



PRSR STD  
U.S. POSTAGE  
**PAID**  
Des Moines, IA  
Permit No. 4839  
ECRWSS

Postal Customer

**Mercy**  
MEDICAL CENTER  
WEST LAKES  
*A member of Mercy Health Network*

Moments that *WARM* your heart...

**Some of life's most significant moments happen in the hospital.**  
Moments that warm your heart – like cradling a new baby seconds after her birth, learning to walk again after joint replacement surgery or breathing a sigh of relief when the doctor in the ER tells you everything is going to be fine.

**Moments like these happen at Mercy West Lakes every day.**  
Our full-service community hospital offers: 24/7 Emergency Services, Birthing Services, Surgery, Orthopedics/Rehab, and a Cardiac Catheterization Lab.

*Why trust your care to anyone else?*

**MERCY WEST LAKES • 1755 59th Place, West Des Moines • (515) 358-8000 • www.mercywestlakes.org**

Issue 32 | Winter/Spring 2014

# WDM magazine

AN INNOVATIVE LINK TO NEWS AND ACTIVITIES FOR THE CITY OF WEST DES MOINES

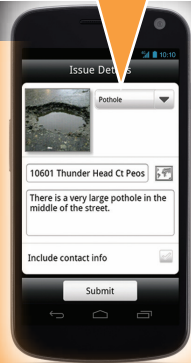


<p><b>10</b></p> <p>Winter in WDM</p>	<p><b>20</b></p> <p>Archery Facility Coming Soon!</p>	<p><b>p1</b></p> <p>WDM Parks &amp; Recreation</p>
---------------------------------------	---	--



Over **200** requests have been received from residents using **YourGOV!**

## YourGOV PUT THE CITY OF WEST DES MOINES TO WORK FOR YOU



YourGOV is a FREE service that allows citizens to personally report non-emergency issues and service requests via the web, or directly from an Apple iPhone or Android Phone.

- Quickly report community issues, such as potholes, vandalism, street light outages, dead animals, and more.
- Simple 3-step process helps you identify the location, fill in your details, and submit.
- Your request goes straight to the City of West Des Moines Public Works where it is reviewed and routed for proper handling and faster resolution.

Visit <http://yourgov.wdm-ia.com> to start using the YourGOV web-based request portal.

Users of the Apple iPhone™ can download their free YourGOV iPhone app by visiting the iTunes App Store. Users of Android™ enabled smartphones can download their free YourGOV app at Google Market and the Amazon App Store.

By using YourGOV, you can help West Des Moines become a more responsive, more sustainable, and more collaborative community.

# WEST DES MOINES *named* "CONNECTED CITY" *in* 2013

The City of West Des Moines was named a certified "Connected City" by Governor Branstad on October 7th, 2013. Connect Iowa, in partnership with the Iowa Economic Development Authority, is working to increase the high-speed Internet access, adoption, and use across the State. West Des Moines is the 3rd City in Iowa and 12th nationwide to be named a "Connected City" for their efforts to ensure broadband availability and use in the community and city services. The City has also been named an e-City by Google in 2013 exemplifying efforts to deliver the most progressive and efficient services to citizens. For more information on Connect Iowa efforts, go to [www.connectiowa.org](http://www.connectiowa.org).



Visit us on the web at [www.wdm.iowa.gov](http://www.wdm.iowa.gov)

## CONTENTS

### WDM NEWS

- 2 YourGov  
WDM Named "Connected City"
- 4 The Mayor's Column
- 5 From The City Manager
- 6 West Des Moines Water Works
- 8 Polk County
- 10 Winter In West Des Moines
- 14 Watching Our Tax Dollars
- 16 Spa and Swimming Pool Maintenance
- 17 Automatic Vehicle Location (AVL)
- 18 End of Yard Waste Season & Christmas Tree Collection  
When There's Snow, Where Do You Set Your Carts?
- 19 A Guide to Successful Disposal After the Holidays
- 20 City Breaks Ground For Raccoon River Park Archery Facility  
Safety Tips For The Holiday Season
- 21 Great Cookie Walk
- 22 WDM Resident Guide
- 43 WDM City Officials  
Boards/Commissions

### WDM ACTIVITIES

- P1 Parks & Recreation Activities
- 26 Library Activities
- 34 Human Services Programs



Visit us on the web at [www.wdm.iowa.gov](http://www.wdm.iowa.gov)



For **100+** years, HR Green has focused on business accountability through every step of the journey: **design, construction, ownership** and **operation**.

Join the Centennial Celebration at [HRGreen.com](http://HRGreen.com)

Phone 800.728.7805

Cedar Rapids | Des Moines | Sioux City



Your ad could be read in over 30,000 homes and businesses in West Des Moines. Contact Terry Block at [wdm.mag@gmail.com](mailto:wdm.mag@gmail.com) or **515-240-3750**. Ask for a media kit and more information on how you can **increase YOUR business** through advertising in the WDM Magazine.





## THE Mayor's Column

In September Governor Branstad announced the Connect Every Iowan initiative to position Iowa as the top broadband connected state in the Midwest. In announcing the initiative the Governor said, "Broadband is the electricity of the future and it's going to be critically important to economic progress." West Des Moines couldn't agree more that broadband connectivity is critical infrastructure for successful growth and development of the City. The City of West Des Moines has taken steps in the past several years to encourage broadband expansion by amending regulations for utilities within the City right-of-way through reduced permit fees and the speeding up of the review time for the proposed work.

The City's efforts to encourage broadband are being recognized. On August 15 of this year Google named West Des Moines the first "eCity" in Iowa, identifying the City as having the strongest online business community in the state. Google stated that cities such as West Des Moines are the "digital cities" that are using broadband to connect with customers and drive local economies. To receive this award and designation many things were measured including websites, online presence and digital sales. We are very proud that West Des Moines came out on top.

The City has also been recognized by Connect Iowa as a "connected community". West Des Moines received this recognition during a ceremony at the State Capitol with Governor Branstad on October 7, 2013. Connect Iowa is a public/private partnership between the Iowa Economic Development Authority and Connected Nation. As part of the assessment for recognition as a "connected community" the City identified three broadband projects to pursue.

• **Grand Technology Gateway** – The City has designated Grand Avenue, west of the DMACC West Campus to 105th Street, and north to I-80 as the Grand Technology Gateway. Presently, DMACC West and Microsoft serve as the main anchors. Most of the land is undeveloped, which allows the City to plan for the required utilities that the

technology industry requires. The City hopes that involvement with Connect Iowa will help determine what infrastructure is needed as we guide development of this area. We also plan to initiate a marketing campaign for the area. DMACC West has shown interest in partnering with the City.

• **Telecommuter Readiness** – At one of the City's Visioning sessions, a futurist from Microsoft came to speak about needs of the future. He stated that there will be an increase in telecommuting and that upload – as well as download - speeds will be important. The City plans to gather information about what is needed, by when, and by whom to make sure that West Des Moines can maintain and strengthen its vital business community.

• **Develop Public-Private Partnerships to Deploy Broadband Service** – While the City is relatively well-served by broadband service, there are areas that could use additional service. The area along Highway 5 is relatively undeveloped despite the large arterial road providing ideal transportation. Data centers have shown interest in West Des Moines, but never in that area. The City will explore various options in making that area – as well as other areas in the City – more broadband-ready for specific users and also investigate with our broadband providers the possibility of becoming a "Gigabyte City."

As the City continues to grow and develop, the City Council and I, along with City staff and the business community, will look for partnerships to expand broadband capacity, which will enable the West Des Moines based businesses to better compete in the global economy and allowing the City to effectively attract investment from other companies.

  
Steven K. Gaer



## FROM The City Manager

One of the things I pay attention to are the national trends regarding the financial stability of cities. It has become more common for distressed cities to declare bankruptcy-something which was practically unheard of ten years ago. Detroit and several other Michigan cities are in financial ruins, along with some California cities, and everyone recalls Dixon, Illinois, from the news last year, where a long-time city comptroller embezzled millions of dollars from a small town.

So, as a West Des Moines resident how can you be assured that the City of West Des Moines is operated in a financially prudent way and adhering to high accounting professional and ethical standards. The Government Finance Officers Association of the United States and Canada (GFOA) has awarded the City a Certificate of Achievement for Excellence in Financial Reporting for our comprehensive annual financial report for the twentieth consecutive year. To be awarded this certificate, a government must publish an easily readable and efficiently organized comprehensive annual financial report that satisfies both accounting principles and applicable legal requirements. The City Council oversees city finances through the Finance and Administration Subcommittee, consisting of two council members, City Attorney, Finance Director, Deputy City Manager, and City Manager. The subcommittee makes recommendations to the entire City Council for action relative to financial reporting. The city hires an audit firm and rotates that business on a regular basis to provide an independent review of city compliance with state and federal laws and generally accepted accounting procedures. There are a number of checks and balances on the system to reduce the potential for fraud.

The City of West Des Moines has an outstanding bond rating which insures that when we do borrow money for capital projects, we are doing so at the lowest possible interest rate. Moody's Investors Service has rated the city at Aaa, the highest rating that can be achieved, making us one of only four cities in the state with such a designation. In addition, Standard

and Poor's has rated the city as AAA, noting our financial position is strong due to the maintenance of a large general fund balance and conservative financial management. West Des Moines is one of a handful of cities in the nation that can boast the highest possible bond ratings from both Moody's Investors Service and Standard and Poor's.

During the recession, many cities spent down reserves to an extremely low level, which impacted bond ratings and reduced their ability to address unforeseen expenditures-such as from natural disasters. In West Des Moines, we have maintained a property tax rate of \$12.05 per thousand of taxable valuation since 2007. The City Council has been committed to not increasing the tax rate and our focus as a city has been to continually find ways to improve efficiencies in our services. We have continued to focus on long-term financial planning. Five years ago the city formed three teams to assist in making projections and recommendations: the Revenue Estimating Team, Personnel Expenditure Estimating Team, and the Position Review Team. The Revenue Estimating Team's function is to project taxable valuation and other major revenue components. The Personnel Expenditure Estimating Team's function is to project costs associated with personnel, such as wages, health insurance, and pension contributions. The Position Review Team's function is to examine vacant positions and make a recommendation to the City Manager regarding the future of the position. Through this process, some positions have been eliminated or downgraded. The result has been an on-going annual savings of nearly \$1.1 million in operational costs.

The Mayor, City Council, our management team and city employees are committed to providing the highest possible service to the residents and visitors of West Des Moines. Managing our financial resources effectively allows us to meet that goal.

  
Greg L. Sparks



## Summer 2012 Evokes 'How Dry Is It' Humor and a New Appreciation for Rainy Days

**H**ow dry was the summer of 2012? One joke has trees whistling for dogs; while another claims it was so dry the river only ran twice a week.

To see how dry it really was and is, one need only look as far as thirsty trees, scorched lawns and low water levels in lakes, rivers and streams. The first nine months of the year were the driest in Iowa since 1988 and among the driest in 136 years of keeping records, according to Iowa Climatologist Harry Hillaker. The precipitation total for January-September 2012 is just 19.69 inches, contrasted with the 136-year average of 27.09 inches.

"It was a long hot, dry summer in West Des Moines and surrounding cities—so dry we implemented a metro-wide voluntary conservation program," said Bill Garrett, acting general manager of West Des Moines Water Works. "As we go into fall, we are seeing the normal seasonal moderation in water use and there is no longer a need for extraordinary conservation. We thank all of our customers their help."

Temperatures for the June-August period averaged 74.2 degrees and precipitation totaled a measly 7.1 inches. This ranks as the 14th hottest and the fifth driest summer on record.

Most likely anything green and growing around your house suffered this year. Trees and perennials that weren't in tip-top shape going into the summer may well be on their last legs, er, roots.



"This year, trees with other non-fatal ailments will die because of the addition of drought stress," said Jesse Randall, Iowa State University Extension and Outreach forester.

A lot of people have noticed the browning of mature conifers throughout Iowa, and increasing amounts of stress in trees in urban landscapes.

The drought increased the decline of "hidden, unhealthy trees as well," Randall said. "Drought conditions are exposing a lot of older trees that had pre-existing conditions and would have been lost at some point."

Proper watering of younger trees has never been more important.

"Trees need to be watered until the ground freezes. Deciduous trees need less water once the leaves fall as there is no longer the need to maintain moisture for photosynthesis," Randall explained. "Conifers, on the other hand, need a more consistent watering as they continue to photosynthesize much further into winter."



Seems like in a crispy year like this one, any way you water would be a winner, but that's not necessarily true.

