



Village of Mundelein

RESIDENT HANDBOOK

Village of Mundelein
440 East Hawley Street
Mundelein, IL 60060
(847) 949-3200
www.mundelein.org



A Word From The Mayor

Welcome to the Village of Mundelein. Customer service is our primary concern. We strive to provide you with accurate, easy to use information on public services. In this booklet we have tried to provide basic information on topics of general interest. I hope you find it useful. If you require more detailed information, or have a question on a topic not covered here, please call us at 847-949-3200. Someone will be glad to assist you.

The Village Board and I are committed to keeping our residents informed and maintaining a spirit of openness and accessibility for the public. We welcome your calls, inquiries, and input. We will never stop trying to improve our community and bring you the highest level of service possible. Building community is our most important project.

Sincerely,

Kenneth H. Kessler
Mayor

Mundelein is located in Central Lake County, Illinois, 35 miles northwest of downtown Chicago, five miles west of Interstate 94 and 20 miles north of O'Hare Airport. Mundelein is served by four major State Highways: Route 60, Route 45, Route 176, and Route 83. The proposed extension of the Route 53 Tollway passes through the western portion of Mundelein.



Mundelein is known for fine golf courses. The Village has six public courses located within or adjacent to its boundaries: Steeple Chase Golf Course, operated by the Mundelein Park District; Village Green Golf Course, private ownership; Pine Meadow Golf Course, private ownership; and Countryside Golf Course East and West (36 holes) operated by the Lake County Forest Preserve. The 36 hole Ivanhoe Country Club, a private course, is also adjacent to the Village.

Additional recreation includes boating, fishing, ice-skating, and swimming on Diamond Lake; indoor and outdoor swimming pools; an outdoor aquatic center and spray park; over 20 neighborhood parks, a community center with health and fitness equipment, basketball and volleyball, and an indoor pool operated by the Mundelein Park District.

Mundelein is home to nearly 800 businesses, mostly small to medium sized companies. The fourth largest community in Lake County, Mundelein is second in the number of manufacturing firms. In total, Mundelein businesses provide over 11,300 full-time jobs. The community boasts five, attractive, well-located business parks.

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FORM OF GOVERNMENT



The Village of Mundelein operates under the President-Trustee form of local government which combines the political leadership of elected officials with the managerial experience of a professional Village Administrator. Mundelein has eight elected officials — six Trustees, a Clerk, and a Mayor.

Together, the Mayor and Village Board of Trustees create policy and direction for the Village. They perform such functions as adopting resolutions and ordinances, approving the expenditure of money, levying taxes, approving subdivisions, zoning, and other land use regulations, and generally deciding on important issues which affect the Village of Mundelein.

Additionally, the Village has appointed commissions and boards as follows: Business Development Commission; Appearance Review Commission; Liquor Control Commission; Plan Commission; Fire and Police Commission; Electrical Commission; Police Pension Board; Firefighters' Pension Board; Air Pollution Control Board; Board of Local Improvements; Mundelein Community Days Commission; and Human Relations Commission.

ADMINISTRATION

Village Administrator 847-949-3225

Ass't Village Administrator 847-949-3223



The Administration Department prepares the Village budget, develops Village ordinances, resolutions, and policies; performs strategic planning operations, conducts public relations, communications activities and risk management functions; oversees franchise agreements; coordinates business attraction and retention programs and intergovernmental operations; serves as liaison to Village commissions; and assures compliance with federal and state government policies.

www.mundelein.org, the Village website, is a great place to find more detailed information about the Village. The website is updated regularly by Village staff. The Village Municipal Code is available online through the Village website. Other helpful information available on the website includes the Community Calendar, demographic information, history of the Village, train schedule, Board agendas and minutes, links to local businesses, the Village newsletter, links to the Park District, Lake County, and recreational opportunities.

Planning

As the old saying goes, “If you fail to plan, you plan to fail.” There is another that goes, “The nicest thing about not planning is that failure comes as a complete surprise.”

In a concerted effort not to fail, the Village of Mundelein has developed a series of planning documents that provide the basis for how the Village will develop in the years ahead. The primary Village planning documents are the 1990 Comprehensive Plan, the 1995 West Side Update, the 2001 Southside Commercial Corridor Plan, and the 2004 Downtown Transit Oriented Development Plan. To promote implementation of the Downtown Plan, the Village established a Tax Increment Finance District in 2004.

Mundelein is strategically located in the center of Lake County, at the crossroads of several major state highways. The pressure for growth in this area is great. In addition, Mundelein is one of the older communities in Lake County (established in 1909) and has faced a number of competing land use pressures. Diamond Lake was a regional recreation area in the early years of the 20th century, which brought a variety of summer cottages built near the lake. Downtown Mundelein was home to a variety of industrial users that located along the railroad tracks. The initial phases of

residential development delivered smaller, efficient housing stock. As times changed, the Village grew in divergent ways. Land use patterns changed and pressure for re-development of old uses emerged. Recent planning efforts have sought to transform the old land uses by developing a productive new vision for the community.

