WELCOME!

Thank you for choosing Dubuque as your place to live, work, and play! Dubuque is a sustainable and resilient city, and an inclusive and equitable community where ALL are welcome. Your local government is here to help you obtain the services you need. In this guide you will find everything from utilities to parks and recreation, offering information that will help you make Dubuque home. Once again, welcome to Dubuque!

TABLE OF CONTENTS

Stay Connected .................................................................................................................. 3
Get Involved ....................................................................................................................... 4
City Facilities ..................................................................................................................... 5
Departments & Divisions ................................................................................................. 6 & 7
Things To Do .................................................................................................................... 8 - 11
Living In Dubuque ........................................................................................................ 12 & 13
Trash & Recycling .......................................................................................................... 14 & 15
Getting Around ............................................................................................................... 16 & 17
Public Safety .................................................................................................................... 18
Assistance & Resources ................................................................................................. 19
The City of Dubuque’s website is your connection to your local government and your community. On the website, you can:

• Make a payment online.
• Submit a service request.
• Search for City job opportunities.
• Find more in-depth information on items mentioned in this guide.

On the City’s website, you can also sign up to receive ‘notify me’ announcements regarding the latest city news. Select from a list of options and receive updates straight to you in an email or text message.

Residents can also watch CityChannel Dubuque for in-depth programming on city news and services. Watch on Mediacom cable channel 8 or digital 117.2. CityChannel Dubuque also streams live online at www.cityofdubuque.org/media.

Follow the City of Dubuque on social media for the latest news and information:

facebook.com/cityofdubuque
twitter.com/cityofdubuque
instagram.com/cityofdubuque
youtube.com/c/cityofdubuquegovernment
linkedin.com/cityofdubuque
nextdoor.com
GET INVOLVED

City Life
City Life is Dubuque’s fun, free, and interactive look at local government. By participating, you’ll have the opportunity to learn more about City operations and services that make Dubuque a great place to live. Through presentations, tours, and conversations with neighbors you’ll see taxpayer investments at work and be able to share your thoughts. Visit www.cityofdubuque.org/citylife for more.

Boards & Commissions
Boards and commissions play an important role in our city government. Service on a board or commission is an excellent way for residents to become involved in the community and contribute to the quality of life in Dubuque. Learn more and apply at www.cityofdubuque.org/boards.

Connect With Your City Government
The mayor, city council, and City staff serve the community and are available to connect with residents regarding their questions, concerns, or ideas.

The Dubuque City Council meets on the first and third Monday of each month in the Council Chambers on the second floor of the Historic Federal Building at 350 W. Sixth St. The meetings begin at 6:30 p.m. and are broadcast live on CityChannel Dubuque (117.2 and 8 on the Mediacom cable system), on the City website at www.cityofdubuque.org/media, and on the City’s Facebook page at www.facebook.com/cityofdubuque. Agendas and minutes from the City Council meetings are available from the city clerk and on the City website at www.cityofdubuque.org/agendas.

Residents can provide public input during city council meetings or contact the council anytime via phone or email at www.cityofdubuque.org/councilcontacts.
CITY FACILITIES

City Hall  |  50 W. 13th St.
Budget • City Clerk • City Manager • Engineering
Finance GIS • Historic Preservation • Human Resources
Planning & Zoning • Public Information • Sustainability
Utility Billing

City Hall Annex  |  1300 Main St.
Animal Control • Arts & Cultural Affairs • Economic
Development • Health Services • Information Services

Historic Federal Building  |  350 W. Sixth St.
Housing & Community Development • Inspection &
Construction Services • City Council Meetings

Multicultural Family Center  |  1157 Central Ave.
Equity & Human Rights • Leisure Services

Municipal Services Center  |  925 Kerper Ct.
Public Works • Water Distribution

Intermodal Transportation Center  |  950 Elm St.
Transportation Services

Old Engine House #1  |  1805 Central Ave.
Shared Prosperity & Neighborhood Support
DEPARTMENTS & DIVISIONS

