2019-2020
City of Waupaca
Resident Guide

Welcome to the City of Waupaca. This guide has been prepared as a general introduction to the area and an overview of City services. This guide does not include time sensitive data like names of alderpersons, department heads or City staff. It also does not cover community matters not directly related to local government. For more detailed information please visit the City of Waupaca website at www.cityofwaupaca.org or call City Hall at 715.258.4411.

General City Information

Waupaca City Hall

Address: 111 S. Main Street
Phone: 715.258.4411
Hours: Monday – Friday 7:30am – 4:00pm
Website: www.cityofwaupaca.org

Offices: City Administration, Clerk, Community & Economic Development, Finance, Mayor, Utility Billing, Director of Public Works, and Technology

Citizen Comments & Concerns

Citizens having comments and concerns are highly encouraged to report these to the City. Call 715.258.4411 to report these concerns.

City Council

The Waupaca City Council meets on the first and third Tuesday of each month at 6pm. Meetings take place in the Council Chambers in the lower level of Waupaca City Hall.

The Council consists of a Mayor and ten Alderpersons, two from each of the five Aldermanic Districts. Each Alderperson represents the interest of his or her District and the city as a whole.

At the Organizational Meeting on the third Tuesday in April, the Alderpersons elect a Council President who acts in the absence of the Mayor.

The Council . . .

1. Adopts and amends the city ordinances.
2. Determines city policies and standards.
3. Determines how much money shall be spent and for what purpose.
4. Determines what city taxes shall be levied.
5. Approves contracts and agreements.
6. Represents the city.

Elections

Voter Registration

New voters in Waupaca need to register prior to voting. A voter registration form is available on the City website or in person at City Hall if you wish to register prior to an election. Residents should bring proof of residency with them; this may be your driver's license or state ID card with current address. Call City Hall for examples of other acceptable forms of proof of residency.

Election Location

Voting is held at the **Waupaca Recreation Center** at **407 School St**. in Waupaca. Polls are open from 7:00am - 8:00pm on Election Day. All City of Waupaca residents vote at this location.

Absentee Ballot

If you are unable to vote on the day of an election you may request an absentee ballot. Details are available on the City Website or at City Hall prior to an election.

Garage/Rummage Sales

Residents holding a yard/rummage sale are limited to the hours of 8am-6pm and no more than three consecutive days. If a resident holds more than two sales per year they must obtain a Rummage/Garage sale permit from City Hall. The cost of this permit is $10 per day.

Licenses

The City of Waupaca requires licenses for the following activities. Full details, fees and forms are available on the City website or at City Hall, unless otherwise noted.

- Bartender
- Beer Permit
- Bicycle License (Available from the Waupaca Police Department)
- Broker/Antique Dealer License (resale shop)
- Burning Permits (Available from the Waupaca Police Department)
- Chicken Permit
- Cigarette Retailer's License
- Commercial Tree Operator's License
- Dance Hall
- Driveway Permit
- Dog/Cat License
- Dog/Cat Kennel License
- Farmers Market
- Garbage Hauler's License
- Milk Dealer's License
- Operator's Permit
- Parade Permit
- Rummage/Garage Sale Permit
- Scrap Dealer's License
- Soda License
- Tattoo Establishment
- Taxicab Driver/Operator
- Transient Merchant (door to door sales, temporary seller, etc.)

Online Payments

The City of Waupaca accepts payments for many services online. This includes water/sewer bills, building permits, park reservations, etc. The City has three services available. **Payment Service Network** for utility bills, **ActiveNet** for Parks and Recreation payments and **Point and Pay** for utility bills and all other payments. Credit Card, Debit Cards and E-Checks are possible for online payments. Visit www.cityofwauapca.org and click on E-Payments to access these services.

Utility bills may also be paid at City Hall during normal business hours or paid at the drop box at the Main Street entrance of City Hall or in the rear parking lot.

Pets

All dogs and cats residing within the City Limits must be licensed by April 1st of each year. Licenses are available at City Hall. Owners must provide proof of Rabies vaccination at time of license. Pet licenses costs $5 if the pet is spayed or neutered or $10 if they are not.

No one may permit a dog or cat to run at large. All animals must be in complete control of their handler at all times. In addition, no animal waste may be left in another person's yard, or on any city property. Handler must immediately clean up after their animal.

Dogs are limited to three per household. Chickens are also permitted in the city. See the Community & Economic Development section of this guide for details.

Humane Society of Waupaca County

Stray cats and dogs from within the city limits will be taken to the Humane Society of Waupaca County (HSWC). If you find a stray animal during HSWC open hours, and if you can safely contain and transport the animal to the Adoption Center, you may take it there yourself. If you need assistance, please contact the City of Waupaca Police Department. If you have lost an animal, please contact HSWC to be entered into the Lost and Found log, or to reclaim it if it has already been found. If you would like to adopt an animal, HSWC has many wonderful animals up for adoption that are already spayed or neutered. The Adoption Center is located on Commercial Drive, behind the Waupaca Airport.

HSWC phone number is 715.258.2545.
Hours: Monday noon - 3pm, Tuesday closed, Wednesday 2 - 7pm, Thursday noon - 3pm,
Friday 2 - 7, Saturday noon - 5pm, Sunday 11am - 1pm.

Sister City

Waupaca has two sister cities: Hochheim, Germany and Mitoyo City, Japan.

In August of 1994, in the spirit of international understanding and education, five Nio junior high students and two teachers became the first to enjoy a home stay in Waupaca. In July of 1995, a group of six students and two chaperones from Waupaca completed the first exchange by visiting Nio. Over the next two years, groups of officials visited each other in both cities. In 1994, the Waupaca Common Council adopted a resolution for a Sister City agreement with Nio. In 2006, Nio merged with six nearby cities becoming Mitoyo City and announced the continuation of the Sister City agreement with Waupaca.

Waupaca also has a Sister City relationship with Hochheim, Germany, located southwest of Frankfurt. Students from the two cities correspond by email and host student-exchanges on a regular basis.

