



# CITY NEWS



Volume 7, Issue 2

A Newsletter of the City of Dubuque

March/April 2009

## IBM Bringing 1,300 Jobs to Dubuque

On January 15, 2009, International Business Machines (IBM) Corporation announced it will open a new technology service delivery center in Dubuque, creating 1,300 new jobs.

Working with Greater Dubuque Development Corporation, the City of Dubuque, and Dubuque Initiatives, IBM has signed a 10-year lease, with optional extension years, to occupy the historic Roshek Building, also known as the Dubuque Building, at the corner of 8th and Locust Streets. Dubuque Initiatives, the nonprofit public/private partnership that has acquired the building, and IBM plan to renovate the building utilizing industry-leading IBM energy-efficient technology and environmentally friendly data center design.

"We selected the city of Dubuque for our new delivery center based on several criteria, including the strong positive public/private partnership within the city, a competitive business model, and the talent recruitment base that Iowa and the Midwest have to offer," said Mike Daniels, senior vice president, IBM Global Technology Services. "During this time of economic uncertainty, IBM continues to invest in its future and recruit the skilled persons it will need

to continue to grow its business. The Dubuque service center is a model for creating new opportunities and we look forward to working with the City and the State of Iowa."

Iowa Governor Chet Culver came to Dubuque for the Jan. 15 announcement and said, "Today's announcement is about three things – jobs, jobs, jobs. I want to welcome IBM to Iowa, and thank them for bringing these 1,300 high-quality, good-paying jobs to our state. Today's announcement is one more sign that people around the country are discovering what we have known all along – that with our highly-skilled workforce, inviting business climate, and quality-of life, Iowa is a great place for business."

Dubuque Mayor Roy D. Buol commented, "We are extremely proud that IBM chose Dubuque for this project and particularly thrilled about the role that Dubuque's sustainability initiative played in that decision. IBM's decision to locate in the Roshek Building, through adaptive reuse of a historic structure in the heart of our downtown, illustrates our shared commitment to sustainable development, historic preservation, and community revitalization."

IBM's global delivery network incorporates over 80 centers around the world and serves thousands of clients. The technical service delivery center in Dubuque will provide server systems operations, including maintenance and monitoring of computer hardware and software systems, to IBM clients in the U.S. and around the world. The services utilize collaborative problem-solving and defect-prevention processes based on service management



Mayor Buol, Mike Daniels of IBM, and Governor Culver answer questions from the media at the IBM announcement in January.

standards. Employees will manage IBM's world-class servers and storage systems which are critical for assuring optimal information technology infrastructure performance.

IBM intends to employ approximately 650 people in the new facility by the end of this year and 1,300 by the end of 2010. It is expected that 300 current IBM employees will relocate to Dubuque for this new center. IBM will work with institutions of higher learning in the tri-state area for recruitment and training of potential employees.

With an average wage of \$46,000, IBM's annual payroll in Dubuque will be about \$60 million. IBM expects to spend \$800 million for supplies, services, and employee expenses in the first 10 years in Dubuque.

The majority of the jobs at the Dubuque site will require a minimum of a two-year degree. To learn more or to apply for opportunities, visit any of the following websites: [www.ibm.com/careers/us](http://www.ibm.com/careers/us), [www.accessdubuquejobs.com](http://www.accessdubuquejobs.com), or [www.iowajobs.org](http://www.iowajobs.org). ■

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

## Sustainability-Themed City Expo Set for April 14

The City of Dubuque will hold its annual City Expo on Tuesday, April 14, from 5-8 p.m. in the Five Flags Civic Center at 405 Main Street.

The theme for this year's event is sustainability. Sustainability is defined by a community's ability to meet the environmental, economic, and social equity needs of today without reducing the ability of future generations to meet their needs.

City Expo is designed to educate Dubuque residents about city programs, services, and resources. Through booths, displays, and demonstrations, City staff will provide information and answer questions residents may have. City Expo is a free, annual event that features activities and demonstrations designed for visitors of all ages. Dubuque residents are encouraged to bring their entire family. People who plan to attend are encouraged to bring their own bag to collect informational and promotional materials which may be provided. Refreshments will be provided. ■



## Landfill Now Requires Loads to be Covered

All loads delivered to the Dubuque Metro Landfill must now be secured with a tarp or other cover, or placed in closed containers so that materials cannot fall or fly out. The purpose of this policy is to ensure that materials on vehicles traveling to the landfill facility do not become roadway litter and/or endanger motorists.

Loads must be covered from their point of origin and this requirement also applies to bulky materials and yard waste. Any vehicle without a cover will not be turned away, but will be subject to an additional fee of \$10 per load for cars, pick-ups, and trailers and \$25 for commercial vehicles and all others.

