

Living in **DUBUQUE**

Your City, Your Services



MASTERPIECE on the Mississippi

A Message from the Mayor



Thank you for choosing Dubuque, the Masterpiece on the Mississippi, as your place to live, work, and play! This publication is your guide to access the services, programs, and activities offered by your municipal government. Whether you're a lifelong resident or new to the community, I hope you find this information helpful and use it to fully participate in our community.

– Brad M. Cavanagh, Mayor

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COMISKEY PARK & SPLASH PAD

STAY Connected

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

At 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 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 cityofdubuque.org/media.

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

-  facebook.com/cityofdubuque
-  x.com/cityofdubuque
-  instagram.com/cityofdubuque
-  youtube.com/cityofdubuquegovernment
-  linkedin.com/cityofdubuque
-  nextdoor.com

CITY Facilities

City Hall | 50 W. 13th St.

City Clerk • City Manager • Communications
Engineering • Finance • Historic Preservation
Human Resources • Planning & Zoning
Sustainability • Utility Billing





Ruby Sutton Building |
1157 Central Ave.
Community Impact • Human Rights
Multicultural Family Center
Parks & Recreation



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



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



Dubuque Law Enforcement
Center | 770 Iowa St.
Police



Intermodal Transportation
Center | 950 Elm St.
Transportation Services
(Transit and Parking)



Fire Headquarters |
11 W 9th St.
Fire, Rescue, & EMS

DEPARTMENTS & Divisions

Airport | 563-589-4128
flydbq.com

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

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

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

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

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

Communications | 563-589-4151
cityofdubuque.org/communications

Community Impact & Neighborhood Support
563-690-6171 | cityofdubuque.org/communityimpact

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

Economic Mobility | 563-690-6054
cityofdubuque.org/economicmobility

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

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

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

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

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

Health Services | 563-589-4181
cityofdubuque.org/health

Historic Preservation | 563-589-4210
cityofdubuque.org/historicpreservation

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

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

Human Rights | 563-589-4190
cityofdubuque.org/humanrights

Information Technology | 563-589-4280
cityofdubuque.org/infotechnology

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

Library | 563-589-4225
carnegiestout.org

Multicultural Family Center | 563-582-3681
mfcdqb.org

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

Parks & Recreation | 563-589-4263
cityofdubuque.org/parksandrec

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

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

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

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

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

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

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

Water & Resource Recovery Center
563-589-4176 | 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 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 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 cityofdubuque.org/media, and on the City's Facebook page at facebook.com/cityofdubuque. Agendas and minutes from the City Council meetings are available from the city clerk and on the City website at cityofdubuque.org/agendas.

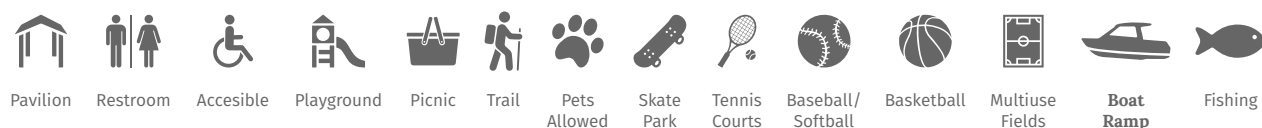
Residents can provide public input during city council meetings or contact the council anytime via phone or email at cityofdubuque.org/councilcontacts.

PARKS & Recreation

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 cityofdubuque.org/parks.

Featured Parks & Facilities



A.Y. McDonald Park (Hawthorne St. & Valentine Dr.)



Allison-Henderson Park (1500 Loras Blvd.)



Bee Branch Creek Greenway (Garfield Ave. to 24th St.)



Bergfeld Recreation Area (7600 Chavenelle Dr.)



Comiskey Park (255 E. 24th St.)



Dubuque Pet Park (2200 Bunker Hill Rd.)



Eagle Point Park (2601 Shiras Ave.)



Flora Krey Wahlert Park (2605 Pennsylvania Ave.)



Louis Murphy Park (1700 S. Grandview Ave.)



Marshall Park & Botanical Garden (3800 Arboretum Dr.)



Miller Riverview Campground (1851 Admiral Sheehy Dr.)



Mississippi Riverwalk (400 E 3rd St.)



