

# The Front Line

For and About the City of Des Moines Employees



Volume 6—Second Quarter - April -May -June 2005

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

**EOAC Makes a Comeback**

**All About Customer Service**

**Employee Web Site**

**Big Changes for Pools**

## IT Security Policy: Your Email and Web Surfing

By Lauren Palmer

A team of city staff is currently working to implement a comprehensive Information Technology Security Policy. The purpose of the policy is to outline the roles and responsibilities of city employees in protecting the City's information technology assets. When the G:/ drive went down for just one day, many of us realized very quickly how much we rely on IT to do our jobs. The goal of this policy is to be proactive in preventing security breaches that could compromise our systems, and ultimately the services we provide to citizens.

In today's complex cyber economy, every computer on the network



that is not properly secured is a potential threat for hacking. An independent security

audit conducted last year recommended that the City protect itself by adopting a formal policy of procedures for maintaining information security. The team was tasked with creating a policy that meets the unique needs of a public organization. "This is really important and difficult work," remarked Michael Armstrong, Chief Information

*(Continued on page 2)*

## McCarthy Receives Victim Services Award



William McCarthy  
Des Moines Police Chief

Week held in Iowa City on April 8. This is Iowa's highest award recogniz-

ing an individual for their continuous service for victim's rights. The United States Attorney for the Southern District of Iowa, Matthew G. Whitaker, presented McCarthy with a plaque, which is on display at the police station.

Chief McCarthy was recognized for his implementation, support and encouragement of the Police Department's Domestic Abuse Resource Team (D.A.R.T.) that demonstrates his extraordinary service to victims of

*(Continued on page 3)*

**ASHWORTH POOL**



rock climbing wall



zero-depth entry



floatables



grass deck area



Speed slide



**Big Changes for Pools ?**

The Park and Recreation Department is hoping to create a whole new world of fun at the city pools and aquatic facilities. The photos on the left are just some of the proposed improvements for the Ashworth Pool. Park and Rec created a Citizen Advisory Committee to study the existing constraints and opportunities of the City's swimming pools last

fall. The task specifically was to look at the potential of adding water features to the existing sand volleyball courts and upgrade the level of water play features at Ashworth, Birdland, Nahas, Northwest, and Teachout pools and aquatic facilities.

The City hired Water's Edge Aquatic Design as the consultant to assist the committee in identifying the potential water features while evaluating the existing pool

features. The public has attended two "Open Houses" to review and provide input on the proposed improvements and the consultants' plans for the City's aquatic facilities and pools. The public input will go to Park Board then on to City Council. The Council is expected to vote on the proposed changes to the city pools and aquatic facilities this summer.

*IT Security (Continued from page 1)*

Officer. "The team is doing a great job of finding the balance between making sure employees have the freedom they need to get their jobs done and protecting information systems that we all rely on."

Jeff Franklin, a team member from the Fire Department, also acknowledges the need for a citywide computer security policy and has been actively participating in its development. "The Fire Department responds to over 16,000 fire and medical related incidents per year. A significant number of these incidents result in the collection of personal medical information, and the department must comply with HIPAA, the Health Insurance Portability and Accountability Act,

and other legal regulations.



These records are stored and accessed in an electronic format, so we work closely with the IT Department to make sure access and distribution of this information is controlled. The IT security policy will assist in the protection of patient information, employee information and the IT infrastructure we all rely on everyday."

The IT security policy is being developed incrementally in order to phase in new security measures. Chapters will cover topics including password protection, reporting procedures when a security breach is suspected,

physical protection of equipment, and risk assessment. The first chapter, approved on April 8, 2005, by Department Directors and the City Manager, requires city employees to use unique passwords and to change them annually. Palmer added, "Most of the language in the policy is pretty technical, so the team came up with the idea of writing a more user-friendly policy handbook to summarize the main points for employees." Individual chapters, the policy handbook, and ultimately the complete security policy, will be available on the CDM portal.

*Lauren Palmer is a Management Intern in the City Manager's Office and a member of the IT security policy team.*

# City's Internal Web: Do you Know How It Works

By: Dan Powers



Last month the City of Des Moines Information Technology Department launched the City's new internal website, [cdmportal](http://cdmportal) (<http://cdmportal>). What is it and what can it do? Without getting too technical, [cdmportal](http://cdmportal) is simply an employee web site used by city staff to post information, share documents, and collaborate as teams.