Variances from this policy due to extenuating circumstances may be requested but are not guaranteed. For more information regarding Dubuque Metropolitan Area Solid Waste Agency policies, contact the Agency Administrator at 589-4250 or visit [www.dmaswa.org](http://www.dmaswa.org). ■

## Tax Break for Working People

The earned income tax credit (EITC) is the federal government's largest program benefiting working families, but as many as 20% of eligible families do not claim the credit. That means hundreds of thousands of dollars are not finding their way into the pockets of Dubuque working families and individuals who have earned that money. If your family earned less than \$41,646 in 2008 (or \$12,880 if you do not have children living with you), you may qualify for the EITC when you file your tax return. The credit could give you up to \$4,824!

The City of Dubuque has joined efforts with others in the community to connect working families with information on the EITC and local free tax preparation services with the goal of strengthening working families and bringing more federal dollars into the local economy. Free help is available at community tax preparation sites. Free tax preparation is also available for income-qualified individuals and families. For additional information, call Information and Referral at 557-8331 or just dial 211. ■



## Yard Waste & Food Scrap Collection Resumes

Regular weekly collection of yard waste will start April 6. Annual yard waste decals are now available at City Hall Utility Billing for \$28. Every Thursday, collection for both yard debris and food scraps in GreenCarts is available until the new season starts. Request a specific Thursday pickup through the City website ([www.cityofdubuque.org](http://www.cityofdubuque.org)) or by calling 589-4250 before Wednesday at 3 p.m.

Weekly collection of food scraps and compostable paper in GreenCarts will start April 6. Request a subscription through the City website ([www.cityofdubuque.org](http://www.cityofdubuque.org)) or by calling 589-4250. ■

## Address Numbers

The Dubuque Fire and Building Services Departments are reminding property owners to make sure their property's street address is properly marked on their building and visible from the street.

It is a requirement of the International Building Code, International Fire Code, and United States Postal Code, that "New and existing buildings shall have approved address numbers, building numbers or approved building identification placed in a position that is plainly legible and visible from the street or road fronting the property. These numbers shall contrast with their background....Numbers shall be a minimum of 4 inches high with a minimum stroke width of 0.5 inch."

For more information, contact the Building Services Department at 589-4150 or 589-4195. ■

# City Manager's Message

Michael C. Van Milligen

IBM's selection of Dubuque for their new technology services delivery center is the result of hard work by many people from numerous organizations. Greater Dubuque Development Corporation (GDDC), Dubuque Initiatives, and the City of Dubuque hosted numerous visits from representatives of the IBM Corporation and hours of meetings over a four-month period preceding the announcement. Participants in the meetings included representatives of the following organizations, in alphabetical order:

- City of Dubuque
- Clarke College
- Community Foundation of Greater Dubuque
- Dubuque Board of Realtors
- Dubuque Initiatives
- Greater Dubuque Development Corp.
- Gronen Properties
- Iowa Workforce Development
- Iowa Dept. of Economic Dev.
- Kirkwood Community College
- Loras College
- McGraw-Hill Higher Education
- Northeast Iowa Comm. College
- Southwest Wisc. Technical College
- University of Dubuque
- Univ. of Wisc.- Platteville
- Governor Chet Culver also participated in some meetings.

Dubuque was in competition with five other states for this project. Michael Daniels, senior vice president of IBM's Global Technology Services, complimented

the caliber of the Dubuque delegation IBM worked with throughout the selection process. "The entire team we worked with was head and shoulders above others who competed," said Daniels.

Another major reason cited by IBM was the extraordinary public/private cooperation and partnerships that exist in Dubuque. Other key aspects of our community that were influential include:

- The 18,000 college students in the tri-state area, and more within 100 miles at UW-Madison, UNI, and the University of Iowa, that will provide a steady stream of potential employees.
- The awards Dubuque has won like All-America City from the National Civic League, being named one of the 100 Best Places for Young People by the America's Promise Alliance, and the Most Livable Small City by the U.S. Conference of Mayors.
- The City's Sustainability Initiative integrating environmental/ecological integrity, economic prosperity and social and cultural vibrancy.
- The upcoming redevelopment of the Historic Millwork (Warehouse) District to provide places for IBM workers to live and play.

AS GDDC President Mike Blouin has said, the IBM project will be transformational for the Dubuque economy. IBM Corporation plans

to hire 1,300 employees over the next two years at an average salary of over \$46,000 per year. Including equipment, supplies, and services, that's an investment of over \$800 million in Dubuque over ten years. These are high-quality, information technology jobs.

Should IBM experience great success in Dubuque with this technology service delivery center, there is the possibility of even more jobs in the future. It is also believed services and supplies needed by IBM will allow existing local companies to grow or attract new business to Dubuque. The corporate annual payroll of approximately \$60 million will help existing retail and commercial businesses in Dubuque. The addition of 1,300 people to the Dubuque job market will also energize the local real estate market for home sales and apartment rentals. In the two weeks after the announcement, Accessdubuquejobs.com had over 41,000 extended stay visitors. This project is also expected to accelerate the development of the Historic Millwork (Warehouse) District.

