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BUSINESS JORNAL



Where are the CARS? Consolidation and COVID-19 have driven changes in the automotive industry both nationally and locally.

By Colson Thayer and Tammy Pearson

When Mark Hummel's great grandfather opened a Plymouth-DeSoto dealership in Beaverdale in 1929, his was not an anomaly. Small, family-owned dealerships were the norm, with many towns having multiple locally owned lots in the community. When consumers wanted a new vehicle, they often went to the same nearby dealership — and the next generation of the family went there as well.

Hummel, of Hummel's Nissan, spoke at a

recent Johnston Rotary Club meeting about how the industry has changed since those days when many types of businesses were "mom and pop" operations. Today, many of these once family-owned businesses — including car dealerships — have disappeared or closed due to consolidation, often by nationwide companies.

Today, about 200 auto dealerships operate in Iowa, Hummel said, and only a few remain in the same families that opened them generations ago.

Pandemic leads to shortages

Consolidation is only one trend reshaping the way car dealerships operate. As with other businesses, they have been impacted by COVID-19. For many, the pandemic has forced them to adapt and change some of their practices. Some of those changes have been the direct result of parts shortages for repairs and for the manufacturing new vehicles, said Scott Politte, president of Stivers Ford Lincoln in Waukee.

In particular, the shortage of global semiconductors, otherwise known as "chips," has slowed manufacturing. Not only are those parts in low supply, but nearly all replacement parts are, too, resulting in almost 30-day wait times for auto repair services to even receive the parts they need, Politte said.

The parts needed for repairs are often on backorder, which not only delays progress but can also result in more work for the service advisors at the dealerships.

"The workload is two to four times more than it should be," Politte said. Sometimes, parts are delivered damaged, which delays the process even more. By the time a car is finished, the service advisors have often had to contact the owners three or more times, he said.

The pandemic affected manufacturing, agreed Carl Moyer, president and owner of Karl Chevrolet in Ankeny. With a significant part of the workforce not able to work, a shortage of parts and vehicles developed and continues.

"I talk to the people who are supposed to know—the highest up the chain you can go to—and I'm given an answer, but it's not the same answer the following day."

"I talk to the people who are supposed to know — the highest up the chain you can go to — and I'm given an answer, but it's not the same answer the following day."

— Carl Moyer

The supply process may "never be back to normal," said Moyer. He and others in the industry have changed their business plans to accommodate the changes. "We've learned some lessons... and shifted our way of thinking," he says. The result is that a smaller inventory will likely be stocked as logistics for ordering and receiving parts improve.

Reduced inventories here to stay

Parts inventories have decreased, and so has the inventory of cars available for sale.

Pre-pandemic, consumers were used to driving past car dealerships full of new inventory on the lot. That is no longer the case. Instead, the selection has shrunk, said Politte. This lack of market vehicles can be attributed, in large part, to a shift in how



Carl Moyer

cars are sold. Rather than coming to car dealerships to buy cars from the lot and drive off with them, buyers will go to the dealerships, look at the market vehicles, and place an order for their car. Politte said about half of the cars delivered to Stivers are sold before they arrive on the lot. From there, customers have the option to have their cars delivered to them or pick them up from the dealer.

"Yesterday, I was at the barbershop, and the barber asked if we were going out of business" because so many cars on the lot had a "sold" sign on them, said Moyer. Those cars had been ordered, and the dealership was preparing them for delivery.

In the past, if the factory had a buildup of inventory, "they would ask us (dealerships) to take extra inventory. We're now learning we don't really need to have excess inventory," said Moyer.

Hummel told the Rotary Club that the dealership had 105 new cars on the lot instead of the usual 500 or more that used to be stocked due to disruptions in manufacturing and the supply chain. Even if those disruptions are resolved, he said he doesn't expect to return to pre-pandemic inventory levels. As car production becomes connected more to the demand created by orders, excessive and costly inventory will not be needed.

Access to the Internet and online resources has changed consumer preferences as well, said Politte.

Customers often come to the dealership knowing exactly what they want but desire to see it in person before they make a final decision. Customers are coming to the dealership better informed than in the past, he said, adding that they can inquire online and compare pricing, models and features.

Consequently, buyers who have done their research are willing to shop from long distances to get the vehicles they want.

"There have been more out-of-state sales in the last 18 months than the past five years combined,"
Politte said

Technology changes consumer habits

An increase in Internet sales has impacted inventories at car dealerships, but it has had other effects as well.

Walk-in traffic has declined significantly over the years, said Hummel, who said it wasn't uncommon 10 to 15 years ago for customers to visit a dealership 10 times before making a



Mark Hummel

purchase. Today, customers have done their research and narrowed their choices to one or two vehicles and come to the dealership ready to buy. Sometimes the customers know more about the cars than the salespeople, he said. In response to these technology-savvy consumers, Nissan has created an online shopping process that allows customers to complete much of the paperwork online.

"Online service has been gaining momentum for some time," said Moyer. Customers can go online and "build your own car," which enables them to choose what features they want in their packages and not pay for add-ons they don't want.

"Online shopping has been good for us," said Moyer, noting that his dealership has been continually adding staff to help people online over the last four to five years.

"It's good for the customer," said Moyer. "They get the package they want." An added benefit for the dealership is that the process "speeds up the trade cycle," said Moyer. As customers wait for delivery of their new vehicle, the dealership can begin lining up a buyer for the trade-in vehicle.

Personal touch

While Kelley Blue Book reports that some dealerships have moved to online sales only, with the dealership acting more like a delivery and pick-up location, local dealers say their customers still want the personal touch.

No matter how much one can review engine specifications, seat-covering options, cupholder locations,



Scott Politte

trunk space, and other features, no amount of online surfing and information gathering can replace the experience of getting behind the steering wheel and feeling how a vehicle responds and how comfortable it is. Hummel, Politte and Moyer all agree that it's the experience that continues to bring customers through the doors of their dealerships.

"There have been more out-of-state sales in the last 18 months than the past five years combined."

— Scott Politte

Indeed, many people still like to buy their cars the way people have for generations: in person. Politte reports only a slight increase in sales online for Stivers.