Social Media

The City and various departments use social media accounts to communicate with you. Please take advantage of this additional avenue to engage with the City.

City of Waupaca Facebook: http://www.facebook.com/cityofwaupaca
Parks and Recreation Facebook: http://www.facebook.com/waupacaparksandrec
Waupaca Area Public Library: http://www.facebook.com/waupacalibrary
Waupaca Senior Center: http://www.facebook.com/waupacaseniorcenter
Waupaca Police Department: https://www.facebook.com/waupacapolice
Waupaca Online http://www.facebook.com/waupacaonline
Waupaca Radio Facebook: http://www.facebook.com/WaupacaRadio
City of Waupaca Twitter: @cityofwaupaca

Tax Collection

Tax Collection: Both installments (January 31st and July 31st) of the City of Waupaca taxes (Real Estate and Personal Property) are to be paid to and collected by the **Waupaca County Treasurer** at the **Waupaca County Courthouse**, **811 Harding St**, Waupaca. Hours: Monday - Friday from 8:00 a.m. to 4:00 p.m. The phone number for the County Treasurer's Office is 715.258.6220. For your convenience there is a night drop box located on the front of the building for after hours drop off.

Waupaca Free Wi-Fi

The City of Waupaca offers free Wi-Fi in several areas of the City. Below are areas free Wi-Fi is available and the network to connect to. No password is required to access these wireless networks.

- City Hall and Recreation Center: Connect to **wauguest**
- Waupaca Area Public Library: Connect to **LibraryGuest**
- City Square - Downtown Waupaca and Rotary Riverview Park: Connect to **WaupacaFreeWiFi**
- Upper & Lower South Park Shelters, South Park Beach House, Lakeman Field, Brainerd's Bridge Park Shelter and Swan Park Concessions Area: Connect to **WaupacaFreeWiFi**

Learn more about our free Wi-Fi offerings on the city website:
http://www.cityofwaupaca.org/resident-services/wi-fi/

Waupaca Online

The City of Waupaca operates an Internet Service that provides fixed-wireless internet service to residents and businesses in the City and select rural areas throughout Waupaca County. Service is available with reasonable monthly rates. For more details visit www.waupacaonline.net or call 715.942.9919. Waupaca Online is a great option for area residents and also specializes in serving areas where DSL or Cable internet are not available.

Website

The City of Waupaca operates a website that offers up-to-date information and more details than are available in this guide. Our website features meeting agendas and minutes, park and recreation programs, reservations and other information.

www.cityofwaupaca.org

Waupaca Community Media (TV and Radio)

The City of Waupaca operates a government access cable TV station. Win-TV can be found on Charter Cable Channels 991. Programming and more information is available at www.waupaca.tv. Win-TV features government meetings, community events and general interest programming.

The city of Waupaca also operates a low power FM radio station. Waupaca Radio FM 96.3 features government meetings; community organizations; public safety information; youth related programming along with music and entertainment. Listen to Waupaca Radio on FM96.3.

Community and Economic Development

Address: 111 S. Main Street
Phone: 715.258.4404
Hours: Monday – Friday 7:30am – 4:00pm
Website: www.waupacaedge.com

Features: Planning & Zoning, GIS, Building Permits & Inspection, Ordinance Enforcement and Economic Development

Building Permits

The City of Waupaca Inspection Department is the single source of contact for people and businesses needing permits to construct or remodel buildings in the City of Waupaca. Staff reviews and performs field inspections of building plans to ensure they comply with the City of Waupaca building code, State of Wisconsin building code and the City of Waupaca zoning code. Staff also issues building permits.

All construction in the City of Waupaca requires a building permit. This includes but is not limited to new construction, remodeling/additions, accessory buildings (shed, garage), fences, roofs, siding, decks, pools, signs, moving structures, electrical, plumbing, HVAC, window replacement, sewer/water laterals and underground storage tank removal. Permits are not required for improvements under $500 in materials and labor, painting, carpeting, floor covering replacement, gutters, landscaping and driveways. Applications for building permits are available on the City Website or at City Hall.

Digger's Hotline

Residents are strongly encouraged to contact digger's hotline before performing any digging to make sure you don't damage any underground lines. Please contact digger's hotline at least three days prior to the start of work.

www.diggershotline.com
Phone: 811 or 800.242.8511

Junk/Debris Cleanup

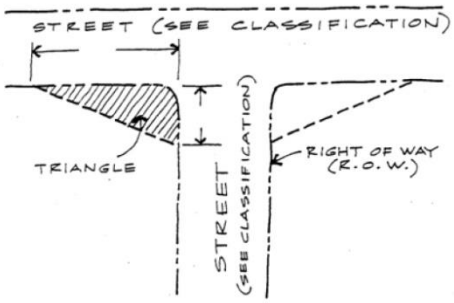
Per City ordinance no person shall accumulate, store or allow and disassembled, unlicensed, inoperable, junked or wrecked motor vehicles, truck bodies, tractors or trailers in the open upon any public or private property in the City for a period exceeding 72 hours. Exceptions to this would be any business engaged in the sale, repair or storage of such items in a properly zoned district and licensed junk yards. Garden tractors and mowers may be stored in the rear yard not less than 10 feet from the property line.

No person, except a licensed junk dealer, shall accumulate, store or allow any junk outside of any building or any public or private real estate located in the City. If any residents are in violation of this, a police officer or building inspector give 10 days notice to remove such items, it items are not removed this will result in the issuance of a citation.

Keeping of Chickens in the City

As there has been an expanded interest in raising backyard chickens within the City of Waupaca, the Common Council adopted an ordinance to allow five (5) chickens in R-1 and R-2 District. The ordinances requires a permit be issued by the Community and Economic Development Department and renewed annually. Residents can visit the City of Waupaca's website at http://www.cityofwaupaca.org/resident-services/applications-permits/ for the application and ordinance for keeping of chickens in R-1 and R-2 districts.