We hope you will become familiar with the planning objectives of the Village and join in the public input process when the time comes. Our Community Goal, as set forth in the 1990 plan, is to *“Maintain and strengthen the Village of Mundelein as a family oriented and environmentally attractive community which provides high quality facilities and services to all its citizens.”*

Wayside Horns

Mundelein is one of the few communities in the country to use Wayside Horns (also known as the Automated Horn System) to protect motorists and pedestrians at railroad crossings. These horns produce an audible warning similar to a train horn, but because the horn sound is directed toward the flow of traffic, the noise impact to the community as a whole is greatly reduced. The horns were installed in the Fall of 2001 as part of a Federal, State and Municipal Railroad Crossing Safety project. An exhaustive study of the system was conducted by the

Northwestern University Center for Public Safety. The study concluded that crossing safety was improved by 70% and the noise from train horns was reduced by 85%. The complete study is available on the Village website.

The system at each crossings consists of a horn, a confirmation signal (the blinking X's), and a connection to the crossing gate circuitry. As the train approaches the crossing and the gates go down, the horn sounds, and remains sounding until the train enters the street intersection. The horn sound is confined to the intersection instead of throughout town. The proven safety record and the quality of life improvement provided by these horns is an asset to our community.

BUILDING DEPARTMENT

847-949-3283



The Building Department ensures the public safety, health and welfare by administering the building and code enforcement functions for the Village. The building function allows the department to ensure safe construction through the enforcement of the Village's building, electrical, plumbing and mechanical codes. Finally, through code enforcement, the department quickly and professionally handles complaints and issues of concern from the residents.

Building Permits and Applications

Building permits are required for the construction of decks, patios, pools, fences, new roofs, accessory buildings, room additions and remodeling, installation of central air conditioners, new siding, and driveway construction. Fees vary; call for details. Be sure to plan ahead to avoid delays. Depending on the project and time of year, the time to issue a permit will vary. Homeowners manuals, which serve as a guide to the permit process, are available in the Building Department, Customer Service Office, and online. Pick up a copy before you start a construction project. The department is open Monday through Friday, 8:00 a.m. to 5:00 p.m.

Code Enforcement

Building permit applications are now available online. You may submit your application via email to building@mundelein.org. All documents must be in the .pdf file format.

The Building Department is also responsible for the enforcement of local laws pertaining to private property. These laws are part of the Mundelein Municipal Code. Examples of enforcement conducted by the Building Department include long grass and weeds, inoperable or abandoned vehicles, buildings in disrepair, illegal occupancy of a building, zoning violations, complaints between landlords and tenants, etc. If you are concerned with the condition or use of a building, apartment or property, please contact the Building Department.

Neighborhood Garage Sales

A Neighborhood Garage Sale Permit is required for all garage sales, yard sales or similar sales on residential properties with 10 or more participants. There is no fee associated with the Neighborhood Garage Sale Permit. All neighborhood garage sales should be coordinated by one resident or member of the Homeowner's Association, who will fill out the permit application and serve as the contact person for the event. Applications should be submitted to the Building Department 30

days prior to the event to allow for sufficient staff time to review the request. The Village asks for your cooperation in order to adequately notify Fire, Police and Public Works personnel so that traffic and parking can be accommodated safely and conveniently. Permit applications can be obtained by visiting the Building Department at Village Hall or on the website, www.mundelein.org.

POLICE DEPARTMENT

Emergency 9-1-1
Non-Emergency 847-968-4600



9-1-1

Enhanced 9-1-1 emergency phone service is available in Mundelein. Enhanced 9-1-1 means that the phone number and address from the caller appears on a computer screen in the Police Department. Emergencies can be responded to even if the caller is unable to make voice contact or convey their location. Enhanced 9-1-1 also has a reverse feature that allows the Mundelein Police Department to call residents to inform them of emergencies or occurrences in their specific neighborhoods or around the community in general.

➤ **What is 9-1-1?** 9-1-1 is an emergency telephone number that provides *immediate* and *direct* access to Fire, Police and Medical Services. 9-1-1 can be dialed at no charge from any public pay telephone within the Village.

➤ **When to use 9-1-1:** Call 9-1-1 to report a crime in progress, a fire, a heart attack, a serious injury or any situation requiring the *immediate* response of a fire truck, ambulance or a police car.

Important: Call 9-1-1 *before* you call your doctor, relatives or friends. 9-1-1 can also be dialed from cellular phones.

Graffiti Ordinance

➤ *When you call 9-1-1* to request an ambulance for medical assistance, the dispatcher will ask a series of questions designed to gather information for the paramedics, and help you provide life-saving assistance prior to the paramedics' arrival. While the dispatcher is asking you these questions, the ambulance is on the way and is receiving updates from the dispatcher.

