Your Guide to CITY SERVICES of DUBUQUE, IOWA
Thank you for choosing Dubuque as your place to live, work, and play.

This publication is designed for Dubuque residents as a go-to guide to services, programs, and activities offered by your Dubuque municipal government.

Dubuque residents and community stakeholders have numerous options to connect with their City government. Residents with questions about City policies, services, and programs are always welcome to visit a City facility or contact the City departments directly. Answers to nearly 700 frequently asked questions are also provided on the City website as well as an option to submit questions to departments. The City website also features a service request module that allows residents to submit requests for a wide variety of City services or provide input and feedback on issues.

The City of Dubuque’s website is your 24/7 connection to your local government. On our website, you can
  • receive e-mail or text message “Notify Me” announcements
  • pay utility bills or parking tickets online
  • watch City Council meetings and other videos
  • submit a service request
  • search for job opportunities
  • send a question or comment to a particular City department or division and elected officials

www.cityofdubuque.org

www.facebook.com/CityofDubuque

www.twitter.com/CityofDubuque

MyDBQ Mobile App: www.cityofdubuque.org/mydbq

Este documento también está disponible en español. Por favor, visite www.cityofdubuque.org/cityservices o llame 563.589.4120.

Dubuque’s Government

Dubuque operates under the council–manager form of local government, as adopted by citizen referendum, which combines the political leadership of elected officials in the form of a mayor and city council, with the managerial experience of an appointed local government manager, the city manager.

The mayor and the Dubuque City Council members are the leaders and policy makers elected to represent the community and to concentrate on policy issues that are responsive to residents’ needs and wishes. The city manager is appointed by the city council to carry out policy. The city council also appoints the city attorney and the city clerk.

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 p.m. and are broadcast live on CityChannel, Dubuque’s local government access channel (117.2 and 8 on the Mediacom cable system). Meetings are also streamed live and archived on the City website at www.cityofdubuque.org/media. Agendas and minutes from the City Council meetings are available from the city clerk and on the City website at www.cityofdubuque.org/agendas.
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Airport

The Dubuque Regional Airport is owned by the City of Dubuque and operated and managed by an airport commission, operated by the City Council, as a department of the City of Dubuque.

Dubuque Regional Airport currently has commercial airline service with American Airlines providing daily jet service through Chicago O’Hare International Airport to destinations worldwide. General aviation services offered at the airport include aircraft maintenance, hangar rental, flight training, aircraft fuels and oils, ground handling, aircraft washing and detailing, passenger concierge, car rentals, and charter aircraft referrals.

Contact Information
Dubuque Regional Airport
11000 Airport Rd.
Dubuque, IA 52003

General Phone: 563.589.4127
Website: www.flydbq.com

Flight and baggage information — www.AA.com or call 1.800.433.7300
Dubuque Jet Center — http://flydbq.com/site/aviation.aspx or call 563.589.4128
Learn to Fly — University of Dubuque 563.589.3180
Sun Country Charters — www.flydbq.com

Budget Office

Budget preparation and administration is a shared responsibility between the City Council, boards and commissions, city manager, Finance Department, department managers, division managers, and supervisors. The budget cycle is approximately 26 months long. The critical dates are spelled out in State law: March 15 is when the budget for the following fiscal year must be adopted by the City Council; and July 1 is the beginning of the fiscal year. Throughout the entire budget cycle, public input is encouraged to ensure the adopted budget is citizen-based. Most formal public input meetings are held in February each year.

The City of Dubuque’s approach to its annual budget involves the preparation of three budget documents: Policy Budget, Capital Improvement Program (CIP) Budget, and Citizen’s Guide.

Contact Information
Budget Office
City Hall
50 W. 13th St.
Dubuque, IA 52001

Phone: 563.589.4110
Website: www.cityofdubuque.org/budget
Building Services

The Building Services Department is responsible for the inspection of building construction projects including structural elements, plumbing, heating and cooling, and electrical systems. The department reviews plans for these projects before permits can be issued.

