



November
2016

West Des Moines eNewsletter



Tom Hadden, City Manager

Our Citizen Survey results are in, and we couldn't be more pleased with the results! The City of West Des Moines continues to set the standard nationally for the delivery of City services. Our community ranks 33 percent higher than the national average for overall quality of services provided, and we rank at or above the national average in 48 of 49 factors that were assessed on the survey. We also discovered that 92 percent of residents are satisfied with the *quality of life* in West Des Moines and only 2 percent are dissatisfied. In addition, 89 percent of residents are satisfied and only 2 percent are dissatisfied with the overall *quality of services* provided by the City.

If you were one of the 570 residents who responded by phone or online, I want to thank you for taking the time to share your thoughts with us. We'll take a deep dive into all our results and use them to make sure we're constantly looking for ways to improve how we deliver services to you. To read the Executive Summary or view a copy of ETC Institute's presentation to the City Council, just visit www.wdm.iowa.gov/citizensurvey.

The Winter/Spring issue of WDM Magazine

The latest issue of WDM magazine features a great cover photo taken by Jason Floren, the Best of Show winner in our Eye on West Des Moines Photo Contest. You'll find additional photos from the contest in this issue as well as useful information about Parks & Recreation programs, events at the WDM Public Library, snow removal priorities, winter yard waste collection and much, much more.

And finally, City Hall and most City offices will be closed on Thursday and Friday, November 24 & 25, for Thanksgiving.

Have a safe and happy holiday!



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Yard Waste Collection for WDM Residents

December 2	Yard Waste Pick-up Ends
January 2 –13, 2017	Winter Yard Waste & Christmas Tree Collection



The last week of November brings the season to an end for residents with yard waste collection through the Compost It! Program.

Raking leaves, trimming shrubs, cleaning out the garden ... all that will soon be behind us. After December 2, the next opportunity for curbside yard waste collection will be the two weeks of Winter Collection from January 2 – 13, 2017.

For more information about yard waste collection, including the use of bags and stickers, visit the Metro Waste Authority website at www.WherItShouldGo.com.

The Scoop on Bags and Stickers

It's time to get prepared and “fall” into good yard waste disposal habits by purchasing the right bags and stickers for curbside disposal.

Curbside collection of yard waste through the Compost It! Program goes through December 2, which gives you ample time to rake leaves, prune bushes and get rid of spent annuals and garden debris. Using the program properly will ensure your yard waste doesn't get left at the curb.

Bags and Stickers

Compost It! Brand Bags – The cost of the Compost It! brand bag covers the cost of collection.

No sticker is required. Cost: \$8.00 + tax for a bundle of five bags.



Store-Brand Bag + Compost It! Sticker – A Compost It! sticker must be attached to a generic or store-brand bag. The sticker cost covers the cost of collection. Cost: \$1.25 per sticker (+ tax where

applicable) plus cost of generic bag.

Compost It! Sticker + Brush Bundles – Attach a Compost It! sticker to each brush bundle. Bundles cannot exceed 18 inches in diameter or four feet in length. Cost: \$1.25 per sticker (+ tax where applicable).

Wheel it to the Curb: Cart Service

If you garden, bag grass clippings or just don't want to hassle with bags, a Compost It! cart may be the perfect solution for you.

A Compost It! cart has wheels and can simply be rolled to the curb on garbage day during Compost It! season. The 96-gallon cart can hold the equivalent of three yard waste bags.

Cost: \$80 one-time cost for the cart (\$60 without delivery) plus an annual service fee of \$105 (pro-rated for new enrollees). Call West Des Moines Public Services at 222-3480 to enroll.

Accepted and Not Accepted Material

Organic yard waste and vegetative debris is accepted in yard waste bags and carts.

Items not accepted include food waste, stumps, dirt, rocks and wood. [Learn more](#) about what is and is not accepted by checking the Metro Waste Authority website.



Operators compete in the Snow Plow Roadeo

The annual statewide Snow Plow Roadeo competition is one of the many ways our operators prepare for the upcoming winter weather season.