Port of Dubuque Marina (450 E 3rd St.)



Veterans Memorial Plaza & McAleece Park (1801 Admiral Sheehy Dr.)



Veterans Memorial Park & Miracle League (2970 Miracle League Dr.)



Washington Park (700 Locust St.)





Pavilion Rentals

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

Recreation Let's Go! Activities Guide

The City of Dubuque Parks and Recreation 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 cityofdubuque.org/recreation.



Information about upcoming programs and events is also regularly shared on the Parks and Recreation Facebook page at facebook.com/CityofDubuqueParksandRecreation.



Multicultural Family Center

The Multicultural Family Center (MFC) is a welcoming space of belonging for cultural exchange, learning, and celebration. The center is a community where everyone is valued and supported. The MFC is home to youth and teen programming, social support and advocacy groups, cultural celebrations, and more. Stop by 1157 Central Ave. or visit mfcdubq.org to learn more!





Make a **SPLASH**

Come swim, splash, and soak up the sun at Dubuque's Flora & Sutton Pools! View pool features, schedules, and more at cityofdubuque.org/pools. Plus, don't miss the Comiskey Park splash pad, open daily from 8 a.m. to 10 p.m. Visit cityofdubuque.org/comiskey for details!



Hit the **TRAILS**

The City of Dubuque maintains a comprehensive 43-mile trail system. This system includes 18 miles of on-street routes and 25 miles of paved trails for walking, hiking, and biking. Visit cityofdubuque.org/trails or scan the QR code to discover Dubuque's trails and parks!



ARTS and Culture

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 cityofdubuque.org/artsandculture.

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 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 fiveflagscenter.com.



Play a **ROUND**

A fun and scenic 18-hole public golf course, Bunker Hill is a beautiful place for the entire family to play golf. It offers annual memberships, a full schedule of events, a variety of leagues, programs for junior golfers, private lessons, and more. For details, or to book a tee time, visit golfbunkerhill.com.



Living in DUBUQUE

City Utilities

The City of Dubuque provides water, stormwater, sewer, and trash/recycling utilities to all properties in the city.

New and returning residential and business customers and customers transferring service (moving from one location to another) can visit cityofdubquque.org/ub to apply for utility services.

The City offers income-qualified residential customers a reduction in monthly fees for all four City utilities (water, sanitary sewer, refuse collection, and storm water) of **up to 50% of the base rate**. Customers must submit an application for consideration. Applications are renewed on an annual basis. Learn more at cityofdubquque.org/ubdiscount.

Utility customers can pay a bill:

- **By Phone 24/7**, call 563-589-4144.
- **Online** at cityofdubquque.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.cityofdubquque.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 | alliantenergy.com

Maquoketa Valley Electric Cooperative 1-800-927-6068 | mvec.com

Natural Gas Providers

Black Hills Energy 1-888-890-5554 | 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 cityofdubuque.org/housing to view a full list of programs and services or cityofdubuque.org/incentives to search for available programs by address.

Licenses & Permits

City and state codes may be complex, 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 cityofdubuque.org/business.

Report 2 DBQ App

Residents can request service or report a concern directly to the City using the 'report a concern' button on the City's website or through the Report 2 DBQ mobile app. Help us help you by reporting:

- abandoned vehicles on streets
- snow/ice issues
- park maintenance
- street maintenance and potholes
- and 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 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 list of set-out and pricing options, visit 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.



Curbside Composting

Yard Waste & Food Scraps

The City offers curbside composting services. From April through November, collections are made on a customer's regular collection day with no appointment necessary. Two curbside composting options are available: a 13-gallon cart for \$1 per month or a 64-gallon cart for \$10 per month. Other food scrap and yard waste collection options include annual decals or single-use stickers. Learn more at cityofdubuque.org/composting.

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 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.

Single-Use Stickers

For Excess Trash

Single-use stickers for excess trash are available in sheets of five (\$10) at area grocery, discount, and hardware stores, and at Utility Billing in City Hall at 50 W. 13th Street. The green single-use stickers may be used for extra bags or items that weigh less than 40 lbs. and are smaller than 2 ft. by 3 ft. that do not fit in a cart. For further information, call the Public Works Department at 563-589-4250.