➤ *What the 9-1-1 Dispatcher Will Need to Know:* Location and phone number of the emergency and nature of the problem. **STAY ON THE PHONE - DO NOT HANG UP!**

➤ *Do Not* call 9-1-1 for power failures, road/travel conditions, Village functions, noise complaints, animal problems, parking problems, or any other non-emergency matter. Consult information pages in your telephone directory for the appropriate administrative agencies for your non-emergency problems.

➤ *Do Not* program 9-1-1 into your speed-calling list, as only numbers with seven or more digits can be programmed. Speed calling 9-1-1 *will not* allow you to reach an emergency dispatcher.

The Village Criminal Code prohibits the sale and possession of spray paint and wide-tipped markers (markers with tips 3/8" or wider) to minors under age 18. Signs must be posted at stores

School Curfew Ordinance

selling these products notifying customers of the restrictions.

The perpetrators or, if they are not known, the property owners are also now required to remove graffiti within five days of notification to do so by the Village. Both ordinances are intended to reduce incidents and the negative impact of graffiti within the Village.

A school curfew ordinance has been adopted which prohibits children who have received out of school suspensions, or are truant from school, to be out in the community without parental permission. Law enforcement statistics show a direct correlation between children on the street and crime/gang activity and child victimization.

Children out of school due to an excused absence are not affected. The ordinance also exempts persons under the age of 18, engaged in school-related activities, employment, medical care, and religious activities with prior written consent from a parent, legal guardian or other adult having lawful custody or supervision of such person to school authorities. Children who are home sick from school must either remain in their house, be with their parents, or on the way to the doctor.

D.A.R.E. Program

This ordinance was reviewed and approved by School District 75, District 76, and District 120 Superintendents.

The Mundelein Police Department teaches a Drug Abuse and Resistance Education (D.A.R.E.) program in local schools. D.A.R.E. is a drug abuse prevention program designed to equip elementary school children with basic life skills for resisting peer pressure to experiment with tobacco, drugs and alcohol. The core curriculum focuses on 5th and 6th grade students who are visited once a week for 14 weeks. Each lesson is 45 to 60 minutes and involves the students in a variety of exercises. D.A.R.E. gives children the skills to recognize and resist the pressures that cause them to experiment with drugs and alcohol, as well as learning to “say no” to the different types of peer pressure. D.A.R.E. helps build a child’s self-esteem. They learn that there are alternatives to taking drugs. Furthermore, students are taught methods for handling stress, value judgments and risks, as well as respect for the law, personal safety, and how to recognize the glamorization of drugs and alcohol in the media. The program concludes with graduation ceremonies honoring those students for their successful completion of the D.A.R.E. program.

G.R.E.A.T. Program

G.R.E.A.T. (Gang Resistance Education and Training) is a program designed to help children set goals for themselves, resist pressures to join gangs, teach children how to resolve conflict without violence, and help them understand how gangs and youth violence impact the quality of their lives. G.R.E.A.T. students discover for themselves the ramifications of gang and youth violence through structured exercises and interactive approaches to learning.

Speakers Bureau

The Mundelein Police Department has a “Speakers Bureau” available to community organizations, homeowners groups, businesses, etc. The department is able to provide guest speakers on topics of general interest to the community at no charge. In addition, the department has bilingual officers on staff to better meet the needs of the Spanish-speaking community.

Gang Awareness Video

The Mundelein Police Department has produced a videotape on “gang awareness”. The videotape provides information regarding identification of gangs and Mundelein’s “Zero-Tolerance” approach to this problem. Tapes are available at no cost through the police department. If you are interested in viewing a tape or getting additional information on gangs, contact Deputy Chief Eugenis or Chief Rose at 847-968-4600.

Walking And Talking

Business owners in Mundelein have seen and will continue to see more of the Police Department. As time permits, Police Officers “walk” through the businesses in town and stop to talk with store personnel and patrons.

The main concern and goal of the Police Department is to meet with the people of our community and develop a good working relationship. The business owner needs to know the police are around and willing to help when needed. The patrons in the businesses also will have an opportunity to see and talk with the police officers.

It is also important for the police to exhibit a “police presence” in local businesses. The public needs to know that the police are out of their squad cars, patrolling commercial areas on foot and taking a close look at what is going on. This program places our officers and citizens together to create an environment that allows us to make a difference in our community.

It will take your help to make this program successful in Mundelein.

- *Talk to the officers when you see them!*
- *Let's show each other we care!*
- *Together we can make a difference in Mundelein!*

Alcoholic Beverages

It is unlawful for anyone to consume alcoholic beverages, or to carry an alcoholic beverage with the seal broken, upon any public street, highway, sidewalk, right-of-way or thoroughfare within the Village. This also applies to parking lots and other common areas of apartment complexes.