Airport: 563-589-4128 | www.flydbq.com

AmeriCorps Partners in Learning: 563-690-6171 | www.cityofdubuque.org/americorps

Animal Control: 563-589-4185 | www.cityofdubuque.org/animalcontrol

Arts & Cultural Affairs: 563-690-6059 | www.cityofdubuque.org/artsandculture

Budget: 563-589-4398 | www.cityofdubuque.org/budget

City Attorney: 563-583-4113 | www.cityofdubuque.org/cityattorney

City Clerk: 563-589-4100 | www.cityofdubuque.org/cityclerk

City Manager: 563-589-4110 | www.cityofdubuque.org/citymanager


Emergency Communications/Dispatch: 9-1-1 (emergency) | 563-589-4415 (non-emergency) www.cityofdubuque.org/911

Engineering: 563-589-4270 | www.cityofdubuque.org/engineering

Equity & Human Rights: 563-589-4190 | www.cityofdubuque.org/humanrights

Finance: 563-589-4398 | www.cityofdubuque.org/finance

Fire, Rescue, & EMS: 9-1-1 (emergency) | 563-589-4160 (non-emergency) 563-582-4980 (non-emergency ambulance) www.cityofdubuque.org/fire

GIS (Geographic Information Systems): 563-589-4174 | www.cityofdubuque.org/gis

Health Services: 563-589-4181 | www.cityofdubuque.org/health
Historic Preservation: 563-589-4210 | www.cityofdubuque.org/historicpreservation

Housing & Community Development: 563-589-4230 | www.cityofdubuque.org/housing

Human Resources: 563-589-4125 | www.cityofdubuque.org/humanresources

Information Services: 563-589-4280 | www.cityofdubuque.org/informationservices

Inspections & Construction Services: 563-589-4150 | www.cityofdubuque.org/inspectionconstructionservices


Library: 563-589-4225 | www.carnegiestout.org

Media Services: 563-589-4279 | www.cityofdubuque.org/mediaservices

Parking: 563-589-4266 | www.cityofdubuque.org/parking

Planning & Zoning: 563-589-4210 | www.cityofdubuque.org/planning

Police: 9-1-1 (emergency) | 563-589-4415 (non-emergency) www.cityofdubuque.org/police

Public Information: 563-589-4151 | www.cityofdubuque.org/pio

Public Works: 563-589-4250 | www.cityofdubuque.org/publicworks


Sustainability: 563-690-6038 | www.cityofdubuque.org/sustainability

Transit (The Jule): 563-589-4196 | www.juletransit.org


Water: 563-589-4291 | www.cityofdubuque.org/water

THINGS TO DO

Parks
With over 1,200 acres of parkland and over 300 park facilities, there are plenty of opportunities for Dubuque residents to enjoy the outdoors. City parks are open year-round. Park amenities such as restrooms, pavilions, and drinking fountains are open from the first Saturday of May, to the fourth Sunday of October.

To view a full list of Dubuque parks and their amenities, visit www.cityofdubuque.org/parks.

Pavilion Rentals
City parks offer multiple pavilions available for use by reservation. Check availability and make a reservation for your next get-together at www.cityofdubuque.org/pavilionrentals.

A fun and scenic 18-hole public course, Bunker Hill Golf Course is a beautiful place for the entire family to play golf. The rolling hills offer challenges for golfers at all skill levels.