"Our old recommendation of one inch of water each week is being challenged lately, and we are adjusting that," Randall continued. "On newly planted trees I check right at the base of the tree in the soil that came with the new tree. If it is dry, I will put 10-20 gallons of water on the tree and let it soak in slowly. On warm fall days it might need to be revisited every three days."

Typically, frequent tree watering stops at the end of summer to prepare the tree for winter dormancy. But when drought conditions persist and the tree is stressing, watering this fall could be what gets your trees through to the spring.

And don't depend on the winter snowfall to "make up" for the precipitation shortfall this year.

"In the big picture, snow is a very small player when it comes to moisture in Central Iowa," Hillaker explained. "The typical winter snowfall of about 30 to 35 inches brings an equivalent of [about] three inches of water."

In a dry year like 2012, a good rule of thumb is that before you wind up your garden hose in November, give young trees one last deep watering.

As for those perennials you planted this year, they need to be watered at least once or twice this fall yet, advised Richard Jauron, ISU Extension and Outreach horticulturist. That also goes for some of your mature perennials.

"Some established perennials, such as astilbe, hibiscus, garden mum and hosta, prefer soils that are consistently moist from spring to fall and should be watered (now). Others – such as peonies, daylilies, coreopsis, purple coneflower, sedum, false indigo, and ornamental grasses – can tolerate dry conditions and likely don't need to be watered," Jauron explained.





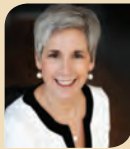


# Westside Community Center Groundbreaking

## POLK COUNTY ELECTED OFFICIALS



Robert Brownell  
1st District Supervisor



Angela Connolly  
2nd District Supervisor



Steve Van Oort  
3rd District Supervisor



Tom Hockensmith  
4th District Supervisor Chair



John F. Mauro  
5th District Supervisor



John Sarcone  
County Attorney



Jamie Fitzgerald  
Auditor



Julie M. Haggerty  
Recorder



Bill McCarthy  
Sheriff



Mary Maloney  
Treasurer

The Board of Supervisors recently awarded the bid to construct the Polk County Westside Community Center (WCC) to Edge Commercial. Construction began on August 12th with completion expected in mid-February 2014. The City of West Des Moines provided the land to Polk County for the Community Center. The architect of record on the project is Shive-Hattery, Inc.



L to R: West Des Moines City Councilpersons John Mickelson, Russ Trimble, Ted Ohmart, Polk County Supervisor Angela Connolly, West Des Moines City Councilperson Kevin Treyvillian

The new 10,100 square foot Community Center will include a multi-function dining room with a capacity of 216, fully operational kitchen, card/computer room and lounge, billiards, craft and kiln room, fitness and class room, medical room with waiting area, office space, handicapped restrooms, on-site parking and an outdoor patio.

Polk County provides senior congregate meals and supportive services to seniors age 60 and older across Polk County. The West Des Moines Congregate Meal Site is currently located at the 217 – 5th Street in West Des Moines and is open Monday through Friday from 9:30 a.m. to 1:30 p.m. The Center will relocate to the new facility at 134 - 6th St. in the Spring of 2014.

The groundbreaking shown took place on August 1st with several West Des Moines dignitaries attending along with Supervisors Angela Connolly and Steve Van Oort. Thank you to Linda Mason, West Des Moines Senior Center Site Director, who put a reception together following the event.

A webcam has been installed at the site so you can follow the construction @ [www.polkcountyiowa.gov/supervisors/westside-community-center](http://www.polkcountyiowa.gov/supervisors/westside-community-center)

## UPCOMING COUNTY EVENTS

**Cross-Country Ski Basics** ..... December 26  
10:00 a.m. to Noon @ Chichaqua Longhouse

**Snowshoe Hike** ..... December 27  
1:00 p.m. to 3:00 p.m. @ Easter lake, shelter #3

**Animal Winter Survival** ..... December 31  
6:30 p.m. to 78:30 p.m. @ Brown's Woods

For more information on these activities and others, please visit: <http://www.conservationboard.org/Pages/Calendar.aspx>

The Board of Supervisors convenes each Tuesday at 9:30 a.m. in room 120 in the Administrative Building.

# Polk County Planning Committee Seeks Public Input



## Polk County Water & Land Legacy



Look for the following projects happening near you that have been made possible by Polk County Water and Land Legacy. For more information about these projects and many others, go to [www.leadingyououtdoors.org](http://www.leadingyououtdoors.org) and click on the PCWLL logo.

- A 2-mile trail connection between Des Moines and Ankeny was completed this past fall to mark the completion of the Gay Lea Wilson Trail. Phase I construction of the Easter Lake Circumferential Trail was completed on the south side of the lake. Phases II and III design and construction will take place from 2014-2016.
- Protection and improvement of the Fort Des Moines pond is a high priority water quality project. The pond was drained this past summer clearing the way to begin a series of restoration and stabilization practices that will ensure its longevity for current and future park guests. With pond restoration improvements now in place, more exciting recreation enhancement projects can now take shape in 2014.
- Changes have begun at Thomas Mitchell Park that are concentrated in the tent, electrical and youth campgrounds to stabilize the stream bed and collapsing banks where the creek flows through the park. This will improve water quality, protect downstream habitat, and protect existing and planned park infrastructure. Work has also begun to construct an accessible trail that will circle the pond and provide complete access to the site. New trail construction will connect the accessible trail to the existing park trail system. Combined these trails will provide over 3 miles of recreational opportunity.
- Four rental cabins at Jester Park are ready for guests who are looking for a more modern camping experience. The cabins feature a walk out basement, covered front porch seating area, a wrap around wooden walkway to a back deck with a secluded woodland views. Amenities inside include a fireplace, kitchenette, restroom with shower, and modern household furnishings. Other amenities to the cabin site include BBQ grills outside, and a central fire-pit gathering area for families. These cabins are in close proximity to the many recreation opportunities at Two Dam Pond, the Elk & Bison Exhibit, and the Natural Playscape. Rental information is available at [www.leadingyououtdoors.org](http://www.leadingyououtdoors.org).
- Also at Jester Park, renovations are taking place in Campground #2. Approximately 29 camp sites are being upgraded and electrified to satisfy the large volume of campers that are seeking electric service.

A planning committee comprised of representatives from Polk County, incorporated cities and public school districts is currently updating the comprehensive Polk County Multi-jurisdictional Hazard Mitigation Plan. The Polk County Hazard Mitigation Planning Committee is seeking public input for the plan update. A summary of the plan update effort underway, as well as a questionnaire to capture public opinion and comments, is available online at: <https://www.surveymonkey.com/s/PolkCountyHMP> from Sept. 1 to Dec. 16, 2013. The purpose of this outreach effort is to provide information to the public on the plan that is being updated as well as gain public input.

The plan update will address a comprehensive list of hazards—ranging from tornadoes and flooding to winter weather and hazardous materials incidents—and will assess the likely impacts of these hazards on communities and school districts in Polk County. This effort will also update current strategies and identify additional strategies to reduce the vulnerability of people and property in the participating jurisdictions from the impacts of hazards as well as maintain eligibility for participating jurisdictions for mitigation funding programs administered by the Federal Emergency Management Agency (FEMA).

Polk County Emergency Management has taken the lead in coordinating the update of this plan under the direction of Emergency Management Director, A.J. Mumm. Mr. Mumm has drawn on the expertise of consultants with AMEC Environment & Infrastructure, Inc., a firm that specializes in hazard mitigation and emergency management.

Feedback from the public will be incorporated into the draft plan, which will be available for public review and comment in early 2014. Upon approval by the Iowa Homeland Security and Emergency Management Division and FEMA, the plan will be presented to the Polk County Board of Supervisors, City Councils, and School Boards of each participating jurisdiction for formal adoption. For more info on this project, contact A.J. Mumm, at 515-286-2107 or via [aj.mumm@polkcountyiowa.gov](mailto:aj.mumm@polkcountyiowa.gov).



## Recorder's Office Reminder

Julie Haggerty,  
Polk County Recorder

The Polk County Recorder's Office would like to remind citizens that all ATV/Snowmobile/Off-Highway Vehicle registrations expire Tuesday, December 31, 2013. Registrations and user permits must be renewed annually and are non-transferable. Both can be acquired from the Polk County Recorder's Office starting September 1 and are valid for the remainder of the year plus the entire following year. The Recorder's Office is located in Room 250 of the Polk County Administration Building, 111 Court Avenue in Des Moines.

Current Off-Highway Vehicle registrations may be renewed online, by mail or in person in the Recorder's Office. "Online instruction letters to current registration holders have been mailed," said Haggerty. "If you choose to register online or through the mail, your new registration will be processed and returned to you within 5-7 business days of your payment unless unusual circumstances exist," she added.

Office hours are 7:30 a.m. to 5:00 p.m., Monday through Friday. Please note that a \$5.00 penalty will be assessed to all expired registrations beginning January 1, 2014.



# Winter in West Des Moines

With an estimated population of 56,600, over 770 lane miles of streets, and the high level of expectation from our citizens, the City takes a serious approach to the problems associated with snow and ice control.

The City's responsibility is to clear the streets quickly, efficiently, and safely.

## Priority Snow Removal

1. All **arterial streets** - the major street network which must be kept open to provide a transportation system for police, fire, and rescue squad units.
2. All remaining **residential streets** including cul-de-sacs.
3. **Alleys** and **City parking lots**.

## Snow Emergency Parking Ban

To accomplish the removal of snow quickly and most effectively, a Snow Emergency Parking Ban is implemented by the Public Works Director, or their designee.

Vehicles must be removed from all City streets, alleys and city-owned parking areas when the Snow Emergency Parking Ban is in effect. Vehicles parked in these areas are subject to being towed and/or a \$50 ticket. The parking ban is effective from its proclamation through 5:00 p.m. the following day, unless it is extended by an additional proclamation due to the length of the storm or large volume of snowfall.

If you normally park in any of these areas, now is the perfect time to make a plan for when the Emergency Parking Ban is in place and parking is not allowed.

## We don't want to tow your car when it snows! You can be proactive!

When snow is in the forecast, park your car off the street. If you'll be gone during the winter months, don't leave your car on the street.

*Enjoy the winter weather – plan ahead!*

## My vehicle was towed during a Parking Ban. What do I do?

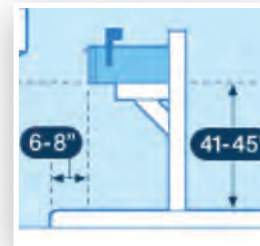
- Go to the Police Dept., 250 Mills Civic Pkwy. (open 24/7)
- Provide ID showing the vehicle is yours or you were the driver
- Ask for an impound release (no charge)
- Go to Roy's Towing, 155 S. 13th St., WDM
- Pay any fees due Roy's Towing (such as towing, storage) and pick up your vehicle.
- If a City ticket has been issued, that fee is due at City Hall, 4200 Mills Civic Pkwy. (open Mon-Fri 8AM-5PM)
- Be proactive in the future by keeping vehicles off the street during winter weather.



If a prediction for snow or winter weather conditions exists, check the City's website at [www.wdm.iowa.gov](http://www.wdm.iowa.gov) or call the **Snow Hotline 273-0766** to see if there is a Parking Ban in place! Both are available 24/7.

## Citizen Responsibilities

Snow can be beautiful, but it can also create hazards. When residents fail to clear their sidewalks, falls and injuries may occur. Residents are required by ordinance to clear sidewalks (including those crossing alleys, crosswalks and driveways) within 24 hours of the end of a storm. Please place the snow in your yard, not in the street. A helpful hint for residents - clear your sidewalk after the snowplows have completely finished plowing the street to the curb. If your sidewalk is icy, please apply sand or applicable deicer product to alleviate the hazard and reduce pedestrian injury.



## Mailboxes

The City will plow the snow within the confines of curb line to curb line of a street. During

extreme winter events there may be times when City plows cannot physically place the snow onto the public right-of-way (commonly referred to as the "parking"). During these times the resident will be responsible for clearing the snow around their mailbox to assure delivery of mail. It is also the resident's responsibility for assuring that their mailbox is properly installed with the face of the door at least six (6") inches, but no more than eight (8") inches, behind the face of the curb. The post should be at least 24" away from the face of the curb, and it should be adequately constructed to withstand snow clearing efforts but meet "breakaway" criteria. In the Fall of the year, staff will conduct pre-season inspections of mailbox placement throughout the community. If a mailbox is found to be out of compliance, they will notify the resident with a door hanger so the proper corrections can be made before winter begins. Damage to mailboxes that have not been repaired or brought into compliance will not be eligible for a claim adjustment.

