

CITY FOCUS

Highlighting issues important to Dubuque residents

SPRING 2020



REMEMBER, IN AN
EMERGENCY, CALL **911**

THE CITY OF
DUBUQUE
Masterpiece on the Mississippi

SPRING 2020

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Editorial Information

City Focus is published by the Public Information Office. The City of Dubuque welcomes comments and suggestions about your city government or information appearing in this magazine. Please contact:

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ABOUT THE COVER:

Dubuque Fire and Police Departments teach local kids about public safety at a summer youth camp.

A MESSAGE FROM THE CITY MANAGER



// Michael C. Van Milligen //

A basic definition of public safety is “the welfare and protection of the general public.” In Dubuque and across the country, it is the most important responsibility of city government.

A public opinion survey of 500 Dubuque residents on a variety of important topics, including perceptions of safety, conducted in September 2019 by Loras College found a vast majority of respondents (94%) said they tend to feel safe in their own neighborhoods. Since 2015, Dubuque has had a 32% decrease in total crimes against persons and property. The crime clearance rate in Dubuque is 92%, compared to the national clearance rate of 46%. Iowa is one of the safest states in the country and Dubuque is one of the safest large cities in Iowa.

This edition of City Focus is about Dubuque’s comprehensive approach to public safety which includes the prevention and protection of the public from dangers affecting safety such as crimes, accidents, or disasters. The goal of the City’s approach is to make Dubuque the safest community possible with the understanding that community safety is not just about injury prevention and crime prevention; it is about increasing well-being and building a vibrant, engaged, and equitable community.

Working to ensure residents experience an increased sense of well-being, a sustainable quality of life, a reduction in the numbers and cost of injuries, the preservation of income and assets, and improved perceptions of safety is a top priority for Dubuque city government.

The headline of a July 2019 Telegraph Herald editorial was, “Investment in public safety paying off.” This publication does not detail every public safety program and effort under way in Dubuque, but it illustrates the varied programs and inclusive activities dedicated to public safety in the city as we work to create an equitable community of choice.



SAFE & SOUND

For most people, feeling “safe and sound” means feeling secure where you are, whether that is at home or elsewhere.

Nearly 43% (\$25.7 million) of Dubuque’s general fund budget is committed to public safety which includes the fire department, police department, emergency communications (9-1-1 dispatch), public health, building inspections, emergency management, flood control, and more.

Dubuque’s investment in public safety demonstrates it is a high priority. Of the nine budget categories, public safety represents Dubuque’s largest monetary investment of tax dollars, by far. (The next largest is less than 18%.) That level of investment in public safety is enabling the implementation and expansion of public safety programs and activities. This does not include the non-general fund expenditures of the enterprise funds (supported by the fees paid) that support health and safety, including: Water Department, Sanitary Sewer Fund, Stormwater Fund, and Solid Waste Collection.



DUBUQUE CITY COUNCIL



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4TH WARD

Find City Council contact information and ward maps at www.cityofdubuque.org/citycouncil



DUBUQUE POLICE: A POSITIVE PRESENCE

The Dubuque Police Department's mission is to enhance community livability by providing equitable community service and protection through integrity, compassion, and competence. The department is organized into four divisions: Patrol, Criminal Investigations, Community-Oriented Policing, and Administration and Staff Services.

INVESTIGATIONS GAME-CHANGER

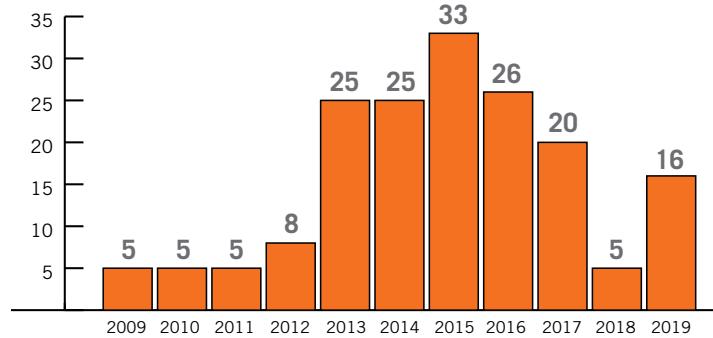
The City's camera system is part of the traffic signal control system but is also used daily by the police department to investigate everything from traffic accidents, to crimes ranging from misdemeanor to felonies, and more. The cameras have been crucial in solving numerous crimes and have been useful in investigating shots fired cases.

The City's network of security/traffic cameras grew to 1,225 cameras in 250 locations in 2019. The FY2021 recommended budget includes two new positions to maintain the system.



One confirmed case of “shots fired” is too many, but the number of incidents in Dubuque has trended down since 2015. At least one suspect was arrested in 10 of the 16 incidents in 2019. Traffic/security cameras were crucial in resolving many of these cases

CONFIRMED SHOTS FIRED INCIDENTS



The Dubuque Police Department is proud to be the longest-accredited agency in Iowa, having been first accredited by the Commission on Accreditation of Law Enforcement Agencies in 1993. Over 475 standards must be met to earn this accreditation.



DARE ski and snowboard night at Sundown Mountain



Dubuque Police and Fire Department staff having fun at National Night Out!

