Welcome to Dubuque

Resident Guide to City Services
Thank you for choosing Dubuque, the Masterpiece on the Mississippi, 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.

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Stay Connected

The City of Dubuque’s website is your connection to your local government and your community.

At www.cityofdubuque.org, you can:
• Make an online payment
• Submit a service request
• Search for City job opportunities
• Find more in-depth information on items mentioned in this guide.

You can also sign up to receive email and/or text alerts regarding the latest City news. Select from a list of options at www.cityofdubuque.org/notifyme and receive updates straight to your inbox or phone.

Residents can also watch CityChannel Dubuque for in-depth programming on City news and services. Watch on Mediacom channel 8 or digital 117.2 and ImOn channel 5. 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:

- www.facebook.com/cityofdubuque
- www.twitter.com/cityofdubuque
- www.instagram.com/cityofdubuque
- www.youtube.com/cityofdubuquegovernment
- www.linkedin.com/cityofdubuque
- www.nextdoor.com
Departments & Divisions

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

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

Community Impact | 563-690-6171
www.cityofdubuque.org/communityimpact

Economic Development | 563-589-4393
www.cityofdubuque.org/econdev

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

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

Leisure Services | 563-589-4263
www.cityofdubuque.org/leisureservices

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

Multicultural Family Center | 563-582-3681
www.mfcdbq.org

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

Shared Prosperity & Neighborhood Support
563-690-6054 | www.cityofdubuque.org/sharedprosperity

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

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

Utility Billing | 563-589-4144
www.cityofdubuque.org/utilitybilling

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

Water & Resource Recovery Center
563-589-4176 | www.cityofdubuque.org/wrrc
Get Involved

Participate in City Life

City Life is Dubuque’s fun, free, and interactive look at local government. Participants 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. For more information, visit www.cityofdubuque.org/citylife.

Join a Board & Commission

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/join.

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 (Mediacom channel 8 or digital 117.2 and ImOn channel 5), 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.
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.

