

CITY OF CEDAR RAPIDS  
50 2<sup>ND</sup> AVENUE BRIDGE  
CEDAR RAPIDS, IA 52401



# City of Cedar Rapids Service Directory



Download the online file for this directory at  
[www.cedar-rapids.org/citydirectory.asp](http://www.cedar-rapids.org/citydirectory.asp)

Contact the City Government Information Desk  
(319) 286-5555

May 2007

City Government Info. # 319-286-5555

Departments:	Phone Numbers:
Airport	319-362-8336
Animal Control	319-848-7373
Assessor	319-286-5888
Auditor	319-286-5006
Building/Zoning	319-286-5831
City Clerk	319-286-5060
City Council	319-286-5051
City Manager	319-286-5080
Civil Rights	319-286-5036
Development	319-286-5041
Engineering/Sewer	319-286-5802
Facilities Const.	319-286-5809
Fire	319-286-5200
Forestry	319-286-5747
Golf	319-286-5588
Housing Services	319-286-5872
Human Resources	319-286-5000
Information Technology	319-286-5085
Joint Communication	319-286-5382
Library	319-398-5123
Neighborhood Liaison	319-286-5077

Departments:	Phone Numbers:
Parking	319-286-5549
Parks	319-286-5760
Police	319-286-5378
Purchasing	319-286-5021
Recreation	319-286-5731
Riverfront Services	319-286-5559
Solid Waste/Recycling	319-286-5897
Streets	319-286-5826
Traffic Engineering	319-286-5176
Transit (Five Seasons Transportation & Parking)	319-286-5567
Treasurer's Office	319-286-5003
US Cellular Center	319-398-5211
Ushers Ferry	319-286-5763
Veterans Memorial	319-286-5038
Water	319-286-5900
Water Pollution Control	319-286-5286

Website: <http://www.cedar-rapids.org>

City Government Info. # 319-286-5555

Departments:	Phone Numbers:
Airport	319-362-8336
Animal Control	319-848-7373
Assessor	319-286-5888
Auditor	319-286-5006
Building/Zoning	319-286-5831
City Clerk	319-286-5060
City Council	319-286-5051
City Manager	319-286-5080
Civil Rights	319-286-5036
Development	319-286-5041
Engineering/Sewer	319-286-5802
Facilities Const.	319-286-5809
Fire	319-286-5200
Forestry	319-286-5747
Golf	319-286-5588
Housing Services	319-286-5872
Human Resources	319-286-5000
Information Technology	319-286-5085
Joint Communication	319-286-5382
Library	319-398-5123
Neighborhood Liaison	319-286-5077

Departments:	Phone Numbers:
Parking	319-286-5549
Parks	319-286-5760
Police	319-286-5378
Purchasing	319-286-5021
Recreation	319-286-5731
Riverfront Services	319-286-5559
Solid Waste/Recycling	319-286-5897
Streets	319-286-5826
Traffic Engineering	319-286-5176
Transit (Five Seasons Transportation & Parking)	319-286-5567
Treasurer's Office	319-286-5003
US Cellular Center	319-398-5211
Ushers Ferry	319-286-5763
Veterans Memorial	319-286-5038
Water	319-286-5900
Water Pollution Control	319-286-5286

Website: <http://www.cedar-rapids.org>

Department	Phone
Animal Control	(319) 848-7373
Assessor	(319) 286-5888
Auditor	(319) 286-5006
Building/Zoning	(319) 286-5831
City Clerk	(319) 286-5060
City Council	(319) 286-5051
City Manager	(319) 286-5080
Civil Rights	(319) 286-5036
Development	(319) 286-5041
Eastern Iowa Airport	(319) 362-8336
Engineering/Sewer	(319) 286-5802
Facilities Construction	(319) 286-5809
Fire	(319) 286-5200
Forestry	(319) 286-5747
Golf	(319) 286-5588
Housing Services	(319) 286-5872
Human Resources	(319) 286-5000
Information Technology	(319) 286-5500
Joint Communication	(319) 286-5382
Library	(319) 398-5123
Neighborhood Liaison	(319) 286-5077
Parking	(319) 286-5549
Parks	(319) 286-5760
Police	(319) 286-5378
Purchasing	(319) 286-5021
Recreation	(319) 286-5731
Riverfront Services	(319) 286-5559
Solid Waste/Recycling	(319) 286-5897
Streets	(319) 286-5826
Traffic Engineering	(319) 286-5176
Transit (Five Seasons Transportation)	(319) 286-5567
Treasurer's Office	(319) 286-5003
US Cellular Center	(319) 398-5211
Ushers Ferry	(319) 286-5763
Veterans Memorial	(319) 286-5038
Water	(319) 286-5900
Water Pollution Control	(319) 286-5286

## Airport – The Eastern Iowa Airport

362-8336

2515 Arthur Collins Parkway SW  
Reports to: Airport Commission  
<http://www.eiairport.org>

The Eastern Iowa Airport is Cedar Rapids' and the surrounding area's gateway to the world. Visit their website at <http://www.eiairport.org>. Please call the airlines directly for flight information & reservations.

Other contacts for this department:

- AMPCO Parking Lot 363-2704
- Safety Office – Police and Fire 366-2246

**Airport Administration does not:**

Provide flight information

Refer questions to:

Appropriate airline

## Animal Control

848-7373

1401 Cedar Bend Lane, Ely  
<http://www.cedar-rapids.org/animal/>

Animal Control enforces the City ordinances that relate to the care and confinement of pets and other animals. One of Animal Control's primary responsibilities is to respond to animal bites for rabies control. Pet adoption is also one of their primary programs that strive to match pets with a caring and responsible owner.