## Frequently Asked Questions

### About Snow Control

How do we know when the Snow Emergency Parking Ban is in affect?

1. Snow Hotline - Call 2730-SNO. (273-0766).
2. Check the home page of the WDM website: [www.wdm.iowa.gov](http://www.wdm.iowa.gov)
3. While on the WDM home page, sign up for E-UPDATES to automatically receive notices of snow emergency parking bans.



4. "Like" the City of West Des Moines on Facebook
5. Follow the City of West Des Moines on Twitter

### Can't the city remove the snow they put in my driveway or sidewalks?

Unfortunately, we cannot. When you consider the vast number of driveways and sidewalks throughout the City, it would be very expensive for the taxpayers of the community to provide this type of service. The Public Works Department has over 700 miles of public streets to plow during storm events and typically does this with approximately 14 operators per shift. While we try our best to minimize the amount of snow that is placed on these areas, unfortunately it cannot be avoided.

### What can the residents do to get the public to shovel their sidewalks?

City ordinance requires property owners to shovel their sidewalks within 24 hours after the end of a storm. You may report unshoveled walks to Code Enforcement at 222-3304.



### May I shovel/plow/blow the snow from my sidewalk or driveway into the street?

No. City ordinance prohibits this activity due to the hazardous conditions it can create in the street. Violators are subject to being fined.

### I am elderly or disabled. Can the City help clean my sidewalk?

West Des Moines Human Services offers a Handyman program (one paid staff member) who can remove snow for income qualified households in the event of 2 inches of snow or more. This service is available to WDM Elderly (60+) and medically disabled households who are prioritized according to the following criteria:

- #1 – low-income disabled households (medically verified);
- #2 – low-income elderly;
- #3 – all others.

Households must be pre-registered by Human Services with income and/or medical documentations.

Staff hours for the snow removal program are Monday – Friday 8:00 a.m. – 4:00 p.m.

**While we strive to provide quality service, it is important to note we cannot guarantee your sidewalk will be cleared within the 24 hours with one employee.** The Human Services Department works with various volunteer individuals and groups in the community which assist us in snow removal when necessary. If available, staff will attempt to match them with those in need, but there is no guarantee.

For more information concerning this program please contact WDM Human Services at 222-3660.

### I/my group would like to volunteer to help an elderly or disabled person shovel their sidewalk. Whom should I contact?

The Human Services is always looking for volunteers to help clear snow in the winter and we appreciate the help. Please contact the Human Services Department at 222-3660.

### When will my street be plowed?

The City has established priorities for the various classifications of streets. Major arterial streets that must be kept open to provide a transportation system for emergency vehicle units will be our highest priority. 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 the operation. 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 the storm has ended.

### For More Information Please Contact

#### The City of West Des Moines:

##### By phone:

- Snow Hotline 2730-SNO (273-0766)
- Public Works 222-3480
- For Emergencies 222-3321
- Human Services 222-3660
- Sidewalk Violations 222-3304

##### Web, iPhone or Android:

- To report concerns <http://yourgov.wdm-ia.com>
- Facebook: "Like" the City of West Des Moines
- Twitter: Follow the City of West Des Moines

**When removing SNOW and ICE – Don't put it in the street!!**

**It's hazardous!**

**It's illegal!**

**It's costly to you when you get fined!**

See City Code Sections 7-1-4 and 7-1-5

Visit us on the web at [www.wdm.iowa.gov](http://www.wdm.iowa.gov)



**WDM City Code** *The following is the City's regulation on snow emergency parking bans which is being published in accordance with the City Code regulation:*

### 6-6-7: SNOW REMOVAL:

No person shall park, abandon, or leave unattended any vehicle on any public street, alley, or city owned off street parking area during any snow emergency proclaimed by the mayor, public works director, or their respective designees. A snow emergency parking ban shall continue from its proclamation through five o'clock (5:00) P.M. the following day. The mayor, public works director, or their respective designees may extend the duration of the parking ban if conditions require additional time to clear the snow and ice. Notice of an extension shall be posted in the same manner as a proclamation of snow emergency and shall contain the date and time the parking ban shall expire. Such a parking ban shall be of uniform application. The city shall publish information regarding the responsibilities of vehicle owners under this section in the fall and/or winter editions of the "WDM Magazine" distributed to city residents, as well as post such information on the city of West Des Moines website in the fall and/or winter of each year. When predictions or occurrences indicate the need, the mayor, public works director, or their respective designees, shall proclaim the snow emergency and direct the appropriate city employee to post said proclamation on the city of West Des Moines website and forward notice of the proclamation to at least two (2) radio and two (2) television stations that broadcast their signals into the city of West Des Moines. Such emergency may be extended or shortened as the emergency warrants or when conditions warrant. This section shall not be construed as suspending parking limitations or restrictions imposed by any other section of this title. In addition to enforcement of this section by police officers, code enforcement officials and public works employees have the authority to enforce the provisions of this section. The code enforcement officials and public works employees shall have the power to issue citation-complaints for violations of this section and impound vehicles found in violation of this section as provided in subsections 6-6-15A and G of this chapter. (Ord. 1844, 10-5-2009)

*West Des Moines City Code is available 24/7 on the City's website at [www.wdm.iowa.gov](http://www.wdm.iowa.gov).*



Visit us on the web at [www.wdm.iowa.gov](http://www.wdm.iowa.gov)

WINTER/SPRING 2014 • WDM MAGAZINE 13



# WATCHING OUR TAX DOLLAR\$

The City of West Des Moines is completing the last phase of lighting improvements for the Valley Junction Business District. This project is just one of the sustainable renovation projects the City was able to implement in the District.

The City undertook this project in conjunction with the Department of Energy, the Department of Housing and Urban Development and the Iowa Office of Energy Independence. LED lighting can provide better light distribution, less light spillover to adjacent residential properties and significant savings in energy consumption and maintenance costs.



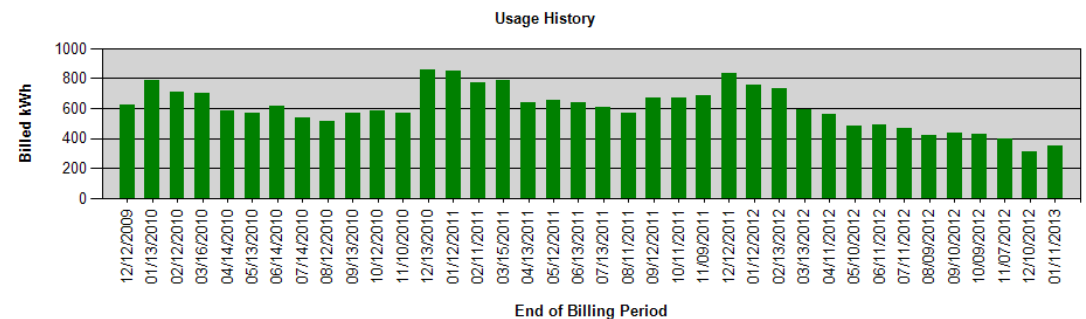
The light fixtures in the public parking lots were retrofitted in July of 2011 with LED (light emitting diode) lamps. The pedestrian walkway lights in the district

are being retrofitted with new period style poles and LED lamps with the last phase being completed in November of 2013.



LED retrofits of the public parking lot lights in the district have already demonstrated a 60% savings in energy costs. We are anticipating a similar level of operational cost savings for walkway

lighting. In addition, the long life span of the LED lamps reduce labor and maintenance costs over 50% compared to the old fixtures.





# Spa and Swimming Pool Maintenance

With winter approaching, many spas and pools will be drained and/or maintained by residents. It's important to remember that if not drained properly, spas and pools can be a source of water pollution. Routine swimming pool and spa maintenance activities generate a variety of wastes such as back wash residues, algacides, and acid washes. Swimming pool and spa water contains chemicals which can harm our waterways when it is discharged improperly. Anything going into our storm drains that isn't rainwater can contribute to storm water pollution, which closes beaches and harms aquatic life.

## The City of West Des Moines encourages residents to take the following steps when draining a spa or swimming pool:

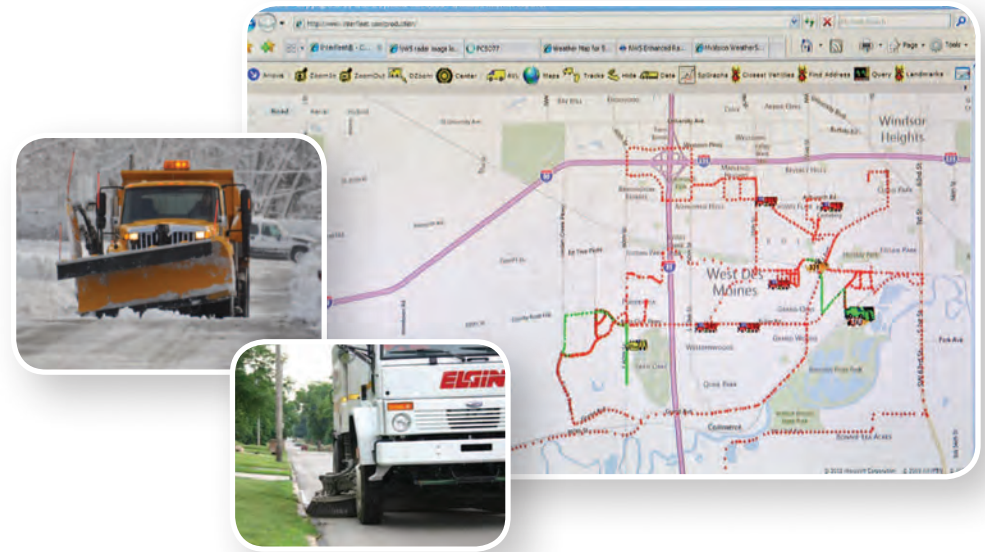
- Make sure all chemicals are dissipated before draining a pool or spa. Chlorine will dissipate after a few days of sunlight or by adding neutralizing chemicals from a pool supply store.
- Do not drain pool/spa within 5 days of adding chemicals; ensure that all chemicals have dissipated prior to discharge.
- Never clean or rinse a filter into the street or storm drain. Rinse filters onto a dirt or grassed area.
- Do not discharge acid cleaning wastes into street or storm drain.
- Make sure water is free of any unusual coloration, odors, and debris.
- pH should be between 6.5 and 8.5 before discharging.
- Chlorinated water must be disposed of in the sanitary sewer system.
- Filter backwash must be disposed of in the sanitary sewer system.

### Actual discharge of the swimming pool or spa water should be from a garden hose to:

- 1st Choice** Your yard! Be mindful of landscaping and possible drainage to your neighbor's yard.
- 2nd Choice** Storm Sewer – The hose goes to the closest storm drain. All of the conditions above must be met prior to discharge.
- 3rd Choice** Sanitary Sewer – The hose is directed to a plumbing fixture drain in your home. This choice is not advisable. Only use as a last resort. All of the conditions above must be met prior to discharge.



# AUTOMATIC VEHICLE LOCATION (AVL)



The City of West Des Moines has been using an AVL (Automatic Vehicle Location) system for several years. This equipment has been installed on snow plow equipment, mowing equipment, sweeping equipment, and vehicles used by field staff. This system has many benefits during all seasons of the year. These benefits include, but are not limited to, monitoring winter operations, City wide debris pick up, and sweeping operations.

The data obtained from AVL is used for a variety of purposes:

**Accident mitigation:** Since we know where our vehicles are, we know if the snow plow has thrown snow off the overpass onto an oncoming vehicle. We know if at a particular time a street sweeper sideswiped a vehicle on the side of the road.

**Dispatching:** Using the AVL system, vehicles are dispatched more efficiently. During the response to a wind storm or an ice storm vehicles can be dispatched to areas of concern in a systematic way to most efficiently deal with the issues at hand.

**Inventory control:** With the AVL system being directly connected to the ground speed controllers in the snow equipment, granular and liquid material use can be monitored. This data can be used to derive reports for inventory purposes.

**Visual representation:** In the live view with the trucks displayed on a screen each type of vehicle has a different icon. These icons allow the dispatcher to see the types of vehicles in an area to dispatch the closest appropriate vehicle.

By using an AVL system, efficiencies have been gained in dispatching, route planning, and inventory control. This technology has increased response times to issues that arise on a daily basis. We are able to more accurately monitor winter material usage. The system can also be used to encourage employees to use efficient driving patterns. These efficiencies save money and time both of which are in short supply.