Hummel agrees, even with online buying options, the vast majority of buyers still show up at the door at some point — though they are more informed and often more ready to buy.

Bottom line, while the industry is undergoing changes, many spurred by the pandemic, consumers are still looking to dealerships for vehicle knowledge, industry expertise and to hand them the keys for a good, old-fashioned test drive.

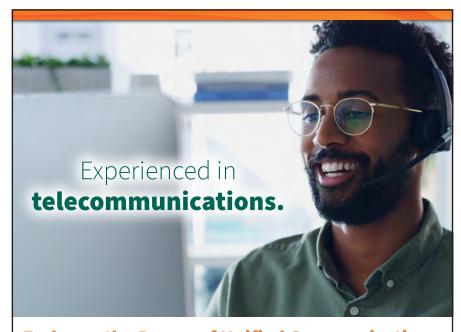
Electric car sales on the rise

The manufacturing of electric cars is on the rise, and they are arriving on dealership lots. The current talk surrounding electric vehicles is about having the resources in place to sell them. One of these concerns is the availability and access to electric vehicle charging stations for consumers.

"Do we have the capability to sell them?" is something that Scott Politte of Stivers Ford Lincoln in Waukee has to ask of his dealership.

While the talk surrounding electric vehicles is increasing, the actual production and sale of them do not match. Only a small percentage of the cars manufactured by Ford are electric, and, according to Politte, about 99.5% of the cars sold by Stivers still have an internal combustion engine.

While the number of electric vehicles will continue to increase, Mark Hummel of Hummel's Nissan said he doubts that we will see half of the fleet being electric by 2030. That is due partly to a Lithium shortage and a need for improved battery technology, he said, adding there are also concerns over what to do with the old batteries and the cost of replacements, as well concerns over the range and availability of recharging stations.



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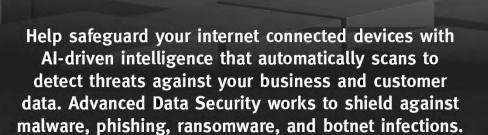
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COMMERCIAL REAL ESTATE TRANSACTIONS IN POLK COUNTY FROM OCT. 1, 2021, THROUGH NOV. 1, 2021.

ALL PHOTOS COURTESY OF POLK COUNTY ASSESSOR'S OFFICE.

ADDRESS: EAST OF ALTOONA BASEBALL LEAGUE FIELDS, ALTOONA

SALE DATE: OCT. 1, 2021 SALE PRICE: \$1,281,000 SELLER: JACOBS, RUTH BUYER: SOUTHEAST POLK COMMUNITY SCHOOL DISTRICT SQUARE FEET: 0 ACRES: 15

ADDRESS: 3455 S.E. GATEWAY DRIVE, GRIMES

SALE DATE: OCT. 4, 2021 SALE PRICE: \$1,011,740 SELLER: HY-VEE INC. BUYER: GT HOLDINGS, LLC SQUARE FEET: 0 ACRES: 2.746

ADDRESS: 1675 S.W. MAGAZINE ROAD, ANKENY

SALE DATE: OCT. 4, 2021 SALE PRICE: \$1,000,000 SELLER: DRA PROPERTIES LC BUYER: THE COLLIER, LLC SQUARE FEET: 0 ACRES: 3.28

ADDRESS: 2617 S.W. NINTH ST, DES MOINES

SALE DATE: OCT. 4, 2021 SALE PRICE: \$155,000 SELLER: BING, LLC BUYER: CIFUENTES, HENRY SQUARE FEET: 1,200 ACRES: 0.143

ADDRESS: 7085 BLOOMFIELD ROAD, DES MOINES

SALE DATE: OCT. 5, 2021 SALE PRICE: \$16,500,000 SELLER: DES MOINES REGENCY MANOR, LLC BUYER: YES REGENCY MANOR, LLC SQUARE FEET: 800 ACRES: 57.4

ADDRESS: 7191 S.E. 32ND AVE., RUNNELLS

SALE DATE: OCT. 5, 2021 SALE PRICE: \$260,000 SELLER: BUTRICK, SARAH L. BUYER: RAY OF HOPE INTERNATIONAL INC. SQUARE FEET: 3,036 ACRES: 2.24



ADDRESS: 2000 GRAND AVE., WEST DES MOINES

SALE DATE: OCT. 5, 2021 SALE PRICE: \$14,000,000 SELLER: DM WESTERN VILLAGE PROPERTY, LLC BUYER: YES WESTERN VILLAGE, LLC SQUARE FEET: 5,184 ACRES: 45.175

ADDRESS: 11410 FOREST AVE.,

SELLER: BRODERICK, THOMAS

BUYER: TWAS PROPERTIES, LLC

ADDRESS: 1170 S. THIRD ST., POLK

DEVELOPMENT CORPORATION INC.

ADDRESS: 920 MEADOW LANE,

SALE DATE: OCT. 6, 2021

SALE PRICE: \$1,620,000

SELLER: TUVELA, LLC

BUYER: NORTH VALLEY

APARTMENTS, LLC

SQUARE FEET: 23,312

SALE DATE: OCT. 6, 2021

SALE PRICE: \$1,275,000

SQUARE FEET: 4,958

SALE DATE: OCT. 6, 2021

SALE PRICE: \$350,000

SELLER: KIMBERLEY

BUYER: HY-VEE INC.

SQUARE FEET: 0

ACRES: 1.089

DES MOINES

ACRES: 2.187

ACRES: 1.5

CITY



ADDRESS: 2714 INGERSOLL AVE.

