

Commonly Asked Questions

Garbage/Yardwaste Pickup Schedule:

Monday	North of Hobson / West of I-355
Tuesday	West of I-355 from Hobson to 75 th
Thursday	West of I-355 from 75 th to 83 rd Street
Friday	East of I-355 or South of 83 rd Street

If you have additional questions regarding garbage pick-up, contact **Waste Management at (888) 656-5350**.

Garbage stickers must be placed on each garbage can or item placed on the curb for pickup (excluding recycling bins).



Garbage stickers may be purchased at these locations:

Village Hall, 5 Plaza Drive

Public Works, 1 Plaza Drive

Jewel Food Stores, 75th & Janes Avenue

Grocers Pantry, 71st & Woodward Avenue

Dominicks Finer Foods, 63rd Street & I-355

Yardwaste Collection:

Yardwaste pickup begins the first full week in April and continues until December 15th. Yardwaste may be placed in either a 33-gallon Kraft paper bag or an unlined 33-gallon rigid container. Brush should be bundled no more than 4 feet in length and 3 feet in diameter and weigh no more than 60 lbs. Each container or bundle must have one garbage sticker attached. Residents can also use environmentally friendly alternatives such as “grasscycling” and backyard composting materials.

Brush Drop-Off:

Brush Drop-Off is available the 2nd Saturday of the month, from May through October, at 71st and Woodridge Drive. The cost is \$2.00 per car or \$4.00 per pick-up truck. Proof of residency may be required.

Household Hazardous Waste:

A Household Hazardous Waste drop-off facility is available in Naperville. It is open from 9:00 a.m. to 3:00 p.m. on Saturdays and Sundays. The facility is located at Naperville Fire Station Number Four, 1971 Brookdale Road. Items such as old paint, oil, etc., that are not picked up by trash haulers can be taken to this location. For further information, contact the DuPage County Solid Waste Department at (630) 682-7373.

Animal Control:

For assistance with animal control problems such as raccoons, squirrels, skunks, bees/hornets, etc. on your property, you must contact a local animal control company listed in the local telephone directory. To report a dead animal on a public sidewalk or street, call the Public Works Department at 719-4753 for removal. To report other animal control issues (such as stray pets), call the Police Department at 719-4740.

Voter Registration:

To register to vote, a person must be a citizen of the United States, 18 years of age by the election date or older, have resided in the election district 30 days by the time of the next election, and be registered to vote. To register to vote, you must supply two forms of identification. At least one form of ID must list your current address. You can register to vote at the Village Clerk’s Office in the Village Hall Monday through Friday, 8:00 AM to 4:30 PM.

FYI:

The Village of Woodridge bills residents for water usage, and the County will bill residents for sewer costs.

Village Policies & Restrictions

ABANDONED VEHICLES:

Abandoned vehicles, inoperable or in a state of disrepair for more than seven days, are not permitted on public/private property.

GARAGE SALES:

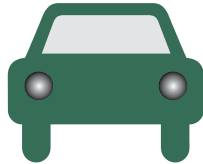
Permits are not required for garage sales. However, no signs are permitted on public rights-of-way between the sidewalk and curb, or on any other public property.

HIGH GRASS/WEEDS:

Property is to be maintained so weeds/grass do not exceed 8 inches in height.

LEAF DISPOSAL:

In order to prevent storm sewer blockage, serious flooding and maintenance problems, residents are prohibited from raking their leaves into the streets. Residents have the option of placing their leaves at the curb by bagging and tagging the leaves for the waste hauler to remove, or composting the leaves using approved composting methods.



PARKING:

Night Parking

The parking of vehicles on Village streets between the hours of 2:00 a.m. and 6:00 a.m. is prohibited without prior approval. To request overnight parking when the need arises, call 968-2866 before 2:00 a.m. Parking permission can only be granted for one night at a time.

Off-Street Parking

All off-street parking areas must be paved with an impervious surface (asphalt or concrete).

Parking Blocking Sidewalks

The Village prohibits parking on sidewalks or parkways.

Snow Removal

Residents are asked not to park vehicles on any street when there is an accumulation of snow of 2" or greater or which is being cleared or plowed. Residents are prohibited from depositing snow in the streets as this restricts the view of motorists and inhibits snow removal efforts.

SUMMER WATERING RESTRICTIONS:

Residents are restricted from watering gardens, lawns, shrubs, or trees between the hours of 11:00 a.m. and 4:00 p.m. daily. Newly planted items may be watered with a hand-held watering device. These restrictions are in effect May 15 through September 15. Please call Public Works at 719-4753 for further information.