The department is also responsible for enforcing aspects of the Americans with Disabilities Act (ADA), storage trailers/containers registration, commercial vacant and abandoned buildings (VABs), demolition by neglect in historic and conservation districts, unsafe buildings ordinance, and contractor licensing. For a list of projects requiring a building, electrical, plumbing, or mechanical permit, see website below. Contractors working in public right-of-way must have insurance filed with the City Engineering Dept. and meet guidelines.

CONTACT INFORMATION
Building Services
City Hall
50 W. 13th St.
Dubuque, IA 52001

Phone: 563.589.4150
E-mail: building@cityofdubuque.org
Website: www.cityofdubuque.org/buildingservices

Cable TV

The Cable TV Division operates two government access channels on the local cable system and acts as a liaison between subscribers and the cable company. CityChannel Dubuque (cable channel 8 or digital 117.2) is available to local cable subscribers and is streamed 24/7 on the Internet. Besides providing live coverage of City Council and Zoning Advisory Commission meetings, CityChannel Dubuque produces a variety of informational and cultural programming about local government and Dubuque. CityChannel Graphics (cable channel 80 or digital 117.3) provides 24/7 access to the graphic announcements seen in between programs on CityChannel Dubuque and plays the audio from the NOAA weather radio station serving Dubuque. CityChannel Graphics is only available on the local cable system.

CONTACT INFORMATION
Cable TV/CityChannel Dubuque
City Hall Annex
1300 Main St.
Dubuque, IA 52001

Phone: 563.589.4181
E-mail: catv@cityofdubuque.org
Website: www.cityofdubuque.org/cabletv
City Attorney’s Office

The chief legal officer of the City of Dubuque is the city attorney, who provides counsel and direction to the City by attending meetings of the City Council and selected boards and commissions. The city attorney represents the City in all cases before the federal and state courts and administrative agencies where the City has an interest.

The city attorney’s office processes all claims and suits for and against the City and provides written opinions to the City Council, boards and commissions, the city manager, and City departments. The city attorney assists in the preparation and review of legal documents, legislation, and other matters in which there is a City interest.

CONTACT INFORMATION
City Attorney’s Office
Suite 330
Harbor View Place
300 Main St.
Dubuque, IA 52001

Phone: 563.583.4113
E-mail: cityattorney@cityofdubuque.org
Website: www.cityofdubuque.org/cityattorney

City Clerk’s Office

As a City Council-appointed, record-keeping officer, the city clerk and staff are responsible for the preparation, execution, and archiving of all City Council documents as prescribed by State law and City Code. These duties include issuing and/or overseeing the following:

- Archives of City Council documents, official proceedings, ordinances, and resolutions
- Beer, wine, and liquor licenses
- Bicycle licenses
- Board and commission applications and appointments
- Business licenses (secondhand dealer, junk/salvage sales, pawn broker, adult entertainment establishment)
- Cigarette, tobacco, nicotine, and vapor permit
- City Council meetings
- City Council election materials
- City Hall general information center
- Civil Service Commission
- Concession/vendor applications and permits
- Development agreements and leases
- Impoundment fees for dogs and cats
- Notary public services
- Oaths of Office for City Council and commission members
- Picketing permit
- Publication of legal notices
- Recording of official documents
- Sister City Relationships Advisory Commission
- Solicitor license (door-to-door sales, peddler, transient merchant)
- Special event, festival, and parade applications and permits
- Subdivision and project files
- Taxi company licensing and driver permits

**CONTACT INFORMATION**

City Clerk’s Office
City Hall
50 W. 13th St.
Dubuque, IA 52001

Phone: 563.589.4100
E-mail: ctyclerk@cityofdubuque.org
Website: www.cityofdubuque.org/cityclerk

**City Manager’s Office**

The city manager’s office is the administrative services department for the City of Dubuque. It is the city manager’s job to make sure the policy decisions made by the City Council are carried out and that public services are delivered efficiently and effectively. The city manager is responsible for making recommendations to the Council, which the Council may accept, reject, or modify. The city manager also makes budget recommendations to the City Council and oversees nearly 30 department and division managers, who supervise more than 500 employees.

The city manager is assisted by two assistant city managers and administrative staff.

