

Posting Date: August 17, 2015

**NOTICE OF A SPECIAL MEETING
BONDURANT CITY COUNCIL
AUGUST 18, 2015**

NOTICE IS HEREBY GIVEN that a Special Meeting of the City Council will be held at 6:00 p.m. on Tuesday, August 18, 2015, in the Bondurant City Center, 200 Second Street, Northeast, Bondurant, Polk County, Iowa. Said meeting is open and the public is encouraged to attend.

AGENDA

1. Roll Call
2. Call to Order and Declaring a Quorum
3. Perfecting and Approval of the Agenda
4. Interviewing Candidates for City Council – Doug Elrod, 1101 14th Street, SE, Bondurant
5. Adjournment

Mark Arentsen

From: ELRODD@nationwide.com
Sent: Tuesday, July 14, 2015 10:34 AM
To: marentsen@cityofbondurant.com
Subject: City Council vacancy
Attachments: Letter of interest.docx; RESUME.docx

Hi Mark,

Thank you for your time earlier today to discuss the vacancy on the city council. Please find below a copy of a letter of interest and my resume. Please let me know if you have any questions or need any further information.

Thanks!



Doug Elrod, AIC
Claims Manager, Commercial
Agribusiness | Casualty Claims
W (515) 508-2982 | C (515) 988-1571
elrodd@nationwide.com

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July 14, 2015

City of Bondurant

Attention: Mark Arentsen, City Administrator

RE: City Council vacancy

Mr. Arentsen,

I understand there is a pending vacancy on the city council. I'm interested in pursuing this opportunity. The city of Bondurant is a growing, thriving community. My wife and I have been residents for nearly 10 years now. I am pleased with the direction the city is taking. I would like to contribute to the continued success this community is making.

I believe there is an opportunity to further review the tax abatement grants we offer to new residents and to residents undertaking major home improvements. I also believe there is an opportunity to promote further commercial growth if done so within fiscally responsible means. These two items will positively contribute to the city's financial standing. I'm interested in exploring new ways to reduce property taxes and the establishment of city law enforcement officials. While partnering with Altoona, Polk County and other entities to provide various services has been an excellent solution in the past; as the community continues to scale, I feel we can benefit from exploring opportunities where we may promote our own jurisdiction.

The improvement of city recreation facilities is another important issue for our residents. These venues promote increased social interaction among residents and promote the sense of community. An area of improvement is the drive and parking lot at the Bondurant Sports Complex.

We reside in a thriving, successful community. I would like to work and contribute towards its continued success and growth.

Sincerely,

Doug Elrod

1101 14th St. SE

Enclosure

Doug Elrod, AIC

1101 14th St. SE Bondurant, IA 50035
(515) 988-1571 elrodd@nationwide.com

Education:

University of Northern Iowa, Cedar Falls, Iowa 50613
Major: BA in Criminology; Major: BA in Spanish.
Insurance: AIC Designation, CPCU 510

Professional Experience:

Nationwide / Allied Insurance

Des Moines, IA

- **Claims Manager – Commercial** 03/12 – Current

Nationwide Agribusiness Field Manager. I currently lead a team handling Commercial General Liability claims involving 3rd party property damages. The team handles claims in all states throughout the country. Policyholders are traditionally middle market commercial businesses whom specialize within the agricultural industry.

I lead a team whom handled 1st party claims arising under property damage and material damage policies. The team handles claims with an exposure up to \$250K. Very Good rating received in 2012, Outstanding rating received in 2013 and a Very Good rating received in 2014.

- **Claims Manager – Field** 05/09 – 03/12

Field Large Loss Manager. Lead a team of Large Loss and Contents associates within North Dakota, South Dakota, Minnesota, Wisconsin, Nebraska, and Iowa. We specialized in personal and commercial lines 1st party property claims in excess of \$50,000. There was a high focus on Customer Care while marshalling Experts, SIU, Subrogation, and Litigation throughout claim process. Exceeds rating received in 2009 and 2010

- **Consultant, Business Project Management** 03/07 – 03/09

Property Blue Ribbon—Lead the region in the creation of the Property Blue Ribbon program. I worked to build a network of contractors to work within this preferred contracting network. Services included within the program include Mitigation Services, General Contracting and Roofing. I maintained vendor relationships, including quality control. Conducted training of department and created workflows in the interactions of staff employees with the preferred contractors. Exceeds rating received.

