



Calendar of Events

CHAPTER 41 QUARTERLY MEETING

PLACE REIMAN GARDENS, AMES

DATE & TIME FRIDAY, MARCH 12, 2004, 9:30 A.M.

REGION 3 SPRING FORUM

FALL DES MOINES -- APRIL 16, 2004

INTERNATIONAL EDUCATION CONFERENCE

PLACE PHILADELPHIA, PA

DATE JUNE 20 - 24, 2004

DEADLINES & UPCOMING EVENTS

FEBRUARY 26-27 - 303 MANAGING THE CONSULTANT
PROCESS, COUNCIL BLUFFS

APRIL 15 - 802 LEGAL ASPECTS OF EASEMENTS,
DES MOINES

JUNE 4 - QUARTERLY MEETING

SEPTEMBER - 209 NEGOTIATING EFFECTIVELY WITH A
DIVERSE CLIENTELE

SEPTEMBER 20 - QUARTERLY MEETING

OCTOBER - 401 THE APPRAISAL OF PARTIAL ACQUISITIONS

DECEMBER 3 - QUARTERLY MEETING & INSTALLATION
BANQUET

INSIDE THIS ISSUE

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President's Message

President Shelly J. Whiteing, SR/WA, R/W-RAC

February? Where has the time gone? On the other hand, as I look at over a foot of snow on my picnic table (and more in the forecast) I wonder when will winter be over? I want to see the crocus' poking through the ground and tulips growing in the flowerbeds.

Plan to join us for a "taste of spring" March 12 to see tulips in full bloom - no, we aren't heading to the south, we are heading to Reiman Gardens in Ames, where Tim Greenwood has told me the tulips are in full glory.

Before we look to the future I want to say a big thank you to Jim Diemer and Nancy Halvorson for the terrific Installation Program and Banquet. Jim has told me that he is making arrangements for our Installation Banquet to be at the Clarion Suites again next December 3 (tentatively). I believe everyone had a great time and we were honored to have special guests in attendance; International President Don Marx; Charter Member Al Kay and his wife Donna; as well as long time member Don Shirley and his wife, Karen. It is always great to see our retired members - you are all welcome any time!

I would also like to say a huge THANK YOU to everyone I called upon last fall to Chair or serve on Chapter Committees - I was so encouraged by the enthusiasm I received from each of you. Your support is greatly appreciated. As I mentioned at the December meeting I tried very hard to get some newer folks involved in committees, while keeping the experienced involved as well. It is important to generate new ideas while relying on the expertise of those who have experience.

I am excited for the coming year for our Chapter. The goals I have for our Chapter can only be reached if I have your support and help. We have a huge untapped market out there and with an enthusiastic Marketing Committee (headed by Ken Schwarz and Ken Boatwright) and an optimistic Education Program

Continued on Page 2

Presidential Message
Continued from Page 1

(Amy Walter is our Education Chair) I believe we can reach our goals for 2004:

- 15% increase in Membership
- Increased participation at IRWA Functions - not only at the local level, but also at the Regional and International level. Remember...the International Conference is in Philadelphia this year – I've been looking forward to this one for a long time!
- A mentoring program to not only get new members but to keep all of our members involved.
- Better chapter meeting participation – it is important that you attend so we know what you want out of the Chapter.

If there is anything I can do to make your experience and membership in Chapter 41 more beneficial please do not hesitate to contact me at shelly.whiteing@dot.state.ia.us or 515.239.1753. This is **your** Chapter, and I believe I speak on behalf of the entire Executive Committee when I say we want you to be involved and feel as though you are getting your money's worth; and that your involvement is worth the time you are willing to invest.

Please plan to join us on March 12 in Ames at Reiman Gardens. Tim is working on a motivational and "free" program. Please plan to attend the Board Meeting with ideas for an auction item – some ideas that were discussed in December included Crystal and an Iowa artists' Wildlife print. If you have any other ideas please share with us (either before or at the meeting) and we will discuss and decide on the selection so plans can be made to purchase and transport it to Philly.

