

# CITYnews



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## Dubuque Introduces 'Paperless' Utility Bill Option

The City of Dubuque now offers residents a "paperless" utility billing option. This optional electronic billing service is offered as a convenience for customers who choose it and will reduce the City's printing, paper, and postage costs.

The new service features a secure, web-based interface that allows customers to not only view their bill, but also review past billing history and water consumption totals.

Customers who would like to receive their utility bill electronically should call 563-589-4147. To enroll, customers must provide an email address, their account number, and their mailing address.

The cost savings this option will create for the City will be determined by the level

of participation in the program. Currently, approximately 22 percent of the City's 22,000+ utility customers participate in automatic bill payment and others utilize the online payment options through the City's website.

The City still offers all existing payment options to customers: by mail; in person or at drop boxes at City Hall; at area banks and credit unions; debit/credit card payments (\$5 fee) over the phone, at City Hall, or via the City website; "E-check" payments (no fee) via the website; or automatic clearing house (ACH) payments (bills are automatically deducted from the customer's bank account on the due date.)

For additional information, please visit [www.cityofdubuque.org/utilitybilling](http://www.cityofdubuque.org/utilitybilling) or call 563-589-4144. §

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## The Jule Offers Training Sessions

The Jule, Dubuque's public transit system, provides both formal and informal travel training sessions for individuals interested in using The Jule's services. "Jule 101" training sessions include a basic overview of public transit, the routes provided by The Jule, and the basics of how to ride the bus.

Formal training sessions are currently available for groups. To schedule a group for Jule 101 formal travel training, please contact Michelle Huseman, Mobility Coordinator at The Jule, at 563-589-4197 or [mhuseman@ecia.org](mailto:mhuseman@ecia.org).

Jule 101 informal training is available to the public on a drop-in basis on any of six Tuesday evenings at the Carnegie-Stout Public Library. Stop by The Jule Transit

information table on the 2nd floor of Carnegie-Stout Public Library Coffee Lounge between 4:30 and 5:30 p.m. on the following Tuesday evenings, October 16, November 6, November 20, December 4, and December 18, 2012. §

### Scavenger Hunt Encourages Residents to Ride the Bus!

The Jule invites the entire community to participate in a free scavenger hunt activity to learn how to ride the bus. The opportunity to participate goes through the end of February 2013. General service hours are Monday-Friday, 6 a.m.-6:45 p.m. and Saturday, 8 a.m.-5:30 p.m. (See individual routes for last run.) Parents with young children, college students, people new to Dubuque, girl and boy scout troops, or anyone

looking for something fun to do are encouraged to participate. Participants who complete the scavenger hunt will be entered in a monthly drawing for prize packages. Free passes and instructions for the scavenger hunt are available at various locations throughout Dubuque. For a list of locations or for more information, contact The Jule at 563-589-4196 or visit [www.juletransit.org](http://www.juletransit.org). §



## Odd/Even Snow Route Parking Notifications

When Dubuque's snow route policy is declared, the program requires "odd/even" parking along the City's designated snow routes, which are marked by signage. When in effect, parking is prohibited on the "even numbered" side of the streets on the even days of the month and on the "odd numbered" side of the streets on the odd days of the month. The parking restrictions are in effect from noon to 5:00 p.m. OR 1:00 a.m. to 6:00 a.m., depending upon the street.

Enforcement of the snow route parking policy is announced at least six hours in advance through area news media, including CityChannel Dubuque (analog channel 8 and digital channel 97.2 on the Mediacom cable system) and the City of Dubuque website, as well as the City's "CodeRED" automated telephone messaging system. To add a phone number to the database, visit [www.cityofdubuque.org](http://www.cityofdubuque.org) and click on the "CodeRED" logo.

Residents may also subscribe to the Odd/Even Snow Route Parking "Notify Me" list at [www.cityofdubuque.org/notifyme](http://www.cityofdubuque.org/notifyme). An email and/or text will be sent to subscribers each time the odd/even snow route parking policy goes into effect.

For more information, visit [www.cityofdubuque.org/snowroute](http://www.cityofdubuque.org/snowroute) or call 563-589-4250. §

## Applicants Sought for Boards and Commissions

The City's volunteer board and commission members assist in the development of policy recommendations to the City Council, provide leadership and support to City staff, promote the City and its programs, and provide expertise in specialized areas. Volunteers are needed for current and upcoming vacancies on several of the 30+ boards and commissions. For a complete list of boards and commissions, descriptions, vacancies, terms and meeting information, and to apply, please visit [www.cityofdubuque.org/boards](http://www.cityofdubuque.org/boards) or contact the City Clerk's Office at 563.589.4120. §

## Fall and Winter Reminders

### Holiday Collections

*Thanksgiving Day* collection: Sat., Nov. 24

*Christmas Day* collection: Sat., Dec. 22

*New Year's Day* collection: Sat., Dec. 29

### Merry Mulch Program

Christmas trees, yard waste and unscheduled food scraps in carts will be picked up during the first two full weeks in January on regular collection days. Please attach a City brush tie or yard waste sticker.

