

## MAINTENANCE

### Street Parking

Parking on the street is allowed on the south and west sides of the street, or as marked on city streets for vehicles that are licensed and operable. Storage of vehicles, campers, or boats is not allowed on any street.



### SNOW REMOVAL

Property owners are required to clear sidewalks after any accumulation. Driveway and sidewalk snow must be displaced onto your property or “parking area.” Do not push snow into the roadway or into your neighbor’s yard.



### “PARKING” AREA

The area from the street curb over the sidewalk is public property that must be maintained by the property owner. These areas are designed for sidewalks, utility lines including water and sewer mains and electrical power lines. This area is also used in snow removal. Snowplows push the snow off of the road onto the “parking.” The city does not allow landscaping or planting in the parking area. With regards to the area of town that has sidewalks in the rear of the lots, the abutting property owners share in the responsibility of care and maintenance.

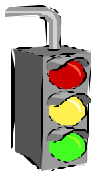
### RIGHT-OF-WAY

Publicly owned property including the streets and the “Parking” area.

### BRUSH DAYS

Tree branches from residential tree trimmings can be brought to the City Wastewater Dept. at 1108 8<sup>th</sup> Street SW on designated Saturdays from March thru November in lengths no longer than 6’. The branches will be chipped and used for mulch. The dates are posted in our Quarterly Newsletter and at the entrance to the Wastewater Department. Wood Chips are available. Please call the Streets Shop for an appointment at 967-2734.

**STOPLIGHTS AND STREET SIGNS**



If a stoplight is out or malfunctioning, or if a street sign is missing or has been knocked down please call City Hall and a work order will be issued.

**STREETLIGHTS**

If a streetlight is out or is not going off in your neighborhood please call City Hall at 967-5136. The City will call the problem into Mid-American Energy.

**STREET MAINTENANCE**

Street Cleaning is done on a regular monthly basis.

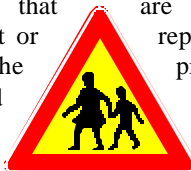
Street Repair

Resurfacing, replacement, and patches are done as scheduled through the spring, summer and fall months along with special projects.



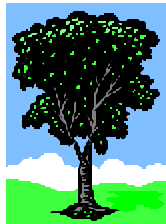
**SIDEWALK INSPECTIONS**

Each year the city performs inspections on the condition of public sidewalks throughout the city. Sidewalks can settle, shift, and crack over time and certainly cause safety concerns for people on the sidewalks. Sidewalks that are in need of replacement or repair are marked and the property owners are notified and given time to fix the problem. After notification the city repairs the marked sidewalk and bills the property owner. The sidewalk inspections are done to keep our sidewalks safe for everyone.



**TREE INSPECTIONS**

Tree heights over the sidewalk and roadway are also noted. Tree branches need to be at least 8 feet above the sidewalk and 14 feet above the roadway. Property owners with trees that do not meet these standards are notified and given time to trim their trees.



## ORDINANCES

### SNOW ORDINANCE

If there is an accumulation of 1” of snow no person, except authorized emergency personnel, shall park or leave unattended any vehicle on any public streets within the City limits. This remains in effect for 48 hours after the snow has subsided.



### WEEDS AND GRASS ORDINANCE

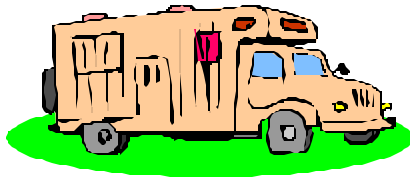


Every owner shall cut, mow and maintain all grass, weeds, and brush upon the owner’s property and adjacent to the curb line, (or outer boundary of any street) which includes the “parking” area abutting the owner’s property to a uniform height as follows:

- Developed Residential Areas: Not to exceed 9”
- Undeveloped Residential Areas: Not to exceed 12”
- Business and Industrial Areas: Not to exceed 12”
- Agricultural Areas: Not to exceed 15”

### RV ORDINANCE

Camping or living in a recreational vehicle is permissible in a recreational vehicle park and campground. Camping or living in a RV in a residential area is restricted to a period not to exceed 14 consecutive days or 30 days in a calendar year.



### BURNING ORDINANCE

The City of Altoona does not allow any type of open burning!