**CONTACT INFORMATION**

City Manager’s Office
City Hall
50 W. 13th St.
Dubuque, IA 52001

Phone: 563.589.4110
E-mail: ctymgr@cityofdubuque.org
Website: www.cityofdubuque.org/citymanager
Economic Development

The Economic Development Department provides access to several programs which can be tapped to encourage business growth in the community. Additionally, in order for downtown businesses to thrive, sufficient housing stock is needed nearby. The department works with developers to provide a variety of incentives aimed at transforming vacant or underutilized buildings into quality industrial, commercial and residential development.

The Economic Development Department also oversees Arts and Cultural Affairs for the City of Dubuque. The arts and cultural community plays an important role in Dubuque’s economy and social infrastructure.

CONTACT INFORMATION
Economic Development
City Hall
50 W. 13th St.
Dubuque, IA 52001

Phone: 563.589.4393
E-mail: econdev@cityofdubuque.org
Website: www.cityofdubuque.org/econdev

Emergency Communications/Dispatch

The Dubuque County Communications Center is located inside the Dubuque County Law Enforcement Center and serves all of Dubuque County, Iowa. The Center operates a computer-aided dispatch system that identifies and recommends for dispatch the nearest appropriate unit to an emergency. All 9-1-1 emergency calls, whether handled by the fire department, law enforcement agencies, ambulance services or otherwise, are received through the dispatch system.

*In an emergency, always dial 9-1-1.

CONTACT INFORMATION
9-1-1 Communication Center
770 Iowa St.
Dubuque, IA 52001

Phone: 9.1.1 (emergency)
563.589.4415 (non-emergency)
E-mail: dbqdispatch@cityofdubuque.org
Website: www.cityofdubuque.org/911
Engineering

The Engineering Department provides design, survey, and inspection services for the following construction projects:

- Bridge construction projects
- City-owned retaining walls
- Green alleys
- Sanitary sewer
- Sidewalk café applications and permit
- Sidewalks
- Stormwater management
- Streets
- Traffic signals and pavement markings

Additional services include traffic safety, street right of way (ROW) management, and engineering assistance to other City departments.

Contact Information

Engineering Department
City Hall
50 W. 13th St.
Dubuque, IA 52001

Phone: 563.589.4270
E-mail: engineer@cityofdubuque.org
Website: www.cityofdubuque.org/engineering
Bee Branch - www.cityofdubuque.org/beebranch
Roundabouts - www.cityofdubuque.org/roundabouts
SW Arterial - www.cityofdubuque.org/southwestarterial
East West Corridor - www.cityofdubuque.org/eastwestcorridor

Finance

The Finance Department’s main goal is to provide the City Council, city manager, City departments and boards and commissions accurate and timely financial data to satisfy the need for sound fiscal policy and full disclosure. The Finance Department establishes and maintains internal controls to protect City assets from loss and ensure accounting data compiled for financial statements are prepared in conformity with generally accepted accounting principles.

The department’s responsibilities include accounts payable, accounts receivable, annual audit, payroll, insurance/risk management, purchasing, and treasury functions. Parking ticket fees are also collected through the Finance Department.

Contact Information

Finance Department
City Hall
50 W. 13th St.
Dubuque, IA 52001

Phone: 563.589.4398
E-mail: finance@cityofdubuque.org
Website: www.cityofdubuque.org/finance
Fire/Rescue/EMS

The Dubuque Fire Department provides the community progressive, high quality emergency and preventive services from six fire stations.

The Dubuque Fire Department’s Emergency Medical Services (EMS) provides emergency and non-emergency paramedic-level ambulance service to local hospitals. Our EMS staff also provide standby medical assistance at sporting events, celebrations, and festivals. Services have a Class 2 rating from the Insurance Services Office. All staff have professional training in firefighting, hazardous materials response, high-angle rescue, extrication, and water and ice rescue. Fire Department staff also provide fire and life safety education throughout the community.

*In an emergency, always dial 9-1-1.

