

# CITYnews

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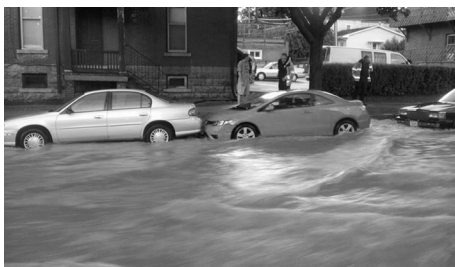
SEPTEMBER/OCTOBER 2011

## July Storm Shatters Rainfall Record

In over just 12 hours, from the evening of July 27 through the morning of July 28, Dubuque was inundated with an unofficial total of more than 14 inches of rain. This shattered the previous 24-hour rainfall record of 8.96 inches in August 2002!

The rain began falling around 6 p.m. on Wednesday, July 27. The City's public works, fire department, and police department staff were busy throughout the evening responding to issues as they arose including stormwater flooding, debris in streets, displaced manhole covers, structure fires, lightning strikes, and downed power lines. The City's emergency operations center (EOC) was activated at 1:30 a.m. on July 28, as the scope and impact of the storm began to become evident. As issues and hazards were identified and actions taken, storm-related alerts were issued at 4 a.m., 6 a.m., 9 a.m., 11 a.m., and 5 p.m.

Public works, water pollution control plant, and engineering staff worked throughout the night to monitor and respond to infrastructure issues. The 911/emergency communications center staff received 2,351 calls between 3 p.m., July 27, and 3 p.m., July 28. The fire department called in its entire staff to battle fires that night/morning and to assist residents with basement pumpouts. A total of



Stormwater rushing down 17th Street on July 27  
(Contributed photo)



Iowa Gov. Terry Branstad toured storm damage in Dubuque with Mayor Roy D. Buol on July 28 and held a media conference on the devastation. Branstad issued a disaster declaration for Dubuque County on Aug. 2.

255 requests for basement pumpouts were received. Also, the leisure services department tree crew responded to numerous reports of downed trees.

By Thursday morning, in partnership with the American Red Cross of the Tri-States, a plan was in place to open information/assistance centers at the Prescott Elementary Neighborhood Resource Center and Five Flags Civic Center for displaced residents and to provide information and cleaning kits. More than 200 kits were distributed through the centers.

In addition to free basement pumpouts, the City offered free curbside collection of stormwater-damaged items through Aug. 5. As of Aug. 5, public works crews had collected 294 tons of stormwater-damaged materials from approximately 3,400 households.

The record-breaking deluge caused extensive damage to public infrastructure and property and impacted thousands of

## IN THIS ISSUE

- | 2 | Smarter Travel Recruitment Underway  
Smarter Electricity Study Update  
Smarter Water Portal Available to More Dubuque Households  
Dubuque Transit System Honored for Excellence
- | 3 | City Manager's Message  
Storm-Related Assistance & Information  
Award for Environmental Excellence
- | 4 | Intercultural Communication Training  
New Faces  
Free Financial Literacy Classes Offered

private properties. As this publication goes to press on Aug. 5, storm recovery efforts are in full swing and damage assessments are still underway. Initial estimates for City infrastructure and property damage and clean-up costs alone are approximately \$4 million. The Water Pollution Control Plant, currently undergoing a \$64 million renovation, sustained damages estimated between \$2.5 and \$3 million. Repair and debris removal estimates for the Old Mill Road, Creekwood, and Manson Road Bridges were \$245,000. Damages to streets were estimated at \$133,000. The Manson Road water main repair and pumping station damage was \$91,000. The leisure services department reported damages totaling nearly \$70,000 to various properties it maintains. §

See page 3 for additional storm-related information.

THE CITY OF  
**DUBUQUE**  
*Masterpiece on the Mississippi*

# Smarter Travel Study Recruitment Underway



Smarter Sustainable Dubuque, along with several local and national partners, have embarked on

a Smarter Travel Study in collaboration with the IBM City-In-Motion project. This innovative research will allow citizens to track anonymously how, when, and where they travel within the community and then share this aggregate information with the community to support positive changes to improve travel and to reduce vehicle miles traveled in Dubuque.

The Smarter Travel Study needs as many volunteers as possible to be successful. Volunteers can participate in two ways:

1) Volunteers with a smartphone can use the newly created IBM smartphone app, easily downloaded at no cost from [www.cityofdubuque.org/smartertravel](http://www.cityofdubuque.org/smartertravel), to provide anonymous travel data for analysis.

