

DAVENPORT

NEIGHBORHOOD RESOURCES & PROBLEM-SOLVING GUIDE



A PRODUCT OF THE
DAVENPORT
WEED & SEED
STRATEGY



Weed and Seed Strategy & This Guide

As a product of the Davenport Weed & Seed Neighborhood Restoration initiative (Weed & Seed), this guide was constructed to assist our neighbors within the boundaries of Locust Street moving south to the Mississippi River, and Farnam Street heading west to Division Street, in improving their quality of life, as well as provide them tools to address many of the issues impacting neighborhoods today.



Hoping for a user-friendly approach to learn about resources in your community, the administration and personnel of the City of Davenport want you to feel comfortable with forming positive relationships with the departments and people within this guide, the city and within your neighborhoods. The people noted in this booklet are here to help you take control of your neighborhood and develop it into the kind of neighborhood where people want to live, raise a family, and retire.

Get involved. There are a number of opportunities for you to make a difference. Become a part of the movement. Help Weed & Seed help you! For more information, call the Site Coordinator at 888-2005 or visit **www.weedandseeddavenport.org**.

Strategy

With the focus on improving quality of life, the Weed & Seed strategy is a two-prong approach: weed out undesirable activities through law enforcement and community policing, while building resources to improve the outlook of residents through neighborhood restoration and engaging youth through prevention, intervention and treatment.

How It Works

Weed & Seed activities are directed by a steering committee comprised of target area residents, social service agencies, the business community, city development staff and the Davenport Police Department. In addition, three key sub-committees focus

specifically in the areas of Law Enforcement & Community Policing, Neighborhood Restoration, and Youth Services - Prevention, Intervention, and Treatment.

2009-2010 Weed & Seed Steering Committee Members

Lorelei Pfautz, Chair- Friendly House*

Danielle Stone, Vice Chair-Resident*

Marion Meginnis, Secretary-Gateway Redevelopment Group/Resident*

Tom Wagner, Treasurer-The Republic Companies

Bonnie Beechum- United Neighbors/Resident

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Mark Hanssen- Davenport Police Department

Scott Hobart- Juvenile Court Services

Loxi Hopkins- Quad Cities Interfaith

Mark Hunt- Bi-State Regional Commission

Ida Johnson- United Neighbors

Rachael Mullins- Davenport Community Schools/Resident

Rob Scott- Central High School

Russ Upton- Neighborhood Housing Services*

Mark Vincent- People Uniting Neighbors & Churches

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*Steering Committee members who in addition to those individuals listed below serve on the Neighborhood Restoration Committee and contributed to the design and content of this guide. Bruce Scherler - United Neighbors, Jeff Gomez - Resident, Joyce Klopp - Lydia Home, Scott Tunncliff - Hilltop Campus Village, and Genaire Walker - Southwest Gateway Neighborhood

We would also like to thank the City of Minneapolis Police Department for permission to reuse some of the following content.

We hope this guide is useful to you. We welcome your comments about it as well as your thoughts on current and future Weed & Seed activities.

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Our Community Overview

Did You Know?

The City of Davenport, with a population of approximately 100,000 and the third largest city in Iowa, was recognized nationally as the 2007 Most Livable Small City in the country. Davenport was also a finalist for a 2010 National Sustainable Community Award.



Your City Government

The City of Davenport uses the mayor-council form of government. The City Council (eight ward aldermen and two at-large) is responsible for setting policy, approving the budget, determining the tax rate, and formulating broad long-term policies that outline the City's public function. The position of city administrator is appointed by the mayor subject to confirmation by a two-thirds vote of the entire membership of the city council. The city administrator is appointed to carry out policy; ensure that the entire community is being served; and make policy recommendations to the council, who may or may not adopt them, and may modify the recommendations. The city administrator is bound by whatever action the council takes.

Get Involved!

Davenport residents are encouraged to participate in their local government by voting in local elections or serving on local Boards & Commissions. For a complete list of these, please visit the City's web page at **www.cityofdavenportiowa.com**. Public meetings also afford every resident the opportunity to comment on matters that may affect them. Meeting calendars for Boards & Commissions are posted on the City's web page. The City Council meets most Wednesdays at 5:30 p.m. in City Council chambers at City Hall, 226 W. 4th St. in downtown Davenport. (First and third Wednesdays are reserved for Committee of the Whole with the second and fourth Wednesdays reserved for the full City Council meetings.)

Get Recognized!

The 2025 City Comprehensive Plan states that “the strength of any community lies in its neighborhoods, districts, and corridors.” Through a Neighborhood Recognition process, the City supports the unique identities of each area by working with neighborhood leaders and allocating resources in a way that will preserve and enhance quality of life. This process formalizes the relationship between the City and neighborhood organizations. For more information on how to become a Recognized Neighborhood, contact Neighborhood Services staff at 888-3440.

Help Is Just a Phone Call or Click Away

The City of Davenport has many resources available to its citizens to help weed out undesirable activities. As the first part of the Weed & Seed strategy, the following information is provided as a guide to easily locate help.

Action Center

You can make a service request for many of the issues covered in this guide by visiting the Action Center on the City of Davenport web page. The Action Center allows citizens to maintain an open dialogue with their community government. Citizens can fill out and submit forms online to report incidents, provide feedback, request tours and more. Book mark this link in your browser:

<https://www.cityofdavenportiowa.com/egov/apps/action/center.egov>

If you do not have internet access and need assistance, you can call the staff in Neighborhood Services at 888-3440.

Law Enforcement & Community Policing

The Davenport Police Department is your partner in crime prevention and law enforcement. They can help resolve problems that you may currently be having with crime in your neighborhood. Community policing can prevent crime in your neighborhood and it starts with YOU. Neighborhood Watch and other strategies can help make your neighborhood difficult targets for criminals. Call 326-7979 today to be a part of the solution.