## PUBLIC LIBRARY



The Altoona Public Library is located at 700 8<sup>th</sup> Street SW. The Library offers a wide variety of learning tools including an ICN (computer network classroom), a computer room, Internet access computers, craft and hands on activities, videos, and one of the best and most comprehensive book selections. The library also offers a meeting room for rent to the public. For more information or hours please call the library at 967-3881.



## PARKS AND RECREATION

Altoona is full of parks, bike trails, and community recreation facilities, including the new skate park (1100 Venbury Drive SW) and aquatic center. The Sam Wise Youth Complex is a 68 acre multi-purpose sports complex. The bike trails and Bike/Pedestrian Bridge link the community by trails and are continually being extended. Eventually the trails will connect to the 5-County Trail that will link Altoona and many other communities by trails. The new Altoona Aquatic Center is located at 1200 Venbury Drive SW (opening Memorial Day, 2003) and offers a zero depth entry, slides, diving board, sand play area, and many other water features. The parks throughout town offer a variety of recreation activities including tennis courts, basketball courts, playground equipment, baseball fields, frisbee golf, sand boxes, and many more activities. The parks also offer picnic sites, a gazebo, shelter houses, amphitheater, rose garden and public restrooms.



*To locate the parks, trails, and the pool check out the map located in the back of the handbook.*

## **BOARDS & COMMISSIONS**

### **MAYOR**

An elected official who serves a term of 4 years as Chief Executive Officer of the City and presiding officer of the City Council. The Mayor supervises all departments of the City and gives direction to department heads concerning the functions of the



departments. The Mayor also has the authority to examine all functions of the municipal departments, their records and to call for special reports from department heads at anytime. The Mayor appoints the following:

- Mayor Pro Tem
- Police Chief
- Library Board of Trustees
- Sanitary Sewer Superintendent
- Water Superintendent
- Board of Adjustment
- Parks and Recreation Board

### **CITY COUNCIL**

The City Council is made up of 5 elected officials serving staggered 4-year terms. All responsibilities of the city are vested in the Council except as otherwise provided by law or ordinance. Council appoints the following:

- City Attorney
- City Administrator
- City Clerk / Financial Officer
- Planning and Zoning Commission

City Council meets on the first Monday of every month at 6:30 p.m. and special meetings as necessary, usually the third Monday of each month.

### **PLANNING AND ZONING COMMISSION**

Appointed by City Council with 7 members serving staggered terms of 5 years. P&Z Commission establishes city-zoning regulations and recommends to Council amendments, changes, or modifications to the Zoning Code. The commission reviews and comments on site-plans, subdivision plats, zoning and comprehensive plan updates. Plans and plats must be submitted and reviewed by the P&Z Commission before approval by the City Council.

### **PARK AND RECREATION BOARD**

Appointed by the Mayor with approval by the City Council. The 7 members serve staggered 2-year terms. The Park and Recreation Board recommend development and extension of playgrounds and recreational facilities to the City Council. They also promote City Parks and recommend equipment and other items necessary for the operation of the Park and Recreation facilities.

### **LIBRARY BOARD OF TRUSTEES**

A 5-member Board appointed by the Mayor with City Council approval. The Library Board oversees the Library's uses, staff, purchases, rules and regulations. Board members serve 6-year terms appointed every two years.

### **BOARD OF ADJUSTMENT**

This 5-member Board is appointed by the Mayor and approved by the City Council. The duty of the Board of Adjustment is to act as an appeal board for any person adversely affected or aggrieved by the rules and regulations of the "Zoning Code." The Zoning Code includes ordinances pertaining to building and property regulations, zoning, land use and subdivisions.

For more information about any of the following Boards or Commissions please contact City Hall at 967-5136 or talk to a current board member. A list of current board members is included in each newsletter and is also available on the City's web page: [www.altoona-iowa.com](http://www.altoona-iowa.com).

### **HOW CITY BUDGET IS PASSED**

The city budget is put together over a period of 9 months. The early stages begin in September with preliminary planning and capital improvement projections. After review, discussions, and revisions a preliminary draft is presented to council in November for review. As the process continues, a final draft is compiled and the City holds public hearings for public comment and then it is passed by the City Council before the County can certify the budget.

