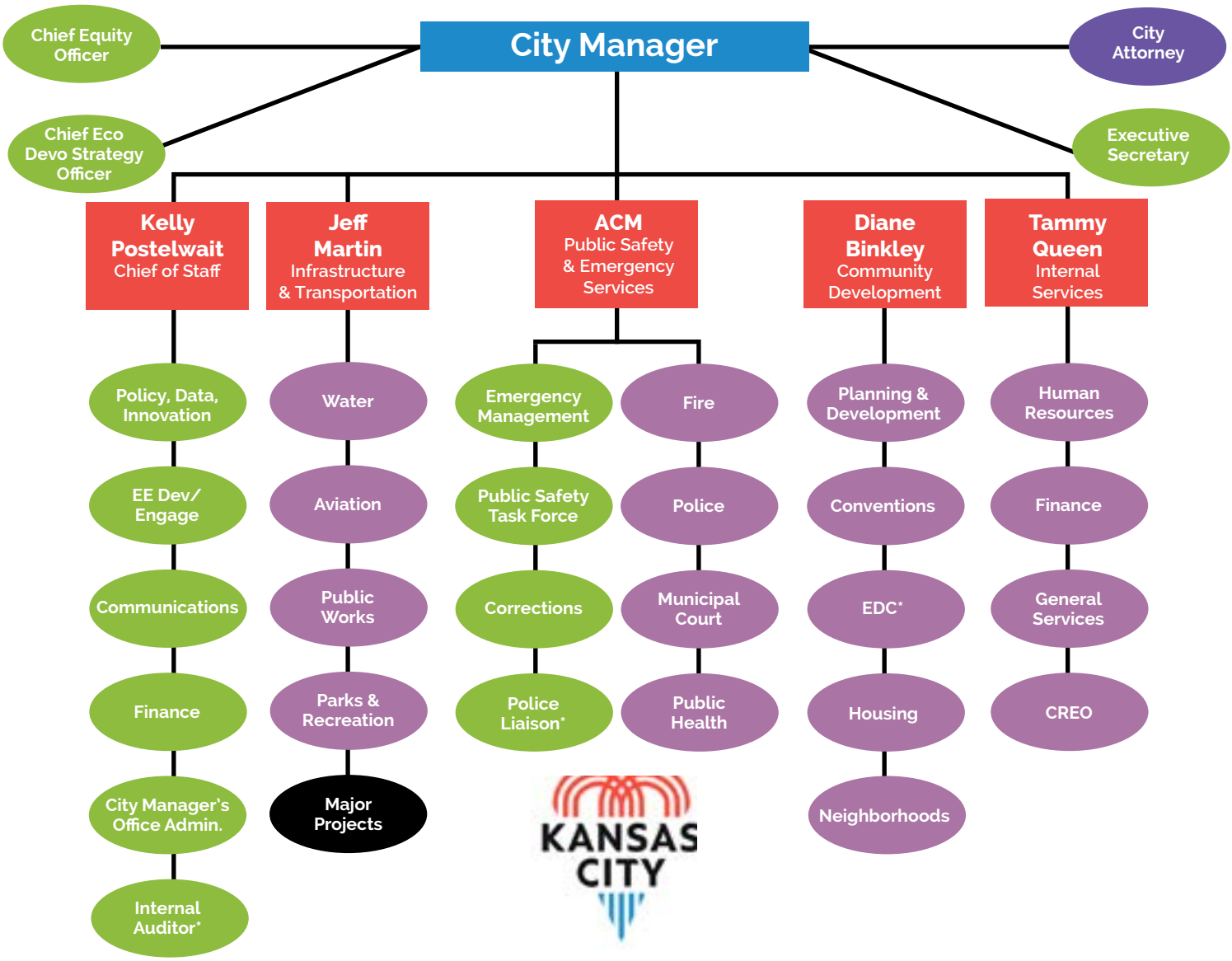
7.0 UTILIZING THE LEGISLATIVE DIRECTOR & INTERACTION WITH CITY STAFF FOR POLICY RESEARCH

The Legislative Director is available to assist all Council offices with the administration, communication, research, and drafting of proposed ordinances and resolutions originating from Council requests, including committee substitutes and floor introductions; identifying legislative goals; and coordinating with the Law Department to ensure legal compliance for legislative items.