Sight Distance Triangle



To make sure all intersections in the City are safe there shall be an unoccupied triangular vision clearance space at the street corner of a corner lot bounded by the street lines and a setback line connecting points 10 feet from the corner on each street line. This distance is increased to 50 feet for arterial streets which intersect with other arterial streets or railways. No obstructions such as structures, parking or vegetation shall be permitted in between the heights of 2 ½ feet and 10 feet above the curb level.

Signs in Public right-of-way

No private signs may be placed in the city boulevard, except rummage sale and open house signs. Anyone placing rummage sale or open house signs in the boulevard must be limited to the days of the event, removed after the sale or open house and must provide their own poles or stakes. No signs, of any kind, shall be placed on any utility poles or street sign posts.

Starting/Relocating a business

The Waupaca city council and city development staff support business expansion and retain an environment optimal for corporate success. As part of this effort, businesses can relocate and grow using various local, regional and state education, training, and financial assistance programs. For information and assistance related to incentives, zoning/permitting, site selection, community information and more please contact our Development Director at 715.258.4404.

Zoning

Zoning refers to land use regulations, which restrict certain types of land use to certain areas of the City. Some areas are restricted to (zoned) manufacturing, others commercial. There are a number of residential zones: parts of the City are zoned for single-family houses, others allow single family and duplexes, while others allow apartment buildings of various densities. To determine what type of use is allowed on the property you are considering buying, or on your present property, contact our planning and development department at 715.258.4404.

Emergency Management

Code Red

The City of Waupaca utilizes a service called Code Red to deliver messages to our residents. This is used to alert residents of weather related information, emergencies, planned road work, event cancellations and more. Residents may elect to receive this information as a text message or as an e-mail. Code Red has the ability to call most phones in the City to inform residents of a major emergency.

Learn more about Code Red and get registered here: https://public.coderedweb.com/CNE/BFE3C24ED5EB

Outdoor Warning Sirens

There are 3 outdoor warning sirens located throughout the City of Waupaca. The Outdoor Siren will be activated when a tornado warning or a chemical emergency occurs. They can also be activated for other emergencies. The sirens are called outdoor warning sirens because their primary purpose is to alert people who are outdoors. The system is not designed to provide notification inside of your home or business. Sirens are typically tested every Wednesday at 1pm.

Weather Radios

The City of Waupaca recommends that all residents have a NOAA Weather Radio. A weather radio is a "smoke detector for severe weather and hazardous conditions." Every family and business needs one.

- A NOAA Weather Radio All Hazards with an alarm and battery back-up is one of the best ways to protect your family
- The alarm feature can wake you up during severe weather and give you and your family time to seek appropriate shelter
- A NOAA Weather Radio is a 24-hour source of weather forecasts, watches, warnings, and non-weather emergency information provided by the National Weather Service
- If there is no severe weather then your weather radio can be switched to a silent, stand-by mode
- A weather radio with S.A.M.E. technology allows you to program your radio to alarm only for hazardous conditions that affect your county.

  Weather radios can be purchases at most general retailers such as Fleet Farm, K-Mart or True Value. For more information on emergency preparedness visit the Community Preparedness section on the City of Waupaca website.

Garbage/Recycling Collection

Electronics Recycling

The City of Waupaca and Waupaca Area Chamber of Commerce typically offer an electronics recycling event each year in the spring. Most items are accepted free of charge, with a modest cost for TV's, computer monitors and appliances. This event is a safe and legal way to dispose of old electronics ranging from computers and cell phones to printers and gaming systems. The City will release details on our website and utility bill newsletter with information about this service. Electronics recycling is available year around, for a fee, at the Waupaca County Processing and Transfer Facility in Manawa.

Garbage Collection

The City of Waupaca does not operate a citywide garbage collection program. Residents are encouraged to participate in the pay-by-the-bag program detailed in this section or to contact a private garbage company to arrange for home pickup service.

Leaf and Brush Pickup

The City offers a leaf (spring/fall) and brush (spring only) pickup program each year at no charge. These pickups are intended for the disposal of leaves, limbs and branches that are generated by the property owner for normal yard maintenance and upkeep. This service is **not intended for tree removal, lot clearing or the removal of bushes** whether performed by the contractor or property owner. Please check the City website or your utility bill newsletter for dates.

Spring: Leaves must be placed in the parkway in clear garbage bags in the spring during the published dates (mid-April) along with brush laid alongside it tied in bundles. Loose leaves will not be collected in the spring due to the presence of grit and gravel materials on the parkways following the winter months.

Fall: In the Fall (October / November) the city requires leaves to be piled loose on your roadway parkway since the leaf loading vacuum machine is used. Therefore, in the fall, only leaves will be collected.

Other Solid Waste Disposal

Residents wishing to dispose of other items not accepted locally may be able to do so at the Waupaca County Processing and Transfer Facility in Manawa. Accepted items include: solid waste, recyclables, yard waste, trees, appliances, lights, electronics, batteries, scrap metal, tires, oil, anti-freeze, paint and document shredding. For more details visit www.waupacacountyrecycling.com or call 920-596-5370.

Looking for a large garbage container or roll off? Contact one of the garbage collection companies noted later in this guide.

Pay-By-The-Bag Garbage Program

The program enables you to pay only for what garbage you have instead of paying a flat rate no matter how much you have. The beauty of this system is that the more you recycle, the less garbage you have, and the less you have to pay for that garbage. Pay-By-The-Bag saves you money! You purchase 5 tags for $15.00. Stop by these participating locations to purchase your tags and find out more about the program: Waupaca Recreation Center, Piggly Wiggly, Pick n' Save and Waupaca City Hall.

Recycling Center

Residents are strongly encouraged to Recycle. The Waupaca Regional Recycling and Composting Center is located at 608 Lakeside Parkway. The site provides for the drop off recycling of the following items: Glass, tin, cardboard, newspaper, mixed paper, aluminum, plastic, grass, brush, leaves, waste motor oil, oil filters, tires, waste logs, waste paint and vehicle batteries. Some items have a disposal fee. Wood chips and compost are also for sale during open hours.