563.589.4261
golfbunkerhill.com
## Featured Parks

<table>
<thead>
<tr>
<th>Park Name</th>
<th>Address</th>
<th>Features</th>
</tr>
</thead>
<tbody>
<tr>
<td>A.Y. McDonald Park</td>
<td>Hawthorne St. &amp; Valentine Dr.</td>
<td></td>
</tr>
<tr>
<td>Allison-Henderson Park</td>
<td>1500 Loras Blvd.</td>
<td></td>
</tr>
<tr>
<td>Bee Branch Creek Greenway</td>
<td>Garfield Ave. to 24th St.</td>
<td></td>
</tr>
<tr>
<td>Bergfeld Recreation Area</td>
<td>7600 Chavenelle Dr.</td>
<td></td>
</tr>
<tr>
<td>Comiskey Park</td>
<td>255 E. 24th St.</td>
<td></td>
</tr>
<tr>
<td>Dubuque Pet Park</td>
<td>2200 Bunker Hill Rd.</td>
<td></td>
</tr>
<tr>
<td>Eagle Point Park</td>
<td>2601 Shiras Ave.</td>
<td></td>
</tr>
<tr>
<td>Flora Krey Wahlert Park</td>
<td>2605 Pennsylvania Ave.</td>
<td></td>
</tr>
<tr>
<td>Louis Murphy Park</td>
<td>1700 S. Grandview Ave.</td>
<td></td>
</tr>
<tr>
<td>Marshall Park &amp; Botanical Garden</td>
<td>3800 Arboretum Dr.</td>
<td></td>
</tr>
<tr>
<td>Miller Riverview Park &amp; Campground</td>
<td>1851 Admiral Sheehy Dr.</td>
<td></td>
</tr>
<tr>
<td>Mississippi Riverwalk</td>
<td>400 E 3rd St.</td>
<td></td>
</tr>
<tr>
<td>Port of Dubuque Marina</td>
<td>450 E 3rd St.</td>
<td></td>
</tr>
<tr>
<td>Veterans Memorial Plaza &amp; McAleece Park</td>
<td>1801 Admiral Sheehy Dr.</td>
<td></td>
</tr>
<tr>
<td>Veterans Memorial Park &amp; Miracle League</td>
<td>2970 Miracle League Dr.</td>
<td></td>
</tr>
<tr>
<td>Washington Park</td>
<td>700 Locust St.</td>
<td></td>
</tr>
</tbody>
</table>
The Arts
Dubuque is home to a wide variety of arts and cultural events and attractions. From the active theater scene to the numerous murals downtown, there is no shortage of creativity and culture in the city. The City of Dubuque Arts & Cultural Affairs Office helps Dubuque’s arts and culture scene stay vibrant. Learn more at www.cityofdubuque.org/artsandculture.

Pools
Dubuque has two municipal swimming pools that are open throughout the summer months. View pool features, schedules, and more at www.cityofdubuque.org/pools.

Trails
The City of Dubuque maintains a comprehensive 53-mile trail system. This system includes 28 miles of on-street routes and 25 miles of paved trails for walking, hiking, and biking. Scan the QR code to discover your new favorite trail.

Recreation
The City of Dubuque Leisure Services Department offers a number of camps, classes, sport leagues and other recreational activities for youth and adult residents. The best way to stay up-to-date on the latest recreational programming being offered is through the seasonal activities brochure. Access the brochure at www.cityofdubuque.org/recreation.
Carnegie-Stout Public Library
Programming and community events are also held at the Carnegie-Stout Public Library. The library offers a collection of items for all types of adventures. Visit the library at 360 W. 11th St., and learn more at www.carnegiestout.org.

Multicultural Family Center
The Multicultural Family Center (MFC) hosts programs and events that celebrate and promote the diversity in Dubuque. The center is home to youth and teen programming, support and advocacy groups, cultural celebrations, and more. Stop by 1157 Central Ave. or visit www.mfcdbq.org for more.

Five Flags Civic Center
The Five Flags Civic Center is a concert and entertainment venue located in downtown Dubuque. Check out upcoming shows and events at www.fiveflagscenter.com.

Mystique Community Ice Center
The Mystique Community Ice Center is home to the Dubuque Fighting Saints hockey team and offers hockey, figure skating, public skating and other on-ice fun. Learn more at www.mystiqueicecenter.com.
LIVING IN DUBUQUE

The City of Dubuque provides water, stormwater, sewer, and trash/recycling utilities to all properties in the city. New residential and business customers can visit www.cityofdubuque.org/utilitybilling to apply for utility services. Returning customers or customers looking to transfer service can contact the City of Dubuque Utility Billing Department at utilityb@cityofdubuque.org or 563-589-4144. The City also offers income-qualified residents a reduction in monthly fees for water, sanitary sewer, refuse collection, and stormwater utilities.