Wyndham Philadelphia at Franklin Plaza
Philadelphia, Pennsylvania
June 21-24, 2004
50th Annual
International Education Conference



http://www.irwaonline.org/news_events/annual/

The Spirit of the Heartland-Chapter 41 of the International Right of Way Association, devoted to professional and successful right of way practices presents:

**LPA (Local Public Agency) Conference –
Right of Way Best Practices**

A fast paced, information rich set of presentations on the latest, practical information you need to acquire right of way for your projects. A sneak preview of scheduled program topics for the LPA Conference:

- Know the Timing of Acquisition Elements- Appraisal, Acquisition, Relocation, Condemnation
- Refresher-State/Federal Regulations
- Tips on Hiring/Managing Consultants in Right of Way
- Do's and Don'ts – Negotiation & Relocation Assistance
- Success Tips in Planning the Right of Way Issues
- What is – isn't an Appraisal
- Q & A Session on Practical Ideas
- Resource references for legal, educational and practical tips
- Iowa Contacts for Information

Be sure to check the IRWA Chapter 41 website: www.irwa41.org and Chapter newsletter, *The Heartlander*, for current information on the upcoming 1 day program, **LPA (Local Public Agency) Conference-Right of Way Best Practices, tentatively scheduled for the fall of 2004.**

You can't build without the land!

Volunteers Needed! The LPA Committee is requesting assistance to help with the conference in a variety of ways. Please contact Ed Opstein at 515./243.3570 or e-mail at UFSEDO@cs.com or Rita Rasmussen at 319.286.5807 or e-mail at ritar@cedar-rapids.org



MARCH 12, 2004
REIMAN GARDENS
AMES, IOWA



Something is missing here...is it you?

If you enjoy this section of the newsletter please encourage your fellow Chapter Members to contact me!

Thanks, Shelly

 Photographer(s) Wanted

I am looking for someone to help with
The Chapter Newsletter by taking photos at
Chapter Events (starting with the December Meeting)

If you have a digital Camera and can help please let me know

Would you like to be in an Upcoming Spotlight?

Please email me (the_heartlander@yahoo.com)

“Smile for the Camera” at our next meeting.

REGION 3 and INTERNATIONAL

NEWS AND INFORMATION

Region 3

Nancy Halvorson, SR/WA, R/W-RAC, Region 3 Chair

DISBURSEMENTS OF REGION FUNDS REGION 3

- 1 Funding of expenses for Region Secretary/ Treasurer (S/T) shall have priority over all other reimbursement funding. The S/T reimbursements shall be limited to \$150 per Forum, and \$500 for International Conference. It is still requested that the host chapter of the Region Forum voluntarily pay for lodging of S/T.
- 2 Funding of all expenses by the Region shall be authorized by the duly elected Region 3 Officers and the past two Region Chairs in a majority voice vote. Should one or both of the past two Region Chairs not be available, then the next available past Region Chair(s) shall be a voting member. The vote may be completed via conference call. A three-fifths majority approval is necessary to authorize any reimbursements or advances.
- 3 Any person requesting reimbursement must be current in annual dues to the IRWA and be the duly appointed Region Committee Representative. Reimbursements do not apply to Committee Members-at-Large.
- 4 Each request for financial assistance shall include a letter outlining the reasons why financial assistance is necessary and be accompanied by an estimate of the expenses to be incurred. Such expenses may include transportation, lodging, meals, and registration fees if applicable. Each requestor shall first apply for financial support from their home chapter, and this must also be stated in the letter of request submitted to Region 3.
- 5 Each International Committee member who is granted financial assistance must submit a committee report to the Region 3 Chair prior to the next scheduled Region 3 Forum, though they are not required to attend that Forum.
- 6 Requests for reimbursements or advances of expenses by an International Committee member shall be limited to \$250 per request, and limited to one request per calendar year.
- 7 Receipts must be submitted for all claimed expenses within six weeks of expenses occurring or within six weeks of the date of any advance taken, along with a completed IRWA expense form.
- 8 A minimum balance of the checking account of \$1000.00 should be maintained. Should the balance become \$1000.00 or less, then Committee members may not be compensated.

Region 3 Spring Forum

When: April 16

Where: Renaissance Savery Hotel
401 Locust, Des Moines

515.241.2151



(visit their website for a virtual tour
<http://photowebsusa.com/savery>)

IRWA Rate: \$79 for single room

(reservations must be made before Wednesday, March 14, 2004)

Activities:

Thursday evening reception in the Court Avenue District
Auction to benefit Region 3

Watch your Email for more Details to Follow

International Education Conference



Auction Item

The International Education Conference will be held in Philadelphia beginning June 20...