8.0 REQUESTS OF STAFF

The City Manager or Assistant City Managers should be the point of contact between the City Council staff for all staff requests. The City Manager or their staff will work with the appropriate City staff to effectuate the request and/or provide a response. See the Office of the Mayor and City Manager Staff organization Chart below.

ORGANIZATION CHART



9.0 CITY COUNCIL BUDGET

Each City Council office is allotted $40,000 annually to pay for office-related expenses and staff in addition to their Council Executive Aides. Councilmembers have some discretion regarding how those funds are allocated. However, funds are always to be used for City purposes and may not be used for personal or political purposes. A full explanation of the appropriate use of these Council Expense Accounts can be found in Section 2-2061 of the Code of Ordinances. Reimbursement requests must be made within 30 days of the purchase. Reimbursement requests submitted after the close of the fiscal year will not be paid.

Each Council office must remain within its budget through the fiscal year. City Council offices need to proactively work with the Fiscal Officer to ensure that they stay within budget for the entire year. Within 15 days of a quarter's end (August 15, November 15, February 15, May 15) the Council Executive Aides should review their office's budget. Additionally, the budget shall be reviewed before submitting any travel request, reconciliation, reimbursement, or other expenses.

No outside funds may be accepted by any City Council office to supplement its budget.

10.0 AUTHORIZATION FOR CITY COUNCIL TRAVEL AND OTHER EXPENSES

Following the finance audit and finance trainings, and in line with the recommendation from finance staff, Mayor Pro Tem is authorizing the following Blanket Authorization for City Council Travel and other Expenses. Each council office remains responsible for their office budget and complying with all city and state ethics codes. This ensures councilmembers authority and supports more efficient processes.

- Authorization to book hotel rooms for the National League of Cities Conferences and Missouri Municipal League Annual Conference ahead of the Travel KC workflow to ensure rooms are obtained at the conference site.
- Authorization for the reimbursement of rideshares/taxis to get to meeting destinations, including but not limited to meetings conducted over meals.
- Blanket authorization to check more than 1 bag for less than 5 days of business travel
- Authorization for Council Offices to purchase food as needed for meetings or district events
- Authorization for the Council Office to purchase Amazon office supplies as determined by the councilmember, as needed for meetings, annual events, and district events.

11.0 TRAVEL GUIDELINES

All travel for which a Council office plans to seek reimbursement must be approved by the Mayor Pro Tem's office before any trip. Each City Council office can determine how to allocate funds within existing budgets to pay for travel for official City business. Travel for City business may include, but is not limited to, participation in events for the following groups:

National League of Cities | Missouri Municipal League

P-cards can be used to pay for conference registrations. Airfare and hotel reservations should be made through the City's official travel agent using the Travel Card held by the front office staff.

City Council travel paid for by a City Department or affiliated entity such as the EDC or any of its agencies, Port Authority, or other similar entity must be for official business only. In addition, any travel paid for by a City Department must be documented in writing to the Mayor Pro Tem's office, outlining the purpose of the trip, the department that paid for the trip, and the dates traveled.

No travel advances will be given. All travel must comply with the provisions of Section 2-2062, Travel and other expenses, of the City's Code of Ordinances as well as the City's **Administrative Regulation No. 3-03**.

- Four trips are covered under the Legislative Account: two National League of Cities (NLC) conferences and two Missouri Municipal League conferences (MML). The Legislative Conference in February and the Annual Conference in September.

- All other travel will be paid out of the City Council office budget unless approved by the Mayor Pro Tem's office.

11.0 TRAVEL GUIDELINES (CONT.D)

Travel Procedure Process

The Traveler themselves or Council Executive Aide of Traveler enters the travel request in the **TravelKC System** as this is the City's system of record for travel expenditures.

Travel Coordinator - Council Office Administrative Secretary

Review travel requests before they are approved by the Traveler's Supervisor.

Book the travel through Concur. Facilitate reconciliation of travel within 15 business days of the completion of the trip.

Supervisor of Travel - MPT Office Legislative Aide

Approves travel request.

Enforce the provisions of the policy, including any required disciplinary action if the policy is not followed.

12.0 STANDARDS OF CONDUCT

GENERAL GUIDELINES

In addition to the minimum standards established by the **HR Rules and Policies Manual**, Administrative Regulations, and this Handbook, all employees must become familiar with their City Councilmember's rules and standards of conduct and must follow these rules and standards faithfully in performing their jobs and conducting the City's business. The City of Kansas City has also adopted a Code of Ethics, which governs the behavior of all City employees, including those in Council Offices.