2) Volunteers who ride The Jule's fixed-route bus lines can enroll in the deployment of unique radio-frequency

identification (RFID) technology. Volunteers can use the RFID as a bus pass to ride the bus for FREE for the duration of the study, approximately through June 2012. Sign up for the RFID at the Community Foundation of Greater Dubuque, located on the mezzanine level of the Roshek Building.

As available, the Smarter Travel Study will provide information to the volunteers on ways to save money, conserve resources, and improve the local environment. Also, the aggregate data will be used by the City and its transit partners in implementing policies that incorporate lower environmental impact options and improve transit choices for citizens.

This project is funded in part by a grant through the American Recovery & Reinvestment Act (ARRA). §

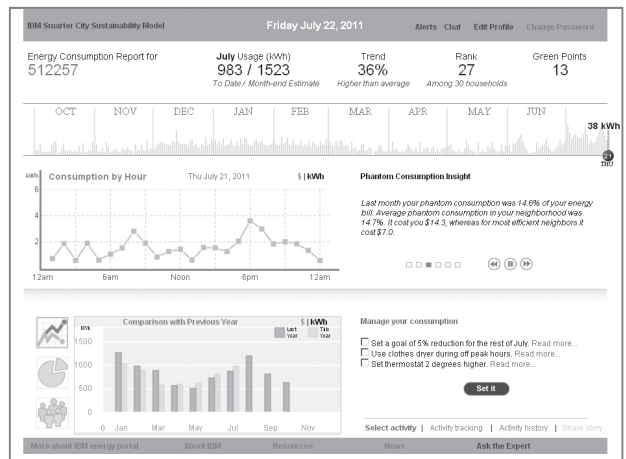
For information on all Smarter Sustainable Dubuque projects, visit [www.cityofdubuque.org/ssd](http://www.cityofdubuque.org/ssd) or call 563-690-6111.

# Smarter Electricity Update



On July 8, nearly 1,000 pilot study households were granted access to the interactive Smarter Electricity portal to monitor their electricity use (see below). From the portal, participants can see a snapshot of the amount of electricity their household uses on a daily basis, presented in kilowatt hours (kWh). They also receive tips on reducing their usage and are able to set consumption goals and chat with other households in the study.

## Smarter Electricity Portal



## Dubuque Transit System Honored for Excellence



The award for the most improved urban transit system was presented to Dubuque's

transit system, The Jule, by the Iowa Department of Transportation at the Iowa Public Transit Training Conference in June. The Jule provided more than 371,000 rides in 2010, an increase of 10.7 percent, while decreasing the cost per ride by 14.5 percent. The Jule General Manager Barbara Morck stated the 2010 accomplishments are due to the rise in environmental awareness, especially in Dubuque where there is an ongoing citywide sustainability initiative, the increased costs involved in operating personal vehicles and improved internal record keeping. This is the first time the City of Dubuque has received this award.

## Smarter Water Portal Available to More Dubuque Households



After the successful completion of the Smarter Water Pilot Study, the Dubuque City Council has approved the access of the interactive portal or website used by pilot study participants to additional Dubuque households. No new meters will be needed for the additional households. If your household is interested in accessing hour by hour usage of water via the Internet, contact the Smarter Sustainable Dubuque help desk at 563-690-6111. §

## growing sustainable communities



4TH ANNUAL CONFERENCE  
Grand River Center | Dubuque, Iowa

This one and a half day conference is packed with **comprehensive, impactful** and **actionable** sustainable ideas, plans, and best practices.

presented & hosted by



economy. engagement. eco-efficiencies. | [www.GSCDubuque.com](http://www.GSCDubuque.com)



## A MESSAGE from the CITY MANAGER

Michael C. Van Milligen

As this newsletter goes to press on Aug. 5, we are in the early stages of our response to the storm and we have a long way to go, but Dubuquers should be proud of how they have responded.

I followed one of our public works collections trucks through some alleys on Saturday, July 30, as stormwater-damaged items were being loaded. At one stop, a family had just brought out wet carpet and a couch. The woman thanked the City staff and the family laughed along with them as the truck "ate" the couch. This kind of attitude exemplified much of what I've seen in the time since the storm.

It is important to acknowledge the commitment our Mayor and City Council have made to invest in Dubuque's stormwater infrastructure. While

the damage from the July storm was tremendous, it would have been far worse if the components of the Drainage Basin Master Plan were not implemented and the Bee Branch Creek Restoration Project was not yet underway. We should also be grateful to the volunteer residents who served on the Bee Branch Creek Citizens Advisory Committee and helped bring the project to fruition.