**Animal Control does not:**

Insect or Rodent infestations

Refer questions to:

Local Pest Control

## Assessor

286-5888

1211 6th Street SW, 2nd Floor East, Public Works  
Reports to: Conference Board (City Council, CR School District, Linn County)  
<http://www.cedar-rapids.org/assessor/pmc/>

The Assessor's office determines the estimated market value for property tax purposes of land, new construction, existing buildings or improvements to existing real properties. Visit their website at [www.cedar-rapids.org/assessor.org](http://www.cedar-rapids.org/assessor.org)

**Assessor does not:**

Determine amount of property taxes  
Accept payment of property taxes

Refer questions to:

Linn County Auditor  
Linn County Treasurer

City Government Info. # 319-286-5555

**Departments:** **Phone Numbers:**

Airport	319-362-8336
Animal Control	319-848-7373
Assessor	319-286-5888
Auditor	319-286-5006
Building/Zoning	319-286-5831
City Clerk	319-286-5060
City Council	319-286-5051
City Manager	319-286-5080
Civil Rights	319-286-5036
Development	319-286-5041
Engineering/Sewer	319-286-5802
Facilities Const.	319-286-5809
Fire	319-286-5200
Forestry	319-286-5747
Golf	319-286-5588
Housing Services	319-286-5872
Human Resources	319-286-5000
Information Technology	319-286-5085
Joint Communication	319-286-5382
Library	319-398-5123
Neighborhood Liaison	319-286-5077

**Departments:** **Phone Numbers:**

Parking	319-286-5549
Parks	319-286-5760
Police	319-286-5378
Purchasing	319-286-5021
Recreation	319-286-5731
Riverfront Services	319-286-5559
Solid Waste/Recycling	319-286-5897
Streets	319-286-5826
Traffic Engineering	319-286-5176
Transit (Five Seasons Transportation & Parking)	319-286-5567
Treasurer's Office	319-286-5003
US Cellular Center	319-398-5211
Ushers Ferry	319-286-5763
Veterans Memorial	319-286-5038
Water	319-286-5900
Water Pollution Control	319-286-5286

Website: <http://www.cedar-rapids.org>

City Government Info. # 319-286-5555

**Departments:** **Phone Numbers:**

Airport	319-362-8336
Animal Control	319-848-7373
Assessor	319-286-5888
Auditor	319-286-5006
Building/Zoning	319-286-5831
City Clerk	319-286-5060
City Council	319-286-5051
City Manager	319-286-5080
Civil Rights	319-286-5036
Development	319-286-5041
Engineering/Sewer	319-286-5802
Facilities Const.	319-286-5809
Fire	319-286-5200
Forestry	319-286-5747
Golf	319-286-5588
Housing Services	319-286-5872
Human Resources	319-286-5000
Information Technology	319-286-5085
Joint Communication	319-286-5382
Library	319-398-5123
Neighborhood Liaison	319-286-5077

**Departments:** **Phone Numbers:**

Parking	319-286-5549
Parks	319-286-5760
Police	319-286-5378
Purchasing	319-286-5021
Recreation	319-286-5731
Riverfront Services	319-286-5559
Solid Waste/Recycling	319-286-5897
Streets	319-286-5826
Traffic Engineering	319-286-5176
Transit (Five Seasons Transportation & Parking)	319-286-5567
Treasurer's Office	319-286-5003
US Cellular Center	319-398-5211
Ushers Ferry	319-286-5763
Veterans Memorial	319-286-5038
Water	319-286-5900
Water Pollution Control	319-286-5286

Website: <http://www.cedar-rapids.org>

# Frequently Asked Questions

Main Information Line 319-286-5555

ISSUE	WHERE	PHONE #
Abandoned car	Police non-emergency	286-5491
Accident with City of Cedar Rapids vehicle	Audit	286-5008
Better Business Bureau		800-222-1600
Business in home – need to zone	Building/Zoning	286-5831
Cedar Rapids Community School District	Educational Service Center	398-2000
Chamber of Commerce	424 1 <sup>st</sup> Ave NE	398-5317
Convention & Visitors Bureau	119 1 <sup>st</sup> Ave SE	398-5009
Courthouse, Linn County	50 3 <sup>rd</sup> Ave Bridge	398-3920
Crime Stoppers		800-272-7463
Dept of Human Services (food stamps)	DHS	892-6800
Drivers License	IDOT	377-6461
Easements/right of way	Engineering	286-5810
Four Oaks of Iowa	5400 Kirkwood Blvd SW	364-0259
Greyhound Bus information	Greyhound	337-2127
Internal Revenue Service	425 2 <sup>nd</sup> St SE	364-5327
Iowa Workforce Development Center	800 7 <sup>th</sup> St SE	365-9474
Neighbor – high grass & weeds issue	Streets	286-5826
Post Office (Main)	615 6 <sup>th</sup> Ave SE	399-2900
Record trade or business name	Linn County Recorder	892-5420
Sales Tax Permit	Iowa Dept of Revenue	800-367-3388
Social Security Administration	5021 Duffy Dr NE	393-0045
Sole proprietorship	City Clerk	286-5060
Towed or impounded vehicles	Police	286-5377
Verify business	Linn County Recorder	892-5420
Veteran's Affairs	Linn County	892-5160
Vital Statistics (birth, death, marriage)	Linn County Recorder	892-5445
Voter registration and elections	Linn County Auditor	892-5300

## Auditor

286-5006

51 1<sup>st</sup> Avenue, 3<sup>rd</sup> Floor, City Hall

<http://www.cedar-rapids.org/audit/>

The City Controller-Auditor's Office provides financial reporting, administers the City's annual Budget and five-year Capital Improvement's Program, and is responsible for the payroll and accounts payable functions for the City. Accident and liability claims against the City are also handled in this office.