Employee I.D. Cards

Mundelein residents should be aware that all Village employees carry photo I. D. cards. Village employees seeking entrance to private property to conduct official Village business are instructed to present their I. D. card upon request of the property owner. Do not grant admittance to anyone claiming to be a Village employee who does not present a photo I. D. card.

Curfew Ordinance

It is unlawful for a person less than 17 years of age to be present at a public assembly, building, place, street or highway at the following times unless accompanied and supervised by a parent, legal guardian or other responsible companion at least 18 years of age approved by a parent or legal guardian, or unless engaged in a business or occupation which the laws of this state authorize a person less than 17 years of age to perform:

1. Between 12:01 a.m. and 6:00 a.m. Saturday and Sunday.

Tobacco Products

2. Sunday through Thursday inclusive, between 11:00 p.m. and 6:00 a.m. on the following day.

It is unlawful for persons under 18 years of age to purchase or possess any tobacco product. It is unlawful to sell or give tobacco products to persons under 18 years of age. Not only is this a State statute, but the Village also has an ordinance prohibiting the sale, purchase or possession of tobacco products by persons under 18 years of age.

Parking

➤ Commercial vehicles cannot be parked or stored in residential areas overnight on the street or in a driveway.

➤ Vehicles parked on the street must be parked with the flow of traffic (the left side of the vehicle cannot be adjacent to the curb).

➤ Vehicles cannot be parked in yards or on unimproved surfaces.

➤ Vehicles cannot be parked “For Sale” on the street. Vehicles cannot be parked in parking lots or on private property displaying a “For Sale” sign without written permission from the property owner posted on the vehicle (only in appropriately zoned districts).

➤ Vehicles may be parked for sale on the vehicle owner’s property, but only for a period of 30 days.

Frequently Asked Questions

- Parking is not permitted on streets during snow removal operations.
- Vehicles cannot be parked over or blocking sidewalks.
- Inoperable vehicles cannot be parked on the street or on private property.
- Please note areas close to Mundelein and Carmel High Schools are Restricted Parking. This means that only residents with valid permits may park on these streets.

The following are frequently asked questions of our Records and Telecommunications Divisions that we are *not* able to assist you with:

We cannot give out license plate information (such as registered owner, address, etc.). We *do not* provide anyone with this information. You can contact the Secretary of State's office at (847) 362-7171.

The following information can be obtained from the Mundelein Branch Court at 105 East State Route 83, Mundelein, IL 60060 (847) 377-3300 — court dates, fines, and continuing court hearings. Also, if you need to exchange your Driver's License for a cash bond, the Police Department only holds them for 24 hours. After that they are sent to the Mundelein branch court and it takes 10 days for them to be processed before you can retrieve your license.

The following is a list of frequently requested phone numbers :

- Lake County Sheriff's Office
..... 847-549-5200
- Waukegan Courthouse
..... 847-377-3600
- Libertyville Police Department
..... 847-362-8310
- Vernon Hills Police Department
..... 847-362-4434

The Lake County Sheriff's Department now has a website listing Registered Sex Offenders—www.co.lake.il.us/sheriff.

PUBLIC WORKS

847-949-3270



The Public Works Department is divided into five divisions, each headed by a superintendent. Collectively these divisions are charged with operating and maintaining the public facilities and infrastructure. They also provide assistance to the public and other Village departments during periods of general emergency. The department is under the oversight of the Director of Public Works.

Water Registers/ Water Meters

Many homes in Mundelein have outside water registers that enable the Water Division to read the meter without going inside the home. Over time, the outside register may slow down and not indicate the true volume of water being used. When an inside reading is eventually taken, a large water bill could result. Residents are advised to periodically compare the inside meter and outside registers. They should agree. If they do not, please call the Water Department.

Each year the Water Division replaces old meters with new “auto read” meters. Auto read allows for readings to be taken via radio frequency.

Fire Hydrants

It is illegal for individuals to operate fire hydrants. Only authorized Village personnel may do so.

Call Before You Dig

State law requires anyone, digging anywhere, to call J.U.L.I.E. (Joint Utilities Location Information for Excavators) for underground utility locations. The J.U.L.I.E. phone number is 8-1-1. Calls are received 24 hours a day, 7 days a week. 48 hour notice must be provided before J.U.L.I.E. will complete the utility locates.

Utilities not contacted by J.U.L.I.E. are the responsibility of the homeowner to contact. The J.U.L.I.E. operator will also advise the caller of when the locates will be completed. There is **no charge** for this service. The person or company conducting any digging or excavating is the party required to contact J.U.L.I.E. to request utility locates. Property owners cannot contact J.U.L.I.E. for others.

Utility locates can only be completed on those segments of the utility system under the agency's or company's ownership and/or maintenance responsibility. For the Village, this means we are no longer able to locate water services beyond the b-box or valve and sanitary or storm sewer services for the entire length, since these

Operation Fleetwatch

Snow Removal Operations

segments are considered the homeowner's responsibility.