It's a web based internal website (seen only by city staff) that currently offers news, events, forms, and other tools that help empower employees in their day to day activities. You can

download department documents such as FSA forms; send a request to the Helpdesk; lookup employee phone, email, and location information; and even stay current with City events and meetings. The employee web allows some users to create custom views and rights on web pages, team sites and lists. This customization can be very simple or very complex.

In addition, the employee web has a powerful collaboration model that is tightly integrated with the Office 2003 Suite. Please remember, usage of these features will depend on which version

of Office is on your computer and what network rights you may have. As of now, all city employees have viewing rights to [cdmportal](http://cdmportal). While the employee web is currently in its infant stages, it will soon grow into the 5,000 lb gorilla that scares everyone in IT. Watch for more news and updates about use of the many features available as we move forward with this evolving project.

Dan Powers is the City Web Manager in the I.T. Department. [dpowers@dmgov.org](mailto:dpowers@dmgov.org)

## Public Works Turns to Neighborhoods for Planting Locations

The Public Works Department recently received assistance from neighborhoods in identifying public locations for new trees along City streets. Street trees are valuable additions to neighborhoods, and this year, Forestry personnel will be planting 200 trees in the spring followed by 150 more this fall.

A special grant from MidAmerican Energy has provided for the purchase of the 350 trees as part of the City's reforestation initiative. Residents submitted their suggested locations directly to the Public Works Department. All suggested locations were reviewed for compliance with City of Des Moines site plans and landscaping policies. Those locations approved for a tree have now been scheduled for either a Japanese Silk Tree, Lilac, Chanticleer Pear, Swamp White Oak, Hackberry, or London Plain Tree this spring or fall. This variety of trees will help ensure a well-balanced urban forest.

On April 29th, Arbor Day, Forestry and Parks and Recreation personnel and the Des Moines School District celebrated Arbor Day at Martin Luther King Jr. School. Approximately 40 trees were



Tree Trimmers Allyn Roberts and Wayne Hedlund prepare to plant a hackberry tree.

planted on the street right-of-way adjacent to the school and additional trees were planted on school grounds. The trees are being provided in part by a grant from the Lillian Swartzell Foundation.

Public Works Director Bill Stowe says, "Reforestation efforts are critical to preserving the quality of life in Des Moines."

*McCarthy* ———(Continued from page 1)

crime in Iowa. During the ceremony, Chief McCarthy was praised for his continuing support in assuring that victims are treated fairly, with dignity, respect and for also insuring that Des Moines police officers are knowledgeable, compassionate and sensitive when dealing with victims.

## **Building Readers! Summer Reading Program**

There's a whole lot of building going on at your Des Moines Public Library! So we decided to go beyond even the bricks and mortar and build some readers as well during the 2005 Summer Reading Program

### **Six Weeks of FREE Performances**

Youngsters won't want to miss the many programs featuring outstanding magicians, mimes, and musicians! Pick up a reading log to record all the time you spend reading and learn how easy it is to earn reading rewards including yellow T-shirts emblazoned with a tool belt.

### **Keep on BOOKIN'! Teen Program**

The teen summer reading program will be ROARIN' in to your library on June 6! Young people in fifth grade and above will want to shift into high gear for the MONSTER THRILLS they can find in books all summer long. Free red T-shirts and coupons will be awarded as reading prizes as well as several chances to enter the grand drawing for an I-POD Shuffle that will be given away at EACH of the library's SIX locations.

### **Des Moines READS! Bracelets for Everyone!**

The Des Moines Public Library's summer reading program gets better every year and one of the reasons is because people in Des Moines READ! And just to celebrate that fact, we will be distributing lime green awareness bracelets to everyone that participates in this year's reading program. Adults will also have a chance to read books and enter



Lorna Davros, MaryLee Woods, and Library Director Kay K. Runge are pictured at the book-signing table for author Elizabeth Berg. Berg was one of the authors featured in the Des Moines Public Library's AViD (Authors Visiting in Des Moines) Author Series held during the month of April at various locations throughout Des Moines.

a grand prize drawing for bookstore gift certificates that will be awarded at each location. One of the greatest gifts you can give a child is the joy of reading. We want to see everyone in Des Moines reading and enjoying books this summer as we continue BUILDING READERS (and our libraries) in 2005!

