



CITY OF **DES MOINES**

CITY SOURCE

Your Direct Link To City Hall

October 2008

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City Gets High Marks in Resident Survey



Richard A. Clark
City Manager

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This summer we asked you what you thought about Des Moines and what you felt were the most important

things for us, your city government, to continue to strive to improve. This annual survey was done by ETC Institute for the fifth time and it offers a comparison of results from previous years: 2004, 2005, 2006 and 2007.

We appreciate the time investment of those who completed the survey, and we welcome your feedback at anytime. This year the questionnaire was seven pages long and took about 20 minutes to complete. It was completed by mail and phone by a random sample of residents during June and July – probably not the time I would have chosen since we were in the middle of flood fighting, but nonetheless, the process moved forward.

We can all take pride in the results. The responses were overwhelmingly positive and I'm happy to report satisfaction is high in our community. Most of those surveyed were satisfied with the overall quality of city libraries (91%), the quality of fire protection (90%), the quality of the Des Moines International Airport (83%) and the quality of police protection services (77%). Residents were least satisfied with the overall fairness of city taxes and fees (30%), an issue that we are working to address. Currently, state law limits the options available to us, but we have initiated an effort to work collaboratively with other city governments in Iowa to come up with

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Major Survey Findings

Percentage of Those Surveyed Indicating Overall Satisfaction with City Services

Quality of public safety		
2007	71%	2008 72%
Quality of community assets		
2007	70%	2008 70%
Quality of customer service from city employees		
2007	65%	2008 69%
Quality of downtown Des Moines		
2007	63%	2008 68%
Quality of learning opportunities		
2007	68%	2008 65%
City's entertainment destinations		
2007	60%	2008 64%
Quality of neighborhood/commercial retail		
2007	54%	2008 59%
The city as a welcoming community		
2007	55%	2008 58%
The city as a supportive community for youth/family		
2007	57%	2008 58%
The city's efforts to communicate with you		
2007	48%	2008 56%
Efforts to conserve energy/protect environment		
2007	41%	2008 48%
Overall quality of jobs and the economy		
2007	50%	2008 42%
Overall fairness of city taxes/fees		
2007	31%	2008 30%

City Introduces New Logo

Almost everywhere you look in Des Moines the landscape is new or improved. The downtown, city parks, bridges and many of the neighborhoods are enjoying growth and development. The constant renewal across the landscape has inspired the city to create a new logo that reflects Des Moines' new image.

A logo team of city employees from across the organization worked on the new design and the implementation plan for the new image. "The team was charged by City Manager Richard Clark to come up with a new look that reflected the new image of downtown and the progressive development of the community," said Amelia Hamilton-Morris, Chief Communications Officer who

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Frequently Called Numbers

Animal License	283-4209
Birth Certificates	286-3781
Building Permits	283-4200
Bus Schedules	283-8100
City Assessor	286-3140
City Clerk	283-4209
Clerk of Court	286-3772
Consumer Protection	281-5926
DM Waterworks	283-8700
Driver's License Info	244-1052
Election Office	286-3247
First Call for Help	246-6555
Forestry	283-4950
Garbage Collection	283-4950
Information Center (City Hall)	283-4500
Jobline (City jobs)	283-4115
Library Information	283-4152
Mayor & Council Office	283-4944
Neighborhood Complaints	283-4046
Park & Recreation Info	237-1386
Parking Tickets	283-4125
Police (non-emergency)	283-4811
Polk County Information	286-3000
Potholes	283-4950
Property Tax	286-3060
State of Iowa Information	281-5011
Street Maintenance	283-4950
Tax Abatement	283-4751
Underground Lines	800-292-8989
Vehicle Registration	286-3030
Virtual Librarian (renew books)	283-4000
Visitor Information at CVB	286-4960
Weed Commission	286-3005
Zoo (Blank Park)	285-4722

City Hall

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First LEED Certified Building Dedicated

In the 2008 resident survey, residents told us that the city should focus more attention on our efforts to conserve energy and protect the environment. We are doing just that – from reducing fuel consumption and emissions through hybrids in the city's fleet, to energy-saving lighting, to reducing the use of chemicals and the need for mowing in Des Moines parks.