SALE DATE: OCT. 6, 2021 SALE PRICE: \$1,850,000 SELLER: 2714 INGERSOLL, LLC BUYER: HOM INVESTMENTS 7, LLC SQUARE FEET: 14,424 ACRES: 0.465



ADDRESS: 3927 INGERSOLL AVE., DES MOINES

SALE DATE: OCT. 6, 2021 SALE PRICE: \$1,600,000 SELLER: 3927 INGERSOLL, LLC BUYER: HOM INVESTMENTS 8, LLC SQUARE FEET: 13,032 ACRES: 0.395

ADDRESS: 1805 ARLINGTON AVE., DES MOINES

SALE DATE: OCT. 6, 2021 SALE PRICE: \$1,944,000 SELLER: ARLINGTON APARTMENTS, LLC BUYER: ARLINGTON HEIGHTS APARTMENTS, LLC SQUARE FEET: 26,082 ACRES: 2.34

ADDRESS: 1201 E. BELL AVE., DES MOINES

SALE DATE: OCT. 6, 2021 SALE PRICE: \$2,475,000 SELLER: SWIFT PROPERTIES II, LLC BUYER: 1201 E. BELL AVE., LLC SQUARE FEET: 38,997 ACRES: 2.156

ADDRESS: NEAR IRISHMAN ACRES' CLOVER BARN, BONDURANT

SALE DATE: OCT. 7, 2021 SALE PRICE: \$3,484,800 SELLER: TOP FARMS LLLP BUYER: BONDURANT BUSINESS PARK, LLC SQUARE FEET: 0 ACRES: 78.41

ADDRESS: 123 CENTER AVE. N., MITCHELLVILLE

SALE DATE: OCT. 8, 2021 SALE PRICE: \$135,000 SELLER: TREANOR, PHILLIP E. BUYER: TURNER, JACOB SQUARE FEET: 1,928 ACRES: 0.051

ADDRESS: 1102 S.E. 66TH ST., ANKENY

SALE DATE: OCT. 11, 2021 SALE PRICE: \$340,000 SELLER: KIMBERLEY COMMERCIAL, LLC

BUYER: MUB PROPERTIES, LLC SQUARE FEET: 0 ACRES: 0.911

ADDRESS: 1525 S.W. SCHOOL ST., ANKENY

SALE DATE: OCT. 11, 2021 SALE PRICE: \$3,150,000 SELLER: DRA PROPERTIES LC BUYER: PRAIRIE TRAIL COMMERCIAL, LLC SQUARE FEET: 0 ACRES: 11.559

ADDRESS: ALONG S.W. PRAIRIE TRAIL PARKWAY, ANKENY

SALE DATE: OCT. 11, 2021 SALE PRICE: \$850,000 SELLER: DRA PROPERTIES LC BUYER: PRAIRIE TRAIL COMMERCIAL, LLC SQUARE FEET: 0 ACRES: 3.203

ADDRESS: 1713 N.W. PINE ROAD, ANKENY

SALE DATE: OCT. 12, 2021 SALE PRICE: \$3,750,000 SELLER: ANKENY PINE, LLC BUYER: PINE TREE FLATS, LLC SQUARE FEET: 45,504 ACRES: 3.17

ADDRESS: 1410 N.W. LAUREL ST., ELKHART

SALE DATE: OCT. 13, 2021 SALE PRICE: \$1,275,000 SELLER: PENTA PARTNERS, LLC BUYER: BEK, LLC SQUARE FEET: 0 ACRES: 9.997



ADDRESS: 1619 SIXTH AVE., DES MOINES

SALE DATE: OCT. 13, 2021 SALE PRICE: \$120,000 SELLER: BUI, LANH MONG BUYER: DELANEY ENTERPRISES, LLC

SQUARE FEET: 4,560 ACRES: 0.339

ADDRESS: 3507 SECOND AVE., DES MOINES

SALE DATE: OCT. 13, 2021 SALE PRICE: \$262,500 SELLER: MARILYN H. STEINBACH TRUST BUYER: FREDDY'S HOMES, LLC SQUARE FEET: 3,631 ACRES: 0.282



ADDRESS: 2300 SHILOH ROSE PARKWAY S.W., BONDURANT

SALE DATE: OCT. 13, 2021 SALE PRICE: \$75,908,230 SELLER: RYAN BONDURANT, LLC BUYER: 2300 SHILOH ROSE PARKWAY PROPERTY, LLC SQUARE FEET: 282,750 ACRES: 48,235





ADDRESS: 2600 UNIVERSITY AVE., WEST DES MOINES

SALE DATE: OCT. 13, 2021 SALE PRICE: \$5,050,000 SELLER: ELWELL, JORDON P. BUYER: MDM EQUITY-2021, LLC SQUARE FEET: 100,056 ACRES: 11.27

ADDRESS: 2201 FOREST AVE., DES MOINES

SALE DATE: OCT. 15, 2021 SALE PRICE: \$1,955,000 SELLER: ANAWIM BUYER: PNL FOREST, LLC SQUARE FEET: 24,512 ACRES: 0.86

ADDRESS: 2600 UNIVERSITY AVE., WEST DES MOINES

SALE DATE: OCT. 15, 2021 SALE PRICE: \$5,050,000 SELLER: MURRAY, AMY BUYER: MDM EQUITY-2021, LLC SQUARE FEET: 100,056 ACRES: 11.27

ADDRESS: 766 N.E. BROADWAY AVE., DES MOINES

SALE DATE: OCT. 18, 2021 SALE PRICE: \$225,000 SELLER: SWIGART, MARTHA B. BUYER: MCCANN LAND COMPANY, LLC SQUARE FEET: 4,500 ACRES: 0.851



ADDRESS: 521 E. 14TH ST., DES MOINES

SALE DATE: OCT. 18, 2021 SALE PRICE: \$765,000 SELLER: NEWBLOOD DEVELOPMENT I, LLC BUYER: SMB VENTURES, LLC SQUARE FEET: 3,112 ACRES: 0.42

ADDRESS: 105 SECOND ST. S.E., ALTOONA

SALE DATE: OCT. 19, 2021 SALE PRICE: \$200,000 SELLER: CONKLING, CARYL J. BUYER: SINGLETON RENTALS, LLC SQUARE FEET: 3,005 ACRES: 0.145

ADDRESS: 3732 EASTON BLVD., DES MOINES

SALE DATE: OCT. 19, 2021 SALE PRICE: \$25,000 SELLER: HUSSAIN, BABAR BUYER: VILLAFANA, JAIME SQUARE FEET: 2,804 ACRES: 0.49

ADDRESS: 175 S. NINTH ST., SUITE 460. WEST DES MOINES

SALE DATE: OCT. 19, 2021 SALE PRICE: \$186,500 SELLER: HOUSBY, MICHAEL A. BUYER: IRVING, LLC SQUARE FEET: 1,920 ACRES: 0.044

ADDRESS: 133 S.E. DELAWARE AVE., ANKENY

SALE DATE: OCT. 20, 2021 SALE PRICE: \$1,500,000 SELLER: MENADUE DEVELOPMENT LC BUYER: MAHA LAXMI INC.