In many areas, Councilmembers have ultimate authority over the operations of their office and the expectations of their staff. However, individual Councilmembers generally cannot override rules, policies, or procedures applicable to all City staff, including those found in the City's Code of Ethics, other provisions of the Code of Ordinances, and the Human Resources Rules and Policies Manual. Councilmembers may have the discretion to amend the policies found within this handbook.

12.0 STANDARDS OF CONDUCT - GENERAL GUIDELINES (CONT.D)

Employees of the City Council offices are members of the unclassified governance at-will service unless otherwise designated as a classified employee by the city. Council Executive Aides /Assistants are hired by their assigned Councilmember and their employment can be terminated by their Councilmember for any lawful reason at any time. Each Councilmember determines the rate of pay for their staff, within the adopted range for each position. Although aides are employees of the City of Kansas City, their job descriptions and compensation rates may not be the same as City employees in other departments with similar titles or job expectations.

12.1 REQUEST FOR FUNDS FROM THE OFFICE OF THE CITY MANAGER OR ANY OTHER CITY DEPARTMENT

If a City Councilmember identifies a need for funds outside of their Council Expense Account budget, they may request additional funds from the City Manager or a City department through the legislative process. Any request for such funds must be in accordance with any established policies and procedures, including Administrative Regulations, for such requests.

12.2 CHANNEL 2 REQUEST OR OTHER COMMUNICATION REQUESTS

Councilmembers who request Channel 2 to broadcast a meeting must put the request in writing to the City's Communications Director no later than 48 hours in advance. Copies of the request should be sent to the Office of the Mayor, the Office of the Mayor Pro Tem, and the City Manager's Office. Requests made by the Communications Director fewer than 48 hours in advance may not be considered.

12.3 USE OF CITY TICKETS

No tickets provided to the City Council by the City may be sold. Councilmembers and their staff may trade tickets between offices. Tickets may not be used in exchange for any service, raffles, gifts, or auctions, including charitable causes, where money is exchanged. The Administrative Secretary is responsible for disbursement of tickets and Councilmembers should assign a designee from their office to sign for and receive their tickets from T-Mobile, Municipal Auditorium, Music Hall, Starlight, and other City facilities. It is the responsibility of each Council office to ensure their guests follow all rules and regulations for the venue. For further information, please contact the front desk

12.4 GIFT AND DONATIONS

Any gift or donation to a City Councilmember or its staff must comply with Missouri Ethics Disclosure Guidelines and the City's Code of Ordinances. In accordance with the City's Ethics Code, anything received that is valued at over $200 is a gift and must be reported and submitted to the City Clerk quarterly as follows: March 31 (Due April 15), June 30 (Due July 15), September 30 (Due Oct. 15) and December 31 (Due January 15) as outlined in Section 2-2032 of the Code of Ordinances. Gifts valued in excess of $1000.00 may not be accepted. Additional City Ethics regulations regarding gifts can be found beginning in Section 2-2030 of the Code of Ordinances.

12.5 APPROPRIATE DUTIES OF CITY COUNCIL STAFF; POLITICAL ACTIVITY

Staff of the City Council shall perform only official duties found within their job descriptions. Councilmembers may assign additional reasonable tasks, but such additional tasks must relate to or assist in the performance of the Councilmember's official duties. City staff shall not undertake personal errands for the members of the City Council or any other staff member.

City staff shall not perform political tasks during work hours unless on vacation or other appropriate leave. Political tasks may never be performed using City property. Additional information on the prohibited and permitted political acts of employees may be found beginning in Section 2-2070 of the Code of Ordinances. Councilmembers do not have the authority nor discretion to alter this section. To anonymously report behavior violating this Section, please refer to Section 9.0.

12.6 USE OF LIMITED TERM CONTRACTORS AND PAID INTERNS

If a Council office wishes to hire a limited term contractor or intern, you should first go to the Administrative Secretary to coordinate the paperwork process with HR and Finance. The Council Executive Aide will ensure that all additional processes needed to hire an LTC or intern are completed promptly. Please understand that the hiring process involves multiple steps and there is a check list available from the Administrative Secretary. Please plan appropriately to allow enough time to complete the process.