Utility customers can pay a bill:

• **By Phone** 24/7, call 563-589-4144.

• **Online** at www.cityofdubuque.org/payment.

• **In-Person** at City Hall during Utility Billing business hours.

• **By Mail** at Utility Billing, City Hall, 50 W. 13th St., Dubuque, IA 52001.

• **By Drop Box** outside City Hall by the W. 13th St. entrance.


Other utility providers in Dubuque include:

**Electricity Providers**

<table>
<thead>
<tr>
<th>Provider</th>
<th>Phone Number</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alliant Energy</td>
<td>1.800.255.4268 / <a href="http://www.alliantenergy.com">www.alliantenergy.com</a></td>
<td></td>
</tr>
<tr>
<td>Maquoketa Valley Electric Cooperative</td>
<td>1.800.927.6068 / <a href="http://www.mvec.com">www.mvec.com</a></td>
<td></td>
</tr>
</tbody>
</table>

**Natural Gas Providers**

<table>
<thead>
<tr>
<th>Provider</th>
<th>Phone Number</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black Hills Energy Corporation</td>
<td>1.888.890.5554 / <a href="http://www.blackhillsenergy.com">www.blackhillsenergy.com</a></td>
<td></td>
</tr>
</tbody>
</table>

**Telecommunications Providers**

Dubuque is served by a variety of private telephone, television, and internet service providers. Free internet access is also available at the Carnegie-Stout Public Library for the public to find local options.
Register for WaterSmart!
WaterSmart, Dubuque’s free water management tool and online payment portal, helps City water customers track their home’s water use and spending with an easy-to-use web and mobile portal. With WaterSmart, you can view and pay bills, track daily water usage, view tips on how to save, sign up for leak alerts, and more! Visit www.cityofdubuque.org/watersmart to get started.

Housing & Community Development
Making Dubuque your home starts with where you live. The Housing & Community Development Department provides resources to homeowners, tenants, and landlords. There are several programs available to assist with affordable housing, home repairs, home ownership, and more. Visit www.cityofdubuque.org/housing to view a full list of programs and services or www.cityofdubuque.org/incentives to search for available programs by address.

Licenses & Permits
City and state codes can be confusing, but they are necessary to keep our community safe and running smoothly. Building permits, food and liquor licenses, business licenses, special events permits, and more can be found on the City’s website at www.cityofdubuque.org/business.

Report a Concern
Residents can request service or report a concern directly to the City of Dubuque using the ‘report a concern’ button on the City’s website. Help us help you by reporting:
• Abandoned vehicles on streets
• Snow/ice issues
• Park maintenance
• Street maintenance and potholes
• Plus more
TRASH & RECYCLING

The City offers curbside collection services to households within city limits. The program includes trash, recyclables, food scraps, yard waste, and large item pick-up.

Contact the Public Works Department to request a cart or bin, schedule a large item collection, and more. Call 563-589-4250 or visit www.cityofdubuque.org/curbsidecollection.

Trash
Dubuque uses a pay-as-you throw trash collection system in which customers pay according to how much trash they set out. City issued tipper carts are available through the public works department. All trash in carts must be bagged and set to the curb no later than 6 a.m. on collection day. For a full list of set-out and pricing options, visit www.cityofdubuque.org/curbsidecollection.

Recycling
The City offers unlimited curbside recycling at no charge to customers as a way to divert materials from the landfill. Clean and dry metal, paper, cardboard, and plastics (1-5) are accepted. Styrofoam, plastic bags, greasy pizza boxes, tissue/wrapping paper, and other non-recyclable items are not accepted and should go in the garbage. Recycling bins are available through public works.
**Food Scraps & Yard Waste**
Did you know, on average up to 31% of food in Dubuque County is wasted? Food scraps and yard waste can be “recycled” and turned into compost, reducing greenhouse gases. Collection options include annual decals, a monthly subscription, or single-use stickers. Customers may combine food scraps and acceptable compostables in yard waste cans and/or paper bags for collection. Learn more at [www.cityofdubuque.org/yardwaste](http://www.cityofdubuque.org/yardwaste).