Hours of Operation: Monday 12:00-6:00pm / Friday 7:00am - 4:00pm / Saturday 7:00am – 3:00pm

Parks and Recreation

Address: 407 School Street
Phone: 715.258.4435
Office Hours: Monday – Friday 7:30am – 4:00pm
Website: www.waupacaparknrec.com
Offices: Parks & Recreation, Senior Center, Cemetery Sexton

ActiveNet

The Waupaca Parks and Recreation Department utilizes ActiveNet as a complete management system for all of our parks, recreation programs, reservations and senior center memberships. Each family or person can create an account to manage all aspects related to the Parks and Recreation department. Payments may also be made online through ActiveNet.

http://www.waupacaactive.net

Beach

The Waupaca Parks and Recreation Department manages a public beach located at South Park. The beach is equipped with a beach house including changing rooms and bathrooms. The beach is staffed with lifeguards starting Memorial Day weekend through the end of August from 10am to 6pm assuming weather is cooperating. Patrons who decide to swim when lifeguards are off duty can do so at their own risk as long as they do so within park hours (6am-10pm). Swimming Lessons are taught at South Park Beach throughout the summer. Anyone interested can sign up at the Rec Center.

Lakeside Memorial Park

Lakeside Memorial Park is the City operated cemetery. This beautiful Waupaca cemetery overlooks Shadow Lake, nestled in the woods at the junction of High Street and Shadow Road at the south end of town. For more information about Lakeside Memorial Park contact our cemetery sexton at 715.258.4406.

Parks/Recreation Areas

All city parks are open between the hours of 6:00am and 10:00pm. Bathrooms in the parks are open during these times starting May 1st and ending September 31st. No alcoholic beverages are allowed in the parks without obtaining a permit at the Recreation Center. Several parks have shelters available for rental, reservations for the current year are available starting the first business day of the year. Reserve a shelter through ActiveNet or by calling the rec center.

Park	Location	Amenities
Bowersox Park	490 Lakeside Parkway	Picnic and parking area
Boyer Park	502 Granite Street	Floral display and benches
Brainard's Bridge Park	711 Bailey Street	Shelter, restroom, playground, picnic area and parking
Eco Park	1534 Webster Way	Shelter, Picnic Tables, Eco Education Center
Lakeman Field	Michigan Street	Batting cage, baseball fields, restrooms
Poehlman Park	215 Willard Street	Picnic area and playground
Rasmussen Park	129 Water Street	Floral display, Wi-Fi and picnic table
River Ridge Natural Area	Godfrey Drive	Trails
Riverside Park	1600 Royalton Street	Shelter, restroom, playground and parking
Rotary Riverview Park	100 Cooper Street	Benches, picnic area, playground, Wi-Fi and shelter house
Schwenn/Lions Park (Hidden Park)	108 N. Division Street	Playground and picnic tables
Serenity Park	407 School Street	Picnic Table and Floral Displays (behind the senior center)
Shambeau Park	N. Oak Street	Trails
South Park	921 S. Main Street	Restrooms, shelters, playground, picnic area, fishing pier, Wi-Fi, beach, boat launch and parking
Swan Park	909 Brainards Drive	Baseball fields, batting cages, grill, picnic area, playground, restroom, shelter house, skateboard park, Wi-Fi, trails and parking
Washington Street Park	420 N. Washington	Trails

Recreation Center

The Parks and Recreation department office is located at the City's recreation center. For indoor activities enjoy our 42,000 square foot indoor Recreation Center located at 407 School Street in downtown Waupaca. The facility has two full size gymnasiums, a dance/exercise room, batting cage is available in the stage area and there is a meeting room. The facility is available for daily use and also available for rent by families and special events. Phone number 715.258.4435.

Youth Center

Youth in grades 6 through 12 are invited to participate in the youth center every Friday and Saturday night from 6:00 p.m. to 11:00 p.m. at the Rec Center. Youth Center is a meeting place for our youth where they can enjoy pool, movies, music, foosball, basketball, volleyball and a number of other activities all inside the Rec Center. Also included throughout the year are special events such as bands, DJ's, holiday themed parties and more. Adult Supervision is provided but we ask kids grade 5 and under do not attend without a parent or guardian. Entrance to the Rec Center is $1 during all Youth Center hours.

Senior Center

The Waupaca Senior Center's mission is to provide older adults opportunities for continued independence to maintain an active, productive, and dignified life. The Waupaca Senior Center is located in the lower level of the recreation center. The center offers many programs and classes including card parties, pool league, technology classes, exercise programs, craft classes, cooking programs and educational lectures and demonstrations. For more information about the senior center or to become a member call 715.258.4437. There is a nominal fee to become a member of the senior center.

Waupaca Senior Center
• Wellness • Education • Recreation

http://www.waupacaseniorcenter.com

Waupaca River Ridge Trail

The Waupaca River Ridge Trail is part of a plan to preserve urban natural areas or "greenspace" in a non-motorized trail system that winds throughout the Waupaca area. The first trail segment, a scenic loop of 1.6 miles, opened in fall of 1996. Since then, over 26 miles of trails have been designated. Bikes are allowed only on limestone or blacktopped surfaces.

Police Department

Address: 124 S. Washington Street
General Phone: 715.258.4400
Emergency: 911
Office Hours: Monday – Friday 7:30am – 4:00pm
Operating Hours: 24 hours a day
Website: www.cityofwaupaca.org

Bicycle Licenses

All persons residing within the City of Waupaca who own a bicycle must obtain a bicycle license before operating it in the city limits. Bicycle permits are available at the Police Department for $2.00 each. The license is good for a period of two years. Remember, bicyclists must observe all traffic rules and regulations.

Bikes/Skates/Skateboards

Bikes, skates, rollerblades, motorized toy vehicles, sleds and skateboards are prohibited on sidewalks in the downtown area.

