



Waukeee

THE KEY TO GOOD LIVING



New Resident Guide

Welcome to Waukee!

You've chosen a city with great schools, 19.2 miles of trails, modern parks, good roads, safe neighborhoods and caring people.

It's an exciting time to be here! The City opened Grand Prairie Parkway in late 2015, and with it has come high business growth potential. Waukee's new 1,500 acre multi-use area called Kettlestone is poised for big development right now, as are other areas of the City.

Even with growth, we retain a small-town feeling, evidenced by events such as Celebrate Waukee, the 4th of July parade and fireworks show, Waukee's annual WinterFest celebration and more! Affordable and engaging Parks & Recreation and Waukee Public Library programs also serve the City's population.

As a part of the Greater Des Moines Metro Area, Waukee is located within quick driving distance of countless attractions and landmarks. And our dedicated Waukee Police and Fire personnel are top-notch, keeping response times low and professionalism high.

On behalf of the Waukee City Council and staff, we hope you'll enjoy "The Key to Good Living" as much as we do.

Sincerely,




Mayor William F. Peard

Important Phone Numbers, Addresses and Websites

Visit www.Waukee.org 24 hours a day for City of Waukee information.

- **Waukee City Hall**
230 W. Hickman Road
General Information: 515-978-7900
Development Services (Building Permits & Zoning): 515-978-9533
Utility Billing (Gas & Water Set up): 515-978-5502
Emergency (Gas Smell, No Water, etc.): 515-249-1212
- **Waukee Parks & Recreation**
805 University Avenue • 515-978-0007
- **Waukee Public Safety Building**
1300 SE L.A. Grant Parkway
Police and Fire Departments
Emergency: 911
Non-Emergency: 515-222-3321
Police Office: 515-978-7979
Fire Office: 515-978-7998
- **Waukee Public Works Building**
805 University Avenue
Gas & Water Meters, Pilot Light Out & Streets: 515-978-7920
Emergency (Gas Smell, No Water, etc.): 515-249-1212
- **Waukee Public Library**
950 Warrior Lane • 515-978-7944
- **Sugar Creek Golf Course**
1505 6th Street • 515-987-5247
- **Waukee Chamber of Commerce**
www.WaukeeChamber.com • 515-978-7115
- **Waukee Community School District**
www.WaukeeSchools.org • 515-987-5161
- **Waukee Post Office**
www.USPS.com • 515-987-9820
- **Dallas County**
www.co.Dallas.IA.us
Auditor: 515-993-4750
Driver's Licenses: 515-993-6992
Motor Vehicle Registration: 515-993-5812
Recorder: 515-993-5804
Sheriff: 515-993-4771
Treasurer (Property Tax Information): 515-993-5808
Voter Registration: 515-993-4751
- **Iowa One Call**
www.IowaOneCall.com • Check Before You Dig: 811
- **MidAmerican Energy**
www.MidAmericanEnergy.com • 1-888-427-5632

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New Resident Checklist ✓

Sign Up For Utilities

- Water, gas, garbage and sewer are City of Waukee-run utilities. **Visit Waukee City Hall at 230 W. Hickman Road to set up utilities in person and pay deposits.** Deposits are \$50 each for gas and water for property owners and \$100 each for renters. Calling 515-978-5502 in advance can save time during the actual set-up process.
- Electricity can be activated by calling MidAmerican Energy at 1-888-427-5632 or by visiting www.MidAmericanEnergy.com/Moving.
- For a full list of telephone, Internet and cable/satellite providers that serve the Waukee area, please visit www.Waukee.org/UtilityCompanies.

Change Mailing Address

- Visit the Waukee Post Office at 500 Hickman Road or go online to www.USPS.com.

Update Driver's License

- If you have a current Iowa Driver's License, you may be able to update it with your new Waukee address at the Waukee Hy-Vee Driver's License kiosk. Hy-Vee is located at 1005 E. Hickman Road. You will need to bring your existing license and pay via credit or debit card. Kiosk renewal is not applicable for those with CDLs, foreign nationals and other restrictions.
- You may also qualify for online renewal. Visit <https://MYMVD.IowaDot.gov/> to see if you meet the requirements.
- If you prefer in-person renewal, are coming from out-of-state or have other restrictions, please visit www.IowaDot.gov to locate driver's license stations in the area.

Register Motor Vehicles

- If you are moving here from another Iowa county, by updating your driver's license, your vehicles will automatically roll over to Dallas County. Be sure to check that your annual registration renewal mailing is indeed sent by Dallas County. It is not required that you change out your license plates, however you can do so for \$5. Call 515-993-5812 with questions.
- If you are moving here from out of state, please visit the Dallas County Treasurer's Office at 918 Court Street in Adel.

Register to Vote

There are several ways to register to vote in Dallas County:

- If you have updated your Iowa Driver's License with your current Waukee address, you can register electronically at <http://SOS.Iowa.gov/>.
- To print a mailable form from the Dallas County Auditor, visit www.Waukee.org/VoterReg.
- You may register to vote in person at the Dallas County Auditor's Office located at 910 Court Street in Adel. Please call 515-993-4751 with questions.
- Visit <http://SOS.Iowa.gov/> to locate your polling place(s) or call the Dallas County Elections Office at 515-993-6914.

Enroll in Waukee Schools

- Call 515-987-2706 or visit WaukeeSchools.org to begin the enrollment process.