Please come to the March meeting prepared with some ideas for an item to be donated. We will make a decision so the item can be purchased and shipping arrangements can be made.



Region 3 Website:

www.irwaregion3.org

Questions or Comments,
contact Webmaster

vicke@publishers.com

REGION REPRESENTATIVE REPORTS & COMMITTEE UPDATES

IRWA'S 6th Annual Leadership Development Council Fall Seminar

Don Corrigan, R/W-RAC, Chapter 41 Representative

Phase 1 - Course 213 Conflict Management with Ted Williams

A common sense approach to conflict that defined conflict, looked at the sources of conflict and it's consequences. The course taught conflict management strategies and tactics, examined ways to reduce and eliminate conflict and presented a conflict management plan

Some highlights of the course.

To understand how you respond to conflict you need to understand your conflict management style. Exercises helped categories as one of five styles.

1. Avoidance (withdrawing)
2. Accommodation (smoothing)
3. Competition (power)
4. Compromise (sharing)
5. Integrative (problem solving)

Understanding your style and recognizing the other person's style will help minimize the potential of conflict.

Some of the tips to reduce conflict:

1. Reduce stress (stress is self induced)
2. Be open to all solutions.
3. You always have choices...select one.
4. Take responsibility for **your** behavior and emotions
5. Once resolved (or not resolved) review the conflict.
6. Work differently not harder.
7. Many times problems beget more problems before they beget solutions.
8. Deal with problems quickly.

There is a five-step plan to manage conflict:

1. Plan by knowing policies and procedures, completely understand the project, the acquisition and your decision making parameters.
2. Anticipate the other person's areas of concern.
3. Act by working on solutions.
4. Resolve by mutually selecting the best alternative to the issues and concerns
5. Implement the resolution and a preliminary plan for any unresolved issues.

I found the course to be beneficial but also one that would be very dependent on the abilities of the instructor.

Phase 2 - Saturday meeting

The morning sessions provided a working understanding of the IRWA and covered the following topics:

1. An update on Headquarters activities concerning some of the changes being made there. Many of the changes had to do with consolidation and a *team* approach.
2. Up date on IEC Strategic Plan.
3. An outline of the regional structure.
4. An outline of chapter structure.
5. Membership and changes being made to help local chapters recruit and maintain membership. More notices will be sent to

remind current members to renew and chapter will be given lists of nonmembers taking IRWA classes as a possible recruiting tool. There will also be a membership chair newsletter.

6. Education changes will include a uniformity of costs, more assistance to class coordinators and the elimination of the discount for three or more people from the same agency. Starting in 2005 the current requirement of 12 other courses for an SR/WA (with 6 hours from non IRWA courses being allowed) will change to 8 hours of IRWA only courses;

In the afternoon Ted Williams provided a motivational speech on Leadership.

LDC business included the following items:

1. The proposed structure of the executive committee will be a Chair, Vice Chair, Past Chair and Secretary, all serving one-year term and selected from Regional LDC Chairs. Current Chair, Vice-Chair and Secretary will remain until next year's conference.
2. Location of the conference will be the next site for the International Education Conference, the next meeting will be in Toronto. This is being attempted as a cost savings measure. The format will be two days, the first a class, seminars or speakers and the second day following the same format as this year.
3. The Council will remain a "council" instead of a becoming a "committee".
4. The purpose of the Council will be mainly to help train future leaders thru training and will fill a niche between the Professional Development and Membership Committees.

All of this will be presented to the IEC at next year's conference for approval. The full outline is unfortunately on my computer in over ppoint, which can't be read.

The current chair of the LDC is Mike Williams, attending from the IRWA staff was Armando Apodaca and representing the IEC was International President-Elect Gordon MacNair.

The conference was overall very helpful but I believe this Council is still trying to find its identity and purpose. If the IEC passes the proposed structure and purpose I believe this will be a useful tool for local chapters.

If the chapter wishes to continue to participate in the council I would suggest that two members be sent to each conference with one person being a past participant and the other a new participant so there can be some continuity in the LDC.

How Do I Become a *Candidate* for SR/WA or Certification?

Robert Dahlgren, SR/WA – Chair of PDC

The members of the PDC would like to encourage members of our chapter who are not currently candidates in the SR/WA Program or the Certification Program offered by the IRWA to consider becoming a candidate in one or both of these programs.