VEHICLE STORAGE:

No commercial vehicle having a height of more than 9 feet' or a length of greater than 20 feet shall be parked or stored in a residential district except when making a delivery or rendering a service.

For more information on general codes that may affect you, call the Village or view the Village Codes on our website, www.vil.woodridge.il.us

Woodridge Community Programs

CITY WATCH:

City Watch is a program which allows the Village to contact residents and businesses with important information. The system, when activated, will send a recorded message through the phone lines to all published phone numbers in Woodridge. The system can notify specific numbers in a particular geographic area if necessary. The system will be used to notify residents in the interest of public safety. Residents with unpublished numbers who would like to be added to the list of phone numbers that are contacted through the City Watch System can contact the Police Department (719-4740).



COMMUNITY RESOURCE CENTER (CRC):

Our Resource Center, located at 8274 Janes Avenue, offers the following programs:

- After School Program (2nd – 6th Grade)
- 5 & 6 Year Old Readiness Program
- Counseling
- Senior Bingo/Activities
- Youth Job Board

For information on additional programs and services available at the Center, please call (630) 910-7027.

DRUG ABUSE RESISTANCE EDUCATION:

The Police Department is actively involved in the D.A.R.E. (Drug Abuse Resistance Education) Program which is aimed at the core classes of fifth and sixth grade students to make them aware of the hazards of alcohol and drug abuse. The program has also been developed for the second, fourth, and eighth grade levels.

FELONY INVESTIGATION ASSISTANT TEAM (FIAT):

Felony Investigation Assistant Team is a multi-jurisdictional investigative unit. It was formed to aid and effectively investigate a major crime by being able to allocate sufficient manpower to a case. The team consists of a supervisor and officers trained in the investigation of major cases, particularly homicide. Members of the team are represented by Woodridge, Bolingbrook, Burr Ridge, Clarendon Hills, Darien, Downers Grove, Hinsdale, Lemont, Lisle, Warrenville, Westmont, and Willowbrook.

SPECIAL PATROL PROGRAMS:

The Police Department has one canine unit that is trained in drug detection. "Lobo" and his handler are assigned to the Patrol Services Division and work rotating shifts. The Patrol Services Division also uses police mountain bikes to patrol the Village during the warmer months.

Utilities & Transportation

UTILITIES

SBC Ameritech Residence Customers:

Repair (800) 727-2273
New Service (800) 244-4444

Ameritech Business Customers:

Repair or New Service (800) 660-300

Comcast:

Customer Service (866) 594-1234 (toll free)
Village Liaison to Cable Company (630) 719-4709

Commonwealth Edison:

1040 Janes Avenue, Bolingbrook, IL 60440
Toll Free (800) 334-7661

Northern Illinois Gas Company (NICOR):

90 North Finley Road, Glen Ellyn, IL 60137
Emergencies (630) 629-4000
630-Credit (630) 629-2505

Water and Sewer:

Water Billing (New Service/Inquiries) (630) 852-7000
Other Water and Sewer questions: (630) 719-4753 (8:30 a.m. to 4:30 p.m.)
(630) 719-4740 (after business hours)
Sewer Billing Inquiries: (630) 985-7400

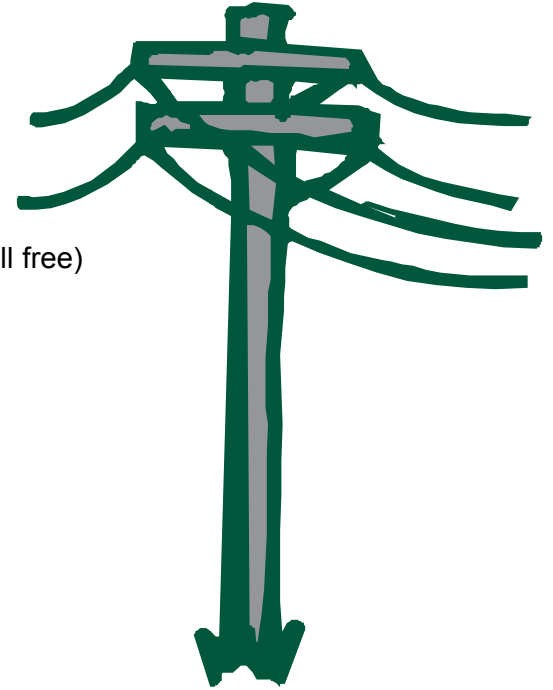
TRANSPORTATION

Burlington Northern Santa Fe Metra Line
(Belmont Station, Downers Grove) (630) 960-0682

RTA Travel Information Center (commuter bus) (630) 836-7000
PACE (847) 364-7223

SUBSIDIZED TAXI PROGRAM:

For more information on the paratransit services please contact (630) 719-4767.



