

## **CitizenServe Q&A – City Clerk’s Office:**

### **Special Events / Courtesy Notifications / Farmer’s Market**

#### **1. Why do I have to get a license/permit from the City of Dubuque?**

- a. The City of Dubuque is required to abide by and enforce city ordinances. These ordinances are laws passed by the city council that establish rules and regulations related to the safe and effective governance of the municipality. They are designed to promote and ensure the safety of our residents and any visitors. The permitting and licensing process is governed by city ordinance and the City Clerk’s Office is one of several city departments charged with ensuring compliance with it.

#### **2. The application process is available both online and in paper format. Do I have to submit it on the website?**

- a. No, submitting an online application is not *currently* required. Paper applications are available in the City Clerk’s Office. However, the online application allows you to provide all pertinent information in an easy-to-use electronic format and make payment on the website. Once you pay and submit your electronic application, it is automatically received by our office. The online process can save time and, as a result, your application can be processed more quickly.

- i. There is no fee for a Courtesy Notification.

#### **3. How long does it usually take for my application to be processed?**

- a. Once received, the application is processed within 7 business days.

#### **4. What is a site plan and how do I get one?**

- a. The site plan is an overall picture/drawing of the event space, including locations of tents, vendors (including mobile vendors/food trucks), portable toilets, barricades, stages, alcohol service, bounce houses, etc. This is typically an aerial view of the location, pulled from Google Maps or a similar application.
- b. Applicants should mark up the map in detail with all items related to their event.
  - i. For most city owned/maintained locations, you can find a map of the areas on our website at <https://www.cityofdubuque.org/362/Special-Event-Permit>. Scroll down the page to “Site Plan Maps”.

#### **5. How will I receive my permit?**

- a. Once approved, you will receive your permit via email. It will be sent to the email provided by the applicant in their application.

- i. If the applicant does not have an email, the permit will be printed and either picked up by the applicant or mailed to them.

**6. What happens if my application is denied?**

- a. You will be notified via email with a letter explaining the denial and any further processes/options available to you as the applicant.
- b. The application fees will be retained.

**7. How soon do I need to submit my application in order to ensure that it is issued by the time I need it?**

- a. That depends on the type of permit or license. The following permits/licenses are issued by the City Clerk's Office:
  - i. **Special Event:** Complete applications should be submitted at least thirty (30) days prior to the event date. Applications submitted less than 30 days in advance are not guaranteed approval. Insurance documentation should be submitted at least seven (7) days prior to the event.
  - ii. **Courtesy Notification:** At least 5 days prior to the event
  - iii. **Farmer's Market:** Complete applications should be submitted at least thirty (30) days prior to the event date. Applications submitted less than 30 days in advance are not guaranteed approval. Insurance documentation should be submitted at least seven (7) days prior to the event.

**8. If I need to make changes to my event, is there a deadline in which to do so?**

- a. Minor updates (i.e. adding extra food vendors) are typically acceptable up to and until two weeks before the event.
- b. If you are making significant changes, such as location, or adding additional activities that require supplementary licenses or permits (i.e. alcohol or bounce houses) close to the event date, the original application may be denied based on timing. In that case, you will need to submit a new application for a future date. This allows us to ensure a safe event that is well-coordinated and in compliance with city regulations.

**9. Do I really need a permit for a tent or bounce house?**

- a. Yes, based upon the tent/structure size or the inflatable, a *Temporary Membrane Structures, Tents and Inflatables Permit* may be required. Please reach out directly to the Fire Department to ensure you are following the regulations for tents and inflatables.

**10. If the permit/license for which I am applying also requires applications from other city departments, can I submit everything to the City Clerk's Office?**

- a. Please submit applications that are not for the City Clerk's Office directly to those respective department(s). For example, the Health Department handles food licensing, the Planning Department processes Temporary Use

Permits, the Fire Department issues Tent/Bounce House Permits and the Inspection/Construction Services Department issues Sign Permits. To ensure timely processing and that you are submitting all required documentation and following their specific guidelines, please reach out directly to the department responsible for that process.

**Contact Information:**

City Clerk's Office: 563-589-4100

Planning Services Department: 563-589-4210

- Temporary Use Permit

Health Department: 563-589-4181

- Food License
- Noise Variance Permit

Fire Department: 563-589-4160

- Fireworks Permit
- Pyrotechnics Permit
- Temporary Membrane Structure, Tents and Inflatables

Inspection & Construction Services Department: 563-589-4150

- Temporary Sign Permit

Engineering Department: 563-589-4270

- Public Right of Way
- Parking Signs

Parking Division: 563-589-4267

- Parking Meter Bags

**11. If I can't upload documents on the electronic application, what do I do?**

- a. You may submit those documents to the City Clerk's Office via email or in paper format and we are happy to upload them to your application. **Please note, do not send documents containing personally identifying information (i.e. social security number, etc.) to our office via email.** If you need to electronically send anything to us with private information, please let us know and we can provide you a secure link with which you can securely upload your documents to us.
  - i. Contact Pam McCarron at [pmccarro@cityofdubuque.org](mailto:pmccarro@cityofdubuque.org) for assistance.

**12. I have questions about the insurance requirements. Who do I call?**

- a. Please follow the insurance schedule provided in the application booklet. We recommend that you provide the insurance information contained in the application booklet to your insurance agent. If they have questions, they may contact our office directly.
- b. Proper endorsements are required with the Certificate of Liability Insurance document. Please ensure all appropriate and required endorsements are

submitted with your application. For questions, please have your insurance agent contact our office.

**13. Is a Surety Bond and the Certificate of Liability Insurance the same?**

- a. No, they are two different types of coverage. Special events require a Certificate of Liability and appropriate endorsements. Please refer to the application information to determine what specifically is required. If your agent has questions, they should contact our office directly.

**14. Will my application carry over from year to year or event to event?**

- a. No, a new application is required for each event or each time a license or permit expires. All required documents must be submitted with each new application. The City Clerk's Office does not retrieve documents from past submissions. It is the applicant's responsibility to provide the required current documentation for every application they submit.

**15. Do I need a special event permit to host a neighborhood block party?**

- a. City policy requires a special event permit for any event that restricts access to the public right of way (streets, sidewalks, alleys). If your block party does so, then you will be required to obtain a special event permit.
- b. If your event does not restrict any public rights of way and is not open to the general public, then a special event permit is typically not required for neighborhood block parties. These would be considered a Courtesy Notification. Please visit the [Special Events webpage](#) to learn more.

**16. What do I need to do if I want to close a street as part of my event.**

- a. There is an additional charge to the event application for any events that request street closures.
- b. Please review the Street Closure Packet on the [Special Events webpage](#) for the detailed list of requirements for street closures.

**17. If I need to restrict parking spaces due to my special event, how do I go about that?**

- a. Indicate on your application that you will need to restrict or block parking. Contact the Parking Division to pay for and obtain the meter bags to place over the meters that will be restricted during the event. They will provide you with instructions on this process (i.e. when to place the bags on the meters, etc.)
- b. If there are no meters but you require a portion of the street for no parking, contact the Engineering Department to obtain no parking signs which will need to be posted along the area you intend to restrict.
- c. All meters occupied but not bagged or paid will result in a citation.