Other contacts for this department:

- Claims Against the City of Cedar Rapids 286-5008

### Controller-Auditor does not:

Handle Election and Voting Procedures  
 Verify Dates of Employment of City Employees  
 Manage the City's investments  
 Handle the City's Purchasing

Refer questions to:

Linn Co. Auditor  
 Human Resources  
 Treasurer's Office  
 Purchasing Department

## Service Summary Guide:

Services	Phone #	Department
Abstracts and Deeds for City Owned Property	286-5006	Auditor
Accident Reports (copies)	286-5376	Police
Advertising on City Buses	286-5567	Transit
Ambroz Recreation Center	286-5731	Recreation
Ambulance Driver's License	286-5060	Clerk
Annexation	286-5042	Development
Arrest Arson Hotline	800-532-1459	Fire
Arson Investigation	286-5241	Fire
Attorney, City	286-5025	Attorney
Auction Information	286-5021	Purchasing
Auctioneers License	286-5060	Clerk
Automobile Registrations (Linn County)	892-5500	Linn County



A  
B  
C  
D  
E  
F  
G  
H  
I  
J  
K  
L  
M  
N  
O  
P  
Q  
R  
S  
T  
U  
V  
W  
X  
Y  
Z

**Building/Zoning**

**286-5831**

1201 6<sup>th</sup> Street SW, 2<sup>nd</sup> Floor Central, Public Works Building  
[http://www.cedar-rapids.org/building\\_zoning/](http://www.cedar-rapids.org/building_zoning/)

This multi-functional department administers City ordinances and programs related to residential and commercial building, zoning and property maintenance. It includes individuals that inspect heating and cooking systems, electrical, mechanical and plumbing systems for code compliance.

Other contacts for this department:

- Zoning – Administration, Enforcement and Inspection 286-5836
- Electrical Requirements and Inspection 286-5834
- Fireplace Safety Check 286-5831
- Heating or Cooling Requirements and Inspection 286-5833

**Building/Zoning does not:**

Plan subdivisions  
 Determine zoning policies  
 Inspect hotels/motels, septic systems, or wells  
 Enforce food service or air quality laws  
 Determine property lines  
 Issue Homestead Tax Credit

**Refer questions to:**

Engineering and/or Development  
 City Council  
 County Health Dept.  
 County Health Dept.  
 Private Land Surveyor  
 City Assessor

**Service Summary Guide:**

Services	Phone #	Department
Veterans Memorial Coliseum (Building Rental)	286-5038	Vets Memorial
Veterans Memorial Stadium	363-3887	Vets Memorial
Veterans Memorial Tennis Center (during business hours)	365-4425	Vets Memorial
Visual Arts Commission	286-5046	Development
Vital Records (Death, Birth, Marriage, Divorce) – Linn County Recorder	892-5445	Clerk – Linn County
Water Distribution	286-5176	Traffic Engineering
Weed Cutting	286-5826	Streets
Well Water Testing	286-5970	Water
West Side Library Branch, Westdale Mall	390-7806	Library
Wrecker/Tow Truck Inspections	286-5378	Police
Yard Waste Collection	286-5897	Solid Waste & Recycling
Zoning – Administration and Enforcement	286-5831	Building/Zoning
Zoning – Information and Maps	286-5041	Development
Zoning Inspection	286-5831	Building/Zoning



A  
B  
C  
D  
E  
F  
G  
H  
I  
J  
K  
L  
M  
N  
O  
P  
Q  
R  
S  
T  
U  
V  
W  
X  
Y  
Z

## Veterans Memorial 286-5038

50 2<sup>nd</sup> Avenue Bridge, 1<sup>st</sup> Floor, Veteran Memorial Building  
Reports to: Veterans Memorial Commission  
<http://www.cedar-rapids.org/vetsmemorial>

The Veterans Memorial Commission is responsible for the management and maintenance of the Veterans Memorial Buildings, known also as City Hall, Memorial Stadium and all of Veterans Memorial Park.

**Veterans Memorial does not:** Administer the Cedar Rapids Baseball Club  
**Refer questions to:** Veterans Memorial Stadium

## Water Department 286-5900

1111 Shaver Road NE  
<http://www.cedar-rapids.org/water/>

The Water Department provides customer service for its customers as well as for garbage collection, sanitary and storm sewer utility service customers.

Other contracts for this department:

- Water Distribution, Pipe Yard and Service Garage 286-5960
- Water Main breaks/Service Leaks 286-5930

**The Water Department does not:** Handle wastewater  
Address storm sewer issues  
Handle drainage or erosion control  
**Refer questions to:** Water Pollution Control  
Engineering/Sewer Maintenance  
Engineering

## Water Pollution Control 286-5286

7525 Bertram Road SE  
<http://www.cedar-rapids.org/wpc/>

WPC is responsible for treating wastewater generated by industrial, commercial, and residential users in Cedar Rapids and surrounding communities. After advanced wastewater treatment, all treated water is discharged to the Cedar River.

**Water Pollution Control does not:** Send out water bills  
Address storm sewer issues  
Handle drainage or erosion control  
**Refer questions to:** Water Dept. Customer Service  
Engineering/Sewer Maintenance  
Engineering

## Service Summary Guide:

Services	Phone #	Department
Bandwagon rental	286-5760	Recreation
Bankruptcy Court (US)	286-2200	Federal Office
Baseball, Soccer and Softball Fields (reservations)	286-5731	Recreation
Beer and Liquor License	286-5060	Clerk
Bender Pool (year-round)	286-5790	Recreation
Bender Pool (summer only)	286-5791	Recreation
Bever Zoo	286-5761	Parks
Bicycle License (Crime Prevention)	286-5440	Police
Birth Certificates (County Records Office)	892-5445	Linn County
Boat Regulations on Cedar River	286-5559	Riverfront
Bowling Alley License	286-5060	Clerk
Box Office Information	362-1729	US Cellular Center
Bridge and Highway Plans	286-5802	Engineering
Budgeting, Budget Document, City	286-5007	Auditor
Burglar Alarm/Monitoring Maintenance License	286-5060	Clerk
Burglar Alarm User Permits	286-5440	Police
Burn Permits (issue)	892-6000	Linn County
Bus Schedules and Information	286-5573	Transit
Business Licenses and Permits	286-5060	Clerk

## City Clerk 286-5060

50 2<sup>nd</sup> Avenue Bridge, 3<sup>rd</sup> Floor, City Hall  
<http://www.cedar-rapids.org/clerk/>

The City Clerk's office administers the City government's documentation, City licenses, permits, and provides information from the Municipal Code and City ordinances to the public. This is the place to contact for agendas and minutes/resolutions of City Council meetings.