ADDRESS: 7109 HICKMAN ROAD, URBANDALE

SQUARE FEET: 70.722

ACRES: 5.214

SALE DATE: OCT. 20, 2021 SALE PRICE: \$565,000 SELLER: 7109 HICKMAN, LLC BUYER: HARTZ PROPERTIES, LLC SQUARE FEET: 4,430 ACRES: 0.766

ADDRESS: 2625 COTTAGE GROVE AVE., DES MOINES

SALE DATE: OCT. 22, 2021 SALE PRICE: \$125,000 SELLER: BAK RENTALS, LLC BUYER: RTB RENOVATIONS, LLC SQUARE FEET: 2,959 ACRES: 0.104

ADDRESS: 1082 21ST ST., DES MOINES

SALE DATE: OCT. 25, 2021 SALE PRICE: \$280,000 SELLER: EPC, LLC BUYER: TEN FOLD CAPITAL, LLC SQUARE FEET: 6,300 ACRES: 0.244

ADDRESS: LAND NEAR LA QUINTA BY WYNDHAM, ALTOONA

SALE DATE: OCT. 25, 2021
SALE PRICE: \$540,660
SELLER: ADVENTURE LANDS OF
AMERICA INC.
BUYER: EVERGREEN PARTNERS,
LLC
SQUARE FEET: 0
ACRES: 6.782

ADDRESS: 339 S.W. SIXTH ST., DES MOINES

SALE DATE: OCT. 25, 2021 SALE PRICE: \$1,500,000 SELLER: BENSKIN BROS INC. BUYER: MOTIFF, LLC SQUARE FEET: 19,588 ACRES: 0.942

ADDRESS: 175 S. NINTH ST., SUITE 465. WEST DES MOINES

SALE DATE: OCT. 25, 2021 SALE PRICE: \$193,500 SELLER: HOUSBY, MICHAEL A. BUYER: PHILIP SUMNER WORTH REVOCABLE TRUST SQUARE FEET: 1,920 ACRES: 0.044

ADDRESS: 950 28TH AVE. S.W., ALTOONA

SALE DATE: OCT. 25, 2021 SALE PRICE: \$1,450,000 SELLER: FOJOMLT INVESTMENTS, LLC BUYER: GJB INVESTMENTS, LLC SQUARE FEET: 7,243 ACRES: 1,749

ADDRESS: 4809 N.W. 62ND AVE., JOHNSTON

SALE DATE: OCT. 25, 2021 SALE PRICE: \$382,500 SELLER: KIRKEBY, MARCIA A. BUYER: S&E INVESTMENTS, LLC SQUARE FEET: 5,280 ACRES: 0.482

ADDRESS: 4779 N.W. 62ND AVE., JOHNSTON

SALE DATE: OCT. 25, 2021 SALE PRICE: \$382,500 SELLER: KIRKEBY, MARCIA A. BUYER: S&E INVESTMENTS, LLC SQUARE FEET: 5,280 ACRES: 0.482

ADDRESS: 30 N.W. 47TH PLACE, DES MOINES

SALE DATE: OCT. 28, 2021 SALE PRICE: \$75,000 SELLER: BREEDEN, JEFFREY BUYER: IRON RANGE PROPERTIES, LLC SQUARE FEET: 0 ACRES: 0.858

ADDRESS: 3911 INGERSOLL AVE., DES MOINES

SALE DATE: OCT. 28, 2021
SALE PRICE: \$550,000
SELLER: 3911 INGERSOLL LC
BUYER: BLOCK 39, LLC
SQUARE FEET: 3,510
ACRES: 0.359

ADDRESS: 6010 CRESTON AVE., DES MOINES

SALE DATE: OCT. 28, 2021
SALE PRICE: \$4,650,000
SELLER: SEABASS INVESTMENT
COMPANY LC
BUYER: ARLINGTON APARTMENTS,
LLC
SQUARE FEET: 53,840
ACRES: 3.591

ADDRESS: 7481 U.S. HIGHWAY 69, DES MOINES

SALE DATE: OCT. 28, 2021 SALE PRICE: \$750,000 SELLER: SOUTHGLEN OFFICE PARTNERS, LLC BUYER: SUNSTONE INVESTMENTS, LLC SQUARE FEET: 12,697

ACRES: 1.523

ADDRESS: 6037 N.E. INDUSTRY DRIVE, DES MOINES

SALE DATE: OCT. 28, 2021 SALE PRICE: \$2,400,000 SELLER: HPS-DSM, LLC BUYER: BVI REAL ESTATE, LLC SQUARE FEET: 30,744 ACRES: 2.952



ADDRESS: 1401 BUCHANAN ST., DES MOINES

SALE DATE: OCT. 29, 2021 SALE PRICE: \$1,060,000 SELLER: SANDHU MINIMART, LLC BUYER: OMKAR REAL ESTATE, LLC SQUARE FEET: 4,720 ACRES: 0.862

ADDRESS: 3700 DENNIS DRIVE, URBANDALE

SALE DATE: OCT. 29, 2021 SALE PRICE: \$180,000 SELLER: Z&M INC. BUYER: M ENTERTAINMENT, LLC SQUARE FEET: 1,952 ACRES: 0.403

ADDRESS: 3801 EASTON BLVD., DES MOINES

SALE DATE: NOV. 1, 2021 SALE PRICE: \$150,000 SELLER: FICKES, MONA A. BUYER: LEPLEY, BRADLEY SQUARE FEET: 2,168 ACRES: 0.424



