



September 2014

# West Des Moines *ENewsletter*



## Striving for Excellence in Customer Service

Customer Service is one of those all-encompassing topics and job duties. It seems wherever I go, I am always internally measuring my experience: good, bad, or indifferent. I have noticed that more times than not, it is the terrible customer service experiences that stick out in mind over the good ones.

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City government touches people every day in many ways. Every time we come into contact with a person via an email, phone call, or face-to-face presents an opportunity to make a good impression and leave people with a memorable experience. Although, often we are the ones that enforce rules and regulations, deliver speeding tickets, or investigate nuisances; we strive to maintain our profession decorum and be courteous and service minded.

There are several options to relay concerns or questions to City Staff including our direct contact via the [Staff Directory](#), the [online service desk](#) that is available 24/7 and also our [social media](#). City Council meetings occur every other Monday evening at 5:30 pm and we encourage all citizens to attend. Additionally, coming up in late fall, we will be conducting our regular citizen survey. Every other year, the city conducts a citizens survey to gather feedback about city services and programs and to simply ask how we are doing.

Recently recognized as one of the top 10 cities for citizen satisfaction, we will continue to work toward excellence in all areas of customer service and uphold the tradition of great service to our citizens.

Connect with us! [Wdm.Iowa.Gov](http://Wdm.Iowa.Gov)





## *You Are Invited!*

Please join us on September 28<sup>th</sup> at Flemings Prime Steakhouse & Wine Bar for the 5th Annual "Sunday Supper In Our Town" fundraising event as we raise dollars to assist our low-income, elderly and disabled neighbors. Share a delicious meal, great conversation and a wonderful evening of giving back to the community. Tickets are \$125 each. Sponsorships are available.

Please call 222-3663 for more information or visit our website at [www.wdmhumanservices.com](http://www.wdmhumanservices.com)  
We hope to see you there!

## School Supply Drive Success: THANK YOU!

West Des Moines Human Services would like to thank everyone who donated to their August school supply giveaway. They were able to provide school supplies for **374 children** from eligible low-income households. Thanks also to Jeff Dumermuth for partnering with Human Services to provide the School Physicals and Supplies Fair on August 9<sup>th</sup> at the Mae E. Davis Free Clinic.



## Summer Food Service Program A Success

The Children's Free Summer Food Service Program at Legion Park was successful and well attended again this year with 4,498 meals served between June 9<sup>th</sup> and August 8<sup>th</sup> at Legion Park. This is over 500 more meals than last summer. West Des Moines Community Schools, in partnership with West Des Moines Human Services, offered a free lunch to any child 18 years or younger. Thank you to the West Des Moines Library, EMS, Fire and Parks and Recreation Department for assisting with this youth nutrition program. The Summer Food Service Program (SFSP) was created to ensure children continue to receive nutritious meals during the summer months when they do not have access to school lunch.



# Upcoming City Events

## MAYOR'S BIKE RIDE



Illumifest 2014 will include a Mayor's Bike Ride with two route options, one 4-mile loop and then a 24-mile loop for more experienced riders. Registration for the event is required; deadline will be September 19th. For more information on the route, click [here](#). Questions on the event, please call West Des Moines Parks and Recreation at 222-3444. Riders can also register online, [here](#).



Illumifest 2014 is right around the corner! The event will be held September 27th. More details on the schedule will be coming soon. Check <http://www.wdm.iowa.gov> or [www.illumifest.com](http://www.illumifest.com)!



## Scrap Metal, Appliance, and Paper Shredding Event!

Mark your calendar for the Scrap Appliance & Metal Drop-Off Event on September 13<sup>th</sup>! From 8:00 AM-Noon, West Des Moines residents can recycle scrap appliances and metal at the Public Works facility located at 560 S. 16<sup>th</sup> Street. Midwest Recovery is partnering with the City for this collection and they will have personnel available to assist residents with unloading.

