

# Frequently Asked Questions



## Garbage/Yardwaste Pickup

The Village of Woodridge has a “bag-n-tag” curbside collection program. With this program, a sticker must be attached to all refuse or landscape containers. You may attach the sticker to a maximum 33-gallon plastic bag or a maximum 33-gallon rigid container. Containers cannot weigh more than 60 pounds. You do not need to put a sticker on each bag placed inside the garbage can. Stickers are available for a small fee and are good for both garbage and landscape waste. For special disposal arrangements, as indicated below, contact Waste Management at (800) 796-9696.

## Garbage and Yardwaste Pickup Schedule – Refuse must be placed at the curb by 7:00 a.m.

- Monday - north of Hobson Road or Thornberry Subdivision
- Tuesday - west of I-355 from Hobson Road to 75th Street
- Thursday - west of I-355 from 75th Street to 83rd Street
- Friday - south of 83rd Street or east of I-355 south of Hobson Road

Items may be put out for collection after 3 p.m. the day prior to and must be removed by 8 p.m. the day of your scheduled pick-up. If you have additional questions regarding garbage pick-up, contact **Waste Management** at (800) 796-9696.

**Garbage stickers must be placed on each garbage can or item placed on the curb for pickup** (excluding recycling bins). Unlimited recycling collection is available free of charge.

## Garbage stickers may be purchased at these locations:

- |   |   |
|---|---|
| Village Hall, Five Plaza Drive                      | Public Works, One Plaza Drive                   |
| Jewel Osco, 75th and Janes Avenue, Woodridge        | Jewel Osco, 1156 Maple Avenue, Lisle            |
| CVS Pharmacy, 8325 S. Lemont Road, Darien           | Dominick's, 2363 W. 63rd Street, Woodridge      |
| Dominick's, 1300 Naper Boulevard, Naperville        | Ultra Foods, 1212 W. 75th Street, Downers Grove |
| Grocer's Pantry, 7058 S. Woodward Avenue, Woodridge |   |

## Yardwaste Collection

Yardwaste is collected on your regular pick-up day from April 1st through December 15th. You may put yardwaste in either a 33-gallon Kraft paper bag or an unlined 33-gallon rigid container. Brush should be packaged in bundles no more than 4 feet in length and 2 feet in diameter. Each bundle must have a yardwaste sticker attached and cannot weigh more than 60 pounds. Waste Management-Metro also rents out 60-gallon & 90-gallon totes for yardwaste.

## Free Leaf Collection

The Village and Waste Management offer four weeks of free bagged leaf collection during the month of November. These free pick-ups will occur during the first four regularly scheduled collection days in November. This program is available to all single family residences within the Village's incorporated limits.

An unlimited number of leaves placed in Kraft paper bags or biodegradable paper bags, may be placed at the curb for collection without stickers. The bags may be a maximum of 33 gallons in capacity and can weigh up to 60 pounds. The bags may contain only leaves. Sod, brush, grass clippings, and other landscape waste cannot be commingled under this leaf program and will not be picked up.

## Leaf Raking and Burning

Leaves that are raked into the street pose a serious problem to traffic and to storm water drainage. They will not be collected and the homeowner will then be subject to a fine for violation of a Village Ordinance which prohibits depositing debris onto the street surface. Any burning of leaves is also strictly prohibited.

## Brush Drop-Off

The Village's Public Works Department and the Park District operate a site on 71st Street just west of Woodridge Drive where residents may drop off their brush. Branches up to 5" in diameter are accepted. The site is open on the second Saturday of each month from 9:00 a.m. to 12:00 p.m., May through October. Cars dropping off materials will be charged \$5 for the first car load and an additional \$3 for each return trip made that day. Trucks, vans, or trailers will pay \$10.00 for each load dropped off that day. Proof of residency is required. The chips generated by this program are made available to residents for free pick-up at the mulch pile on Woodridge Drive.