Burning Restrictions

If you are going to burn within city limits you must first obtain a burning permit. Permits are available at the Police Department (open Monday – Fridays 7:30am-4pm) for a $5.00 fee. The permits outline all of the burning rules and regulations.

Crimestoppers

Waupaca County Crime Stoppers is a non-profit organization established to aid law enforcement in crime solving by obtaining anonymous tips from citizens. Citizens with information that could aid law enforcement are encouraged to call our toll free tip line at 1.888.258.9955 or text us their tip at 274637; their identity will be kept anonymous, the phone call or text is not recorded or traced, and the caller will not be asked any personal information. If the tip results in an arrest, Crime Stoppers pays a reward to the caller of up to $1,000.00.

Waupaca County Crime Stoppers also hosts the Quick $50 program in the county's school districts. A student can call our toll free tip line to report students bringing weapons or drugs onto school property, or to report a person who has made a threat to cause bodily harm; the same anonymity still applies. The student may also give a tip to their police liaison officer and remain anonymous. In any case where the tip leads to charges being filed by police, a cash reward of $50 is paid within 24 hours to the tipee.

Curfew

Curfew in Waupaca is between the hours of 11:00pm and 6:00am Sunday through Thursday, and 12:00am (midnight) to 6:00am on Friday and Saturday nights. This means no person under the age of 18 may be out without a parent during these hours, unless you are going to and from work or are in an emergency.

Noise Rules

City ordinance prohibits loud, disturbing or unnecessary sounds or noises such as may tend to annoy or disturb another in or about any public street, alley, park or private residence.

Additionally, as a condition for building permits and as a courtesy to your neighbors, please refrain from noise making activities **outside the hours** of 7 am to 8 pm, Monday thru Saturday.

Parking Enforcement

No person shall park or leave standing any vehicle or personal property for longer than 30 minutes between 2:00am and 6:00pm upon any city street. Parking is also prohibited between these same hours in city parking lots located on Washington Street and the parking lot known as Riverview Parking Lot located between North Main Street and the Waupaca River unless a City annual parking lot permit has been obtained and properly displayed. An annual parking lot permit may be purchased at City Hall at an annual cost of $120. The permit year starts October 1st and permits purchased after this date are pro-rated. If you have company in for the weekend and you need extra parking spaces, please call the Waupaca Police Department at 258-4400 to let them know. They can usually accommodate your request.

Parking is further prohibited upon any portion of a street right of way between the curb line or the edge of the roadway and the property line (this area is commonly known as the terrace).

Pedestrian Safety

Pedestrians have the right of way and vehicles shall yield to pedestrians located within a marked or unmarked crosswalk. At controlled intersections pedestrians are required to follow the "walk" or "don't walk" signals.

Traffic Enforcement

Our officers issue citations for traffic and ordinance violations. To avoid traffic citations, be aware of speed limits. If you see no speed limit posted on a street, the default limit is 25 mph. Stop signs are directives, not suggestions. Please come to a complete stop where indicated.

Truancy

We work closely with the school district to keep our kids in school. Students who are truant will be issued citations.

Underage Drinking

It is illegal, unsafe, and unhealthy for anyone under age 21 to drink alcohol. Allowing underage youth to drink alcohol in your home endangers everyone's children. Together, as a community, we are all saying hosting or allowing underage drinking is unacceptable in Waupaca. We'll be cooperating with police efforts to identify and prosecute those who sell and serve alcohol to youth.

Parents, grandparents and other adults hosting parties for youth under age 21 should plan family and teenage events carefully to prevent underage alcohol use. Parents can protect themselves and their teens by following these simple guidelines when hosting parties that include teens:

- Host safe, alcohol-free activities and events for youth during prom and graduation season.
- Refuse to supply alcohol to children or allow drinking in your home or on your property.

- Be at home when your teenager has a party.
- Make sure your teenager's friends do not bring alcohol into your home. If youth bring alcohol into your home, confiscate it immediately.
- Talk to other parents about alcohol-free youth events. Unity creates a tough, enforceable message.
- Report underage drinking to authorities promptly.

Waupaca's Most Wanted

The Waupaca Police Department operates the Waupaca's Most Wanted program. Through the Waupaca County Post the Police Department posts information about persons of interest to draw community awareness to lead to an apprehension. People with information about someone on the Most Wanted list should contact the Waupaca County Dispatch Center at 715.258.4466.

Public Works

Address: 111 S. Main Street
Phone: 715.258.4420
Utility Billing Phone: 715.258.4422
Streets Dept. Phone: 715.258.4421
Water Dept. Phone: 715.258.4423
WasteWater Plant Phone: 715.258.4424
Office Hours: Monday – Friday 7:30am – 4:00pm
Website: www.cityofwaupaca.org

Features: Water/Waste Water Utilities, Sewer, Streets and City Facilities Management

Cross Connection Control Program

All Wisconsin Public Water Supplies are required to have an active Cross-Connection Control Program. A Cross-Connection is a link through which it is possible for contaminating materials to enter the potable water supply when the pressure of the private water source exceeds the pressure of the public potable source. This action is called back siphonage or backflow. The City of Waupaca has adopted a city ordinance requiring all industrial, commercial and residential customers to have their properties inspected by the city for improper cross plumbing connections and any backflow device tested by others at building owners expense upon installation and periodically thereafter.

Dead Trees

The City of Waupaca municipal code requires that all dead, dying or diseased trees be removed from private properties so they do not affect the public safety of the community. These dead trees present a safety hazard and could potentially damage neighboring properties if not removed. Please be mindful that if a tree has fallen onto power lines, stay away and call Wisconsin Public Service at 1.800.450.7260.

If you have any questions, or would like further clarification of the ordinance please contact the City Forester 715.258.4420.

Drinking Water Quality

We're very pleased to provide you with the current City of Waupaca Annual Drinking Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. Our goal is and always has been, to provide to you a safe and dependable supply of drinking water. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources along with our commitment to ensuring the quality of your water. For the current report view the water department page on the City website or visit City Hall.