### **VOTING PRECINCTS**

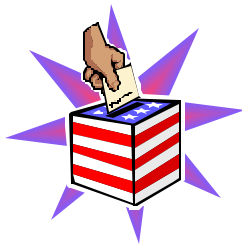
Currently the city is divided into four voting precincts. The current voting locations are:

Altoona 1: City Hall - 407 8<sup>th</sup> Street SE

Altoona 2: The Campus- 1500 8<sup>th</sup> Street SW

Altoona 3: Willowbrook Elementary -  
360 17<sup>th</sup> Avenue SW

Altoona 4: Ss. John & Paul Catholic Church  
- 1401 1<sup>st</sup> Avenue S.



See the Voting Precinct map at the back to locate where you are to vote and review your voter registration card.

## BUILDING AND ZONING

### BUILDING PERMITS

Permits are required before any new construction, alteration and/or addition is started. The following miscellaneous items are examples that require building permits:

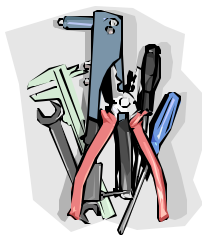
- ✓ Addition to principal building
- ✓ Construction or addition to a garage
- ✓ Deck or patio
- ✓ Fences
- ✓ Storage shed
- ✓ Swimming pools and hot tubs
- ✓ Sidewalks, approaches, and driveways
- ✓ Metal siding
- ✓ Solar equipment
- ✓ Ham radio towers
- ✓ Signs
- ✓ Fireplaces and wood burning stoves
- ✓ Finish basement
- ✓ Remodel house interior



Electrical, plumbing, and mechanical permits are required before any new work is started. Permits are also required for rewiring, installing furnaces, air conditioners and hot water heaters. All electricians, plumbers, and mechanical contractors are required to be licensed by the City of Altoona. This is for your protection.

Please contact the Building Department concerning restrictions, and zoning requirements as you are making your plans.

*For questions or more information contact  
the  
Building Department  
967-5138.*



## **ZONING**

The dividing of a municipality into districts and the establishment of regulations and requirements to uniformly govern the use, placement, spacing and size of land and buildings.

## **ZONING DISTRICTS**

Specifically delineated districts in a municipality within which regulations and requirements uniformly govern the use, placement, spacing, and size of the land and buildings.

## **SETBACKS**

Distances between the street right-of-way line (property line) and the frontline of a building or projected part of the structure, excluding uncovered steps. The residential setbacks for Zoning district R1 and R2, minimum setbacks for the front are 30 feet, back 35 feet and side yard are 8 feet for principal building. Setbacks for other buildings vary by zoning district and other restrictions.

## **EASEMENTS**

Area of land with in your property lines set aside in the side, rear, or front (not part of the right-of-way) of many properties for public utilities or other public service uses including electric, natural gas, phone, cable, sanitary sewer, water, and storm sewer, drainage, pedestrian walkway, etc. Easements are recorded on plats but often times a new easement or the extension or widening of easements are done by utility companies. Check your abstract to find out if there are any easements on your property and also check with the company who has its utility in the easement. Structures are restricted from being built upon easements.

## **STORM WATER DETENTION**

### **FACILITIES**

Areas designated for the storage of storm water run off and controlled release of it. In some areas of town these areas are built into the landscape as ponds or drainage ditches. In every instance these areas are first and foremost designated for the collection of storm water and are publicly owned and maintained.

If you have zoning or planning questions please call 967-5138.

### **TAX ABATEMENT**

Residential housing is eligible to receive an exemption from taxation on the actual value added by improvements. This includes new residential construction. All qualified real estate assessed as residential property is eligible to receive a one hundred percent (100%) exemption from taxation on the first \$75,000 of actual value added by the improvements. The exemption is for a period of five (5) years.

### **ECONOMIC DEVELOPMENT**

Altoona is active in promoting economic development for the community with City Staff and the Chamber of Commerce. Another key to Economic Development in Altoona is the Eastern Polk Regional Development, Inc. Eastern Polk Regional Development, Inc. is made up of Altoona, Bondurant, Mitchellville, Pleasant Hill and Polk County. The primary focus of the organization is to attract new businesses to the area. For more information about Eastern Polk Regional Development, Inc. please call 957-0088 or check out their website:

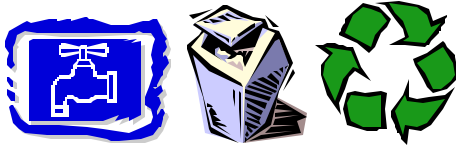
[www.iowa-property.com](http://www.iowa-property.com)



### **CITY NEWSLETTER**

Four times each year (February, May, August & November) the City distributes via mail a quarterly newsletter. The newsletter includes important information about upcoming events and programs, as well as updates regarding city services and ordinances. Be sure to keep an eye out for the NEWSLETTER. Read it and learn what Altoona has to offer!