As we rebuild in Des Moines and across Iowa from our recent storms and floods or as we create new development, we should pursue energy efficient and healthy buildings. On September 30th, we dedicated the city's first LEED certified building; the Glendale West Zone Maintenance Building. LEED stands for Leadership in Energy and Environmental Design. The design of this building achieved energy efficiency 30% greater than required by code and used materials that help the indoor air quality. This is an example of what the future of building needs to be. I hope we can set a new standard to move toward zero carbon building standards as the norm. We are leading the way, and I hope that this is just the first of many new buildings that will make the effort to become LEED certified which will help protect the environment for future generations.



Chris Coleman, At-Large

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New City Logo

The new City of Des Moines logo is a great representation of the re-energized look and feel of our great city. Even better, the process

that was used to develop the logo is a great representation of the city's commitment to teamwork, responsibility, and wise use of your resources. By using a team of city staff to work on the project and by creating the design in-house, the city was able to, at minimal cost, come up with a fresh new look that everyone on the council agrees suits us. There is so much happening in Des Moines – from new business developments to beautification and environmental efforts, and from new entertainment venues to neighborhoods coming alive because citizens are working hard. We should be proud of our city and I hope you're reminded of that when you see the new logo around town. The City Council is committed to continuing to improve the city; and the logo redesign is a small but very important part of steering us toward the bright future we have ahead. What a great city we live in!



Michael Kiernan, At-Large

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Single Stream Recycling

This fall the City of Des Moines will begin single-stream recycling, which was approved by the City Council earlier in the year. This will allow us to reduce operating costs and protect the environment by reducing the number of trucks needed to collect recyclables and increasing the amount of material we pick up. The amount of recyclable materials we collect per household is less than half of the amount collected in other cities of over 100,000 people, according to the Center for Performance Measurement. We believe making it easier to recycle will help us to increase those amounts.

What this means for residents is that you will be able to conveniently place everything you recycle now in one new, big, wheeled cart, without sorting. To participate, put your green bin out on collection day and city crews will drop off your new blue cart that day. The new carts are being delivered now through December. Please be patient as it will take some time to get carts delivered to all participants. If you have questions, call 515-283-4950 or email us at info@dmgov.org.



Ward 1, Tom Vlassis

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Franklin Avenue Library

Over the past several years, the city and the Des Moines Public Library have worked closely with the residents in the area of the Franklin Avenue Library while planning the renovation of the facility. Several meetings have been held with great attendance and an excellent exchange of ideas has enabled the formation of a list of what should be included in the new facility.

The Franklin Library is the most-used branch in the system, with more than 440,000 items being circulated annually, including books, periodicals, audio and video tapes, and discs. The expansion will provide designated areas for children's services, meeting rooms, and comfortable reading spaces for all ages.

A budget of \$6.1 million has been allocated for the renovation, with funding from a private and public partnership between the Des Moines Public Library Foundation and the city. Many thanks to the Foundation for their efforts with this project, as with many other library activities. Many thanks also to the Merle Hay Neighborhood and Beavertdale Neighborhood Association for their continued interest and input.

It's an excellent and exciting opportunity for the community, and we expect the Franklin Avenue Library to be a showcase of cooperation.



Ward 2, Bob Mahaffey

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Low Income Home Energy Assistance Program (LIHEAP)

The winter months are approaching and some families will face heating costs they

cannot afford. The Community Services Division of the Community Development Department administers the Low Income Home Energy Assistance Program (LIHEAP) which is designed to help low-income families pay heating bills. This program is not intended to pay a household's total energy bills, but it does pay a portion of residential heating costs for eligible households. In most cases, benefits will be in the form of a credit applied to your heating bill by your utility company. Applications are accepted on a first-come, first-served basis from November 1, 2008 through April 15, 2009 (October 1 to April 15 for households with an elderly or disabled member). Funding is dependent on the availability of federal allocations. A household may qualify for assistance during the 2008-2009 LIHEAP season if the total income of all persons 19 and older living in the home falls within the program's income guidelines. Call 283-4180 for further information.