12.6 USE OF LIMITED TERM CONTRACTORS AND PAID INTERNS (CONT.D)

All Limited Term Contractors (LTC) and intern contracts must be approved by the councilmember/department head or designee, with funds paid from the councilmember's budget account for the period worked.

Preliminary considerations for such hiring include:

- The contract is over **$1,000** from the Councilmember's operating budget for the year.
- The contract must expire by **April 30**, which is the end of the City's fiscal year. Contracts may be renewed annually, if desired.
- The contractor must be paid a similar rate to similarly situated contractors used by the city.
- The Councilmember's office must confirm with their fiscal officer that their individual Council budget is sufficient to cover the contract.

Interns must sign in and out of the City Council offices through the Administrative Secretary. Interns who are in high school or under the age of eighteen must have a supervisor or another designated staff member present with them in the office when working.

Interns for Council offices may be budgeted through the City Manager's Internship Program; however, each Council office is limited to one intern during the summer and fall terms respectively, unless otherwise approved.

12.7 ATTENDANCE AND WORK SCHEDULE

The City of Kansas City, City Council Office expects employees to be ready to work at the beginning of assigned daily work hours and to remain working during all working hours with the exception of scheduled breaks. A Council Executive Aide's hours are defined by the Councilmember they serve. Administrative staff are expected to be ready to work when the City Council offices are open, as defined in Section 8.10, and hours may be altered or further defined by the Mayor Pro Tem. For staff that work directly for one Councilmember, it is the responsibility of the Councilmember to set the employees' hours and schedule.

Unless otherwise specified, regular full-time employees are expected to work at least forty (40) hours per workweek. All employees are expected to provide an accounting of their time to the Administrative Secretary for each pay period that attests to the hours worked. Council staff time entry is automatically input at 80 hours a pay period, but if time off is taken the employee must enter their leave time into PeopleSoft no later than the second Thursday of the pay period. Before taking time off, a time-off request must be completed by the employee requesting leave and signed by their supervisor.

12.8 ABSENCE AND LATENESS

Occasionally, an employee may be late or absent from work unexpectedly. The City Council Office understands that emergencies, illnesses, or pressing personal business may arise that cannot be scheduled outside of work hours. All employees are responsible for contacting all affected parties, including their supervisor, as soon as practicable if they are absent or late. Accrued sick or vacation leave must be used to account for absences or unworked hours. If the employee does not have available sick or vacation leave, their time off will be unpaid. Councilmembers should keep a record of their office staff's used vacation, sick and free days for record and auditing purposes.

12.9 COVERAGE OF CITY COUNCIL OFFICE

Generally, the City Council offices are open Monday through Friday, from 8:00 a.m. to 5:00 p.m. At least one individual from the City Council office must be onsite and answer incoming phone calls. In addition, there needs to always be one individual at the front reception desk during business hours to greet visitors and answer phone calls. If all front office staff are unavailable and no Council Executive Aides are available to cover the shift, guests should be advised to ring the yellow bell for assistance.

12.10 FRONT OFFICE HOURS AND CLOSURE INFORMATION

On Thanksgiving, Christmas Eve, New Year's Eve, Memorial Day, July 4th, and Labor Day, the Council Office will close at 12:00 pm. On all other federal holidays, the office will close at 1:00 pm. unless otherwise determined by the Mayor Pro Tem. Individual Council offices may determine office closures at the Councilmember's discretion.

If extreme weather conditions like heavy snow and ice are predicted by meteorologists, the Mayor declares a state of emergency, or City Manager initiates the remote work policy, the City Council Office may close at the Mayor Pro Tem's discretion.

Council Executive Aides should check with their respective City Councilmembers regarding their office's extreme weather and holiday policy and plan accordingly in the event the front office is closed.

12.11 SUNSHINE LAW AND CONFIDENTIALITY

In short, absent a provision of law that specifically allows a record to be closed, City records are open records. Missouri's Sunshine Law provides rules related to open records and meetings. In accordance with this policy, the City's records, meetings, votes, actions, and deliberations are open to the public unless otherwise provided by law. All public records authorized to be closed under the Missouri Sunshine Law, or any other law are closed records. All City Council staff will receive training from the Law Department in compliance with Missouri Sunshine Law. For additional information or questions, please contact the Law Department and the City Council Offices' Sunshine Liaison.