Digging without J.U.L.I.E. notification is punishable by a \$200.00 fine, plus payment of damages (if any) to the utility. Make sure that any contractor doing work around your home that involves digging (including fence or deck installation, or landscaping) has called J.U.L.I.E. **Do not** assume the contractor has called; have them list "J.U.L.I.E. contacted" on the work estimate.

Operation Fleetwatch is a program designed to provide a place of safety and aid to the public in times of need. Anyone who feels endangered, or is in need of assistance due to an accident or other circumstances, can approach any Public Works employee or Village vehicle for help. All Village vehicles are clearly marked with black and yellow Operation Fleetwatch stickers, and all employees have been trained to provide aid as needed.

Residents are reminded to heed the following requests in order to reduce problems and delays during snow removal:

- Remove any items from the edge of the roadway that could hamper snow removal

**Public Works
Office and
Service Hours**

operations. They will be removed by the Village if they cause a problem.

➤ Do not blow or shovel snow into the street. This is prohibited.

➤ Remove vehicles from the street during storms. Village ordinance states that any vehicle parked on the roadway or shoulder may be ticketed or towed by the Police Department during snow removal operations.

➤ Please try to shovel your sidewalk as soon as possible after a storm to aid pedestrians.

Normal: Monday through Friday,
7:30 a.m. – 4:00 p.m.
Saturday 7:30 a.m. –
12:00 p.m.

If a Public Works representative is required for emergency work after hours or on the weekend, please call the Police Department non-emergency number, 847-968-4600. Explain the problem to the dispatcher. They will notify and dispatch the proper personnel. Please turn on a porch light when expecting the Public Works representative's arrival.

ENGINEERING

847-949-3220



The duty of the Engineering Department is to assure that public infrastructure (streets, sidewalks, water main, sanitary sewer, street lighting, and storm detention) is properly designed and constructed. Public infrastructure is constructed as part of residential and commercial development (usually subdivisions) and by the Village through capital projects. Engineering also reviews private development plans to ensure compliance with Village utility and stormwater codes.

Permits & Inspections

The Engineering Department issues Watershed Development Permits for site development projects, and provides inspection services for public utilities, as well as driveways, sidewalks, curbs, erosion control and building occupancy.

Drainage

The proper drainage of stormwater is very important. When working in your yard, please be aware of drainage easements and waterways. Please take care not to obstruct a drainage way with landscaping, sheds, etc. To find out if a drainage easement exists on your lot, please check

Flood Plains/ Waterways

your plat of survey. If you need assistance reading your plat, or have a question about drainage, call the Engineering Department at 847-949-3220.

FEMA floodplain and Army Corps of Engineers wetland maps are available for viewing at the Engineering Department offices, 440 East Crystal Street. The Village is certified under the National Flood Insurance Program and Lake County Stormwater Management Commission.

Yearly Street Program

The Village of Mundelein conducts an annual street maintenance program. All streets in the Village are rated and selected for the annual street program based on many factors, including their physical condition, volume of traffic, and location. Approximately every five years, the Village evaluates the streets for the subsequent five year maintenance program. Information on the street program is available from the Engineering Department.

CUSTOMER SERVICE OFFICE AND VILLAGE CLERK

847-949-3214



The Village Clerk is an elected officer of the Village. The Village Clerk is located in the Customer Service Office. The Customer Service Office provides many services to Village residents, businesses and visitors. It is the information center of the Village. Some of the services provided are:

Voter Registration

Voter registration is available during regular office hours. You will need two forms of identification, one form must have your current name and address. The second form may be anything with your name on it. Voter registration must be done in person. Naturalized citizens must provide the name of the court, location of the court (city and state), and date of naturalization. If you have moved within the County since your last registration, you may mail your voter's registration card to the County Clerk according to the information found on your voter's registration card, or we will be happy to provide you with the application form.

Handicapped Parking Spaces

Any motor vehicle transporting a disabled person, displaying handicapped license plates, disabled veteran

plates, or a handicapped parking card may use parking areas designated for use by persons with disabilities. The handicapped parking areas may also be used by vehicles properly displaying handicapped license plates or parking cards issued by other states. Handicapped license plates and parking cards **DO NOT** permit vehicles to park in areas where parking is prohibited. Drivers who park in the handicapped area illegally may be subject to a \$250.00 fine.

Temporary permits are issued to persons having disabilities of three to six months. Applications for handicapped parking permits may be obtained at the Customer Service Office, must be signed by your doctor, and will be used when applying to the State of Illinois for a permanent handicapped parking permit.

Solicitors

Solicitors going door-to-door in residential neighborhoods are required to have a Village solicitor's permit for the organization and a certificate of registration for each representative of the organization. The I.D. permit issued by the Customer Service Office must be worn in plain view. The permit indicates that the solicitor has registered with the Village and the Village is aware of the dates, times, and area in which the solicitor is working. Solicitors are not

Notary Public Services

Pace Dial-A-Ride

to call on homes that have a “No Solicitors” decal posted. These decals are available at the Customer Service Office.