<b>City Clerk does not:</b>	<b>Refer questions to:</b>
Handle birth and death certificates	Linn Co. Recorder's Office
Marriage licenses and Divorce records	Linn Co. Recorder's Office
Issue automobile registrations	Linn County Treasurer
Issue bicycle licenses	Police, Crime Prevention

## City Council 286-5051

50 2<sup>nd</sup> Avenue Bridge, 3<sup>rd</sup> Floor, City Hall  
<http://www.cedar-rapids.org/council/>

City Council Meetings are held weekly. Citizens are encouraged to attend all meetings and are invited to voice their opinions pertaining to the operation of the city.

<b>City Council does not:</b>	<b>Refer questions to:</b>
Determine the amount of property taxes	Linn County Auditor
Provide copies of Council meeting minutes and agendas	Clerks Office

## City Manager 286-5080

50 2<sup>nd</sup> Ave Bridge, City Hall, 3<sup>rd</sup> Floor  
<http://www.cedar-rapids.org/citymanager/>

The City Manager is the chief administrative officer for the City and is appointed by the City Council. The City Manager implements policy decisions of the City Council and enforces City ordinances. In addition, the City Manager appoints and directly supervises the directors of the City's operating departments and supervises the administration of the City's personnel system

The City Manager also:

- oversees administration of City contracts, execution of public improvements, and construction, improvement, and maintenance of all City facilities.
- prepares a proposed annual budget and submits it to the City Council for consideration.

## Ushers Ferry 286-5763

5925 Seminole Valley Trail NE  
<http://www.cedar-rapids.org/ushers/>

Take a step back in time to a small Iowa town at the turn of the century at Ushers Ferry Historic Village. Located on a beautiful ten-acre site in Seminole Valley in northeast Cedar Rapids, the village is a showcase of how early Iowans lived before such conveniences as electricity or indoor plumbing.

Self-guided tours, special event days, and several theatre productions are all available at Ushers Ferry Historic Village.

### Service Summary Guide:

Services	Phone #	Department
Tait Cummins Softball Complex	398-0461	Recreation
Taxi-Cab/Limo Inspections	286-5378	Police
Taxi-Cab/Limo License	286-5060	Clerk
Tennis Courts	286-5731	Recreation
Timecheck Recreation Center	286-5796	Recreation
Traffic Signals, Signing & Traffic Volumes	286-5176	Traffic Engineering
Trails Information	286-5042	Development
Tree Care (City Property)	286-5747	Forestry
Twin Pines Golf Course	286-5583	Golf
Unauthorized Building Installation Reports	286-5831	Building
United Way Information Line	211	United Way



A  
B  
C  
D  
E  
F  
G  
H  
I  
J  
K  
L  
M  
N  
O  
P  
Q  
R  
S  
T  
U  
V  
W  
X  
Y  
Z

## Traffic Engineering 286-5176

1201 6<sup>th</sup> Street SW, 2<sup>nd</sup> Floor West, Public Works Building

<http://www.cedar-rapids.org/traffic/>

Traffic Engineering's objective is to maintain and improve the traffic flow and traffic safety of the roadway system. Traffic signals, pavement markings, traffic signs, traffic accident evaluation, and traffic capacity improvements all fall under their work responsibility.

### Traffic Engineering does not:

Investigate traffic accidents  
Motor vehicle registration  
Plan Bridge projects  
Repair streets  
Street light issues

### Refer questions to:

Police  
Linn County  
Engineering  
Streets  
Alliant Energy

## Transit-5 Seasons Transportation & Parking 286-5567

427 8<sup>th</sup> Street NW

<http://www.crbus-parking.org>

Five Seasons Transportation & Parking – Transit Division provides fixed-route bus service for the City of Cedar Rapids and the surrounding area. Bus Route Schedules & Maps, as well as Fare Information is available at 319-286-5573 and on the website.

### Transit does not

Provides shuttle service to the airport

### Refer questions to:

Airport Terminal Information

## Treasurer's Office 286-5003

50 2<sup>nd</sup> Avenue Bridge SE, 1<sup>st</sup> Floor, City Hall

<http://www.cedar-rapids.org/treasurer/>

The City Treasurer's Office is responsible for the City's cash and debt management functions.

### Treasurer does not:

Answer questions about water or garbage collection invoices  
Answer questions about or collect payment for property taxes  
Issue vehicle license plates  
Answer questions about assessed valuation – outside city limits  
Answer questions about assessed valuation – within city limits

### Refer questions to:

Water  
County Treasurer  
County Treasurer  
County Assessor  
City Assessor

## US Cellular Center 398-5211

370 1<sup>st</sup> Avenue NE

Management Company: Compass of Cedar Rapids, L.L.C.

<http://www.uscellularcenter.com>

The US Cellular Center is a multipurpose facility with arena style seating for up to 10,000 people. The US Cellular Center also administers the Paramount Theatre.

## Civil Rights 286-5036

50 2<sup>nd</sup> Avenue Bridge, 2<sup>nd</sup> Floor City Hall

Reports to: Civil Rights Commission

<http://www.cedar-rapids.org/civilrights/>

The Civil Rights Department at the City of Cedar Rapids assists the public with local issues of discrimination in housing, credit, education, public accommodations, and employment. This group provides educational materials that provide a wealth of information for children and adults.