Ward 3, Christine Hensley

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Bill Riley Trail

We continue to expand and connect the city's extensive trail system and provide opportunities for recreation and safe alternative transportation. One of the latest projects was awarded to Grimes Asphalt and Paving this spring to connect the Bill Riley Trail within Des Moines Water Works Park to Gray's Lake's Kruidenier Trail. This project, funded by the city and Iowa Department of Transportation, consists of approximately 1.8 miles of 12- and 10-foot-wide trail, and makes use of abandoned railroad property. The trail will start at the bridge over the Raccoon River in Water Works Park and proceed along SW 30th to the abandoned railroad bed, proceed east under the Fleur Drive viaduct to the east side of Gray's Lake. The trail will allow a safe way to join two outstanding recreation areas as well as interconnect a larger trail system. Construction was delayed due to the spring flooding but is now underway. The trail is scheduled to be completed this fall and available for trail enthusiasts.



Ward 4, Brian Meyer

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East Side Boxing Club

I am happy to announce that the Police Athletic League/East Side Boxing Club located at 2025 E. Grand will open soon! The building, purchased by the City of Des Moines in late 2007, has been remodeled; equipment has been purchased and is ready to go. The Des Moines Police Department is currently in the process of selecting an officer who will act as the coordinator of the club. This officer should be named and in place shortly. The Police Athletic League/East Side Boxing Club has experienced unanimous and overwhelming support from the Fairgrounds and Capitol East Neighborhood Associations, local businesses and many organizations welcoming them into the neighborhood.

I am pleased to lend my support to this worthy cause. It is a perfect example of our community coming together, supporting and strengthening ties within our neighborhoods. Children of all ages will benefit from taking part in activities focused on providing constructive outlets and positive results. I am proud to be a part of this exciting event and invite and encourage all my constituents to spread the word about this amazing new opportunity for our neighborhood.

**2008
Direction Finder
Survey**

**75% of Respondents
read the
City Source newsletter**

53% Satisfied with Website

50% Satisfied with Channel 7

Nearly 1,000 Youth Participate in City's Basketball Program

For 15 years, the Park and Recreation Department's Youth Basketball program has been providing fun and competition for boys and girls ages 3 through 14. The youth basketball leagues are run by Parks' Leisure Sports staff members, with games officiated and scored by experienced personnel and league standings recorded and kept throughout the season.

Registration for this season runs through October 22. Games are played on Saturdays and Sundays and begin the week of November 8. The season ends March 8, 2009 and culminates with optional tournament play. On game weekends, over 1,000 players representing more than 90 teams fill the gyms at Brooks Community Center, 2100 SE 5th Street, and Scott Four-Mile Community Center, 3711 Easton Boulevard. Over the course of each weekend about 2,000 spectators fill the bleachers, including moms, dads, grandmas, grandpas and neighbors who support the players, coaches and officials.

The team registration fee is \$475 for the 12-game season; league tournaments at the season's end have a team entry fee of \$50. Reversible jerseys are provided to players on all teams. While fulfilling the needs of organized teams, the Des Moines basketball program does not forget about the child who's not associated with an existing team. Parks and Recreation has one of the few leagues in the metropolitan area that offers individual youth registration. Individual athletes are placed on a team, provided a coach and a place to practice, for a registration fee of \$65.

The program is run by Parks' Recreation Supervisor Bill Beverly, who is assisted by George Davis. "The purpose of all of our youth programs is to enhance the athletic ability of our youth. Teamwork today means success tomorrow," states Beverly. Coach Davis has led a parallel career for over 35 years as a teacher, high school head basketball and track coach in Des Moines Public Schools and has been a part-time city employee for 37 years. "A youth in sports stays out of courts is a motto I've believed my whole career," Davis said. "What we do for kids today will pay dividends both to them and the community," he added. For more information about the youth basketball program, call Leisure Sports staff at Four-Mile Community Center, 515-248-6310.

City Introduces New Logo

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led the team. "We managed to hold down cost by keeping the project in-house, using city staff for most of the work," she added.