### Featured Parks/Facilities

<table>
<thead>
<tr>
<th>Park Name</th>
<th>Address</th>
<th>Amenities</th>
</tr>
</thead>
<tbody>
<tr>
<td>A.Y. McDonald Park</td>
<td>(Hawthorne St. &amp; Valentine Dr.)</td>
<td>Pavilion, Restroom, Playground, Picnic, Trail, Pets Allowed, Skate Park, Tennis Courts, Baseball/Softball, Multiuse Fields, Boat Ramp, Fishing</td>
</tr>
<tr>
<td>Allison-Henderson Park</td>
<td>(1500 Loras Blvd.)</td>
<td>Pavilions, Restroom, Accessible, Playground, Picnic, Trail, Pets Allowed, Skate Park, Tennis Courts, Baseball/Softball, Multiuse Fields, Boat Ramp, Fishing</td>
</tr>
<tr>
<td>Bee Branch Creek Greenway</td>
<td>(Garfield Ave. to 24th St.)</td>
<td>Pavilion, Restroom, Accessible, Playground, Picnic, Trail, Pets Allowed, Skate Park, Tennis Courts, Baseball/Softball, Multiuse Fields, Boat Ramp, Fishing</td>
</tr>
<tr>
<td>Bergfeld Recreation Area</td>
<td>(7600 Chavenelle Dr.)</td>
<td>Pavilion, Restroom, Accessible, Playground, Picnic, Trail, Pets Allowed, Skate Park, Tennis Courts, Baseball/Softball, Multiuse Fields, Boat Ramp, Fishing</td>
</tr>
<tr>
<td>Comiskey Park</td>
<td>(255 E. 24th St.)</td>
<td>Pavilion, Restroom, Accessible, Playground, Picnic, Trail, Pets Allowed, Skate Park, Tennis Courts, Baseball/Softball, Multiuse Fields, Boat Ramp, Fishing</td>
</tr>
<tr>
<td>Dubuque Pet Park</td>
<td>(2200 Bunker Hill Rd.)</td>
<td>Pavilion, Restroom, Accessible, Playground, Picnic, Trail, Pets Allowed, Skate Park, Tennis Courts, Baseball/Softball, Multiuse Fields, Boat Ramp, Fishing</td>
</tr>
<tr>
<td>Eagle Point Park</td>
<td>(2601 Shiras Ave.)</td>
<td>Pavilion, Restroom, Accessible, Playground, Picnic, Trail, Pets Allowed, Skate Park, Tennis Courts, Baseball/Softball, Multiuse Fields, Boat Ramp, Fishing</td>
</tr>
<tr>
<td>Flora Krey Wahlert Park</td>
<td>(2605 Pennsylvania Ave.)</td>
<td>Pavilion, Restroom, Accessible, Playground, Picnic, Trail, Pets Allowed, Skate Park, Tennis Courts, Baseball/Softball, Multiuse Fields, Boat Ramp, Fishing</td>
</tr>
<tr>
<td>Louis Murphy Park</td>
<td>(1700 S. Grandview Ave.)</td>
<td>Pavilion, Restroom, Accessible, Playground, Picnic, Trail, Pets Allowed, Skate Park, Tennis Courts, Baseball/Softball, Multiuse Fields, Boat Ramp, Fishing</td>
</tr>
<tr>
<td>Marshall Park &amp; Botanical Garden</td>
<td>(3800 Arboretum Dr.)</td>
<td>Pavilion, Restroom, Accessible, Playground, Picnic, Trail, Pets Allowed, Skate Park, Tennis Courts, Baseball/Softball, Multiuse Fields, Boat Ramp, Fishing</td>
</tr>
<tr>
<td>Miller Riverview Campground</td>
<td>(1851 Admiral Sheehy Dr.)</td>
<td>Pavilion, Restroom, Accessible, Playground, Picnic, Trail, Pets Allowed, Skate Park, Tennis Courts, Baseball/Softball, Multiuse Fields, Boat Ramp, Fishing</td>
</tr>
<tr>
<td>Mississippi Riverwalk</td>
<td>(400 E 3rd St.)</td>
<td>Pavilion, Restroom, Accessible, Playground, Picnic, Trail, Pets Allowed, Skate Park, Tennis Courts, Baseball/Softball, Multiuse Fields, Boat Ramp, Fishing</td>
</tr>
<tr>
<td>Port of Dubuque Marina</td>
<td>(450 E 3rd St.)</td>
<td>Pavilion, Restroom, Accessible, Playground, Picnic, Trail, Pets Allowed, Skate Park, Tennis Courts, Baseball/Softball, Multiuse Fields, Boat Ramp, Fishing</td>
</tr>
<tr>
<td>Veterans Memorial Plaza &amp; McAleece Park</td>
<td>(1801 Admiral Sheehy Dr.)</td>
<td>Pavilion, Restroom, Accessible, Playground, Picnic, Trail, Pets Allowed, Skate Park, Tennis Courts, Baseball/Softball, Multiuse Fields, Boat Ramp, Fishing</td>
</tr>
<tr>
<td>Veterans Memorial Park &amp; Miracle League</td>
<td>(2970 Miracle League Dr.)</td>
<td>Pavilion, Restroom, Accessible, Playground, Picnic, Trail, Pets Allowed, Skate Park, Tennis Courts, Baseball/Softball, Multiuse Fields, Boat Ramp, Fishing</td>
</tr>
<tr>
<td>Washington Park</td>
<td>(700 Locust St.)</td>
<td>Pavilion, Restroom, Accessible, Playground, Picnic, Trail, Pets Allowed, Skate Park, Tennis Courts, Baseball/Softball, Multiuse Fields, Boat Ramp, Fishing</td>
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</table>
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.

Recreation | Let’s Go! Activities Guide
The City of Dubuque Leisure Services Department offers a variety 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 Let’s Go! online activities guide. The guide is published three times per year (Summer, Fall, and Winter/Spring) and is available at www.cityofdubuque.org/recreation.

Information about upcoming programs and events is also regularly shared on the Leisure Services Facebook page at www.facebook.com/CityofDubuqueLeisureServices.

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.
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.

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 Dubuque’s trails and parks.

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

Go to a Show

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.