# End of Yard Waste Season & Christmas Tree Collection

Get out your rakes, garden gloves, yard waste bags and recruit some help, because the end of yard waste season is almost here. **November 30** is the final day for curbside collection through the Compost It! program.

Then it won't be long until the holiday season is underway. West Des Moines provides Christmas tree collection through Metro Waste Authority's Compost It! program. Trees are removed from the curb on your regular garbage days **between Dec. 30 and Jan. 10**, and they must have a Compost It! sticker attached. Stickers are sold at participating grocery and hardware stores for \$1.20. Those residents enrolled in the 2013 Premium Yard Waste Program have the option of putting their cut-up tree in their Compost It! cart to receive this service at no additional cost. Please remove all decorations.

This is also the last time any remaining yard debris is collected before spring. Be sure to use a Compost It! cart or bags, or attach Compost It! stickers to generic bags to ensure your yard waste is picked up.

For more information about yard waste collection, visit Metro Waste Authority at [www.WhereItShouldGo.com](http://www.WhereItShouldGo.com) or call 515-244-0021.



## When There's Snow, Where Do You Set Your Carts?

It can be a challenge to set out recycling and garbage carts in the winter, so here are some hints to help:

- When you dig out of your driveway, be sure to dig a spot for your carts. Have enough room (about 18 inches) on all sides of the cart for the truck's arm to grab it and set the cart back down.
- Do not place your cart on top of the snow piles. This causes carts to tip over and litter the street, and it also makes it difficult for the collection trucks to set the cart back down.
- Do not place your carts in the street. We realize this cleared area is an enticing place to put your carts, but it is a hazard. Carts can get hit by vehicles or taken away by snow plows.

When carts are properly placed, waste and recycling removal is safe, quick and easy. We appreciate your help and cooperation. For more information, visit Metro Waste Authority at [www.WhereItShouldGo.com](http://www.WhereItShouldGo.com) or call 244.0021.



# A Guide to Successful Disposal After the Holidays

The excitement and joy of decking the halls, giving gifts, and hosting holiday parties is followed by the cumbersome task of replacing the old with the new, and learning what to do with the old. Here is a list of what to do with some common holiday remnants:

### Large Items or Extra Bags of Trash

If you have more trash bags than your cart can hold, or if you have furniture or a household item, then you can purchase a Large Item (\$5) or Extra Trash Pick Up Tag (\$1), and Waste Connections will collect it from your curb on garbage day. These stickers are sold from the customer service department of many local grocery stores. For more information, visit [www.WhereItShouldGo.com/LargeTrash](http://www.WhereItShouldGo.com/LargeTrash)

**Cardboard** — Flatten and cut down large cardboard, so it can better fit into your recycling cart. Cardboard outside of the cart will not be collected. If you have an abundance of cardboard, you may want to consider visiting a recycling drop-off (listed at [www.WhereItShouldGo.com/Locations](http://www.WhereItShouldGo.com/Locations)), or asking a neighbor if you can squeeze some of your cardboard in their unused cart space.

**Electronics & Computers** — If plan to upgrade an electronic or computer gadget, be sure to recycle your old one. Electronics and computers contain hazardous but valuable and scarce materials. Luckily, more companies are reusing these materials, resulting in more recycling options. Find convenient locations at [www.WhereItShouldGo.com](http://www.WhereItShouldGo.com) and click on the Recycling Guide.

**Unwanted Christmas Lights or Garland** — These items cannot be recycled through curbside recycling. In fact, they cause a lot of damage to the equipment at the sorting facility, so they belong in the garbage. Or, search mail-in recycling programs for Christmas lights at [www.WhereItShouldGo.com](http://www.WhereItShouldGo.com) and click on the Recycling Guide.

For more information on safe, smart recycling and disposal tips visit [www.WhereItShouldGo.com](http://www.WhereItShouldGo.com) or call 515.244.0021.





## City Breaks Ground For Raccoon River Park Archery Facility



Construction is underway on the Raccoon River Park Archery Facility! The September 23 groundbreaking attracted over 60 people. The facility will be the first of its kind in Iowa with only two others like it in Colorado Springs, Colorado and Eden Prairie, Minnesota. Generous funding for the project has come from the Polk County Board of Supervisors, Iowa Department of Natural Resources, West Des Moines Community Enrichment Foundation, and the City of West Des Moines.

.....  
**A spring grand opening is anticipated — look for more information in the next issue of the WDM Magazine! Archery is a sport that can be enjoyed by people of all ages and abilities. We hope you'll give it a try!**  
 .....

## COOKIES, DOZENS AND DOZENS OF FRESH, HOMEMADE, HOLIDAY COOKIES.

The aroma will fill the air again at the upcoming 10th annual GREAT COOKIE WALK of West Des Moines. A top choice among West Des Moines community events that benefits the Youth Justice Initiative (YJI) of West Des Moines, our city's award winning community youth restoration program. It will be held at West Des Moines Christian Church, 4501 George Mills Parkway, Saturday, November 23, 2013, from 9:00 a.m. to Noon.

At the event volunteers from WDM Police and Fire departments, WDM Community Schools, WDM Chamber of Commerce, YJI, West Des Moines Christian Church and the community at large will welcome you. Together they have baked to offer an array of cookies like no one has seen before. They also bake a worthy supply of 8" signature sugar angels and snowmen, always Great Cookie Walk favorites.

Along with the wonderful aroma and holiday atmosphere this year, attendees to the cookie walk will view unbelievable cookie creations annually made by celebrity competing teams of West Des Moines. The coveted "people's choice traveling trophy" will be presented to the winning celebrity team.

The Great Cookie walk is a beautiful holiday event that will set your senses in motion. Don't miss it.

**ADVANCE ORDER:**  
[WWW.WDMCC.ORG/COOKIEWALK](http://WWW.WDMCC.ORG/COOKIEWALK)  
 515-225-0464

**The Youth Justice Initiative** is a highly successful participatory community justice program that positively helps young offenders get back on the right track while giving crime victims and the community a voice in the process. It is funded by public and community programs, and the Great Cookie Walk. It utilizes professional and volunteer staffing, with administrative support from WDM police Dept.

*\*\*The Great Cookie Walk of West Des Moines is a service project of Y.E.S. (Young Energetic Seniors) of WDMCC. It is jointly sponsored, supported and staffed by volunteers from Y.E.S., YJI, WDMCC, West Des Moines Community Schools, WDM Police and Fire Depts., West Des Moines businesses as well as citizens of West Des Moines.*

.....  
 THE 10TH ANNUAL  
**GREAT  
 COOKIE  
 WALK**  
 OF  
 WEST DES MOINES

SATURDAY, NOV. 23, 2013  
 9 A.M. TO NOON

WEST DES MOINES  
 CHRISTIAN CHURCH  
 4501 MILLS CIVIC PARKWAY

## Stay Safe This Holiday Season

The West Des Moines Fire Department would like to remind you to stay safe this Holiday season. Many families and friends will be getting together to celebrate the holidays and we want to cover a few safety tips to help prevent an accident:

- Do not overload electrical outlets or electrical cords
- Never leave holiday lights unattended
- Provide adequate water for live Christmas trees
- Watch lit candles and extinguish them prior to going to sleep or leaving your home
- Have fire places and furnaces professionally inspected and serviced
- Do not leave space heaters unattended during use and keep them a safe distance away from combustibles
- When cooking, never leave pots or food unattended on the stove or in the microwave
- Properly discard cigarettes inside an approved container
- And finally, as in every season, have working smoke alarms installed on every level of your home. Be sure to test the detectors monthly and keep them clean and equipped with fresh batteries at all times. Know when and how to call for help and remember to practice your home escape plan.



# WDM RESIDENT GUIDE

All City service requests can be directed to the Online Service Desk at

[www.wdm.iowa.gov](http://www.wdm.iowa.gov)

**EMERGENCY** ..... 911  
**Non-Emergency Dispatch** ..... 222-3321  
**ADA Coordinator**..... 222-3603  
**TDD/TTY**..... 1-800-413-4955  
**Aquatic Centers** ..... 273-0700  
**Ambulance Billing** ..... 273-0652  
**Animal Control** ..... 222-3364  
 250 Mills Civic Parkway  
**Animal Licenses** ..... SEE WestPet  
**Better Business Bureau** ..... 243-8137  
**Birth Certificates** ..... SEE Vital Records  
**Building Safety/Inspections**..... 222-3630  
 developmentservices@wdm.iowa.gov  
 Business License Info. .... 1-800-532-1216  
**Cable Television**  
 Mediacom..... 1-800-332-0245  
 Billing, Cust. Service, Connect/ Disconnect,  
 2205 Ingersoll Ave. Des Moines • mchsi.com  
**Jordan Cemetery** ..... 222-3444  
 Sales and Maintenance  
**Chamber of Commerce** ..... 225-6009  
 www.wdmchamber.org  
**City Attorney** ..... SEE Legal Department  
**City Clerk** ..... 222-3603  
 Business related licenses / voter registration  
 application  
**City Council** ..... 222-3610  
**City Hall Offices**..... 222-3600  
 4200 Mills Civic Pkwy  
**City Manager**..... 222-3610  
**Claim for Damages** ..... 222-3601  
**Code Enforcement** ..... 222-3304  
 police@wdm.iowa.gov  
**Community Center** ..... 222-3440  
 Community & Econ. Development ..... 273-0770  
 ced@wdm.iowa.gov  
**County Web Site Addresses**  
 • Dallas County [www.co.dallas.ia.us](http://www.co.dallas.ia.us)  
 • Polk County [www.co.polk.ia.us](http://www.co.polk.ia.us)  
 • Madison County [www.madisoncoia.us](http://www.madisoncoia.us)  
 • Warren County [www.co.warren.ia.us](http://www.co.warren.ia.us)  
**Death Certificates** ..... SEE Vital Records  
**Development Services**  
 Building Division ..... 222-3630  
 Engineering & Planning Divisions ..... 222-3620  
 developmentservices@wdm.iowa.gov  
**Des Moines Area Regional Transit (DART)**  
 Public Transportation ..... 283-8100  
 dart@ridedart.com

**Des Moines Register**  
 Subscriptions ..... 1-847-424-0225  
**Driver's License**  
 • Dallas County ..... 993-6992  
 • Polk County ..... 244-1052  
 • Madison County ..... 462-1542  
 • Warren County..... 961-1144  
**Driveway Permits** ..... 222-3480  
 560 S. 16th St. • publicworks@wdm.iowa.gov  
 Economic Development..... 273-0770  
 ced@wdm.iowa.gov  
**Election Office**  
 • Dallas County ..... 993-6914  
 • Polk County ..... 286-3247  
 • Madison County ..... 462-3914  
 • Warren County..... 961-1020  
**Electrical Service** ..... See UTILITIES  
**Emergency Medical Services (EMS)** 273-0768  
 EMS Billing ..... 8055 Mills Civic Parkway  
 CPR and Public Access Defibrillation Classes  
 ems@wdm.iowa.gov  
**Farmers Market (VJ Foundation)** 222-3642  
**Finance Department** ..... 222-3600  
**Fire Administration** ..... 222-3420  
 3421 Ashworth Road • fire@wdm.iowa.gov  
**Gas Service** ..... See UTILITIES  
**Hazardous Waste**  
 Regional Collection Center ..... 967-5512  
**Holiday Pool** ..... 273-0700  
**Housing Rehabilitation Program** 273-0770  
**Human Resources** ..... 222-3616  
**Human Rights Commission**..... 222-3675  
**Human Services** ..... 222-3660  
 318 5th St • humanservices@wdm.iowa.gov  
 Senior & Disabled Transportation, Energy  
 Assistance, Food & Clothing Pantry, Homeless  
 Prevention  
**Illegal Waste Disposal**..... 725-0268  
<http://www.iowadnr.gov>  
 State Dept of Natural Resources Industrial or major  
 hazardous waste and chemical spills.  
**Minor/Household Spills** ..... 222-3321  
**Job Hotline (City of WDM)**..... 222-3616  
[www.wdm.iowa.gov](http://www.wdm.iowa.gov)  
**Library** ..... 222-3400  
 4000 Mills Civic Parkway • library@wdm.iowa.gov  
**Legal Department** ..... 222-3523  
 4200 Mills Civic Parkway  
**Marriage Licenses** ..... SEE Vital Records