POLICE STAFFING EXPANSION

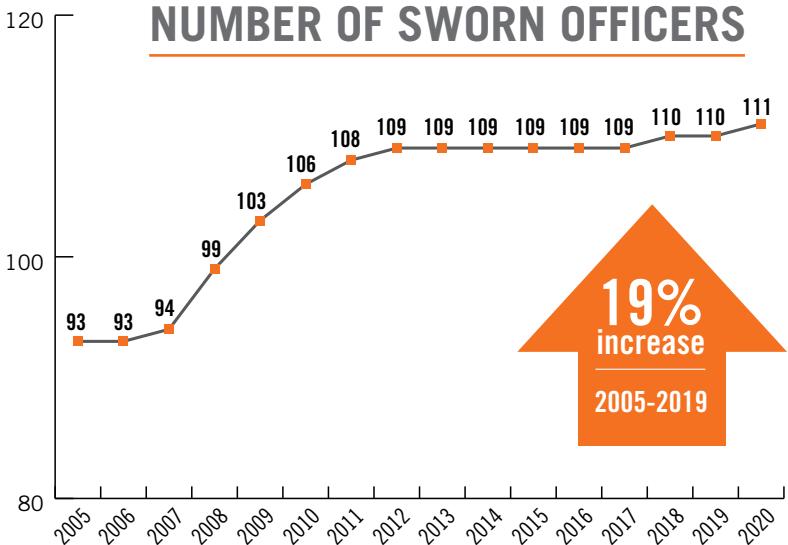
Between FY2008 and FY2012, the Dubuque Police Department implemented a five-year, 15-officer expansion plan that grew the department from 94 to 109 officers. This expansion assisted in the creation of an additional patrol territory to decrease the size of the existing patrol territories, in anticipation of future community growth. The department began staffing this seventh territory 24/7 in 2010.

The department added a new command position in 2018, increasing the authorized strength of the department from 109 to 110 sworn positions. This new position absorbed oversight of special operations teams from other supervisors, thus allowing the supervisors to focus on proactive patrol and crime prevention efforts.

Another police officer position was added for the current fiscal year budget, starting a three-year process to add three police officer positions to strengthen the School Resource Officer (SRO) program partnership with the Dubuque Community School District. This will bring the number of SROs to eight (each public high school and public middle school will have its own SRO and two will cover the public elementary schools) and will bring the Dubuque Police Department to an authorized strength of 113 sworn officers.



In 2019, Officer Rick Fullmer, the police department's D.A.R.E. Officer, received the 2019 Outstanding D.A.R.E. Instructor award from the Iowa D.A.R.E. Association.



YOUTH CAMP ATTENDEES LEARN ABOUT CONDUCTING INVESTIGATIONS



See pages 18-19 for more information on the Dubuque Police Department's community involvement.



SAFE COMMUNITY

A safe community is a livable community where people can go about their daily activities in an environment without fear or risk of harm or injury. Perceptions of community safety, real or perceived, are based on a variety of factors and impact the way people feel and interact in their community.

CURRENT INITIATIVES

Crime Prevention: The key to crime prevention in Dubuque is a multi-faceted approach and tactics include early intervention, identification of best practices and diversion options, identification and expansion of partnerships, data analysis to analyze crime statistics and identify locations of high impact crimes, restorative justice programs, and public information efforts to identify desired outcomes of existing programs.

Mental Health and Policing: The Dubuque Police Department hosted Crisis Intervention Team (CIT) training in 2018 and 15 officers were trained in the nationwide model and three became trainers for all new officers. Ten officers received Mental Health First Responder training. The department continues to partner in several local groups on the

topic of mental/brain health to ensure individuals get treatment as opposed to incarceration.

Juvenile Justice: The police department is exploring options in the juvenile justice system beyond traditional court actions. The department is collaborating with Juvenile Court Services, the Dubuque Community School District, and other community partners to develop and implement a program built around Restorative Strategies, which hold offenders responsible for their actions while avoiding the formal criminal justice system.

Race & Equity: The City of Dubuque is a member of the Government Alliance on Race and Equity (GARE), and the police department actively participates in regular learning opportunities with peers in law enforcement to discuss best practices for topics like equity in hiring and enforcement.

	2012	2013	2014	2015	2016	2017	2018	2019	Avg.	2019 % Over/ Under 2018	2019 % Over/ Under Avg.	2019 % Over/ Under Peak Year
# of Crimes	186	208	220	265	243	203	190	190	213	0.0%	-10.9%	-28.3%
Murder	2	0	0	5	1	2	1	0	1	-100.0%	-100.0%	-100.0%
Sexual Assault	43	38	61	80	98	90	75	91	72	21.3%	26.4%	-7.1%
Robbery	21	32	20	27	26	16	29	14	23	-51.7%	-39.5%	-56.3%
Aggravated Assault	120	138	139	153	118	95	85	85	117	0.0%	-27.1%	-44.4%

	2012	2013	2014	2015	2016	2017	2018	2019	Avg.	2019 % Over/ Under 2018	2019 % Over/ Under Avg.	2019 % Over/ Under Peak Year
# of Crimes	1,992	1,791	1,662	1,953	1,875	1,667	1,543	1,319	1,725	-14.5%	-23.5%	-28.3%
Burglary	583	431	416	548	420	331	299	205	404	-31.4%	-49.3%	-64.8%
Burglary to Motor Vehicle	298	231	168	106	144	157	145	88	167	-39.3%	-47.3%	-70.5%
Theft	1080	1103	1035	1245	1235	1116	1036	945	1,099	-8.8%	-14.0%	-24.1%
Theft of Motor Vehicle	31	26	43	54	76	63	81	55	55	28.6%	48.3%	-6.6%

= peak year

32%
decrease
in total
crime

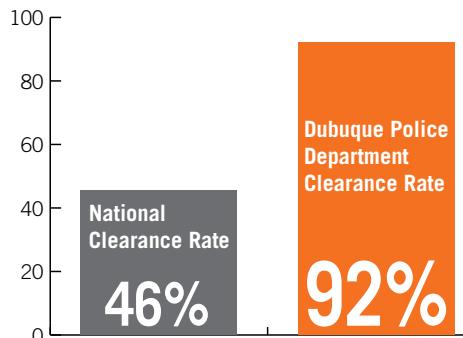
Since 2015, Dubuque has had a 32% decrease in total crimes against persons and property.
2015: 2,218
2019: 1,509