## Christmas Tree Collection

The Village has a Christmas Tree Collection program that occurs on the first two scheduled garbage pick up days in January. During this time, residents may leave their Christmas Tree at the curb with no sticker affixed. Trees must have any decorations, wires, and lights removed and should not be placed in plastic bags. Wreaths and evergreen garland are not accepted.

## Household Hazardous Waste

A Household Hazardous Waste Drop-off Facility is available in Naperville. The facility is open year-round on Saturdays and Sundays, excluding holidays, from 9:00 a.m. to 2:00 p.m. It is located behind Fire Station #4 at 1971 Brookdale Road. Items such as oil based paint, insecticides, poisons and household batteries that cannot be picked up by the trash hauler can be taken to this location. If you have questions about the household hazardous waste collection program, please call the Naperville Department of Public Works at (630) 420-4190, Monday through Friday, between the hours of 7 a.m. and 4 p.m.

# Frequently Asked Questions (continued)

## Accepted Items:

Household cleaners, drain openers  
Paints (oil based only)  
Mineral spirits, strippers, solvents  
Insecticides, herbicides  
Flammables, automotive fluids  
Fluorescent fixtures  
Household batteries  
Unknown hazardous substances  
Prescription medication

## Non-Accepted Items:

Explosives, Ammunition  
Radioactive materials  
Compressed gas  
Latex Paint  
Trash and non-hazardous materials  
Unopened, useable consumer products  
Electronics

For more information, visit the DuPage County Department of Development and Planning at [www.co.dupage.il.us/edp](http://www.co.dupage.il.us/edp) or (630) 407-6700.

## Vehicle Stickers

Vehicle stickers are not required by the Village of Woodridge. For those needing a vehicle sticker, they are available for \$1 each at the Village Hall Reception Desk, the Public Works Department and the Police Department.

## Pet Regulations and Licensing

No dogs can be off the premises of their owners without a leash and under the control of a person physically able to control it. Dogs or cats found running at large will be impounded by the Police Department. Fines for allowing an animal to run at large begin at \$30 and increase for subsequent violations. If you see an animal running at large, contact the Police Department immediately to report the location of the animal.

The Village does not license domestic animals. For information related to licensing your pet with DuPage County, please call (630) 407-2800. For residents of Will County, call (815) 462-5633.

## Senior Programs

The Woodridge Park District has regular programs geared towards senior citizens. Call (630) 353-3300 or visit [www.woodridgeparks.org](http://www.woodridgeparks.org) for more information.

## Required Construction Permits

Any work that requires a structural change such as any type of addition, alterations involving moving or adding walls, all electrical & plumbing work, all fire suppression & detection work, all HVAC work, sheds, fences, decks, roofs, driveways, patios, private walks, parking lots, pools, hot tubs, spas or exterior wall mounted signs. Visit [www.vil.woodridge.il.us](http://www.vil.woodridge.il.us) and click on the Community Development page for more information. If you are unsure if your project requires a permit, contact the Community Development at (630) 719-4750.

## UTILITY CONTACT INFORMATION

### AT&T Residential Customers

Sales, Service & Billing 1-800-288-2020  
Repair Service 1-800-246-8464

### AT&T Business Customers

For businesses located within the Village. 1-888-944-0447

### Commonwealth Edison

1040 Janes Avenue, Bolingbrook, IL 60440 Toll Free (800) 334-7661 or [www.comed.com](http://www.comed.com)

### Northern Illinois Gas Company (NICOR)

1 888 Nicor4u (1 888 642-6748) or [www.nicor.com](http://www.nicor.com)

## Water

The Village of Woodridge bills residents for water usage and DuPage County bills residents for sewer service.

Water Billing (New Service/Inquiries) (630) 719-4718. You can also sign up for electronic water billing by emailing [epay@vil.woodridge.il.us](mailto:epay@vil.woodridge.il.us) and indicating your desire to sign up.