Soar on Skates

The Dubuque Ice Arena is home to the Dubuque Fighting Saints hockey team and offers hockey, figure skating, public skating, and other on-ice fun. schmittisland.com/ice-arena.
City Utilities

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 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.
- **By Automatic Payments**, sign up for ACH at weblink.cityofdubuque.org/forms/ubach

Scan the QR Code to sign up for automatic payments.
Other Utility Providers

Other utility providers in Dubuque include:

**Electricity Providers**
- Alliant Energy 1.800.255.4268 / www.alliantenergy.com
- Maquoketa Valley Electric Cooperative 1.800.927.6068 / www.mvec.com

**Natural Gas Providers**
- Black Hills Energy 1.888.890.5554 / www.blackhillsenergy.com

**Telecommunications Providers**
Dubuque is served by several private telephone, television, and internet service providers. Free internet access is also available at the Carnegie-Stout Public Library.

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
- and more!
Trash & Recycling

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 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, tissue/wrapping paper, and other non-recyclable items are not accepted and should go in the garbage. Recycling bins and carts are available through Public Works.
Yard Waste & Food Scraps

Yard waste and food scraps can be “recycled” and turned into compost, reducing greenhouse gases. Collection options include annual decals, a monthly subscription, or single-use stickers. Learn more at www.cityofdubuque.org/yardwaste.

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 online at www.cityofdubuque.org/curbsidecollection or by calling the Public Works Department at 563-589-4250. The City also offers collection and recycling of old electronics through this program.

Leaf Rake-Out Collections

In the fall, the Public Works Department offers scheduled leaf rake-out collections where large, curbside leaf piles are vacuumed into a collection vehicle. Appointments must be scheduled in advance by submitting a request at www.cityofdubuque.org/yardwaste or calling 563-589-4250. Acceptable items in the leaf rake-out include loose leaves, pine needles, and pinecones. Grass, brush, plants, and rocks are not accepted. A $20 minimum charge is added to a customer’s utility bill for a 40-bag equivalent rake-out pickup.

Merry Mulch Program

Merry Mulch takes place during the winter months. Christmas trees (maximum of eight feet high), yard waste bags, bundles and containers (up to 35 gallons), as well as Green Carts with food scraps will be picked up on regular collection days. The tree must have either one City brush tie or one yellow yard waste sticker attached and visible from the street or alley. No collection appointment is necessary.

Drop-Off Glass Recycling / 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, 101 Airborne Rd.
- City of Dubuque Municipal Services Center, 925 Kerper Ct.
- Asbury Plaza Hy-Vee

The DMASWA also helps properly dispose of electronics, household hazardous waste, and other materials through drop-off appointments. Learn more at www.dmaswa.org.

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 for set-out reminders, collection schedule changes, helpful tips on proper waste disposal, and more!
Getting Around Dubuque

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.

MyJule App

Inside the MyJule 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.

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
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.

The City also offers free bike parking in the Intermodal and Central Avenue parking ramps, and bike fix-it stations are located throughout the trail system to make getting around the city as easy as possible.

Parking
Downtown
Customers have the option to pay for on-street parking meters in the downtown district using coins or their mobile phone. Parking meters are enforced Monday through Saturday from 8 a.m. to 5 p.m.

A full list of City parking ramps and lots and parking prices can be found at www.cityofdubuque.org/parking.

Dubuque Regional Airport
Located 8.5 miles south of Dubuque, the Dubuque Regional Airport is close to home, offers free parking, and is quick and convenient. Skip the long lines at TSA, massive terminals, and bustling crowds — fly Dubuque!

The Dubuque Regional Airport also serves public charters, corporate jets, emergency helicopters and military aircraft, and the University of Dubuque aviation training program.

For more information, visit 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.

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.
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.

Additional 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
Dubuque Visiting Nurse Association
563-556-6200 | www.unitypoint.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
The Jule
563-589-4196 | www.juletransit.org

Food & Essentials
United Way
2-1-1 | www.211iowa.org

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
- 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. | www.iowa.gov

- Food stamps and other assistance
- Driver’s licenses
- Medicare and other health care
- Plus more