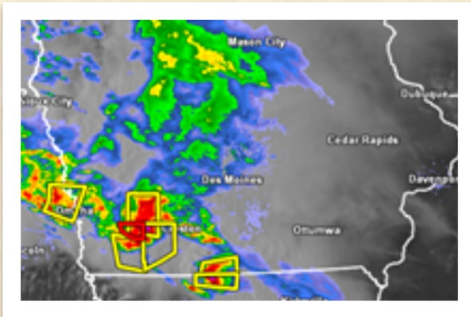
Items that will be accepted for **FREE** include:

|                      |                    |                    |                     |
|----------------------|--------------------|--------------------|---------------------|
| Rooftop AC Units     | Computer Systems   | Plastic Signs      | Metal Shelving      |
| Center Isle Cabinets | Pop Machines       | Batteries          | General Scrap Metal |
| Furnaces             | Water Heaters      | Dishwashers        | Dryers              |
| Washers              | Stoves             | Microwaves         | Riding Lawnmowers   |
| Copiers              | Printers           | Fax Machines       | Push Mowers         |
| VCR's                | DVD Players        | Cell Phones        | Grocery Carts       |
| Dehumidifiers        | Exercise Equipment | Video Game Systems | Refrigeration Units |
| Humidifiers          | Water Softeners    |                    |                     |

Items **NOT** accepted include:

|                             |                     |
|-----------------------------|---------------------|
| Appliances filled with food | Tires               |
| Plastics or Garbage         | Large Propane Tanks |
| Chemicals or Paint          | Wood Furniture      |
| Light Bulbs                 | Televisions         |

For a complete listing of items that can and cannot be accepted, visit <http://www.midwestrecoveryofiowa.com>



## Storm Damage to Trees: When Will the City Pick Up the Debris?

It's a good question that many communities struggle to answer. There is one huge factor that must be taken into account. Due to recent changes to FEMA guidelines, *free collection of vegetative debris from many types of storms could put the community at risk of not receiving eligible federal disaster funds for collection of debris following a declared event.*

The City of West Des Moines has approved a vegetative debris policy based on the guidelines recently adopted by the Polk County Emergency Management Commission. Many neighboring communities are in the process of approving similar policies, which will help provide consistency in our region for determinations made following a storm event.

A grid of areas that experience either Major or Destroyed category events will be developed for analysis of damage following a storm. A trained Damage Assessment Team will evaluate the storm debris and provide an assessment for all grids in West Des Moines affected by the storm. The three categories of debris damage as determined by FEMA are:

**Minor Damage** – No special measures will be taken by the City. Residents will place vegetative debris at the curb using routine yard waste collection procedures (brush bundles, branches up to 10" dia., utilizing resident's MWA Compost-It bags, stickers and carts) for collection on their normal collection day. This applies only to those grids determined to have minor damage.

**Major Damage** - Residents will place vegetative debris at the curb using routine yard waste collection procedures (brush bundles, branches up to 10" dia.) but will not be required to utilize MWA Compost-It labeled yard waste bags or stickers. This applies only to those grids determined to have major damage.

**Destroyed** – Routine MWA curbside collection procedures (brush bundles, branches up to 10" dia.) will be utilized for smaller debris with no cost to the resident within the applicable grids determined to be destroyed. The City may make provisions for private property owners to utilize City-approved drop-off locations. This applies only to those grids determined to be destroyed.

To view the full West Des Moines' newly adopted **Vegetative Debris Management Policy**, visit the City website.





## 2014 Intake Program

**Project Cost:** \$139,900

**Estimated Completion:** Summer 2014

**Status:** The project will rebuild 18 intake structures. The contractor has completed 12 intakes.

## 2014 Sewer Cleaning & Televising Program

**Project Cost:** \$41,421

**Estimated Completion:** Summer 2014

**Status:** This project will clean and televise approximately 26,000LF of sanitary sewer pipe. Contractor has completed all the field work for the project.

## Woodland Park Sewer Rehabilitation

**Project Cost:** \$174,972

**Estimated Completion:** Summer 2014

**Status:** This project will install 300' of 15" and 16" sanitary sewer lines. The contractor has completed the sewer installation. They will address turf restoration early this fall.

## 2014 Sump Pump Program

**Project Cost:** \$179,904

**Estimated Completion:** Fall 2014

**Status:** The contractor has completed all sump pump line installations and continues to work on pouring driveways & sidewalks. The turf restoration will most likely occur after Labor Day when weather conditions are more favorable to establishing new sod.