### Other contacts for this department:

- Fair Housing Office – 1035 3<sup>rd</sup> Avenue SE 247-7275

### Civil Rights does not:

Determine state and local civil rights legislation  
Handle City of Cedar Rapids Employee Rights Issues

### Refer questions to:

State government and City Council  
Human Resources

## Controller-Auditor See "Auditor"

## Service Summary Guide

Services	Phone #	Department
Cedar Rapids Downtown District	398-0449	Private
Cedar Rapids Ice Arena	398-0100	
Census Information	286-5076	Development
Child Support Payments	398-3595	Friend of Court
Cigarette License	286-5060	Clerk
Citizen's Fire Academy	286-5248	Fire
Citizen's Police Academy	286-5450	Police
City Limits Information	286-5076	Development
Claims against the City	286-5008	Auditor
Community Develop Block Grant Funding	286-5075	Development
Construction Traffic Control	286-5176	Traffic Engineering
Cooling or Heating Requirements and Inspection	286-5833	Building
Crime Stoppers	800-272-7463	Police
Curb and Gutter Maintenance	286-5826	Streets
Curb Cuts (Streets and Sidewalks)	286-5176	Traffic Engineering



A  
B  
C  
D  
E  
F  
G  
H  
I  
J  
K  
L  
M  
N  
O  
P  
Q  
R  
S  
T  
U  
V  
W  
X  
Y  
Z

## Department of Community Development

286-5041

50 2<sup>nd</sup> Avenue Bridge, 6<sup>th</sup> Floor, City Hall

<http://www.cedar-rapids.org/development/>

The Department of Community Development is a team of planning and development professionals whose function is to assist the City Council, city-appointed board and commissions and related partners by providing planning services, participating in development activities and accessing funding sources.

Other contacts for this department:

- Annexation 286-5042
- Census Information 286-5064
- Community Development Block Grant 286-5075
- Neighborhood Liaison 286-5077
- Regional Planning Commission 286-5041

### Department of Development does not:

Determine City zoning ordinances  
 Enforce City zoning ordinances  
 Issue Occupancy/Building permits  
 Final Plats Submittal/Processing  
 Provide Digital Map Information

Refer questions to:

City Council  
 Building/Zoning  
 Building/Zoning  
 Engineering  
 Information Technology

City Demographics available at: [www.cedar-rapids.org/development/demographics.shtml](http://www.cedar-rapids.org/development/demographics.shtml)

Maps – list and prices at: [www.cedar-rapids.org/development/maps\\_&\\_reports.shtml](http://www.cedar-rapids.org/development/maps_&_reports.shtml)

## Engineering & Sewer Department

286-5802

1201 6<sup>th</sup> Street SW, Second Floor West, Public Works

<http://www.cedar-rapids.org/engineering/>

The Engineering Department plans bridges, highways, roadways, storm and sanitary utilities, trails and sidewalks. They also administer the City's erosion control and drainage needs.

The Sewer division of this department maintains the extensive network of sanitary and storm sewers in the city.

Other contacts for this department:

- Loose Manhole Covers, Sewer backup & Maintenance 286-5815
- Sewer Construction, Storm Sewer Information 286-5802
- Sidewalk Replacement, Survey Information and Records 286-5802

### Engineering & Sewer Do Not:

Handle questions regarding Minority Business Enterprise (MBE)

Refer questions to:

1-800-532-1216

## Service Summary Guide:

Services	Phone #	Department
Self Service Line, Library	398-7405	Library
Senior Citizen and Disabled Bus Service	892-5170	Linn County
Sewer Backup, Problems, Maintenance	286-5815	Sewer
Sewer Construction, Storm and Sanitary	286-5815	Engineering
Sidewalk Replacement	286-5802	Engineering
Sign Permits and Inspection	286-5831	Building
Size of Lot (and Property Taxes)	286-5888	Assessor
Skating Rink License	286-5060	Clerk
Skywalk Information	398-0449	CR Downtown District
Social Security Administration	393-0045	Social Security
Softball, Soccer & Baseball Fields (reservations)	286-5731	Recreation
Softball Rainout Information (City Line)	363-7000 category 3503	Recreation
Soldiers Exemption (on Property Taxes)	286-5888	Assessor
Speed Limits, Street Closures, Signs & Painting	286-5176	Traffic Engineering
Sprinkler and Alarm Tests (Notification)	286-5491	Fire Dispatch
Squaw Creek Lodge Rental	892-6450	Linn County
Storm Sewer Information & Street Construction	286-5802	Engineering
Street Directories (for sale)	286-5041	Development
Street Lights	398-4406	Alliant Energy
Subdivision Regulations	286-5041	Engineering
Substance Abuse Information Center	398-5133	State of Iowa
Surface Flooding & Drainage Problems	286-5802	Engineering
Swimming passes	286-5731	Recreation
Swimming Pools (fill)	286-5910	Water



A  
B  
C  
D  
E  
F  
G  
H  
I  
J  
K  
L  
M  
N  
O  
P  
Q  
R  
S  
T  
U  
V  
W  
X  
Y  
Z

**Sewer Maintenance** See "Engineering"

**Skywalk** See "Parking"

**Solid Waste and Recycling** 286-5897

940 4<sup>th</sup> Street SW, Public Works Facility  
<http://www.cedar-rapids.org/solidwaste/>

The Solid Waste staff is responsible for collecting the residential solid waste and recycling in Cedar Rapids. Curbside recycling is a very successful program that the City is very proud of.

**Solid Waste & Recycling does not:**  
Pick up fallen trees on private property  
Pick up fallen trees on public property  
Answer Solid Waste & Recycling utility bill questions

**Refer questions to:**  
Owner's responsibility  
Forestry  
Water

The Cedar Rapids/Linn County Solid Waste Agency is not a city department. They are a separate Governmental Agency with an Executive Director and overseen by a Board of Directors. To contact the CR-LC Solid Waste Agency (Landfill Site) – 377-5290

**Streets Department** 286-5826

1201 6<sup>th</sup> Street SW, 1<sup>st</sup> Floor Central, Public Works Building  
<http://www.cedar-rapids.org/streets/>

The Streets Department enables drivers and pedestrians alike to move freely through the City on well-maintained streets and sidewalks. They work diligently to keep the streets free of water, snow, and other debris.

