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Dear Neighbor:

Welcome to Wilmette! On behalf of your Village officials and staff, we're pleased that you chose Wilmette for your home. Once you get to know Wilmette better, we hope that you'll become an actively involved member of our community.

Wilmette is a vibrant Village. Besides our Village Center and neighborhood shopping areas, there are two major shopping centers - Plaza del Lago and Edens Plaza. Commuters are served by Metra and the CTA. Our outstanding public grammar and high schools are supplemented by St. Joseph and St. Francis Xavier grammar schools, Loyola Academy and Regina Dominican High School. Our public library is one of the finest in the State.

Our system of public parks and recreational facilities is also unsurpassed, ranging from the beautiful Gillson Park on the lakefront at the east to the excellent Wilmette Golf Club at the west and a wide range of recreational and leisure-time opportunities in between. With our many cultural, civic and religious organizations, residents can find activities and programs that match their needs and interests.

Village government is overseen by a Board of Trustees, consisting of the President and six Trustees, all of whom are elected. Day-to-day operations are under the direction of Interim Village Manager, Timothy Frenzer, whose office is at the Village Hall, 1200 Wilmette Avenue. The Village has a staff of over 200 employees to serve you, and there are more than 18 boards and commissions staffed by resident-volunteers who make recommendations to the Village Board in discrete areas, such a zoning, community relations and transportation.

The Village Board meets on the second and fourth Tuesdays of each month at 7:30 p.m. at the Village Hall. You are welcome to attend, or you can watch the proceedings on cable TV, Channel 6. You can also find out about other commission meetings and upcoming Village events by going to our website at Wilmette.com

If you're interested in becoming actively involved in Village government let us know by submitting a Talent Bank Questionnaire. Questionnaires are available at the Village Hall or at Wilmette.com.

Again, welcome to the Village. If we can be of service, call Mr. Frenzer or myself at Village Hall at 847-853-7509.

Very truly yours,

Christopher S. Canning
Village President

History of Wilmette

The present Village of Wilmette is distinct among North Shore communities because it was created by the 1924 merger of two older villages, Wilmette and Gross Point. The origins and development of these two communities differed, and this difference is still visible on the landscape. On the east, Wilmette developed on a wooded tract bordering Lake Michigan. On the west, Gross Point was the center of a German immigrant, farming community that spread across the open fields west of what is now Ridge Road.

Native Americans were the first people to inhabit this region. European contact began with the arrival of French explorers three centuries ago. At that time, Potawatomi people were living in this area.

Wilmette's road to incorporation began in 1869, a time during which the railroads played a crucial role in development, when a group of five men formed a land syndicate to promote residential development on the former Ouilmette Reservation. John G. Westerfield, the man who had originally farmed the land around the old Ouilmette cabin and later the village's first president, laid out streets and lots in his first survey of the Village. Despite this earlier platting of the Village, it was not until 1872 that the Village was incorporated. It was named after early settlers Archange and Antoine Ouilmette, although the spelling was changed.

In 1910, the Northwestern Elevated Electric Railroad replaced the CM & St. Paul line, making electric train service to Chicago or Milwaukee available for the first time from the east side of the Village. This line was expanded north to 4th Street and Linden Avenue in 1912. In 1913, the railroad's architect designed and built a Prairie-style station intended to be a "high-grade artistic terminal to attract the better purchasers." This electric line is commonly called the "L" line and still operates.

By 1940, the population of the Village had reached 17,226. In 1942, Wilmette's boundaries were further expanded when No Man's Land, the triangle of land near the lake and bordering Kenilworth, was annexed after years of legal and legislative battles. Zoning changes allowed high-rise apartment buildings to be built there beginning in the 1960s.

The Edens Expressway opened in 1951 and the postwar baby boom brought rapid change to west Wilmette. Farmland disappeared as new streets were platted and homes and parks sprang up. The Edens Plaza Shopping Center opened in 1956. Improvements to the highways made it more convenient to drive to the city, bringing about the demise of the North Shore Line in 1955 and the Skokie Valley Line in 1962. In 1953, a prominent Wilmette landmark, the Baha'i House of Worship, was completed forty years after its construction began.

The population grew from 18,162 in 1950 to 32,134 by 1970. When the Village celebrated its centennial in 1972, there remained little vacant land. Wilmette had become a mature suburb, one whose coming challenges would be more of preservation and revitalization than of growth. At present, the Village has an expansive road system, encompassing over 87 miles of streets, 18.8 miles of alleys and 166.1 miles of sidewalks.

Government Overview

Village Board

The Village Board is the legislative and policy-making body of the Village and includes the Village President and six Trustees. The President and Trustees are elected at-large and serve staggered four year terms. Village Code prohibits a Village Board member from serving more than two consecutive terms. The Village Board does not receive compensation.

The Village Board meets on the second and fourth Tuesday of each month at 7:30 p.m. at Village Hall, 1200 Wilmette Avenue. Regular Village Board meetings are broadcast live on cable Channel 6 and replayed the following day at 1:00 p.m.

President: Chris Canning

Trustees: Mike Basil Alan Swanson
 John Levin Mari D. Terman
 Karen Spillers Lali Watt

Village Manager

The Village operates under the council-manager form of government with the day-to-day operations of the Village in the hands of a full-time, professional Village Manager who is appointed by the Village Board.

Boards and Commissions

In addition to the Village Board, over 100 Wilmette resident volunteers serve on 18 boards and commissions. The first step for any resident interested in serving the Village in such a position is to complete a Talent Bank Questionnaire. This may be obtained from the Village Manager's Office by calling 847-853-7511 or at www.wilmette.com. The Village President appoints members to these boards and commissions with the approval of the Village Board.

