

www.ProfBillLynn.com
Committee to Re-elect Bill Lynn
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Davenport, IA 52803

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General Election
Tuesday, November 6th

5th Ward Alderman



Bill Lynn

“Promises Kept”

Once again, it's been a blast!

Campaigning door-to-door has been like reacquainting myself with old friends. So often people opened their door to say “Hi, Bill” before I had a chance to identify myself.

A lady asked me where my cowboy hat was.

I feel like I've really gotten to know people, or at the very least the people of my ward have gotten to know me.

Again, thanks to the sign thieves. As in my last campaign, a few of my signs were stolen only to show up in the thieves' yards. I diligently monitor the location of my signs and I get a chuckle when I see that someone has taken a sign to put in their own yard.

Seriously, I've enjoyed my time going door-to-door (I was very unhappy when I couldn't do it because of my illness). Thanks to all of you for your hospitality, for sharing your thoughts with me, and for your concern about my being ill.



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One More Promise Kept

In my last letter to you, I said we'd next talk about the issue of improving city services. From all of the calls and conversations I have had with so many of you, I know this is of concern.

Concerns of Our Citizens

One of the complaints I often hear is that things don't get done in a timely fashion in Davenport or they don't get done at all. Further, I sometimes hear about the demeanor with which people are treated in our city. I find when things are not being done, I receive calls--when they are getting done, I don't receive calls.

Customer-Friendly Service Wanted

A concern expressed to me is the general treatment people receive when they call the city. Let me say that many of our employees are very good, but some simply do not know how to handle complaints or requests. The employees who provide excellent service to constituents should be **rewarded** and held as **roll models** for other employees. The employees who are not providing superior service should first be sent through more training--knowing how to handle requests and complaints can be taught.

There should be a policy to deal with employees who continue to provide substandard service. The **first time** there is a substantiated complaint about an employee, we should provide them with some type of evaluation; the **second time** there should be a reprimand; and the **third time** we should consider some type of short suspension. Any further problems should lead to loss of their job. As we know, no private company would allow their employees to speak disrespectfully to a customer, and the people living in this city are customers of the city. We simply cannot allow people to mishandle citizen requests.

We also need to create a **Citizens Review Committee** to deal with complaints against employees and departments. Too often these issues are handled internally and we never know the outcome. Often there is a strong bias in support of the employee and a Citizens Review Committee would create a fair handling of complaints by citizens.

Getting the Job Done

I do believe our new technology is helping in this area. Previously we could not track requests, so if they got lost we simply had no idea who to hold accountable. I have asked for, and to some extent received, a system that would allow us to know who is responsible for completing a job. Now we need to **establish benchmarks** for how long jobs should take and follow up to see if they are done in that time frame. We also need to keep data on how many jobs are done on time. Further, we should always strive to see they are done more quickly, i.e. there should be an attempt to continuously improve on our services. Departments should be judged on these criteria.

One of my great frustrations in government is the attitude that if we are not doing the job well it is because we need more resources, i.e. money. This actually encourages poor performance. When departments are run well, we need to give them more money and more responsibility. If they are run poorly, the opposite should be true. In order to do this, we must decide what we are really trying to accomplish. In many cases I do not believe departments are clear on this. That is the reason each department needs to develop a strategic plan with measurable outcomes. This has not been done yet. Organizations that run well do this whether they are private or public.

The "It's Not My Job" Culture

We all see things that are not right in our neighborhoods. Our city employees see them also, but there is often the attitude by city employees that "it's not my job." If they are reported to me or I find them, I report them; but I can't know everything that is going on in my ward--that is humanly impossible. We need to have employees reporting these things. For instance the garbage trucks go down our streets weekly. When they see

an environmental problem, they need to report it. All they need is a cell phone or radio. That would go a long way to improving our city.

When I was first elected, I went to a presentation in Dubuque on how they have successfully addressed some of the same problems we are facing. One thing that really struck me was the statement, “We don’t allow our employees to say “it is not my job.” We need to begin to change our city culture to encourage that attitude.

Citizen Feedback

We need to use the approach of surveying citizens who use city services. After I have had my car serviced, I receive a questionnaire from the car dealership concerning their service—we can use this same approach for the city’s services to our citizens. Although we do an annual survey, it is too broad. I have had the city improve that survey, but nothing takes the place of immediate response for a situation. For instance, you may have had a bad experience or a really good experience, but by the time you do the annual survey you have forgotten about it.

Not Just a “Feel Good” Approach

These approaches will help us **reduce cost** and **improve services** in the city, and that is important. Improving services and being customer friendly will encourage people to come and stay in Davenport. We are in competition with other area cities and if they provide better service, they will get more residents. As I discussed in another document we can see the cities around us that are growing when we are not. This is a signal to us.

Wrapping Up the Campaign

Over the past two months I’ve been in our neighborhoods meeting you and your neighbors. To me this is the fun part of the campaign. I have had a chance to talk to you and get your views. You’ve all been very friendly and supportive. For those who were not home, I’m sorry I missed you. I really want to thank all of you for the courtesy you have shown me and especially want to thank you for allowing me to serve you for almost four years. It has been an honor.

I also want to thank the people who ran against me in this election for being public-spirited and running an issues-based campaign. They deserve much credit for this. Win or lose, I hope they remain engaged in Davenport’s civic life.

In the four years I’ve worked to keep my promises that I made in each of my campaigns. Despite being only one of ten aldermen, many of those promises have come true. In the letters I’ve sent you during this campaign, I’ve outlined what we must do to turn our city around but I can only work toward implementation of these ideas if you re-elect me. For that reason, I’m asking for you to vote for me on November 6. It’s up to you whether you want to rehire me for the job and I wouldn’t have it any other way.

A handwritten signature in blue ink that reads "Bill Lynn". The signature is written in a cursive, flowing style.

P.S. The last two campaigns I had my favorite supporter, Gladys Hitchings, rooting for me. Sadly we lost little Gladys one year ago at the age of 105. This campaign has not been the same without her.


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Top Ten Reasons to Vote for Bill Lynn

- #10** **Financial Watchdog.**
Reduced the stormwater fee. Will work to eliminate it.
- # 9** **Returns phone calls and e-mails.**
Seems pretty basic, but you know it isn't as common as it ought to be.
- # 8** **Still boring.**
No lawsuits, no tenants, no mistress, still married to Arletta (38 years and counting)
- # 7** **Accountable only to you.**
No endorsement deals. Over 50 individual campaign donors, most \$35 or less.
- # 6** **Issues not Personalities.**
No name-calling. No personal attacks. No partisan politics. Just the facts.
- # 5** **Accessible your way.**
Phone: 320-3675. E-mail: Bill@ProfBillLynn.com
- # 4** **Still the best qualified.**
Economics Ph.D. Successful small businessman. Mentor for local entrepreneurs.
- # 3** **Jobs in Davenport. Jobs for the Fifth Ward.**
Low taxes/fees. Reduce red tape. Enhance job training. Walgreens!!! Many new businesses in Village of East Davenport!!!
- # 2** **Crime is a priority.**
First Guardian Angels Chapter in Iowa. Pushed for NETS and VIPS programs.

And the **#1** reason to vote for Bill Lynn —

He's kept his promises!