Religious callers are handled slightly differently. Federal law limits the restrictions municipalities are able to place on religious callers. The Village asks religious callers to follow the same regulations as solicitors, but does make allowances on a case-by-case basis. Religious callers must observe the “No Religious Callers” decals, which are available in the Customer Service Office, and they should carry I.D. cards.

Notary Public services are available free of charge. Please do not sign your document until in the presence of the Notary.

A Pace Dial-a-Ride for people 55 years and over can be scheduled by calling 847-223-9412 during business hours one day in advance of the day you want to travel. Dial-a-Ride participants must register at either the Village Hall or the Mundelein Senior Center. The Pace bus will take you anywhere in Libertyville or Mundelein, to Hawthorn Shopping Center, or to medical facilities in Vernon Hills. Schedules are available.

RTA Seniors Ride Free Program

Senior citizens aged 65 or over are eligible for free transit on fixed-routes operated by the Chicago Transit Authority, Metra and Pace. To take advantage of the free transit, seniors must have either the Senior Reduced Fare Card or the new Senior Ride Free Smart Card. Registration is available in the Customer Service Office. Seniors must present a government-issued picture I.D. and a recent passport size photo when registering. The registration is sent to the RTA for processing and the card is returned to the applicant by mail in 3-4 weeks. RTA schedules are available.

Metra Parking

Parking passes for the Mundelein train station may be purchased at the Customer Service Office or Police Department during normal office hours. Passes are issued for quarterly terms, or on a prorated basis. Daily fees of \$1.50 are to be placed in the fee boxes next to the station. Train schedules are also available.

Public Records

Public documents such as Board minutes, ordinances, resolutions and document information may be obtained through the Freedom of Information Act. Forms are available.

Other Services

Water bill payments, business licenses, tours, block party permits, yardwaste and garbage collection tags.



FIRE DEPARTMENT

Emergency 9-1-1
Non-emergency 847-949-3260

Emergency fire and paramedic response services are provided by the Mundelein Fire Department. Additionally, the department provides hazardous materials, water rescue and other emergency response capabilities. The Village currently enjoys an ISO (Insurance Services Office) Class 3 rating.

Fire Prevention

The Bureau of Fire Prevention provides inspections and advice regarding fire prevention activities, placement of smoke detectors, exiting requirements, and enforces the Village's Fire Prevention Code, currently the International Code Council 2000 edition International Fire Code.

Public Education

The Mundelein Fire Department provides Cardio Pulmonary Resuscitation (CPR) and Automatic External Defibrillator (AED) training through a cooperative effort with the Mundelein Park & Recreation District. For further information regarding class schedules and times, or to schedule classes, contact the Mundelein Park District at 847-566-0650.

Child Passenger Safety Seat Program

The Fire Department provides a Child Passenger Safety Seat Program to educate parents and caregivers to the importance of correctly using seat belts, air bags, and other child restraint systems. Through this education, we can reduce and prevent injuries or deaths from occurring in motor vehicle accidents. The Fire Department currently has two nationally certified technicians to assist and answer your questions or concerns. We recommend that parents and caregivers bring children along to a consultation to assure proper fit and installation. We would be happy to inspect any previously installed seat, or help install an infant seat for expectant parents. Please call 847-949-3260 to schedule an appointment and make a difference in your child's safety.

Speakers Bureau

The Fire Department has a helpful education division which is available to speak on any fire and related topics which are of interest to the community. This service is available at no charge.

Permits

The Fire Prevention Bureau issues permits to businesses using flammable liquids or hazardous materials. These permits must be issued prior to commencing such operations. Further information may be obtained by contacting our Fire Prevention Bureau at 847-949-3260.

Community Relations

The Fire Department routinely attends neighborhood block parties, which have been scheduled through the Customer Service Office, in an effort to show the equipment and services which are available to the citizens of the community, and to build stronger ties with our citizens.

Open House

The Fire Department hosts an Open House each year in September or October to showcase fire prevention activities. The Fire Department is also always ready to provide tours of the department and equipment. Arrangements may be made by calling 847-949-3260

Emergency Management Agency (EMA)

The Fire Department also serves as the Village's Emergency Management Agency (formerly Emergency Services and Disaster Agency). Should you have questions regarding disaster preparedness, please contact Chief Sashko at 847-949-3260.

Citizen Corps Council

The mission of Citizen Corps is to harness the power of every individual through education, training, and volunteer service to make Mundelein a safer, stronger, and better prepared community to respond to the threats of terrorism, crime, public health issues, and disasters of all kinds. Citizen Corps Councils developed

out of the needs identified post September 11, 2001, and the need, under Homeland Security Presidential Directive in April of 2002, to have all citizens participating in planning and training for all types of hazards and events and to dedicate two years of service, or 4,000 hours, to this effort in a lifetime.