Best of all, because of support by the Des Moines Public Library Foundation, each and every program is free and open to the public! This year's summer reading program sponsors include H. Dale and Lois Bright Foundation, Wells Fargo, Mediacom, Wellmark Blue Cross and Blue Shield of Iowa, US Cellular, Dollar General Corporation, Meredith Corporation, Junior League of Des Moines, Bank of America Foundation, and Home Builders Association of Greater Des Moines.

Registration for the Des Moines Public Library program begins on June 6 and the program will run through July 30. For more information, call the library at 283-4152 or visit our web site at [www.desmoineslibrary.com](http://www.desmoineslibrary.com)

**Cokie Roberts** "*Founding Mothers: The Women Who Raised Our Nation*."

Well-known NPR news analyst Cokie Roberts will share highlights from her career and speak about her most recent book that explores the lives of the women behind the men that wrote the Constitution and the Declaration of Independence.

At press date for this publication, Cokie's program had not been rescheduled. Please continue to monitor the library web site for a re-scheduled date or call 283-4152 to join our notification list.

## Sewer Division Goes All Out on Inlets

Recently the City Council approved gaming monies to augment the street resurfacing program. In a coordinated effort with the streets division, Public Works Department sewer maintenance personnel have been performing inspections and required upgrades on the storm sewer inlets on the streets scheduled for resurfacing this year.

Park Avenue from Fleur Drive to SW 42<sup>nd</sup> Street is one of the first arterial streets to be resurfaced under the accelerated program. A total of 32 inlets and 20 points of access have been in-

spected. Based on the inspections, 24 inlets and 7 points of access are being upgraded in preparation for the planned resurfacing.

Work on Park Avenue commenced on March 7<sup>th</sup> with a sanitary sewer repair at the intersection of Park Ave. and SW 34<sup>th</sup> St.

Sewer crews worked extended hours to replace 35 feet of sanitary sewer and reopened Park Ave. to traffic by rush hour the following day. Crews have been performing repairs on the inlets



Sewer Maintenance Worker Dennis Dearth sets forms as Bradley Sage drills to install rebar.

and access points starting on the west end and working east. Work is expected to be completed on Park Avenue by the first of May weather permitting.

## Street Resurfacing

The Public Works and the Engineering Departments resurfacing work began in mid April and this year they will double the number of streets that resurfaced. In response to the recent Citizen Survey results and thanks to funding from Polk County gaming, city crews will resurface approximately 120 roadways. Using state-of-the-art pavement condition index data, the City has identified streets to be resurfaced. The first round of paving will include the following major roadways:

- ◆ University Avenue from 48<sup>th</sup> to 55<sup>th</sup> St.
- ◆ Park Avenue from Fleur Drive to 42<sup>nd</sup> St.
- ◆ Easter Lake Dr. from Indianola Ave. to SE 34<sup>th</sup>
- ◆ Williams St. from University Avenue to Easton Blvd.

## Fleet Service Is “All About Customer Service”

The Fleet Services Division of Public Works has reorganized to improve customer service and preventative maintenance and repair of city vehicles. Customers now enjoy a remodeled customer service



Julie Ostrander, Fleet Services Service Writer, receives a service request from Steve Laffey, Public Works, at the recently remodeled service counter area.

center designed for convenience and overall efficiency.

All service functions have been consolidated to the remodeled area on the first floor. Service requests are received at the service counter, and staff can

also update fuel keys. In addition, service center staff maintains an electronic work order system that allows supervisors and employees to check on the status of their vehicles from their computer desktops without having to leave their office. For 24 hour access to information on the status of your vehicle simply go to: "G:\SHARED\Public Works\Fleet Services\WORK ORDER LOG.xls"

Fleet Manager Brian Bennett says, “If you have been well served, please thank our staff, but if you did not get the service you deserve, let me know.”