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 dmaswa.org.

Large Item Collection

Need help disposing of large or bulky items that don't fit in your car? The City will collect items as part of the large item collection program. Schedule a pick-up appointment online at cityofdubuque.org/curbsidecollection or by calling the Public Works Department at 563-589-4250. The City also offers collection and recycling of old electronics and appliances through this program.

Set Out by 6 a.m.

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.

Cart Set-Out Instructions

- Arrows on lid and bar on the front of the cart should point toward the street/alley.
- Place cart 2 feet away from containers and objects like parked cars, poles, trees, and mailboxes.
- Do not overfill cart. (If your cart is filled to capacity, place a green extra trash sticker on the extra bag(s) and place next to the cart.)
- When snow is present, place them in a clear, flat area.

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 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 with MyRide

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 Ticketing App

Riding The Jule is easy and convenient with the MyJule ticketing app. View routes and schedules, plan a trip, and purchase a bus pass right from the app. Simply scan your pass via QR code on your smart phone as you board! Available for free on Google Play and the App Store.

The Jule Smart Pass

The Jule Smart Pass is a reloadable card for bus fares. You can load passes online anytime, by phone, or in person at the Intermodal Transportation Center at 950 Elm St. Customers may purchase and load a monthly pass or an 11-ride pass and can set up autoloading on their account to ensure uninterrupted service.



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. 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. E-bikes that cannot be secured on the bike rack are not permitted on the bus.

The City also offers free bike parking in the Central Avenue parking ramp, 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 in downtown Dubuque. Parking is enforced Monday through Saturday from 8 a.m. to 5 p.m.

Parking ramps are available for hourly use and monthly permit parking, depending on the ramp location. The rate for hourly use is \$1 per hour with a daily maximum of \$10.

Free public parking is available in the Port of Dubuque Ramp and the 3rd St. and Bell St. lot.

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

Downtown Parking Ramps

Port of Dubuque Ramp (351 Bell St.)

Intermodal Parking Ramp (351 E. 9th St.)

Central Avenue Ramp (975 Central Ave.)

Five Flags Ramp (100 W. 4th St.)

Iowa Street Ramp (701 Iowa St.)

Locust Street Ramp (830 Bluff St.)

5th Street Ramp (501 Iowa St.)

Accessible spaces are available in each lot and ramp.



PUBLIC

Safety

Police

Iowa is one of the safest states in the country and Dubuque is one of the safest cities in Iowa. The Dubuque Police Department works to support a safe and secure community for citizens. Visit cityofdubuque.org/police to submit a tip, file compliment/complaint, or submit other common requests.

Ambulance/EMS

The Dubuque Fire Department ambulance service provides the following coverage 24 hours a day, seven days a week: basic and advanced life support, emergency and non-emergency transfers, hospital discharges, inter-facility transfers, and event standby. Visit cityofdubuque.org/ambulance for details.

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 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 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.

**In an emergency,
call 911.**

Non-emergency dispatch:
563-589-4415



Animal Control

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

Transportation

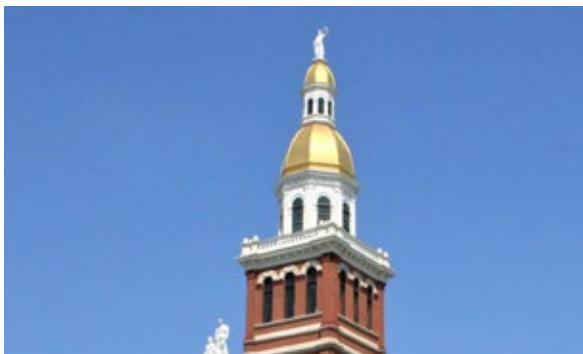
DuRide Senior Transportation
563-451-4999 | www.duridedbq.com

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.

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

www.iowa.gov

YOUR City Council



Brad M. Cavanagh
Mayor



David T. Resnick
At-Large



Chris T. Staver
At-Large



Tyson J. Leyendecker
First Ward



Laura J. Roussell
Second Ward



Danny C. Sprank
Third Ward



Katy A. Wethal
Fourth Ward

Contact information for the Dubuque City Council is available at
cityofdubuque.org/councilcontacts