## **BILLING DEPARTMENT**



The City of Altoona currently bills for the following services: water, sewer, garbage, and recycling. The monthly billing is generated on the 15<sup>th</sup> of each month for the previous month's usage and is due the following 3<sup>rd</sup> of the month.

### **AUTOMATIC BILLING**

An automatic payment plan is available so that we can charge your checking or savings account for your bill. This deduction takes place on the 25<sup>th</sup> of every month.

### **CONVENIENT DROP BOX**

A convenient drop box is available 24 hours a day at the rear of City Hall (407 8<sup>th</sup> ST SE). Payment envelopes provided at drop box.

### **SENIOR DISCOUNT**

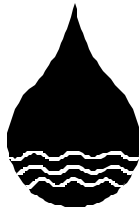
Senior Citizen discounts are available for both water and garbage services. The resident must be 65 years old and head of the household. There are income guidelines taken into consideration. Contact us for more information.

### **NEW CUSTOMERS**

New customers moving into Altoona are asked to pay a \$50.00 utility deposit. This deposit is credited back to the customer's account after a year without a Red Tag delivery.


### **LATE FEES AND DISCONNECTS**

Bills not paid by the 3<sup>rd</sup> of each month will be assessed a 10% penalty to their account. Red Tags are delivered to the house if the account is not paid by the 9<sup>th</sup> of each month. A \$10.00 fee is assessed. If account still is not paid two days following the Red Tag delivery, the water service is disconnected. A re-connect fee will be assessed: \$15.00 (8:00 AM to 4:30 PM) \$55.00 (after hours, weekends and holidays.)



CITY OF ALTOONA				UTILITY BILL		Presented First Class Mail US Postage Paid Altoona, IA 50009 Permit No. 12	
FROM	TO	BILLING DATE	PREV BALANCE				
1/25/99	2/22/99	3/15/99	.00				
READING		USED	CODE	AMOUNT			
PREVIOUS	PRESNT						
0	0	0	GB	6.40			
5	5	0	IR	.00			
0	0	0	SR	5.00			
0	0	0	RE	2.00			
9	11	2	WA	10.40			
9	11	2	SW	9.40			
					ACCOUNT NUMBER	DUE DATE	
					00-11-2100-01	4/03/99	
					TAX	AMOUNT DUE AFTER OUR DATE	
					-.27	26.04	
					PENALTY	AMOUNT DUE NOW	
					-.00	23.67	

LOCATION	123 Main St.	PLEASE RETURN BOTTOM STUB WITH PAYMENT SEE REVERSE SIDE FOR CODES/EXPLANATIONS
ACCOUNT NUMBER	CAR-RT SORCY	BR02
00-11-2100-01	John Smith	
DUE DATE	123 Main St.	
4/03/99	ALTOONA IA 50009	
AMOUNT DUE AFTER OUR DATE		
26.04		
AMOUNT DUE NOW		
23.67		

**Legend for Utility bills**

- GB Garbage Charge
- SR Senior Discount
- WA Water Charge
- SW Wastewater Charge
- RE Recycling Charge
- IR Irrigation Meter Charge

**FREQUENTLY ASKED QUESTIONS ON WATER BILLS**

**HOW CAN I TELL HOW MUCH WATER I USED THIS MONTH?**

Look at the previous readings column. This shows the previous reading and to the right is the current reading. The difference of the two is your usage for the month (in thousands of gallons).

**WHAT IS THE READ CYCLE FOR THE UTILITY BILLS?**

The water meters are read on a monthly basis, sometimes the length between reads can vary causing your bill to fluctuate from month to month. To see the time period between reads look at the top left corner of your utility bill. The difference between the "From" date and the "To" date is the length between your read dates.