### Holiday Tag Distribution

City refuse customers may present the top half of their November 2012 City

Utility Bill to the City Hall Utility Billing Office, Municipal Services Center, Housing & Community Development Office, or Leisure Services Office before Dec. 14 to receive one complimentary green "extra garbage" tag.

**Annual 2013 Yard Waste decals** will be sold at the City Hall Utility Billing Office starting December 3. These decals are a great holiday gift idea!

For more information, visit [www.cityofdubuque.org/publicworks](http://www.cityofdubuque.org/publicworks) or call 563.589.4250. §

## Sidewalk Snow/Ice Removal

According to City Code, Dubuque property owners are responsible for snow and ice removal on sidewalks in front of homes and/or businesses.

- Remove snow and ice immediately after the snow fall ends and no longer than 48 hours after the snow event.
- Pile snow in front yard or in the park lawn (area between the sidewalk and curb) -- not on adjacent property or in the street, alley, or sidewalk.
- Clear entire width of sidewalk, from edge to edge, and keep access ramps on corner lots open.
- Don't bury fire hydrants; expose the hydrant if it is not visible.
- To confidentially report a public sidewalk property needing snow/ice removal, call 589-4270, submit a service request through the City website ([www.cityofdubuque.org](http://www.cityofdubuque.org)) or email [engineer@cityofdubuque.org](mailto:engineer@cityofdubuque.org).
- Report unsafe conditions on rental property to the landlord and/or the property management company. Alternatively, the City's Housing Department can provide confidential assistance by calling 589-4231 or emailing [housing@cityofdubuque.org](mailto:housing@cityofdubuque.org).
- The City provides a one-time courtesy notice to the property owner. If the accumulation is not removed, the City will assess the property owner for the cost of removal (an hourly fee plus any salt/material costs), plus an administrative fee.

For additional information on Dubuque's snow/ice removal policy, visit [www.cityofdubuque.org/sidewalks](http://www.cityofdubuque.org/sidewalks) or call 589-4270.



## Prevent Water Meters from Freezing

The City of Dubuque Water Department reminds you to make sure that the plumbing and water meter in your home or business are properly protected from freezing. Verify that your basement/utility room windows are tightly sealed from summer use and that there is proper heating provided to these areas. If you use heat tapes, make sure they are properly installed and are working safely. If your water meter freezes, you are responsible for the cost of repairs or replacement for a damaged water meter. §





# A MESSAGE from the CITY MANAGER

Michael C. Van Milligen

The Dubuque City Council completed its annual goal-setting sessions in late August. Over the course of two days, City Council members reaffirmed the 15-year vision statement, mission statement, and developed priorities for a 2012-2014 policy agenda.

## POLICY AGENDA 2012 – 2014

### Top Priorities: (in alphabetical order)

- Arts and Culture Strategy: Evaluation, Direction, Goals, City Action, City Funding
  - Complete Smarter Sustainable Dubuque Community Engagement Pilot on the Arts
  - Initiatives for inclusiveness
- Community Organizations: City Support and Funding
  - Every Child / Every Promise, Project HOPE, DubuqueWorks, Distinctively Dubuque, Dubuque Concierge Welcoming Program, and initiatives for inclusiveness
- Dubuque Millwork District Master Plan: Projects, Parking Solutions
- Mystique Casino: Evaluation and Direction
- Southwest Arterial Project: Funding

### High Priorities: (in alphabetical order)

- Greater Dubuque Development Corporation: City Support
- Indoor Aquatic Center: Evaluation, Direction, and School Partnership
- Master Plan for Chaplain Schmitt Island: Development
- Safe Community Initiative: Monitoring and Next Steps
- Skate Parks
- Street Improvement Program
- Third-Grade Reading Strategy: Direction and Implementation

## MANAGEMENT AGENDA 2012 – 2014

### ECONOMIC PROSPERITY GOAL

- Dubuque Initiatives: Next Step
- Green Jobs Training Program
- Workforce Market Rate Housing Strategy
- NICC Job Training Grant
- Renewable Energy Program

### ENVIRONMENTAL/ECOLOGICAL INTEGRITY GOAL

- Sustainability Purchasing Policy and Procedures
- Energy Efficiency Community Block Grant (EECBG) Implementation
- Automatic Vehicle Location (AVL) for Transit
- Grand River Center Electric Meters Project
- University of Iowa Initiative for Sustainable Communities Projects
- Green Team Work Plan: Implementation
- Sustainability Curriculum in School System
- City Operations: Sustainability Performance Measures
- Dubuque Regional Smart Plan: Development
- Department of Energy Smart Grid Grant
- FEMA Flood Plain Maps: Amendment
- Sustainable Design Standards and Incentives
- DMASWA Landfill: Methane, Next Cell Approval, Compost: Quality and Quantity