Residents may volunteer to serve on the following Boards or Commissions:

Appearance Review Commission
Bicycle Task Force
Board of Fire and Police Commissioners
Board of Health
Building Code Board of Appeal
Business Development Advisory Group
Commission for Persons with Disabilities
Community Relations Commission
Electrical Commission
Environment and Energy Commission
Fine Arts Commission
Fire Pension Fund

Historic Preservation Commission
Housing Commission
Plan Commission
Police Pension Fund
Transportation Commission
Youth Commission
Zoning Board of Appeals

For more information on these boards and commissions, including the current meeting schedule, visit the Village's website at www.wilmette.com.

Village Manager's Office

847-853-7509

Under the direction of the Village Board, the Village Manager's Office oversees, coordinates and provides leadership to the professional day-to-day administration of all Village departments. The Village Manager's Office is the center point of communication between the President and Village Board, the various Village departments, and the citizenry.

Freedom of Information Act Requests- In accordance with State law, individuals wishing to view public records must complete a Freedom of Information Request. Request forms can be found on the second floor of Village Hall.

Voter Registration and Absentee Voting- With two proofs of current address, you may register to vote at Village Hall. Prior to elections, you may also vote absentee at Village Hall or pick up an absentee ballot. Call the Deputy Clerk at 847-853-7511 for absentee voting hours and other details. For more voting information, visit the League of Women Voters of Wilmette website at www.lwvwilmette.org.

Newsletter- The Village's newsletter, *The Communicator*, is mailed to residents four times a year. *The Communicator* provides residents with information about Village programs, services and community events.

Cable Television Franchise Agreement- The Village has an agreement with Comcast that allows the firm to provide cable television service to Wilmette residents. The agreement requires Comcast to be available by telephone to answer questions, respond to service interruptions within 24 hours and rectify service problems within 48 hours; provide credits to subscribers for service interruptions greater than four hours, repair any damage in the street or public way as a result of construction; provide parental control devices as requested by subscribers; and maintain a local office within 10 miles of the Village. Complaints regarding Comcast may be directed to the Assistant to the Village Manager at 847-853-7503

Comcast maintains a 24-hour telephone response center at 866-594-1234. The local office is located at 9651 Gross Point Road in Skokie.

Human Resources- Wilmette employs more than 200 full-time workers. Functions in the Human Resources Division include recruitment of new employees, benefit administration, development and administration of personnel policies and procedures, and monitoring compliance with state and federal personnel requirements. The Village of Wilmette is an Equal Opportunity Employer.

For employment information, contact 847-853-7510. Job opportunities are posted on the Village's website at www.wilmette.com.

Wilmette Cable Television

847-853-9288

WCTV - 6 is Wilmette Community Television, the Government Access Channel for the Village. The office/studio is located in the basement of Centennial Park, 2300 Old Glenview Road.

Residents may watch the Channel 6 Video Bulletin Board to get important information about Village activities, events, meeting notices and agendas. Also watch for local programs, including live coverage of Village Board Meetings.

Government Access Studio- Wilmette residents who are interested in participating in production classes that will ultimately lead to the production of programs on WCTV Channel 6 are encouraged to contact the Village Cable Coordinator at 847-853-9288.

Watch Village Meetings Live- Tune in to Channel 6 to watch live broadcasts of Village Board meetings on the second and fourth Tuesdays of each month at 7:30 p.m. Village Board meetings are rebroadcast the following Wednesday at 1:00 p.m.

Zoning Board of Appeals Meetings- Live meetings of the Zoning Board of Appeals are broadcast on the first and third Wednesdays of each month at 7:30 p.m. Zoning Board meetings are rebroadcast the following Thursday at 1:00 p.m.

District 39 School Board Meetings- School Board meetings are broadcast live on the third Monday of each month at 7:00 p.m. The meetings are rebroadcast the following Tuesday at 1:00 p.m.

Park District Board Meetings- Park Board meetings are broadcast live on the second Monday of each month starting at 7:30 p.m.

Community Development

847-853-7550

The Community Development Department is responsible for the functions relating to land use in the Village. This department staffs the Plan Commission, Zoning Board of Appeals, Historic Preservation Commission, Appearance Review Commission, and Housing Commission.

If you are planning a home or property improvement, please remember that a building permit is required. With help from the Village's inspectors, you are ensured that the job is completed safely and in compliance with Village codes. Community Development also handles code enforcement matters such as fences in disrepair, inoperable vehicles or downspout violations.

Before beginning any construction, please be sure to contact the Community Development Department to determine whether or not a permit is required.

Permits are required for most home improvement projects, including but not limited to:

- Any new building or addition
- Interior remodeling
- Heating / air conditioning work
- Cabinets
- Garages and sheds
- Sewer repairs
- Fireplaces
- Driveways, patios, walks
- Grading changes
- Electrical or plumbing work
- Roofing
- Lawn sprinklers
- Fences and walls
- Swimming pools, hot tubs

If a permit is not obtained, the work will be stopped until a permit is issued, a surcharge will be added to the cost of the building permit, and any work performed without a permit may be subject to removal at the Village's determination.

For more information on permit requirements please visit the Community Development's webpage at www.willmette.com.