Drugs, Gangs, and Prostitution

The Tactical Operations Bureau is a section of the Criminal Investigation Division of the Davenport Police Department that focuses on drugs, gangs, prostitution, gambling, and emergency responses. The bureau consists of the Vice/Gang Unit, the Davenport officers assigned to the Metropolitan Enforcement Group (MEG) Unit, the Quad City Gang Task Force (QCGTF), and Hotel Interdiction Drug Enforcement (HIDE).

The Tactical Operations Bureau appreciates any information you can provide that will assist them with removing vice/gang crimes from your neighborhood but please use care and common sense when documenting any suspected illegal activities in your neighborhood. **Your safety is most important!**



If you have any questions regarding the Tactical Operations Bureau or have information on criminal activity of this type in your neighborhood please contact Brent Biggs at 326-7726.

Examples of things that may indicate a house is involved in illegal activity include:

- High level of traffic (vehicle or pedestrian) to a particular address, staying for very brief times.
- One or more persons who appear to be watching for police.
- Unusually well-fortified doors or windows (excessive bars, boarded-up windows, etc.)
- Conversations and exchange of small items through windows.

When you suspect that a house on your block is a site for drug dealing and/or prostitution, begin documenting activity without drawing attention to yourself. Keep a log of as much of the following information as possible:

- license numbers, makes, models, and colors of cars
- days and times of heaviest traffic
- how long cars stay
- descriptions of suspects, with which come most frequently
- location of any lookouts

Unless you have found the owner to be uncooperative in the past or there is very high potential danger to neighbors (i.e. weapons are visible, threats made, etc.), first try to work through the property owner to cure the problem.

- Contact the owner about the situation. Describe the activities that are disruptive to the neighbors, adding that this type of activity may indicate that the residents are operating a drug house. If the owner is receptive to take action within a specified period of time, give them the opportunity. An owner can be referred to the Community Services Division of the DPD.
- Continue to monitor and document activity.
- If the property owner's actions solve the problem, say thanks, and perhaps invite the owner to a neighborhood watch meeting. This can build a base for future cooperation.
- Make sure the owner knows that the Davenport Police Department offers free screening of tenants for rental buildings.

If the owner is unwilling or unable to remedy the situation within the specified time, contact DPD. Provide the log information you have collected, with frequent visitors highlighted, along with the name and number of the owner of the property to CRT. Continue to monitor activity. After a reasonable period of time if you feel the situation is continuing, re-contact DPD. In most cases DPD will keep you informed as much as possible as work progresses. If there is an active investigation in progress by the Tactical Operations Bureau, there is very little information we can share.

Call 911 for any disturbance which might occur, such as loud music, fights, large gatherings of people involving some type of illegal activity (e.g., blocking street or sidewalk, disturbing other residents). Do not call 911 just because cars and pedestrians are coming and going.

After the problem has been resolved, contact the property owner and offer them the opportunity to become involved in the neighborhood watch group to prevent future problems

Loitering

On Public Property:

Loitering by itself is not against the law. It is appropriate to **call 911** if you believe the loiterers are violating laws such as consuming intoxicating beverages in public, loitering to solicit for prostitution, begging, disorderly conduct, and interfering with pedestrian or vehicular traffic. Talk to others who are affected by this behavior and urge them to report it. Be specific in describing the persons and what they are doing.



On Private Property:

- Document the times and areas where loitering is occurring, as well as descriptions and numbers of participants, and type of activities occurring.
- Meet with owners/managers of residential rental property and tell them you are concerned with the loitering occurring on their property. This may be occurring because of the behavior of one or more of their tenants. A lease may be written that limits the number and times guests can visit and regulate the conduct of residents and guests. Managers/owners should follow up violations with written warnings and evictions.
- Business owners can post their property No Trespassing during specific hours when the business is closed, e.g., "No Trespassing 10 p.m. to 7 a.m."
- CPTED — Crime Prevention Through Environmental Design. Property can be made less amenable to trespassing by making physical changes to the property, such as fencing, lighting, posting signs, planting flowers/shrubs, trimming trees and bushes. Contact the Crime Prevention officers at 326-6173 for additional CPTED information.

Graffiti

Graffiti is a form of vandalism. If allowed to start in one area, it can spread and have damaging effects on an entire neighborhood. Here are some ideas on what to do if you are a victim of graffiti, as well as tips to prevent graffiti and suggestions about whom to

call to remove graffiti at sites other than on your personal property.

If you are a victim of graffiti:

- Report the property damage, by calling the Graffiti Hotline at 888-3352. (In some cases they will want to investigate before it is removed.)
- Take pictures of the graffiti for insurance and investigative purposes.
- Remove graffiti as soon as possible after it has been reported. Left alone, graffiti attracts graffiti. (Again, you may want to take a picture before you do so.)
- Ask your hardware store clerk about paint and surfaces from which graffiti is easily removed. If you are recovering a surface, select a product from which you can quickly and effortlessly remove graffiti in the future.
- Call if graffiti persists and is a problem in your area. DPD will work with you to identify suspects by working with local schools or perhaps the gang unit.



Tips to help prevent graffiti:

- Keep an eye out for suspicious behavior. Pay special attention to individuals or groups who are loitering. If it appears that they are about to apply graffiti, call 911!
- Improve lighting on your property. If graffiti is a problem in your alley, consider installing motion detector lights on your garage. If you are a renter or if a neighbor's property is poorly lit, talk with the property owner about improving lighting.
- Report all incidents of damage to your property. Reporting is important because it may be possible to identify patterns through accumulated reports. This helps the police to deal with the problem. Please take a picture of it and call the Graffiti Hotline at 888-3352 to report it.

Don't get mad — get organized! Rejuvenate your Neighborhood Watch group around a graffiti removal project. Encourage youth to help as well. To get a watch group started, call DPD Crime Prevention at 326-6173.