ADDRESS: 101 SECOND ST. N.W., MITCHELLVILLE SALE DATE: NOV. 1, 2021 SALE PRICE: \$310,000 SELLER: STEPHENSON, JACKIE K. BUYER: BALDWIN, STEVEN SQUARE FEET: 2,760

ACRES: 0.138 ■



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Jobs Created Jobs Retained Exist

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Borrower Name

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Moorman Heating & Cooling Inc

The Diamond Auto Spa, Llc

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tilly Jobs	Existing Business	Plumbing, Heating, And Air-Conditioning Contractors
	New Business	Car Washes
	New Business	Snack And Nonalcoholic Beverage Bars
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	New Business	Snack And Nonalcoholic Beverage Bars
	Existing Business	All Other Miscellaneous Fabricated Metal Product Manufacturing
	Existing Business	Farm And Garden Machinery And Equipment Merchant Wholesalers
	Existing Business	Offices Of Dentists
	New Business	Car Washes
	New Business	Drinking Places (Alcoholic Beverages)
	Existing Business	Drinking Places (Alcoholic Beverages)
	Existing Business	Sawmills
	Existing Business	Gasoline Stations With Convenience Stores
	Existing Business	Offices Of Dentists
	Existing Business	Limited-Service Restaurants
	Existing Business	Offices Of Dentists
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	New Business	Specialized Freight (Except Used Goods) Trucking, Local
	Existing Business	Process, Physical Distribution, And Logistics Consulting Services
	Existing Business	Specialized Freight (Except Used Goods) Trucking, Local
	New Business	Full-Service Restaurants
	Existing Business	Limited-Service Restaurants
	Existing Business	Limited-Service Restaurants
	Existing Business	Sports Teams And Clubs
	Existing Business	Insurance Agencies And Brokerages
	Existing Business	Pharmaceutical Preparation Manufacturing
	Existing Business	Limited-Service Restaurants
	Existing Business	Limited-Service Restaurants
	Existing Business	Caterers
	New Business	Offices Of Chiropractors
	New Business	New Car Dealers
	New Business	N/A
	Existing Business	Automotive Body, Paint, And Interior Repair And Maintenance
	New Business	Child Day Care Services
	Existing Business	Commercial Gravure Printing
	Existing Business	Limited-Service Restaurants
	Existing Business	All Other Personal Services
	Existing Business	Residential Property Managers
	New Business	Full-Service Restaurants
	Existing Business	Offices Of Lawyers
	New Business	Appliance Repair And Maintenance
	New Business	Used Household And Office Goods Moving
	New Business	Offices Of Real Estate Agents And Brokers
	New Business	Jewelry Stores
	Existing Business	General Freight Trucking, Local
	Existing Business	Site Preparation Contractors

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Existing Business Offices Of Dentists

Existing Business General Automotive Repair

Existing Business Distilleries

New Business

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Limited-Service Restaurants

Existing Business All Other Miscellaneous Fabricated Metal Product Manufacturing



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2021 marks the 10th anniversary of Lucky Gal Tattoo and Piercing. From humble beginnings with our first shop on Des Moines' Southside, we have now grown to four locations, adding locations on the Eastside (2014), Ankeny (2017) and Clive (2021).

We began offering laser tattoo removal in 2018, and are one of only two places that offer the certified Q-switch laser removal. Our newest service, which we began offering in late 2021, is Medical Reconstructive Tattoos, which are 3-D nipple tattoos for those who have undergone a mastectomy and/or reconstruction.

2021 also is a milestone for Chris and Michele Pruisner in that they've opened up a new screen printing studio in Clive called Print Monster Printing and Apparel, and, coming in early 2022, a new arcade, Monsterama, which is located next to the the Lucky Gal Southside location.



New location in Clive at 1800 N.W. Sixth St., Suite 9

- 2011

Opening of

Southside location

2014

Opening of

Eastside location

2017

Opening of Ankeny location 2021

Opening of Clive location and Print Monster Printing and Apparel 2022

Coming soon -Monsterama arcade

YEARS

TRIXIE'S SALON

4118 University Ave., Des Moines 515-274-9981 trixiessalon.com

HAIR, BEAUTY, PHILANTHROPY,

At Trixie's, our promise is to beautify the world around us through our craft, education, and relationships with our guests. We believe in continuing education and training, and all of our talented stylists are passionate about staying up to date with the latest techniques to keep you excited about your style.

We are led by our passion for giving back and pledge to leave an impact on our community. We are members of numerous community chambers and volunteer often to support local charities.

DREAMCATCHERS FOUNDATION INC.

Tricia is so happy to share her passion and give back to the community through Dreamcatchers Foundation Inc. Learn more about Dreamcatchers and the difference we are making for women in hospice care.





-2016

Trixie's Uptown opens

2017

Salon Today Top 200 Philantrophy Award awarded to Trixie's for

Tricia Rivas receives the 'Citizen of the Year Award' and runner up '2018 Business of the Year Award' presented by fusedsm

2019

Trixie's Salon receives 'Top Rated Local Business in the State Award' for the second year in a row

2020

Trixie's Boutique launches – a curated boutique with favorite items from local,

2021

Owner Tricia Rivas wins the Character Award presented by the Girl Scouts of Iowa given to women who show great character and integrity in their everyday actions

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DUPACO COMMUNITY CREDIT UNION

1701 E. First St., Grimes, Iowa www.dupaco.com

Dupaco Community Credit Union is a not-for-profit, member-owned financial cooperative. The credit union is dedicated to the financial well-being of its members and specializes in personalized financial counseling, money advice and education.

It offers savings, loans, investments, insurance and wealth management products for individuals and businesses. Headquartered in Dubuque, Dupaco serves residents in 112 counties throughout lowa, northwest Illinois and southwest Wisconsin. Membership has grown to more than 143,000, with assets exceeding \$2.6 billion. It has more than 600 employees and will soon open its 20th branch in Grimes, lowa. Dupaco is a Community Development Financial Institution (CDFI). It's a Forbes Best-in-State Credit Union and a Des Moines Register Top Workplace.