Noise Restrictions – Construction is permitted within the hours of 7:00 a.m. to 7:00 p.m. on weekdays and 9:00 a.m. to 6:00 p.m. on Saturdays. No construction is permitted on Sundays or holidays. Gas powered leaf blowers are prohibited from May 15th to October 1st. From October 2nd to May 14th, gas powered leaf blowers are permitted but may operate for no more than 30 minutes in any 3 hour period. Commercial lawn services are allowed to work only between 8:00 a.m. and 5:00 p.m. on weekdays and between 9:00 a.m. and 5:00 p.m. on Saturdays.

Watering Restrictions – Lawn sprinkling is banned on weekdays from 10:00 a.m. to 4:00 p.m. from May 15th to September 15th. Hand watering with buckets or cans is permitted during this time.

The Engineering Department is responsible for the design and inspection of all public construction within the right-of-way. This includes streets, curbs, sidewalks, street lights, sewer and water lines, and storm sewers. This division is responsible for issuing permits for work to be done in the public right-of-way, issuing dumpster and grading permits, coordinating traffic and parking studies, and providing engineering assistance to other Village departments. For updates on construction around Wilmette visit the Village's website at www.wilmette.com or call the phone number above.

In addition to these duties, the Engineering staff provides administrative support to the Municipal Services Committee, the Transportation Commission and the Bike Task Force.

Dumpster Permits - Dumpsters are not permitted on a Village street and may only be placed on the Public Right of Way (ROW) if there is no space available on private property. Before placing a dumpster, residents must obtain a permit from the Department of Engineering. A surcharge will be added for dumpsters without permits.

Right-of-Way Permits - Any work that is to be performed in the public right-of-way requires approval by the Village. For projects such as driveway, sidewalk, curb and gutter repairs, the placement of a dumpster or scaffolding, or installation of a sprinkler system on the right-of-way, residents and contractors should contact the Engineering Department.

Grading Permits - The purpose of the Grading Ordinance is to protect existing land grades, contours, drainage patterns, and water quality from adverse consequences caused by land-disturbing activities such as digging, excavating, grading and filling, as well as from alteration of existing vegetation. Land disturbing activities of a commercial or residential nature require a grading permit.

Bicycling in Wilmette – Wilmette is an active bicycling community. Residents who are interested in biking may pick up a bike map in the Engineering Department at Village Hall. Wilmette has two signed bike routes. The first route is the Green Bay Trail which starts at Wilmette Avenue, just east of the Metra Railroad tracks, and continues north connecting many north shore communities. The second route is an east / west bike route that connects Gilson Park on the east side of the Village to the North Branch Trail on the west side of the Village.

Public Sidewalk Maintenance – Property owners are responsible for the maintenance of the public sidewalk adjacent to their residence. The Village has a sidewalk and curb repair program whereby the Village contracts with a construction firm to replace the most deteriorated public sidewalks and curbing as funding permits. If you have deteriorated public sidewalks or curbing which you feel should be replaced, please report it to the Engineering Department. If residents want to have public sidewalk replaced that is not

on the replacement list, they may apply for a right-of-way permit and hire a private contractor to replace the sidewalk at their own cost.

Street Resurfacing Program – Many of the Village’s roads were built in the post World War II development boom. Each year, roads are selected for resurfacing from a pavement evaluation program developed by an outside consultant. Streets in poor condition are identified and given priority. To find out when your street will be resurfaced, please contact the Engineering Department.

Water Plant – The current customer base of the Wilmette Water System is approximately 100,000 with over 70 percent of these customers living in Glenview and portions of Prospect Heights. The Village intakes water from Lake Michigan which is considered an excellent source of water that is relatively easy to purify because of its consistent chemical makeup and low turbidity. The Water Plant has an Illinois Department of Public Health certified laboratory where chemical and microbiological tests are conducted daily to ensure that the highest quality of water is produced. Of more than 120 contaminants tested for annually, all are well within the Environmental Protection Agency’s water quality standards.

Finance Department

847-251-2700

The Finance Department provides financial management and support to the Village Board, Commissions and all Village departments. Services provided by Finance include the sale of Village permits, licenses and real estate transfer stamps as well as water and sewer billing.

Vehicle Stickers- Every owner or operator of a motor vehicle, who registers with the Illinois Secretary of State's office to an address located within Wilmette, is required to purchase a vehicle sticker. Senior citizens (age 65 and older) who meet the annual income requirements are eligible for a discount.

Stickers that are lost or stolen may be replaced by purchasing a duplicate sticker for a nominal fee. Residents replacing a car that has a current vehicle sticker may purchase a sticker for the new car for a nominal fee.

The licensing year begins April 16th and ends April 15th. Annual renewal season is March 1st through April 15th.

Parking Permits- Residents who would like to acquire permanent street parking permits may do so through the Finance Department. To obtain a permit, residents must submit proof of residency. Residents who reside on streets with permit parking may acquire temporary visitor parking permits. Temporary permits are valid for one day at a time and are available through the Finance and Police Departments in packs of seven at no charge.

Animal Licenses- Pets must be registered at Village Hall. A one-time fee is assessed for an identification tag that must be attached to the pet's collar. The tag is utilized as a way to return lost pets to the owner's home.

Real Estate Transfer Tax- In 1988 the Village adopted a real estate transfer tax equal to \$3.00 for every \$1,000 value or fraction thereof of the sale. To purchase transfer tax stamps, the final water and sewer bill for the property must be paid in full. Property owners must contact the Finance Department two weeks in advance to schedule a final water meter reading.