There may be cases where staff are informed of information by the Law Department that can be kept confidential. Employees are prohibited from discussing this confidential information with others or using it for their own gain. Doing so may result in a Code of Ethics violation.

12.12 CITY COUNCIL SUNSHINE PROCEDURE LAW

The Council Department shall work collaboratively with other city departments to gather responsive documents for Sunshine requests, including but not limited to recordings of Council sessions, relevant communications, and any information permissible under the Sunshine Law. It is important to note that any requests for communications conducted on city-issued cellphones will require the Council or the Legal Department to provide the responsive documents, as these are not included in the standard collaborative retrieval process. This approach aims to ensure transparency and compliance with the Sunshine Law while facilitating efficient access to public records.

Information collected via: Texts from Councilmembers | Emails | Media

12.13 DRESS CODE

Each member of staff shall defer to their supervisor on the appropriate work attire. Please be considerate of our staff and guests on this floor. Shoes must be worn at all times, although comfortable footwear like slippers may be considered appropriate.

Professional attire is strongly encouraged, especially at City Council Committee and Legislative meetings, as well as public meetings at which the employee is a representative of their Councilmember and the City.

Business casual dress code: Tuesday and Thursday, excluding Council vacation weeks.

12.14 INTERPRETATION OF THIS HANDBOOK

If you have questions about the interpretation of this Handbook you should seek assistance from the office of the Mayor Pro Tem, routed through the Administrative Secretary. For policies that allow for the discretion of the Councilmembers, Council Executive Aides shall defer to their Councilmembers.

12.15 INTERACTION WITH CITY STAFF

All staff and City Councilmembers should maintain respectful and professional interactions with front office staff, Executive Assistants, Directors, and city staff. When corresponding via email, always ensure a tone of respect and clarity, including well-defined deadlines when providing instructions. Effective communication and courtesy are essential in fostering productive working relationships within the government office.

12.16 INTERACTION WITH CONSTITUENTS

All social media, communications, and marketing must comply with AR No. 1-23.
All staff and City Councilmembers should maintain respectful and professional interactions with constituents.

Additionally, when communicating though official City of Kansas City channels, including mass email or mailing services provided by the City and City social media accounts, all communications must remain respectful of all colleagues and City staff.

Mass communications, including electronic newsletters and press releases, may be sent only to the constituents that each Councilmember is elected to represent unless authorized by the respective Council office elected to represent the recipients. Communications sent using City resources or resources funded by the City are prohibited by law from supporting or opposing any candidate for public office or ballot measure.

12.17 COMPLIANCE WITH STANDING RULES

All Councilmembers must comply with all standing rules. City Council staff must comply with the following standing rules: 8.02 Privileges of Floor and 8.03 Floor Decorum.

Standing Rules of the City Council of the City of Kansas City, Missouri

13.0 THE MUNICIPAL OFFICIALS AND OFFICERS ETHICS COMMISSION

Councilmembers and Council Executive Aides may be confronted with situations in which application of the City's Code of Ethics may not be obvious. The City Charter authorizes all City staff, including Councilmembers, Council Executive Aides, and other City Council staff to seek **advisory opinions** from the Ethics Commission. A formal opinion from the Commission may be requested by contacting the City's Ethics Compliance Officer or completing the online request form. Informal opinions may be sought via the Ethics Compliance Officer.

Pursuant to Section 2-2082 of the City's Code of Ethics, Councilmembers and other staff have a duty to report ethical violations of which they have actual knowledge. Councilmembers and other staff are obligated to inform the relevant party or body, which may be either the employee's supervisor, the board on which the official sits or before which the official or employee is appearing or will soon appear, in advance if they know an ethics violation is likely to occur. Past violations or those not immediately relevant to a decision, to discussion, or to actions or transactions should be reported to the Ethics Commission.

The code of ethics provides protections against personnel action for those who are considered whistle blowers and have followed the proper reporting procedures.

Missouri Ethnics Commission website: https://mec.mo.gov

EMPLOYEE ACKNOWLEDGMENT

I have read and agree with the policies set forth within this document. I understand that adherence to this policy will be considered when I am evaluated for work performance.

_____

Employee (Print Name)

_____

Employee Signature

_____

Date

KANSAS CITY

CITY COUNCIL HANDBOOK

CITY OF KANSAS CITY, MISSOURI

2023-2027