Coming from humble beginnings, Dupaco was chartered as Dupaco Employees Credit Union in 1948, when 10 employees of the Dubuque Packing Company pooled their money and founded the credit union on the philosophy of cooperation and mutual self-help. While its membership has grown exponentially over the years, the credit union's not-for-profit mission and structure remain the same, said Dupaco President and CEO Joe Hearn.

"Dupaco's cooperative structure still provides an opportunity for members to use and control their own money — on a democratic basis — to improve one another's lives," said Hearn. "It's still people helping people. And that's the credit union difference."

Dupaco now is making an even bigger positive impact in the lives of more members, added Hearn. As Dupaco's membership and branch locations have grown, so has its ability to provide an expanded range of cost-effective financial services. Through its free Money Makeovers, Credit History Lessons, Bright Track credit score monitoring and other services, Dupaco continues to help its members get ahead while meeting their lifetime financial needs.







Top: Dupaco President and CEO Joe Hearn and Dupaco's Torri Freese celebrate the opening of the new Edgewood Learning Lab in Cedar Rapids, Iowa, during a ribbon-cutting ceremony Sept. 22. Photo by Ben Kaplan

Bottom Left: Dupaco Credit Union is chartered by the State of Iowa on July 17, 1948. The original Articles of Incorporation is signed by Dupaco founding members Marie B. Haupert, Melvin Schumacher, Alfred Carroll, R.W. Reavell, Larry Vize, William Moore, Ronald Nennig, Marjorie Alm, Nellie Tucker and Manley Alm.

Bottom Right: Dupaco staff celebrates as Ernest Barrios, of Marion, Iowa, enters a contest in celebration of International Credit Union Day, Oct. 21, 2021. Photo by Ben Kaplan

1948 DUPACO IS FOUNDED

With \$5 each and a loan for \$123.20 from their local union, 10 Dubuque Packing Company employees start their own credit union. They borrow six letters from their employer's name (<u>Du</u>buque <u>Pa</u>cking <u>Co</u>mpany) and call it <u>Dupaco</u>.

1950 BEGAN FUNDING HOME LOANS

Dupaco borrows \$5,000 from the lowa Credit Union League and uses the money to begin funding home loans.

1951 RENAMED DUPACO EMPLOYEES CREDIT UNION

Dupaco bylaws are amended to change the name from Dupaco Credit Union to Dupaco Employees Credit Union.

1975

SERVICES EXTENDED TO ALL DUBUQUE PACKING COMPANY EMPLOYEES

Dupaco services are extended to Dubuque Packing Company employees at all nine of its plant locations nationwide.

1986

RENAMED DUPACO COMMUNITY CREDIT UNION

Bylaws are amended to change name to Dupaco Community Credit Union. An in-house credit card processing system is installed.

1996

DUPACO.COM IS INTRODUCEDDupaco makes its official online

debut with the introduction of Dupaco.com.

1997

ONLINE BANKING IS INTRODUCED

Dupaco launches their online banking platform, providing added convenience to their members.

- 1998

MEMBERSHIP EXTENDED TO ADDITIONAL COUNTIES

Membership eligibility is extended to anyone living or working in Allamakee, Buchanan, Cedar, Clayton, Clinton, Fayette, Jones, Linn, Scott, and Winneshiek counties in lowa; Crawford, Iowa and Lafayette counties in Wisconsin; and Carroll, Rock Island and Whiteside counties in Illinois.

2005

FREE CHECKING, 1ST RATE CHECKING AND HEALTH SAVINGS ACCOUNTS ARE INTRODUCED

Dupaco introduces Free Checking, 1st Rate Interest-Bearing Checking and Health Savings Accounts. It also becomes the first financial institution in the tri-state area to introduce 24/7 online mortgage applications.

-2008

60TH ANNIVERSARY, MONEY MAKEOVERS ARE BORN

Dupaco celebrates 60 years of serving members. Free Money Makeovers are introduced to help members (and nonmembers) improve their overall financial well-being.

2016

DUPACO LAUNCHES THANK USE

Dupaco launches Thank Use and rewards more than 45,000 participating members with more than \$2.85 million for using their credit union. Field of membership expands to include people living or working in 45 additional counties in lowa.

2017 DUPACO SURPASSES 100,000 MEMBERS

While Dupaco's membership has grown exponentially, the credit union's not-for-profit mission and structure remain the same.

2018 70TH ANNIVERSARY

Dupaco celebrates 70 years of service to its members.

— 2022 DUPACO OPENS ITS 20TH BRANCH IN GRIMES

Dupaco's 20th branch will be located at 1701 E. First St. in Grimes, Iowa.

PRAIRIE NATURAL **MEATS & SEAFOOD**

1860 88th St, Floor 1, West Des Moines 515-243-6350 prairienaturalmeats.com

Established in 1999, Prairie Natural Meats & Seafood is the premier choice for those seeking a source for all-natural meats to infuse into their cooking.

As a native of Argentina, President-Owner Ale Vidal Soler, has built the company from the ground up, learning each role herself. The company in addition to their subsidiary, South American Beef, has grown to include a retail location in West Des Moines. They are now selling over 1 million pounds of meat each week.

As a direct importer of their products, their goal is to pass these savings on to local consumers. This advantage means you can switch to a healthier meat for a healthier lifestyle – at a price as much as 40% lower than other retail locations.

Whether you're looking for grass-fed and freerange beef, prime cuts of veal or mutton, or you're looking for harder to find options like goat or rabbit, they have you covered.

They care about your quality of your life and believe in only the best for your family. Their products are free of induced hormones, antibiotics and steroids. Pick up items by the piece or by the case. Stop in and taste the difference!









Front row from left: Mary Novak, president and owner Alejandra Vidal Soler, Anabel Herrera, Dianna Trehy, Vanessa Qui Wen Back row from left: Scott Graham, Logan Kraft, Dave Raduechel, Joel Rolling, Andrew Pugh, Nate Hamilton and Grant Ferquson.