Water and Sewer Billing- Residents are billed quarterly for water and sewer usage. Water bills can be paid by mail, in person at Village Hall or through direct debit from your checking or savings account. Through direct debit, the funds will be withdrawn on the due date, thus avoiding any late fees or penalties. To sign up for direct debit, contact the Finance Department or complete the direct debit form available at www.wilmette.com. A monthly refuse collection fee is also contained in the quarterly water and sewer bill.

Residents experiencing problems with their water meters should contact the Water Plant at 847-853-7535.

PACE Bus Passes- A variety of Regional Transportation Authority (RTA) bus passes are available for purchase at the Finance Department including:

Monthly Passes:

- Regular User
- Special User
- Student Haul Pass

Daily Passes:

- Regular User
- Special User

Bus schedules are available in the Village Hall lobby. Questions regarding suburban bus services may be directed to Pace Services at 847-364-7223.

Promotional Items- Various items can be purchased at the Finance Department including emergency identification bracelets, postal cards, and George D. Bushnell's book "Wilmette a History". "No Solicitor" signs for your front door are available at no charge at the Finance Department.

Fire Department

Non-Emergency 847-251-1101

The Fire Department consists of 45 sworn personnel, the majority of whom are certified paramedics. The department provides fire suppression, Emergency Medical Service (EMS), fire prevention, special rescue, and fire safety education. Annually, the department responds to approximately 3,500 emergency incidents, of which 1,700 are medical calls and 1,800 are calls for fires, rescues, mutual aid, and special team calls.

The Fire Department belongs to MABAS (Mutual Aid Box Alarm System) Division III which is a mutual aid box alarm system shared with adjoining communities. The member towns provide firefighters for special training and response in each of the teams listed below. When a specific emergency develops in our division, Wilmette Fire Department team members respond to the incident.

-Hazardous Materials Response Team

-Underwater Rescue Team

-Special Rescue Team

Wilmette has two fire houses, Station #26 is located at Green Bay Road and Lake Avenue and Station #27 is located at Illinois and Lake Avenues.

Fire Prevention and Education- The Fire Department's Fire Prevention Bureau is coordinated by the Assistant to the Fire Chief. The Fire Prevention Bureau is responsible for conducting fire prevention and life safety inspections and reviewing construction plans. If you have any questions concerning the Fire Prevention Bureau, would like information regarding fire prevention or need to report a fire safety violation, please call the Bureau at 847-853-7693.

The Department welcomes opportunities to speak with groups or individuals regarding fire prevention and fire safety. If you are interested in obtaining information regarding the Department's Public Education programs, please call 847-853-7693.

Family Safety House- The family safety house is a public education trailer designed to look like a standard home, and is used to provide instruction in fire safety and fire prevention, as well as severe weather situations. The mobile Family Safety House is brought to different schools in the community, group elderly homes and community special events.

Block Parties- If you would like to have a fire engine show up at your next block or birthday party, the department will send out a fire truck with firefighters to give a basic demonstration and answer questions.

Station Tours- To schedule a tour of a Wilmette Fire Station, contact the Fire Department at 847-251-1101

Juvenile Firesetters Program- The Fire Department offers families help in dealing with child firesetters. If the situation involves an accidental fire or a fire set out of curiosity, a Juvenile Firesetters Class is offered to the family at no cost. This class provides information on the proper use of fire as well as fire safety information.

The Health Department's primary function is to protect and promote health and prevent disease. The Health Department provides for the sanitation and nuisance abatement of the environment, the surveillance, monitoring and control of communicable disease, community health education and information, and direct community health services. The Health Department enforces and observes all State and County laws, rules and regulations and all local ordinances pertaining to the preservation of public health.

Blood Pressure Screening- About one in every four American adults has high blood pressure. Have your blood pressure checked on Tuesday afternoons by the Village Nurse between 3:00 p.m. and 4:30 p.m. in the Wilmette Health Department office located on the second floor of the Village Hall. No appointment necessary.

Cholesterol & Glucose Screening- The Health Department offers a Lipid Profile and Glucose screening for residents. The screening is by appointment only and requires a 12 hour fast. The Lipid Profile includes tests for total cholesterol, HDL cholesterol, LDL cholesterol, triglycerides, and HDL/LDL ratio. The glucose screening is for the detection of diabetes. The test requires blood drawn from the arm and the results are sent in the mail within 48 hours. A nominal charge will be assessed for each screening. To make appointments, please call the Village Nurse at 847-853-7507 or e-mail at health@wilmette.com.

Colon Cancer Screening- Colorectal cancer is cancer of the colon or rectum. Five-year survival from colorectal cancer is greater than 90% when detected early, versus 8% when detected late. The Health Department provides Hemoccult II Kits to test for the presence of blood in the stool, which is an early symptom of colon cancer. A nominal charge will be assessed for each screening. Contact the Village Nurse at 847-853-7507 to have a kit sent to you, or pick one up at the Wilmette Health Department.

Influenza Vaccine- The single best way to prevent the flu is to get vaccinated each fall. The Health Department offers flu shots to Wilmette residents over the age 50 (or with a chronic illness which is confirmed with a note from a doctor if under the age of 50). Dates for the administration of the flu vaccine will be announced in the *Communicator*, on WCTV-6, and on the Village Hall and Library bulletin boards. Appointments are necessary to receive the flu vaccine. A fee will be assessed, however, resident who have Medicare Part B as their primary insurer may choose to receive their immunization with Medicare paying the fee. For an appointment, contact the Village Nurse at 847-853-7507 or health@wilmette.com.

