



COMMUNICATIONS DIVISION
MUSCATINE CITY HALL
215 SYCAMORE STREET
MUSCATINE, IA 52761
PH. (563) 264-1550

CITY OF MUSCATINE PRESS RELEASE

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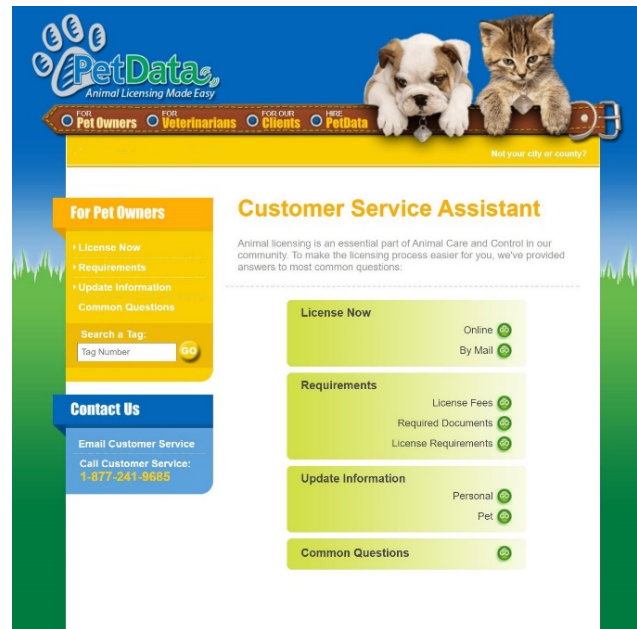
FOR IMMEDIATE RELEASE
JUNE 24, 2024

REGISTER YOUR PETS TODAY WITHOUT LEAVING HOME

Registration, licensing, dog park passes now available online and through the mail

MUSCATINE, Iowa - The City of Muscatine has a new, easy to use, website for residents to register their dogs and cats, submit required documentation, order license tags, and order dog park passes.

Muscatine residents can click on the link [Muscatine Pet Data](#) to visit the easy use online registration page. Just follow the prompts to register each dog or cat in the household, upload their vaccination records and spay/neuter records, and pay the fee for their license tag. You can also purchase a dog park pass during the registration process.





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There is a \$2.00 convenience fee charged for each online transaction.

Click [HERE](#) to watch a video on how to complete the online process or visit [ANIMAL CONTROL](#) on the City of Muscatine website for more information.

HOW IT WORKS

1. Go to [Muscatine Pet Data](#), and click "Apply Online" to start.
2. You will be taken to the Customer Service Assistant that contains four sections: License Now; Requirements; Update Information; and, Common Questions.
 - a. **LICENSE NOW** is the jumping off point for creating an account, registering your pet(s), and payment of fees.
 - b. **REQUIREMENTS** provides pertinent information on what you need during the registration process, what the associated fees are, and any other additional requirements.
 - c. **UPDATE INFORMATION** allows you to update your information and/or your pet's information as needed. Can be accessed once registered.
 - d. **COMMON QUESTIONS** is an FAQ with answers to most questions that a pet owner may have. If the answer is not there, PetData does provide a 24-7 Customer Service department that is acquainted with the Muscatine process.
3. License Now offers two options: register online or by mail.
4. Clicking on **License by Mail** will bring up a page that has the mailing address, required paperwork, fee structure, and a fillable animal license application form that can be filled out and saved and/or printed as a PDF.
 - a. You will need a copy of your pet's current rabies vaccination certificate, proof of spay/neuter if it is not indicated on the rabies, and a check or money order payable to Muscatine Animal Licensing.



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- b. Brochures on the registration process and the forms to register by mail are available at several locations including the Finance Department and Parks and Recreation Department at City Hall, the Public Safety Building, and the veterinary clinics and animal rescue locations in Muscatine.
5. Clicking on License Online will take you to the page containing instructions on how to register you and your pet(s) and pay for each license online, what are the required documents, the license fee structure and a fillable animal license application form. There is a \$2.00 convenience fee for each transaction when paying online.



Muscatine Animal License Application

City of Muscatine ordinance requires all dogs and cats over 6 months old to be licensed by an owner who is 18 years of age or older.

Muscatine Animal Licensing
c/o PetData
PO Box 141929
Irving, TX 75014-1929

Please print clearly.

Owner Last Name		Owner First Name	
Residential Address (required)		Apt. #	
City	State	Zip	
Mailing Address (if different from street address)			
Home Phone		Alternate Phone	
Email Address			
Species	Breed (if unknown, list breed most resembles)	Sex	<input type="checkbox"/> Spayed/Neutered <input type="checkbox"/> Unaltered
Pet Name	Color(s)	Weight	Age/Birthdate
Microchip Number			

License Term: Licenses will be valid for 1, 2, or 3 years from date of purchase, but may not be valid longer than the expiration of the rabies vaccination.