The competition is preceded by two full days of training, where operators are given the chance to hone their skills by driving an on-road course, learning about new techniques and sharing their experiences with other operators from across the state. The Snow Plow Roadeo Competition caps off the third day with operators pairing up to drive a course and maneuver around obstacles similar to those they may encounter in the field, such as parked cars and cul-de-sacs.



This year's Roadeo was held at the Des Moines Public Works Supply Yard. Local celebrities were

invited once again to compete in the course, and Lou Sipolt from KCWI-TV walked away with top honors among our celebrities.

Snow plow trucks are large pieces of equipment and driving them on our streets in winter weather is often very challenging. The Roadeo event offers one of the best hands-on training opportunities for our snow plow operators before the snow flies!

Get ready for a great registration experience!

Parks and Recreation will soon be launching a new registration and facility rental software program called PerfectMind! In order to register for programs and courses, you need to:

Create your own account – Even if you have registered before, you will still need to create a new account by visiting www.wdm.iowa.gov/ParkRecReg (available on Tuesday, Nov. 8) and entering your information. You also can create an account and log in using Facebook. If you don't feel comfortable doing this, just visit the Parks and Recreation Department in City Hall or call us at 222-3444.

View current and upcoming activities – Now that you have a new account, you can browse by selecting a category (Adult, Aquatic, Family, Senior Citizen or Youth Programs) to narrow your search. Click the "Show Courses" arrow to display what's offered for each activity. When you



scroll over the small information icon, the course description will appear. Further details can be viewed by clicking on the small downward-pointing arrow in the course detail box.

Register for activities – Once you decide to register for a course, click on the blue REGISTER button. Remember that you will not be able to register for courses in this Program Guide until 8 a.m. on Tuesday, November 8, 2016.

Finalize your registration with payment – Once you click the large REGISTER button, you will be taken to the payment page. After selecting the family member(s) you're enrolling, you can choose to pay by credit card or add more activity registration. If you register in person at the Parks and Recreation Department's Administrative Office in City Hall, you may pay with a credit card, cash or check. Call us at 222-3444 if you have any questions or concerns!

Our new bike repair station is in!

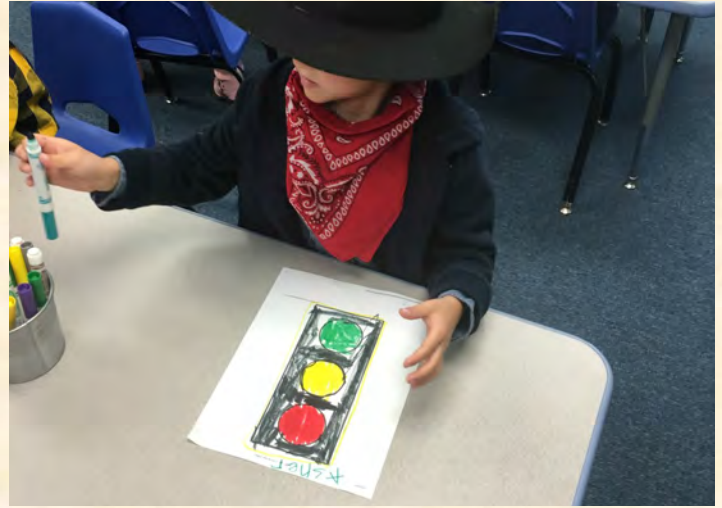


Bicyclists using the Jordan Creek Trail now have a convenient location to perform basic bike maintenance and repairs.

The self-service station can accommodate two bikes at once and is equipped with a variety of retractable tools and an air pump. Need help with repairs? Scan the available QR code with a smartphone to view helpful repair guides.

The repair station is located just west of 50th Street next to the new Info Hub plaza. Future locations include a station at Raccoon River Park. The Parks & Recreation Department is pleased to support WDM as a bicycle-friendly community!

Meet Jim Dickinson – Public Services Traffic Engineer



When Jim's oldest daughter was small, Jim would on occasion be asked to visit her class and talk about his occupation – Traffic. His daughter is now a teacher, and she recently asked Jim to come talk to her Kindergartener Class of 4 and 5 year olds for a "What People Do" segment.