CONTACT INFORMATION
Fire Department/EMS
11 W. 9th St.
Dubuque, IA 52001

Phone: 9.1.1. (emergency)
563.589.4160 (non-emergency)
563.582.4980 (non-emergency ambulance)

E-mail: fire@cityofdubuque.org
Website: www.cityofdubuque.org/fire

GIS (Geographic Information Systems)

The GIS office develops and manages the geographic information system for the City of Dubuque. GIS is a collection of people, processes, hardware, software, and data, which is compiled for geographic asset and data management.

Every department in the City of Dubuque utilizes GIS in some capacity, whether it be for maps of infrastructure or identifying under-served areas of the community for utilities or City services. Through careful analysis, City officials use GIS to make decisions that help our residents.

CONTACT INFORMATION
Geographic Information Systems
City Hall
50 W. 13th St.
Dubuque, IA 52001

Phone: 563.589.4174
E-mail: gis@cityofdubuque.org
Website: www.cityofdubuque.org/gis
Health Services

The Health Services Department’s main primary responsibility is to develop and implement policies, programs, and ordinances based on community health needs, and respond to related health issues and emergencies as required, all in collaboration with community partners.

Health Services inspects and licenses restaurants and other food establishments, hotels, non-residential swimming pools and spas, and tattoo and tanning parlors. Health Services is also responsible for:

- Control of rodents, mosquitoes, and other vermin
- Control of weeds and brush
- Inspection and issuance of permits for private refuse and garbage haulers
- Investigation of resident complaints of environmental nuisances
- Residential garbage storage

Animal Control

Animal Control is part of the City of Dubuque Health Services Department. The Animal Control Activity handles complaints of stray cats and dogs, barking dogs, biting incidents, and capture of domestic or injured wild animals posing a health or safety threat. Stray animals are taken to the Dubuque Regional Humane Society. Animal Control is staffed by two part-time animal control officers. Police provide coverage when the animal control officers are not on duty.

CONTACT INFORMATION

Animal Control
City Hall Annex
1300 Main St.
Dubuque, IA 52001

Phone: 563.589.4185
E-mail: animalcontrol@cityofdubuque.org
Website: www.cityofdubuque.org/animalcontrol

CONTACT INFORMATION

Health Services
City Hall Annex
1300 Main St.
Dubuque, IA 52001

Phone: 563.589.4181
E-mail: health@cityofdubuque.org
Website: www.cityofdubuque.org/health
Housing and Community Development

The Housing and Community Development Department coordinates the efforts of multiple housing assistance, rehabilitation, and code enforcement programs to ensure that residents have access to safe and affordable housing. The department administers programs including: community development block grant (CDBG) home owner and home buyer programs, rental assistance (Section 8), shelter plus care, urban revitalization and residential rental property licensing and inspections. Inspections performed by the department ensure that all dwellings within the city are adequately maintained and provide safe housing to the occupants in accordance with the 2015 International Property Maintenance Code (IPMC).

CONTACT INFORMATION
Housing and Community Development
Historic Federal Building
350 W. 6th St., Suite 312
Dubuque, IA 52001

Phone: 563.589.4231
Rental Assistance/Section 8/Circles Initiative: 563.589.4230
Community Development/Rehabilitation: 563.589.4239
E-mail: housing@cityofdubuque.org
Website: www.cityofdubuque.org/housing

Human Rights

The Human Rights Department works with individuals, groups, and organizations on programs designed to ensure equitable access to services, prevent discrimination, and support civic engagement.

Working with partners, the department provides opportunities for residents to be involved with local government, and supports residents in contributing to their community and solving community problems. The department works with individuals and organizations on workforce development, recruitment, retention, and offers workshops addressing cultural differences in the workplace. The department also offers options for addressing discrimination and neighborhood disputes. Human Rights oversees the City Life program for residents interested in a hands-on exploration of City departments in-depth.

CONTACT INFORMATION
Human Rights
City Hall Annex
1300 Main St.
Dubuque, IA 52001

Phone: 563.589.4190
E-mail: humanrgt@cityofdubuque.org
Website: www.cityofdubuque.org/humanrights
Leisure Services

The Leisure Services Department, through the Park Division and Recreation Division, provides quality services to the entire community with diverse recreational programs for all ages and an integrated, efficient, and safe system of parks, trails, and recreational facilities. The department also plans, develops, and maintains the formal public landscaping and natural areas in and around the city, demonstrating an appreciation for the environment.