**Mayor's Office**..... 222-3610  
**Motor Vehicle License Plates/Registration**  
 • Dallas County ..... 993-5812  
 • Polk County ..... 286-3030  
 • Madison County ..... 462-1542  
 • Warren County..... 961-1111  
**Nature Lodge**..... 222-3424  
 Raccoon River Park 2500 Grand Ave.  
**One Call Underground Utility Lines**  
 811 OR 1-800-292-8989  
**Parks and Recreation** ..... 222-3444  
 parkrec@wdm.iowa.gov  
**Parking Violations (non-moving)** 222-3600  
**Passports** ..... 1-877-487-2778  
**Planning & Zoning** ..... 222-3620  
 developmentservices@wdm.iowa.gov  
**Police Administration** ..... 222-3300  
 police@wdm.iowa.gov  
**Police/Fire/EMS/Dispatch (Westcom)**  
 • Emergency ..... 911  
 • Non-Emergency ..... 222-3321  
 250 Mills Civic Parkway  
**Post Office**..... 255-6471  
 430 5th St. WDM 50265 • usps.com  
**Property Tax**  
 • Dallas County ..... 993-5808  
 • Polk County ..... 286-3060  
 • Madison County ..... 462-1542  
 • Warren County..... 961-1110  
**Public Transportation** ..... See DART  
**Public Works** ..... 222-3480  
 publicworks@wdm.iowa.gov  
**Recycling – Curb IT!**  
 Waste Management..... [www.wm.com](http://www.wm.com)  
 Missed Pickup/Questions..... 265-5267  
**Recreation Programs** ..... 222-3444  
**Rental Housing Inspector**..... 222-3630  
 developmentservices@wdm.iowa.gov  
**Senior Citizen Meals** ..... 274-0373  
**Sewer Stoppages/Repair** ..... 222-3480  
 publicworks@wdm.iowa.gov  
**Shelter Rentals (Parks & Rec)**..... 222-3444  
**School Districts**  
 • Norwalk  
 981-0676 • [www.norwalk.k12.ia.us](http://www.norwalk.k12.ia.us)  
 • Van Meter  
 996-2221 • [www.vmbulldogs.com](http://www.vmbulldogs.com)  
 • Waukee  
 987-5161 • [www.waukee.k12.ia.us](http://www.waukee.k12.ia.us)  
 • West Des Moines  
 633-5000 • [www.wdm.k12ia.us](http://www.wdm.k12ia.us)  
**Sidewalk Permits** ..... 222-3480  
 560 S. 16th St. • publicworks@wdm.iowa.gov  
**Social Security Offices** ..... 800-772-1213  
**Street Light Outages**  
 MidAmerican Energy..... 1-888-427-5632

**Street Repairs/Cleaning** ..... 222-3480  
 publicworks@wdm.iowa.gov  
**Taxes** ..... see Property Tax  
**Tickets Moving Violations**  
 • Dallas County ..... 993-5816  
 • Polk County ..... 222-3772  
 • Madison County ..... 462-1542  
 • Warren County..... 961-1032  
**Parking Violations (non-moving)**  
**Finance** ..... 222-3600  
**Traffic Signals/Street Signs** ..... 222-3480  
 publicworks@wdm.iowa.gov  
**Trash Collection** ..... 265-7374  
 Waste Connections • [www.wasteconnections.com](http://www.wasteconnections.com)  
**Tree Planting Permits** ..... 222-3480  
 publicworks@wdm.iowa.gov  
**Utilities Mid American Energy**  
 Gas & Electric..... 1-888-427-5632  
 EMERGENCY ..... 1-800-595-5325  
 One Call Line Locator..... 1-800-292-8989  
[www.midamericanenergy.com](http://www.midamericanenergy.com)  
**Valley Junction Foundation** ..... 222-3642  
**Vehicle Registration**  
 .....see Motor Vehicle License Plates/Registration  
**Vital Records**  
 • Dallas County ..... 993-5804  
 • Polk County ..... 286-3781  
 • Madison County ..... 462-3771  
 • Warren County..... 961-1089  
**Voter Registration**  
 • Dallas County ..... 993-6914  
 • Polk County ..... 286-3080  
 • Madison County ..... 462-3914  
 • Warren County..... 961-1020  
**Iowa Elections Division** ..... 281-8849  
**Water Treatment Plant** ..... 222-3465  
 1505 Railroad Ave.  
**West Des Moines Water Works..** 222-3460  
 Water/Solid Waste, New Service, Service  
 Changes/Maintenance..... 4200 Mills Civic Pky  
[www.wdmww.com](http://www.wdmww.com) • [waterworks@wdmww.com](mailto:waterworks@wdmww.com)  
**Westcom**  
 • EMERGENCY ..... 911  
 • Dispatch Non-Emergency..... 222- 3321  
**WestPet** ..... 855-434-7567  
 Animal Licenses  
**Yard Waste – Compost IT!**  
 Waste Management ..... [www.wm.com](http://www.wm.com)  
 General Info/Questions ..... 222-3600  
 Missed Pickup ..... 265-5267  
 Persons with disabilities are encouraged to participate in City activities. Those individuals seeking City services and in need of special accommodations should either contact the department sponsoring the event or the ADA Coordinator.





## WDM Public Library

**Mission Statement:** The WDM Public Library is a relevant and integral part of the community. The library enriches the lives of residents by providing convenient and timely access to information and ideas; by offering engaging activities and opportunities for personal and professional growth; by promoting a love of reading and learning; and by remaining responsive to the changing needs of its users.

### WDM Library *Adult Programs*

#### REGISTRATION INFORMATION

All programs are free and require registration unless otherwise indicated. Registration dates are in brackets. You may register for most programs online at [www.wdmlibrary.org](http://www.wdmlibrary.org).

#### WDM WRITER'S CLUB

**2nd & 4th Sat @ 10 am**

Informal meetings for accomplished or aspiring writers – share any form of writing and offer/ receive constructive criticism. 2nd Floor Library Conference Rm. 222-3413 • [wdmwriters.org](http://wdmwriters.org)

#### SCRAPBOOK & CARDMAKER CLUB

**Sat, 10 am-4 pm: Jan 4, Feb 1, Mar 1, Apr 5, May 3**

Whether you're a scrapbooker or a cardmaker, bring a project and your own supplies. (No sales at the event.) We'll provide space, snacks, cutting tools, and some seasonal stamps! Library Community Rm. \$1 donation requested. Registration required. 222-3407 • [wdmlibrary.org](http://wdmlibrary.org)

#### MODEL TRAINS!

**Sat, Jan 18, 9am-5pm | Sun, Jan 19, 2-4pm**

All aboard! Stop by the library to see the Central Iowa Railroad Club's working layout. Library Community Rm. Adults & children of all ages. No registration. 222-3405 • [wdmlibrary.org](http://wdmlibrary.org)

#### FRIENDS AUTHOR VISIT — WINIFRED MORANVILLE

**Jan 23 @ 7pm**

Meet the author of *The Bonne Femme Cookbook: Simple Splendid Food That French Women Cook Every Day*. The typical French woman works outside the home, so the emphasis is on simple food, easy techniques, and speedy prep — without sacrificing taste. Sponsored by the WDM Library Friends Foundation. Refreshments will be served. Library Community Room. No registration. 222-3407 • [wdmlibrary.org](http://wdmlibrary.org)



#### HOLIDAY CARD ORNAMENTS

**Fri, Jan 24, 6-8 pm**

Find a new way to display your old holiday cards! Learn how to transform old holiday cards into beautiful ornaments to display in your home. Please bring in as many of your old holiday cards as you wish. All other materials will be supplied. Adults & children 12 & up. Registration begins Mon, Jan 6. 222-3403 • [wdmlibrary.org](http://wdmlibrary.org)

#### HOLIDAY CARDMAKING

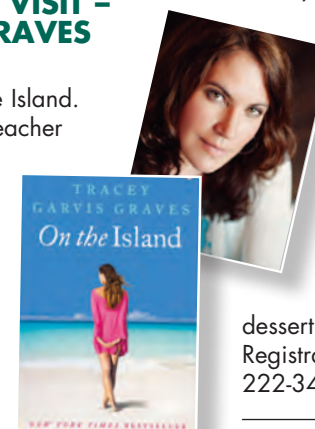
**Fri at 6:30 pm: Valentines – Feb 7, Birthday Cards – Mar 28**

When you care enough to make it yourself! Make three holiday cards for special friends or family. Sponsored by the WDM Library Friends Foundation. Library Community Rm after hours. Registration begins Jan 6 for Valentine Cards; Feb 8 for Birthday Cards. 222-3407 • [wdmlibrary.org](http://wdmlibrary.org)

#### FRIENDS AUTHOR VISIT — TRACY GARVIS GRAVES

**Mar 25 @ 7pm**

Meet the author of *On the Island*. A thirty year-old English teacher jumps at the chance to spend the summer on a tropical island tutoring a 16 year-old boy. Anticipation turns to fear when their private plane goes down, leaving them stranded on a deserted island. Sponsored by the WDM Library Friends Foundation. Refreshments will be served. Library Community Room. No registration. 222-3407 • [wdmlibrary.org](http://wdmlibrary.org)



#### BEADING BASICS: EARRINGS

**Tue, Apr 8 at 6:30 pm**

Learn basic wire wrapping techniques as we make a simple pair of earrings. Sponsored by the WDM Library Friends Foundation. Registration begins Mon, Mar 3. 222-3407 • [wdmlibrary.org](http://wdmlibrary.org)



#### CLUB READ: ADULT BOOK DISCUSSIONS

**Tue @ 7pm:**

**Jan 7 – Saving CeeCee Honeycutt**  
by Beth Hoffman

**Feb 4 – Nothing Daunted**  
by Dorothy Wickenden

**Mar 4 – Bone River** by Megan Chance  
A few copies are available at the Information Desk or you may bring your own copy. Library Community Rm. Books purchased by the WDM Library Friends Foundation. 222-3403 • [wdmlibrary.org](http://wdmlibrary.org)

#### CLUB READ SOCIAL

**Tue, Apr 1 @ 7 pm**

Make new friends! Discover new authors! We'll share what we've all been reading lately! Newcomers welcome. Bring an appetizer or dessert to share. Library Community Rm. Registration preferred. 222-3407 • [wdmlibrary.org](http://wdmlibrary.org)

#### OPEN COMPUTER LAB & GADGET ZOO

**Dates/Times: TBA**

Keeping up with the latest technology can be tough, that's why we offer free one-on-one assistance with Internet, email, attachments, and more. If you're confused by eReaders and tablets, staff can explain the options, and show you how to borrow e-materials from the library! You'll also have a chance to play with the Kindle, Nook, iPad, and other tablets. Laptop lab and devices provided by the WDM Library Friends Foundation. See our website calendar for dates and times.







## If You Enjoy Our Programs, Please Join The Friends!

Friends memberships pay for many adult and teen programs: Club Read, Holiday Cardmaking, Author Visits, and Teen Craft Nights, to name a few! Donations are tax deductible!

WDM Library Friends Foundation  
4000 Mill Civic Pkwy, WDM, IA 50265 • 222-3407 • wdmlibrary.org



## WDM Library Teen Programs

### REGISTRATION INFORMATION

Programs are for ages 12 & up.  
Most programs require advance registration.  
222-3403 • wdmlibrary.org

### TEEN ADVISORY BOARD (TAB)

**Wed: Jan 8, Feb 12, Mar 12, Apr 9 3:30-5pm, Library Classroom, 2nd Floor**

Are YOU interested in making the Library a better place for teens? Then TAB is for you! The WDM Library's Teen Advisory Board (TAB) is an exciting opportunity for area students (ages 12-18) to take leadership roles in our community, have input in teen activities, and help develop the library's collection of young adult materials. TAB meets the 2nd Wednesday of each month, September – May. Stop by a meeting and see what it's all about! 222-3412 • courtney.bench@wdmlibrary.gov

### STUDENT VOLUNTEERS

The Library is always looking for student volunteers to help with children's programs, shelve pictures books, assist library staff, and more! Volunteer positions are open to students (ages 13 and up). If you are interested in becoming a student volunteer, visit the Library's website or pick up and application at any library service desk. Positions are limited so turn in your application soon! 222-3412 • wdmlibrary.org

### GROUP SERVICE PROJECTS

**Wed, 3-5 pm: Jan 15, Feb 19, Mar 5, Apr 2**

Are you looking for a few Silver Cord, Community Service, or volunteer hours? The Library is in need of teen volunteers (ages 14-18) to help with a monthly group service project. Volunteer projects vary each month and may include cleaning, organizing, and preparing program supplies. No experience necessary; all training will be provided! For more information, contact Courtney. 222-3412 • courtney.bench@wdm.iowa.gov

### HOLIDAY CARD ORNAMENTS

**Fri, Jan 24, 6-8 pm**

Find a new way to display your old holiday cards! Learn how to transform old holiday cards into beautiful ornaments to display in your home. Please bring in as many of your old holiday cards as you wish. All other materials will be supplied. Ages 12 & up AND adults! Registration begins Mon, Jan 6 at the Reference Desk, online, or by phone. 222-3403 • wdmlibrary.org



### TEEN CRAFT NIGHTS

**Thu, 6-8 pm: Jan 30, Feb 20, Mar 27**

Join us for an evening program full of crafting goodness! A variety of crafts will be featured with a different craft each month including: Paint chip mobiles, paper creature creations, and more. Visit the calendars section of the Library's website for more info on each program. Ages 12 & up. Registration required (at the Reference Desk, online, or by phone). 222-3403 • wdmlibrary.org

### TEEN TECH WEEK: DIY @ YOUR LIBRARY

**Fri, Mar 14, 6-8 pm**

To celebrate Teen Tech Week (March 9-15) we will be making a stop motion animation commercial for the library. The commercial will star YOU and will be featured on the Library's website. Registration for this after-hours program begins Mon, Mar 3 at the Reference Desk, online, or by phone. 222-3403 • wdmlibrary.org.