### SOCIAL/CULTURAL VIBRANCY GOAL

- City Workforce Diversity: Recruitment and Selection
- Territory Accountability Design: Targeted Actions
- Multicultural Family Center Building Expansion
- Local Foods Program: Implementation
- Urban Gardens: Development
- Citizen Academy: Development
- Intercultural Competency Program within City Government: Self-Assessment, Training
- Police Explorer Program: Support
- Police-Race Dialogue
- Sustainable Dubuque Indicators Software Tool: Implementation

### PLANNED AND MANAGED GROWTH GOAL

- Housing Program: Direction (including Section 8)
- Inflow and Infiltration Program/Home Inspections: EPA Consent Decree Implementation

- Surveillance and Security Camera Strategy: Design, Funding, Implementation
- City Comprehensive Plan: Update
- Census Count Resolution
- Flood Wall: Funding, Evaluation, Cell Protection
- Statewide Urban Design and Specifications (SUDAS) City Engineering Standards: Update
- Bee Branch Creek Restoration Project: Railroad Resolution, Upper Branch Design, Land Acquisition, Funding

### PARTNERING FOR A BETTER DUBUQUE GOAL

- Parks-School Joint Projects and Services: City Actions
- City Volunteer Program: Development
- Sister City Program: Delegation to Potential City
- All-America City Award
- Dog Park Concept Plan: Development, Direction
- Veterans Memorials: Marshall Park, Miller-Riverview Park, Chaplain Schmitt Island
- Handicap Accessible for Parks: Direction
- AmeriCorps Program: Training
- Green Vision-Education
- Bridges Out of Poverty Program: City Support

### IMPROVED CONNECTIVITY: TRANSPORTATION AND TELECOMMUNICATIONS

- Smart Transportation Program
- Transit for College Routes: Implementation
- Trolley Upgrades: Grant Funding
- Traffic Signal Synchronization: Citywide

For a detailed goals and priorities document, please visit [www.cityofdubuque.org/councilgoals](http://www.cityofdubuque.org/councilgoals) or contact the Public Information Office at 563.589.4151. These goals and priorities are the foundation of the City's work plan. They also guide the development of the City budget for the next fiscal year. If you would like to know more about the budget process or offer input, I invite you to attend the Budget Public Input Meeting for the Fiscal Year 2014 budget on Tuesday, Nov. 20, at 5:30 p.m. in the City Council Chambers at the Historic Federal Building or provide input through the City website at [www.cityofdubuque.org](http://www.cityofdubuque.org). §



# New Faces

The City of Dubuque welcomes these new employees:

- Paul Bartlett** - Transit
- Bridgett Boone** - Transit
- Paige Comer** - Transit
- Michael Feltes** - Transit
- Abby Hayes** - Library
- Mary Knopick-Brooks** - City Manager's Office
- Robert Meloy** - Transit
- Robert Moyer** - Public Works
- Coved Oswald** - Library
- Rita Parkin** - Transit

# Retirements

Congratulations to the employees who recently retired from the City of Dubuque:

- Virginia Barton** - Water & Resource Recovery
- Terry Gaherty** - Water & Resource Recovery
- Daniel Gansen** - Fire
- Chris Johnson** - Health
- Kenneth Metz** - Fire
- Kay Munson** - Planning
- Robert Schiel** - Airport





**Parents Night Out, Scrambling Santas, Holiday Break Camp & Treats for Santa!**

Learn more about these great Leisure Services events and MORE by calling 563-589-4263 or visiting [www.cityofdubuque.org/recreation](http://www.cityofdubuque.org/recreation).

# GreenCorps Weatherization Services


The Green Iowa AmeriCorps in Dubuque (GreenCorps) is currently conducting home energy audits and weatherization services. Labor for these services is free. GreenCorps asks that homeowners and landlords pay only for supplies. However, the cost of supplies will be waived for veteran, low-income, disabled, and elderly populations. To sign up for a free energy audit call (563)690-6032 or email [greencorps@cityofdubuque.org](mailto:greencorps@cityofdubuque.org).

-  [facebook.com/CityOfDubuque](https://facebook.com/CityOfDubuque)
-  [twitter.com/CityOfDubuque](https://twitter.com/CityOfDubuque)

**Contact Information**

The City of Dubuque welcomes comments and suggestions about your city government or news appearing in this newsletter. Please contact:

City Manager's Office  
50 W. 13th Street  
Dubuque, Iowa 52001-4864  
(563) 589-4110 phone  
(563) 589-4149 fax  
[ctymgr@cityofdubuque.org](mailto:ctymgr@cityofdubuque.org)



**Editorial Information**

City News is published by the Public Information Office and is inserted in the City of Dubuque utility bills six times per year. For the most up-to-date City news and events, visit [www.cityofdubuque.org](http://www.cityofdubuque.org).

