

The Front Line

For and About the City of Des Moines Employees



Volume 2, No. 3 March, 2000

Amelia Hamilton-Morris, Editor

City of Des Moines Mission Statement

To provide and maintain essential services that meet the collective basic needs of the citizens of Des Moines and to identify and seize opportunities for a higher quality of life.



THIS ISSUE

Grays Lake

New Number for Telephone Changes

MAR is Coming

A Modern Fix for Old Sewers

Quality Corner

The Animal Unit Does More Than You Know

and much more!

Gray's Lake Park The Place to Be September 1, 2000



Plans for the new Gray's Lake Park includes two-mile recreational trail, 1200-foot pedestrian bridge, boat rental facility, concessions, public restrooms, a pier and boat dock, as well as additional parking lots.



GRAYS LAKE PARK

1000 DES MOINES BLVD. SEPTEMBER 1, 2000

The new Gray's Lake Park is on its way to becoming a beautiful, highly regarded, recreational facility! Phase I of the \$12.2 million project is slated for completion by Fall, 2000. It will include a two-mile trail connected by a 1,200-foot pedestrian bridge crossing the south side of the lake. The trail, encircling the entire lake, will be lighted and patrolled 24 hours a day. The security post will be at the far end of the lake. The bridge will also be well lit, creating a beautiful site from Fleur Drive. Development on the southwest side will feature a boat rental facility, concessions, public restrooms, a pier

IT Department to Begin Handling Telephone Requests

Effective March 6, all requests for telephone services will be handled by the City's Information Technology Department. Services include network repairs, moves, additions, and changes. The number to call with for all telephone or network related requests will be **283-4700**.

"This change will allow us to centralize all communications and communication equipment functions," said Michael Armstrong, IT Director. "The consolidation of those functions will help us to utilize the latest in available technology, standardize procedures, and in

Phones, continued on page 6



Page 4

Grays Lake, continued on page 2

Grays Lake, continued from page 1

and boat dock, and additional parking lots. Shoreline improvements will also be a part of this phase.

Phase II of the project is slated to be completed by 2005. This phase proposes a boundless, all accessible playground, a resource center, and development on the north shore. The north side of the lake will have a boardwalk at water's edge, a pavilion on the peninsula for events, water play area on the beach, a fishing pier, and an adventure recreation area featuring high ropes and climbing.

The new Gray's Lake Park is a public and private partnership fully committed to making this project a success. David Kruidenier kicked off the Gray's Lake planning by donating \$1.5 million in 1998 under the conditions that a trail be in place by September 30, 2000. John R. Grubb pledged another \$1 million soon after, while the City will raise and contribute \$6 million over the next five years in its Capitol Improvement Program budget. Private donations of over \$2 million have also been committed.

There is still money to be raised to make the entire project a reality. Anyone can get involved by making a major financial contribution or by sponsoring a portion of the pedestrian bridge. For a gift of \$100 your name will be placed on donor plate on the pedestrian bridge. For a brochure or more information, call 237-1386.

Coming next month - the roles Public Works and Parks and Recreation will play in the project.

Modern Fix for 1930's Sewer

By Jeb Brewer, Deputy City Engineer

As storm and sanitary sewers age they eventually crack, leak and ultimately collapse. This deterioration must be addressed in Des Moines as many storm and sanitary sewers are 70 to 100 years old. These older sewers must be either completely replaced, or repaired in-place. The biggest advantage of repairing the sewers in-place versus completely replacing them is that the existing pipes do not need to be dug up.

Whenever a sewer trench is dug it disrupts many citizens and is often very costly due to time delays and the need to compensate property owners for the necessary easements.

A modern technique for repairing these pipes in-place is a process of lining the interior of the sewer with a strong fabric and hard resin.

According to Jeff Hansen, Project Engineer, this technique is currently being used to

line the East 20th Street box. "This project, costing almost one million dollars, uses a process from a company called Insituform of St. Louis. The process was developed in England over 30 years ago and is currently being used in many cities across the United States." Hansen added. The East 20th Street Box sanitary sewer, which was built in the 1930s by the Works Progress Administration (WPA), was leaking and needed to be repaired quickly. Therefore, it was an ideal candidate for this type of repair.