It has recently been brought to the attention of the Professional Development Committee (PDC) that there is some confusion on "Candidacy" for SR/WA and the Certification program.

To **apply** for Candidacy in either the Certification Program or the SR/WA Designation, a "*Certification and SR/WA Program Application For Candidacy*" must be completed and submitted to the Chapter 41 PDC chair, accompanied by a \$20 check made payable to IRWA.

Once approved as a candidate, you have five years to complete your course requirements. If not completed within the five-year period, you need to re-apply for candidacy for an additional five years. This holds true for both programs.

The **SR/WA** designation recognizes you as a Senior Member with the IRWA and it is the Professional Designation recognizing that you have completed training and examination in several disciplines in the right of way field.

You can become certified in the fields of Appraisal, Asset (Property) Management, Environmental, Relocation Assistance and/or Negotiation/Acquisition through the **Certification Program**.

For more information go to the IRWA website at www.irwaonline.org and click on the "Education" tab; or, for application forms click on the "Resources" tab.

If you need additional help or have questions you can contact Nancy Halvorson (nancy.halvorson@dot.state.ia.us), Bernie Banker (bernard.banker@dot.state.ia.us), or Robert Dahlgren (I.Dahlgren@dot.state.ia.us) and we will be happy to assist in any way we can.

We look forward to hearing from you.



REMINDER

Don't forget Annual Dues are Delinquent after February 28...you will then be required to pay an additional 10% fee.



Negotiation Tip

Edward Opstein, SR/WA, R/W-NAC, MPA

Split the Difference?

You are selling a car and asking \$12,000. You checked the market value for the car online and in the "books." The range of values is \$11,500 to \$13,000 and you don't want to fool around so you priced at the low end of the range. Someone offers you \$8,000 for the car and you turn it down. They ask if you will split the difference. Why would you? What is the factual basis for selling the car at \$10,000?

Now, imagine you have appraised some property you are buying for \$41,500 and the owner says they want \$80,000. You review your appraisal with them and they ask if you will split the difference. Why would you? It's the same situation as with your car.

There is usually a lot of pressure to consider a "split the difference" offer, but it can be alleviated if you ask yourself this question - "What is the factual justification for the new price?" Know why you settle. It's okay if the reason is not factual, but you should be aware of the reason. Good luck!



**Enjoy a Taste of Spring
March 12**

...See Page 11

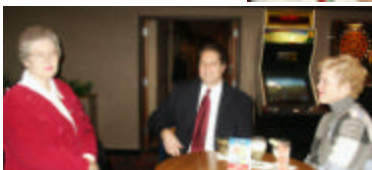
YOUR COURSE HISTORY

Is now on the World Wide Web


http://www.irwaonline.org/education/course_history.cfm

You can now access your personal information and make changes. You can also view your course history. If there are courses missing or you would like to include courses prior to 1988 you may contact Annette Gray atagray@irwaonline.org or 310-538-0233, Extension 138.

December Chapter Meeting



Member News & Information:



SR/WA

James Diemer, SR/WA
Congratulations, Jim!



CERTIFICATIONS

Ed Opstein, SR/WA, R/W-NAC
Certified in Negotiations
Congratulations, Ed!




MEMBERSHIP NEWS

Chair Don Corrigan, R/W-RAC
NEW MEMBERS

William Molison, Clapsaddle-Garber

Welcome—

We look forward to your membership.



CONGRATULATIONS

\$50 Door Prize Winner

December Meeting

Jana Jones

Other Winners at the Annual Banquet:

\$1000 IRWA Expense Reimbursement
Steve Chapman

2004 Dues Payment **Mary Ann Carnock**

Retirement Announcement




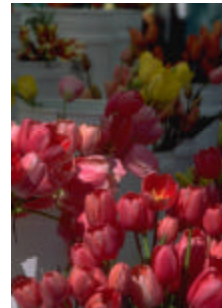
Ken Schwarz, SR/WA retired January 16 from MidAmerican Energy as Manager of Right of Way Services after completing 37 years of service.

Ken began in the gas department of Iowa-Illinois Gas and Electric and a few years later joined the Right of Way Department.