In addition to over 50 public parks and over 750 programs, the following public areas are serviced by Leisure Services (is not an all-inclusive list):

- Bergfeld Recreation Area Trails
- Bunker Hill Golf Course
- Dubuque Bike Routes
- Dubuque Water Trail
- Flora Pool
- Miller Riverview Campground
- Mississippi River Trail Route
- Port of Dubuque Marina
- Sutton Pool
- Trolley Line Trail

Additionally, Leisure Services services the management contracts for the Five Flags Civic Center and the Grand River Center, both of which are City-owned properties. The City contracts management of these facilities through private companies. Leisure Services also sponsors the AmeriCorps Partners in Learning Program.

CONTACT INFORMATION
Leisure Services
2200 Bunker Hill Rd.
Dubuque, IA 52001

Phone: 563.589.4263
E-mail: parkrec@cityofdubuque.org
Website: www.cityofdubuque.org/leisureservices

Five Flags Civic Center: 563.589.4254, info@fiveflagscenter.com
Grand River Center: 563.690.4500, info@grandrivercenter.com
Port of Dubuque Marina: 563.582.5524, info@portofdubuquemarina.com

The Leisure Services Department also services the Multicultural Family Center, which serves as a place for community members to stimulate connections and participate in a variety of programs and cultural events to foster civic engagement, social and economic success, and a better understanding of the diversity that exists in Dubuque.

CONTACT INFORMATION
Multicultural Family Center
1157 Central Ave.
Dubuque, IA 52001

Phone: 563.582.3681
E-mail: info@mfcdbq.org
Website: www.mfcdbq.org

Facebook Twitter
Library
The Carnegie-Stout Public Library’s mission is to improve the quality of life by providing resources for individual enjoyment, enlightenment, and knowledge and that enhance the literacy of youth. The library offers books and information in print and digital format for use in the library or anywhere you have Internet access.

CONTACT INFORMATION
Carnegie-Stout Public Library
360 W. 11th St.
Dubuque, IA 52001
Phone: 563.589.4225
E-mail: cspl@dubuque.lib.ia.us
Website: www.dubuque.lib.ia.us

Please contact the library or visit the website for a list of hours of operation.

Neighborhood Development
Neighborhood Development helps neighborhoods organize and develop the resources needed to create and maintain a vital community. The neighborhood development specialist serves as a liaison to existing neighborhood associations, assists in the establishment of new associations, and provides technical assistance on neighborhood-related issues.

The City’s Neighborhood Grant Program provides financial support for neighborhood-initiated projects.

CONTACT INFORMATION
Neighborhood Development
City Hall
50 W. 13th St.
Dubuque, IA 52001
Phone: 563.589.4326
E-mail: neighbor@cityofdubuque.org
Website: www.cityofdubuque.org/neighborhoods
Parking

The Parking Division services the parking needs of the public and residents of the City of Dubuque. In addition, the division provides for long-term planning to meet future parking needs to support and encourage economic growth and stability in concert with residential parking needs in the downtown area—all of this to be done in a manner that is self-supporting for the expansion of facilities, maintenance, and operation of all parking facilities.

The Parking Division monitors public parking enforcement, parking meters and parking meter cash cards, parking ramps and lots, towed vehicles, and parking availability and locations.

**CONTACT INFORMATION**

Parking Division  
830 Bluff St.  
Dubuque, IA 52001

Phone: 563.589.4267  
E-mail: parking@cityofdubuque.org  
Website: www.cityofdubuque.org/parking

Personnel

The Personnel Office assists departments in the recruitment, selection, placement, and training of City employees. Responsibilities include administering position classification and pay plan, representing the City in collective bargaining with employee unions and administering union contracts, maintaining centralized personnel records, administering benefits and insurance plans, and ensuring compliance with state and federal employment-related laws and regulations. Employment postings and online application are available at www.cityofdubuque.org/jobs.