# CALENDAR

## November

- 5 Five Flags Advisory Commission, 4 p.m., Five Flags Civic Center
- 5 City Council Meeting, 6:30 p.m., City Council Chambers, Historic Federal Bldg.
- 6 Jule: 101 Informal Drop-In Training Session, 4:30 p.m., C-S Public Library
- 6 Environmental Stewardship Advisory Commission, 5 p.m., Conf. Room 1, City Hall Annex
- 7 Zoning Advisory Commission, 5 p.m., Historic Federal Building
- 8 Transit Advisory Board, 4:15 p.m., Room 223, Historic Federal Building
- 12 City offices closed for Veteran's Day
- 13 Park and Recreation Commission, 4:30 p.m., Bunker Hill Golf Course snack bar
- 14 Community Development Advisory Commission, 5:30 p.m., Suite 312, Historic Federal Building
- 15 Carnegie-Stout Public Library Board of Trustees, 4 p.m., Lacy Board Room, Carnegie-Stout Public Library
- 15 Zoning Board of Adjustment Meeting, 4 p.m., Historic Federal Building
- 15 Historic Preservation Commission, 5:30 p.m., Historic Federal Building
- 17 Cable TV Commission, 4 p.m., Conf. Room 1 City Hall Annex
- 17 Native Spirit Dancer, Brian Hammill, 7 p.m., Five Flags Theater. FREE. Call Multicultural Family Center at 563-582-3681 to register.
- 19 City Council Meeting, 6:30 p.m., City Council Chambers, Historic Federal Bldg.
- 20 Housing Code Appeals Board, 4:30 p.m., Suite 312, Historic Federal Building
- 20 Jule: 101 Informal Drop-In Training Session, 4:30 p.m., C-S Public Library
- 20 Budget Public Input Meeting, 5:30 p.m., City Council Chambers, Historic Federal Bldg.
- 21 Long Range Planning Advisory Commission, 5:30 p.m., Historic Federal Bldg.
- 22, 23 City offices closed for Thanksgiving
- 26 Airport Commission 4 p.m., Dubuque Jet Center
- 28 Arts and Cultural Affairs Advisory Commission, 4:30 p.m., Lacy Board Room, Carnegie-Stout Public Library

## December

- 3 Five Flags Advisory Commission, 4 p.m., Five Flags Civic Center
- 3 City Council Meeting, 6:30 p.m., City Council Chambers, Historic Federal Bldg.
- 4 Jule: 101 Informal Drop-In Training Session, 4:30 p.m., C-S Public Library
- 4 Environmental Stewardship Advisory Commission, 5 p.m., Conf. Room 1, City Hall Annex
- 5 Cable TV Commission, 4 p.m., Conf. Room 1 City Hall Annex
- 5 Zoning Advisory Commission, 5 p.m., Historic Federal Bldg.
- 7 Multicultural Holiday Event, 5 p.m., Multicultural Family Center, 1157 Central. Free. No registration required.
- 10 Human Rights Commission Meeting, 4:30 p.m., Conf. Room II, City Hall Annex
- 11 Park and Recreation Commission, 4:30 p.m., Bunker Hill Golf Course snack bar
- 12 Community Development Advisory Commission, 5:30 p.m., Suite 312, Historic Federal Bldg.
- 13 Transit Advisory Board, 4:15 p.m., Room 223, Historic Federal Bldg.
- 17 City Council Meeting, 6:30 p.m., City Council Chambers, Historic Federal Bldg.
- 18 Housing Code Appeals Board, 4:30 p.m., Suite 312, Historic Federal Bldg.
- 18 Jule: 101 Informal Drop-In Training Session, 4:30 p.m., C-S Public Library
- 19 Long Range Planning Advisory Commission, 5:30 p.m., Historic Federal Bldg.
- 20 Carnegie-Stout Public Library Board of Trustees, 4 p.m., Lacy Board Room, Carnegie-Stout Public Library
- 20 Historic Preservation Commission Meeting, 5:30 p.m., Historic Federal Bldg.
- 24, 25 City offices closed for Christmas
- 27 Zoning Board of Adjustment Meeting, 4 p.m., Historic Federal Bldg.
- 31 City offices closed for New Year's

*This calendar does not include all events, and is subject to change.*

Are you using Dubuque's "Notify Me" e-mail alert system? If not, please sign up today at [www.cityofdubuque.org/notifyme](http://www.cityofdubuque.org/notifyme) to receive agendas, news releases, event notifications, and other timely news. For more events and meeting agendas, visit [www.cityofdubuque.org](http://www.cityofdubuque.org).