Ken, and his wife Joyce will be traveling to Phoenix, Arizona to stay for a couple of months and then plan to return home and keep busy around the house, take some short trips and enjoy the grandchildren.

Ken is co-chair of our recently created Marketing Committee and we look forward to his continued involvement in Chapter 41.

Congratulations, Ken!!!



DID YOU KNOW?

IRWA provides scholarship assistance through the SARPA Scholarship program?

The child of any IRWA member is eligible.

To obtain an application go to <http://www.irwaonline.org/forms/> and download the SARPA Application form

Winners are notified at the Annual Educational Conference in June.

International Right of Way Association

"Spirit of the Heartland" - Iowa Chapter 41



Minutes of Business Meeting – December 13, 2003

Clarion Hotel – Clive, Iowa

President Bernie Banker called the meeting to order at 2:30pm. Fourteen members, including International President Donald Marx, were present.

Secretary's Report: The minutes from the September business meeting were distributed. A motion was made to approve the minutes. The motion was seconded and approved.

Treasurer's Report: The Treasurer's Report indicated a total net balance of \$13,623.28. A motion was made to approve the report. The motion was seconded and approved.

Education Committee: Rita Rasmussen distributed a report from the Education Committee. The report reviewed the committee's activities during the past year and revealed a tentative timetable for future course offerings through 2005. The report also provided a list of non-members who attended IRWA courses in Iowa in 2003. Some discussion ensued about what incentives our chapter might be able to offer to entice future course attendees to become members. One suggestion was to offer non-members "mega-bucks" certificates when they attend one of our courses.

Budget and/or Audit Committee: Nancy Halvorson updated the group on the activities of the committee. The committee has identified a few areas the chapter needs to improve on, such as making timely deposits, itemizing income, and budgeting for planning purposes.

Program Committee: The tentative schedule for 2004 chapter meetings is as follows (all Fridays): March 12th, June 4th, September 10th, and December 3rd. As always, the Program Committee is accepting ideas for topics of future presentations. Some of the suggestions included a tour of Hallett's Mine, a tour of the Des Moines Water Works, and an FHWA program.

Professional Development Committee: Deane Davenport has earned final approval for SR/WA designation. Ed Opstein is now a candidate for certification in Negotiations. Congratulations to Deane and Ed!

IRWA Leadership Development Council (LDC): Don Corrigan presented a thorough written review of his activities at the LDC's Fall Seminar in Baltimore. A discussion ensued about the long-term direction of the LDC, with some great insight provided by Mr. Marx.

Iowa Appraisal Advisory Council (IAAC): Joe Anderson provided a brief update of IAAC's activities over the past several weeks. IAAC's focus continues to be on the pursuit of legislation that would make state certification mandatory for individuals providing real estate appraisal services in Iowa.

Survey of Membership: A short survey has been distributed to all *Spirit of the Heartland* members. Please complete it and return it to Shelly Whiteing as soon as possible. The results will be shared with the entire chapter membership via email soon.

Annual Education Conference Auction: Nancy showed everyone the plaque that Chapter 5 presented to our chapter in appreciation for running the auction at the 2003 Annual Education Conference in Kansas City. Ideas were bantered about what our chapter should donate for the 2004 auction in Philadelphia. Ideas included a crystal bowl or vase, or a wildlife painting by an Iowa artist.

Reimbursement for Region Travel: A committee has been formed at the Region level to explore the creation of a fund that would assist members with travel costs associated with attending conferences, meetings, and forums. This fund would be supported by contributions from chapters within our region. If any *Spirit of the Heartland* members have questions or comments about this, please contact Nancy and/or Bernie.

Iowa LPA Seminar: Rita and Ed are planning a seminar that covers LPA basics, targeted toward engineers. Plans are to get each chapter committee involved in putting together this 1-day seminar. The date and location of the seminar are yet to be determined.

Thoughts from the Incoming President: Shelly Whiteing is the *Spirit of the Heartland Chapter's* incoming President for 2004/2005. She spoke to the group and shared a few goals for the upcoming years, including starting a mentoring program, growing chapter membership at least 15%, fostering better participation from current members, and getting the Marketing Committee off to a good start.


2004 Region 3 Spring Forum: It is our turn to host a forum for the chapters of Region 3. The 2004 Region 3 Spring Forum will be held at the Renaissance Savery Hotel in downtown Des Moines on Friday, April 16th. Course 802 (Legal Aspects of Easements) will be held at the same locale on Thursday, April 15th.