The Personnel Manager is the designated Americans with Disabilities Act (ADA) Coordinator for the City of Dubuque and coordinates compliance and investigates complaints related to non-discrimination requirements.

**CONTACT INFORMATION**

Personnel Department  
City Hall  
50 W. 13th St.  
Dubuque, IA 52001

Phone: 563.589.4125  
E-mail: citypers@cityofdubuque.org  
Website: www.cityofdubuque.org/personnel
Planning Services

The Planning Services Department focuses on three major activities: development services, city planning, and historic preservation. This department also regulates land use and enforces zoning.

The Unified Development Code (UDC) is a set of regulations that tell you what you can use your property for and where you can build on your lot. The UDC regulates land use, size of buildings, signs, subdivision of lots and site development. City Planning involves long- and short-range plans for the whole community and for special areas like downtown and the riverfront. The Dubuque Comprehensive Plan is the community’s guide to future development, public policies, and decision making.

CONTACT INFORMATION
Planning Services Department
City Hall
50 W. 13th St.
Dubuque, IA 52001

Phone: 563.589.4210
E-mail: planning@cityofdubuque.org
Website: www.cityofdubuque.org/planning

Police

The Police Department seeks to create a safe and secure environment for our community and its residents, visitors and guests. The Dubuque Police Department is organized into the following divisions: administration, patrol, community-oriented policing, criminal investigations, and staff bureau. Within those divisions, there are special initiatives including K-9 unit, school resource officers, tactical team, and crime prevention.

CONTACT INFORMATION
Dubuque Police Department
Dubuque Law Enforcement Center (DLEC)
770 Iowa St.
Dubuque, IA 52001

Phone: 9.1.1. (emergency)
563.589.4415 (non-emergency)
563.589.4410 (administration)

E-mail: police@cityofdubuque.org
Website: www.cityofdubuque.org/police
Public Information

The Public Information Office works to enhance communication and increase public awareness about the activities, programs, and services provided by the City of Dubuque. This department distributes news releases, produces various publications such as the City News utility bill newsletter, and manages the City website and the City’s social media presence.

Public Information also coordinates the Speakers Bureau, comprised of City employees eager to speak to the public about City programs and services. This program is offered free of charge to any local business, school, or organization.

**CONTACT INFORMATION**

Public Information Office
City Hall
50 W. 13th St.
Dubuque, IA 52001

Phone: 563.589.4151
E-mail: publicinfo@cityofdubuque.org
Website: www.cityofdubuque.org/pio

Public Works

The Public Works Department is responsible for:

- City vehicle maintenance
- Floodwall operations
- Large item pick-up service
- Port of Dubuque maintenance
- Recyclables collection
- Refuse collection
- Riverfront maintenance
- Sanitary sewer maintenance
- Snow and ice control
- Storm sewer maintenance
- Street and traffic lighting
- Street and traffic signs
- Street maintenance
- Underground City electrical utility location
- Yard debris/organics collection

The department also provides administrative and operations staff support to the Dubuque Metropolitan Area Solid Waste Agency for its landfill operations, composting, household hazardous materials management, electronic waste management, rural recycling drop-off, landfill methane management, and solid waste management education programs.

**CONTACT INFORMATION**

Municipal Services Center
925 Kerper Ct.
Dubuque, IA 52001

Phone: 563.589.4250
E-mail: publicworks@cityofdubuque.org
Website: www.cityofdubuque.org/publicworks
**Sustainability**

Sustainability is defined by a community’s ability to meet the environmental, economic, and social equity needs of today without reducing the ability of future generations to meet their needs. In 2006 and every year since, the Mayor and City Council identified becoming a more sustainable city as one of their top priorities for the Dubuque community.

Sustainable Dubuque is a holistic approach to making our community sustainable. Our model involves a three-part approach that addresses: economic prosperity, social/cultural vibrancy and environmental integrity. The Sustainability Office coordinates public outreach and education events, including scheduling speakers, and assists with a variety of community projects such as community gardens and energy efficient initiatives.