Neighborhood Energized to Succeed (NETS)

The Neighborhoods Energized to Succeed program (NETS) uses a hybrid combination of community policing and problem oriented policing to effectively reduce crime and improve quality of life in targeted neighborhoods. Working extensively with rental property owners and neighborhood residents, the NETS strategy has been credited with significant reduction in calls for service and crime in many Davenport neighborhoods. Having recently expanded to encompass a larger area of central Davenport, the NETS program is a resource for residents wanting to become more involved with developing solutions for neighborhood problems. For more information about the NETS program or how you can help reduce crime in your area, contact Sgt. Hanssen at 888-3566 or e-mail at mhanssen@ci.davenport.ia.us.

Volunteers In Police Service (VIPS)

The Volunteers in Police Service (VIPS) program uses community volunteers for services such as background checks for landlords, stolen bicycle recovery, extra patrols, and clerical duties that allow sworn officers to focus on their primary duties of law enforcement and crime prevention. If you are looking to become more active in the community and have an interest in law enforcement, this may be the perfect fit for you. Call 326-6141 for more information.

Mobile Precinct Station

The Mobile Precinct Station (MPS) is an extension of the police department and can be moved anywhere in the city to be used as a mobile police substation, major incident command center, crime scene investigation mobile lab, or for public relations. If you see the MPS in your neighborhood it is there as a resource to you and the officers working in your neighborhood. The goal of the Mobile Precinct is to improve the quality of life in our neighborhoods. We use the MPS to support our NETS Officers, Neighborhood Watch Programs and other areas that need enhanced law enforcement services.

Neighborhood Watch

This program provides citizens with information to assist them in securing their own homes and personal property with an emphasis

on crime prevention. Citizens are involved in reporting suspicious activity to the police and participating in a proactive approach to solving neighborhood problems. Neighborhood Watch has brought about a dramatic drop in residential crime for the active watch areas.

The program depends on a communications network, organized between the residents, block captains, and the police. Call United Neighbors, Inc. at 322-7363 and connect with an organizer for the basics of getting started.

- Visit your neighbors and tell them you would like their help in forming a neighborhood watch.
- Organize a meeting with your neighbors to discuss the details of your group—interest, size, boundaries, type of organization.
- Select a captain or captains who demonstrate an interest in active participation.
- Prepare a neighborhood directory and map listing names, addresses, and phone numbers of each involved residence in the group. United Neighbors can help you and make copies.
- Invite a Davenport Police officer, especially if you have crime issues. Call 326-7714 to speak with an officer in the crime prevention unit.
- As the neighborhood relationships develop schedule group activities such as picnics or parties.



Crime Prevention Resources

The Davenport Police Department Crime Prevention Unit seeks to reduce crime and the fear of crime in the community through community awareness and education. The Crime Prevention Unit provides a wide range of services to individuals, groups, home owners, and businesses to enhance their safety and security. For a list of available services, training programs, and presentations contact Officer Jacobsen at 326-7714.

Adult Welfare

When you encounter an adult who seems to be in trouble there

are a wide variety of resources available depending on the particular problem. A mentally ill, chemically dependent, or otherwise vulnerable adult can be given assistance. If you feel comfortable approaching the person, talk with him or her, and offer assistance. A person in crisis might welcome your help. If the person has family (e.g. adult children, siblings, or parents) you can contact them. A neighbor or church nearby may provide some helpful information or assistance. If you are afraid or unwilling to approach this person, **call 911**. A police officer can respond and evaluate the situation.

Child Safety Seats & Inspections

Current Iowa law states that children who are under the age of six are required to be in appropriate child passenger safety seats. The Davenport Fire Department sponsors a car seat checkup event on the 4th Saturday of every month at Station 6 located at 1735 W. Pleasant St. This event runs from March through October of each year and is from 9 a.m. to Noon. For further information call 326-7907.

Noisy Neighbors

Davenport City Code states that "It is unlawful for any person to unreasonably make, continue, or cause to be made or continued, any noise disturbance within the limits of the city." That means residents should be sensitive to the amount of noise made especially between the hours of 10 PM and 7 AM when noise

should not cross a residential property boundary. This applies to parties or other activities such as working on your vehicles, home construction projects, lawn care, etc. Offenders may be fined \$100 for each incident; repeat offenders may receive jail time.



Dog & Cat Licensing

Dogs and cats in the City of Davenport must be licensed. This should occur in the same month of their rabies vaccination. Proof of vaccination must be presented to obtain the license. Licenses

may be purchased at the Humane Society of Scott County, 2802 W. Central Park Avenue, Davenport, Iowa. For further information, please call 388-6655. Pet licenses can help with the return if a pet should become lost.

Animal Complaints

City ordinance mandates that pets be licensed and on a leash or within an enclosure. To report a stray animal contact the Scott County Humane Society at 388-6655.

The Humane Society also enforces the ordinance that restricts pet ownership to no more than four total animals (dogs, cats, ferrets, or pot-bellied pigs) and no more than three of any one of those common pets. There are also restrictions on exotic pets or dogs that have been deemed as vicious. A dog whose persistent barking creates ongoing disruptions for a neighborhood is also in violation of the city ordinance.



To submit a complaint or for a clarification on the applicable ordinances call the Scott County Humane Society at 388-6655 or visit their web page at **www.hssc.us**.

Pet Waste Ordinance / Pet Waste Stations

City ordinance requires that pet owners clean up after their pets. Animal wastes contain bacteria, viruses and nutrients that cause contamination when introduced into the watershed. To report a pet waste violation or to report a dead animal in a park or roadway, call Public Works at 326-7923.

These habits reduce pollution to our streams and creeks.

- Use a plastic bag or scooper to pick up your pet waste.
- Bring disposal items with you while are on a walk.
- Walk on routes with pet waste stations.
- Dispose of pet waste by flushing down the toilet or placing it in the trash.