I believe that IBM is the "John Deere of the 21st Century" for Dubuque and it will positively impact our community in many ways. ■

## City Sponsors Crime-Free, Multi-Housing Landlord Training

The City of Dubuque is sponsoring an educational program for property owners and property managers on how to reduce crime in rental housing. The event will be held on Saturday, March 21, 2009, 8:00 a.m. – 2:00 p.m., at the NICC Town Clock Center, 680 Main Street, Dubuque, Iowa. The Dubuque Police Department, in partnership with the City's Housing and Community Development and Human Rights Departments, and City Attorney's Office is conducting the workshop.

This training program, the Dubuque Crime Free Multi-Housing Program,

will provide comprehensive information on all aspects of managing property with a special emphasis on how to reduce crime in rental property. Participants of the program will receive a comprehensive guide to assist in maintaining a crime-free property. Participation in this training also qualifies landlords for reimbursement of costs associated with national criminal background checks of prospective tenants. Issues addressed in the training program include:

- Identifying quality tenants
- Writing rental agreements
- Handling evictions

- Property security and fire safety
- Police services
- Fair Housing

The seminar is co-sponsored by Northeast Iowa Community College. Presenters include City staff and local attorneys. Course participants are eligible to receive five hours of Real Estate Continuing Education Unit credit for the course. Registration is \$25 and includes meals and course materials. There is an additional \$6 charge for CEU credit. To register, contact the NICC Continuing Education Center at (563) 557-8271 or (888) 642-2338, ext. 380. ■

You can now pay your City utility bill and parking tickets on the City's website!

- Click on the **"Pay a Bill"** link on the homepage. New users will need to create an account.
- Select the payment type, **"Utility Billing"** or **"Parking Ticket."** Utility Billing: Enter your account number as it appears on your bill. Parking Tickets: Enter the ticket number or your license plate number.
- You have two payment options: debit/credit card or electronic check. There is a four percent convenience fee to use your debit or credit card, which is automatically calculated for you. There is no convenience fee to use e-checks.
- After you fill in the payment information, you will be transferred to the "Transaction Central" site to enter your card/bank information.
- You may need to disable your browser's "pop-up blocker." If you have difficulties, call the Utility Billing Department at 589-4144.

## New Faces

The City of Dubuque welcomes these new employees:

**Tyson Brown**  
Parks Division

**Justin Potter**  
Police Department

**Andrew Fuerste-Henry**  
Library

**Sheila Samuelson**  
City Manager's Office: Sustainability

**Nathaniel Greene**  
Police Department

**Jacob Sellers**  
Police Department

**Jamie Hutchins**  
Parking Division

**Jan Stoffel**  
City Manager's Office: Arts & Culture

**Brad Krause**  
Police Department

**Caren Tobin**  
Police Department

## Retirements

Congratulations to these employees who recently retired from the City of Dubuque:

**Martha Sacchini**  
Library

### 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

### Editorial Information

Editor: Randy Gehl, Public Info. Officer  
City News 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).



## Calendar

### March

1 Public Ice Skating, 3:00 p.m.-5:00 p.m., Five Flags Arena

6-7 Dubuque Hempstead High School presents "Music Man," 7:00 p.m., Five Flags Theater

8 Dubuque Hempstead High School presents "Music Man," 2:00 p.m., Five Flags Theater

8 Public Ice Skating, 3:00 p.m.-5:00 p.m., Five Flags Arena

8 Mines of Spain Program: Bird Banding and Bird Identification, 1:00 p.m., E.B. Lyon's Interpretive Center. FREE

10 Gaelic Storm, 7:30 p.m., Five Flags Arena

14-15 Dubuque Kennel Club Dog Show, Five Flags Arena (all-day event)

22 Mines of Spain Program: Digital Nature Photography, 1:00 p.m., E.B. Lyon's Interpretive Center. FREE

27-28 Amp Live Presents: Thunder Slam Monster Truck, 7:30 p.m., Five Flags Arena

### April

3-4 Dubuque Wahlert High School presents "Zombie Prom," 7:00 p.m., Five Flags Theater

5 Dubuque Wahlert High School presents "Zombie Prom," 2:00 p.m., Five Flags Theater

6 Weekly curbside collection of yard waste and food scraps resumes. Call 589-4250 for more information or visit the web site.

14 City Expo, 5-8 p.m., Five Flags Arena, FREE

18 Dubuque Symphony Orchestra: "Mahler No. Resurrection," 7:30 p.m., Five Flags Theater

19 Dubuque Symphony Orchestra: "Mahler No. Resurrection," 2:00 p.m., Five Flags Theater

*This calendar is subject to change.*

- Leisure Services: 589-4263, [cityofdubuque.org](http://cityofdubuque.org)
- Five Flags: 589-4258, [fiveflagscenter.com](http://fiveflagscenter.com)
- E.B. Lyons Interpretive Center, Mines of Spain: 556-0620, [minesofspain.org](http://minesofspain.org)