The new design is a transformation of the old logo; like the city, it has been updated, taking the old theme of bridges, redesigning it and bringing it into the 21st century. The new image reflects the blue arch of bridges on Martin Luther King Jr. Parkway and Interstate 235 and stretches it across the community, connecting the new urban landscape of downtown to your local neighborhood. It stays in the family of original red and blue colors but uses vibrant new shades. It has a more contemporary feel and emphasizes the bright future that lies ahead for Des Moines.

City employee Jasmin Zulic, a graphic artist and senior web developer in the city's Information Technology Department, designed the logo. The logo team worked on plans for implementing the new logo throughout the organization and establishing quality control standards to protect the integrity of the image. Residents will soon see the new image on the city's website, documents, communications, buildings and vehicles.



Congratulations City Logo Team

Albert Aguilar	Jasmin Zulic	Marlene Anderson	Phillip Vorlander
Amelia Hamilton-Morris	Larry Hulse	Marylee Woods	Phyllis Morris
Ann DiDonato	Mark Folvag	Merrill Stanley	William Jones
Don Tripp			

No More Circling the Block at the Airport

Are you tired of driving around in circles, burning up expensive gasoline just to pick up someone when they arrive at the Des Moines International Airport? The airport touts a Cell Phone Waiting Lot (for attended vehicles only) so you can park while your passengers retrieve their luggage. Once they are ready to be picked up, they can call you on their cell phone and you can meet them at the terminal's curb. The lot has been open since November of 2006, but airport officials suspect many customers are unaware of the lot's convenience and it is therefore underutilized.

The lot is located on the north end of the Economy Parking Lot and just southeast of the parking ramp. The purpose of the 20-parking-space waiting lot is to give people a chance to park free, for a short period of time, with the intent of picking someone up on an arriving flight. People should try to arrive as close to their passengers' arrival time as possible so they minimize the time they spend in the lot. There are signs posted in the Cell Phone Waiting Lot with a phone number for customers to call for flight status, just in case the passengers' flight is delayed, in which case you may want to come back later to pick up your passengers.

"This is another customer service enhancement the airport provides," states Aviation Director Craig Smith. "These lots are extremely popular at other airports for the convenience factor and the consumer's desire to save gas rather than circling the airport's frontage road. In addition, a free motorcycle parking lot near the north end of the terminal provides another amenity for airport customers."



ADA-Compliant Sidewalk Ramps

The city has made it more convenient for residents to request an Americans with Disabilities Act (ADA)-compliant sidewalk ramp. Easy-to-use request forms can be found on the city's website at www.dmgov.org. Click on "Departments," scroll down to "Public Works" and under sidewalks click on "ADA Ramp Request." Residents also have the option of simply calling the Public Works 24-hour Customer Service Center line at 515-283-4950.



Title II of the ADA requires local governments to make pedestrian crossings accessible to people with disabilities by providing curb ramps.

The standards also require that curb ramps include "detectable warnings." This feature consists of a series of small domes that contrast in color with the surrounding sidewalk or street. They must be integrated into the walking surface and there are specific measurements for the size and spacing of the domes. Detectable warnings are intended to function much like stop signs; they alert pedestrians who are blind or have low vision that they need to stop and determine the nature of any hazard present (i.e. traffic) before continuing on their way.

The Root of the Problem

Trees add a great deal of value to our lives and enhance the beauty of the city. Tree roots, however, wreak havoc with underground utilities. Tree roots are hydrotropic, meaning they grow in the direction of water. They seek out small cracks in sewers and grow toward the liquids inside. Infiltrating roots then continue to grow inside the sewer. If left unchecked, the roots may plug the sewer, causing sewer backups.

A pilot program in the Public Works Department in November 2006, tested the effectiveness of chemical root control in selected sanitary sewers. The process involves applying an herbicide in a foaming agent to the sanitary sewer. The herbicide kills the feeder roots upon contact and does not adversely affect the sewer or the Wastewater Reclamation Facility. After two years, the pilot shows the chemical root control process to be effective at preventing regrowth of the roots. Timely treatment of roots infiltrating the city's sanitary sewers eliminates the need to use more costly mechanical root-cutting equipment to remove roots.

Based on the positive results of the pilot program, Public Works is implementing a chemical root-control program funded at a cost of \$50,000 per year. The city expects to apply herbicide to approximately 30,000 feet of sewer per year. The program is expected to begin in November 2008.



