



October 22, 2021

City of Indianola
110 N 1st Street
Indianola, Iowa 50125

Dear Mayor Pepper, Councilpersons Hulen, Parker, Kling, Schroder, Southall and Marchant,

It is with a very heavy heart that I submit this letter providing official notice that I will be ending my time as Indianola's City Manager effective November 27, 2021.

As you all know, this was not an easy decision for my family and me. We have been proud to call Indianola home for nearly six years. During this time, our family has created timeless memories and life-long friendships. Indianola not only afforded our family an abundance of events and activities to attend and enjoy, but also countless volunteer opportunities to give back to a community that provided us with so much. While we will be moving, we won't be going far, and we do plan to visit.

From a professional perspective, it has been an honor and privilege to work with each of you and the entire city staff in service to Indianola. Together, with your leadership and support, and the team's dedication, selflessness, and professionalism, our organization worked tirelessly to increase communications, improve customer service, and elevate service delivery to our constituents. In addition to the day-to-day operations, our team successfully took on monumental initiatives all for the betterment of the Indianola community. Here are just a few of the team's significant successes:

- Implemented policies and practices that continue to add to the more than \$186 million of economic development growth experienced over the last five years,
- Established the City's first ever comprehensive financial policy, as well as other financial practices that have resulted in:
 - financial stability,
 - favorable audits,
 - an affordable and competitive property tax rate,
 - a bond rating upgrade (Aa2), and
 - achievement of the Government Finance Officers Association Distinguished budget award for five consecutive years.



- Completed strategic planning and community visioning initiatives that incorporated significant public engagement and resulted in a strategic plan, an award-winning Comprehensive Master Plan and an award-winning City Square Master Plan,
- Funded initiatives that increased maintenance efforts, as well as the construction and reconstruction of roads, trails, park facilities and other vital infrastructure,
- Commenced construction on the Square Reconstruction Project that is replacing and upsizing various infrastructure that are 70 to more than 100-years-old and will be adding other pedestrian improvements to provide a safer and more enjoyable experience for visitors to the community's Square (all without any increase to the City's property tax rate!),
- Enacted staffing and other organizational adjustments, most notably to the fire, police and library departments, to ensure the community's current and future service delivery needs are met, and
- Planned and commenced construction of a new state-of-the-art water resource recovery facility that will serve the community now and long into the future.

There is an Athenian Oath that reads, “...We will transmit this place not only, not less, but greater and more beautiful than it was transmitted to us.” Together, we have accomplished exactly what the Oath suggests.

I am forever grateful!

Sincerely,

Ryan J. Waller

CC: City Employees
Douglas Fulton, City Attorney

