

# City of Willard

## New Resident Packet



City of Willard, MO

417-742-3033

Fax # 417-742-3080

224 W Jackson St

Willard, MO 65781

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## WELCOME TO WILLARD

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We are proud to welcome you to our great community (population: 5,288 per 2010 census).

Here you will find excellent schools, a great parks system, and a clean family friendly environment. We work hard to make Willard a great place to live and take pride in our community. We look forward to serving you and hope that the information in this packet will help make your move to Willard an easy one.

The following pages contain detailed information on city utilities, policies, school district contacts, our parks system, as well as other helpful phone numbers.

The city staff and elected officials in Willard are here to serve our citizens and we are happy to answer any questions or help you any way possible.

Please call City Hall at 417-742-3033 or visit us on-line at: [www.cityofwillard.org](http://www.cityofwillard.org) for more information.



**Mayor Corey Hendrickson & Board of Aldermen**

Ward 1 Aldermen: Jamie Buckley, Donna Stewart

Ward 2 Aldermen: Sam Baird, Samuel Snider

Ward 3 Aldermen: David Roggenesees, Larry Whitman

*A map of Willard indicating the boundaries of each Ward is available at City Hall and on our website: [www.cityofwillard.org](http://www.cityofwillard.org)*

## IMPORTANT CITY PHONE NUMBERS

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<b>City Hall</b>	<b>417-742-3033</b>
Interim City Administrator– Jim Bentley	417-742-5304
Finance Officer- Carolyn Halverson	417-742-5301
City Clerk– Jennifer Rowe	417-742-5302
Planning/Development- Randy Brown	417-742-5308
Municipal Court Clerk- Linda Murray	417-742-5306
Public Works - Dave O'Connor	417-742-3033
Water Emergency	417-425-5710

<b>Willard Police Department (Non-Emergency)</b>	<b>417-742-3077</b>
Chief of Police- Tom McClain	417-742-5431
Emergency Management- Stacy Winters	417-366-3800
Lieutenant- Shannon Shipley	417-742-5335
Corporal- Robert Bell	417-742-5342
Corporal - Steve Purdy	417-742-5336

<b>Willard Parks &amp; Recreation</b>	<b>417-742-2262</b>
JC Loveland, Director	417-742-5381
Jason Knight, Assistant Director	417-742-5382
Parks/Rec. Cancellation Line (After 9pm, Sundays)	417-742-5383
Willard Aquatics Center (Pool)	417-761-POOL (7665)

## DATES CITY HALL IS CLOSED

New Year's Day	Labor Day	Christmas Eve
Martin Luther King	Columbus Day	(Close at Noon)
Presidents Day	Veterans Day	Christmas Day
Memorial Day	Thanksgiving Day &	New Years Eve
Independence Day	Following Friday	(Close at Noon)

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## MEETING DATES AND TIMES

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The regular meeting dates & times for the City of Willard are listed below. All meetings are held in the Council Chambers at Willard City Hall, 224 W. Jackson. Dates are subject to change, so please call 742-5302 to verify dates & times.

Board of Aldermen	2 <sup>nd</sup> & 4 <sup>th</sup> Monday of the month, 7:00pm
Planning & Zoning	4 <sup>th</sup> Tuesday of the month, 7:00pm
Park & Recreation Board	Last Thursday of the month, 7:00pm
Tree Board (Quarterly)	To Be Announced
Economic Dev. Task Force	3 <sup>rd</sup> Monday of the month at 7:00pm
Board of Adjustments	As needed basis

Citizens are welcome to attend any of the above public meetings. If you wish to speak at any meeting, please contact the City Clerk at 417-742-5302 so your name can be put on a list . There is a 5 minute maximum time limit per citizen.

If you cannot attend, minutes of council meetings are available online at [www.cityofwillard.org](http://www.cityofwillard.org). Copies of all meeting minutes can be obtained at City Hall.

(City Codes and Ordinances can be found at [www.cityofwillard.org](http://www.cityofwillard.org))



## BUSINESS LICENSE AND BUILDING PERMITS

**Business Licenses:** Applications are available at City Hall or on-line at [www.cityofwillard.org](http://www.cityofwillard.org). They must be renewed annually. Call the City Clerk at 742-5302 for more info.

**Building Permits:** Can be printed from our website or obtained at City Hall. Call Randy Brown at 742-5308 for more information before you begin your project.