Emergency Vehicles and Address Posting

Every structure, house, building, etc. has been assigned a legal address. The postal service depends on this. Police, fire, ambulance all need to find you when you have an emergency. Please use numbers at least two inches in height easily readable from street and alley.

Business and Contractor Licensing

The City of Davenport has license and permit requirements to protect both the business operator and the consumer. Due to our multi-business license fee code structure, we ask that you contact us at any time for more information on a contractor license (326-7745) or business license (326-7715). We can also investigate complaints of a business operating without a license. If you suspect that a business, vendor, or solicitor is operating in your neighborhood without a business license call 326-7715 or if you think that a business is operating in violation of the zoning for its location call 326-7765.

Traffic Problems, Signage, and Parking Issues

If your neighborhood experiences frequent problems with drivers speeding, running stop or yield signs, generally driving in a reckless manner, or frequently has illegally parked or abandoned vehicles call the Davenport Police Department Traffic Bureau at 326-7782 with a license plate number and/or a description of the vehicle. For cars parked on the grass or boats or recreational vehicles parked in a front yard call 326-7765.



The City of Davenport enforces parking ordinances on a citywide basis in an effort to improve compliance. If you would like to request special zones for handicapped or resident-only, contact the City of Davenport Parking Division by phone at 328-6200 or by email at ezparking@ci.davenport.ia.us.

Street and Alley Lighting

The majority of street lights in the City of Davenport are owned and maintained by MidAmerican Energy. If you would like to report a street or alley light that is not working properly, please call MidAmerican Energy at 888-427-5632, visit their website at

www.MidAmericanEnergy.com.

The City of Davenport provides public roadway lighting for the safety of vehicular and pedestrian traffic. The majority of the roadway lights within the city are owned and maintained by MidAmerican Energy who is responsible for keeping the lights operational. While security is an added benefit of roadway lighting, it is not its primary goal. In general, the City tries to maintain a consistent pattern of lighting that will reduce dark areas and provide drivers and pedestrians with safe travel.

City staff will investigate requests for additional street and alley lights to determine whether the lighting is warranted and feasible. If warranted, the Engineering Division requires a petition form signed by the person making the request and all residents near the proposed light. Once the petition is returned, it is forwarded to the Public Safety Committee of the City Council for approval.

To schedule an audit of the existing conditions to determine if additional roadway lighting is warranted in your area, please contact the Engineering Division at 326-7729 or complete the Engineering Request in our Action Center.

Youth Services

As they say, "It takes a village to raise a child." Unsupervised and unengaged youth will eventually find activities to occupy their time... many of which can be destructive to the fabric of a neighborhood. Adults in every neighborhood should be concerned about this and take an interest in the welfare of their youth. Below you will find resources for activities and assistance to positively engage and empowerment Davenport's youth to be a force for good in the community.

United Way InfoLink - 211



The mission of 211 is to link, in the most direct way possible, people in need with the community programs and services designed to meet that need. 211 is the information and referral service of the United Way of the Quad Cities Area.

Each person who calls 211 is given the opportunity to speak with a specialist who will help with an assessment of the situation and identify appropriate community-based resources, which can meet the caller's needs.

To access this service dial 2-1-1 from your phone in the Quad Cities Area, email you question to **211@unitedwayqc.org**, or call 355-9900 for more information.

Youth Leadership Activities

Davenport youth are encouraged to become an active participant in their community. One way to do this is to serve on the Youth Advisory Commission which promotes involvement and government awareness. The Commission meets the first Monday and third Sunday of each month, and includes smaller public relations and development committees. For more information call 888-3384. Youth Leadership activities are also a priority for the Davenport Weed & Seed strategy. There are many opportunities for the youth of central Davenport to get involved including a Youth Summit and many activities coordinated and held at two Safe Haven sites in Central Davenport.

Safe Havens

Safe Havens are sites within the Davenport Weed & Seed target area that provide a safe and friendly atmosphere for Davenport youth. The Safe Havens provide events, services, and mentoring to promote positive behavior and help youth manage and overcome the challenges in their lives.

Currently the designated Safe Haven locations are:
The Friendly House - 1221 Myrtle Street - 323-1821
United Neighbors, Inc. – 808 Harrison Street – 322-7363
Call or drop in at one of these locations to find out more!

The River's Edge

Formerly known as the Quad City Sports Center, the River's Edge is located at 700 W. River Dr. and plays host to a wide range of recreational opportunities for Davenport youth. Ice activities



will include a local youth hockey association, an adult hockey association, lessons in hockey and figure skating, public skating, a junior hockey team, access for local area high school teams, and miscellaneous rentals. Turf activities will include indoor soccer, sport enhancement training, rental for special events, and practice sessions for football, softball, field hockey, lacrosse, volleyball.

The adjacent Active Recreation Corridor in Centennial Park also offers 24/7 access to outdoor basketball courts and a skate park.

Child Welfare

If it appears that a child's health and safety are in immediate danger, **call 911**.

Some of the following examples may indicate possible abuse and/or neglect. If you observe them, it is important to document with dates and times.

- Drugs or drug paraphernalia present.
- Alcohol/paint/bottles lying around; parents and other adults acting drunk or high.
- Suspicious bruises on children.
- Children act timid, shy, and jumpy.
- Children are often dirty and dressed inappropriately for the weather.
- Children show loss of weight; seem to have on-going cough, colds, and poor physical health.
- Children are outside at inappropriate times or for extremely long periods of time without supervision.
- Interaction between parent and child is inappropriate, abusive, or violent.
- School-age children are around during school hours.

When you suspect child, dependant adult, or senior abuse or neglect, call the Iowa Department of Human Services at 326-8794 or visit **www.dhs.state.ia.us** on the web and report what you have observed and when. When in doubt, call.

If school-age children are frequently out of school call the Davenport Community Schools District at 336-5000.