City Introduces Blue Cart Recycling

Residents across the city are shouting hooray! No more sorting – simply throw paper, glass, cans, plastics and cardboard items into your new, big, blue recycling cart and roll it out to the curb for bi-weekly collection. Des Moines is leading the way to become the first community in Iowa to collect and process single-stream recyclables. The Public Works Department is implementing a new recycling program for all Des Moines residents, offering ease of use, and hopefully increased participation.

The wheeled recycling carts will be delivered to your home between now and December. Put your green bin on the curb on collection day and it will be exchanged for a 96-gallon cart similar in shape and size to the one currently provided for trash collection.

Even residents who have never recycled or don't have a green bin can participate. Just place your recyclable items on the curb in a cardboard box or paper sack on collection day and it will be exchanged for a blue cart. "Conversion to single-stream recycling will result in an estimated 20% increase in material recycled, 10,000 fewer gallons of fuel being used each year, and reduced landfill fees," said Public Works Director Bill Stowe. City crews will use automated side-loading vehicles for the collection, and will no longer have to stop and sort materials into bins on the side of a truck. If you have questions about the city's new Blue Cart Recycling program, call the Public Works 24-Hour Customer Service Center line at 515-283-4950.





Smart Card Parking Meters

New amenities are being added to downtown parking. Soon parking patrons in the central business district will be able to pay at parking meters with Smart Cards or coins.

The Smart Card, also called a Debit or Value Card, allows a citizen to insert the card and buy time on a parking meter up to the maximum limit of the meter (2, 3, 4 or 10 hours) and upon returning to that meter, if there is any time left on the meter, the citizen could reinsert the same Smart Card and have the remaining value for the time left on the meter refunded back to the Smart Card.

The City Council approved the purchase of equipment to upgrade 1,000 parking meters to accept Smart Cards along with the traditional coin operation. The new Smart Card technology is scheduled to be installed and operational in late December. The city will also buy three automated Smart Card vending machines where the cards can be purchased with cash, MasterCard and Visa (both credit and debit).

The three vending locations will be the lobby of City Hall and the office areas of two garages: the 3rd and Court Municipal Parking Garage and the 5th and Keo Municipal Parking Garage. Smart Cards will make great gifts for those who park downtown.

City Gets High Marks in Resident Survey

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alternatives to this reliance on property tax.

As the City Manager, the most important insights from the survey for me are what issues residents say are most important for the city to improve. Among the 13 major issues that were assessed on the survey, residents would most like us to work over the next two years to improve: (1) the fairness of city taxes and fees, (2) the overall quality of jobs and the economy, and (3) efforts to conserve energy and protect the environment. These priorities were followed closely by the importance of (4) public safety and (5) neighborhood/commercial retail development.

There are areas that showed significantly higher ratings from 2007 to 2008 in various departments, such as: Police, Public Works, Community Development and the Airport. In addition, every aspect of communications received higher ratings; residents are satisfied with this newsletter, the city's cable channel, the website and the availability of information from the Information Center and other call centers throughout the city organization. I would urge you to take a look at the entire survey, which is available on the city's website at www.dmgov.org or request a copy by calling the Information Center at 515-283-4500.

No Leaves in Streets

Leaves and grass clippings blown into streets reduce traction for vehicles and clog storm sewers, preventing rain runoff from entering street drains. To address these undesirable conditions the Public Works Department has implemented an administrative fine for blowing or raking leaves and grass clippings into the street. City Council approved an ordinance, effective immediately, that established fines for residents as well as landscape companies placing leaves or grass clippings in city streets.

Administrative Fines

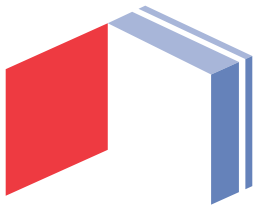
- \$50 for the first offense
- \$75 for the second offense within the same year
- \$100 for the third and subsequent offenses in the same year

Proper Disposal Alternatives

1. Purchase "Compost It!" paper yard debris bags and place as many bags as you wish on the curb on your regularly scheduled collection day.
2. Purchase another vendor's paper bag for leaves; however, you will need to buy a \$1.00 "Compost It!" sticker and attach it to each bag.
3. Subscribe to the city's Premium Yard Waste service and receive a 64-gallon cart for \$8.33/month; a 96-gallon cart is \$10.41/month, with monthly billing in your DSM Water Works bill.
4. Compost your leaves properly in your back yard.