**Streets does not:**  
Paint markings on roads  
Respond to inquiries about sanitary and storm sewers maintenance  
Yardy Pick-Up and Recycling  
Traffic Signal Outages and Street Signs

**Refer questions to:**  
Traffic Engineering  
Engineering/Sewer  
Solid Waste & Recycling  
Traffic Engineering

**Service Summary Guide:**

Services	Phone #	Department
Deeds and Abstracts for City Owned Property	286-5006	Auditor
Dilapidated Properties	286-5836	Building
Dog – Off Leash Area	848-7373	Animal Control
Downtown Design Review	286-5047	Development
Discrimination Information (Credit, Employment, Housing, Public Accommodation)	286-5036	Civil Rights
Divorce Records (Linn County Recorder)	892-5445	Linn County
Drainage Problems	286-5802	Engineering
Driver's License (State of IA)	377-6461	State of Iowa DOT
Economic Development	286-5047	Development
Electrical Requirements and Inspection	286-5834	Building
Ellis Golf Course	286-5589	Golf
Ellie Pool (Summer only)	286-5793	Recreation
Emergency Management Agency (Linn County)	363-2671	Linn County
Emergency Outside of Cedar Rapids	892-6100	County Sheriff
Employment (City)	286-5000	Human Resources
Erosion Control/Subdivisions, Flood Plain	286-5802	Engineering
Event Planning Information	286-5057	Clerks



A  
B  
C  
D  
E  
F  
G  
H  
I  
J  
K  
L  
M  
N  
O  
P  
Q  
R  
S  
T  
U  
V  
W  
X  
Y  
Z

## Facilities Construction Department

286-5809

1201 6<sup>th</sup> Street SW, Public Works Facility

<http://www.cedar-rapids.org/facilities>

The Facilities Construction Department is responsible for building maintenance projects, major and minor renovation projects, lease and purchasing negotiations and maintaining the building policies for all City buildings.

## Fire Department

286-5200

Central Station ..... 222 3<sup>rd</sup> Street NW  
Station 2 ..... 442 50<sup>th</sup> Ave. Ct. SW  
Station 3 ..... 1424 B Ave. NE  
Station 4 ..... 3600 42<sup>nd</sup> Street NE  
Station 5 ..... 509 Wilson Ave. SW

Station 6 ..... 2416 Mt. Vernon Rd. SE  
Station 7 ..... 206 29<sup>th</sup> Street NE  
Station 8 ..... 100 Wiley Blvd. SW  
Station 9 ..... 415 Broderick Drive NE

<http://www.cedar-rapids.org/fire/>

The Cedar Rapids Fire Department is responsible for responding to fire and medical emergencies as well as public education and safety. Arson Investigation, Fire Code Inspections and community education are part of their duties. Fire personnel also respond to emergencies on the Cedar River within Cedar Rapids.

Other contacts for this department:

- Arrest Arson Hotline 1-800-532-1459
- Arson Investigation 286-5241
- Fire Prevention Bureau and Safety Education 286-5212

**Fire Department does not:**

Refill Fire Extinguishers  
Fill Swimming Pools  
Provide Hydrant Markers or Repair Fire Hydrants  
Issue Burn Permits

Refer questions to:

Private safety company  
Water Department  
Water Department  
Linn Co. Public Health

## Forestry Department

286-5747

15 22<sup>nd</sup> Avenue SW

<http://www.cedar-rapids.org/forestry/>

The Forestry Department keeps this City's wide variety of trees well maintained and safe within City ordinances. Forestry removes tree debris from City property after windstorms and assists citizens in adhering to City ordinances that regulate how boundaries and right-of-ways affect tree and bush planting and maintenance.

**Forestry Department does not:**

Collect debris from privately owned trees  
Determine City tree and bus ordinances  
Provide State & County Park Information

Refer questions to:

CR/Linn Waste Agency  
City Council  
Palisades Kepler Park or  
County Conservation Commission  
County Recorder

Provide State Hunting Information

## Service Summary Guide:

Services	Phone #	Department
Records Rooms – Police Department	286-5350	Police
Recycling Information	286-5897	Solid Waste
Regional Planning Commission	286-5067	Development
Rental Property Regulations	286-5872	Housing Services
Reserve baseball, soccer & softball fields	286-5731	Recreation
Restraining Order	398-3411	Linn County Clerk of Court
Rezoning and Platting	286-5043	Development
Return Ride Program (FST&P)	286-5573	Transit
Risk Management	286-5008	Auditor
Riverside Roundhouse (Rental Information)	286-5731	Recreation
Riverside Roundhouse Farmers Market (during business hours)	365-9015	Recreation



A  
B  
C  
D  
E  
F  
G  
H  
I  
J  
K  
L  
M  
N  
O  
P  
Q  
R  
S  
T  
U  
V  
W  
X  
Y  
Z

## Recreation Department

398-5731

2000 Mount Vernon Road SE

<http://www.cedar-rapids.org/recreation>

The Recreation Department offers a wide variety of programs for everything from senior citizens aqua-aerobics to kids in soccer leagues. Recreation manages the City's five swimming pools and the picnic games lend-out programs so citizens will have many opportunities for recreational activities.

Other contacts for this department:

- Bender Pool (year round) 286-5790
- City Market (during business hours) 365-9015
- Pavilion Reservations & Lend Out Services 286-5733
- Timecheck Recreation Center 286-5796

Individual Pools:

- Bender Pool (year round) 286-5790
- Bever Pool (summer only) 286-5791
- Cherry Hill (summer only) 286-5792
- Ellis Pool (summer only) 286-5793
- Jones Pool (summer only) 286-5794
- Noelridge Pool (summer only) 286-5795

**Recreation does not:**

Issue Off-leash Dog Park Permits  
Answer questions about boating regulations  
Administer the Ice Arena

Refer questions to:  
Animal Control  
Parks  
398-0100

## Riverfront Services

286-5559

2550 Ellis Blvd. NW

The care of the Ellis Boat Harbor and the City boat ramps are under the management of the Cedar Rapids Parks Department. River front is in charge of boat slip and stall rentals.