Register Pets

- Pet registration can be completed at www.Waukee.org/PetRegistration or in person at 1300 SE L.A. Grant Parkway. Proof of the rabies vaccination(s) will be required. For pets that have been spayed or neutered, the fee is \$15. Otherwise, the fee is \$25.

Get a Library Card

- Visit the Waukee Public Library at 950 Warrior Lane. Children (with adult present) must be 7 or older to sign up for a card. Adults must show photo IDs. To start the process ahead of time, visit www.WaukeePublicLibrary.org

Check on Property Taxes

- If you are a homeowner with property taxes not built into a mortgage, please call the Dallas County Treasurer at 515-993-5808 to inquire about your respective property taxes.

Important City Information

Codes and Regulations

Snow Removal: Property owners are expected to remove snow, ice and accumulations from sidewalks within 24 hours after the end of a weather event. The City will issue fines beginning at \$50 for those in violation of the snow removal ordinance.



Snow Emergency Parking Ban: If more than one inch of snow accumulation is predicted, the City's snow ordinance will be issued. This means that all Waukee street parking is prohibited. Those in violation are subject to \$25 fines and/or towing.

Lawn and Weed Maintenance: Lawns and weeds should not be allowed to grow more than 12 inches high on the average, according to the City's property maintenance code. Violations will result in a \$90 fine or the cost of City-hired maintenance, whichever is greater.

Fire Pits: The City allows residents to maintain a fire with untreated wood for recreational, religious, ceremonial, cooking, warmth or similar purposes. Burning rubbish/refuse which includes yard waste, tires, garbage or plastics is not permitted.

Garbage and Recycling

Curbside solid waste and recycling pick-up both occur weekly in the City of Waukee at 7 a.m. or later. If you are moving into a newly constructed home, your containers will be delivered to you within five business days. If you are moving into an existing home, the containers should be left for you by the previous homeowner. Call 515-964-5229 with questions.



The number of items you may set out is not limited. If you have more than will fit into the receptacle, you may bag it and place it alongside. There are special requirements for appliances, furniture and other bulky items.

The City hosts the free Citywide Clean-Up Day in late April or early May each year for disposal of bulky or hazardous items.

Curbside yard waste pick-up occurs every Monday beginning at 7 a.m. from April through November.

Irrigation Meters

The City of Waukee offers two types of irrigation meters for purchase. The benefit of purchasing a meter for irrigation purposes such as watering the lawn/sod or filling a pool is that you do not pay sewer charges on water readings by the separate irrigation meter.



1) A portable irrigation meter that attaches to a 5/8" garden hose can be purchased in the Utility Billing Office located at 230 W. Hickman Road for \$100.

2) A permanent in-house irrigation meter can be installed by the Water Department after a plumber has appropriately diverted the plumbing. The typical use for this meter is if you have an underground irrigation system. Contact the Public Works Department at 515-978-7920. The charge for this is \$347.

Building Permits

Building permits are needed for new construction, renovations, fences, pools, etc. Please visit www.Waukee.org/BuildingPermits for the complete list of permits and applications. You may also visit Waukee City Hall at 230 W. Hickman Road or call Development Services at 515-978-9533 for more information.



Report A Concern

The City of Waukee's "Report a Concern" form at www.Waukee.org/ReportAConcern will help City staff identify issues and address them quickly. Please submit non-urgent concerns or complaints at that link.



Problems that require urgent attention should be directed to the appropriate department during normal business hours. Please see the list of City department phone numbers. For barking dogs and noise disturbances, please call 515-222-3321. For power and streetlight outages, please call 888-427-5632 or visit www.MidAmericanEnergy.com. For streetlight outages in the Southfork area, call 515-978-7920 to report outages.

For Public Works emergencies on weekends and after 3:30 p.m. on weekdays, call 515-249-1212. For a Police or Fire emergency, dial 911.

Local Businesses

Waukee has a vibrant and growing business community. For information on childcare providers, dining establishments, banks, grocery stores and more, please visit www.WaukeeChamber.com or call 515-978-7115 to request a Waukee Area Chamber of Commerce Membership Directory.



Boards and Commissions

The five-member Waukee City Council, led by Mayor William F. Peard, meets at Waukee City Hall every first and third Monday of the month at 5:30 p.m. The City also has **several committed boards and commissions** that serve to advance economic development, the Waukee Public Library, parks, planning and zoning and more. Visit www.Waukee.org/BoardsandCommissions.





Stay Safe



Nixle is a free service that keeps you up-to-date with alerts and advisories from the City. This is often used to communicate immediate public safety threats, weather warnings, road closures and the City's snow ordinance. Sign up at Nixle.com for text and/or email notifications.



Smart911™

Smart911 is a free service that can save time in emergency responses. Users enter information such as medical conditions and medications, address details, and photos of yourself, your children or elderly family members. These details are shared with emergency personnel in the instance 911 is called, giving them a head start on their work. To sign up, visit Smart911.com.

Stay Connected

WEBSITE – Visit www.Waukee.org 24 hours a day for City information. The website also offers the “Notify Me” option in which you can sign up to receive notifications of new City announcements and calendar events. There are many categories from which to choose. Click “Notify Me” on the homepage to sign up.



E-NEWSLETTERS – The City sends out an electronic newsletter at least once monthly featuring the Mayor's update, City news, upcoming events and more. Sign up for the City's e-newsletter at www.Waukee.org/NewsletterSignUp.

SOCIAL MEDIA – There are several ways to keep up with City of Waukeehappenings on our social media channels!



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TheCityofWaukee

www.Waukee.org/NewResident