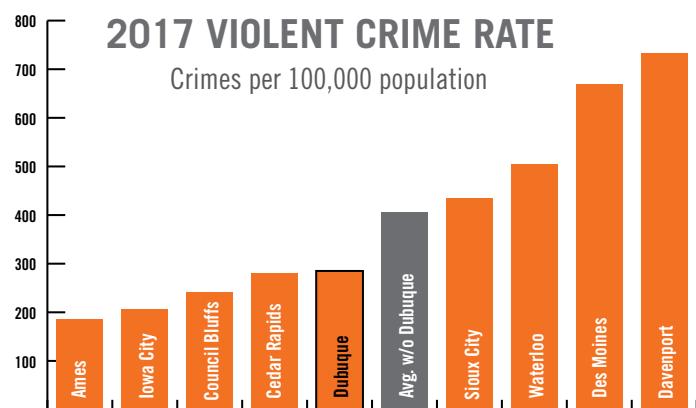
CRIMES CLEARANCE RATES

“Part 1” Crimes Against Persons

Murder, sexual assault, robbery, aggravated assault



Crime clearance rates are calculated by dividing the number of crimes that are cleared by the total number of crimes recorded. An offense is cleared when at least one person has been arrested, charged, or otherwise turned over to the court for prosecution, or clearance is through “exceptional means.” Exceptional means includes elements beyond law enforcement’s control such as declined prosecution, victim refusing to cooperate, death of the offender, or certain juvenile protections, among other reasons. It often means that every investigative option has been explored before a case is cleared.



Average calls for service from FY2005-2019 was 55,255. Calls for service in FY2019 were 0.2% above the 14-year average.





Improving Safety Through NUISANCE ENFORCEMENT

Addressing public nuisances through code enforcement is one tool to maintain and create quality, livable neighborhoods that are safe and healthy for all residents.

Public nuisances can negatively impact public safety and include: unoccupied, dangerous buildings; trash and refuse; hazardous conditions obstructing public ways and property; stagnant water; animals; clear and present danger to others; construction and building materials; burned or partially burned buildings and structures; and accumulations of materials, vermin, or pests.

Many departments work together to address nuisances in our community. A full-time, seasonal code enforcement officer was added to the housing and community development department in the current fiscal year to provide additional nuisance ordinance enforcement and a full-time employee to monitor vacant and abandoned buildings.

My
DBQ

Report nuisances
and other issues
using our app!

Available on the
App Store

ANDROID APP ON
Google play

Welcome

THE CITY OF DUBUQUE
Masterpiece on the Mississippi

Submit a Request

View My Requests

View All Requests

City of Dubuque

Home

City of Dubuque

My Profile

More

Download MyDBQ {FREE} today
and *help us help you!*

www.cityofdubuque.org/MyDBQ



NUISANCE ORDINANCE ENFORCEMENT

In 2019:

8,397

nuisance calls for service and Citizen Support Center complaints were reviewed

485 nuisance-related municipal infractions (citations) were issued.

How are nuisances identified and addressed?

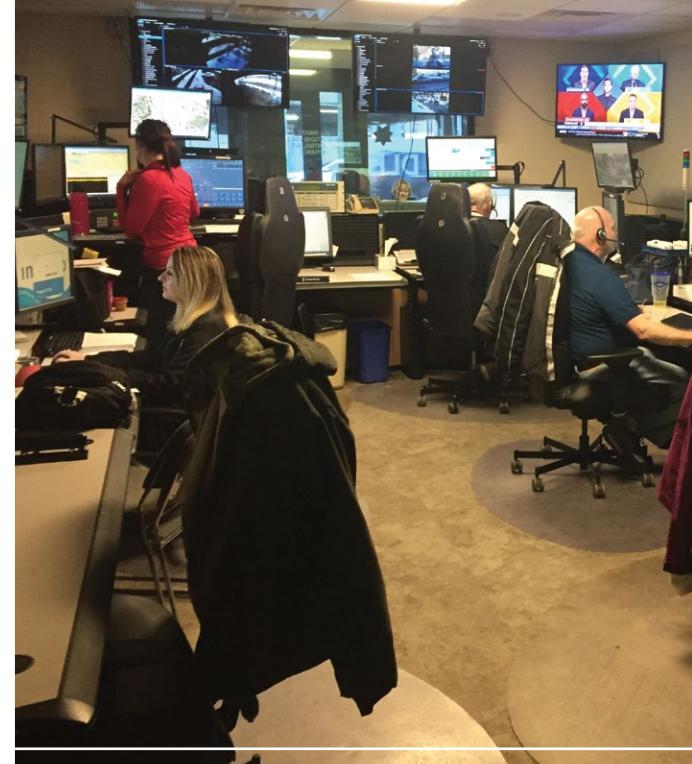
Nuisances can be identified by City staff or by residents who report them. Ideally, when a nuisance is identified, City staff will work with the property owner to address the issue. If a resolution cannot be reached, then the City may need to move forward with a more formal enforcement process. This can include issuing a citation, and in extreme cases the City may petition for the property.

Before enforcement



Same property after enforcement





COMMITTED TO BEING THERE WHEN YOU NEED US

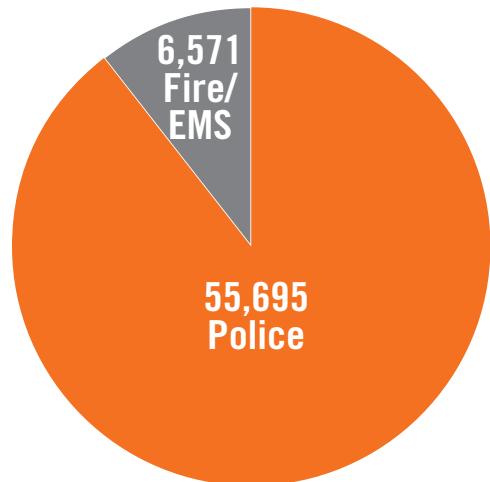
When you need help, Dubuque's public safety first responders are just a 9-1-1 call away. When a call is made to 9-1-1, it is handled by trained dispatchers and managed based on protocols in order to determine the severity of the issue. After the police or fire/ambulance are dispatched, they respond as quickly and safely as possible with the appropriate staff, resources, and equipment.