Pre-Qualification of IRWA Courses for Continuing Education Credit: A motion was made that would hold the chapter responsible for making sure the courses we sponsor get all the applicable approvals from the appropriate state authorities, so that attendees are eligible to receive continuing education credits for renewal of their various professional licenses. The motion was seconded and approved.

Door prize drawing: Jana Jones was the winner of the drawing for the \$50 door prize. The names of the members attending today's meeting will be included in the drawing for the \$1,000 Grand Prize and the "free membership" Second Prize at the banquet in December of 2004.

At 4:36pm a motion to adjourn the meeting was made, seconded, and approved.

Respectfully submitted,
Joe A. Anderson, Secretary
Spirit of the Heartland - Iowa Chapter 41

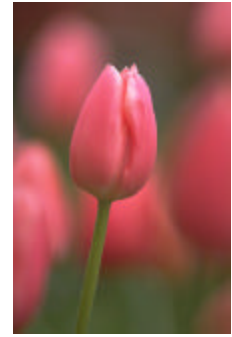
BUDGET  NEWS	TREASURER'S	
	REPORT	
	Treasurer Steve Chapman, SR/WA, R/W-RAC	
	<u>Fourth Quarter Report</u>	
	Income	\$ 4,310.40
	Expenses	<u>5,574.68</u>
	Net Income	(\$ 1,264.28)
	Current Cash Balance	\$13,623.28
	Net Balance	\$13,623.28



MARCH CHAPTER MEETING

Reiman Gardens, Ames
(Speer Room located in the Mahlstedt Building)

Friday, March 12, 2004



9:30 a.m. Welcome (coffee, juice & muffins available), Speer Room

10:00 a.m. Chapter Business Meeting

11:30 a.m. Brief presentation about Reiman Gardens

11:45 a.m. - 1:15 p.m. Lunch* and time to tour Reiman Gardens

1:30 p.m. Margie Oldehoeft, Director of Volunteer Services at Mary Greeley Medical Center, "The Value of Humor in Our Lives"

Please **RSVP before February 26, 2004**

timothy.greenwood@dot.state.ia.us or jpdiemer@midamerican.com

**Everyone attending will receive a \$5 Gift Certificate from Reiman Gardens, you can use this for lunch in Hazel's Kitchen or for a future visit to the Gardens*

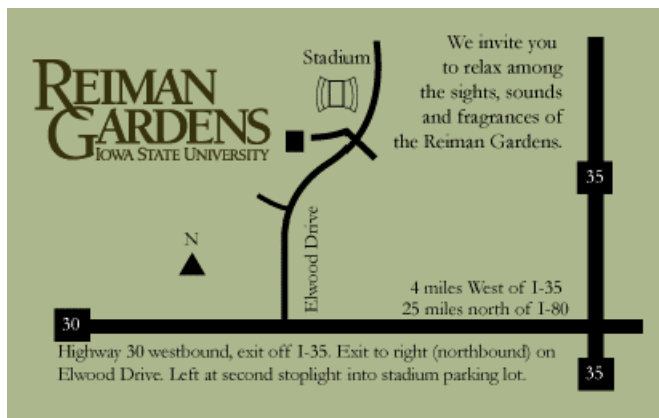
The Lunch menu for Hazel's Kitchen on March 12 is:

*Beef Stew, Cous Cous Stuffed Peppers with Cauliflower,
BLT or Veggie Wrap, Roast Beef & Cheddar Panini (Grilled Sandwich),
Chicken Salad Sandwich or Sausage & Pepper Quiche
visit www.reimangardens.iastate.edu*

Directions:

Reiman Gardens is conveniently located just south of Jack Trice Stadium (the ISU football stadium) in Ames.

From Highway 30, Exit to the north on Elwood Drive. You can see the Gardens immediately by looking north. Then take a left at the second spotlight into the stadium parking lot.