**CONTACT INFORMATION**

Sustainability Coordinator
City Hall
50 W. 13th St.
Dubuque, IA 52001

Phone: 563.589.4110
E-mail: sustain@cityofdubuque.org
Website: www.sustainabledubuque.org
www.cityofdubuque.org/sustainability

**Technology**

Technology implementation and support are provided by the Information Technology (IT) Department. The mission of IT is to provide efficient, effective and functional use of resources to create a resilient and sustainable information technology deployment for the City of Dubuque.

The City of Dubuque maintains a centralized information processing center for all City departments and divisions. This service is provided by maintaining current information processing techniques to record, compute, store, process and convey information.

The major functional and support areas of Information Technology are:

- Help Desk
- Systems Planning and Implementation
- Network Administration and Planning
- Telephony
- Print and Production Services

**CONTACT INFORMATION**

Information Technology
City Hall Annex
1300 Main St.
Dubuque, IA 52001

Phone: 563.589.4280
E-mail: infoserv@cityofdubuque.org
Website: www.cityofdubuque.org/infoservices
**Transit (The Jule)**

Dubuque’s transit system, The Jule, strives to provide a safe, timely, and comfortable mode of public transportation for residents to and from their destinations on fixed routes. The Jule provides two types of public transit service: fixed route and complimentary paratransit (aka Mini-Bus). Trolley buses operate seasonally on a looped-shuttle service between the Port of Dubuque and key downtown locations.

**CONTACT INFORMATION**
The Jule Transit  
Intermodal Transportation Center  
950 Elm St.  
Dubuque, IA  52001

Phone: 563.589.4196  
E-mail: transit@cityofdubuque.org  
Website: www.juletransit.org

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**Utility Billing**

City of Dubuque Utility Billing Department provides the following services for the residents of Dubuque:

- Refuse (trash/recycling organics)  
- Stormwater  
- Sanitary sewer  
- Water

There is always a utility bill associated with a property unless the property has no impervious (non-absorbent) area and no water service line. Inactive water accounts are subject to a monthly minimum water bill and monthly stormwater charge. Utilities are billed monthly. Bills may be paid by mail, automatic deduction, over the phone, on the City’s website, at the Utility Billing counter in City Hall, or at drop boxes located at City Hall.

**CONTACT INFORMATION**

Utility Billing Department  
City Hall  
50 W. 13th St.  
Dubuque, IA 52001

Phone: 563.589.4144  
E-mail: utilityb@cityofdubuque.org  
Website: www.cityofdubuque.org/utilitybilling
Water

The Water Department continually strives to adopt new and better methods of delivering the best quality drinking water to the residents of Dubuque, and to incorporate the latest standards and regulations in an expeditious and cost-effective manner.

The Eagle Point Water Treatment Plant uses chlorination, fluoridation, filtration, and lime softening processes to prepare safe drinking water for homes and businesses throughout Dubuque.

The distribution services activity of the Water Department is responsible for the machinery, equipment, materials, and personnel required to repair main breaks; install water mains, control valves, and fire hydrants; and maintain the grounds of the division.

CONTACT INFORMATION
Water Department
1902 Hawthorne St.
Dubuque, IA 52001

Phone: 563.589.4291
E-mail: wtrdept@cityofdubuque.org
Website: www.cityofdubuque.org/water

Water & Resource Recovery Center

The City of Dubuque’s Water & Resource Recovery Center (WRRC) is a wastewater treatment facility that began a complete upgrade in 2010 to become more environmentally aware, reliable, and cost-efficient. The newly upgraded facility uses anaerobic digestion to break down accumulated bio-solids. Anaerobic digestion involves a process using bacteria, without oxygen, to break down the solids from the waste water treatment. From there, the bio-solids that are created move into the digesters and the methane generated from that process is used in cogeneration, providing heat for the digesters and electricity for plant use. The digested solids are applied to farm fields as a soil conditioner.