Police Explorers Program

The Davenport Police Department's Explorer Program educates and involves youth in police operations. Along with gaining a working knowledge of police work, Explorers will have the opportunity to apply this knowledge throughout the community. The program is open to youth from 14 to 20 years of age with an interest in making law enforcement a career. Call Officer Jacobsen at 326-7714.

Citibus Passports and Usage

Quad City Passports offer unlimited rides for only \$25 a month. They can be purchased at the following locations:
Davenport City Hall, 226 W 4th St, Davenport, Iowa
Ground Transportation Center, 300 W River Dr, Davenport, Iowa
Hy-Vee Food Store, 2200 W Kimberly Rd, Davenport, Iowa
Hy-Vee Food Store, 3019 Rockingham RD, Davenport, Iowa

Correct change is required to ride Citibus. Tokens can be purchased at City Hall. Reduced fares are available for Senior Citizens age 60+, children 11 years of age or younger, and any elementary, middle school, or high school student on school days. For further information, please call 326-7707.

Davenport Public Library

The Davenport Public Library System has three facilities. The Main Library, 321 Main Street, houses all research and reference items, popular reading materials, and computer access. The Richardson-Sloane Special Collections Center features a nationally renowned genealogy and local history collection. The Fairmount Branch at 3000 Fairmount Street, and the Eastern Avenue Branch at 6000 Eastern Avenue, are community libraries that offer leisure reading materials, homework help, computer access, community meeting rooms, used book stores, and coffee shops.



Davenport residents are eligible for free library cards. To find out what you need to get a free card, contact the Customer Service Department at 563-326-7832.

The Davenport Public Library offers more than 600 free programs

each year, such as: teen video-gaming days, story times, crafts, book discussion groups, and family fun nights. The Library also offers large-scale events, such as the Bix Porch Party, the Teen Battle of the Bands, the IMAX® YouTube video contest, and family festivals throughout the year.

The Library is also open 24/7 online – visit them at www.davenportlibrary.com and become a fan of the library at www.facebook.com/davenportlibrary.

Neighborhood Restoration

The City of Davenport has some basic rules for residents to live by to help protect the quality of life in your neighborhood. You should do your best (whether you are a renter or a home-owner) to respect these rules. You should also feel free to contact the City with questions or to trigger enforcement if you spot a violation. Become a partner in residential code enforcement and help us help you make your neighborhood a better place to live!

Temporary Signs

Signs that don't need a permit:

Garage Sale Signs
Real Estate Signs
Construction Signs
Political or Religious Signs

Signs that require a permit:

Temporary Business Signs
Grand Opening Signs

Signs are NEVER allowed in Right of Way.

Right-of-way is City-owned property that contains streets, sidewalks, and a great deal of utilities, both over-and underground. Right-of-way includes boulevards in the middle of streets. The right-of-way is reserved for public purposes and the only signs allowed are street and traffic control signs and traffic signals. It is essential that private signage remain outside of the right-of-way.

Signage that is placed in the right-of-way will be removed and disposed of as trash. Any City of Davenport employee may remove such signs without notice. Property owners are

encouraged to report these signs and/or remove them themselves. For more information contact City staff at 326-7765.

Fences

Zoning requirements stipulate the height, setback and placement of all fences. However, building permits are not required. Fence height and setback requirements vary from one zoning district to another. Contact Zoning staff at 326-7765 to determine the correct requirements for your property.



Civil disputes over the location of a fence or wall at adjoining private properties are not within the enforcement authority of the City to resolve. Contact the City of Davenport Engineering Department at 326-7729 for more information on right-of-way or easement issues.

Unkempt Property

City of Davenport Ordinance 8.14.400 States, "All owners or occupants of property shall maintain their property in a clean and litter-free manner, including sidewalks, boulevards, one-half of alleys, curbs or rights-of-way up to the edge of the pavement of any public street." City of Davenport Ordinance 8.14.380 States, "No property owner shall allow solid waste to accumulate on their premises."

The Solid Waste, Environmental Inspection Office provides for the routine inspection of property and the review of complaints regarding solid waste and other debris accumulating in yards and in City of Davenport right-of-way.

Contact the Environmental Inspection Office to file a complaint or for more information at 326-7923.

When a complaint is received or violation observed, a letter and photo are sent to the current recorded deed holder. The owner has seven days to correct the issue. The property is rechecked after that time and if corrective action has not been taken, the city will perform the work, and the owner will be invoiced for the expense. An appeal process is in place which can suspend action

by the city until the appeal is heard. If a property is repeatedly cited for three violations, it may be declared a nuisance abatement property. In this case, no prior notice for cleanup is required.

Grass and Weed Complaints

Residents in the City of Davenport are required to maintain their property up to and possibly including portions of the right-of-way. Although there are exceptions made in some cases for native plantings that can help control storm water, in most cases grass or groundcover that exceeds nine inches in height is in violation of the ordinance. The Parks & Recreation Department is responsible for enforcing the ordinances that cover overgrown weeds/grass on public Right-Of-Way (boulevard) and private property and trees/bushes blocking sidewalks/roadways. Call 888-3433 for more information or to report a possible violation.



Garbage/Recycling/Yard Waste Programs

Solid Waste services include:

Garbage Collection, **Weekly**

Bulky & Electronic Waste Collection, **Every Other Week**

Recycling Collection, **Every Other Week**

Yard Waste Collection, **Weekly during Season**

Environmental Inspection, Debris in Yard & Illegal Dumping

For information about the solid waste and recycling services available to you including the garbage and recycling services calendar for your area, or to request a recent copy of the Garbage Guide, contact the Solid Waste Division of Davenport Public Works at 326-7923.

Litter and Illegal Dumping

If you observe litter tossed from cars, call *1-888-No-Littr (1-888-665-4887)* and report the license plate number. The new hotline connects to Keep Iowa Beautiful, Governor’s Keep Iowa Clean and Beautiful Task Force and to Iowa Law Enforcement agencies. Your call will help to generate a letter that will be sent to the violator

noting that their littering was observed.