Driveway Permit

Did you know that if you want to add, replace, or fix your driveway within road right-of-way you would need a permit? A permit application can be found on the City of Waupaca website at: https://www.cityofwaupaca.org/resident-services/applications-permits/ or copies are available at Waupaca City Hall, 111 S. Main Street. This permit holds a zero dollar fee, but must be completed and approved before any driveway improvements within public right-of-way can occur. Please see municipal ordinance 8.11 or call Waupaca Public Works at 715-258-4420 for more information.

Parkway Tree Planting

The City of Waupaca orders a variety of trees annually for spring planting with city crews planting trees around the city. The City has developed a comprehensive street and park tree inventory and management plan. You may have lost a parkway tree due to old age, damage or disease, or have a location on your parkway that has not had a tree.

You can request that a parkway tree be planted on the city right of way in front of your house. Just contact the street department superintendent at 715-258-4421 and ask to be placed on the City Parkway Tree Planting Request List. Someone from the Waupaca Public Works Department will then contact you to review the requested location and appropriateness of planting a tree there. Items such as tree type, roadway and driveway sight lines, overhead electric, cable and telephone line conflicts and tree spacing will all be reviewed at that time. If the location is approved, you will be placed on the city planting list. Depending on the number of requests and the annual budget, it may be a year or two to plant a tree at an approved planting site. Once planted, the city would ask that you water the planted tree to sustain its growth.

Outdoor Water Use

Unattended outdoor water use is prohibited between the hours of Noon – 7pm all days. Hand held hose watering is allowed anytime for flowers, gardens, trees and car washing. Water from the City Water Supply allowed to run off into ditches, gutters, inlets and drains during irrigation is strictly prohibited.

Sanitary Sewer Backups

Basement sewer backups can not only be a real mess to clean up but also a health concern. That is why the City is recommending that each homeowner and business in the City perform annual (or as often as needed) routine sanitary sewer service line cleaning and root cutting. Tree roots seek this source of water in your yard and are often the main culprits of sanitary sewer service backups. In some areas of the City, root intrusion is a serious problem, causing ongoing sanitary sewer service backups for homeowners. Routine maintenance will reduce your risk of creating these backups. In addition, wastes can accumulate in your sewer service line creating a blockage.

A city ordinance requires you or a contractor hired by you to contact the City of Waupaca Public Works Department 48 hours prior to any sanitary sewer service root cutting or general sewer service cleaning. This notification is required so that city crews can assist in minimizing any blockages in the sanitary sewer main caused by your sewer

service line cleaning work. In the event of an emergency where your sanitary sewer service line is backed up, you or your contractor are required to contact the City as soon as possible.

The City has been proactive in working with homeowners to identify sewer service problems and assisting them and their contractor in remedying the situation. If your sanitary sewer service line is collapsed or severely deteriorated, the City is responsible for its replacement and pavement and parkway restoration up to the homeowner's property line. Property owners are responsible for the routine maintenance of the sanitary sewer line from your home or business to the sanitary sewer main.

You are also encouraged to contact the insurance company holding your homeowner's or rental insurance policy to verify whether they will cover sewer backups and to consider separate coverage if your current policy does not cover sanitary sewer backup damage.

Sidewalks

The city annually inventories cracked or offset sidewalks in need of repair or replacement. City crews perform sidewalk grinding every year on trip hazards that are found on sidewalks around the city, however, some sidewalks are damaged too extensively that grinding is not a preferred or effective rehabilitation option. City ordinances require a 50/50 cost share with the adjacent property owner for the removal and replacement of any public sidewalk in the city. This repair work takes place annually as the budget allows. Call the street department at 715.258.4421 to be added to the sidewalk repair list.

Snow Removal

City Street crews work hard to make streets, parking lots, parks, city sidewalks, and common areas safe for us all. This also is a time to remind property owners of their responsibility to maintain the public right of way, by clearing all sidewalks, within 24 hours of the last snow fall. Don't forget fire hydrants, help keep them clear too, so firefighters can do their job without delay.

If ice forms so that it cannot be removed, such person shall keep the sidewalks sprinkled with a material which will reduce the risk to pedestrians of slipping and falling on such sidewalk. Plowing or depositing snow onto or across public streets is prohibited.

Snow and ice not timely removed or sprinkled shall be deemed a public nuisance. In the event the owner or occupant fails to remove snow or ice in conformity with city ordinance, the Director of Public Works may direct City employees to remove such snow and ice and charge the cost thereof as a special tax against the property.

Street Lights

To report a non-operating light or one that's constantly on during the day, you can utilize the citizen service request form located on the city of Waupaca website help.cityofwaupaca.us or by calling City Hall at 715.258.4420. Most street lights in the city are owned and operated by Wisconsin Public Service.

Water/Sewer Bills

Bills for water service are rendered monthly and become due and payable upon issuance following the period for which service is rendered. A late payment charge of 1% per month will be added to bills not paid within 20 days of issuance. This late payment charge will be applied to the total unpaid balance for utility service, including all unpaid late charges. The late payment charge is applicable to all customers. The utility customer may be given written notice that the bill is overdue no sooner than 20 days after the bill is issued. Unless payment or satisfactory arrangement for payment is made within the next ten days, service may be discontinued pursuant to Chapter PSC 185, Wisconsin Adm. Code. Wisconsin Public Service Commission governs all water rates for the state of Wisconsin. For questions about your water/sewer bill please call 715.258.4422.

Weeds and Uncut Grass

The Waupaca Code of Ordinances requires property owners in the City to keep up their lots by controlling and cutting noxious weeds and high, uncut grass. Noxious weeds in our area typically are Canadian Thissel, Leafy Spurge and Field Bindweed (Creeping Jenny). All grass over 12" in length must be cut.