The Citizen Corps mission is accomplished through a national network of state, local, and tribal Citizen Corps Councils. The local Council builds on the strengths of each community, allowing it to support the national Citizen Corps programs and carry out local strategies.

The Mundelein Citizen Corps Council is made up of numerous community, faith based, business and civic leaders, and meets quarterly to work on various programs and issues along with Village officials. Residents interested in the Citizen Corps Council can contact the Fire Department for further information.

CERT Program

The Community Emergency Response Team (CERT) program is one of the operational arms of the Citizen Corps Council. CERT is a training program that prepares people to help themselves, their families and their neighbors in the event of a disaster in their community. Through CERT, citizens can learn about

Tornado Safety Information

disaster preparedness and receive training in basic disaster response skills such as fire safety, light search and rescue, and disaster medical operations. With this training, volunteers can provide critical support by giving immediate assistance to victims before emergency first responders arrive on scene. CERT volunteers also support the community year-round by participating in community preparedness outreach activities and distributing materials on disaster preparedness and education. For further information please contact the Fire Department for training opportunities and schedules.

The Village of Mundelein has been upgrading the outdoor emergency warning siren system for the past several years. The sirens are intended to notify our residents of **emergency conditions**. Their primary use will be for the notification of severe weather emergencies. An additional feature on recently installed sirens is the ability to verbally address and provide emergency information to the citizens through the public address feature built into the siren.

The months of April, May and June are typically the months having the greatest probability of severe weather. While the Village of Mundelein has historically been fortunate to have never had a tornado

touch down in the Village limits, there is always a possibility that this could occur. To provide for notification of such emergencies, a procedure has been developed to allow for the activation of the warning sirens. The procedure is as follows:

If an actual funnel cloud or tornado is spotted in the vicinity of the Village, or if one is predicted to be moving towards our community, the outdoor warning sirens will be activated. The sirens will sound for a period of three (3) to five (5) minutes. When the sirens are activated, citizens should immediately take cover in a predetermined location. In the event of a tornado, the basement usually provides the best shelter. If no basement is available, small rooms or closets near the center of the home, and away from windows, may provide adequate shelter.

When away from home or at work, citizens are reminded to avoid taking shelter in areas containing windows or walls and roofs with large unsupported spans. During tornadoes, breaking glass produces sharp, flying debris that may severely injure persons nearby. Large unsupported roofs and walls which are more prone to failure and collapse are a leading cause of serious injury during tornadoes. In addition to finding a safe place to seek shelter, it is also wise

to assemble a kit containing the following items for use in a disaster situation:

- A battery operated radio
- One or more flashlights
- Sufficient supply of batteries for the radio and flashlights
- Blankets
- A small first aid kit
- A supply of water which should be able to last your family for 24 hours.

Residents should be aware that the Village tests the outdoor warning sirens on the first Tuesday of each month at 10:00 a.m. from March through August. These outdoor warning sirens are intended to notify those people who are outside their homes during storm conditions. People inside their homes should rely on local radio, television, and other media coverage for actual storm conditions.

Residents having questions regarding the tornado sirens should feel free to contact the Mundelein Fire Department at 847-949-3260.

MISCELLANEOUS

Lawn Sprinkling Restrictions

Village-wide lawn sprinkling restrictions go into effect annually May 1 and last until September 30. Under the lawn sprinkling restrictions, the east side of Route 45 is permitted to water on the even numbered calendar days and the west side of Route 45 on odd numbered calendar days. Watering hours are 5:00 a.m. to 10:00 a.m. in the morning, and 6:00 p.m. to 11:00 p.m. in the evening. Lawn sprinkling and the outdoor watering of trees, bushes, sod, shrubs, etc. is restricted to the permitted days and hours. All other outdoor use of water is permitted provided a hose with a shutoff nozzle is used. In other words, as long as a nozzle which prohibits the continuous flow of water is used, residents may wash cars, clean houses, wash driveways, bathe pets, etc. without regard to the day or time.

Garbage & Recycling Program

The Village of Mundelein has a residential waste hauler agreement with Groot Industries, Inc. to provide waste and recycling service to single family residences and duplexes. New residents should call Groot at 1-877-404-7668 to establish service.

Residents are provided a 95-gallon cart for standard household waste and a 65-gallon cart for recycling. Residents are allowed

to place out one bulk item, or up to one cubic yard of construction material, each week at no additional charge. Additional bulk items require a green refuse sticker. Debris in excess of one cubic yard will not be collected until the customer is provided a cost estimate from Groot.

Program Options

Residents may choose from three service options:

♦ **Unlimited Service (\$20.85/month):** Unlimited collection plus loose items less than 1 cubic yard and 1 bulk item not over 50 lbs. Additional bulk items must include a green refuse sticker (\$2.50). Service also includes weekly collection of recyclable materials in a 65-gallon cart.

