



Wheeling Municipal Center

CITIZENS INFORMATION GUIDE

This booklet has been prepared to acquaint new residents with the operations and services provided by various departments of the Village of Wheeling. It is a handy guide on where to call, what to ask for, and what to do yourself, should the need arise for Village of Wheeling assistance. In addition, general information concerning our local government, other agencies and their services, and transportation in the area are included for reference.

VILLAGE OFFICES - GENERAL

459-2600

Hours:

Monday, Tuesday, Thursday, Friday

8 a.m. - 4:30 p.m.

Wednesday

8 a.m. - 7:00 p.m.

EMERGENCY TELEPHONE NUMBERS

POLICE

537-2131

FIRE/PARAMEDICS

537-2121

INTRODUCTION

Wheeling is a growing village with a population over 28,000. As a resident or property owner in Wheeling, you will probably have need for some of the many services which are provided by the village or private agencies. This booklet will guide you to the proper village department and telephone number so that you can easily find the services you need.

If you have a neighborhood problem, first try to find out who is responsible for the condition, talk to him and give him time to act. If the problem cannot be resolved, contact the village. Always give the village time to act on your request for service. Then, if you get no action, check back to find out why. There may be a good reason for the delay.

If you need more information on the proper number to call, phone 459-2600.

GOVERNMENT

The Village of Wheeling is governed by a Village President and a six member Village Board of Trustees, who act as a policymaking body. The administration of these policies is delegated to the village manager.

Residents are welcome to attend village board meetings on the first and third Mondays of every month at 8 p.m. in the council room of the Administration Building, 255 West Dundee Rd., Wheeling.

The Village of Wheeling encourages citizens' participation in local government through serving on one of the many village boards or commissions. For more information, call 459-2600.

SPEAK OUT

Wheeling encourages its citizens to offer suggestions that might improve village operations ... commend village employees when the citizen feels the employee has done a particularly good job, or to voice a legitimate complaint. A special mailback form titled "Speak Out" is available for this purpose and is included in the Village's bi-monthly newsletter which is mailed to all residences and may also be picked up at the municipal complex or at the Indian Trails Public Library.

NEIGHBORHOOD

If you have any questions about present or future plans for your neighborhood, contact the Village of Wheeling Community Development Department, 459-2620.

VOTER REGISTRATION

Who Should Register: Persons who have changed their name or address. Persons who will be 18 years of age by the next election.

Requirements: U.S. citizenship. 18 years of age at the time of election. Residency in precinct 30 days prior to election.

Registration is conducted at Wheeling's Administration Building, 255 W. Dundee Road during office hours, Monday, Tuesday, Thursday, and Friday 8 a.m. - 4:30 p.m. Wednesday 8 a.m. - 7 p.m.

Registration closes 28 days preceding an election and reopens two days after an election.

Two pieces of identification are required, one of which lists your present address.

FINANCE AND ADMINISTRATIVE SERVICES DEPARTMENT

VEHICLE STICKERS

Wheeling requires that all vehicles be licensed annually. Information on fees can be obtained from the Finance and Administrative Services Department 459-2600.

1990 passenger cars and motor bicycle stickers and vehicles with state plates ending in RV or RT go on sale December 1, 1989 and must be appropriately affixed to the vehicle by January 31, 1990. An additional \$25.00 charge is added if purchased after January 31.

1990 stickers will expire March 31, 1991. 1991 stickers will go on sale February 1, 1991 and must be affixed by March 31, 1991. The additional \$25.00 charge will be added if purchased after March 31, 1991.

Truck stickers and vehicles with state plates ending in TA or TB go on sale June 1 and must be appropriately affixed to the vehicle by June 30. An additional \$25.00 late charge is added if purchased after June 30.

Vehicle stickers can be purchased at the Administration Building, 255 W. Dundee Road, during business office hours. **New residents have 90 days from move-in date in which to purchase their vehicle sticker without penalty. Proof of move-in date is required.**

Residents changing cars must purchase a transfer sticker for \$5.00 within 30 days of car replacement. Proof of purchase and the old sticker are required.

LICENSING PETS

The village requires that every dog and cat be licensed each year. Proof that the animal has had a current rabies shot must be presented at the time of applying for the license. Animal tags are due June 1 of each year and are \$5.00 per animal. You may apply for a license at the Administration Building.

BUSINESS LICENSES

Businesses are not allowed in residential areas. If you are contemplating opening a business, before you sign anything, first call 459-2600 for information on permitted businesses and a fee schedule.

WATER METERS

It is unlawful to tamper with, alter, or damage any water meter. Proper insulation and heat circulation should be provided to prevent your meter from freezing during the winter months. Any costs incurred to repair damaged meters as a result of altering, tampering or freezing will be charged to the person responsible for payment of the water bill. Should you experience problems with your water service, contact the village at 459-2624.

WATER BILLS

Water bills are mailed quarterly and payable by mail or in person at the Administration Building. For your convenience there is a night depository in the lobby of the Administration Building. New move-ins, or residents who are moving, call 459-2607 for final meter reading.