FACTS AND FIGURES

1999

MILLION -

our products are 100% all natural

— 100% —— 40% OFF

Prairie Natural Meats & Seafood was established by owner and president Ale Vidal Soler

pounds of meat sold each week

prices up to 40% off of other retail locations

PRYSM JEWELRY & BODY PIERCING

13101 University Ave., Suite 2, Clive 515-868-4653 prysmpiercing.com

Prysm's goal since day one has been to leverage our education and experience to provide an individualized experience for our clients to achieve their vision

Prysm started as a piercing specialty establishment located within a tattoo studio (Color Works) in Valley West Mall. We enjoyed this location as a great way to bridge the gap into the mainstream, teaching the public about safe body piercing practices.

Our small studio featured three showcases, a small lobby with seating for two, a single piercing room and a separate reprocessing/sterilization room. All of this was creatively arranged within 500 square feet.

In 2012, Rob Hill (owner) became the first piercer in Des Moines to meet and exceed the minimum standards put forth by the Association of Professional Piercers (APP) and became a member in good standing. Rob was invited to be an instructional speaker at the 2013 APP conference and continues to teach as a senior instructor at both the conference and camp retreat. Between 2011 and 2014, he won numerous first place awards for body piercing through "Earmageddon," an international ear-piercing contest.

The year 2015 was one of expansion as we took on our first employee, Jacob Spjut. Jacob moved from Louisiana to make Prysm and Des Moines his home. He is a dedicated volunteer and member of the APP, he has become a staple of the Prysm brand and its success. This was also the first year we were awarded "Best Body Piercing Studio" by CITYVIEW magazine readers.

In our continued pursuit of excellence, we hired our third piercer in 2017, Nate St. Pierre, an lowa native and APP member. He has been a great asset to Prysm and strives for perfection in every piercing he performs.

As 2020 brought on hardships for many small businesses, Prysm was forced to close for two months and then reopened under heavy restrictions. This series of changes completely transformed the business model, for the better. We were able to slow down and offer an even better experience to our guests!

July 2021 marks our 10-year anniversary! To celebrate, we built a new studio and relocated to Clive. Our new facility is custom built from scratch, designed around employee needs and client experience. The 1,400-square-foot location boasts ample showroom space with seven showcases filled with lowa's largest selection of gold and implant-grade titanium body jewelry (American manufacturers). We have two customer-centric piercing rooms designed around creating a comfortable and clean space for our clients. We sterilize each guest's jewelry and tools while you wait, utilizing a full aseptic piercing technique. The hallways are filled with large canvas prints of macro photography (by Rob Hill) featuring jewelry we use and sell at our studio. Furthermore, we have always manufactured our own line of body jewelry and have moved our workshop into the studio. This allows us to custom fit, modify, and create the perfect piece for you right in our store.

We see guests by appointment only, available through our website at prysmpiercing.com.

Experience something exceptional.











- 2011

Humble beginnings

2012

First members of the APP in Des Moines 2013

Feature Instructor at APP Conference

2015

Best Body Piercing Studio -CITYVIEW'S Best Of Des Moines 2018

Best Kept Secret on the Local Retail Scene – CITYVIEW'S Best Of Des Moines 2020

Pandemic -Closed for 2 months 2021

Celebrates 10 years with a brand new studio in Clive

WESTSIDE AUTO PROS

1901 N.W. 92nd Court, Clive 515-225-9090

Finding a reputable auto repair shop in the Des Moines metro area can be a pain. Luckily, you've come to the right place. Westside Auto Pros has been a trusted repair shop in Des Moines since 1997.

We only hire Certified Master Technicians with high integrity and honesty who treat your car as if it were their own — that is the Westside Auto Pros advantage. Our technicians stay up to date on the latest automotive technology, utilizing professional, hands-on experience working with various types of vehicles. We use the most current diagnostic equipment available, including original factory equipment, allowing us to quickly uncover the problem and begin working on the solution to get you back on the road safely.

Our shop is AAA approved, a BBB accredited business, and is a part of MWACA (Midwest Auto Care Alliance). Our staff consists of an ASE Service Consultant and ASE Master Certified Technicians. We do everything, from oil changes to transmission repairs, and everything in between.

In 2009, AAA asked us to become their exclusive provider for the greater Des Moines metro area. This has grown to a fleet of more than 14 vehicles and a dedicated staff providing 24-hour-a-day, 7-day-a-week service to over 34,000 people a year.

Since day one, our top priority has always been to provide complete customer satisfaction. With countless five-star reviews, we are proud of our reputations as one of the Des Moines area's most trustworthy Auto Repair Shops.



Tom Jacobs, Melanie Jacobs, Jessica Perkins, Joe Jerkins, Amanda Jerkins, Shaun Nilsen, Greg Bryan



Founder/Former owner: Ron Haugen



Vestside Automotive Team Mascot Lucy



Our Mobile Service Team is ready to help you! 24 hours a day, 7 days a week and 365 days a year.

- 1997

Founders and former owners Ron Haugen and Paul Kennedy open Westside Auto Pros 1999

2014

Technicians

Westside Auto Pros moves to its current location in Clive 2003

Westside Auto Pros Receives first of 14 consecutive AAA Top Shop Awards — a result of 98% of customers rating us as "Excellent" 2007

Westside Auto Pros wins first of 12 consecutive Best Of Des Moines Awards for "Best Local Place for Automotive Repair" 2012

Westside Auto Pros wins Facility of the Year Award at ASA Vision Hi-Tech Training & Expo

2013

Joe Jerkins promoted to General Manager of Westside Auto Pros Expanded to 6 ASE Master Certified 2015-2018

Purchased first tow truck and 3 battery vans, towing for AAA within 3 miles of shop – expanded to cover AAA for all of Polk County

2018

Joe Jerkins purchases Westside Auto Pros from Ron Haugen 2019

Took over Story County for towing and roadside asssistance with AAA and have expanded to 4 battery vehicles, 3 wreckers, and 5 flat bed tow trucks

HOMEMAKERS FURNITURE, MATTRESSES & ACCESSORIES

10215 Douglas Ave., Urbandale 515-276-2772 www.homemakers.com

Carl and Ina Merschman founded Homemakers
Furniture in 1974, starting a family tradition of excellence.
What began as a 31,000-square-foot store with 10
employees has grown to hundreds of employees
and a 215,000-square-foot showroom. Throughout
Homemakers' 47-year heritage, the roots, vision, and
passion the company was founded on have remained.