**Voter Registration:** You may obtain a voter registration card from City Hall or the library.

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## WILLARD SCHOOLS

<b>Superintendent's Office</b>	<b>417-742-2584</b>
<b><u><a href="http://www.willardschools.net">http://www.willardschools.net</a></u></b>	
<b>High School</b>	<b>417-742-3524</b>
<b>Athletics</b>	<b>417-831-4440</b>
<b>Football Stadium</b>	<b>417-742-4578</b>
<b>Baseball Stadium</b>	<b>417-742-2764</b>
<b>Agriculture Center</b>	<b>417-742-0850</b>
<b>Band Room</b>	<b>417-742-5252</b>
<b>Technology</b>	<b>417-742-4242</b>
<b>Success Building</b>	<b>417-742-2597</b>
<b>Middle School</b>	<b>417-742-2588</b>
<b>Intermediate School</b>	<b>417-742-4242</b>
<b>North Elementary</b>	<b>417-742-2597</b>
<b>East Elementary</b>	<b>417-742-4639</b>
<b>Central Elementary</b>	<b>417-831-4440</b>
<b>South Elementary</b>	<b>417-862-6308</b>
<b>Orchard Hills Elem</b>	<b>417-869-0600</b>
<b>Special Services</b>	<b>417-742-0930</b>
<b>Federal Programs</b>	<b>417-742-3524</b>
<b>Transportation</b>	<b>417-742-2588</b>
<b>Tiger Cubs Preschool</b>	<b>417-742-4639</b>

Public Colleges/Universities (Springfield, MO):

*There are numerous local schools of higher education*

Missouri State University

Drury University

Ozarks Technical Community College

Evangel University

Baptist Bible College



## VETERANS MEMORIAL



The City of Willard is proud to honor all Veterans of the U.S. Military Service (including Army, Air Force, Coast Guard, Marines, Navy, National Guard and Reserves) with a Veterans Memorial located at 222 W. Jackson (on the west side of Jackson Street Park). It was dedicated on 11/11/11.

You can purchase a brick paver engraved with the name/rank /date of service of the serviceperson you wish to honor for only \$60.00 to be placed in the walkway leading up to the memorial.

Bricks may be purchased at Willard City Hall

224 W. Jackson

or call 417-742-3033 for more information.

Special thanks to the  
AMVETS Post 188 Willard/Springfield  
for their support for this project.

## CODE ENFORCEMENT

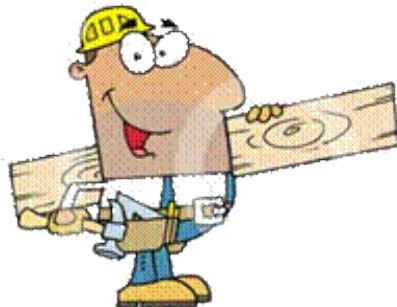
The Planning and Development Department is responsible for protecting the health, safety and welfare of the residents through enforcement of health, environmental, uniform building and construction codes.

### Basic Codes for Residential Areas

- Your lawn should not exceed 12 inches in height.
- Keep your sidewalks abutting your property free of snow, ice and mud.
- Accumulations of trash, brush, debris is considered a nuisance violation and subject to fines.
- You are allowed three dogs, three cats, six chickens-no roosters inside city limits.
- Burning in residential districts is limited to recreational fires.
- Trash carts cannot be put out to the curb until 7 P.M. the night before trash pickup and must be removed from the curb by midnight the night of pickup.

### Construction

Any removal, alteration or enlargement on your property first requires a City Building Permit. New deck construction requires City Permit if it is higher than 30 inches. Construction of fences requires a permit. Fences are allowed to the property line if approved by the City. Accessory structures require a building permit if larger than 120 square feet. Working without a permit can result in double permit fees. Contact your local Planning and Development Department for more information at 417-742-5308.



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## CARING FOR THE PLUMBING

**To help keep costs down for you and our city please be aware that the following items should never be flushed or put down a drain:**

**Wipes:** Baby wipes and adult toilet wipes are very misleading, they claim they are flushable but do not break down like toilet paper. The synthetic and organic wipes are the culprits to many clogged sewer pumps in municipalities across the world.

**Paper towels:** Just like wipes, these common household items are designed to not breakdown when wet.

**Disposable diapers:** They're not pleasant to handle or easy to dispose, but they're far too solid to degrade in a sewer system.

**Cotton balls and swabs:** These items gather in bends in pipe and frequently cause blockages.

**Cigarette butts:** They're not designed to degrade. Spend time at any beach and you'll find that cigarette butts are a litter item that simply doesn't go away.