The Iowa Department of Natural Resources (DNR) has taken an active interest in the City of Des Moines' modern sewer repair program and wanted to learn about how these repairs are done. The DNR wanted to be able to pass on to other communities the knowledge about modern sewer repair techniques. Last month, Kate Bason with the DNR Office #5, was invited to observe the lining operations on the East 20th Street Box repair. Ms. Bason was able to watch the contractor take a one inch thick felt liner that was impregnated with a thermoset resin. The resin is similar to the type used in fiberglass repair, except that it will not harden until sufficient heat is applied. The flexible liner is placed into the sewer, then water is pumped into the liner forcing it to take the shape of the pipe. The water is then heated with a boiler system so as to set the resin, creating a hard shell inside the existing pipe. Jeff Hansen said this new liner has an anticipated life of 50 years. Ms. Bason was very appreciative of the opportunity to observe the City's modern repair techniques.

This is another example of how the City is applying technology to economically solve problems and reduce disruption to the sewer system.

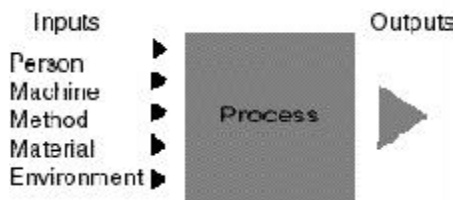


The flexible liner is placed into the sewer then water is pumped into the liner, forcing the liner to take the shape of the pipe. The water is then heated with a boiler system so as to set the resin, creating a hard shell inside the sewer pipe.



Check out the City's web site!
www.ci.des-moines.ia.us

The site is currently being re-designed so please periodically check out the progress of the site.



QUALITY CORNER

By Michele Bischof

Community Development is our spotlighted department this month. This department has been using CQI methods for years, even before the City adopted the CQI process. Currently Community Development has several teams working on issues that were brought to light by a previous team.

The initial team was lead by Phil Delafield and their mission was to improve the process of inspection and code interpretation. The team's work resulted in a top-ten list, by number of occurrences, of bottlenecks in the inspection and code interpretation process. The Steering Committee took this list and identified some "low-hanging fruit" that could be taken care of quickly. Managers were given the "low-hanging fruit" to bring to resolution in a timely manner. Once these "simple" issues are resolved the Steering Committee will look at the other items on the top-ten list.

The City has also formed two CQI teams involving processes central to Community Development but also include many other areas of the City. The first team is looking at the legal process as it applies to Housing Inspection, Nuisances, City clean-up efforts and other related inspection and zoning issues. Their mission statement is *To reduce the time from complaint until compliance.*

A second team is examining the Health, Zoning and Inspection process - specifically as it applies to the Neighborhood Based Service Delivery Teams. Their mission statement is *To improve customer satisfaction through a decreased compliance schedule.*

Both teams are currently at the Problem Identification stage of the

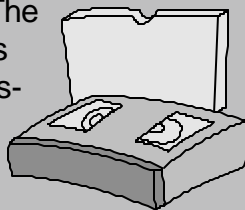
Problem Solving Model. They are creating flow charts of the process, creating histograms, and Pareto diagrams of historical data of the processes being reviewed. Look for future stories updating these teams' progress.

Next month Quality Corner will share with you the accomplishments of Team STAAR.

Tape Check Out

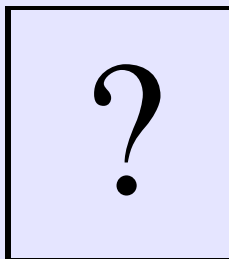
If you happen to miss a CQI class a tape corresponding to that days session can be checked out from the Human Resources Department. Please contact them at 283-4213 for more information.

If you have checked out one of these tapes please make sure to return it. The department is currently missing a few tapes.



Coming Next Month

Look who's back in the saddle? Check out how a new patrol is helping the Police Department with a variety of duties.



Grays Lake will be the place to be on September 1. See how the Parks Department and Public Works are involved in this huge project.