9-1-1 Communications Center

It all starts with a call to 9-1-1. Staff at the Dubuque 9-1-1 Communications Center are highly trained and committed professionals who assist citizens 24 hours a day, seven days a week. The 14 full-time and six part-time dispatchers in the 9-1-1 center serve all of Dubuque County and handled approximately **170,000 phone calls** last year! (Thankfully, the majority were non-emergency calls.)

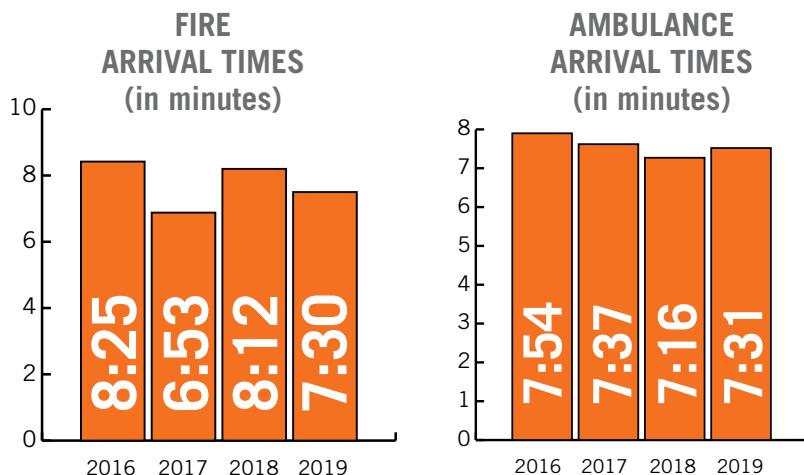
The 9-1-1 center operates a computer-aided dispatch system that identifies and recommends for dispatch the nearest appropriate unit to an emergency. They have access to the City's traffic and security camera network. All 9-1-1 center personnel are certified in EMD (emergency medical dispatch), EFD (emergency fire dispatch), and EPD (emergency police dispatch) by the National Academy of Emergency Medical Dispatch and provide pre-arrival instructions to callers in need of medical assistance.

FY2019 CALLS FOR SERVICE



In FY2019, 55,695 of the calls for service in the city of Dubuque were for police assistance while 6,571 were for fire/ambulance service.

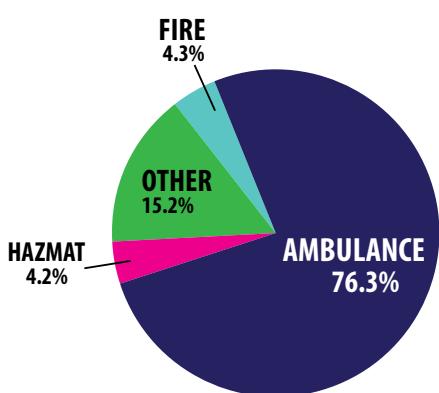
DUBUQUE FIRE DEPARTMENT FIRST UNIT ARRIVAL



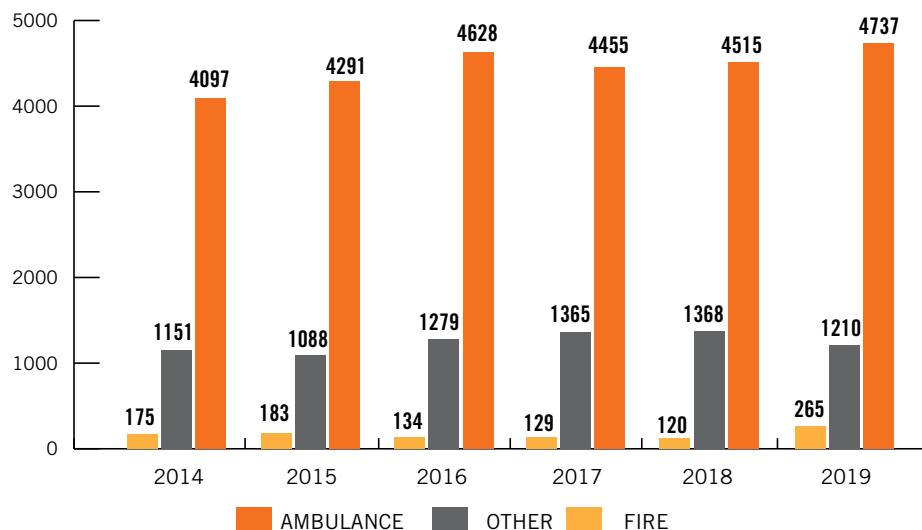
FIRE DEPARTMENT AUTOMATIC ALERTING SYSTEM

The 2018 implementation of an automatic alerting system has resulted in a
36-second reduction in average dispatch time

2019 FIRE DEPARTMENT CALLS FOR SERVICE



CALL VOLUME COMPARISON BY YEAR



Seconds
matter in an
emergency.



 **Smart911.com™**

Smart911 is available to all residents and businesses in Dubuque and Dubuque County. This free, optional service gives residents and businesses the opportunity to provide information to emergency responders prior to an emergency to enable faster and more informed responses to emergency situations.

Smart911 allows residents and businesses to create a safety profile for their household or business that can include any information they may want 9-1-1 dispatchers and first responders to have in the event of an emergency. To subscribe to Smart911 service, a safety profile must be created at www.smart911.com. After a profile is created, if someone from a participating household or business calls 9-1-1, their safety profile will immediately display on the call taker's screen, saving critical time in response to the emergency and providing critical information to responders.