The City Public Works and Building Departments are charged with enforcing this ordinance. The process they use consists of placing a red door hanger on your house or business entrance. This hangar is a WARNING only and tells you that the city is monitoring your property. We typically give the owner 7-10 days to correct the situation. If the property owner does not take care of it, then the City will cut the grass or will hire a private contractor to do the work. The owner will be billed based on our costs, plus an additional administrative charge. If the bill is not paid in a timely manner the charge will be placed on the tax bill as a lien against the property. Further cuttings and billing will proceed to enforce the ordinance throughout the summer. Please do your part in helping us keep our City looking great.

Waupaca Area Fire District

Address: 124 S. Washington Street
General Phone: 715.258.4434
Emergency: 911
Facebook Page: https://www.facebook.com/waupacafiredept

The Waupaca Area Fire District, located in Waupaca, protects an area of 145 square miles. Our coverage includes the City of Waupaca and Townships of Waupaca, Farmington, Dayton, Lind, and portions of Lanark and Belmont in Portage County. The mission of the Waupaca Area Fire District is to preserve lives and property in our community by providing services directed at the prevention and control of fires, accidents, and other emergencies. It is our promise that we will serve our community with honor and the highest level of professionalism possible at all times.

Adopt a Hydrant

If your property is in the vicinity of a fire hydrant, the Waupaca Water Utility and Waupaca Area Fire District would appreciate it if you would adopt the fire hydrant and shovel the snow away from it. Please shovel a 3 foot area around the hydrant. It is important to keep the snow and ice removed so the Fire Department can locate and access the fire hydrant in case of an emergency.

Public Fire Protection

The Public Fire Protection charge recovers the cost of water for fighting fires and the extra capacity built into the system necessary to rapidly deliver a large volume of water to a fire anywhere within the Waupaca's water service area. These costs include a portion of the wells, pumps, storage facilities, water mains, hydrants and an estimated quantity of water used for this purpose. This charge is applied to all parcels in the City of Waupaca.

Waupaca Area Public Library

Address: 107 S. Main Street
Phone: 715.258.4415
Hours: Monday – Thursday 9am-8pm/Friday 9am-5pm/Saturday 9am-2pm
Website: www.waupacalibrary.org

General Introduction

The Waupaca Area Public Library is committed to providing opportunities for innovation and engaged learning. The Library provides programs, services, and materials for all ages. Information services are offered in person or over the phone. The Library has a shared catalog called Infosoup. Infosoup's fifty libraries share materials through a delivery service provided five days a week.

Available Space

The Library offers 4 private study rooms and 3 meeting rooms with capacity for groups as large as 100. Chairs and tables are available, as well as projection units and wireless internet capability. Sign up in advance for meeting rooms. There is a fee for business meetings, private parties and meetings not open to the general public. The library asks non-profits for a donation to help cover cleaning costs and upkeep.

Especially for Children

We offer a variety of materials, programs and services for children birth through Sixth Grade, parents, teachers and others who work with children. Staff members are happy to help you find whatever you need. Ask us for suggestions of good books to read on a variety of levels and interests. Visit us in the lower level of the library!

Especially for Teens

The Best Cellar is a space built, maintained and used by teens. All students, grades 6-12 are welcome to use the services provided in the Best Cellar and to participate in teen programs in the newly designed Makerspace.

Exhibit Room

The Library Exhibit Room is funded through the Waupaca Library Foundation. There are 6-9 exhibits held annually. The Exhibit Room, located in the lower level of the library, is open during regular library hours.

Library Card

Wisconsin residents of all ages are encouraged to apply for their own library card. Individuals under the age of 16 must be accompanied by a parent or legal guardian. Individuals must fill out an application form to apply for a library card. Waupaca Area Public Library will accept any combination of the following forms of identification that verify their identity, birthdate and current address:

- Valid Wisconsin Driver's License
- Passport
- Wisconsin I.D. Card
- Checkbook with local address
- Any item mailed to current address
- Rent Receipt
- Student ID

Airport

The City of Waupaca operates a municipal airport, Brunner Field. Whether flying in for business, pleasure, or to use our new 24 hour fuel farm you are invited to relax in our modern terminal or flight plan in our pilot lounge. For more information contact the airport at 920.867.3070. Services offered at the airport include:

- Flight Training
- Aircraft Repair
- Hangar Rental and Ownership
- 24 hour self-serve fuel farm offering 100 LL and Jet A
- Showers
- Courtesy Car
- Helpful, Friendly staff

Country Welcome

If you are new to the area, contact Country Welcome. Country Welcome can help eliminate some of the stress by providing valuable community information. You will receive a basket full of useful community information as well as county and city maps. The mission of COUNTRY WELCOME is to connect new residents of the Waupaca area with essential community resources and local merchants. Contact 715.281.3904 for more information about this service.

Historic Preservation

Waupaca is an area rich in history. The Waupaca Historical Society strives to preserve that history while educating and informing the public. The Waupaca Historical Society operates the Holly History and Genealogy Center, Hutchinson House Museum and Waupaca Railroad Depot. Learn more about the Waupaca Historical Society and the services they offer at www.waupacahistory.org.

Additionally, the city has a historic preservation commission whose purpose is to recognize, preserve and enhance areas, sites and structures that contribute to Waupaca's unique and distinctive environment.

There are two state historic districts in Waupaca: Main Street Historic District and the Lake Street Historic District.

Taxi Service

Waupaca Taxi service is provided by Brown Cab Service and is available within the City of Waupaca and to King. Waupaca Taxi offers various services including wheelchair-lift equipped vehicles and service to all people including the elderly and disabled. For service call 715.258.2880. Waupaca Taxi Operates on Sundays 8am-4pm, Monday-Thursday 6:30am-10pm, Fridays 6:30am-2:30am and Saturdays 7am-2:30am.