Adult Hearing Tests- In cooperation with the Audiology Clinic of Northwestern University, the Health Department offers hearing screening tests for adults. Dates for the hearing tests will be announced on the Village website. Appointments are required and can be made by contacting the Village Nurse at 847- 853-7507 or at health@wilmette.com.

Rodent Abatement- The Sanitarian is available to answer questions concerning rodent infestation and those characteristics which may encourage rodent populations to flourish in and around your home. For information regarding rodent abatement contact the Village Sanitarian at 847-853-7508.

Food Inspections- The Sanitarian inspects food handling practices including proper hygienic practices of all food handlers and food servers in food service establishments throughout the community. If you have a complaint regarding a food service establishment please contact the Village Sanitarian at 847-853-7508.

Police Department

Non-Emergency 847-256-1200
www.wilmette.com/departments/police

The Police Department provides a full range of law enforcement services, responding to nearly 20,000 calls each year. The Department has 45 sworn officers and 21 civilians. Please visit www.wilmette.com/police for the Police Department's annual report, most recent community survey report and important crime prevention information.

Full time assignments in the department exist in patrol, criminal and juvenile investigations, community relations/crime prevention, research and development, and S.H.A.R.E. (Safety, Health, Attitude and Responsibility through Education). In addition, specialized assignments within patrol include evidence technician, regional emergency services team (S.W.A.T.), field training officer, firearms instructor, DUI specialist, emergency vehicle operations instructor, regional burglary investigator and traffic crash reconstructionist.

In 1986 the Wilmette Police Department became the 3rd agency in Illinois and the 29th nationwide to earn accreditation from the Commission on Accreditation for Law Enforcement Agencies (CALEA). The Police Department has since maintained its accreditation.

Overnight Parking Prohibited- Overnight parking is prohibited on streets where posted. Even where overnight parking is not prohibited, the Village encourages residents to find off-street parking for their vehicles. Vehicles left on the street overnight are subject to vandalism; Police can better patrol an area that is free of parked cars; and emergency vehicles can reach their destinations more quickly when fewer cars are parked on streets.

For streets with permit parking only, the Village offers daily temporary parking passes at no charge. Passes may be picked up at Village Hall.

Alarm Permits- Village ordinance regulates private alarm systems. The ordinance requires all persons, firms or corporations which use, own, lease or control an alarm at any residence, building or premise in Wilmette to have an alarm permit. Permit applications can be found on the Police Department's website: www.wilmette.com/police or at the Police Department.

CodeRED Emergency Notification- The Village provides emergency community notification to telephone numbers within Wilmette. An example of the systems potential use would be drinking water contamination, missing persons or hazardous conditions where rapid and accurate notification is essential to the safety of the community. To ensure you are included in the notification database, visit the Village's website to register at www.wilmette.com.

Silent Partner Alert- You can sign up to receive e-mail alerts about crime in your neighborhood by going to www.silentpartneralert.com.

Defensive Driving- Alive at 25- The Police Department offers a course called *Alive at 25* for teen drivers. This is a program of the National Safety Council and is taught by certified instructors from the Police Department. Wilmette is among the first communities in Illinois to offer this program, which is intended to significantly improve new driver safety. To obtain the dates of future classes, register for a class, or for more information, call 847-853-7553. For further information about the program, go to www.aliveat25.us.

Social Worker- The Police Social Worker offers assessment, referral and short term counseling services to residents of Wilmette who are referred by the Police Department. Depending on the individual needs, degree of problem and appropriateness of treatment; the Social Worker will either facilitate the referral to other agencies or provide counseling services at the Department.

The Police Social Worker is available for residents to call to obtain resource or referral information and to assist victims and family members during a crisis such as suicide, domestic violence or child abuse. In addition, the Social Worker will respond to geriatric concerns by helping to link senior citizens with the appropriate services.

Animal Control- The Police Department enforces animal ordinances and investigates animal bite complaints and coordinates the removal of dead animals from public property. The Village does not remove live or dead animals from private property; removal is the responsibility of the property owner.

Residents seeking to remove animals from private property may contact ABC Humane Wildlife Control and Prevention, identified by the Village as the lowest cost provider, at 847-870-7175.

Please note that dogs are not permitted to run at large in the Village. When off the premises of the owner, a dog must be on a leash and under control of a family member over 12 years of age.

Block Parties- Residents wishing to host a block party may do so by contacting the Police Department at least 7 days in advance of the scheduled event.

Community Emergency Response Team (CERT)- The Wilmette Police and Fire Departments teach a seven-week class (one night per week) designed to teach crisis and disaster survival skills to adult residents. Those who take the class are eligible to join a volunteer community-wide CERT team that may assist the Village in disaster response.

Parents Who Host Lose the Most- Under state law and Wilmette Village Ordinance, it is illegal to host or otherwise allow teen drinking in your home. Parents can and will be prosecuted under the law. Refuse to allow those under 21 to drink in your home.

Public Works Department

847-853-7500

The Public Works Department consists of the Forestry Division, Street Division, Street Lighting Division, Water and Sewer Division, Vehicle Maintenance Division and an Administrative Support Group. The various divisions within the Public Works Department operate and maintain infrastructure and equipment for Wilmette's public streets, street lighting, right-of-way landscape maintenance, forestry program, water distribution system, sewer collection system, refuse collection including yard waste and recycling collection, and the repair of the Village's vehicles and equipment. Each one of the services is provided by a capable, well-trained, dedicated staff, many of whom have considerable tenure and experience.