For more information, visit www.cityofdubuque.org/smart911.



DID YOU KNOW? If necessary, you can text 911. Call if you can, text if you can't.

Emergency Medical Services (EMS)

The Dubuque Fire Department ambulance service provides coverage 24 hours, seven days a week. EMS responses represent over 75 percent of the incidents to which the fire department responds. Over the last six years, the department has responded to an average of over 4,450 EMS calls per year. That's an average of more than 12 EMS calls per day!

Dubuque Fire Department ambulances are staffed with two paramedics each. Members of the fire department are dual-trained as paramedics and firefighters, experienced to handle any situation. The department responds from six stations throughout the community to provide prompt paramedic response with average arrival of three minutes and five seconds (FY2019).

Dubuque's EMS staff also has professional training in:

- Firefighting
- Hazardous materials response
- High-angle rescue
- Extrication
- Water and ice rescue

The department recently completed a pilot study to gather data on the impact of responding a third ambulance from the West End of the city. This information will assist with future planning for better coverage and improved response times.

Fire

The Insurance Services Office (ISO) has designated Dubuque as a Class 2 Fire Department, which saves businesses money on their property insurance and demonstrates they are prepared to save life and property. Of the 1,494 Iowa fire departments evaluated, only 19 have achieved a Class 2 rating and



Dubuque firefighters rescue a resident from her apartment
Photo courtesy of the Telegraph Herald

one has a Class 1 rating. This rating puts Dubuque among the top one percent in Iowa and top five percent of the 39,850 U.S. fire departments evaluated by ISO.

Over the last six years, the Dubuque Fire Department has responded to an average of 167 fire calls per year. Only about four percent of the incidents to which the fire department responds are fires. Hazardous material incidents represent four percent of calls for service. Combined, they represent under 10 percent of service

calls, but both types of incidents have the potential to impact multiple properties and more people if they are not responded to appropriately.

Multiple efforts within the department's operations have led to 86 percent of structure fires being confined to the room in which the fire started. Nationally, the average is only 75 percent. Why is this significant? National data shows that 81 percent of fire deaths occur when the fire spreads beyond the room of origin.



Dubuque's cardiac event survival rate (16.18%) is 50% HIGHER than the national average (10.8%)!

(Source: American Heart Association)

The Dubuque Fire Department is a proud recipient of the American Heart Association Mission: Lifeline Award - Gold Status (for a second year)!

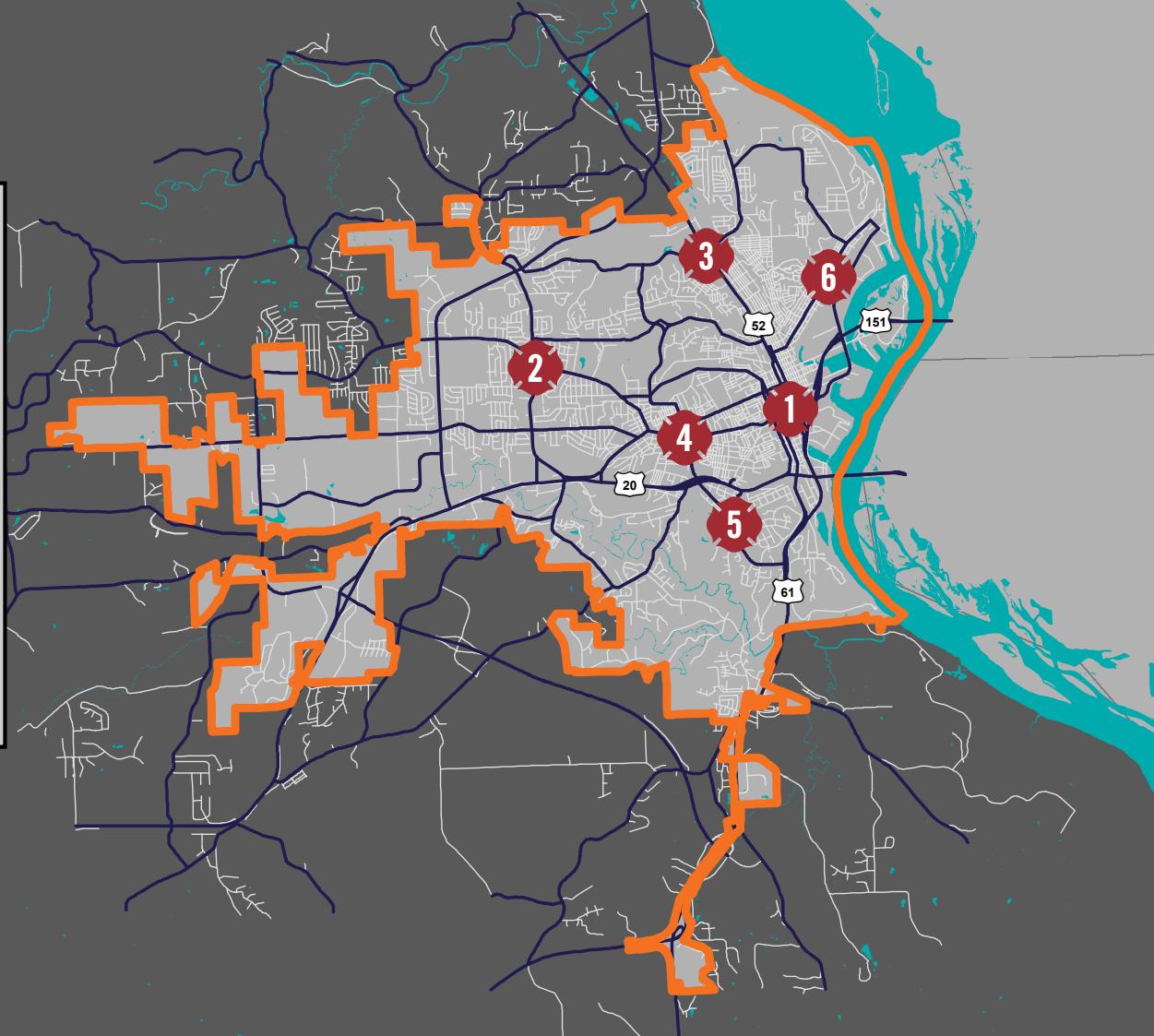
PROTECTING OUR COMMUNITY

Since 2008, the fire department has leveraged grant funds to install almost 7,700 smoke alarms in over 1,650 Dubuque homes and buildings free of charge through a partnership with the American Red Cross.