I would also like to thank all the City staff who have played a role in our community's response to this disaster, from the staff who put themselves in harm's way to respond the night of the storm to those who have put in extra time and effort toward the recovery efforts to date. Additionally, City staff worked hand-in-hand with numerous private contractors and vendors to get critical services back online during and

after the storm and we could not have succeeded without their assistance.

Partnerships have also been key in the response to the storm. The City has worked with the American Red Cross of the Tri-States, Dubuque County Emergency Management, Project Concern, the Multicultural Family Center, Community Foundation of Greater Dubuque, and others to meet the needs of residents. Governor Terry Branstad, our state legislators, the Iowa Homeland Security Office, and Department of Human Services have also played key roles in providing resources for our recovery.

Dubuque was recently named one of the most resilient cities in the nation. Our community was ranked fifth out of 361 cities nationwide by the Institute of Government Studies at UC Berkley in a study of resiliency capacity that evaluates a community's economic capacity to bounce back from adversity, strength of demographics, and community connectivity. Dubuque's response to the July 27-28 storm and the spirit of the residents of Dubuque demonstrated since that event certainly affirms this national ranking. §

## Dubuque Receives Governor's Award for Environmental Excellence

The City of Dubuque was one of 20 Iowa organizations and businesses receiving Environmental Excellence awards from Gov. Terry E. Branstad. Dubuque received the Environmental Excellence Award for the Sustainable Dubuque initiative on August 1 in Des Moines. The awards program recognizes comprehensive environmental programs by organizations and businesses, along with special project awards in water quality, air quality, waste management, habitat restoration and development, energy efficiency and renewable energy, and environmental education. The awards are sponsored by the Governor's Office, the Iowa Department of Natural Resources, the Iowa Department of Agriculture and Land Stewardship, the Iowa Department of Economic Development, the Iowa Department of Education, the Iowa Department of Public Health and the Iowa Waste Reduction Center. §

## Storm-Related Assistance & Information

### Project Concern

Project Concern, in conjunction with Dubuque County Emergency Management and the Iowa Department of Human Services, is facilitating the State's Individual Disaster Assistance Program. The program provides grants to individuals and families with household incomes at or below twice the federal poverty index. The maximum grant a family can receive is \$5,000. For additional information, call Project Concern at 211 or 563-557-8331.

### Volunteers

Do you need assistance with storm clean-up? Do you know someone who does? Would you or your group like to volunteer to help others who need assistance? Dubuque residents in need of assistance with storm clean-up or willing to volunteer are encouraged to call 563-690-6048 or email [volunteer@cityofdubuque.org](mailto:volunteer@cityofdubuque.org).

org and describe their need, or availability to volunteer. This program is focused on assisting elderly, disabled, and low-income residents impacted by the storm who do not have other assistance available.

### Stay Informed

Visit [www.cityofdubuque.org/stormrecovery](http://www.cityofdubuque.org/stormrecovery) for additional details related to the July 27-28, 2011 storm. For future reference, residents can receive timely alerts and announcements directly from the City:

- **NotifyMe:** Subscribe at [www.cityofdubuque.org/notifyme](http://www.cityofdubuque.org/notifyme) to receive emails and/or text messages on your mobile phone.
- **CityChannel:** Dubuque's government access channel is on the Mediacom cable system at channel 8 (analog) and 97.2 (digital). It is also streamed live at [www.cityofdubuque.org/media](http://www.cityofdubuque.org/media).



# Intercultural Communication Training Offered to the Public

Dubuque's Safe Community Task Force recommended intercultural communication training for all City board and commission members. The recommendation is in response to efforts to reduce frustration when working within a group of people, encountering differences and misunderstandings while trying to accomplish tasks, and ensuring the commissioners are effectively serving all members of the community. Understanding each other and being able to work together constructively across differences is a primary goal of the City's boards and commissions. It is possible to learn the skills to become more confident interacting across cultures, and the City's Intercultural Competency Training Team can provide some tools. The public is welcome to join board and commission members at these upcoming concurrent training sessions on Monday, Sept. 19, and Monday, Sept. 26, from 6-8:30 p.m. at the Carnegie-Stout Public Library's Aigler Auditorium. Please RSVP to the Human Rights Department at 563-589-4190 or [humanrnt@cityofdubuque.org](mailto:humanrnt@cityofdubuque.org) by Monday, Sept. 5. §



## New Faces

The City of Dubuque welcomes these new employees:

**Maureen Quann**  
City Attorney's Office

**Todd Carr**  
Housing and Comm.  
Development

**Steven Gerardy**  
Parking

**Joseph Thompson**  
Engineering

**William Carroll**  
Library

**Kenneth Miller**  
Public Works

**Diane Bowers**  
Housing and Comm.  
Development

**Melissa Schemmel**  
Parking

### Contact Information

The City of Dubuque welcomes comments and suggestions about your city government or news appearing in this newsletter. Please contact:

City Manager's Office  
50 W. 13th Street  
Dubuque, Iowa 52001-4864  
(563) 589-4110 phone  
(563) 589-4149 fax  
[ctymgr@cityofdubuque.org](mailto:ctymgr@cityofdubuque.org)



### Editorial Information

City News is published by the Public Information Office and is inserted in the City of Dubuque utility bills six times per year. For the most up-to-date City news and events, visit [www.cityofdubuque.org](http://www.cityofdubuque.org).

## Free Financial Literacy Classes Offered

Operation: New View, along with Alliant Credit Union and Health Services Credit Union, is offering FREE financial literacy classes to Dubuquers. Topics include: Budgeting to Create Savings (Sept. 6); Debt Reduction and Asset Building (Sept. 13); Building a Good Credit Rating (Sept. 20); and Consumer Protection and Financial Institutions (Sept. 28). All classes are on Tuesday nights from 6-7:30 p.m. in the Prescott Elementary Community Center at 1151 White Street. Please RSVP to Becky at [bjenkins@operationnewview.org](mailto:bjenkins@operationnewview.org) or 563.556.5130 by Thursday, Sept. 1. §

# CALENDAR

## September

- 5 City Offices closed for Labor Day
- 6 City Council Meeting, 6:30 p.m., City Council Chambers, Historic Federal Building
- 6 Environmental Stewardship Advisory Commission, 5 p.m., Conf. Room 1, City Hall Annex
- 8 Transit Advisory Board, 4:15 p.m., Room 223, Historic Federal Building
- 11 Dubuque Regional Airport Open House & Fly-In/Drive-In Breakfast, 7 a.m. - noon.
- 12 Human Rights Commission Meeting, 4:30 p.m., Conf. Room II, City Hall Annex
- 13 Park and Recreation Commission, 4:30 p.m., Bunker Hill Golf Course snack bar
- 19 City Council Meeting, 6:30 p.m., City Council Chambers, Historic Federal Building
- 20 Housing Code Appeals Board Meeting, 4:30 p.m., Suite 312, Historic Federal Building
- 22 Carnegie-Stout Public Library Board of Trustees, 4 p.m., Library auditorium
- 27 Housing Commission, 4 p.m., Suite 312, Historic Federal Building
- 27 Arts and Cultural Affairs Advisory Commission, 4:30 p.m., Lacy Board Room, C-S Public Library

## October

- 3 City Council Meeting, 6:30 p.m., City Council Chambers, Historic Federal Building
- 4 Environmental Stewardship Advisory Commission, 5 p.m., Conf. Room 1, City Hall Annex
- 10 Human Rights Commission Meeting, 4:30 p.m., Conf. Room II, City Hall Annex
- 11 Park and Recreation Commission, 4:30 p.m., Bunker Hill Golf Course snack bar
- 13 Transit Advisory Board, 4:15 p.m., Room 223, Historic Federal Building
- 17 City Council Meeting, 6:30 p.m., City Council Chambers, Historic Federal Building
- 18 Housing Code Appeals Board Meeting, 4:30 p.m., Suite 312, Historic Federal Building
- 24 Airport Commission Meeting, 4 p.m., Dubuque Jet Center
- 25 Carnegie-Stout Public Library Board of Trustees, 4 p.m., Lacy Board Room
- 25 Housing Commission Meeting, 4 p.m., Suite 312, Historic Federal Building
- 25 Arts and Cultural Affairs Advisory Commission, 4:30 p.m., Lacy Board Room, C-S Public Library
- 26 Investment Oversight Advisory Commission, 3:00 p.m., Conf. Rm. A, City Hall

*This calendar does not include all events, and is subject to change. Are you using Dubuque's "Notify Me" e-mail alert system? If not, please sign up today at [www.cityofdubuque.org/notifyme](http://www.cityofdubuque.org/notifyme) to receive agendas, news releases, event notifications, and other timely news.*

*City Hall: 50 W. 13th St.  
City Hall Annex: 1300 Main St.  
Historic Federal Building: 350 W. 6th St.  
Carnegie-Stout Public Library: 360 W. 11th St.  
Bunker Hill Snack Bar: 2200 Bunker Hill Rd.  
Dubuque Jet Center: 11000 Airport Road*