CONTACT INFORMATION
Water & Resource Recovery Center
795 Julien Dubuque Dr.
Dubuque, IA 52003

Phone: 563.589.4176
E-mail: wrrc@cityofdubuque.org
Website: www.cityofdubuque.org/wrrc
**ELECTRICAL UTILITY PROVIDERS**

Alliant Energy  
1.800.255.4268  www.alliantenergy.com

Maquoketa Valley Electric Cooperative  
1.800.927.6068  www.mvec.com

**NATURAL GAS PROVIDER**

Black Hills Energy Corporation  
1.888.890.5554  www.blackhillsenergy.com

**TELECOMMUNICATIONS**

Dubuque is served by a variety of telephone, television, and Internet service providers. Please consult a local business directory.

**CITY PARTNERSHIPS**

Access Dubuque Jobs  
563.588.5765  http://jobs.accessdubuque.com

Americorps Partners in Learning Program  
563.584.8644  www.cityofdubuque.org/americorps

Community Foundation of Greater Dubuque  
563.588.2700  www.dbqfoundation.org

Convention and Visitor’s Bureau  
800.798.8844  www.traveldubuque.com

Crescent Community Health Center  
563.690.2850  www.crescentchc.org

Distinctively Dubuque  
563.557.9049  www.greaterdubuque.org

Dubuque Area Chamber of Commerce  
563.557.9200  www.dubuquechamber.com

Dubuque Area Labor-Management Council  
563.582.8804  www.dalmc.com

Dubuque Community School District  
563.552.3000  www.dbqschools.org

Dubuque County  
(see next page)  www.dubuquecounty.org

Dubuque Initiatives, Inc.  
563.589.4393  www.cityofdubuque.org/dubuqueinitiatives

Dubuque Main Street  
563.588.4400  www.dubuquemainstreet.org

Dubuque Metropolitan Area Solid Waste Agency  
563.557.8220  www.dmaswa.org

Dubuque Racing Association  
563.582.3647  www.dradubuque.com

Dubuque Regional Humane Society  
563.582.6766  www.dbqhumane.org

East Central Intergovernmental Association  
563.556.4166  www.ecia.org

Every Child Every Promise  
563.588.2700  www.everychild-everypromise.org

FACES & VOICES

563.552.3000  www.dbqschools.org

Greater Dubuque Development Corporation  
563.557.9049  www.greaterdubuque.org

Inclusive Dubuque  
563.588.2700  www.inclusivedbq.org

Multicultural Family Center  
563.582.3681  www.mfcdbq.org

Project HOPE  
563.588.2700  www.dbqfoundation.org/OurInitiatives.aspx

Proudly Accessible Dubuque  
563.580.7357  www.proudlyaccessibledubuque.com

State of Iowa  
see www.iowa.gov for phone directory

Sustainable Dubuque  
563.589.4110  www.sustainabledubuque.org
It can be confusing to distinguish between the City of Dubuque and Dubuque County. Both offer some of the same services; however, City services are available only within city limits, and County services are available to a broader geographic region. For a complete list of County services, please visit www.dubuquecounty.org. Here are some commonly sought-after services offered by Dubuque County:

- **county assessor** 563.589.4432
- **city assessor** 563.589.4416
- **county attorney** 563.589.4470
- **county auditor** 563.589.4499
  - Elections and Voter Registration 563.589.4457
  - Ordinances
  - Platbook Mapping 563.589.4492
- **county board of supervisors** 563.589.4441
- **county clerk of court** 563.589.4418
- **county dept. of human services** 589.557.8251
- **county jail** 563.589.4423
- **county library system** 563.582.0008
- **county recorder** 563.589.4434
  - ATV, Boat, and Snowmobile Licenses/Registration
  - Birth, Death, Marriage Certificates
  - Divorce Records
  - Military Service Records
  - Real Estate Records
  - Uniform Commercial Codes
- **county sheriff** 563.589.4414
  **In case of emergency, ALWAYS call 9.1.1**
- **county treasurer** 563.589.4436
  - Passport Applications
  - Taxes
  - Vehicle Registration and License Plates 563.589.4450

www.dubuquecounty.org
The official mobile app of the City of Dubuque

Submit requests for service, report concerns, plus access quick links to City job openings, Notify Me email/text notification services, utility bill or parking ticket payment, FAQs, and the City calendar.

www.cityofdubuque.org/mydbq