**Dental floss:** If any of the items listed here are clogging your system, this pesky string will make matters worse.

**Fats, oil and grease:** Known in the wastewater industry as "FOG," this liquid solidifies when it cools and it creates significant problems for public wastewater systems as well as drains in your home. Recently, the Thames Water company discovered a 15-ton "fatberg" of caked grease and wipes clogging the sewer.

**Personal Care Products:** Wastewater treatment facilities are not designed to breakdown pharmaceuticals. While they are diluted in the waste stream, studies have shown the presence of drugs such as steroid hormones and antidepressants in wastewater effluent.

**Chemicals:** Paint, automotive fluids, solvents and poisons are foolish to flush. Just as a wastewater treatment plant is not designed to screen out pharmaceuticals, these facilities are not designed to eliminate toxic chemicals. Check with your local municipal office to learn when and where you can dispose of these items, as well as pharmaceuticals.

**Non-flushable feminine hygiene products:** It is widely known that these products are not safe to flush, yet a [study](#) conducted by INDA, Portland Water District and several industry groups that collected non-flushable materials at a pumping station found tampons, pads and feminine hygiene item wrappers accounted for 13% of its total.

**Pets:** Do not flush goldfish, hamsters, gerbils or any other animal. They are too sturdy to break down while traveling to a wastewater pump and then clog it once they get there.



**Condoms:** These items are made of a material that is not intended to breakdown in liquid.

**Large food items:** Surprisingly, apple cores and corncobs make many lists of non-flushable items found on municipal wastewater system websites.

**Cat litter:** The absorbent properties of this product wreak havoc on sewer systems by creating clogs.

**Medical Supplies:** Bandages and hypodermic needles are often flushed, but quite simply, they don't degrade. The needles also present a danger to employees who need to remove the items that clog the system.

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## SETTING UP YOUR ON-LINE BILL PAY ACCOUNT

What you will need:

- 1) A current City of Willard utility bill
- 2) An email account
- 3) A credit card: i.e. Visa, MasterCard, Discover, or American Express

~~~~~  
 · **Go to:** [www.cityofwillard.org](http://www.cityofwillard.org)

· **Go to:** Utilities / Pay Utility Bill

· **Register** (top right of the screen)

1. Enter your email address
2. Name
3. Phone Number
4. Create/Confirm Password

· **Click: Create Member**

- **An email will be sent with instructions to complete registration**
- **After Initial log in, click Utility Billing**
- **Click: Add an Account**
- **Enter: Account # \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ and last payment amount**

### We now offer E-Billing\*

If you would like e-bill but have not signed up yet, please ask us how.

\*Make sure to save [utilityclerk@cityofwillard.org](mailto:utilityclerk@cityofwillard.org) to your favorites so that it does not get sent to your spam folder.

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## HELPFUL PHONE NUMBERS AND OTHER INFORMATION

### Additional Willard Utilities:



**Electric:** Empire Electric Co. (800) 206-2300

**Rural:** Ozark Electric Co-op (800) 947-6393



**Natural Gas:** Missouri Gas Co. (800) 582-1234



**Cable/ Internet Television:** MediaCom (800) 874-2924

**Trash Services-** *The City of Willard offers combined billing for your trash and water/sewer. Please call your trash company directly for any customer service needs.*

**Republic Services** 417-865-1717

**Patriot Disposal** 417-719-4877

**WCA** 417-831-3195

### Willard Municipal Court

Held every 1<sup>st</sup> & 3<sup>rd</sup> Tuesday, 2:00pm

Council Chambers

South entrance – City Hall

**Linda Murray, Court Clerk**

Abigail Brixey, Deputy Court Clerk

**(417) 742-5306**



**WILLARD POST  
OFFICE**  
107 Willey Street  
417-742-3311

### Driver's License and Car Tags

Nearest Locations:

Republic - 417-732-7557

Springfield: Downtown - 417-869-5100

Fremont Ave. - 417-823-8484

S. Glenstone - 417-831-2600

[www.dor.mo.gov](http://www.dor.mo.gov)



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## UTILITIES INFORMATION

### UTILITY DEPARTMENT STAFF

**417-742-3033 (Main Office)**

**Hours of Operation: Monday-Friday  
8:00am - 5:00pm**

#### Payment Options

Cash, Check, VISA, MasterCard, Discover, Money Order

**In Person:** City Hall, Monday– Friday 8:00-5:00

**On-Line:** www.cityofwillard.org (see Page 10)

**By Mail:** PO Box 187, Willard, MO 65781

**Drop Box:** South of the City Hall doors, 224 W. Jackson.

**Bank Pay:** Provides automatic withdrawal from your checking account each month. Sign up at City Hall with a voided check.

## WATER AND SEWER CHARGE

**PRIMACY FEE:** Every residential user of the water system utilizing a 5/8" to a 1 inch meter, shall pay a \$3.00 fee to provide the funding for water testing as required by Missouri law. This fee is billed in July of every year.

**SEWER CONNECT FEE:** Every year (in January) the City of Willard is required by the State of Missouri to collect a small sewer connection fee (\$.80) that is submitted to the state and deposited into the "Natural Resources Protection Fund". This fund was created for the purpose of protecting the air, water and land resources of the state.

**SALES TAX:** The City of Willard also collects sales tax for the sale of water as required by law. The location of the water meter will serve as the point of sale, and the tax rate will be established using that location. If you are a tax exempt organization, you will need to provide the utility billing clerks with a tax exempt letter when activating service.

## ALL PAYMENTS ARE DUE ON THE 10th.

**A 10% late fee is imposed the next business day if unpaid.**

Once an account has become past due, a REMINDER NOTICE is sent confirming :

- 1) payment has not been received,
- 2) total due including 10% penalty,
- 3) final date/time that payment must be received to avoid additional penalties and disconnection of service.

**Reminder calls are sent out for accounts in danger of cut off and payment arrangement reminders. The calls are system generated and contact the first number listed on the account.**

## CUT OFF FOR DELINQUENCY

Cut off day date will always be confirmed on the **Reminder Notice**. If you have any questions about the date, or are unsure of the amount due on the account please call the utilities department. Any past-due account that is not paid by 5:00p.m. the business day before cut off day will be charged a \$50 non-payment penalty and will be disconnected. **Checks are not accepted as a form of payment to reconnect services.**

## PAYMENT ARRANGEMENTS

To get an extension on your due date, you must come to City Hall by 5pm on the date stated on your Reminder Notice. See page 7 for more details. Payment arrangements are designed to keep our customers out of the "cut off" status. After the delinquent penalty of 10% is assessed on the current bill, you can make a payment arrangement in person with a Utility Clerk at City Hall, up to the business day before cut off day.

Payments are due before 3:00 p.m. on the designated date. You will be provided with a copy of the signed payment arrangement as a reminder to you.

If for any reason you default on the payment arrangement you will be subject to a \$50 non-payment penalty and service will be disconnected. **Checks will not be accepted as a form of payment**, and you will be required to pay your account in full (to a zero balance) to reconnect services. Also, **you will NOT be able to make payment arrangements for the 6 months.**

## RESIDENTIAL WATER RATES

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First 1,000 gallons is \$12.00 (minimum monthly bill) plus \$2.25 for every 1,000 gallons (or a portion thereof) thereafter.

*These rates are subject to change.*

For example, if you used 5,000 gallons in a month, your bill would be figured using the following formula:

$$\text{\$12.00} + (4 \times \text{\$2.25}) = \text{\$21.00}$$

## RESIDENTIAL SEWER RATES

Each residential user shall pay a base rate of \$22.63 per month plus \$5.05/per thousand gallons (**or a portion thereof**) of average usage:

**NEW Residential Customers:** The initial monthly sewer average is calculated based on the national average for the occupants of the residence (1,500 gal per adult, 1,000 gal per child), until April. At that time, the system automatically recalculates the sewer average

**Established Residential Customers:** The monthly sewer bill is based on the average water usage for the months of January, February, and March. The City of Willard has chosen to use the months of January, February and March because they do not reflect seasonal activities.

\*The average water usage will be re-calculated every April for residential users, establishing a new sewer average which shall remain unchanged until the next April, when it will be recalculated.

For example, if you used 6,000 gallons of water in January; 4,000 in February; and 18,000 in March, your sewer average would be figured the following way:

$$\frac{6000+4000+18000}{3} = 9333 \text{ gallons of average usage} \\ \text{(billed at 10,000 gal)}$$

If your average usage was 5510 gallons, then your bill would be calculated as follows:  $\text{\$22.63} + (6 \times \text{\$5.05}) = \text{\$52.93}$

## COMMERCIAL SEWER RATES

Each commercial user shall pay a base rate of \$28.94 plus a rate of \$5.05 (per thousand gallons) of actual usage. The commercial user shall be calculated on a monthly basis equal to the actual water usage.

## TRASH RATES

Trash is \$14.00 a month. Residential (in the city limits of Willard) will have a trash pickup day every Tuesday.

If your address is in the city limits of Willard there is free recycling available to you  
For any customer service please contact your trash provider.  
Numbers for the companies can be found on page 11.

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## RURAL WATER RATES

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First 1,000 gallons is **\$14.40** (minimum monthly bill) plus **\$2.70** for every 1,000 gallons (or a portion thereof) thereafter.

*These rates are subject to change.*

For example, if you used 5,000 gallons in a month, your bill would be figured using the following formula:

$$\text{\$14.40} + (4 \times \text{\$2.70}) = \text{\$25.20}$$

## SEWER RATES

Each residential user shall pay a base rate of 26.03 per month plus \$5.81 per thousand gallons (**or a portion thereof**) of average usage.

**NEW Residential Customers:** The initial monthly sewer average is calculated based on the national average for the occupants of the residence (1,500 gal per adult, 1,000 gal per child), until April. At that time, the system automatically recalculates the sewer average

**Established Residential Customers:** The monthly sewer bill is based on the average water usage for the months of January, February, and March. The City of Willard has chosen to use the months of January, February and March because they do not reflect seasonal activities.

\*The average water usage will be re-calculated every April for residential users, establishing a new sewer average which shall remain unchanged until the next April, when it will be recalculated.

For example, if you used 6,000 gallons of water in January; 4,000 in February; and 18,000 in March, your sewer average would be figured the following way:

$$\frac{6000+4000+18000}{3} = 9333 \text{ gallons of average usage} \\ \text{(billed at 10,000 gal)}$$

If your average usage was 5510 gallons, then your bill would be calculated as follows:  $\text{\$27.16} + (6 \times \text{\$6.06}) = \text{\$63.52}$

## COMMERCIAL SEWER RATES

Each commercial user shall pay a base rate of \$33.29 plus a rate of \$5.81 (per thousand gallons) of actual usage. The commercial user shall be calculated on a monthly basis equal to the actual water usage.

## TRASH RATES

Trash is \$14.00 a month. Living outside the city limits of Willard, you will need to contact your trash provider for pick up dates.

For any customer service please contact your trash provider.  
Numbers for the companies can be found on page 11.

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## Missouri One Call and The City of Willard

want to remind you....

CALL OR CLICK  
(3) WORKING DAYS  
BEFORE YOU DIG

**1-800-DIG-RITE or 811 or [www.mo1call.com](http://www.mo1call.com)**

Underground utilities exist everywhere, even in your yard! Whether you are a homeowner or excavator, digging without knowing where it's safe to dig can cause tremendous damage and even loss of lives.

### Color Codes Required By Law

|                  |                                                           |
|------------------|-----------------------------------------------------------|
| White            | PROPOSED EXCAVATION                                       |
| Fluorescent Pink | TEMPORARY SURVEY MARKINGS                                 |
| Red              | ELECTRIC POWER LINES, CABLES, CONDUIT AND LIGHTING CABLES |
| Yellow           | GAS, OIL, STEAM, PETROLEUM OR GASEOUS MATERIALS           |
| Orange           | COMMUNICATION, ALARM OR SIGNAL LINES, CABLES OR CONDUIT   |
| Blue             | POTABLE WATER                                             |
| Purple           | RECLAIMED WATER, IRRIGATION AND SLURRY LINES              |
| Green            | SEWERS AND DRAIN LINES                                    |

## FOR POLICE OR FIRE EMERGENCY CALL 911

### Willard Police Department

Chief of Police: Tom McClain  
Non-Emergency 417-742-5341  
[chiefofpolice@cityofwillard.org](mailto:chiefofpolice@cityofwillard.org)  
795 Hughes Rd  
Willard, Missouri

### Willard Fire Protection

Fire Chief: Ken Scott

The Willard Fire Protection District covers approximately 70 square miles and encompasses the City of Willard. The district is supported by personal and real property tax levy paid for by the residents of the fire district. The ISO Protection Class Rating for the Willard Fire District is a Class 5 within the city limits, and maintains a Class 6 rating outside the city limits. The fire protection district is governed by a 5 member board of directors. The board meets at Station #3 (Admin/Training facility) located at the intersection of Hwy EE and State Hwy AB, the second Tuesday of each month at 7:30pm.

Learn more at [willardfire.com](http://willardfire.com)  
or call 417-685-3114



This image shows a single page of white paper with horizontal black lines, resembling notebook paper. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

[illegible]

## WILLARD SENIOR'S LUNCH

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### Willard Senior's Lunch

*Is open to any age who likes to eat,  
play games, and visit with friends*

Open every Wednesday at Ten o'clock in the morning

Lunch is served at noon

Games to Follow

*Willard Community Center*

*222 West Jackson St.*

Costs is \$3.75 per person for lunch and a dessert,  
and is provided by Murfin's Market Deli and Bakery