Check the Library's website for more information on upcoming teen programs.



### WDM Library Children's Programs

description	days/dates/times/locations	ages
All children's programs are free and require registration unless otherwise indicated! You may register online at <a href="http://www.wdmlibrary.org">www.wdmlibrary.org</a> , in person, or call us at <b>222-3405</b> . Registration for December programs begins <b>Mon, Dec 2 at 9 a.m.</b>		
<b>POLAR EXPRESS</b> Climb aboard the Polar Express and depart for an arctic adventure. Entertainment en route includes the story, refreshments, and more!	Wed, Dec 18 at 3:45pm Library Community Rm registration required [Dec 2]	5-12
<b>MOVIE MADNESS: WINTER BREAK</b> Enjoy a movie and popcorn, or bring your own snack and covered drink (water will be available). NO peanut products due to severe allergies. Pick up a movie list at the Children's Desk.	1:30 pm: Dec 23, 26 & 27 Library Community Room no registration – space is limited!	parents must determine if movies are appropriate for their child
<b>DROP-IN WINTER CRAFT WEEK</b> Stop in the Children's Department during our holiday hours and we'll have a "chill" winter craft for you.	Library holiday hours: Dec 30, 9am – 9pm Dec 31, 9am – noon Jan 2, 9am – 9pm Jan 3, 9am – 9pm Library Children's Department no registration	all ages



# Storytime Series

All children's programs are free and most require advance registration, which begins at 9 am on the date in brackets. 222-3405 • [wdmlibrary.org](http://wdmlibrary.org)

## MOTHER GOOSE STORYTIME

Join Jenna for stories, rhymes, flannelboards, gentle tunes and puppets incorporating early literacy skills. Library Storyroom. Age 6 mo- 2 yrs w/adult. Registration required.

### Mon @ 9:30, 10 & 10:30 am:

Dec 9 & 16 [Dec 2] Jan 13, 20 & 27 [Jan 6]	Feb 10 & 24 [Feb 3] <i>Library is closed Feb 17</i> Mar 10, 17 & 25 [Mar 3] Apr 7, 14 & 21 [Mar 31]
---	--

## NIGHTY-NIGHT DROP-IN STORYTIME

Join Nate for stories, rhymes, and songs. Library Storyroom. All ages w/adult. No registration

### Mon @ 6:45pm:

Dec 9 & 16 Jan 13, 20 & 27	Feb 10 & 24 <i>Library is closed Feb 17</i> Mar 10, 17 & 24 Apr 7, 14 & 21
-------------------------------	---

## LAPSIT LAMBS

Using rhymes, stories, music, and puppetry, Amy will engage baby and caregiver in language-rich activities designed for prewalking babies. Ages 1-18mo w/adult. Library Storyroom. Registration required.

### Tue @ 9:30 & 10:30 am:

Dec 10 & 17 [Dec 2] Jan 14, 21 & 28 [Jan 6]	Feb 11, 18 & 25 [Feb 3] Mar 11, 18 & 25 [Mar 3] Apr 8, 15 & 22 [Mar 31]
--	---

## DROP-IN OLIVER'S TALES

Join Betsy and Oliver the sheep dog for stories, flannelboards, movement rhymes, and music! (Note: No craft at the drop-in session.) Library Storyroom. All ages. No registration.

### Wed @ 9:30 am:

Dec 11 & 18 Jan 15, 22 & 29	Feb 12, 19 & 26 Mar 12, 19 & 26 Apr 9, 16 & 23
--------------------------------	--



## OLIVER'S TALES

Join us for stories, rhymes, and songs in the Storyroom. All ages w/adult. No registration.

### Wed @ 10:30 am & 1:30 pm:

Dec 11 & 18 [Dec 2] Jan 15, 22 & 29 [Jan 6]	Feb 12, 19 & 26 [Feb 3] Mar 12, 19 & 26 [Mar 3] Apr 9, 16 & 23 [Mar 31]
--	---

## FAMILY STORYTIME

Join Nate for stories, flannelboards, songs, rhymes, and a craft. Library Community Room. Ages 2-6 w/adult. Registration required.

### Thu @ 10:30 am:

Dec 12 & 19 [Dec 2] Jan 16, 23 & 30 [Jan 6]	Feb 13, 20 & 27 Mar 13, 20 & 27 [Mar 3] Apr 10, 17 & 24 [Mar 31]
--	--

## DROP-IN FAMILY STORYTIME

Picture books, action rhymes, flannelboards, puppets, and songs for the whole family! All ages w/adult. No registration.

### Fri @ 10:30 am:

Dec 13 & 20 Jan 17, 24 & 31	Feb 14, 21 & 28 Mar 14, 21 & 28 Apr 11, 18 & 25
--------------------------------	---

## REGISTRATION INFORMATION

Most programs require advance registration, which begins at 9am on the date in brackets. 222-3405 • [wdmlibrary.org](http://wdmlibrary.org)

## TALES WITH TAILS

Thu, 4-6pm: Jan 9 [Jan 6] | Feb 6 [Feb 3] | Mar 6 [Mar 3] | Apr 3 [Mar 31]

Strengthen your reading skills with a 4-legged friend! The West Des Moines Public Library invites you to read with a certified therapy dog and practice your skills as a reader. Ages 6-12. Registration required (choose one time slot per child).

## KIDS CLUB READ

Thu @ 4:15pm: Dec 19, Jan 16\*, Feb 13, Mar 13, Apr 10 – Titles TBA

If you like to read and talk about books, this group is for you! Join us for discussion and activities related to each month's book. \*For January, read a book of your choice and bring a food to share that relates to your story! Ages 8-12. Sign up in the Children's Dept.

## LEGO CLUB

Wed @ 3:45pm: Jan 22 & 29 [Jan 6] | Feb 12 & 26 [Feb 3] | Mar 12 & 26 [Mar 3] | Apr 9 & 23 [Mar 31]

What CAN'T you build with Legos?! Put your creative skills to the test. We'll have a challenge for you, if you think you're up to it. Community Room. Ages 5-12. Sign up for one session per month. Registration required.



description	days/dates/times/locations	ages
-------------	----------------------------	------

All children's programs are free and require registration unless otherwise indicated! You may register online at [www.wdmlibrary.org](http://www.wdmlibrary.org), in person, or call us at 222-3405.

## TINY TOTS

Come for a fun music and rhythm series with Deb Paul, a.k.a. Debbie Doo Wop! Please sign up for 9:30 OR 10:30 series of four.

Jan 7, 14, 21 & 28 Library Community Rm Registration required.	1-6 w/adult
--	-------------

## MODEL TRAINS!

All aboard! Stop by the library to see the Central Iowa Railroad Club's working layout.

Sat, Jan 18, 9am – 5pm Sun, Jan 19, 2 – 4pm No registration!	adults & children of all ages
--	-------------------------------







## WDM Library *Children's Programs*

**description** | **days/dates/times/locations** | **ages**

All children's programs are free and require registration unless otherwise indicated! You may register online at [www.wdmlibrary.org](http://www.wdmlibrary.org), in person, or call us at **222-3405**.

### SHAKE, RATTLE & ROLL

You'll be movin' and groovin' on this hand-clappin', foot-stompn' morning! Please register for one session.

Feb 5 & 6 at 9:30am.....  
Feb 5 & 6 at 10:30am.....  
Library Community Room  
registration required [Feb 3]

1-4 w/adult  
2-6 w/adult

### VALENTINE CARD WORKSHOP

Celebrate the season by making some LOVE-ly valentines for your friends and family!

Wed, Feb 5 at 3:45pm  
Library Community Room  
registration required [Jan 6]

4-12 w/adult



### MAY BASKETS

Join us for a spring story and make May baskets to share with your friends. Please choose one session to attend.

Apr 29 & 30 at 10am  
Library Community Rm  
registration required [Mar 31]

2-6 w/adult

For more information, please visit our blog: [www.wdmlibrarykids.com](http://www.wdmlibrarykids.com) or pick up a calendar in the Kids' Dept.

If You Enjoy Our Kids' Programs,  
Please Join The Friends!



- During the 2012-13 Fiscal Year, the library offered 493 children's programs with 38,883 people attending. Friends memberships pay for many of the special children's programs throughout the year.
- Memberships provide incentives to more than 2500 children participating in the Summer Reading Club, which encourages young readers to keep learning when they are not in school.
- Your donation is tax deductible!

**WDM Library Friends Foundation**  
4000 Mill Civic Pkwy, WDM, IA 50265 • 222-3407 • [wdmlibrary.org](http://wdmlibrary.org)

## WDM Library *services*

All services are **free**  
unless otherwise indicated.

Questions? Call **222.3400**

### GET A LIBRARY CARD... IT'S FREE!

Present a valid ID with proof of current address. Residents of WDM, DSM, Ankeny, Clive, Urbandale, and Windsor Heights may apply. Cards are valid for three years (no renewal fee).

### LIBRARY HOURS

(Labor – Memorial Day)

Mon-Thu: 9 am-9pm | Fri: 9 am-6 pm

Sat: 9 am-5 pm\* | Sun: 2 pm-5 pm\*

\*SUMMER HOURS

Sat: 10 am-4 pm | Sun: Closed

Call or check our website for holiday hours.

**222-3400** | [wdmlibrary.org](http://wdmlibrary.org)

### ONLINE CATALOG... [wdmlibrary.org](http://wdmlibrary.org)

Access the library catalog 24/7 from the comfort of your home...just follow the link on our website. Reserve items that are checked out, or on the shelf!

### RENEWALS/ ACCOUNT ACCESS BY PHONE

Use your library card number to access a list of titles checked out, including due dates; overdue items; titles on reserve with your position on the waiting list; and charges on your account. You may renew all of your items at once, or renew individual titles if you have the barcodes.

**225-1576** or **225-1586**  
[wdmlibrary.org](http://wdmlibrary.org)



### WE TAKE RESERVATIONS

If the item you want is checked out, use your library card to place a reserve or "hold" on it. Want to read a bestseller? We buy one copy for every six reserves. Holds can be placed by phone or online, and we'll call you when your item comes in. If we don't own the book you need, we can usually buy it, or borrow it from another library within a couple of weeks.

**222-3400** | [wdmlibrary.org](http://wdmlibrary.org)

### BOOK CLUB COLLECTION

The library has multiple copies of past Club Read titles available for local book clubs to borrow. Specific titles are listed on our website. Advance reservations required. **222-3413 [adult titles] • 222-3575 [children's titles]** | [wdmlibrary.org](http://wdmlibrary.org)

### MORE THAN BOOKS

Your library is more than a warehouse for books. You'll find popular magazines and newspapers; large print materials; puppets and puzzles; recorded books; new releases, classics, and nonfiction DVD's;

music CD's; and more. E-books are offered through the WILBOR library consortium. This works similarly to our OverDrive downloadable audiobooks collection. A WDM library card and a small software install are required. For details, look for the eBooks news item on our website and click on the WILBOR link. **222-3403** | [wdmlibrary.org](http://wdmlibrary.org)





# WDM Library *services*

## TECHNOLOGY & EQUIPMENT

Available for use in the library: photocopier, fax, interactive storybooks, word processing, free Internet access, wireless access, and a 20/20+TV enlarger for the visually impaired. Available for checkout: overhead projector. Hate long lines? Try the 3M SelfCheck System! Coming soon...iPads for checkout!