In 2019: 798 new smoke alarms were installed in 179 homes. 55 of those homes had NO WORKING SMOKE ALARMS and are now fully protected!



Station Address	
1	11 West 9th Street
2	2180 JFK Road
3	3155 Central Avenue
4	1697 University Avenue
5	689 South Grandview
6	1500 Rhomberg Avenue



FIRE DEPARTMENT EXPANSION

The City of Dubuque is planning for the construction of an additional West End fire station or the strategic relocation of an existing station. In FY2023, a past study will be updated to ensure the proper location and size of the new station. Construction design would begin in FY2025. This station would be approximately 10,000 square feet and house two response vehicles, plus storage for other reserve units. The City's current five-year capital improvement budget includes \$846,000 for design and construction. The total project cost is estimated at \$3.1 million. Timing of construction is dependent on development and annexation. This possible expansion and associated ambulance and firefighting response capability and capacity will position the city well for future community growth.

The current City budget includes the addition of one firefighter position as part of a plan to add 12 positions (six if an existing station is relocated) for future staffing of additional fire units for a West End fire station. This begins the process of expanding the fire department to staff additional vehicles in the future. Beginning in the current fiscal year (FY2020), one new firefighter is being added and one additional firefighter will be added in FY2021. From FY2022 through FY2025 more firefighter positions will be added. These additions would increase the staffing level of the fire department from its current count of 90, to as many as 102. This build-up of positions is necessary before a new fire station is constructed or an existing station relocated. In the meantime, the additional personnel will reduce the need for overtime as each shift will have more positions available to cover vacations and other leave.



In addition to infrastructure like streets, water and sewer lines, and traffic control systems, disaster preparedness through flood mitigation and resiliency programs aim to increase public safety in Dubuque.

SAFE INFRASTRUCTURE

BEE BRANCH WATERSHED FLOOD MITIGATION PROJECT



Between 1999 and 2011, Dubuque's North End neighborhoods experienced six Presidential Disaster Declarations for flash flooding. Too frequently, several feet of water filled their basements damaging their water heaters, furnaces, washers, dryers, and electrical boxes, and destroying their personal property. Stormwater ran down streets from curb to curb – floating vehicles, displacing manhole covers, and damaging infrastructure such as roads, water mains, and sewers.

Out of great challenges, we can create great opportunities. Through a shared community and neighborhood vision, private contributions and support from the community, and financial assistance from the State of Iowa and federal government – the community was able to create something beautiful from the disastrous flooding.

Through the Bee Branch Watershed Flood Mitigation Project, the City has created detention basins, installed permeable “green” alleys, and restored one mile of the Bee Branch Creek and its associated floodplain. The creek serves as a beautiful

linear park with amenities that support sustainable neighborhoods and enhanced quality of life. Mostly importantly, it protects residents and businesses from flash flooding from a 500-year storm.

In the summer of 2017, 4.9 inches of rain fell in less than 24 hours in Dubuque. With the completed phases of the Bee Branch Project, property damage was largely avoided. In 2002, a similar rainstorm that dropped 4.9 inches of rain in a 24-hour period resulted in enough property damage to warrant a Presidential Disaster Declaration. Based on the damage caused by the 2002 storm, it can be estimated that the 2017 storm could have caused up to \$11.6 million in property damage without the completed Bee Branch Creek Project.

This \$232 million project received over \$160 million in federal and state funding. Overall, the multi-phased Bee Branch Watershed Flood Mitigation project is expected to prevent an estimated \$582 million in damages over its 100-year design life.

COMMUNITY-WIDE INFRASTRUCTURE IMPROVEMENTS TO ENHANCE PUBLIC SAFETY

In addition to the traffic cameras mentioned on page 4, streetlights and water infrastructure are investments in public safety.

STREETLIGHTS

As part of the City's efforts to enhance street lighting, new lights have been installed and existing lights are being converted to LED lights, which are more efficient and effective. The City now owns/maintains 2,307 streetlights, of which 1,148 are LED. Alliant Energy owns/maintains 2,612 streetlights, of which 1,405 are LED, in Dubuque.

WATER IMPROVEMENTS

Access to an adequate water supply and water pressure is critical for the fire department to respond to fires anywhere in Dubuque. The City maintains and expands its water distribution system through projects like the new water tower that will be built on Roosevelt St. over the next year and the westside water system fire hydrant installation project scheduled for this fall.



BEE BRANCH HEALTHY HOMES PROGRAM

Since 2016, the Bee Branch Healthy Homes Resiliency Program has helped 115 households make water damage repairs and renovations to keep families safe and dry during rain events. Improvements include foundation repairs, interior and exterior drain tile, mold and mildew remediation, window and door repairs, sidewalk and property drainage improvements, sump pump modifications and installations, and other safety-related items such as radon mitigation systems and carbon monoxide alarms.