Weekly curbside collections of trash, recycling, and yard waste/food scraps must be set out to the curb or alley line by 6 a.m. on the scheduled collection day. Curbside collection may be affected by holidays observed by the City of Dubuque throughout the year.

**Download the ReThink Waste App!**
The City of Dubuque has made it even easier for residents to stay informed about curbside collection, recycling, and programs. Download the free ReThink Waste DBQ app or visit [www.cityofdubuque.org/rethinkwaste](http://www.cityofdubuque.org/rethinkwaste) for set-out reminders, collection schedule changes, helpful tips on proper waste disposal, and more!

**Large Item Collection**
Need help disposing of large or bulky items? The City will collect items as part of the large item collection program. Schedule a pick-up appointment by calling the public works department. The City also offers collection and recycling of old electronics through this program.

**Dubuque Metropolitan Area Solid Waste Agency**
The Dubuque Metropolitan Area Solid Waste Agency (DMASWA) sponsors three drop-off stations for glass recycling. Glass can be placed in the purple containers located at:

- DMASWA Landfill Facility at 101 Airborne Rd.
- City of Dubuque Municipal Services Center at 925 Kerper Ct.
- Hy-Vee in Asbury Plaza.

The DMASWA also helps properly dispose of electronics, household hazardous waste, and other materials through drop-off appointments. Learn more at [www.dmaswa.org](http://www.dmaswa.org).
GETTING AROUND

The Jule, Dubuque’s public transportation system, connects residents to work, school, healthcare, shopping, and entertainment. Fixed route buses travel throughout the community, making stops at over 280 bus stops.

Plan Your Trip
The easiest way to plan your trip with the Jule is to utilize the MyRide feature at myride.cityofdubuque.org. MyRide allows passengers to find a bus stop, view upcoming pickup times, track the bus in real time, and plan a trip. Route brochures and maps are available at the Intermodal Transportation Center, City Hall, and Carnegie-Stout Library, or you can call 563-589-4196 with questions.

Paratransit Minibus
The Jule offers its paratransit minibus for elderly and disabled passengers who are unable to use the fixed route bus system. Riders can apply for the service and schedule trips to receive door-to-door transportation to and from any location in the city. Call The Jule at 563-690-6464 at least one business day in advance to make a ride reservation.

Bike, Bus, or Both
The City of Dubuque maintains a comprehensive 53-mile trail system. This system includes 28 miles of on-street routes and 25 miles of paved trails for walking, hiking, and biking. Residents can plan trips by bike, bus, or both. All Jule buses are equipped with bike racks for passengers. The Jule’s rack and ride program allows residents to bike to a bus stop, utilize public transit for part of their trip, and finish the remainder on their bicycle.

Download the MyJule Smartphone App!
Inside the MyJule smartphone app you can access all the features of MyRide and more. In addition to tracking the bus and planning trips, you can also purchase passes and pay bus fares all from your phone. The “MyJule” mobile app is available for free download on Android and Apple devices and can be found on Google Play and the App Store.
The City also offers free bike parking in the Intermodal and Central Avenue parking ramps, and bike fix-it stations at the Central Avenue ramp and in the Bee Branch Creek Greenway to making getting around the city as easy as possible.

**Parking**

Customers have the option to pay for on-street parking meters in the downtown district using coins or their mobile phone. Download the Passport Parking mobile app at [www.ppprk.com/park](http://www.ppprk.com/park) and pay for parking on your smart phone. Parking meters are enforced Monday through Saturday from 8 a.m. to 5 p.m.