If you see illegal dumping in progress, dial 911 for the Police Department. Call 468-4218 to report a dumping site or for more information on illegal dumping. Please provide as much detail as possible regarding the location, what was dumped, vehicle description and license plate information (if available) and date and time discovered. A citation can be issued to the offender carrying a fine up to \$1,000.

Street Sweeping

Regular street sweeping activities occur during the spring and summer months; routines change during the fall and winter months due to seasonal challenges. For more information on current street sweeping activities please contact Public Works at 326-7923.

Potholes and Street/Alley Repairs/Resurfacing

Street patching of "pot holes" and other small areas is done by the Street Maintenance Division with full-time crews dedicated to patching potholes. Reported potholes are added to a prioritized list and are repaired as soon as possible. To report a pot hole call 326-7923.



Street resurfacing is a yearly maintenance program performed primarily on streets which have been previously resurfaced or are currently seal coated with curbing in place. Streets are selected from the use of the City Pavement Management System, traffic flow and City staff inspections of the street network and are resurfaced under contract with the Engineering Division of the Public Works Department.

The City currently shares the cost of resurfacing alleys with the owners of adjacent properties. The City pays half of the cost and assesses half of the costs to the. A person interested in having their alley rehabilitated will be required to circulate a petition among all the owners along the alley to determine interest among the necessary parties. If you are interested in this program, call 326-7923.

Sidewalk and Curb Repair / ADA Compliance

Property owners are responsible for maintaining the city sidewalk and the boulevard abutting their property. This includes replacement or reconstruction of defective sidewalks, mowing the boulevard areas and maintaining them in a safe condition. The city will pay for 50% of the repair costs for sidewalks and curbs on residentially zoned properties, based upon prices of the city's sidewalk contractor. The work must be performed by the city contractor to be eligible for cost-sharing. The adjacent owner pays the balance of these costs.

The city has specific criteria to determine if a sidewalk is defective; only those sidewalks which meet these criteria are eligible for the program. Service walks (which run to the house or curb) and driveway approaches are excluded.



If a sidewalk is clearly damaged by city sewer manholes or trees on the public right-of-way it may be repaired by the city at no charge to the adjacent owner. A city inspection is required.

The city also has an annual program to install pedestrian curb ramps in compliance with the Americans with Disabilities Act (ADA). Priority is given to ramp locations near schools and hospitals, along collector and arterial streets, and in areas where pedestrian routes are frequently used by disabled citizens. Cost of initial installation will be borne by the city. Subsequent replacement of these ramps due to normal wear may be done on a cost-sharing basis with the adjacent property owner. For more information call 326-7729.

Retaining Walls – Responsibility & Maintenance

The Engineering Division is responsible for investigating and replacing or repairing retaining walls on public property. If you have questions or concerns regarding a retaining wall please call 326-7729. To report a retaining wall that is damaged or needs repair, please call.

Street Trees and Maintenance

The Natural Resources Forestry crew maintains Davenport's urban

forest, consisting of approximately 20,000 street trees and over 2000 acres of forested park lands. In addition, the crew enforces city code when private trees create hazards on adjacent sidewalks and streets. Please call 326-7923 for more information on the street tree program, to report a hazardous tree or for emergency response services to tree failures that impact public safety.

If your trees have been damaged by a storm or are growing into the utility lines, call Mid-American Energy at 888-427-5632 or email them at **trees@midamerican.com**

Private property disputes involving trees are to be resolved by the neighbors and not by the City. See the Mediation Services section for assistance.

Sidewalk Snow Removal

Property owners and/or occupants are responsible for clearing the city sidewalks adjacent to their homes or businesses and maintaining them free of snow and ice at all times. The city policy regarding snow removal can be found in the Municipal Code, Chapter 12.56, but the highlights are listed below.



Snow or ice must be cleared within 10 hours of the cessation of a snowfall and be kept cleared thereafter. If the snow or ice has become packed and difficult to remove, it must be covered with salt, sand, sawdust, ashes, or some other non-slippery or adhesive substance to make the sidewalk safe to use.

When a sidewalk has not been cleared within the allotted time, the city may clear that sidewalk and bill the property owner for the associated costs. No warning of such clearing will be given.

Following a snowfall of 2" or more, routine inspections are performed to ensure compliance. Any location generating a complaint is also inspected and cleared, if warranted. The area to be cleared is photographed prior to removing the snow or ice. The property owner may file an objection to the charge with the City Clerk's office at 563-326-6163.

To report a sidewalk that has not been cleared, call the Public Works Department at 563-326-7704.

Sump Pump and Downspout Discharges

Excessive sump pump discharge and discharge from an improperly directed downspout can present problems in certain neighborhoods. In excess, these types of discharge can result in harm to a neighboring property or hazardous conditions such as ice and moss on adjacent sidewalks and streets. For these types of situations we recommend first trying to discuss the issue with your neighbor; often the neighbor will be willing to redirect the discharge and were unaware of the problems their discharge was causing. If talking with your neighbor fails to resolve the issue then contact Public Works at 326-7923.

Storm Drains

When leaves, trash and other debris cover area storm drains, it can cause localized street flooding and carry pollutants to our watershed. City crews do all that they can to keep the over 10,000 storm drains clear, but they need YOUR help. By taking ownership and adopting your nearby storm drain inlet, YOU can stop debris from entering our watershed; protecting the health of our creeks and streams and preventing street flooding. If you are interested in adopting a storm drain(s), please contact Public Works, Natural Resources at 563-326-7923.

Dumping into a storm drain or creek is illegal. To report dumping call 326-7923 or 911 if you see dumping in action.

Water and Sewer Issues

Iowa American Water Company owns and maintains the water mains throughout the city. Property owners are responsible for the water service line from the water main to the building. Water leaks outside of a building should be reported either to the Engineering Division of the Davenport Public Works Department or Iowa American Water Company. Those reported to the Engineering Division will be investigated and a repair notice will be sent to the property owner if needed. Please call 326-7729 to report a water leak. You should report severe water leaks directly

to Iowa American Water Company at 866-641-2108.