New Faces in Marketing at Parks and Recreation

Des Moines Parks and Recreation has acquired three new faces to work in the marketing area of the Department. They will join forces to create awareness in the community about Parks and Recreation, its events, and its role in the City.

After a 10-year absence, Christine Page (237-1481) returned to Des Moines Parks and Recreation January 31, 2000 as Business Manager overseeing all marketing and financial aspects of the Department. Christine worked for Des Moines Parks and Recreation from 1974-1990 as both a Senior Administrative Aide and Recreation Supervisor. Since 1990, she has served as Assistant Director of the West Des Moines Parks and Recreation Department.

Jenny Neighbour joins the team as Marketing/Special Events Coordinator. She will focus directly on marketing all Special Events including the Botanical Center and Blank Park

Zoo. Jenny comes to the Park and Recreation Department from the Ankeny Family YMCA where she was the Membership/Marketing Director. Jenny began her work February 14, 2000.

Amy McClintock (237-1453) began her duties as Recreation Program Coordinator, Marketing/Special Events January 3, 2000. Her duties will include marketing special events as well as working directly with the Special Events. Amy was formerly the Aquatics Program Director at the Ankeny Family YMCA.

DES MOINES



It's Coming, Saturday, April 15

Bikers will soon again be taking to the streets of Des Moines for the Mayor's Annual Ride (MAR) for trails. The 23 mile route begins at City Hall at **10:00 a.m. on Saturday, April 15**. There will be a mid-point rest stop along the route. Post-ride activities at the Simon Estes amphitheater will feature refreshments, music, fun, and prizes.

In previous years, over 1,200 cyclists have participated in this scenic ride. Funds from this event benefit the Des Moines Recreational Trails Program. This year, we hope to see YOU there!

Register at the Action Center in City Hall (400 E. First Street), by mail or in person. A separate entry is needed for each family member on the ride - it's OK to duplicate the registration form. Please be sure to sign the waiver on each entry form.

Registration fees are \$16.00 (\$20.00 after March 24) - add \$1 for XXL t-shirts. Your registration fee includes a colorful long-sleeved, cotton t-shirt, refreshments at the surprise rest stop and post-ride festivities, plus, ride sag support and repair van. Shirts are guaranteed for the day of the of ride for those registered by March 24 - others will be notified about pick-up after the

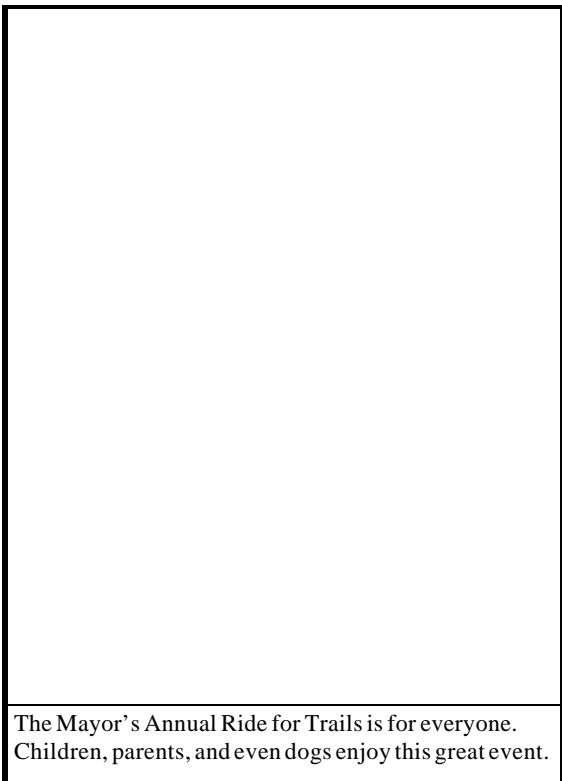
event. Wristbands will be provided and must be presented for refreshments and support services.

Packet for the ride containing a t-shirt, route map, wristband, and other goodies will be available after April 10 at City Hall from 8:00 a.m. to 5:00 p.m. Evening registration and packet pick-up will be Thursday, April 13 from 5:00 - 7:00 p.m. at City Hall.