Village Meetings

Village Board	Second & Fourth Thursdays of each month at 7:30 p.m.
Workshop Meetings of the Village Board	As needed and scheduled
Board of Police Commissioners	Fourth Thursday of each month at 6:30 p.m.
Plan Commission	First & Third Mondays of each month at 7:30 p.m.
Police Pension Board	Third Tuesday of January, April, July and October at 7:00 p.m.
Energy & Environment Commission	As needed and scheduled
Zoning Board of Appeals	On call of Chairman
Quality Community Task Force	As needed and scheduled



Neighborhood Dialogue Meetings

Throughout the year a series of neighborhood meetings scheduled by the Village takes place at local elementary schools. The purpose of the Neighborhood Dialogue is to answer questions that residents may have about Village services as well as offer residents an opportunity to make suggestions on how to improve the quality of local services and update them on Village news and events. Board and staff members of each department are present to answer questions. Letters of invitation are mailed to residents.

Town Meeting

The Village conducts a Town Meeting with Village Board Members, Staff Members and residents in September of each year. The feedback obtained at this meeting helps to determine the goals the Village focuses on during the upcoming budget process.

**We Welcome your attendance at all Village Meetings.
The dates and times of these meetings are listed on our website.**

Village Residential Programs

PARKWAY TREE PLANTING PROGRAM:

Residents may call Public Works (719-4753) at any time to participate the Parkway Tree Planting Program. This popular program allows residents to obtain a tree in their parkway at the Village's cost. Residents can choose from a variety of species, and the Village will plant and trim the tree. Plantings take place in the spring and fall.

OVERHEAD SEWER PROGRAM:

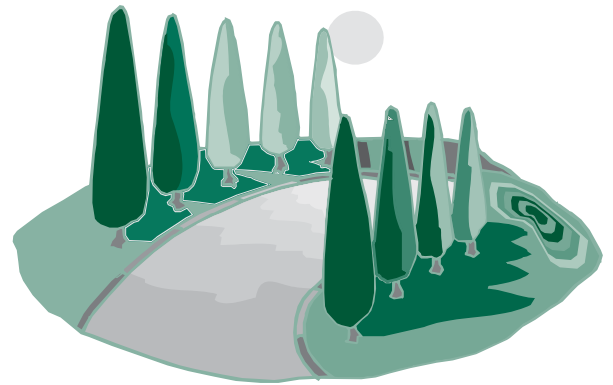
This program is the best protection against sewer back-ups in your home. The program involves contracting with a plumber for the complete installation of the system. The Village and DuPage County will provide financial assistance to residents who qualify and participate. The Village will reimburse up to \$1,000, while the County will provide as much as \$1,500. Please call Public Works (719-4753) for more information.

MOSQUITO HOTLINE (Clark Environmental):

The Village contracts with Clark Environmental Mosquito abatement services. Residents are invited to call 1-(800) 942-2555 to learn more about the program, or to place their name on a list for notification prior to spraying.

CHRISTMAS TREE RECYCLING PROGRAM:

The annual Christmas Tree Recycling Program allows residents to leave their trees at the curb with no sticker. Trees must be free of decorations, wire, and lights and cannot be placed in plastic bags. Wreaths and evergreen garland are NOT accepted. Contact Waste Management for dates (888) 656-5350, or watch for dates in the Woodridge Weekly column of the Woodridge Progress.



Keeping Residents Informed

The Village of Woodridge strives to effectively communicate with our residents. We offer the following communication tools for residents and community members:

Village of Woodridge Website – Visit the official Village of Woodridge website at www.vil.woodridge.il.us for timely information on Village events and services. While you are there, don't forget to sign up for *E-News*.

Woodridge E-News - This electronic news delivery system provides timely information on events and issues related to the Village of Woodridge. Subscription is open to everyone. Simply visit the Village of Woodridge website main page and click on the *Woodridge E-News* icon.

Water Billing Briefs - All residents receiving water bills from the Village of Woodridge receive "Water Billing Briefs" with their bi-monthly bill. Upcoming Village happenings are featured in each edition of Water Billing Briefs.

Woodridge Community Television (WCTV) – Channel 6 - Residents who subscribe to cable television can tune into Channel 6 for Village news and special events, as well as video programs produced by volunteer WCTV crew members.

"Focus" Newsletter – The *Focus*, a newsletter mailed quarterly to residents, provides in-depth information on local government operations, Village services, upcoming Village events, and "special interest" features.

Woodridge Weekly - This weekly column in the Wednesday edition of the Woodridge Progress Newspaper provides information on meetings, special events, youth activities, and other news. To subscribe, call the newspaper at (630) 368-1144.