**Water Payments** Payment for water bills can also be made online. Woodridge's online water billing offers customers a convenient method to pay their water bill, review current charges, review billing history, water consumption and meter readings. The consumption report feature provides color graphs to compare historical water usage by billing period for the last few years. This service may be accessed 24 hours a day, 7 days a week. Payments made after 4:00 p.m. will post to the following day and can be made by Visa, MasterCard or e-check. Visit [www.vil.woodridge.il.us](http://www.vil.woodridge.il.us) and click on "Pay Your Water Bill Online!"

Other Water service questions: (630) 719-4753 (8:30 a.m. – 4:30 p.m.)

## Sewer Service

DuPage County bills Woodridge residents for sewer services. For sewer billing inquiries, please call (630) 985 -2905.

## Waste Management

Waste Management contracts for waste removal in the Village. They can be reached at 1 (800) 796-9696.

# Village Policies & Restrictions

## PARKING 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.



### **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**

Except when necessary to avoid conflict with other traffic or in compliance with the directions of a police officer or traffic-control device, parking is prohibited on a sidewalk or parkway. If any part of a vehicle is parked on a sidewalk, the owner can face a fine of \$30. If you have any questions, please contact the Woodridge Police Department at (630) 719-4740.

### **Parking/Snow Removal After Snowfall**

Motorists are prohibited from parking vehicles on any street when there is an accumulation of 2" or greater, or if the roadway is being cleared/plowed. Residents are also prohibited from depositing snow in the streets as it can cause dangerous icing conditions and inhibit snow removal efforts.

### **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.

## ADDITIONAL POLICIES & RESTRICTIONS

### **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. Signage for garage sales is limited to a maximum of four times a year.

### **High Grass/Weeds**

Property is to be maintained so weeds or grass does not exceed 8 inches in height.

### **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. This restriction does not apply to newly planted gardens, lawns or trees which may be watered by means of hand-held devices only. These restrictions are in effect May 15 through September 15. Please call Public Works at 719-4753 for further information.

### **More Information**

For more information on general codes that may affect you, call the Village or view the Village Codes on the Village website, [www.vil.woodridge.il.us](http://www.vil.woodridge.il.us).

# Services and Assistance Programs

## SERVICES AND ASSISTANCE PROGRAMS

### **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 a.m. to 4:30 p.m.

A square icon with rounded corners, a white background, and a brown border. The word "Help!" is written in a brown, serif font inside the square.

### **Reverse 911**

Reverse 911 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 and non-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.

### **Crime Reports**

The Woodridge Police Department is partners with CrimeReports, an online service that can be found at [www.CrimeReports.com](http://www.CrimeReports.com). The public can access the crime map 24 hours a day through the website or through the CrimeReports iPhone app, available for free download in the Apple iTunes store. The service allows residents to sign up for free customizable email alerts, so they can stay on top of crime in their neighborhood. You can access your local crime map and sign up for daily, weekly, or monthly email crime alerts at [www.CrimeReports.com](http://www.CrimeReports.com) or through the Village website at [www.vil.woodridge.il.us](http://www.vil.woodridge.il.us).

### **Tree Share Program**

The Tree Share Program allows residents to have a tree planted in their parkway through a 50/50 cost share program with the Village. Public Works offers several species of trees for each planting event and plants and trims the tree that the resident selects. See the "Forestry" web page on the Village website for full information on the program or call the Public Works Department at (630) 719-4753 for information or to place an order.

### **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 assistance for those residents who participate. The Village will reimburse up to a maximum of \$1,000 upon completion of the program and the County will also contribute up to \$2,500. Please call (630) 719-4753 if you wish to take advantage of this beneficial program.

### **Mosquito Hotline**

The Village contracts with Clarke Environmental for mosquito control. Residents can call (800) 942-2555 if they have any questions or concerns about spraying or any other portion of the mosquito abatement program. For West Nile Virus information, visit the Illinois Department of Agriculture at [www.agr.state.il.us](http://www.agr.state.il.us) or Centers for Disease Control & Prevention at [www.cdc.gov](http://www.cdc.gov).

# Community Safety

## **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 911.



## **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 fourth 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 and eighth grade levels.