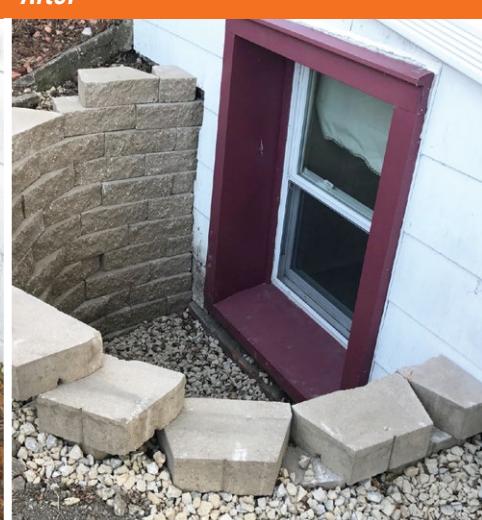
In addition, each family or individual who participates in the program is matched with an advocate who helps them navigate the repairs and renovations and connects them to educational, health, and social resources such as job training, childcare, and healthcare. Families encounter many challenges to becoming more flood resilient. This holistic approach helps residents build a more secure future and improve overall quality of life.

The Bee Branch Healthy Homes Program includes \$8.4 million to improve a minimum of 275 housing units before the program ends in 2021. Participants must meet income guidelines and live in the Bee Branch Healthy Homes eligibility area. They receive a five-year, forgivable loan; agree to purchase homeowner insurance and, in some cases, flood insurance; and commit to staying in their homes for a minimum of five years.

Before



After





Public Health is Public Safety

Public health is the science of protecting and improving the health of people and their communities through policy development and environmental change. This work is achieved by promoting healthy lifestyles, researching disease and injury prevention, and detecting, preventing, and responding to infectious diseases.

The City of Dubuque Health Services Department works with the Iowa Department of Public Health (IDPH) in partnership with the Dubuque County Health Department, the Dubuque Visiting Nurse Association (VNA), and local hospitals to ensure local resources to respond to a public health emergency.

Other public safety measures conducted by the City of Dubuque Health Services Department include:

- Providing information on environmental health hazards

in homes and partner with the housing and community development department to reduce and eliminate lead and other healthy homes hazards

- Enforcing animal control rules and laws, including rabies prevention and control

CLEAN WATER IS PUBLIC HEALTH

The Dubuque Water Department provides high quality drinking water that is in compliance with all standards set forth by the Environmental Protection Agency. Over 200 tests are performed each day by water treatment plant operators. In addition to these tests, the Dubuque Water & Resource Recovery Center laboratory performs over 120 bacteriological analyses of our drinking water on a monthly basis. Other compliance related testing is performed by the University of Iowa Hygienic Laboratory. All of these analytical measures ensure that the

water reaching your home is of the highest quality and ready to drink.

The Water & Resource Recovery Center (WRRC) processes an average of 7 million gallons of wastewater per day at its location on Julien Dubuque Drive. Pure-oxygen biological treatment is used to clean the wastewater. Then, anaerobic digesters use helpful bacteria to convert sludge, the solid matter, into fertilizer for farm fields. This anaerobic digestion process produces methane gas which is captured, cleaned, and burned to power turbines that generate electricity. The heat and electricity produced through this process is used to heat and power the WRRC. After the wastewater goes through this process, it is safe to return to the environment.



BUILDING SAFETY IS PUBLIC SAFETY

Who needs building codes? We all do—whether in our homes, schools, workplaces, stores, or places of entertainment. We rely on the safety of structures that surround us in our everyday living. The **permitting, inspection, and code enforcement services** provided by the City's Building Services Department are designed to protect and enhance the investment, safety, welfare, and resiliency of our community. Building, electrical, plumbing, and mechanical permits allow city code officials to identify and address substandard work. These efforts result in enhanced health, safety, and welfare for building occupants and our community.

SAFE & HEALTHY LIVING IN DUBUQUE

COMPREHENSIVE HOUSING ACTIVITIES FOR NEIGHBORHOOD GROWTH & ENRICHMENT (CHANGE)

CHANGE is a campaign of neighborhood revitalization and an extension of sustainability to specifically address marginal properties, affordable housing, and homeownership. The mission of CHANGE is to build community enrichment through a collective/collaborative impact of programs, partnerships, and services designed to provide neighborhood economic and social resiliency. From 2016-2022, the City will invest \$22.1 million to leverage tens of millions of dollars in private investments to improve 725 housing units.

PROBLEM PROPERTIES & COMPLAINTS

The housing and community development inspection staff perform inspections on all vacant, abandoned, or problem properties within the city of Dubuque on a routine basis or by request from the public by means of a complaint or referral.

PROPERTY MAINTENANCE CODE

To improve the safety of Dubuque's housing stock, the International Property Maintenance Code was adopted in 2016 and applies to all property types. It is primarily being used by the housing and community development department for routinely scheduled rental licensing inspections and housing complaint inspections. The housing and community development department utilizes the code for vacant or abandoned property inspections. The code provides a standard for property maintenance and establishes minimum requirements for light, ventilation, and occupancy limitations; plumbing facilities and fixture requirements; mechanical and electrical requirements; and fire safety requirements in existing structures and properties.

TIERED RENTAL INSPECTION SYSTEM

The City of Dubuque has adopted a tiered rental property inspection policy. A property's tier is based on three categories of operation or management. The goals of the three-tiered inspection policy are to:

- Promote the health, safety, and welfare of the general public
- Assure preservation of the existing rental housing supply
- Help maintain property values
- Allow the inspectors to give more attention to problem and nuisance properties
- Provide significant savings to Tier 1 properties in inspection costs
- Ensure all properties get the attention as required by the code in a timely and efficient manner
- Work toward eliminating substandard and deteriorating rental housing
- Maintain a living environment that contributes to healthful individual and family living

PRIORITY CATEGORY LANDLORDS

Landlords (rental property owners/agents) receiving three or more municipal infractions within a 12-month period are designated as a priority. Owners/agents designated in this category have any or all rental properties/units they own or manage inspected more frequently and inspectors follow-up on violations until all are addressed. Additionally, they are ineligible for new rental licenses while the designation is in place.