The downtown district also has several parking ramps available for residents and visitors to use:

<table>
<thead>
<tr>
<th>Parking Ramp</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Port of Dubuque Parking Ramp (351 Bell St.)</td>
<td>Free</td>
</tr>
<tr>
<td>Intermodal Parking Facility (351 E. 9th St.)</td>
<td>Hourly Parking &amp; Monthly Permits</td>
</tr>
<tr>
<td>Central Avenue Ramp (975 Central Ave.)</td>
<td>Hourly Parking &amp; Monthly Permits</td>
</tr>
<tr>
<td>Five Flags Ramp (100 W. 4th St.)</td>
<td>Hourly Parking &amp; Monthly Permits</td>
</tr>
<tr>
<td>5th Street Ramp (501 Iowa St.)</td>
<td>Monthly Permits</td>
</tr>
<tr>
<td>Iowa Street Ramp (701 Iowa St.)</td>
<td>Hourly Parking &amp; Monthly Permits</td>
</tr>
<tr>
<td>5th Street Ramp (501 Iowa St.)</td>
<td>Hourly Parking &amp; Monthly Permits</td>
</tr>
</tbody>
</table>

A full list of City parking ramps and lots and parking prices can be found at [www.cityofdubuque.org/parking](http://www.cityofdubuque.org/parking). There you can also learn more about on-street parking in residential neighborhoods.

**Dubuque Regional Airport**

With convenient arrival and departure times, it’s easy to reach almost any city in the world with just one stop from Dubuque. For flights and more information, visit [www.flydbq.com](http://www.flydbq.com) or call 563-589-4128.
PUBLIC SAFETY

In an emergency, call 9-1-1
Non-emergency dispatch: 563-589-4415

Police
The Dubuque Police Department works to support a safe and secure community for citizens. The Dubuque Police Department is organized into the following divisions: Patrol, Community Oriented Policing, Criminal Investigations, Emergency Operations, and Staff Services/Records, each with their own initiatives. Visit www.cityofdubuque.org/police to submit a tip, file compliment/complaint, or submit other common requests.

Fire & Rescue
Dubuque Fire & Rescue works to protect, assist, and educate the community. Fire & Rescue services include: fire response, emergency medical response and transportation, fire code and inspection enforcement, and more. Learn more at www.cityofdubuque.org/fire.

Animal Control
The City’s animal control addresses stray animals, biting incidents, and capture of domestic or wild animals posing a health or safety threat. Stray animals are taken to the Dubuque Regional Humane Society. Learn more at www.cityofdubuque.org/animalcontrol.

Smart 911
Seconds matter in an emergency. Smart911 allows residents to create a safety profile for their household 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, visit www.smart911.com.

Alert Iowa
Alert Iowa is the State of Iowa’s official emergency notification system. State and local officials are able to disseminate emergency and public safety messages to residents to keep them in the know. Learn more and sign up at alert.iowa.gov.
ASSISTANCE & RESOURCES

Childcare:
Iowa Child Care Resource & Referral
855-244-5301 | www.iowaccrr.org/families

Education:
Dubuque Community School District
563-552-3000 | www.dbqschools.org

Employment:
Access Dubuque Jobs
563-557-9049 | jobs.accessdubuque.com

Healthcare:
Crescent Community Health Center
563-690-2850 | www.crescentchc.org

Housing:
City of Dubuque Housing & Community Development Department
563-589-4230 | www.cityofdubuque.org/housing

Transportation:
DuRide Senior Transportation
563-451-4999 | www.duridedbq.com

Assistance & Resources

Dubuque County
The County offers unique services to the broader Dubuque County region, not just within city limits.
- Voting
- Birth, marriage, and other licenses
- Vehicle registration and license plates
- Property taxes and more
563-589-1300
www.dubuquecounty.org

State of Iowa
State services are available to all residents living in Iowa.
- Food stamps and other assistance
- Driver’s licenses
- Medicare and other health care
- Plus more
www.iowa.gov
Para obtener más información, llame 563.589.4120.
Nan melele ko relaplok, call e 563.589.4120.