Regional Catastrophe Coordinator/Project Lead—Coordination of regional claims response following a catastrophic event or storm. 2007 was an active storm year including 11 storm events which produced over 7,500 claims. 2008 produced approximately 25,000 claims across IA, MN, MO, and WI. The events in 2008 provided an opportunity to marshal more than 200 associates and supervise cat managers and their assigned teams. Exceeds rating received.

- **Claims Manager-Field** 1/04 - 03/07

Field Core Manager. Drive for high quality results through communication, active/hands on style, and metrics based reviews. Responsible for customer service and agency interactions. Within the first 8 months of managing this team, the team average for the ACE file review system rose 39% in scoring results. The 2006 audit resulted in a team score of 1.72 on a 2 point scale. This score falls within the second highest exceeds category. 2006 Customer Satisfaction Survey score for the team resulted in a 9.38. Exceeds rating received for 2006.

In-office Manager. At year end of 2004, all team members were achieving expectations. At the time of my departure from the unit, 4 members were exceeding expectations and 1 member was one point away from exceeding expectations based upon the ACE file review system.

Additional responsibilities include: Star Award committee member, Class West team lead, Due Diligence project, Large Loss Process SME, Reserve Reconciliation team lead, Regional team lead for the Escheat process, Warm Transfer, KPI team lead, training facilitator for Claims Negotiation Initiative, SME for several projects through NTO, department coordinator for blackberries and subrogation, Hartford computer group, proposal and management of full time intern position, and RCIC committee member.

- **Master Claim Representative** **05/03 – 01/04**

Handled personal lines and commercial lines property damage claims. Worked in a field environment within Des Moines, IA.

NCA Group **Indianapolis, IN**

- **Large Loss Associate / Daily Adjuster** **07/01 – 05/03**

Worked as an independent adjuster handling daily claims and large loss claims for several insurance companies. Territory consisted of the state of Iowa, with work within surrounding states on an as needed basis: Nebraska, South Dakota, Minnesota, Wisconsin, Illinois, and Missouri.

Nationwide / Allied Insurance **Des Moines, IA**

- **Sr. Claims Representative** **01/99 – 07/01**

Handled personal lines and commercial lines property damage claims. Worked in an office environment, as well as a field environment in Peoria, IL and Des Moines, IA. Started my career as a Claims Trainee, progressed to Sr. Claims Representative, then Master Claim Representative.

Development/Accomplishments:

- **Performance:** Highest performance rating (Exceeds or Outstanding) received 9 out of 14 reviews.
- **Career Connect:** 7 month Leadership development program with intense exposure, training and job shadowing within all departments of NWAG: Sales, Underwriting, Risk Management, Claims, Alternative Risk Solutions, Actuarial, Surety and Fidelity.
- **Leadership Forum Committee Member:** Work jointly with leaders from other departments including Underwriting, Risk Management and Surety and Fidelity to develop agenda and content of quarterly company leadership meetings.
- **Emerging Leaders Program:** Participant and Mentor
In my two years of participation within this program, I gained extremely valuable leadership skills. As a part of the pilot program, we were tasked with creating the program as it sits today. I held the position of chairman of the Advertising committee. On a goal of 100 people to self-nominate for the 2005 program, we successfully received 300 self-nominations.
- **Allied Leadership Development Program:** Participant in 2001 and 2006.
- **Allied Career School Participant**
- **Philanthropic Activities:** Nationwide Day of Caring, Lymphoma and Leukemia society, JDRF team captain, United Way, Habitat for Humanity, and Allied Ambassador through campus visits.

CITY COUNCIL MEMBER APPOINTMENT
City of Bondurant
Polk County, Iowa

Name: _____

- 1) **Please give us a brief overview of your involvement in the community.**

- 2) **Why are you interested in serving on the Bondurant City Council?**

- 3) **This job sometimes requires making unpopular decisions. Tell us about a situation that involved conflict and how you gained support for the final decision.**

- 4) **What would you like to see happen in the City of Bondurant in the next 5 years?**

- 5) **Tell us about a time when you were faced with a difficult decision. What factors did you consider in making your decision?**

- 6) **What can you bring to the Bondurant City Council that will benefit the community?**

- 7) **Is there anything else you would like to add or to ask us?**