Officers for 2004

Chapter 41

PRESIDENT: SHELLY J. WHITEING, SR/WA R/W-RAC

SHELLY.WHITEING@DOT.STATE.IA.US

PRESIDENT-ELECT: DAN SHIFLETT

DANS@CBPOWER.COM

VICE-PRESIDENT: JOE ANDERSON

JOE.ANDERSON@DOT.STATE.IA.US

SECRETARY: DEANE DAVENPORT, SR/WA R/W-AC

DEANE@DAVENPORTAPPRAISALS.COM

TREASURER: STEVE CHAPMAN, SR/WA R/W-RAC

STEVEN.CHAPMAN@DOT.STATE.IA.US

DIRECTOR (1- YRS): BERNARD B. BANKER, SR/WA R/W-RAC

BERNARD.BANKER@DOT.STATE.IA.US

DIRECTOR (2-yrs): SHELLY J. WHITEING, SR/WA R/W-RAC

SHELLY.WHITEING@DOT.STATE.IA.US



Chapter 41 Website:

www.iywa41.org

Questions or Comments,
contact Webmaster

vickei@publishers.com



Do you have a new email address?

Are you moving?

Notify:

Shelly Whiteing

515-239-1753

shelly.whiteing@dot.state.ia.us

Newsletter Editor: Shelly J. Whiteing, SR/WA, R/W-RAC

the_heartlander41@yahoo.com 515.239.1753

Contributing Columnist:

Edward Opstein, SR/WA, www.negotiationtools.com

515.282.8838

DEADLINE FOR MAY ISSUE

April 15, 2004

Your articles and/or suggestions are always welcomed.

COMMITTEES

PROFESSIONAL DEVELOPMENT AND NOMINATIONS/ELECTIONS

ROBERT DAHLGREN, SR/WA, CHAIR L.DAHLGREN@DOT.STATE.IA.US

BERNARD B. BANKER, SR/WA R/W-RAC

NANCY HALVORSON, SR/WA R/W-RAC

EDUCATION

AMY WALTER, CHAIR AWALTER@SNYDER-ASSOCIATES.COM (2-YR)

RITA RASMUSSEN (3-YR) & NANCY HALVORSON (1-YR)

MEMBERSHIP

DON CORRIGAN, R/W-RAC DONINDSM@AOL.COM

MARKETING

KEN BOATWRIGHT, CO-CHAIR KLBOATWRIGHT@DMGOV.ORG

KEN SCHWARZ, SR/WA, CO-CHAIR KESCHWARZ@MIDAMERICAN.COM

JOE ANDERSON, TIM BUNKERS, DON CORRIGAN & JANA JONES

PROGRAM

JIM DIEMER, SR/WA JPDIER@MIDAMERICAN.COM

TIM GREENWOOD, R/W-RAC TIMOTHY.GREENWOOD@DOT.STATE.IA.US

LEADERSHIP DEVELOPMENT COUNCIL

DEANE DAVENPORT, SR/WA R/W-AC & DON CORRIGAN, R/W-RAC

ASSET MANAGEMENT

JIM WILLS JIMWILLS@ALLIANT-ENERGY.COM

ED OPSTEIN, SR/WA, R/W-NAC UFSEDO@CS.COM

AUDIT

NANCY HALVORSON, SR/WA R/W-RAC, CHAIR

NANCY.HALVORSON@DOT.STATE.IA.US

RITA RASMUSSEN & DAN SHIFLETT

ENVIRONMENT AND SURVEY

DAN SHIFLETT DAN@CBPOWER.COM

LEGISLATIVE REVIEW

SUE ALBRIGHT SUSAN.ALBRIGHT@DOT.STATE.IA.US

LOCAL PUBLIC AGENCY

ED OPSTEIN, SR/WA, R/W-NAC CO-CHAIR, UFSEDO@CS.COM

RITA RASMUSSEN, CO-CHAIR R.RASMUSSEN@CEDAR-RAPIDS.ORG

BERNARD BANKER & DENNIS CLARKE

RELOCATION

DON CORRIGAN, R/W-RAC DONINDSM@AOL.COM

TRANSPORTATION

DENNIS CLARKE DCLARKE@CO.BLACKHAWK.IA.US

UTILITIES

DAVE HINGTGEN, CO-CHAIR, DAVEHINGTGEN@ALLIANT-ENERGY.COM

JIM DIEMER CO-CHAIR, JPDIER@MIDAMERICAN.COM

TIM BUNKERS

VALUATION

BERNARD B. BANKER, SR/WA, R/W-RAC

BERNARD.BANKER@DOT.STATE.IA.US

JOE ANDERSON, RUSS MANTERNACH