Registration on the day of the ride will be held from 8:30 to 9:45 a.m. in front of City Hall. Post ride activities will be held at the Simon Estes Amphitheater on the banks of the Des Moines River from 11:00 a.m. to 1:30 p.m.



Registration fee includes a colorful long-sleeved, cotton t-shirt, refreshments at the surprise rest stop and post-ride festivities, plus, ride sag support and repair van. Shirts are guaranteed for the day of the of ride for those registered by March 24 - others will be notified about pick-up after the



The Mayor's Annual Ride for Trails is for everyone. Children, parents, and even dogs enjoy this great event.

OFFICIAL REGISTRATION FORM

(Please print or type)

I'm paying for the following:

- Adult Registration \$16.00
- After March 24 \$20.00
- XXL T-Shirt \$ 1.00
- Child's Registration
(under 12 years) \$10.00

T-Shirt Size M L XL XXL Total \$ _____

Name _____

Address _____

City/State/Zip _____

Daytime Phone _____

****Participants may register by mail or in person at the Action Center, City Hall, 400 E. First Street. A separate entry is required for each participant. Please feel free to duplicate this registration form. *Don't forget to sign the waiver below.***

WAIVER OF LIABILITY – EVENT PARTICIPATION

I acknowledge that the risks involved in this event include, but are not limited to, those caused by the terrain, facilities, temperature, weather, condition of participant's equipment, vehicular traffic, actions of other people including but not limited to volunteers, spectators, event officials and event monitors, and/or producers of the event and lack of hydration. I hereby assume all of the risks of participating in this event.

I certify that I have not been advised otherwise by a qualified medical professional not to participate in this type of event.

I acknowledge that this Accident Waiver and Release of Liability form will be used by the City of Des Moines, Iowa and the event holders, sponsors and organizers and that it will govern my actions and responsibilities of said event.

In consideration of my application and permitting me to participate in the event, I hereby take action for myself, my executors, administrators, heirs, next of kin, successors and assigns to: (A) Waive, Release and Discharge from any and all liabilities for my death, disability, personal injury, property damage, property theft or actions of any kind which may hereafter accrue to me, including as to my traveling to and from this event, the following entities or persons: City of Des Moines, Iowa, its selected and appointed officials, employees and volunteers, and representatives and agents, and others working or acting on behalf of the City of Des Moines, Iowa, and to the extent permitted by law (B) Indemnify and Hold Harmless the entities or persons mentioned in this paragraph from any and all liabilities or claims made by other individuals or entities as a result of or relating to my attendance at or participation in this event.

Thereby consent to receive medical treatment which may be deemed advisable in the event of injury, accident and/or illness during this event.

I hereby certify that I have read this document and understand and agree to its content.

Print Name _____ Age _____

Participant
Signature _____ Date _____

(Parent or guardian if participant is under the age of 18.)

The Measure of a City: Its Public Library

Results of the Public Library of Des Moines (PLDM) Facilities Needs Assessment Report were presented to the Des Moines City Council last month. The report is an analysis of the needs of the Public Library of Des Moines that will serve as a starting point for the city in planning to meet the library service needs of the community.

The findings of the needs assessment illustrate the library's rich tradition of bringing quality services to Des Moines citizens. However, it also concludes that the PLDM's current facilities are hindering its growth, as well as its ability to deliver existing services, introduce new services, and meet the changing needs of its diverse customers.

The report considered the service needs of the entire PLDM system and identified a number of facility improvements, such as the need for more books, more weekend and evening hours, more computers, and more staff. The consultants also recommended that Des Moines invest in creating a new five-star Central Library to serve as its flagship, offering exceptional services and the largest collection of materials and in-depth resources. Recommendations were also made for the eventual creation of two regional libraries and improvements at existing branch libraries.