**WHY IS MY WATER BILL SO HIGH?**

After looking at your water bill and determining the usage and length of the read time (explained above), determine whether you may have used additional water for irrigation, pools, extra company and/or laundry. If none of that applies, you may want to check for possible leaks. Your water meter can help you determine if you have any leaks. It records gallons just as your car's odometer records mileage. For leak detection, make sure everything in the house is turned off. Check the position of the meter dial then check in 15 minutes. If the dial hasn't moved the water is really being used somehow. But if it has, start checking hose connections, faucets and toilets for leaks.

For questions regarding your utility bill please contact the Water Department at 967-3180 ext. 226.

## COMMENTS OR QUESTIONS

<b>Emergency</b>	<b>911</b>
<b>Police Station</b>	967-5132
<b>Fire Station</b>	967-2216
➤ Fire and Rescue non-emergency	
➤ Ambulance Bills	
<b>City Hall</b>	967-5136
➤ Customer Service	
➤ General Information	
➤ Park Shelter Rental	
<b>Building Department</b>	967-5138
➤ Schedule Building Inspections	
➤ Building Permits	
➤ Illegal construction	
➤ Zoning questions	
➤ Sidewalks	
➤ Overgrown grass	
➤ Overgrown bushes or low hanging trees	
➤ Junk Vehicles	
<b>Streets Department</b>	967-2734
➤ Potholes	
➤ Brush & Wood Chips	
➤ Stoplight out	
➤ Snow removal	
<b>Water Department</b>	
➤ Water Main break	967-2454
➤ New/ Change Service	967-3180 ext 226
➤ Utility/ Garbage Bill	967-3180 ext 226
<b>Wastewater Treatment Facility</b>	
➤ Sanitary sewer backup	967-4464
➤ <i>After hours (pager)</i>	235-0771
<b>Power Outages</b>	
Mid-American Energy	(888) 427-5632
<b>Trash Pickup</b>	
Artistic Solid Waste	262-4040
<b>Southeast Polk Schools</b>	
➤ District Office	967-4294
➤ High School	967-6631
➤ The Harbor	957-8811
➤ Jr. High	967-5509
➤ Willowbrook	967-7512
➤ Altoona	967-3771
➤ Centennial	967-2109
<b>Voting Precincts</b>	<i>(see voting map in back)</i>
<b>Cemetery (Kendall Mauch)</b>	<b>967-2598</b>
<b>Metro Bus Routes/Schedule</b>	<b>283-8100</b>
<b>Iowa One Call</b>	<b>(800) 292-8989</b>

### POLK COUNTY

<b>General Information</b>	<b>286-3000</b>
<b>Property tax bill questions</b>	
Tax Division of the Treasurers office	<b>286-3060</b>
<b>Property Information</b>	
Polk County has property information available at <a href="http://www.assess.co.polk.ia.us">www.assess.co.polk.ia.us</a> .	
<b>Assessor's office</b>	<b>286-3014</b>
<b>Voter Registration</b>	<b>286-3247</b>
<b>Vehicle Registration</b>	<b>286-3030</b>
<b>Polk County Animal Rescue</b>	<b>286-3376</b>
<b>Weed Commissioner</b>	<b>286-3005</b>

### ALTOONA CHAMBER OF COMMERCE

The City of Altoona Chamber of Commerce is an active promoter of the community and Altoona's local retail businesses. For more information about the Chamber, or if you are interested in becoming a member, please call 967-3366.



### GREATER ALTOONA COMMUNITY SERVICE CAMPUS, 1500 8<sup>th</sup> Street SW

The Campus is a full service exercise and recreational facility.

- 25 yard-6 lane, handicapped accessible swimming pool
- 12'x12' whirlpool/spa
- Gymnasium/ multi-purpose room
- Two racquetball courts
- Weight room
- Aerobics room
- Men, women, and family locker rooms.
- On-site child care
- Meeting room
- Community room



For hours and membership information please call 967-0788.

### ALTOONA SENIOR CENTER

The Altoona Senior Center is located in "Olde Town" at 119 2<sup>nd</sup> St. SE Suite B and is open for lunch and activities on Wednesday's throughout the month. Entrance is only through the back of the building. For more information contact Joy Strain 262-4914.