Office Hours are: Monday – Friday 10am-2pm

Other contacts for this department:

- Harbor Improvement 286-5766

**Riverfront does not:**

Close the Cedar River under dangerous conditions  
Enforce Boating Regulations  
Provide rescue personnel in case of water or river emergency

Refer questions to:  
Fire  
Iowa DNR  
Fire

## Service Summary Guide:

Services	Phone #	Department
Fair Housing	247-7275	Civil Rights
Farmers Market	286-5731	Recreation
Financial Reports	286-5006	Auditor
Fire Alarm Test Notification	286-5491	Joint Notification
Fire Arson Investigation	286-5241	Fire
Fire Hydrant Locations, Markers & Repair	286-5910	Water
Fire Prevention Bureau & Safety Education	286-5212	Fire
Firearms Permit (Linn County Sheriff)	892-6100	Linn County Sheriff
Fireplace Safety Check	286-5833	Building
Five Seasons Center (US Cellular Center)	398-5511	US Cellular Center
Five Seasons Parkade	286-5549	Parking
Five Seasons Transportation & Parking (Transit)	286-5567	Transit
Five Seasons Transportation & Parking (Parking)	286-5549	Parking
Flood Plain Information Technical	286-5802	Engineering
Flood Plain Regulation – Zoning	286-5836	Building



A  
B  
C  
D  
E  
F  
G  
H  
I  
J  
K  
L  
M  
N  
O  
P  
Q  
R  
S  
T  
U  
V  
W  
X  
Y  
Z

## Golf Department 286-5588

3601 42<sup>nd</sup> Street NE  
<http://www.cedar-rapids.org/golf/>

The Golf Department manages four municipal golf courses in Cedar Rapids. These public courses offer a variety of golf challenges for advanced and beginning golfers. Lessons and youth programs are also available. The physically challenged can contact Twin Pines for information.

Other contacts for this department:

- Ellis Golf Course 286-5589 (Reservation line 286-5584)
- Gardner Golf Course 286-5586 (Reservation line 286-5582)
- Jones Golf Course 286-5581 (Reservation line 286-5585)
- Twin Pines Golf Course 286-5583 (Reservation line 286-5587)

**The Golf Department does not:** Administer Hunters Ridge or Saint Andrews Courses  
 Rent the Squaw Creek Pavilion

**Refer questions to:** Private Courses  
 Linn County Preservation

## Housing Services 286-5872

1211 6<sup>th</sup> Street SW, 2<sup>nd</sup> Floor West, Public Works Building  
<http://www.cedar-rapids.org/housing/>

Housing Services enforces the City's housing code for all residential properties in the city; provides housing rehabilitation assistance for qualified property owners – including rental and owner occupants; provides down-payment assistance for first-time homebuyers, and provides rental assistance to low-income families.

Other contacts for this department:

- Nuisance and Dilapidated Properties 286-5836

**Housing Services does not:** Settle tenant & landlord disputes (not leased housing)  
 Enforce housing discrimination laws  
 Determine property lines  
 Issue Homestead Tax Credit

**Refer questions to:** Legal Services (2<sup>nd</sup> St. SE)  
 Civil Rights  
 Private Land Surveyor  
 City Assessor

## Human Resources 286-5000

51 1<sup>st</sup> Avenue Bridge, 1<sup>st</sup> Floor, City Hall  
<http://www.cedar-rapids.org/hr/>

The HR Department recruits, hires, trains, develops and retains a capable workforce.

**Human Resources does not:** Handle employment discrimination issues for non-city employees

**Refer questions to:** Civil Rights

## Purchasing Services 286-5021

50 2<sup>nd</sup> Avenue Bridge, Mezzanine Level, City Hall  
<http://www.cedar-rapids.org/purchasing>

The City procures supplies, materials, equipment and services through a purchasing system that is partially centralized and partially decentralized. City departments have authorized buyers who provide the purchasing services for their individual work group and who are responsible for ensuring that the city's centralized procurement policies are followed. Many citywide bids and contracts that are common to more than one department are issued and administered through Purchasing Services.

Contact this department for electronic auction information, bid opportunities, disposal of surplus supplies and equipment, and vendor registration.

## Service Summary Guide:

Services	Phone #	Department
Parade Permits	286-5060	Clerk
Parking Meter Malfunction & Hoods off street	286-5549	Parking
Parking Meter Hoods on street	286-5176	Traffic Engineering
Parking Ramps and Lot Maintenance	286-5518	Parking
Parking Signs	286-5176	Traffic Engineering
Parking Tickets	286-5549	Parking
Pavilion Reservations	286-5731	Recreation
Pawnbroker, Peddler & Pushcart License	286-5060	Clerk
Picketing (Police Department)	286-5348	Police
Plumbing Requirements & Inspection	286-5832	Building
Pool Table License	286-5060	Clerk
Property Tax Credit	286-5888	Assessor
Public Works/Engineering	286-5802	Engineering
Purchase Orders	286-5006	Auditor



A  
B  
C  
D  
E  
F  
G  
H  
I  
J  
K  
L  
M  
N  
O  
P  
Q  
R  
S  
T  
U  
V  
W  
X  
Y  
Z

**Paramount Theatre** See "US Cellular Center"

**Parking – 5 Seasons Transportation & Parking** 286-5549

349 4<sup>th</sup> Ave. SE  
<http://www.crbus-parking.org>

The City's Parking Division, provides parking and skywalk connections for the citizens and guests of Cedar Rapids, Marion and Hiawatha. The Parking Division includes monthly/hourly parking services; parking meter services and parking maintenance.

**Parks Department** 286-5760

3601 42<sup>nd</sup> Street NE  
<http://www.cedar-rapids.org/parks>

The City of Cedar Rapids Parks Department is responsible for the planning, developing, and maintenance of the City's extensive system of over 70 public parks, bike trails, and recreation areas that cover more than 3,400 acres.

- Other contacts for this department:
- Memorial Donations (Park Benches, trees, etc...) 286-5768
  - Riverfront – Harbor Items 286-5766
  - Rental of boat slips & stalls 286-5559

**Parks Department does not:** Refer questions to:  
Issue permits to the Off-Leash Dog Park Animal Control  
Reserve pavilions, shelters, or ball fields and give info on rainouts Recreation  
Enforce boating regulations Iowa DNR

**Police** 286-5378

506 1<sup>st</sup> Street SW  
<http://www.cedar-rapids.org/police/>

The Police Department is responsible for policing the streets of Cedar Rapids.