Forestry

The Village is fortunate to have an urban forest that has over 18,000 parkway trees. The Forestry Division is responsible for maintaining all trees on public property through programs of systematic pruning, removal, planting, disease control and care for sick and damaged trees. The Village earned its 24th Tree City USA recognition and its 13th Growth Award from the National Arbor Day Foundation for 2007 and was recognized for its tree care and maintenance.

Tree Trimming- Parkway trees are pruned on a seven-year cycle to promote their health, growth, appearance and to prevent damage to life and property. The spacing and thinning of branches improves crown shape and branch structure, allows more light into the center of the tree and permits wind to pass freely through the canopy, thus limiting the amount of storm damage occurrence. Systematic pruning also removes foreseeable growth problems, like crowded or crossing branches, before they have a chance to develop and worsen. Other crucial benefits of scheduled pruning include the removal of dead and hazardous limbs.

Spring and Fall Tree Planting- Residents can have a tree planted on their parkway as part of the Village's Cooperative Tree Planting Program. Benefits of participation in the shared-cost, cooperative planting program include selection of tree species and choice of tree size to be planted. For more information, contact the Forestry Division at 847-853-7587.

Streets

The Street Division is responsible for a variety of maintenance functions related to streets, public right-of-ways and public facilities. The Village has an expansive road system, encompassing over 87 miles of streets, 18.8 miles of alleys and 166.1 miles of sidewalks. Of the 87 miles of streets, 65.5 miles are comprised of asphalt, 15 miles are comprised of brick and 6.5 miles are concrete.

Cook County is responsible for maintaining the following: Lake Avenue west of Ridge, Illinois Rd. west of Locust, Hibbard Rd. south of Skokie Blvd., Briar Dr., Old Glenview Rd.

west of Edens highway, Happ Rd. from Illinois Rd. to the North Branch of the Chicago River and Locust Rd. north of Illinois Rd. For any problems encountered on these roadways, please contact Cook County directly at 708-387-4051.

The Illinois Department of Transportation (IDOT) is responsible for maintaining the following: Skokie Blvd., Glenview Rd. from Ridge Rd. to Skokie Blvd., Hibbard Rd. north of Skokie Blvd., Ridge Rd. north of Wilmette Avenue and Crawford Rd. For any problems encountered on these roadways, please contact IDOT directly at 847-272-1246.

Street Parking Prohibited during Snow Removal - The Village Code prohibits street parking during snowstorms and snow removal when accumulation reaches two inches. Parking is prohibited 24 hours after the snowfall stops or until the Village snow removal operations are completed, whichever is sooner.

Snow and Ice Control Program - The program was established to combat winter storms while maintaining public safety and preventing damage to life and property. Plowing operations will commence when 2” of snow has accumulated. Salting operations will continue during plowing until conditions deem it unnecessary or ineffective.

The priority for plowing and/or salting operations are as follows:

1. **Arterial Streets:** Opening and maintaining the condition of Arterial Streets is the main priority in all plowing operations. Arterial streets are normally plowed and salted with either one truck or two trucks running tandem. When running in tandem, only the rear truck applies salt. Occasionally, three trucks may be used with the rear truck applying salt.
2. **Business/Commuter Sidewalk Routes:** These routes shall be the first sidewalks salted and plowed. Whenever possible, the commuter sidewalk routes are completed by 6:00 a.m. and the business sidewalk routes completed by 8:00 a.m. These routes are done at the same time as the arterial streets.
3. **School Sidewalk Routes:** When needed, school crossing guard locations and crosswalks are salted every weekday that school is in session by 7:30 am whenever possible. All sidewalks on these routes are plowed after 2” of accumulation.
4. **Side Streets:** These are plowed after 2” of accumulation. Side streets are plowed and salted with either one truck or two trucks running in tandem. When running in tandem, only the rear truck applies salt. Normally, only side street intersections are salted, but the entire street can be salted if conditions dictate.
5. **Cul-de-sacs:** These are plowed after 2” of accumulation. A pick-up truck or small dump truck is used to plow cul-de-sacs.

6. **Parking Lots:** The plowing of public parking lots is done by contract. The Village notifies the contractor that the lots are to be plowed when there is an accumulation of 2” of snow. Village trucks salt all of the public parking lots after they have been plowed.
7. **Residential Sidewalks/Carriage Walks:** The walks are plowed after 4” of accumulation and all walks within the Village are plowed within 48-72 hours after the storm has ended. Whenever possible, this operation will take place during evening/nighttime hours when there is less use of the walks by pedestrians.
8. **Alleys:** These are plowed after 4” of accumulation of snow and after the side-streets have been cleared.
9. **Bus Shelters:** These areas are cleared and salted as needed after 4” of accumulation.
10. **Clearing Commercial Districts:** These areas are cleared of snow when the accumulation of snow creates a hazard for pedestrians using the district. The operation entails removing snow from the “transition zone” adjacent to the curb by pushing all of this snow into the parking area.

Street Flooding- If you notice water standing over street catch basins, either inform Public Works by calling 847-853-7500 or try to remove the debris so water can enter the storm sewer and prevent street flooding.

Refuse, Recycling & Yard Waste Collection

Refuse Collection- Since 1967, the Village has contracted out all residential refuse and recycling collections. Currently, residential collections are handled by Veolia Environmental Services (VES). Veolia’s regional office can be contacted directly at 847-251-8759. All residences receive refuse collection weekly. Residents have the option of choosing a second refuse collection each week at their own expense. If a second collection is desired, residents should contact VES directly.