**222-3400**

## ASK A LIBRARIAN

Got a question? We can help! Try our electronic resources...EBSCO Host magazine index, Novelist, ProQuest, and more! Business/investment info includes S&P's and The Street publications, Value Line, Investor's Business Daily, and Morningstar Mutual Funds Reports. **222-3403**

## PUBLIC MEETING ROOMS

Available for public use at no charge: small rooms (8 people), Classroom (20), Community Room (60). Call for guidelines and scheduling information. • **222-3400**

Check out the library's new and improved website, with more integrated features and fresh content. [www.wdmlibrary.org](http://www.wdmlibrary.org)



## TEEN ZONE

YA materials are located upstairs, along with comfy couches and study tables. Get book lists and recommendations. For info on programs and activities, drop in or check our website.

**222-3412 • wdmlibrary.org**

## WE MAKE HOUSECALLS!

If you are a WDM resident, unable to come to the library for health reasons and interested in receiving regular monthly visits from a volunteer, give us a call.

**222-3400**



## WDM LIBRARY FRIENDS FOUNDATION MAKES A DIFFERENCE

Our community library is fortunate to have the support of the WDM Library Friends Foundation – a volunteer-based, non-profit organization.

- Friends Memberships fund special projects, like the Laptop Lab, and programs for all ages. Contributions mean more books, music, and movies in the collection, so YOU have a better selection.
- Your donations are tax deductible!

**WDM Library Friends Foundation**  
4000 Mill Civic Pkwy, WDM, IA 50265  
• 222-3407 • [wdmlibrary.org](http://wdmlibrary.org)

## BE A VOLUNTEER

Make a difference! We need reliable volunteers, especially in our homebound delivery program (1-2 deliveries per month). Fill out an application at the Info Desk.

**222-3400 • wdmlibrary.org**

## BOOK SALE AREA

Don't miss the Friends book sale area (just around the corner from the Info Desk) to find great bargains from 10¢ magazines to \$1 hardbacks – adult and children's titles. Proceeds benefit library programs and collections. • **222-3400**

## DO YOU TWITTER?

Follow us @ WDMLibrary, WDMLibraryChild or WDMLibraryTeen to receive "tweets" (updates) on library news, programs, and events. Don't have a Twitter account? Instructions are available at the Reference or Children's Desk. Find us on Facebook, too!



## NEW! MOBILE APP puts the library at your fingertips!

With our new library app, you can instantly tap into library resources from any mobile phone connected to the internet. Browse the library catalog, hold or renew a book, check your account, ask a question, find events, and more. Search for "West Des Moines Library" on your phone app store and download. It's free!

**222-3403 • wdmlibrary.org**



## YOUR LIBRARY STORY

Has the WDM Library has made a difference in YOUR life? Tell us about it in 500 words or less. Selected stories will be featured on our website or promotional materials (with permission). For details, pick up a card at one of our service desks, or visit our website. **wdmlibrary.org**

See Library Activities pages for adult & children's programs at the WDM Library.



# WDM Human Services

“The ♥ of the Community”

WDM Human Services has been helping community members since 1979. As a department within the City of West Des Moines, WDM Human Services is a non-profit agency that provides necessary assistance to low-income, elderly and disabled individuals in our service area. Basic needs such as food, clothing, shelter, transportation and emergency assistance are a few of the critical services provided by WDM Human Services. For more than three decades, we have provided support and assistance to community members during emergency and crisis situations to ensure their safety and well being and to improve or enhance their quality of life. WDM Human Services partners with members of the community to provide support and assistance. If you would like to help us meet our community need, please call 273-0633.



## Human Services Mission:

“To provide opportunities for citizens to improve and enhance their quality of life and sense of community through the programs and services available.”

description	contact/ location	dates days/times	eligibility/ qualifications	fee
<b>SENIOR DINNER CLUB</b> Seniors (60+) have the opportunity to enjoy one another's company while they dine at one of our finest area restaurants.	Trans. Supervisor <b>222-3661</b>	First Tuesday of each month	<ul style="list-style-type: none"> <li>WDM senior residents.</li> <li>Reservations must be made at least 24 hours in advance.</li> </ul>	Cost of your dinner  Transportation FREE (donations encouraged)
<b>OPPORTUNITIES THRU TRANSIT (OTT)</b> This program allows low-income individuals or families within Polk County to purchase a bus ticket at a reduced rate.	Trans. Supervisor <b>222-3661</b>	M 8am – 3pm T 8am – 3pm W 8am – noon TH 8am – 3pm	<ul style="list-style-type: none"> <li>Eligibility determined by total household income.</li> </ul>	One \$17 pass per family, per month.



## TRANSPORTATION

description	contact/ location	dates days/times	eligibility/ qualifications	fee
<b>SENIOR DINING CENTER</b> Transportation is available for senior residents of West Des Moines, Clive (Polk County), Windsor Heights and Des Moines (Frisbee area only). Along with a nutritious lunch, enjoy several fun daily activities.	Trans. Supervisor <b>222-3661</b>  217 5th St. WDM Community Center	M – F 9am – 2pm Lunch served at 11:30 am	<ul style="list-style-type: none"> <li>Senior residents (60+)</li> <li>Reservations required at least 24 hours in advance</li> </ul>	donations encouraged
<b>APPOINTMENTS</b> Transportation is available for necessary medical appointments, recreational group trips and Human Services referral trips.	Trans. Supervisor <b>222-3661</b>	M – F 8am – 4pm	<ul style="list-style-type: none"> <li>Seniors (60+), disabled and low-income residents of WDM</li> <li>Reservations must be made at least 24 hours in advance.</li> </ul>	donations encouraged

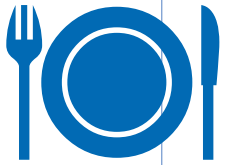
## CITIZENS WITH SPECIAL NEEDS

<b>YOUNG ADULTS CLUB (YAC)</b> Young Adults Club is a club for young adults with special needs.	WDM Human Services <b>222-3660</b>	Thursdays 10am – noon	<ul style="list-style-type: none"> <li>Young adults with special needs</li> </ul>	NONE
--	---------------------------------------	--------------------------	---	------



**FOOD**

WDM Human Services *programs*

description	contact/ location	dates days/times	eligibility/ qualifications	fee
<p><b>FREE MEAL</b> WDM Human Services, the Churches Outreach Group and the Eddie Davis Community Center serves a free meal at the Eddie Davis Community Center to anyone in need on Tuesdays through May.</p>	<p>Human Services staff <b>222-3660</b></p> <p>Eddie Davis Community Center – 1312 Maple St., WDM</p>	<p>Tuesdays 6pm – 7pm</p> <p>Through May 2014</p>	<p>NONE</p> 	NONE
<p><b>DES MOINES AREA RELIGIOUS COUNCIL FOOD PANTRY</b> Emergency food is available at WDM Human Services for households in need.</p>	<p>Program Outreach Assistants <b>222-3660</b></p>	<p>M 8:30am - 3pm T 8:30am - 3pm W 8:30am - noon TH 8:30am - 3pm F 8:30am - noon</p>	<ul style="list-style-type: none"> <li>• Emergency Assistance only.</li> <li>• Must provide picture ID and proof of address</li> <li>• Must be WDM or Clive resident.</li> </ul> <p><i>Funding for this program is provided by USDA which is an equal opportunity employer.</i></p>	NONE
<p><b>HOLIDAY ASSISTANCE</b> Need help with the holidays? Programs are available for qualifying households.</p>	<p>Program Outreach Assistants <b>222-3660</b></p>	<p>Appointments encouraged</p> <p>Call 222-3660 to schedule an appointment</p>	<ul style="list-style-type: none"> <li>• Must meet income criteria of Federal Poverty Guidelines.</li> <li>• Must be in our service area.</li> </ul>	NONE

If you would like to volunteer to help, please email [Melinda.Hotovec@wdm.iowa.gov](mailto:Melinda.Hotovec@wdm.iowa.gov) or call 222-3663.

**website:** <http://hometown.aol.com/sharewdmiowa/myhomepage/index.html>

**SHARE IOWA** is a private, not-for-profit organization that provides up to 50% savings on food packages once a month. The standard food package varies monthly, and always contains fresh fruit, vegetables and meat.


Richard at **279-5783**  
Carol at **201-5473**  
Share Iowa 800.344.1107

Sign-up is the first Tuesday after the third day of each month at WDM Community Center, 217 5th St. from 11:30am until 1pm

**fee**  
\$25 in cash or food stamps plus two hours of ANY volunteer service a month.



**HOUSEHOLD ASSISTANCE**

description	contact/ location	dates days/times	eligibility/ qualifications	fee
<p><b>ENERGY ASSISTANCE (LIHEAP)</b> The Low Income Home Energy Assistance Program (LIHEAP) helps qualifying households with their primary heating costs during the winter.</p>	<p>Program Outreach Assistants <b>222-3660</b></p> <p>Call for an appointment.</p>	<p>M 8am – 3pm T 8am – 3pm W 8am – noon TH 8am – 3pm</p> <p>Through April 30, 2014</p>	<ul style="list-style-type: none"> <li>• Low-income households</li> <li>• Social security card &amp; date of birth for all household members</li> <li>• Copy of your most recent heating/ electric bill</li> <li>• 13 weeks of verifiable income from all sources for all household members</li> </ul> 	NONE
<p>Dallas County Residents receive assistance at the Dallas County Family Development Center, 2814 1st St., Perry, IA 50220 • 465-5185</p>				
<p><b>EMERGENCY ASSISTANCE/HOMELESS PREVENTION</b> Emergency Assistance is available to avoid housing evictions and utility disconnects to eligible households.</p>	<p>Program Outreach Assistants <b>222-3660</b></p>	<p>M 8am – 3pm T 8am – 3pm W 8am – noon TH 8am – 3pm</p>	<ul style="list-style-type: none"> <li>• Low income WDM residents.</li> <li>• Residents must show eviction or disconnect notice to qualify.</li> <li>• See above energy requirements.</li> </ul>	NONE
<p><b>ASSISTANCE WITH GOVERNMENT FORMS</b> Government forms are not always easy to fill out. WDM Human Services is here to help.</p>	<p>Program Outreach Assistants <b>222-3660</b></p>	<p>M 8am – 3pm T 8am – 3pm W 8am – noon TH 8am – 3pm</p>	<p>Service area resident.</p>	NONE

Assistance is available for the following forms: Iowa Rent Reimbursement, Property Tax Credit, Special Assessment, Iowa Mobile/Manufactured/ Modular Home Owner Application for Reduced Tax Rate, Low-Income Telephone Assistance Programs (Link-Up and Lifeline) and hawk.i insurance. Bring household income and address verification.

**DONATE TODAY!**

Go to [www.wdmhumanservices.com](http://www.wdmhumanservices.com) and click on **“Donate Now”** to make a secure, tax-deductible contribution. It has never been easier to help a neighbor in need!



## YOUTH ASSISTANCE

description	contact/location	dates days/times	eligibility/ qualifications	fee
<p><b>SCHOLARSHIPS</b> Limited scholarships for recreational/educational activities, (e.g., dance, sports, music) are available to eligible households.</p>	<p>Program Outreach Assistants <b>222-3660</b></p>	<p>M 8am – 3pm T 8am – 3pm W 8am – noon TH 8am – 3pm</p>	<ul style="list-style-type: none"> <li>• Proof of income</li> <li>• Proof of address</li> <li>• Documented proof of activity costs</li> </ul>	<p>depending on household income</p>
<p><b>HOMEWORK HELPER HOUR</b> One-on-one personalized tutoring to help students meet academic goals.</p>	<p>Human Services Staff <b>222-3660</b></p>	<p>Wednesdays 4pm – 5pm</p>	<ul style="list-style-type: none"> <li>• Must live in the West Des Moines School District</li> <li>• Income guidelines</li> <li>• Grades K – 6</li> </ul>	<p>None</p>



## HOUSING

<p><b>HOUSING SOLUTIONS</b> An intensive housing and supportive services program that works with low-income/homeless families to identify and work to overcome barriers preventing them from providing stable or permanent housing for their families.</p>	<p>Housing Solutions Coordinator <b>222-3666</b></p>	<p>M – F 8 am – 4 pm</p> <p>Limited availability.</p> <p>Application opportunities will be announced throughout the year.</p>	<p>Eligible homeless participants will need to meet HUD homeless guidelines and income criteria.</p>
--	--	---	--



## CURRENT NEEDS LIST

- Personal care items
- Diapers & wipes
- Fall/Winter clothing (for all ages)
- Non-perishable food items
- Gift cards for gas, groceries & clothing
- Towels, sheets and blankets

Donations may be dropped off Monday through Friday between 8 am and 4 pm at 318 5th Street in WDM.