- Other contacts for this department:
- Crime Prevention, Bicycle License & City Alarm Permits 286-5440
  - Community Policing 286-5344
  - Crime Stoppers 1-800-272-7463
  - Records, Harassing Phone Calls, & Incident Reports 286-5350

**The Police Department does not:** Refer questions to:  
Investigate arson Fire  
Respond to emergencies outside of Cedar Rapids County Sheriff's Office  
Administer driver's licenses State of Iowa DOT  
Administer firearms permits County Sheriff's Office

**Information Technology** 286-5500

50 2nd Avenue Bridge, 5th Floor, City Hall  
<http://www.cedar-rapids.org/it/>

The Information Technology Department sets standards for hardware and software purchases and directs implementation of new technologies and policies.

**Information Technology does not:** Refer questions to:  
Provide Internet Access to Citizens Cedar Rapids Public Library

**Service Summary Guide:**

Services	Phone #	Department
Garbage Pickup & Rates	286-5897	Solid Waste
Garbage Pickup Billing Questions	286-5900	Water
Garden Rentals	286-5731	Recreation
Grants Coordination (City of Cedar Rapids)	286-5075	Development
Greenhouse – Noelridge Park	286-5762	Parks
Ground Transportation Center	286-5573	Transit
Gun Permit (Linn County Sheriff)	892-6100	Linn County
Handicap Parking Signs	286-5176	Traffic Engineering
Harassing Phone Calls	286-5350	Police
Health Department (Linn County)	398-3551	Linn County
Heating or Cooling Requirements and Inspection	286-5833	Building
Highway Plans (IDOT – District Engineer)	364-0235	State of Iowa
Historic Preservation (City of Cedar Rapids)	286-5076	Development
Homestead Tax Credit	286-5888	Assessor
Housing Rent Assistance	286-5872	Housing



A  
B  
C  
D  
E  
F  
G  
H  
I  
J  
K  
L  
M  
N  
O  
P  
Q  
R  
S  
T  
U  
V  
W  
X  
Y  
Z

## Joint Communications

362-5382

505 1<sup>st</sup> Street SW

<http://www.cedar-rapids.org/jointcomm/>

The Joint Communications Department at the City of Cedar Rapids provides Police, Fire and Ambulance dispatch in response to citizen calls to 911 emergency lines. This Department is located in the Police Department and operates seven days a week, twenty-four hours a day.

**Contact this City Department only to respond to an emergency**

**Joint Communications does not:**

Dispatch emergency personnel outside of Cedar Rapids

Refer questions to:

County Sheriff's Office

## Library – Cedar Rapids Public Library

398-5123

500 1<sup>st</sup> Street SE

Westside Branch – Westdale Mall (2<sup>nd</sup> Level)

Reports to: CR Library Board of Trustees

<http://www.crlibrary.org>

Cedar Rapids Public Library provides nearly 80 programs each month in addition to a good book. Cedar Rapids Public Library is also home to the Iowa Substance Abuse Information Center (ISAIC) and other reference services. In addition, the library is accessible to the physically challenged. A café on the second level is open Monday-Saturday for lunch, coffee, specialized beverages and desserts.

Hours:

Downtown Branch

Monday – Thursday 9am – 9pm

Friday 9am-6pm

Saturday 9am-5pm

Sunday 1pm-5pm

Westside Branch

Monday – Friday 10am- 9pm

Saturday 10am-5pm

Sunday 1pm-5pm

Other contacts for this department:

- Iowa Substance Abuse Center 366-3801
- Self Service Line 398-7405
- Westside Library Branch, Westdale Mall 390-7806

## Mayor's Office

See "Council"

## Monthly Parking

See "Parking"

## Neighborhood Liaison

286-5077

50 2<sup>nd</sup> Ave Bridge, 3<sup>rd</sup> Floor, City Hall

<http://www.cedar-rapids.org/community/>

The City of Cedar Rapids is committed to working with neighborhood Associations and using tools that foster and provide for the stability of neighborhoods. As a result, the City employs a Neighborhood Liaison to work with neighborhood associations.

## Service Summary Guide:

Services	Phone #	Department
Jobs Hotline (City Jobs)	286-5095	Human Resources
Jones Golf Course	286-5581	Golf
Jones Pool (summer only)	286-5794	Recreation
JTPA and Promise Jobs	398-5105	Linn County
L.I.F.T.S.	892-5170	Linn County
Landfill	398-5163	Linn County Solid Waste
Leased Housing	286-5872	Housing Services
Legal Services Corporation of Iowa	364-6708	Legal Services
Licenses, City	286-5060	Clerk
Licensing of City Owned Vehicles	286-5006	Auditor
Major Street Plan – 2030 Transportation Plan	286-5042	Development
Manhole Covers, Loose	286-5815	Sewer Maintenance
Maps (for sale) Department of Development	286-5041	Development
Maps (for sale) Engineering Department	286-5802	Engineering
Marriage License (County Recorder)	892-5445	Linn County
Military Exemption (on Property Taxes)	286-5888	Assessor
Minority Business Enterprise (MBE)	800-532-1216	Private
Motor Vehicle Registrations (Linn County)	398-3476	Linn County
Municipal Code and City Ordinances	286-5060	Clerk
Nature Center – Indian Creek	362-0664	Private
Neighborhood Watch Program	286-5440	Police
Noelridge Farmers Market – Hours & Rental	286-5731	Recreation
Noelridge Park Greenhouse	286-5762	Parks
Noelridge Pool (summer only)	286-5795	Recreation
Notary Public	398-5123	Library
Nuisance and Dilapidated Properties	286-5836	Building



**CEDAR RAPIDS**  
City of Five Seasons

A  
B  
C  
D  
E  
F  
G  
H  
I  
J  
K  
L  
M  
N  
O  
P  
Q  
R  
S  
T  
U  
V  
W  
X  
Y  
Z