



City of Urbandale Resident Guide

EMERGENCY: 9-1-1
Non-Emergency 515-222-3321

-A-

Ambulance Billing
FireEMS Billing

Patient Customer Service –
1-800-814-5339
Invoice/Billing –
1-847-305-5250

Animal Control
Westcom

515-222-3321

-B-

Better Business Bureau

515-243-8137
www.bbb.org

Birth Certificates

See Vital Records

Building Inspections

515-278-3935
building@urbandale.org

Business License Info
State of Iowa

1-800-532-1216
www.iowasourcelink.com

-C-

Cemetery – McDivitt Grove
7001 Meredith Drive

515-278-3963

Cemetery – Records

Parks & Recreation Office
3310 86th Street

Chamber of Commerce

515-331-6855
www.uniquelyurbandale.com

City Clerk

515-278-3900

-C-

City Hall
3600 86th Street

515-278-3900
cityhall@urbandale.org

City Manager

515-278-3900

Civil Service Commission

515-278-3900

Civil Rights Commission

515-278-3900

Claim for Damages

Holmes Murphy & Associates
515-233-6840

Code Enforcement

515-278-3935

Community Development

3600 86th Street
515-278-3935

County Information

Dallas County www.dallascountyiowa.gov
Polk County www.polkcountyiowa.gov

-D-

Death Certificates

See Vital Records

DART – Des Moines Regional Transit

Public Transportation

515-283-8100
www.ridedart.com
dart@ridedart.com

Driver’s License

Dallas County 515-993-6992
Polk County 515-244-8725

Driveway Permits

515-278-3935
building@urbandale.org



City of Urbandale Resident Guide

-E-

Economic Development 515-278-3900

Election Office
Dallas County 515-993-6914
Polk County 515-286-3247

Emergency Medical Services **EMERGENCY – 911**
CPR & AED Training 515-278-3970

-F-

Finance & Records Department 515-278-3900

Fire/EMS Administration 515-278-3970
Station 42 – 3927 121st Street fire@urbandale.org

-G-

Garbage/Missed Collection 515-278-3970
Public Works engpw@urbandal.org

-H-

Hazardous Waste
MW Regional Center 515-967-5512
1105 Prairie Drive SW www.mwatoday.com
Bondurant, IA 50035

Housing Rehabilitation Program
Metro Home Improvement Program 515-273-0770

Human Resources 515-278-3900
City of Urbandale

-L-

Library – Urbandale Public 515-278-3945
3520 86th Street www.urbandalelibrary.org

Legal 515-243-7611
Ahlers & Cooney PC

-M-

Marriage License See Vital Records

Motor Vehicle Registration
Dallas County 515-993-5812
Polk County 515-286-3030

-O-

One Call Underground 8-1-1
Utility Line Location 1-800-292-8989

-P-

Parks & Recreation 515-278-3963
3310 86th Street parks-rec@urbandale.org

Parking Violations (non-moving) 515-278-3938

Passports 1-800-275-8777
USPS – 3311 100th Street

Pet Licensing 1-888-556-2902
Pet Data www.petdata.com/urbandale

Planning & Zoning 515-278-3935



City of Urbandale Resident Guide

-P-

Police Administration
3740 86th Street
Police/Fire/EMS Dispatch
Westcom

515-278-3938
police@urbandale.org
EMERGENCY 911
Non-Emergency 515-222-3321

Post Office
3311 100th Street

1-800-275-8777
www.usps.com

Property Tax
Dallas County
Polk County

515-993-5808
515-286-3060

Public Transportation

See DART

Public Works
9401 Hickman Road

515-278-3950
engpw@urbandale.org

-R-

Recycling – Curb IT!
Waste Management (WM)

515-244-7336
www.wm.com

Recreation Programs
Urbandale Parks & Recreation

515-278-3963
www.urbandaleparksandrec.org

Rental Housing Inspection

515-278-3930
building@urbandale.org

-S-

Senior Recreation Center
7503 Aurora Avenue

515-278-3907
www.urbandaleseniors.org

Sewer Back Up

515-278-3950
engpw@urbandale.org

-S-

Shelter Rental (Public Parks)
Urbandale Parks & Recreation

515-278-3963
www.urbandaleparksandrec.org

School Districts

Dallas Center Grimes CSD

515-992-3866
www.dcgsschools.com

Des Moines Public Schools

515-242-7911
www.dmschools.org

Johnston CSD

515-278-0470
www.johnstoncsd.org

Urbandale CSD

515-457-5000
www.urbandaleschools.com

Waukee CSD

515-987-5161
www.waukeeschools.org

West Des Moines CSD

515-633-5000
www.wdmcs.org

Sidewalks

Engineering & Public Works

515-278-3950
engpw@urbandale.org

Social Security Offices

455 SW 5th Street Suite F
Des Moines, IA 50309

1-800-772-1213

Street Light Outages

MidAmerican Energy

1-888-427-5632
www.midamericanenergy.com

Street Repair/Cleaning

Public Works

515-278-3950
engpw@urbandale.org

Street Sign Repair/Request

Public Works

515-278-3950
engpw@urbandale.org



City of Urbandale Resident Guide

-T-

Tickets – Moving Violations

Dallas County 515-993-5816
 Polk County 515-286-3772

Tickets – Parking Violations

Urbandale Police Department 515-278-3938

Traffic Signal Repair/Request

Public Works 515-278-3950
engpw@urbandale.org

-U-

Utilities

Cable TV/Internet
 Mediacom 1-800-479-2082
www.mediacomcable.com

www.midamericanenergy.com

Gas & Electric

MidAmerican Energy
 Gas Leaks – 800-595-5325
 Power Outages – 800-799-4443
 Residential Info – 888-427-5632
 TDD Hearing Impaired – 800-747-0593
 Interpreter Service – 888-427-5632

Internet

Metronet 1-877-407-3224
www.metronet.com

Phone/Internet

Century Link 1-866-963-6665
www.centurylink.com

Water

Urbandale Water Utility 515-278-3940
customerservice@urbandalewater.org

-V-

Vehicle Registration

See Motor Vehicle

Vital Records

Dallas County 515-993-5804
 Polk County 515-286-3781

Volunteer

Fire/EMS Department 515-278-3970
 Library 515-278-3945
 Parks & Recreation 515-278-3963
 Police Reserve Unit 515-278-3938
 UCAN – Urbandale Community Action Network 515-278-3999

Voter Registration

Dallas County 515-993-6914
 Polk County 515-286-2076

-W-

Water

See Utilities

Westcom

Police/Fire/EMS Dispatch
 EMERGENCY 911
 Non-Emergency 515-222-3321

-Y-

Yard Waste – Compost IT!

Public Works 515-278-3950
engpw@urbandale.org