A series of town meetings will be held to encourage input and participation from community members interested in the future of the PLDM. A full schedule of these meetings is listed inside. The Library Board of Trustees invites comments, opinions, and feedback from residents about its future facilities and services. Please phone, mail, fax, or e-mail your thoughts to:

Library Board of Trustees
100 Locust Street,
Des Moines, IA 50309-1791
Telephone: 515-283-4798
FAX: 515-237-1654
E-mail: trustees@pldminfo.org

ANIMAL CONTROL UNIT & ANIMAL SHELTER

By Dana Wingert

The Des Moines Police Department's Animal Control Unit and Animal Shelter runs the entire spectrum in the many services it provides. Most people associate the Animal Control Unit with capturing and impounding animals, enforcing licensing requirements and investigating animal bite incidents. Did you know that the Animal Shelter also provides animal adoptions, pet vaccinations, spaying and neutering services?

The Animal Control Unit staff is extremely knowledgeable in the care and humane treatment for animals of all species, while remaining flexible enough to handle the occasional "non-typical" case.

In May 1999, members of the Animal Control Unit were presented a proclamation and key to the City for their role in saving the life of a small kitten, badly injured during a burglary of a home. The family, including three small children, attended the council meeting to show their support and provide personal words of thanks to Sergeant David Huberty, Dr. Jerry Schrader, and Animal Control Officer Susan Stroops for their kindness, compassion, and willingness to go beyond the scope of normal duty to prevent additional suffering on behalf of this family.

Recently, the Animal Control Unit and Animal Shelter received a letter from a family that had adopted a puppy as a Christmas gift for their small children. Included were pictures of the puppy with his new family and comments expressing their thanks for the excellent service, and praise for operating a clean, well-run establishment.

The duty within the Animal Control Unit can be both heart-warming and heart wrenching at the same time, with their dual focus remaining for the well-being of animals and the safety of our citizens. It is apparent that dedication, passion, and a genuine concern for animals drive the employees within the unit. Their efforts represent a vital service, performed in a quality, professional manner.

For additional information on the operations and services of the Animal Control Unit and Animal Shelter, visit the City of Des Moines web page at www.ci.des-moines.ia/police/patrol/animal.htm/.



The current Animal Shelter facility was opened in 1993. A large addition to the structure is planned for later this year.

Comings & Goings

Please welcome the following new employees to the City of Des Moines.

Jeremy Hermanstorfer	Custodial Worker	Park & Rec.
Jenny Neighbour	Special Events/ Marketing Coordinator	Park & Rec.
Harry Stegall	Tree Trimmer	Public Works
Justin Maschke	Tree Trimmer	Public Works
Jason Johnson	Tree Trimmer	Public Works
Larry Hulse	Deputy Community Development Director	Community Development
JoEtta Heuberger	Recreation Supervisor	Park & Rec.
Steven Watts	Street Maintenance Worker	Public Works
Charles Northway	Senior Maintenance Carpenter	Public Works

Treat Yourself

Beat the winter blues with a special treat at the Public Library of Des Moines (PLDM). Plan to participate in a fun-filled adult reading program called "Treat Yourself," offered March 5 through April 16 at all five branch locations of the PLDM.

Sign up at the Information desk. Read a book of 200 pages or more, then return the book sheet and pick up a treat! All participants will be eligible to win one of several door prizes. A Grand Prize drawing will be held on April 16. Incentives and door prizes for this program are furnished by the PLDM Foundation. The program is co-sponsored by the Friends of the East Side Library, Friends of the Forest Avenue Library, Friends of the Franklin Avenue Library, Friends of the North Side Library, and Friends of the South Side Library.

Phones, continued from page 1

some cases reduce costs."

Beginning in March if you need to report a telephone or network connection that is not working properly, simply call the IT Help Desk with the following information: (1) Your name, department, & division (2) The phone number that is experiencing the problem (3) Type of phone (4) Location of the phone (5) Contact person on site and (6) The index code that the repair costs should be charged to.

On moves, adds, or changes (MACs) to telephones or network cabling, a Request

Form should be completed and sent or emailed to the IT Help Desk. As in the past, all MACs require Department Director approval as the associated costs impact your budget. If you need additional MAC forms or would like an email version on the MAC form, please contact the IT Help Desk.

The Information Technology and Action Center staff appreciate your patience during this transition.



The Front Line

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Enjoy the wearing of the
green on March 17.