Jim took a traffic signal with him, talked about safety, traffic lights and signs, answered questions, and coached the kids about how to color a traffic signal. Thank you, Jim, for getting our little ones off to a good start in understanding traffic safety!

When will my street get plowed?

One of the most common questions during a winter snow is "When will my street be plowed?" The City has established priorities for the various classifications of streets:

- 1st: Arterials Streets
- 2nd: All Improved Streets/City Parking Lots
- 3rd: All Unimproved Roads/Alleys/Trails

Depending on storm conditions, crews may have the opportunity to start plowing some residential streets before the storm ends.

Ongoing weather conditions and the number of vehicles obstructing plow maneuverability in the roadways have a major impact on the effectiveness of our operations. Please keep in mind that crews may be coming down your street more than once to fully plow the snow to the curb.

The City's goal is to have all paved streets completely plowed within 24 hours after a storm has ended.

How can you help during a winter event?

- ◆ Be sure your vehicle is off the street if it snows.
- ◆ While you're shoveling your sidewalk, dig out the fire hydrant too!
- ◆ Volunteer (if you're able) to help others remove snow by calling Human Services at 222-3660.
- ◆ Give snowplows plenty of room on the roadway.
- ◆ If you must venture out, check weather, road conditions and traffic.



Sunday Supper in our Town

West Des Moines Human Services held its 7th annual ***Sunday Supper In Our Town*** fundraising benefit on September 25 at Fleming's Prime Steakhouse and Wine Bar in West Des Moines. More than 125 guests attended the dinner and raised more than \$53,000 to support programs for low-income, elderly and disabled residents in the western suburbs.

Presenting sponsors: R&R Realty Group and UTC Aerospace Systems.

Other sponsors: Ahlers & Cooney P.C., American Equity, Athene, Bankers Trust, Sam & Mary Bernabe, Brian Lynch Hairstyling, Brick Gentry Law Firm, 3E Electrical Engineering, First National Bank, Foster Group Inc., Foth, Steve & Sally Gaer, Elaine and Brian Gifford, Gilcrest Jewett, Tom & Tina Hadden, HDR Inc., Althea Holcomb, HR Green, Hy-Vee Inc., JSC (Jim Cownie), LaMarca Law Group, Legacy Bank, McGowen Hurst Clark & Smith, Rick & Anita Messerschmidt, Northwest Bank, Jim & Louisa Sandager, Stivers Ford Lincoln, Russ & Alana Trimble, UnityPoint Health, Valley Eye Clinic, Dr. Matthew Weresh, West Bank, Sue Wright and Wright Tree Service.

Thank you to all who contributed!

Use MedReturn to dispose of old medication

On October 22, the West Des Moines Police Department participated in a Drug Drop Take-Back Project with the Drug Enforcement Administration (DEA).

During the 4-hour event, a total of 84.2 pounds of drugs were voluntarily taken from citizens who wanted to dispose of unused or expired medications. These medications were then turned over to the DEA for disposal.

If you missed the Drug Take-Back Project, you can still drop medications off in the MedReturn Drug Collection Unit located in the front lobby of the West Des Moines Police Department, 250 Mills Civic Parkway. The lobby and the collection unit is open to the public 24-hour a day.

Items **not** accepted include inhalers, needles (sharps), glass bottles, aerosol cans, thermometers, bloody or infectious waste, hydrogen peroxide and rubbing alcohol.



Upcoming assistance programs at WDM Human Services

Applications for the Low-Income Home Energy Assistance Program (LIHEAP) for the 2016-2017 program year will be taken by WDM Human Services beginning November 1, 2016, and continuing through April 30, 2017.

The LIHEAP program assists qualifying low-income Iowa homeowners and renters by paying a portion of their primary heating costs. WDM Human Services is located at 139 6th Street. Applications will be accepted on Mondays, Tuesdays and Thursdays from 8:00 a.m. – 3:00 p.m. and on Wednesdays from 8:00 a.m. to 12:00 p.m. (noon).