## **Garbage & Recycling**

### **GARBAGE**

Artistic Solid Waste does garbage collection in Altoona. The city does the billing for the garbage, which is included in the water, and sewer billing. Questions regarding hauling and pick-up can be directed to Artistic at 262-4040. For billing questions, please contact City Hall at 967-3180 ext. 226.

### **LARGE ITEM PICK-UP**

Stickers are available at City Hall for \$5 per item. The stickers can be used on old furniture, etc. A list of allowable items is available at City Hall and on the web site. Stickers for appliances are \$35.00. Please call Artistic (262-4040) to schedule a pick up.

### **RECYCLING**

Recycling Bins are available at City Hall and are provided for the collection of:

- ✓ Newspapers
- ✓ Magazines
- ✓ Paper
- ✓ Catalogs
- ✓ Cardboard  
(Cereal Boxes,  
Tissue Boxes)
- ✓ #1 & #2 Plastic containers like milk jugs, 2 Liter bottles, laundry detergent containers (*Throw lids into garbage*)
- ✓ Tin/ Aluminum Cans
- ✓ Clear glass, throw lids in garbage



### **YARD WASTE**

- ✓ Grass clippings
- ✓ Leaves
- ✓ Hedge trimmings
- ✓ Flower and garden plantings
- ✓ Small tree branches



“Yard Waste” must be put in Metro Waste Authority “Compost It” Bags or \$.90 stickers must be put on store brand bags. These bags and stickers are available at area retail stores and stickers are available at City Hall, Hy-Vee and Ace Hardware. Pick-up of “yard waste” is from April through November. Senior Citizens are eligible for 10 free Yard Waste Bags every year.

### Metro Waste Landfill

The Metro Waste Landfill is located 8 miles east of Southeast Polk High School.

The landfill is where all of the garbage is hauled. Residents can also haul loads of garbage to the landfill for a charge. Please call the landfill 967-2076 for more information.



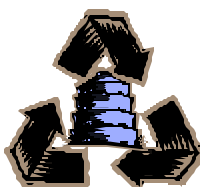
### HAZARDOUS MATERIAL DISPOSAL

Is available at the Regional Collection Center located 1 mile north of I-80 on Hwy 65.



The following materials can be taken to the Collection Center at no charge and may not be put in recycling or garbage.

- ✓ Oil-Based Paint
- ✓ Motor Oil
- ✓ Garden Fertilizers
- ✓ Paint Removers
- ✓ Kitchen Cleaners
- ✓ Toilet Bowl Cleaners
- ✓ Epoxy



Questions and Information are available from the Regional Collection Center at 967-5512 or toll free at (888) 603- CREW.

### CITY WEB SITE:

**[www.altoona-iowa.com](http://www.altoona-iowa.com)**

The city of Altoona is in the process of overhauling and updating our web page.

Please be patient with us as we get the handbook and many other helpful items incorporated into our website. We

welcome comments and suggestions on this handbook and on our website. Please send comments and suggestions to City Hall by phone at 967-5136 or by email at [chadq@ecity.net](mailto:chadq@ecity.net).



## **EMERGENCY AND SAFETY**

### **ALTOONA POLICE DEPARTMENT**

**700 1<sup>st</sup> Avenue South**

Dial **911** for emergency assistance

Non-emergency: 967-5132

Police Administration: 967-5131



### **HOURS**

Police officers are on duty 24 hours a day, 7 days a week. The lobby is open Monday-Friday, 7:30AM to 4:30PM, except holidays.

### **DARE**

The Drug Abuse Resistance Education program (DARE) is taught in all local elementary schools. Uniformed police officers work in the classroom helping young people to resist drugs and violence, and build self-esteem.

### **POLICE RESERVE PROGRAM**

If you wish to serve your community, consider volunteering for the police reserve program. Applicants must be 21 or older and able to pass rigorous physical agility and psychological tests. You must also devote a minimum of 24 hours of service each month. Reserve officers assist police officers with daily duties, direct traffic, assist with crowd control and attend regular training sessions. Applications may be obtained at the Police Department during normal business hours.

### **OPERATION I.D**

For a small, refundable deposit we will provide you with an engraver to mark tools, electronics or other property. This will help the police in the event that your property is lost or stolen.

### **BICYCLE REGISTRATION**

You may register your bicycle at the police station, using the manufacturer's serial number.