For information call the Public Works 24-hour Customer Service Center at 283-4950.



DES MOINES PUBLIC LIBRARY

www.desmoineslibrary.com

Live Homework Help Kindergarten through Adult Learners

If midterm grades look like they're going to cause problems at the parent-teacher conferences, turn to Live Homework Help® and begin improving scores. The library has expanded its award-winning program that provides live tutoring over the Internet, to now include kindergarten through third grade plus "Adult Learners." Now students from age five to eighty-five can connect to a free online tutor for one-on-one help every day from 3-7 p.m.!

The new Adult Learner selection will help those earning their GED, taking adult education courses, seeking grammar help with their resume or a work-related project, and more. It provides elementary and middle school-level assistance in math, science, social studies, and English. Live Homework Help® includes the following subjects for older learners:

- English and Essay Writing
- Algebra, Algebra II, Calculus, Geometry, Trigonometry
- Biology, Chemistry, Earth Science, Physics
- Social Studies

Test Yourself Free Online

In just a few months students will be preparing for the ACT, SAT and GED, but now they may be able to avoid those standardized test jitters! The Learning Express Library is here to help prepare students before test time. Learning Express Library offers free unlimited access to innovative, interactive skill-building courses and test preparation courses in math, reading, and writing.

Along with 300 online practice tests for students and adults of all ages, it also includes essay writing practice with instant scoring,

help in resume writing, and workplace skills enrichment. The website hosts a broad range of practice tests based on such official exams as the ACT, SAT, GED, ASVAB, Firefighter, Police Officer, Paramedic, EMT Basic, U.S. Citizenship, Postal Worker, Cosmetology, Real Estate Agent and Broker Exams.

All practice tests include instant score reports that help users target the areas needing more attention. Complete answer explanations accompany each test question to help users understand why a particular answer is right or wrong.

Click on the Learning Express link on the library's homepage and create your own unique user ID and password the first time you access the Learning Express website. This allows users to take practice tests, save tests for completion at a later date, and review their test results as well as keep them private. Go to <http://www.desmoineslibrary.com/search/databases/test.html>.

Authors and Actors @ Your Library

Meet the visiting authors stopping by the Des Moines Public Library this fall! All public readings are free and open to the public. Here is your chance to pry into the writers' minds through both discussions and question and answer sessions.

Actor, writer, filmmaker, and inspirational speaker **Duffy Hudson** will give two performances at the Central Library on **Tuesday, October 14**, presenting "In the Shadow of the Raven," a one-man play about the life and works of Edgar Allan Poe.

Teens are invited to celebrate Teen Read Week at an afterschool program at **3:30 p.m.** The evening program will begin at **6:30 p.m.**

Romance readers don't want to miss a very special visit by two leading romance writers, **Julia Quinn** and **Laura Lee Gurhke** on **Tuesday, October 14 at 7:00 p.m.** at the East Side Library.

Author **Don Lago** will share from his book, *On the Viking Trail: Travels in Scandinavia America*, on **Thursday, October 23, at 7:00 p.m.** The book – part memoir, part travel journalism, and part socio-historical study – follows Lago's path as he traces his ancestral roots, exploring all facets of Scandinavia America along the way.

Iowa-based fantasy writer **Sarah Prineas** will talk about her first full-length novel, *The Magic Thief*, on **Monday, October 27, at 6:30 p.m.** at the Central Library. *The Magic Thief* is the first novel in her new young adult trilogy.

Just in time for the general election, writer **Larry Bradley** will discuss his new book, *Neither Liberal nor Conservative Be: An Action Plan for People Disgusted by Polarized Politics* on **Wednesday, October 29, at 7:00 p.m.** at the Central Library.