ADDITIONAL INSPECTORS

The City Council approved hiring an additional housing inspector position and nuisance specialist position in the housing and community development department in the current fiscal year to allow for continued improvement of effective housing code enforcement services. Increased enforcement efforts, including the tiered inspections policy and the designations of priority category property owners/agents, have had a meaningful impact on the effectiveness of code enforcement.

FREE TENANT SCREENINGS

The City of Dubuque wants landlords to be successful and help keep our neighborhoods safe, housing well-maintained, and tenants accountable. Screening applications is a proven way to stabilize rental properties, increase occupancies, and reduce complaints. The City provides free nationwide criminal background checks of prospective tenants through the Dubuque Police Department's Records Division. **Approximately 6,000 free background checks are provided every year.**



IT TAKES COMMUNITY



The Dubuque Police Department offers a number of ways for residents to learn about and **interact** with the police department, **volunteer**, or **learn** about a career in law enforcement:

Auxiliary Police: A volunteer organization that assists the police department

Citizens Police Academy: A program to build a better understanding of the police department

DARE Program: Aims to prevent drug abuse through education

Dubuque Police Ride-Along Program: Participate in a four-hour ride-along with an officer

Police and Fire Youth Camp: First offered in 2019, it will be offered annually to give Dubuque-area youth an opportunity to engage in fun and educational activities with Dubuque police officers and Dubuque firefighters while learning some of the skills of each career. This FREE, two-day camp is for local middle school and high school youth ages 11-18.

Police Exploring Program: Students between the ages of 14-20 can explore a career in law enforcement.

Successful Rental Property Management: Program designed to provide comprehensive information to property owners and managers.

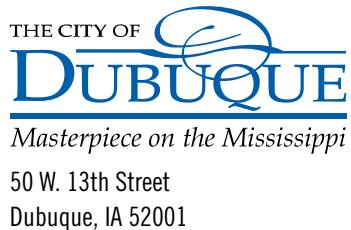
Dubuque's approach to public safety involves collaborations and partnerships with a variety of community organizations and agencies:

- American Red Cross of Northeast Iowa
- AmeriCorps
- Black Men's Coalition
- Boys and Girls Club
- Carnegie-Stout Public Library
- Clarke University
- Community Foundation of Greater Dubuque
- Community Housing Initiatives
- Crescent Community Health Center
- Crimestoppers
- Downtown Neighborhood Association
- Dream Center
- Dubuque Area Community Awareness and Emergency Response Group
- Dubuque Area Landlords Association
- Dubuque Campaign for Grade Level Reading
- Dubuque Community School District
- Dubuque Community/Police Relations Committee
- Dubuque County
- Dubuque County Attorney's Office
- Dubuque County Emergency Management
- Dubuque County Health Department
- Dubuque County Sheriff's Office
- Dubuque Dream Center
- Dubuque Eagles Club Aerie #568
- Dubuque Homebuilders & Associates
- Dubuque Museum of Art
- Dubuque Rescue Mission

- Dubuque Successful Rental Property Management Program
- East Central Intergovernmental Association
- Federal Bureau of Investigations
- Fountain of Youth
- Four Mounds/HEART Program
- Governor's Traffic Safety Bureau
- Greater Dubuque Development Corp. - True North
- Hillcrest Family Services
- Historic Bluffs Neighborhood Association
- Holy Family Catholic Schools
- Inclusive Dubuque
- International Code Council
- Iowa Association of Building Officials
- Iowa Department of Corrections
- Iowa Department of Human Services
- Iowa Department of Natural Resources
- Iowa Department of Narcotics Enforcement
- Iowa Department of Public Safety - Fire Marshal's Office
- Iowa Division of Criminal Investigations
- Juvenile Court Services
- Landlords/Property Owners
- Langworthy Neighborhood Association
- Loras College
- Midwest Gang Investigators Association
- MercyOne Dubuque Medical Center
- Multicultural Family Center
- NAACP Dubuque - Friends of Fair Housing
- National Alliance of the Mentally Ill (NAMI)
- National Mississippi River Museum & Aquarium
- Northeast Iowa Council Boy Scouts of America
- Northeast Iowa Community College
- Northend Neighborhood Association
- Opening Doors/Teresa Shelter/Maria House
- Parents as Teachers
- Point Neighborhood Association
- Presentation Lantern Center
- Riverview Center
- Steeple Square
- St. Mark Youth Enrichment
- Substance Abuse Services Center (SASC)
- The SOURCE
- Toys for Tots
- UnityPoint - Finley Hospital
- University of Dubuque
- United States Bureau of Alcohol, Tobacco and Firearms
- United States Attorney's Office
- United States Homeland Security Investigations
- United States Marshalls Service
- United States Secret Service
- United Way of Dubuque Area Tri-States
- Valley View Neighborhood Association
- Visiting Nurses Association (VNA)
- Washington Street Neighbors
- Word of Life Church
- YMCA / YWCA



“The greatness of a community is most accurately measured by the compassionate actions of its members.” – Coretta Scott King



50 W. 13th Street
Dubuque, IA 52001



10 THINGS RESIDENTS CAN DO TO KEEP OUR COMMUNITY SAFE

1 Get to know
your neighbors

2 Report suspicious activity
to the Dubuque Police Department

3 Volunteer at a community
organization or event

4 Become a mentor

5 Participate in Citizen's Police
Academy or Police Explorers

6 Donate to a local charity that
serves youth or adults striving
to improve their situation

7 Keep your lawn and property
clean and well-kept

8 Install yard lighting

9 Lock cars, doors, and windows

10 Be a responsible pet owner