## Sheraton & North Slope Lift Station Improvements

**Project Cost:** \$221,959

**Estimated Completion:** Summer 2014

**Status:** This project will replace and coat suction piping and supports in the wet wells, replacement of existing valves, and installation of a flow meter structure and perform bypass pumping during the repairs. The contractor has completed the piping, valve and structure replacements at Sheraton lift station and they are working on site restoration. They are working piping improvements at the North Slope Lift Station.

## 2014 Sewer Rehabilitation Program

**Project Cost:** \$131,875

**Estimated Completion:** Fall 2014

**Status:** This project will address 8 locations of necessary sanitary sewer repairs. The contractor has completed all repairs. They will address turf restoration early this fall.

## 2014 PCC Patching Program Phase I

**Project Cost:** \$469,047

**Estimated Completion:** Fall 2014

**Status:** The project will patch concrete streets at various locations in the City. The contractors have completed the patching on 56<sup>th</sup> Street. They are approximately 80% complete on South 19<sup>th</sup> Street. There will be approximately 10 to 14 days of patching to complete on South 19<sup>th</sup> Street. That work will be done under traffic as a single lane road with alternating traffic.

# City Construction Updates

## 2014 Sewer Lining Program

**Project Cost:** \$389,710

**Estimated Completion:** Fall 2014

**Status:** This project will repair sewer mains at various locations across the City. There will be numerous spot repairs performed by the contractor. The contractor is cleaning and lining sewer lines. They are approximately 60% complete with the project.

## 2013 Sidewalk Program

**Project Cost:** Estimated \$150,000

**Estimated Completion:** Fall 2014

**Status:** Staff has sent approximately 370 notification letters to the affected property owners. The area of the program this year is primarily 1<sup>st</sup> Street to 8<sup>th</sup> Street from Hoak Drive to Railroad Avenue. The industrial area is also included within the project area. Should the City perform the repairs, a property owner should figure \$11.40 per square foot for 4" thick sidewalk and \$12.00 per square foot for 6" thick sidewalk. The sidewalk prices having been trending upwards rapidly the past three years. Work is scheduled to begin in early September.

## 2014 Sidewalk Program

**Project Cost:** TBD

**Estimated Completion:** TBD

**Status:** Staff has sent approximately 820 notifications to property owners in the general area of 19th Street to Valley West Drive from EP True Parkway to University Avenue. Should the City perform the repairs, a property owner should figure \$12.50 per square foot for 4" thick sidewalk and \$14.06 per square foot for 6" thick sidewalk. To date there has been approximately 219 residents call in and request on-site meetings, further explanation, or disagree with the noted defects.

## 2014 PCC Reconstruction Program (Vine Street-6<sup>th</sup> Street to 9<sup>th</sup> Street)

**Project Cost:** \$837,597.50

**Estimated Completion:** Fall 2014

**Status:** This project will reconstruct Vine Street from 6<sup>th</sup> Street to 9<sup>th</sup> Street. The contractor has completed water main relocation, sanitary sewer manhole replacement and storm sewer structures and pipes installations in the 8<sup>th</sup> Street/Vine Street intersection area. The contractor has reopened 8<sup>th</sup> Street. Vine Street remains closed from 8<sup>th</sup> Street to 6<sup>th</sup> Street. The contractor has \$3,500 in liquidated damages for the 8<sup>th</sup> Street/Vine Street intersection because of the number of days above and beyond what was allowed in the contract. An additional underground utility contractor has been hired to perform work on the closed section of Vine Street to try to bring this phase back on schedule. By contract this phase should be open by September 6<sup>th</sup> but is highly unlikely that will occur.

## 2014 HMA Program

**Project Cost:** \$1,700,605

**Estimated Completion:** Fall 2014

**Status:** The project will be resurfacing various streets. The contractor has been patching EP True Parkway near Westridge Elementary. They will need to close EP True Parkway for at least two Saturdays for intermediate and final surface paving. Variable message boards will be in place for the full closures.

The contractor will be starting the Ashworth Road section the week of August 18<sup>th</sup>. There will be one Saturday in which the contractor will need to close the street entirely for final paving and traffic striping.