♦ **Senior Service (\$17.50/month):** Residents 65 and older, including age-restricted communities, are eligible for two 35-gallon carts for municipal waste and recyclables. Seniors not in an age-restricted community must be registered as a senior in the Village water billing system.

♦ **Pay-Per-Bag with Recycling (\$2.50 per tag, \$7.40/month for recycling):** Residents would only pay for monthly recycling, and one tag would be required for each container of waste. Refuse must be in plastic bags not exceeding 33 gallon capacity, or metal/plastic cans up to 33 gallon capacity and not over 50 pounds.

Recycling

Special Pickup

Residents may arrange for collection of oversized/overweight items and construction demolition debris by obtaining a quote from Groot prior to collection. Construction demolition debris in excess of one cubic yard must be cut to no more than 4 feet in length and no larger than 2 feet in diameter, must be bagged or bundled, and not exceed 45 pounds.

Appliances

White goods and appliances with the freon removed will be picked up for a charge of \$30.00.

Recycling

Recycling is collected once per week, the same day as refuse collection.

- ♦ Free to customers who use the residential unlimited or senior unlimited program. Otherwise, \$7.40/month for recyclable materials service.

- ♦ 65-gallon or 35-gallon (senior) carts are included with unlimited service,

The following materials are collected: Plastics coded #1 through #7, newspaper, aluminum cans and other metal cans, glass containers, magazines, telephone books, office paper, junk mail, chipboard (cereal boxes), and cardboard.

Power Failure Reporting

When there are major storm-related outages, residents are advised to call ComEd's Powerline at 1-800-334-7661. You will be asked to enter the area code and telephone number of the residence or facility that is out of service. A recording will identify the service address on file for the location and confirm that the outage has been reported to ComEd. You may call ComEd's Powerline from any working telephone. To ensure the Powerline works correctly, ComEd asks that you check your electric bill to verify that the phone number listed for the service address is correct. To report a corrected area code or phone number for your service address, call 1-800-334-7661.

Minimum Water Bill Policy

A minimum will be charged to every active water and sewer account, including new accounts, during each billing cycle to assist in covering fixed costs associated with water and sewer operations. A non-refundable \$5.00 administration fee will be charged on the first bill.

MARK YOUR CALENDAR



Village Board Meetings

Second and fourth Mondays of the month, 7:00 p.m., Mundelein Fire Station, 1000 N. Midlothian Road. Village Board minutes are available at www.mundelein.org following Board approval. Agendas are also posted at least 48 hours in advance on our website.

Plan Commission

Second and fourth Wednesdays of the month, 7:30 p.m., Mundelein Fire Station, 1000 N. Midlothian Road.

Appearance Review Commission

Second and fourth Tuesdays of the month, 7:00 p.m., Mundelein Fire Station, 1000 N. Midlothian Road.

Water Bills

Water bill payments are due by the 20th of the month. They may be mailed, dropped off at the Customer Service Office, dropped in one of the two convenient night drop boxes, or by “Main Line Pay”, an automatic debit from your bank account. Senior citizen discounts are available. Call the Customer Service Office for more information.

Important Phone Numbers

Village Hall	847-949-3200
Internet Web Page Address.....	www.mundelein.org
E-Mail Address	info@mundelein.org
Village Administrator	847-949-3225
Assistant Village Administrator	847-949-3223
Building Department	847-949-3283
Community Development Department	847-949-3282
Customer Service Office.....	847-949-3214
Engineering Department	847-949-3220
Finance Department	847-949-3246
Fire Station, non-emergency	847-949-3260
Fire Station (non-emergency TTY).....	847-949-3262
Mayor's Office	847-949-3209
Police and Fire Emergency (Voice & TTY).....	9-1-1
Police Department (non-emergency & TTY).....	847-968-4600
Public Works	847-949-3270
Street Division	847-949-3272
Wastewater Division	847-949-3264
Water Billing Customer Service	847-949-3245
Water Service	847-949-3273
AT&T U-Verse	1-800-288-2020
Comcast Cable	1-866-594-1234
ComEd	1-800-334-7661
Community High School District #128.....	847-367-3159
Cook Memorial Public Library	847-362-2330
Diamond Lake School District #76.....	847-566-9221
Fremont Public Library	847-566-8702
Fremont School District #79	847-566-0169
Groot Industries	1-877-404-7668
Hawthorn School District #73	847-990-4200
J.U.L.I.E. (Call before you dig).....	8-1-1

Lake County Building.....	847-377-2600
Mundelein Park District.....	847-566-0650
Mundelein High School District #120	847-949-2200
Mundelein Elementary School District #75.....	847-949-2700
Mundelein Senior Center	847-566-4790
Pace Dial-a-Ride	847-223-9412