As a family-operated and lowa-founded business, Homemakers understands and values community. From becoming the 2021 lowa State Fair Grandstand Concert Series Sponsor and Grand Champion Sponsor to recognizing the incredible accomplishments of local women through sponsoring the annual Remarkable Women event, Homemakers is dedicated to being a pillar of the Des Moines area.

Homemakers wants shoppers to feel good about supporting a local, environmentally conscious business that strives to continuously give back to the community. Recently, a large solar panel installation project of nearly 3,000 panels began to convert one-third of Homemakers' power needs to green solar energy. Employees are also given paid time off to volunteer throughout the community at organizations such as Trees Forever, the Food Bank of lowa, and the Animal Rescue League of lowa.

When you shop Homemakers, you can rest assured you'll have a no-pressure shopping experience. The non-commission sales team is complemented by a team of sales managers with over 150 years of combined experience, an A+ rating from the Better Business Bureau (BBB), and near perfect ratings on Google and Facebook. At Homemakers, it's truly about making your house a home.









THE HISTORY OF HOMEMAKERS

Before founding Homemakers, the Merschman family opened their first furniture store in St. Paul, Iowa in 1940. Homemakers maintains the same family-operated roots, vision, and passion today.

- 1974

Homemakers was founded by Carl and Ina Merschman. They purchased the former Gray's Furniture Store on Hubbell Avenue, a 31,000 sq ft store with only 10 employees.

1985

The Parker Brothers Factory in Urbandale, where Monopoly boards were made, was then purchased and opened as a second store.

2000

Nebraska Furniture Mart, a Berkshire Hathaway company, purchased Homemakers Furniture.

2009

Grand opening of the newly remodeled Urbandale location with special guest speaker Warren Buffet.

2014

Homemakers'
40th anniversary is
celebrated with a
new website allowing
customers to browse
and buy furniture
online.

2016

A new 120,000 sq ft warehouse is constructed, marking Homemakers' sixth major renovation.

2018

Celebrating a noncommission sales team and the addition of the Homemakers Outlet, stocked with budgetfriendly furniture.



TODD'S

4413 N.E. 14th St., Des Moines 515-266-2276 toddspremiumfoods.com

Martin Todd and his wife started Todd's in 1926, using their own recipes of seasonings and blends to serve meat lockers, markets, and packaging plants in the Des Moines area. He continued using his personal recipes, reformulating them to give variety. Martin soon started sending salesmen on routes across lowa. Word spread throughout the meat lockers, markets, and packaging plants and Todd's service area quickly expanded across the Midwest.

Alan Niedermeier took over Todd's in 1971 coming from a background of working with Watkins. He continued growing Todd's to fit the changing needs of the time. Todd's started seeing a demand for equipment as well as their well-known seasonings and spices in the food industry. Seeing this new need, Alan started selling smokehouses, saws, tenderizers, patty machines, and many other useful tools.

The food industry continued developing and progressing rapidly through the '80s. Not wanting to be left behind, Todd's started offering the service of private packaging and labeling. It was very successful and helped Todd's once again reinvent itself to grow and succeed in the food industry.

In June 2011, Andy Holt purchased Todd's LTD and started working to increase quality, product range, and to provide the best experience for customers. Four short years later, in October 2015, Todd's bought the Summit Foods factory in Madison, Nebraska, which had much better efficiencies in liquid blending and packaging.

Today, Today's continues to grow with a focus on being a reliable source for food packaging needs for both small and large businesses. We proudly support business growth through our product and packaging line, and we have fun doing it!

Todd's started off as a small business that has grown into a multi-award winning and publicly praised producer of fine products.









2021 COMPANY FACTS AND FIGURES

 $oxed{8}$ $oxed{---}$ 75 - 35,000,000 LBS $^-$

plants under the employees Todd's umbrella of food produced in 2021 states trust Todd's with their product manufacturing and packaging needs

30

1926

Todd's opens under the leadership of Martin Todd and his family.

1971

Martin Todd sells Todd's Premium Foods to Alan Niedermeier. 1975

Niedermeier begins selling manufacturing equipment and expands across the Midwest. 1983

Todd's begins offering private labeling and packaging services.

2011

Andy Holt, current owner, purchases Todd's LTD. 2015

Todd's purchases Summit Foods in Madison, Nebraska, where liquid blending and packaging is done (think sauces and drinks).



AMISH HAUS FURNITURE

3201 100th St., Urbandale 515-270-1133 amishhausfurniture.com

25 Years of Excellence!

Amish Haus Furniture opened its doors in Urbandale in 1996 and has been locally owned since 2008. We specialize in heirloom-quality furniture and accessories. Our quality solid wood Amish furniture is handcrafted by Amish craftsmen here in the Midwest. Other vendors in mattresses and upholstery have been chosen to match the quality of the Amish, complete with timeless styles.

Our staff can tailor each piece to match your style. Amish Haus Furniture is committed to placing customers first and offering uniquely designed well-made products. We build on that foundation with the ability to customize most of our furniture with many options!

Our showroom has grown to over 12,000 square feet of inspiration for your home with timeless designs. You may choose from in-stock items or custom order in a different finish for your home, for the same price. Our design center features hundreds of combinations of woods, finishes, fabrics and leathers. At Amish Haus, you can collaborate with our experienced designers to coordinate all the right pieces for your home.

In addition to our Amish furniture, we offer Restonic Mattresses, several lines of quality upholstery, unique accessories, lighting, and wall art. All of this, with the idea of Many Styles – One Standard! Our store has grown to include a mattress gallery, power recliners and a great selection of leather and fabric upholstery.

Our experienced staff can help you with in-store consultations, home visits and the ability to design the room of your dream. Our builders are Old-Order Amish, but we are not, so please enjoy our website, online catalogs, and newsletters. You may also follow us on Facebook for all the latest Amish Haus Furniture news and updates.