**SERVICE DESK  
CALLS  
ANSWERED  
6:30 a.m.-11:00 p.m.  
MONDAY-FRIDAY**

**323-8941**

Public Works 24 Hour  
Customer Service

**283-4950**

## City Action Center Profile

The Action Center is located in the main lobby of City Hall and it is the first thing everyone sees when they enter the building. It is the very front line for city government, screening and directing telephone calls and visitors and helping them to connect with services and city staff. It is run by three ladies: Marylee Woods, Customer Service and Training Advisor and two customer service representatives Linda Corigliano and Connie Maahs.

When a citizen has a concern or problem in their neighborhood or has a question regarding city services, the Action Center can help. Problems are reported to the appropriate city department with a follow-up date. If the citizen would like to have a report on the resolution or status of their request, the Action Center will forward that information to them by email, U.S. mail or by telephone.

Citizens can either call 515-283-4500 or send emails to [Actionctr@dmgov.org](mailto:Actionctr@dmgov.org). Regular office hours are Monday-Friday, 8:00 a.m. to 5:00 p.m. but, after hours residents can leave a voicemail message and requests will taken care of on the next business day.



Linda Corigliano, Marylee Woods, Customer Service Advisor and Connie Maahs

### Action Center Quick Facts

4,483	average phone calls answered each month
2,934	requests for service assigned last year
1,581	referral numbers in our database
656	emails replied to each month
528	employee movie tickets sold last year
37	surplus parking meters on hand right now
12	average web feedback forms assigned each day
3	customer service reps to answer your questions
1	phone number to call 283-4500

### WRF Spring 2005 Sludge-Stroke Open

Friday May 20<sup>th</sup>

4-Person Best Shot

Shotgun Start @ 9:00am

Blank Golf Course

### Cash Prizes :

\$5,000 Dollars

2-Round Trip Tickets

(to Anywhere in the Continental U. S.)

Set of Name Brand Golf Clubs

Sony Digital Camcorder

\$1.00 Chances Sold for Drawing

to Putt for \$2,500.00

### Entry Fee

\$55.00/person

includes: 18 Holes & ½ Cart,  
Beverages and Lunch

Barbequed Pork with 2-Sides

Deadline for entry/payment

May 13th, 2005

144 Participants Maximum

Make Your Reservations

Today!

(Everyone Welcomed: A Foursome is not Required to Play)

Name:

Telephone:

Company:

Golf:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

Please return or mail entry forms to Bill Miller or Jim Zahn

Make Checks Payable to EAC and mail to: EAC GOLF, C/O WRF, 3000 Vandalia Rd.,

Des Moines, Iowa 50317, Telephone: 515-323-8046 or 515-323-8038 /Fax: 515-323-8052

E-mail: [BCMILLER@DMGOV.ORG](mailto:BCMILLER@DMGOV.ORG) or [JDZAHN@DMGOV.ORG](mailto:JDZAHN@DMGOV.ORG)

Questions please contact Bill Miller or Jim Zahn at the corresponding phone numbers above.

## Tree City USA Growth Award

Randy Cook, DNR



(L to R) Lew Lintz, Justin Maschke, Skip Moore, Wayne Hedlund, Christy Vilsack, unknown, Shawn Mullihan, Keith Majors, and Jeff Wall

The National Arbor Day Foundation and the Iowa Department of Natural Resources-Forestry Bureau is proud to announce that the City of Des Moines has received the 2004-2005 Tree City USA Growth Award.

The awards were presented to each city by State Forester Mike Brandrup at the 15th Annual Community Forestry Awards Luncheon held at the Airport Holiday Inn in Des Moines on April 7, 2005.

State Forester, Mike Brandrup commented, "The Tree City USA Growth Award is a symbol for communities who have made a commitment to the management of public trees and have gone beyond the minimum standards of recertification as a Tree City USA." The City of Des Moines sets an outstanding example to other Iowa communities on how valuable our forest resource is by providing multiple benefits for future generations.

The City of Des Moines was one of 30 cities in Iowa to qualify for Tree City USA Growth status. To receive the Growth Award a city must exceed the four minimum requirements for Tree City USA by providing additional activities in 4 categories:

- 1) Education and Public Relations
- 2) Partnerships
- 3) Planning and Management
- 4) Tree Planting and Maintenance throughout that ten year period.

## Service Plus

Recognition of the  
extra effort given by  
City Employees.