Waupaca Area Chamber of Commerce

The Waupaca Area Chamber of Commerce, a not-for-profit business membership organization with more than 400 members, is here to serve as an advocate for our member businesses and the Waupaca Area. The WACC offers the smallest organization to the largest employer, in the area, ways to grow and improve their business through networking, marketing opportunities, educational programs, and numerous other programs and services. The Waupaca Area Chamber of Commerce organizes and has information about events in the Waupaca area. They also meet community needs by providing travel and tourist information.

www.waupacaareachamber.com
715.258.7343

The Waupaca Area Convention & Visitor Bureau

The Waupaca Area Convention & Visitor Bureau has been established to promote the greater Waupaca area as a tourism destination and meeting and gathering place. The Board of Directors is comprised of representatives from the City of Waupaca administration and common council, Waupaca lodging facilities, and tourism and retail business owners/managers. The WACVB has been assigned the task of overseeing distribution of funds for "tourism promotion" and tourism development" per Wisconsin statutory definition.

www.waupacamemories.com
715.258.7343

Waupaca County

The City of Waupaca (population over 6,000) is located within Waupaca County and is the county seat. For more information about services provided by the County please visit www.co.waupaca.wi.us or call 715.258.6200.

Waupaca School District

All of Waupaca is in the Waupaca School District. The School District of Waupaca serves approximately 2,500 students in pre-kindergarten through grade twelve enrolled and serviced in our four schools - the Waupaca High School, Waupaca Middle School, Waupaca Learning Center Elementary School, and the Chain O' Lakes Elementary School. Call 715.258.4121 for enrollment and other information. Website: www.waupaca.k12.wi.us

Utility/Garbage Collection Contacts

Utility	Company	Website	Phone Number
Electricity	Wisconsin Public Service	www.wisconsinpublicservice.com	800.450.7260
Gas	WE Energies	www.we-energies.com	800.242.9137
Water/Sewer	City of Waupaca	www.cityofwaupaca.org	715.258.4422
Phone/Internet/Cable	Waupaca Online *Internet Only*	www.waupacaonline.net	715.942.9919
	Spectrum	www.charter.com	877.581.3485
	AT&T *Phone/Internet Only*	www.att.com	800.288.2020
Garbage Collection	Graichen Sanitation		920.982.4116
	Advanced Disposal	www.advanceddisposal.com	715.421.3939
	Waste Management	www.wm.com	866.217.7114
	Faulk's Brothers *large containers only		715.258.8566

Annual Calendar

January	• City offices closed on New Year's Day • License year starts (January 1 – December 31) • Park Shelter Reservations for the year start • January 31st - First Installment of Property Taxes Due
February	• Spring Primary Election (3rd Tuesday)
March	• Cat & Dog licenses need to be renewed by March 31st or a late fee is assessed
April	• Spring Election (1st Tuesday) • City Council Organization Meeting
May	• Parks fully open for the summer • City Offices closed for Memorial Day • Beach Opens (Memorial Day Weekend)
June	
July	• City Offices closed for July 4th • July 31st - Second Installment of Property Taxes due
August	• General Election Primary (2nd Tuesday)
September	• City Offices Closed for Labor Day • Fall-O-Rama
October	• 31st Trick or treat, 5pm-7pm
November	• General Election (1st Tuesday) • City Offices Closed on Thanksgiving and the Friday after
December	• City Offices Closed on 12/24, 12/25 and 12/31 or the nearest weekday if these days fall on a weekend

Contact List

	Address	Phone Number	Website	Other
City Departments				
City Hall	111 S. Main Street	715.258.4411	www.cityofwaupaca.org	facebook.com/cityofwaupaca Hours: M-F 7:30am-4pm
Brunner Field *Waupaca Municipal Airport*	2601 Runway Drive	920.867.3070		Hours: Daily 8am-5pm (Memorial Day – Labor Day 8am-8pm)
Community & Economic Development Department	111 S. Main Street	715.258.4404	www.cityofwaupaca.org/development	Hours: M-F 7:30am-4pm
Parks and Recreation Department	407 School Street	715.258.4435	www.waupacaparknrec.com	facebook.com/ waupacaparksandrec Hours: M-F 7:30am-4pm
Police Department	124 S. Washington Street	715.258.4400 Emergency: 911	www.cityofwaupaca.org	facebook.com/waupacapolice Hours: M-F 7:30am-4pm
Public Works Department	111 S. Main Street	715.258.4420	www.cityofwaupaca.org/publicworks	
Senior Center	407 School Street	715.258.4437	www.waupacaseniorcenter.com	facebook.com/ waupacaseniorcenter
Utility Billing	111 S. Main Street	715.258.4422		Hours: M-F 7:30a-4p
Waupaca Area Public Library	107 S. Main Street	715.258.4415	www.waupacalibrary.org	facebook.com/ waupacalibrary Hours: M-R 9a-8p F 9a-5p Sat 9a-2p
Waupaca Online	111 S. Main Street	715.942.9919	www.waupacaonline.net	facebook.com/waupacaonline
Win-TV/Waupaca Radio	111 S. Main Street	715.258.4401	www.waupaca.tv	Spectrum Cable Channels 991 FM 96.3
Outside & Other Government Agencies				
Humane Society of Waupaca County	2293 Commercial Drive	715.258.2545	www.waupacahumane.org	
Waupaca Area Chamber of Commerce	221 S. Main Street	715.258.7343	www.waupacaareachamber.com www.waupacamemories.com	
Waupaca Area Fire District	124 S. Washington Street	715.258.4434 Emergency: 911	www.cityofwaupaca.org	facebook.com/waupacafiredept
Waupaca County Courthouse	811 Harding Street	715.258.6200	www.co.waupaca.wi.us	
Waupaca County Sherriff Department	1402 E. Royalton Street	715.258.4466 Emergency: 911	www.co.waupaca.wi.us	
Waupaca Historical Society	321 S. Main Street	715.256.9980	www.waupacahistoricalsociety.org	
Waupaca Regional Recycling and Composting Center	608 Lakeside Parkway			Hours: Mon 12p-6p, Fri 7a-4p, Sat 7a-3p
Waupaca School District	515 School Street	715.258.4121	www.waupaca.k12.wi.us	
Waupaca Taxi		715.258.2880		