## CLOTHING CLOSET

description	contact/location	dates days/times	eligibility/ qualifications	fee
<p>Gently used clothing articles are available to those in need. Small household items are also available on a limited basis.</p>	<p>Program Outreach Assistants <b>222-3660</b></p>	<p>M 8:30am - 3pm T 8:30am - 3pm W 8:30am - noon TH 8:30am - 3pm F 8:30am - noon</p>	<ul style="list-style-type: none"> <li>• Proof of income</li> <li>• Proof of address</li> <li>• Service area resident</li> <li>• ID required</li> </ul>	<p>NONE (donations encouraged)</p>

This is a community supported program — donations of clothing and small household items are always needed.

## LIFE SKILLS

<p><b>COMPUTER CLASSES</b> are available on a limited basis to teach or enhance computer skills on a variety of levels.</p>	<p>Human Services Staff <b>222-3660</b></p>	<p>Tuesdays 3:30pm – 4:30pm</p> <p>preregistration required.</p>	<p>NONE</p>	<p>NONE (donations encouraged)</p>
---	---	--	-------------	------------------------------------



## ELDERLY ASSISTANCE

<p><b>HANDYMAN/ CHORE</b> Services include lawn mowing, snow removal and minor home repairs for elderly and disabled residents of WDM.</p>	<p>Program Outreach Assistants <b>222-3660</b></p>	<p>M – F 8am – 4pm</p>	<ul style="list-style-type: none"> <li>• Income - eligible elderly or disabled residents of WDM.</li> <li>• Home visit and sign-up are required for new clients.</li> </ul>	<p>NONE (donations encouraged)</p>
--	--	----------------------------	---	------------------------------------



## VOLUNTEER TODAY!

West Des Moines Human Services extends a heartfelt **THANKS** to all of the wonderful volunteers who donate their time and talents to help us continue to be the heart of the community. Volunteers are currently needed in the food pantry and clothing closet. If you have a passion for helping those in need, please contact **Melinda Hotovec** at **222-3663** or visit **www.wdm.iowa.gov**.



WDM Human Services "The ♥ of the Community"

## Help Your Neighbors In Need

The holidays are approaching and you are invited to add one or more families to your holiday list by participating in one of West Des Moines Human Services' holiday assistance programs.

West Des Moines Human Services is a non-profit organization that provides assistance to low-income, elderly and disabled individuals in our service area. Many of our community members are surviving on very limited incomes and struggle to afford even the most basic of necessities. The holiday season can be particularly difficult for these individuals and families.

Please consider partnering with us to assist these struggling members of our community. Gifts can be delivered directly to a family, or you may deliver your gifts to West Des Moines Human Services and we will deliver to the family. Following are the opportunities available:

### Thanksgiving

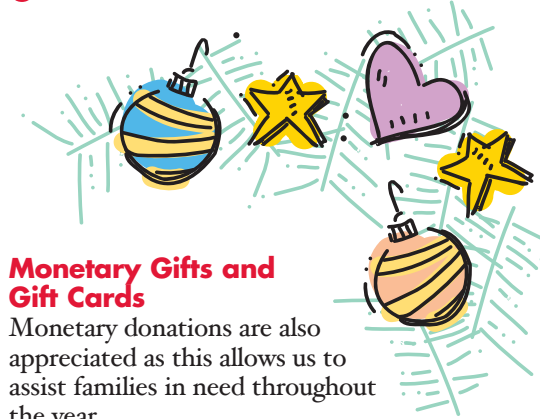
Sponsors are needed to provide grocery gift cards or food baskets.

### Adopt-A-Family Program

Sponsors are matched with a family in need and asked to provide gifts for the children in the household as well as a holiday meal or grocery gift card. A "wish list" from the family will be provided. Sponsors may deliver the gifts directly to their "adopted" family.

### Toyland

This program provides toys for children who are not sponsored through the Adopt-A-Family program. This year, Toyland will take place on December 16, 17 and 18 at West Des Moines Human Services. Donations of new, unwrapped toys are needed for this event.



### Monetary Gifts and Gift Cards

Monetary donations are also appreciated as this allows us to assist families in need throughout the year.

If you know of other individuals or organizations who may wish to participate, please forward this information along. We have many families and children who need assistance and adopting a family is a wonderful tradition during the holidays. Please contact Mindy Hotovec at 222-3663 with any questions.

If you are interested in providing assistance, please complete the **Holiday Sponsor Form** and send to:

**West Des Moines Human Services**  
**ATTN: Mindy Hotovec**  
**318 5th Street, P.O. Box 65320**  
**West Des Moines, Iowa 50265**  
**Melinda.Hotovec@wdm.iowa.gov**  
**515-222-3663**



Visit us on the web at [www.wdm.iowa.gov](http://www.wdm.iowa.gov)

# HOLIDAY SPONSOR FORM

Contact Name \_\_\_\_\_ Organization Name (if applicable) \_\_\_\_\_

Street Address \_\_\_\_\_ City, State, Zip \_\_\_\_\_

Telephone Number \_\_\_\_\_ E-mail Address \_\_\_\_\_

- We will deliver directly to the families.
- We will deliver to WDM Human Services.

Do you speak Spanish or have access to an interpreter?  Yes  No

Have you been a sponsor in the past?  Yes  No

### I/We would like to participate in the following programs offered by WDM Human Services:

Please check the program(s) and fill in the requested information.

**Food Card and/or Food Basket: For which holiday(s)?** \_\_\_\_\_

- Option 1:** Purchase a **food card** from a local grocery provider for the holidays. (\$25, \$50, \$75 or \$100)  
I/We will provide a food card(s) for \_\_\_\_\_ family(s). Maximum size of family(s): \_\_\_\_\_
- Option 2:** Provide a **food basket** for the holidays.  
I/We will provide a food basket(s) for \_\_\_\_\_ family(s). Maximum size of family(s): \_\_\_\_\_

**Adopt-A-Family Holiday Program:**

**Minimum Requirements:** Sponsors are asked to **provide gifts for the children living in the household** consisting of at least two to three gifts per child. You may provide more if you desire. Sponsors are also asked to provide a food basket for the family consisting of the groceries needed for a special holiday meal or purchase a food card from a local grocery provider (\$25, \$50, \$75 or \$100).

I/We want to adopt \_\_\_\_\_ family(s). Maximum size of family(s): \_\_\_\_\_

Special Preferences: (ie, specific ages) \_\_\_\_\_

**Toyland**

**(Please deliver new, unwrapped toys to WDM Human Services by December 13th, 2013.)**

I/We will provide approximately \_\_\_\_\_ toys.

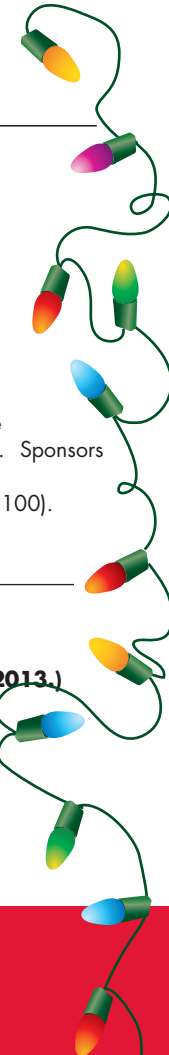
**Monetary Contribution or Gift Cards**

Your contribution will be used to assist families with the greatest need throughout the year.

**Please make your check payable to:** West Des Moines Human Services

### Sponsor forms or donations should be sent to:

**WDM Human Services • Attention: Mindy Hotovec**  
318 5th Street, P.O. Box 65320, West Des Moines, IA 50265  
Melinda.Hotovec@wdm.iowa.gov • 222-3663





# Sunday Supper In Our Town

## RAISES OVER \$35,000

### To help low-income, elderly and disabled residents

West Des Moines Human Services held its 4th annual "Sunday Supper in our Town" fundraising event at Flemings Prime Steakhouse & Wine Bar on September 29th. Over 120 guests attended the dinner benefiting low-income, elderly and disabled residents in the western suburbs. The event was hosted by Human Services Advisory Board Chair Tammy Cline and husband Vince, WDM Mayor Steve Gaer and wife Sally, Council member Russ Trimble and wife Alana, former Council member Loretta Sieman and husband Bob, Human Services Board Member Marty Blanchard and wife Ginger, and City Manager Greg Sparks and wife Mary.

## THANK YOU TO OUR SPONSORS...

### \$2,500 Giving Level

Aviva USA Corporation  
Ahlens & Cooney P.C.  
Davis Brown Law Firm

### \$2,000 Giving Level

R & R Realty Group

### \$1,250+ Giving Level

Belin McCormick  
Frank Berlin & Associates  
Steve & Sally Gaer  
Russ & Alana Trimble  
Patty and Jim Cownie

**THANK YOU  
to all who  
participated!**

### \$1,000 Giving Level

American Equity  
Shive-Hattery Inc.  
West Bank  
Bankers Trust  
Great Western Bank  
Greg & Mary Sparks  
3E Electrical Engineering  
UnityPoint Health  
LaMarca & Landry P.C.

### \$500 Giving Level

Krause Gentle Foundation  
Lincoln Savings Bank  
Josephs Jewelry  
Valley Eye Clinic  
Sue Paterson-Nielsen  
Career Search Associates

Their support helped raise over \$35,000 at this event. Proceeds benefit the programs of West Des Moines Human Services which include emergency assistance, youth scholarships, a food and personal care pantry, and other programs. It was a wonderful evening of giving back to the community.

# WDM CITY OFFICIALS

## Mayor

Steven K. Gaer

## City Council

Kevin Trevillyan,  
First Ward

John Mickelson,  
Second Ward

Russ Trimble,  
Third Ward

Ted Ohmart  
At Large

Jim Sandager  
At Large

## Key City Staff

City Manager  
Greg L. Sparks  
222-3610

City Attorney  
Richard J. Scieszinski  
222-3523

## Bicycle Commission

Kip Albertson  
Margaret Christiansen  
Spencer Cox  
Lisa Dreyer  
Greg France  
Steve Gatton  
Stacie Hatch  
Suzanne Lemon  
Joel Wolcott

## Board Of Adjustment

Michael Blaser  
Eric P. Christiansen  
Thomas Cunningham  
Jennifer Drake  
Sherry Stewart

## Civil Service Commission

Lucas Casey  
Chris Haviland  
Lori Lavorato

## Human Rights Commission

Bernell Edwards  
Frank Harty  
Justine Morton  
Ila Plasencia  
Jay Sehgal

## Human Services Board

Vicky Arroyo  
Martin Blanchard  
Sue Bosworth  
Tammy Cline  
Jed Gammell  
Michael Grossman  
Boni Jacobs  
Wendy Ogden  
Mark Rocha  
Robert Shoemaker  
Larry Swanger  
Harold Templeman  
Amy Thorne  
Richard Turner

## Library Board Of Trustees

Louise Gately  
Millie Knee  
Mark Lowe  
Bryan Myers  
Judy Price  
Richard Riley  
Kay Rosene

## Park And Recreation Advisory Board

Marcia Brown  
Michael Chambers  
Rick Messerschmidt  
Forrest Ridgway  
Rick Swalwell

## Plan And Zoning Commission

Erica Andersen  
Michele Brown  
Chris Costa  
Mary Cownie  
Kevin J. Crowley  
Craig Erickson  
Scott Hatfield

## Public Art Commission

Diane Boyd  
Larry Bredeson  
Scott Fontenot  
Gary Hammers  
Tamara Kenworthy  
Rita Luther  
Brenda Sedlacek

## Sister Cities Commission

Angela Chen  
Erika Cook  
Jeffrey Lipman  
John Norwood  
Dorothy Pisarski  
Matthew Rosen  
Phyllis Staplin

## Water Board Of Trustees

Scott Brennan  
Philip J. Dorweiler  
Brian P. Rickert  
Karen Novak Swalwell  
Gretchen Tegeler



The WDM magazine was produced by the City of West Des Moines, JM Impressions and Colorfx.

© 2013 City of West Des Moines, Iowa