### Public Works

*Mr. Bill Tew of 1516 E Rose, called to say he appreciated the quick clean up response to his call regarding sand on 15th, 15th Court. and E. Rose Streets as a result of winter snow and ice control operations. He said the crews did a really good job.*

\*\*\*\*\*

*On March 8th, Vern Fields called to report potholes in the alley behind his home. He called back later in the day to compliment medium equipment operator Scott McConathy and truck driver Denny Rice. Mr. Fields stated that the guys were very nice, prompt and did a beautiful job. To get this kind of service makes it worth living here in Des Moines.*

# Equal Opportunity Committee Makes a Comeback

By: Lorna Davros, Chair, EOAC

Like the legendary Phoenix that arose from ashes, the Des Moines Equal Opportunity Advisory Committee (EOAC) is back and working hard to make changes in the way we look at and work with staff and residents. At one time, a very active committee, the EOC was disbanded in the mid 1990's. However, following the influx of immigrants from many countries to our city's already diverse population, As our population continues to grow, diversify and evolve, so does our workforce and City Leaders saw the necessity to form a new committee. The new EOAC Board includes Emily Chafa, Vice Chair—Legal, David Colvig,-Engineering, Kelly Drane-Police, Carolyn Gathwright-Community Development, Rich Jahnke- IT, Jimmy Mason—Fire, Melissa Nordell-Earp—Housing, Richard Nordin-Library, Sherri Saul-Finance, George

Smith- Aviation, Don Tripp—Parks, Willie Robinson-Human Resources, and Lorna Davros, Chair, Mayor & Council/City Clerks.

The Committee is working to showcase the many cultural and diverse opportunities that our changing population affords each of us.

The first duties were to review and revise The Bylaws for the City of Des Moines Equal Opportunity Advisory Committee and to draft a policy statement for the “The City of Des Moines Policy on Affirmative Action and Valuing and Managing Diversity”. Once those tasks were completed the committee began working on cultural and educational opportuni-



Mark Folvag, Engineering Department and Lorna Davros, Chair of EOAC and the Mayor's Executive Assistant have teamed up to create the City Diversity Board in City Hall.

ties.




One of the more popular undertakings the committee has devised is the “City of Des Moines’ DIVERSITY BOARD. Located in City Hall at the south end of the second floor, the Diversity Board is used by local organizations to promote cultural recognitions such as National Latino Heritage Month, Black History Month, National Women’s History Month and currently Asian Pacific American Heritage Month.

Mark Folvag of the City’s Engineering Department has been helping with signage and an area high school has agreed to create a surround for the board later this year

In January, the EOAC presented a Lunch & Learn program called “Welcoming New Iowans” led by Max Cardenas. Max is a member of the team that developed the University of Northern Iowa’s New Iowans Program designed to facilitate the successful integration of newcomers into communities, and ways to overcome anti-immigrant sentiment. This program was attended by nearly 50 employees and received both good reviews and requests for more programs. Currently, the EOAC is working with the Des Moines Human Rights Commission on the Human Rights Symposium to be held on May 3 and hopes to offer more Lunch & Learn programs later this year.

The EOAC is bringing good things our way. We hope you will all attend an EOAC event and remember to . . .

*Celebrate our Diversity!*

## Front Line

Amelia Hamilton-Morris  
**Editor**

Lorna Davros  
**Copy Editor**

### Staff Writers

<ul style="list-style-type: none"> <li>Aviation</li> <li>City Clerk</li> <li>Community Dev.</li> <li>Engineering</li> <li>Fire Department</li> <li>Human Resources</li> <li>Information Technology</li> <li>Legal Department</li> <li>Library</li> <li>Parks</li> <li>Police</li> <li>Public Works</li> </ul>	<ul style="list-style-type: none"> <li>Gary Hagan</li> <li>Karen Herzberg</li> <li>Deb Atkins</li> <li>Jeb E. Brewer</li> <li>Brian O’Keefe</li> <li>Michele Bischof</li> <li>Connie Ashby</li> <li>Susan Low</li> <li>Jan Kaiser</li> <li>Trudy Webb</li> <li>Tony Steverson</li> <li>Pat Kozitza</li> </ul>
---	---

Published Quarterly by the Public Information Office