VES will also collect appliances such as washers, dryers, microwaves, air conditioners, and refrigerators. While there is no direct charge for this service, residents must contact VES in order to schedule a pickup. Residents can also call to schedule an appointment to have Veolia collect bulky items such as couches, chairs, tables, mattresses, etc. at no charge. Simply place these items out for collection on your normal refuse collection date. If you have alley service, please place the items in the alley. If you have "side-door" collection, place the bulky items at the curb.

No collections will be made on Memorial Day, the 4th of July, Labor Day, Thanksgiving, Christmas and New Year's Day. Collections scheduled to occur on these days and those immediately following them will be made one day later than usual.

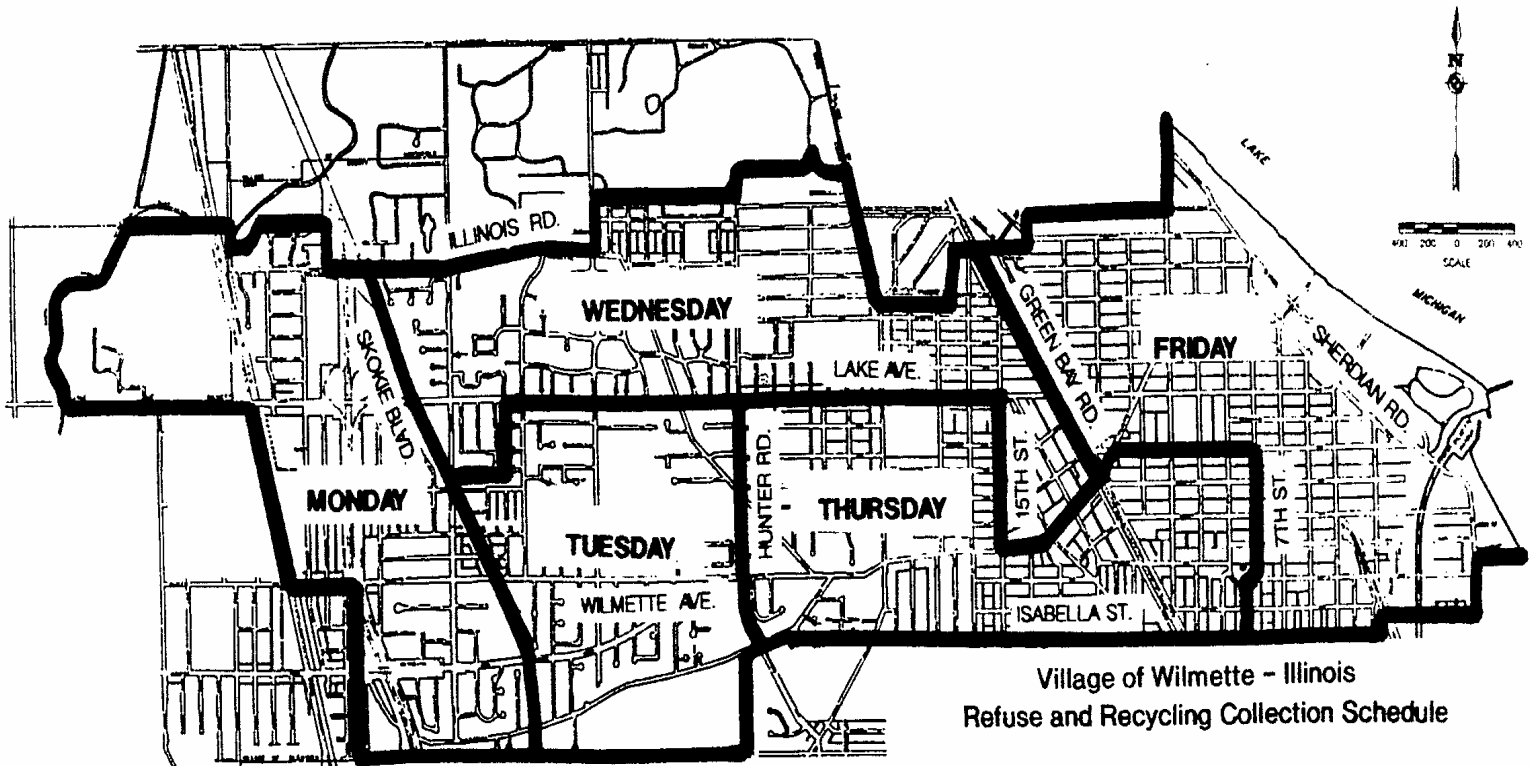
Recycling Collection- Residents receive recycling collection weekly, on the same day that refuse collection is scheduled. The Village utilizes a recycling facility that has the capacity to process a commingled mixture of recyclables, a process commonly referred to as single stream recycling. Single stream recycling enables all paper fibers and containers to be mixed together, instead of being sorted into separate commodities (newspaper, cardboard, plastic, glass, etc.).

To prevent papers from being blown away by the wind, consider placing fiber materials (newspaper, magazines, mixed paper, etc.) in paper grocery bags or bundle with twine. Do not place recyclables in plastic bags as they are not recyclable in the curbside program. Any soiled fiber material including cardboard (pizza boxes, used paper towels, paper plates or tissue) is not recyclable. All glass, plastic and metal containers should be thoroughly rinsed out before placing into the recycling bins. In addition, all caps and lids from containers or cans should be removed and discarded. Additional recycling bins are available for purchase at the Village Hall, 1200 Wilmette Ave., 1st Floor. Bin covers are also available for an additional cost.