### **ANIMAL CONTROL**

For help with a bothersome animal that is confined on your property, call 967-5131 and a police officer will assist you. Police officers and animal control officers do not chase animals that are not a threat to public safety. Call 967-5132 during normal business hours to borrow an animal cage for live-trapping.

### **VACATION HOUSE CHECK**

If you are leaving town, stop by the Police Department or call 967-5132 to fill out a house check request.

### **WHERE TO PAY A SPEEDING TICKET**

Speeding tickets may be paid in person at the Polk County Courthouse in Des Moines, or by mail to the Clerk of Court in Des Moines. Local parking tickets may be paid in person at Altoona City Hall, or by mail to 407 8<sup>th</sup> Street SE, PO Box 338, Altoona, IA 50009.

## **ALTOONA FIRE DEPARTMENT**

950 Venbury Drive SW

**Emergency Phone: 911**

Non-Emergency: 967-2216

Dispatch is through Polk County Sheriff's Department. Polk County Sheriff's non-emergency telephone number is 515-286-3333.

### **ALTOONA FIRE DEPARTMENT (AFD)**

Personnel respond 24 hours a day when available. Personnel respond to the station in personal vehicles identified with blue and /or white flashing lights.

#### **AFD EMERGENCY SERVICES**

- Fire (Firefighting)
- Emergency Medical Services (EMS)
- Rescues
- Hazardous materials spills or leaks

#### **AFD NON- EMERGENCY SERVICES**

- Fire/safety inspections
- Community events.

When an ambulance is called for, sometimes fire fighters will respond on a fire truck to assist the medics on the ambulance.



In addition, law enforcement personnel may also be on the scene to assist.

The AFD charges for ambulance service and hazardous materials incidents. For ambulance billing please call 967-2216.

The AFD has “mutual aid” agreements with all surrounding Fire, EMS, and Rescue Departments. These agreements allow our Department to respond to incidents in surrounding areas when needed. These agreements are reciprocal when we need assistance.

Emergency responses to Prairie Meadows and Adventureland Park account for approximately 12% of the total AFD emergency responses in a calendar year.

**JOINING THE ALTOONA FIRE DEPARTMENT:** If you want to become a member of the Altoona Fire Department, applications may be picked up at City Hall or the Fire Station. Within the first year, new members are required to become certified Fire Fighter 1, which takes approximately 100 hours of time. EMT's are required to have 280 to 1000 hours of initial training, and 12 to 50 hours of annual training after that, depending upon the medical certification of the individual.

**EMERGENCY SIRENS:** These outside warning device sirens are to notify citizens who are not listening to television or radio about inclement weather that is approaching. Testing of the sirens is scheduled for the first Saturday of every month at noon.

## Frequently Called Phone Numbers

Mid-American Energy	(888) 427-5632
US West Communications	(800) 244-1111
Mediacom	246-1555
One-Call (before you dig)	(800) 292-8989
Artistic (Garbage)	262-4040
Chamber of Commerce	967-3366
Campus	967-0788
Aquatic Center	967-6988
Regional Collection Cntr.	967-5512
Altoona Post Office	967-2106
Altoona Herald	967-4224
Polk County	
Animal Control	286-3376
County Assessor	286-3140
Tax Bill Information	286-3060
County Sheriff	286-3800
Vehicle Licenses	286-3030
Voter Registration	286-3247
Weed Commissioner	286-3005
Southeast Polk Schools	
District Office	967-4294
High School	967-6631
The Harbor	957-8811
Jr. High	967-5509
Willowbrook	967-7512
Altoona	967-3771
Centennial	967-2109
Cemetery (Kendall Mauch)	967-2598
Metro Landfill	967-2076
The Metro (Bus Service)	283-8100

### City Government Phone Numbers

City Hall	967-5136
Police Department	967-5132
Fire Department	967-2216
Building Department	967-5138
Water Department	
Billing	967-3180 ext 226
Plant	967-2454
Wastewater Plant	967-4464
Library	967-3881
Parks Department	967-5203
Streets Shop	967-2734

Organizations and Service Groups including Little League, 4-H, Boy Scouts, etc. contacts can be found on the web site or in our quarterly newsletter. Please call City Hall if you would like your group added to our Service Organizations list on our website.

**[www.altoona-iowa.com](http://www.altoona-iowa.com)**