The installation of water mains and services on Public Property requires a permit issued by the Engineering Division. All water mains are installed by Iowa American Water Company.

Sewer line maintenance is a shared responsibility. Property owners are responsible for maintenance of their sewer line up to the connection at the sewer main. The City is responsible for maintenance of the sewer main itself. Beginning July 1, 2010, the City established the Sewer Lateral Repair Program to assist homeowners with costly repairs. The program funds eligible repairs up to \$10,000. For more information, call 326-7923 or visit **www.cityofdavenportiowa.com/sewer**. For questions about your sewer bill please call 326-7707.

Abandoned and Vacant Structures

If a building is vacant and open to trespass or has been boarded, but is once again open to trespass, call the Davenport Fire Department, Community Services Division at 326-6198. They will secure the property or can begin the process to have it boarded if it is not already started.

The owner of a building must be notified and given time to secure the building themselves. After that, the city may board the house. Neighbors might “adopt” vacant and abandoned buildings in their area and report any suspicious or illegal activity by calling 911. If the building is vacant and open to trespass and people are illegally occupying the building, **call 911** and report this activity.



Historic Preservation

Davenport has 17 local and national historic districts, each with unique character. The Historic Preservation Ordinance provides recognition and protection for the city's historic buildings, structures, sites, and districts. An appointed Commission is charged with making recommendations to the City Council regarding those structures and/or districts. The Commission

reviews applications for the demolition of these structures and also conducts Certificate of Appropriateness reviews of exterior changes requiring a building permit for buildings and structures within city historic districts or listed as city landmarks. An application must be filed before work commences. The Commission can be helpful in providing informal feedback during the planning process and prior to formal application. The Commission meets on the second Tuesday of each month in the first floor City Hall chamber. Complete guidelines, examples how to submit requests, and submission forms are available by contacting the Commission Secretary at 563-326-7765.

State Rehabilitation Tax Credits

The State Rehabilitation Tax Credit program offers assistance to people seeking to rehab buildings 50 years or older. Generally, buildings of this age that retain most of their original external architectural elements qualify; this standard applies to buildings inside and outside one of Davenport's historic districts. For this program, the State of Iowa applies National Register eligibility requirements. These requirements and the rehabilitation standards can be found at www.nps.gov.

If approved, 25% of qualified external and internal rehabilitation costs are available as a credit against state income taxes. For residential properties, the cost of a qualified rehabilitation project must be either \$25,000 or 25% of the assessed value of the property (less the land value) - whichever is less. For commercial properties, the rehabilitation project must be 50% of the assessed value of the property (less the land value) before rehabilitation. If there is no assessed value the insured value can be used.

Owners seeking to participate in the program must make application to the State Historical Society of Iowa. More information and applications are available at www.iowahistory.org or by contacting Beth Foster Hill at Beth.Foster@iowa.gov. Davenport's volunteer Gateway Redevelopment Group (GRG) has assisted a number of individuals with applications. GRG can be contacted at ars@grgdavenport.org or by calling 563-326-3290.

Housing Rehabilitation Programs

The City of Davenport has many programs to assist residents with the purchase or rehabilitation of many abandoned, vacant, or foreclosed properties in Davenport. The HAPPEN and 100 Homes programs are just two of the many programs that may offer assistance with the purchase or rehabilitation of a property in Davenport.



HAPPEN Program

Abandoned homes placed on the HAPPEN list may be eligible for a rebate of 40% of rehab costs, up to \$30,000. Structures must be owner occupied when completed and each must meet or exceed standards set by the Davenport Housing Code. This citywide program is available annually until funding is exhausted.

100 Homes

Davenport's 100 Homes program provides closing and rehabilitation costs for qualifying homes in much of the city's urban core. Successful applicants can receive up to \$15,000 in assistance and must make at least 80% of the area median income.

Call one of our Neighborhood Development Coordinators at 326-7748 to see if you qualify for any of these programs.

Building Permits and Inspections

The Building Inspections Division of the Public Works Department is responsible for the code enforcement on all new construction and remodeling in the areas of building structure, heating and mechanical, plumbing and electrical. The best way to find out if you need a permit is to call the building department at 326-7732 before beginning ANY significant renovation or remodeling work on your property.

Permits are usually required for the following:

- New buildings
- Additions (bedrooms, bathrooms, family rooms, etc.)
- Residential work (decks, garages, fireplaces, pools, water heaters, etc.)

- Renovations (garage conversions, basement furnishings, kitchen expansions, re-roofing, etc.)
- Electrical systems
- Plumbing systems
- HVAC (heating, ventilating and air-conditioning) systems

Rental Property Inspection

Rental property in the city is inspected on a regular basis by the Community Services Division. Properties are required to meet minimum standards established by the Davenport Property Maintenance Code. Owners are notified of required repairs and given time to make repairs. When repairs are completed properly, a Certificate of Compliance is issued to the owner. This certificate is valid until the next inspection and is transferable to a new owner. However, the certificate may be revoked if new violations occur between inspection periods and are not corrected.

All rental property must be licensed by the City. An annual rental license fee of \$25.00 will be charged for each property. An inspection fee will be charged based on the number of units and the frequency of the inspection. The license is transferable to a new owner. However, a license may be revoked for violations of the Property Maintenance Code.

Complaints concerning buildings should be made to the Community Services Division at 326-7746. Complaints are investigated and if found to be valid, owners are notified of repairs required.

For complete information consult the Community Services Division - Property Maintenance Code. The Code is available at the Davenport Public Library or online at **www.cityofdavenportiowa.com**.

Relocation Assistance Program

The Relocation Assistance Programs can help tenants displaced by City or County inspections with deposits and moving expenses for rental housing. Funds are available for relocation to units in compliance with the City Housing Code.