## **Felony Investigation Assistant Team**

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, including homicide and traffic reconstructions. Members of the team are represented by Woodridge, Brookfield, DuPage Sheriff's, Warrenville, Hinsdale, Lisle, Burr Ridge, Clarendon Hills, Darien, Downers Grove, Lombard, Lisle, Oak Brook, Westmont, and Willowbrook.

## **Special Patrol Programs**

The Police Department has two canine units that are trained in drug detection. Both "Scout" and "Udo" are assigned to the Patrol Services Division and work rotating shifts. The Patrol Services Division also uses police mountain bikes and ATVs to patrol the Village during the warmer months.

# Staying Informed About Your Community

The Village of Woodridge strives to effectively communicate information to our residents. We offer the following communication resources for residents and others to obtain information about Woodridge:



**Village of Woodridge Website** – Visit the official Village of Woodridge website at [www.vil.woodridge.il.us](http://www.vil.woodridge.il.us) for timely information on Village events and services. The webpage also allows visitors to easily sign up for E-News, the Village’s weekly electronic newsletter.

**Woodridge E-News** – This electronic newsletter provides up to date information on events and issues related to the Woodridge community. Anyone is welcome to subscribe. Simply visit the Village of Woodridge website at [www.vil.woodridge.il.us](http://www.vil.woodridge.il.us) and look for the link on the homepage.

**Water Billing Briefs** – All water customers receiving water bills from the Village of Woodridge receive “Water Billing Briefs” with their bi-monthly bill. News and events regarding the Woodridge community are featured in each edition of Water Billing Briefs.

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

**The Focus Quarterly Newsletter** – The Village Focus is a quarterly newsletter that is mailed to Woodridge residents. It provides in-depth information on Woodridge events, Village services, upcoming Village events, and other items of interest.

# Transportation Resources

## TRANSPORTATION RESOURCES



### **Train Service**

There are 3 train stations near Woodridge providing access to Metra services. They include the Downers Grove Main Street Station at 5001 Main Street in Downers Grove, the Belmont Station located at 5000 Belmont Road, and the Lisle Station located at 1000 Front Street in Lisle. Please visit [www.metrarail.com](http://www.metrarail.com) or call (312) 322-4269 for more information.

### **Bus**

Three Pace Bus routes provide transportation to residents of Woodridge. This includes Route 821, which provides service from Woodridge to the Belmont Commuter Station; Route 825 that provides service from central Bolingbrook to Lisle; and Route 834 which travels from Joliet to Yorktown. Visit [www.pacebus.com](http://www.pacebus.com) or call (847) 364-PACE (7223) for information.

For information on the paratransit services please contact 312/663-HELP (4357 voice) or 312/913-3122 (TTY) between 8:30 am and 5:00 pm, Monday through Friday.

### **Subsidized Taxi Service**

The Village participates in a subsidized taxi service through the Inter-Agency Paratransit Coordinating Council. The program is available to those at least 60 years of age or those having a verified disability from a certified physician. For more information on the program please call (630) 852-7000.

# Village Government - Public Meetings

Dates and times of Village meetings can be found in the Village's electronic newsletter E-News, on bulletin boards in Village Hall, and on the Village website [www.vil.woodridge.il.us](http://www.vil.woodridge.il.us). Check WCTV Channel 6 or the Village website for video of State of the Village, Town Meeting, and other public meetings. Below, please find a listing of when meetings are scheduled to occur.



## **Village Board Meetings**

**Plan Commission**

**Board of Police Commissioners**

**Police Pension Board**

**Second and fourth Thursdays of the month.**

**First and third Mondays of the month.**

**Fourth Thursday of the month.**

**Meets third Wednesday of January, April, July and October.**

## **Town Meeting**

The Village conducts a Town Meeting with Village Board Members, Staff Members and residents in the fall of each year. The feedback obtained from residents during this meeting helps to determine the goals that will guide the budgeting process.

The public is always welcome to attend Village Meetings. Community involvement is vital in ensuring that the needs of the public are being addressed. The dates and times of these meetings are listed on our website.