Author **Kao Kalia Yang** will visit the Central Library on Sunday, **November 2, at 2:30 p.m.** to discuss her memoir, *The Latehomecomer*. In this first book, Yang lyrically trails her family's struggles to hold onto each other and their Hmong culture as they escape war-torn Laos into the overcrowded refugee camps of Thailand before finally immigrating to Minnesota.

Author and editor, Professor **Douglas Bauer** is coming to the Central Library on Thursday, **November 6, at 7:00 p.m.** for a reading from the new and expanded edition of his memoir, *Prairie City, Iowa: Three Seasons at Home*.

Iowa librarian **Vicki Myron** will be at the Franklin Library on **Thursday, November 13, at 6:30 p.m.** to talk about *Dewey: The Small-Town Library Cat Who Touched the World*. Myron's story follows how a stray kitten found abandoned in her library's book drop slot went on to become the library's mascot and a symbol of the small town's recovery.

Check Out Audio Books Online

Commuters, runners, and cubicle-inhabitants alike can appreciate the ability to check out audio books from their homes or offices at any hour of the day. The Des Moines Public Library has joined with other area libraries to offer over a thousand audio books for customers to check out, download, and enjoy on the go after burning them to CDs or transferring them to MP3 players. You can use your library card to download audio books from any computer that is connected to the Internet. Just go to our website at www.desmoineslibrary.com and click on the "Download Audio Books" icon. Then search for a title you'd like to listen to, log in with your library card number, and download the title to your computer. You can then listen to the book on your computer or transfer it to an MP3 player or burn it to a CD.

City Flood Recovery

It was quite a summer here in Des Moines, but now the waters have receded and the Des Moines City Council and city staff continue to work on local recovery and protection.

We are in the midst of rolling out projects that will prevent damage in the future. Storm sewer improvements and a new storm sewer pump station in the vicinity of Water Street and Court Avenue have been approved as well as the redesign of Birdland and Central Place levees. Negotiations are already underway by the city to buy out some properties in the Birdland and Four-Mile neighborhoods so families can move forward in rebuilding their lives. City leaders are also lobbying Iowa's congressional delegation for funding assistance related to other mitigation projects.

Like others in our community, many city offices were forced to evacuate when flood waters inundated riverfront buildings. City Hall employees and those in the Armory Building next door took their computers and work essentials and relocated to the Central Library downtown and the Airport, putting in long hours in makeshift workspaces to provide uninterrupted service to the citizens of Des Moines.



Those on the front line of the flood-fighting efforts, like Public Works, Engineering, Police, Fire, Parks, and Water Reclamation worked around-the-clock to repair sink holes, maintain street and sewer operations, and hold back rising rivers.

City Cable Channel 7, which many residents were tuned into, had its entire control room dismantled and moved, but managed to stay on the air without broadcast interruptions.



PRSR STD
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PAID
Des Moines, IA
Permit No. 4839
ECRWSS

Residential Customer

Disaster Assistance Helplines

Federal Emergency Management Agency (FEMA)

800-621-FEMA (3362) or TTY 800-462-7585. FEMA

Helpline hours are 6 a.m. to 11 p.m. every day.

Iowa Disaster Assistance Helpline

866-434-4692

Helpline is staffed from 8 a.m. to 4 p.m. Monday thru Friday and accepts messages. Calls will be returned.

U.S. Small Business Administration (SBA)

800-659-2955 for disaster loan specialists

7 a.m. to 8 p.m. Monday thru Friday

8 a.m. to 5 p.m. Saturday and Sunday

These helplines are another way FEMA, the Rebuild Iowa Office and the SBA are reaching out to Iowa disaster victims to support their recovery.

Throughout the evacuation, building permits continued to be issued, garbage was collected, telephones were answered, licenses and fees were processed, and city business was performed as usual.

We are proud of the work that was done by our workforce during the flood. City workers were away from their families, some of whom were in evacuation areas; yet they continued to perform their jobs to protect and serve the city.

Looking to the future, the primary issue for the City of Des Moines will be the need for further improvements to protect our community against the flooding and heavy rainfalls that seem to be occurring with increasing frequency. We continue to evaluate what we learned from the Flood of 2008 and to look for ways we can improve both flood protection in Des Moines and emergency preparedness in our community.