Pet License Fees	1st Year	2nd Year	3rd Year
Unaltered Pet	<input type="checkbox"/> \$25.00	<input type="checkbox"/> \$50.00	<input type="checkbox"/> \$75.00
Altered Pet	<input type="checkbox"/> \$10.00	<input type="checkbox"/> \$20.00	<input type="checkbox"/> \$30.00
<i>Proof of spay/neuter is required.</i>			
Senior 65+ with Altered Pet	<input type="checkbox"/> \$ 5.00	<input type="checkbox"/> \$10.00	<input type="checkbox"/> \$15.00
<i>Proof of owner's age is required.</i>			
*Dog Park Pass	<input type="checkbox"/> \$15.00	<input type="checkbox"/> \$30.00	<input type="checkbox"/> \$45.00
Replacement Tag	<input type="checkbox"/> \$ 5.00		

**The term for a Dog Park Pass must match the license term and will be valid through the end of the pet's license.*

Dog Park Pass Fee \$ _____

Total Enclosed \$ _____

To License Your Pet Online: ☐ Go to petdata.com/muscatine. ☐ Under License Now, click "Online." The rabies certificate may be uploaded or submitted later by fax, mail or email. Pay with a major credit card. A convenience fee will apply per online transaction.

To License Your Pet by Mail: ☐ Complete this application, ☐ Enclose a copy of your pet's current rabies vaccination certificate, ☐ Enclose proof of spay/neuter if not indicated on the rabies certificate, ☐ Make your check or money order payable to Muscatine Animal Licensing (Do not send cash) ☐ **Mail to:** Muscatine Animal Licensing, c/o PetData, PO Box 141929, Irving TX 75014-1929. Paperwork will not be returned.

Questions? Call toll-free 1-855-312-9069 or visit petdata.com/muscatine

6. Under Instructions to License Online, click on the "Click here to begin" link. This is where you begin to create your account with PetData.



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- a. After creating your account, you will be asked to complete your profile. ALL INFORMATION IS CONFIDENTIAL AND WILL NOT BE SOLD OR RELEASED BY PETDATA.
- b. The next section is where you will add information about each pet(s) to be registered. The first page will need the spay or neuter document if applicable while the second page will ask your pet's latest rabies vaccination.
- c. When all information has been completed and all documentation uploaded, click on Get License to checkout.

The screenshot shows the PetData website interface. At the top, there's a blue header with the PetData logo on the left, the location 'Dubuque, IA' in the center, and images of a dog and a cat on the right. Below the header, on the left, is a vertical menu with buttons: 'Log In Info', 'Owner Info', 'Your Pets' (which is highlighted with a blue arrow), and 'Logout'. To the right of the menu, the main content area is titled 'Your Pets' and includes a green button 'Add New Pet'. Below this, it says 'The Pet has been saved' and 'Pets Available for Licensing'. A specific pet is listed: 'RUFUS - Male Basset Hound' with a '(Click to Minimize)' link. Under this, there are three sections: 'Rufus's Information' (describing Rufus as an unaltered male Basset Hound with lemon fur, weighing 55 pounds, born Dec 1st, 2021), 'Rufus's Rabies Vaccination' (stating no vaccinations or expiration), and 'Rufus's License' (marked 'Due for Licensing'). To the right of these sections are buttons: 'Edit pet info', 'Add vaccination', and 'Get license'. Below the license section, it says 'Required documents' and lists 'Proof of vaccination' with an 'Add document' link. A note at the bottom right states: 'Rufus is missing 1 required document. If you do not complete this item now you will need to submit it later.' At the bottom of the page, there are logos for 'Authorize.Net' and 'TRUSTED COMMERCE', and a footer with contact information and copyright notice.

7. Dog Park Pass is available through PetData.
 - a. Before you check out, make sure you have added a Dog Park pass to your pets' licensing.
 - b. An option is available for those who live outside of Muscatine but still want the Dog Park pass to obtain that pass without having to purchase a City license. Required paperwork must still be submitted, however.



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- c. The first time you purchase a license + dog park pass, you will receive a new combination license and pass tag. This tag will be permanently assigned to your pet.

City staff researched, collected data, and reached out to other communities while exploring the possibility of privatizing the pet registration process. PetData was chosen for its ease of use and its guarantee of the security of information provided by residents.

"It was a long process but we feel that this is a huge step forward in helping owners register their pets," Courtney Patel, Animal Control Officer with the Muscatine Police Department, said. "Being responsible pet owners by registering pets and submitting the rabies vaccine paperwork will create a safer environment for our pets, our families, other pets, and other families."

The Muscatine City Council authorized a contract with PetData in August 2023 to provide online licensing and registration along with the issuing of Dog Park tags.