Assistance is limited to:

DEPOSITS - Security deposits, utility deposits and moving expenses, not to exceed \$500. Required security and/or utility deposits for the replacement dwelling will be issued directly to the vendor.

FIXED MOVING EXPENSE - If the household has furniture, \$25 a room (excluding bathrooms, hallways, closets, basements and attics) will be paid.

The maximum amount available for moving expenses is \$200. The displaced family must make arrangements for transporting personal property to the replacement dwelling and providing manpower resources, packing and unpacking personal property, disconnecting, reconnecting, and installing relocated household appliances.

Landlord Education Assistance Program (LEAP)

The Davenport Crime-Free Multi-Housing Program (CFMHP) is designed as a partnership between law enforcement and rental property managers to help tenants, owners, and managers keep drugs and illegal activities off rental property. The program uses a unique three part approach which ensures tenant friendly techniques will be applied to maintain crime prevention goals.

PHASE ONE involves an eight hour Landlord Education and Assistance Program (LEAP) seminar presented by police, community services division, city legal, magistrates, fire department, and public housing. *The City of Davenport has mandated Phase I for all landlords/property managers in order for them to obtain their rental license.*

PHASE TWO will certify that the rental property has met the security requirements for the tenant's safety.

PHASE THREE involves the tenants in a crime prevention meeting, which will be conducted for a full certification of the CFMHP. Upon completion of the three phases, the manager will be granted the use of large metal signs for display on the property and the use of the program logo in all advertisements.

For more information please contact the Davenport Police Crime Prevention Unit at 328-6729.

Problem Area Code Enforcement (PACE) and Nuisance Properties

Activities such as drug dealing, frequent loud parties, trash and litter, and other types of criminal and nuisance behaviors create many problems in the neighborhoods in which they occur. Eliminating these types of activities can greatly improve the quality of life in the surrounding neighborhood.

Problem Area Code Enforcement (PACE) deals with the source of the particular problem plaguing a neighborhood. The offending activity and the property from which it occurs are treated as a nuisance. If it is determined that a problem area nuisance exists, the property owner will receive a notice to abate the nuisance as directed by the city. The property owner may request an appeal hearing to review the abatement order and nuisance declaration. If the nuisance is not abated as ordered and no request for hearing is made within the designated abatement period, the city may take actions to abate the nuisance and assess the costs against the property owner. This may include the cost of police response.

PACE encompasses activities that occur within 1,500 feet of the source property for the nuisance. Crimes and nuisance behaviors exhibited by persons permitted on a property by the occupants shall also be a factor in the determination of whether a particular property is a nuisance to the neighborhood and disruptive of neighbors' rights to the peaceful enjoyment of their property.

Your Civil Rights

Civil rights are personal rights guaranteed and protected by the U.S. Constitution and statutes such as the Civil Rights Act of 1964, Iowa Civil Rights Act, and the Davenport Civil Rights Ordinance. Civil Rights include the equal treatment of all people with respect to the enjoyment of life, liberty, and property and freedom from unlawful discrimination in employment, housing, public accommodation, credit and education.

The Davenport Civil Rights Commission (DCRC) enforces the Davenport Civil Rights Ordinance which prohibits discrimination against persons because of age, creed, marital status, race, sex, sexual orientation, disability, color, religion, national origin or ancestry, gender identity or familial status in the areas of employment, education, public accommodations, credit and housing. There is NO cost to file a complaint with the Davenport Civil Rights Commission. Language interpreters are available if necessary. Call 326-7888 for more information.

Appeals and Civil Rights Complaints

You may file a complaint of unlawful discrimination with the Davenport Civil Rights Commission in several ways. One way is to complete a complaint form and the appropriate questionnaire. Forms are available at their office at 226 West 4th Street, Davenport, IA. Call 563-326-7888 if you have any questions.

Mediation Services

If you are unable to resolve an issue with a neighbor using the information in this guide or you find that your issue is such that staff cannot intervene, you should contact Quad Cities Mediation Services, Inc (QCMS). Mediation is an informal process in which a trained neutral third person, called a mediator, meets with the parties and helps them work through their conflict. The mediator will listen carefully and facilitate the discussion. The mediator is not a judge and does not decide who wins or loses. Each party is given full opportunity to be heard and to share his/her perspective on the situation at hand. Out of this discussion of perspectives possible settlement options are generated. If one option is agreed upon by all parties, the mediator will write up a settlement agreement to be signed by all parties. Please contact the QCMS at 676-0098 to determine if this would be a possible solution.

The Process of Undertaking Other Issues

If you have a question about an issue not covered in this guide please contact Neighborhood Services staff at 888-3440.

Services Directory

Emergency — 911

Police (non-emergency)	326-7979
Fire (non-emergency)	326-7906
Fire – Community Services Division	326-7746
City Hall	326-7711
Mayor’s Office	326-7701
City Council	326-2070
City Legal	326-7735
CPED - Housing Rehabilitation / Planning	326-7748
Finance Dept. - Sewer Bills	326-7707
Parks & Recreation Dept	326-7812
Civil Rights Commission	326-7888
Davenport Public Library	326-7832
Citibus Transit	888-2151
Public Works Dept (Garbage, Recycling, Yard Waste, Environmental Inspection, & Building Permits)	326-7923
Waste Commission of Scott Co. - Landfill	381-1300
Waste Commission of Scott Co. - Recycling	386-9575
Humane Society of Scott County (Animal Issues)	388-6655
Scott County Courthouse	326-8611
Scott County Attorney	326-8000
Scott County Sheriff	326-8628
Scott County Health Department	326-8618
Scott County Treasurer	326-8664
Scott County Platroom	326-8721
Quad Cities Mediation Services, Inc.	676-0098
The Friendly House	323-1821
United Neighbors, Inc.	322-7363
Davenport Weed & Seed	888-2005



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