The following materials are acceptable for recycling:

- Newspapers & All Inserts, Including Glossies
- Aluminum & Tin Food Cans, Rinsed Clean
- Glass Bottles & Jars, Rinsed Clean
- Aseptic Packaging (Juice Boxes)
- Gable Top Containers (Milk and Juice Cartons)
- Mixed Paper & Junk Mail
- Magazines, Catalogs, and Telephone Books
- Cardboard/Chipboard (Flattened, no larger than 2'x2')
- Old Car Batteries (Not Cracked or Leaking)
- Used Motor Oil (In a Clear Plastic Jug)
- Steel Cans & Containers
- Aerosol Cans (MUST BE EMPTY)
- Plastics: #1-PETE, #2-HDPE, #3-PVC or Vinyl, #4-LDPE, #5-PP, #6 PS
(*limited- see below*), #7-Mixed Resins and 6 or 12 Pack Rings (All Plastics must be stamped with a number 1-5, or 7 to be accepted). *For plastics marked #6-PS: Only Styrofoam cups, empty egg cartons and clamshell carry-out food containers (clean) are accepted.*

Collections will be made based upon the following schedule:



Collection Locations- Refuse collections will be made from only one location on a property. For residents abutting an alley, the location will be next to the public alley. Residents without a public alley must place containers at the curb after 6:00 p.m. on the day preceding the collection.

Yard Waste Collection-The Village's yard material collection program begins on the first Monday in April and continues through the last Tuesday in November. Yard waste is collected by the Village's refuse hauler, Veolia Environmental Services. Examples of yard waste include: shrub trimmings, grass clippings, leaves, twigs and garden waste. Details of the yard waste program include:

- Collection day for residents living west of Ridge Road is Monday, residents living east of Ridge Road will receive service on Tuesday.
- Only materials in biodegradable yard waste bags or in properly tied bundles with non-plastic rope or string and an official Village yard waste sticker affixed will be collected. Branch bundles must be less than four (4) feet in length, contain branches up to three (3) inches in diameter, be wrapped with a natural twine, and weigh 40 lbs or less.
- Yard waste bags are available for purchase at local Jewel Food stores, hardware stores and garden shops. Yard Waste stickers are available for purchase at Village Hall and area stores.

- Yard waste should be placed at the curb or in the alley for pickup no earlier than 6:00 p.m. the day before scheduled pickup, and no later than 7:00 a.m. the day of collection.
- Residents have the option of renting a 95-gallon container for yard waste material from the Village's refuse contractor, Veolia Environmental Services. Three yard waste stickers must be attached per collection.

Leaf Collection- The Street Division provides leaf collection services over an eight (8) week period, extending from mid October through early December. The leaf collection program provides residents with an opportunity to dispose of their leaves by redistributing them to either the curb or street, depending on their location. Leaves must be free of any other material (i.e. branches/limbs/shrub trimmings, grass clippings, annual/perennial plant debris, garden waste, soil, pumpkins and/or stray – hay bails) for collection.

Household Hazardous Waste- The disposal of household hazardous wastes such as pesticides, gasoline, oil based paint, household cleaners and solvents in your regular refuse are illegal. Residents are encouraged to bring any hazardous items they may have to a Household Hazardous Waste Drop-Off Site. Each year, the Illinois Environmental Protection Agency (IEPA) sponsors numerous collections throughout the state, primarily in spring and late summer. Visit www.epa.state.il.us to view information on household hazardous waste collections. Information regarding collections is also available on the Village's website at www.wilmette.com.

Residents may dispose of Compact Fluorescent Lights (CFLs) as well as prescription and over-the-counter drugs on the second Tuesday of each month at the Health Department, located on the second floor of Village Hall. For more information contact the Village Health Nurse at 847-853-7507.

Digging (Utility Locates) - Anyone, including homeowners and excavators, planning to dig or alter surface of the ground must first call J.U.L.I.E. (Joint Utility Locating Information for Excavators) at 1-800-892-0123. State law requires that J.U.L.I.E. be notified before work begins.

J.U.L.I.E. is a message handling service for utilities. Once the utilities receive the information about planned excavations from J.U.L.I.E., it is the utility's responsibility to mark the location of their underground facilities at the excavation site.

Frequently Called Phone Numbers

(All numbers are 847 area code unless otherwise listed)

Village of Wilmette

Animal licenses	251-2700
Building Permits	853-7517
Emerald Ash Borer	920-2955
Engineering (Construction Updates)	853-7660
Fire Non-Emergency	251-1101
Health Department	853-7507
Leaf Collection	853-7500
Parking Permits	251-2700
Police Non-Emergency	256-1200
Refuse/Recycling	853-7500
Tree Trimming and Care	853-7587
Vehicle Stickers	251-2700
Volunteer for a Board or Commission	853-7511
Voting Information	853-7511
Water Bills	853-7620

Other

AT&T	800-244-4444
Chamber of Commerce	251-3800
Comcast	866-594-1234
ComEd	800-334-7661
Cook County Highway Department	708-387-4051
Evanston Hospital	570-2000
Illinois Department of Transportation	272-1246
Library	256-5025
Meskill Senior Center	256-9111
New Trier Township	446-8200
Nicor Gas	888-642-6748
North Shore Senior Center	784-6000
Pace Bus	364-7223
Park District	256-6100
Post Office	251-6039
Refuse/Recycling (Veolia)	251-8759
Rush North Shore Medical Center	677-9600
School District 37	251-3587
School District 39	256-2450
Secretary of State	312-793-1010 / 800-252-8980
Skokie Courthouse	470-7250
Solid Waste Agency of Northern Cook County (SWANCC)	724-9205