All first time applicants must apply in person.

Walk-ins will be accepted during application hours. For those who are unable to make it during regular application hours due to work or a documented medical reason, appointments may be available for later afternoon hours or applicants can request that materials be mailed to their home address. To apply, applicants must bring:

- ◆ Proof of identification in the form of Social Security cards for all household members. A photo ID is also required for the head of household.
- ◆ Proof of all household members' gross income for the past 3 months or for the past calendar year (a copy of your 2015 federal income tax return).
- ◆ If renting, your landlord's name, address and telephone number.
- ◆ A copy of your most recent heating/electric bill.

LIHEAP is funded by the Department of Health and Human Services through the Iowa Department of Human Rights/DCAA. West Des Moines Human Services serves as a delegate agency of IMPACT Community Action Partnership for the purpose of taking LIHEAP applications.

Weatherization Program

Low income homeowners can apply for weatherization to help reduce their energy costs. An individual's household income must be at or below 200% of the federal poverty level to be eligible.

Families who have been approved for LIHEAP may also be approved to receive weatherization services. An eligibility priority list is compiled and services are provided to families based on their position on the list. Services include energy audits on the home to help locate efficiency problems, insulating walls, windows and attics, sealing cracks and holes in walls, floors and ceilings and tuning the furnace.

This assistance is provided at no cost. The weatherization work is paid for with federal, state and utility funds and will help to lower heating, cooling and electrical costs.

Embrace Iowa

Embrace Iowa is an assistance program offered through the Des Moines Register that is funded by donations from local businesses and residents. The assistance consists of cash grants to households experiencing an emergency or hardship who need some type of short term financial help. Some examples of non-routine emergency expenses that may be requested include medical bills, prescription medication and other health care costs as well as home and auto repairs, beds, appliances and even mortgage payments.

Embrace Iowa is intended for unemployed or underemployed households who are considered to be low income based on federal poverty guidelines.

If you would like more information about any of these programs or would like to apply, please contact WDM Human Services at 222-3660 or visit our [website](#).



Construction Update



Good news! We've updated the format of our Construction Updates web page and created a shortcut www.wdm.iowa.gov/ConstructionUpdates to make it easier for you to access construction projects. This page now features an interactive GIS map that shows current projects as well as detailed information for both Engineering Services and Parks & Recreation projects. We also have posted drone video on the [WDM Engineering Services YouTube channel](#) that will help you keep track of our progress.

If you would like to receive updates on Construction Projects via email, just update your eNotification preferences to include *News - Construction Updates* at <http://www.wdm.iowa.gov/residents/enotification>.

2016 PCC Patching Program

Estimated Completion: Fall 2016

The contractor is approximately 90 percent finished with the project. The patching on Mills Civic Parkway west of 88th Street has been completed and crews are working on Prairie View Drive, South 50th Place and Applewood Drive.

50th Street/University Avenue Intersection Improvement

Estimated Completion: Fall 2016

Corporate Drive and the right turn lane addition to 50th Street has been poured as well as the retaining wall, sidewalk ramp and sidewalks. The traffic signal work continues at Lowe's driveway and on 50th Street. Irrigation repairs and striping are scheduled for next week, weather permitting.

60th Street & Mills Civic Parkway Intersection Improvements

Estimated Completion: January 2017

This project on Mills Civic Parkway will add a right turn lane for northbound traffic onto South 60th Street. Crews have set the wood poles for the temporary traffic signals for northbound signal work. The Contractor is on-site working on the storm sewer installation. Work also has begun on excavation and placing subbase.

Grand Prairie Parkway (Connects I-80 Interchange to Mills Civic Parkway)

Estimated Completion: Fall 2016

The Grand Prairie Parkway project will include grading, utilities and paving of the roadway from the I-80 Interchange to Mills Civic Parkway. All paving has been completed and final grading and black dirt respreads is in progress. Crews also are pouring on the bike trail.

Please visit the [Construction Updates](#) section of our website (or click on the orange traffic cone on the main page) for more information and maps that show detour and access routes.