VACANT AND HAZARDOUS BUILDINGS

If you see an abandoned building which poses a potential hazard, report it to the Community Development Department, 459-2620. The village will investigate and take appropriate action.

COMMUNITY DEVELOPMENT DEPARTMENT

BUILDING PERMITS

To protect village residents, Wheeling has adopted certain construction standards. To insure that all work done on a home is in accordance with these standards for safety, it is necessary to obtain a building permit. Permits must be obtained before any new construction, alterations, or repairs are started. Permits are also required for any work done in the street or parkway.

The village has codes covering building, electrical, heating and plumbing work, as well as sign and zoning regulations. Make certain that your architect and/or contractor is familiar with Wheeling's code requirements and obtains a permit before beginning work.

Signs posted on public rights-of-way are prohibited including, but not limited to, signs on trees, fences, public utility poles and on property not belonging to you. Garage sale signs are prohibited on property other than your own.

If you have any questions as to whether or not a permit is necessary, or for additional information call the Community Development Department at 459-2620.

HEAT IN RENTAL UNITS

The village has established standards for heating in rental units. For further information call 459-2620.

OPERATIONS AND MAINTENANCE DEPARTMENT

STREETS / CURB & GUTTER REPAIRS

The village is responsible for maintaining all municipal streets with the exception of certain state, county, township and private roads.

To determine whether or not the village has jurisdiction over a particular roadway, please contact the Department of Operations and Maintenance at 459-2624.

PARKWAYS

The homeowner is responsible for maintenance and weed removal of parkway areas abutting their property.

Should your parkway be disturbed, as a result of maintenance or repairs to village utilities, the village will restore the areas. In these cases the disturbed area is not immediately seeded or sodded until the ground has substantially settled. Often total restoration cannot be performed until weather conditions are suitable. Should you have any questions regarding your parkway, please contact the Department of Operations and Maintenance, 459-2624.

TREES

The village has an ongoing tree care program for all parkway trees, including major tree trimming, tree and stump removal and tree spraying for disease. Any privately owned tree or shrub which overhangs a sidewalk or street or interferes with traffic or travel, is required by ordinance to be trimmed by the owner of the abutting premises. Dead or dangerous private trees shall also be removed by the property owner.

STREET SIGNS

All street identification and traffic signs located along dedicated village streets will be replaced by the Department of Operations and Maintenance if damaged or missing. Should you notice any signs damaged or missing, please notify either the Police or Operations and Maintenance Departments.

STREET LIGHTS

Village maintained street lights are erected on either concrete or aluminum poles. Street lights on wooden utility poles are maintained by Commonwealth Edison. Defective lights on Commonwealth Edison poles can be reported directly to them at 870-2100. Should you notice a defective light, please notify the Department of Operations and Maintenance and report the specific location.

STREET CLEANING

Clean sidewalks and streets are important in making a neighborhood an enjoyable place to live. Keeping sidewalks clean is the responsibility of the property owner. Unfortunately, some people carry out this responsibility by simply sweeping dirt into the street. Not only is this against the law, it is self defeating as well since more often than not the wind will blow the dirt and papers right back.

- The village has a carefully planned system for clearing streets after a snowfall. Please do not request that plows deviate from their assigned route, as this will greatly reduce the efficiency of the overall operation.
- Parking is not permitted on any village maintained street following a snowfall of two or more inches. Because illegally parked vehicles greatly impede snow removal efforts, they will be ticketed and may be towed at the owner's expense. Parking is again legal after the street has been cleared and the snowfall has ceased.
- The village is not responsible for plowing state and county roads. Examples include Dundee Road, Milwaukee Avenue, Schoenbeck Road, Route 83 (Elmhurst), McHenry Road, Wolf Road, and Lake Cook Road. For information regarding these roadways, please refer to the following list of agencies.
- Illinois Dept. of Transp. (State) 705-4222
- Cook County Highway Dept. 485-7130
- Illinois Tollway Information 572-0100
- Weather Information 976-1212

With your assistance and cooperation, village snow removal efforts will continue in an organized, efficient, and effective manner. If you have any questions, please do not hesitate to call the Operations & Maintenance Department at 459-2624.

The Department of Operations and Maintenance cleans village streets on a scheduled basis and as required. Should you have questions regarding the sweeping program, please contact the Department at 459-2624.

STORM SEWERS

The village is responsible for maintenance of the majority of the municipal storm sewer system. Storm sewers are not designed to accommodate every rainfall intensity and, therefore, minor ponding problems are to be expected. During a rain storm, water may rise over the curb. If this occurs, it should be reported to the Operations and Maintenance Department. Most stoppages result during the Spring and Fall seasons when leaves and other debris clog the inlets. A property owner may help by keeping his gutter clean of debris, refraining from sweeping leaves into curbs and by removing deposits on inlet and catch basin grates.

SANITARY SEWERS

The Department of Operations and Maintenance is responsible for maintenance of the municipal sanitary sewer system including all trunk and lateral sewers to the points of connection with the Metropolitan Water Reclamation District of Greater Chicago interceptor sewers. The property owner is responsible for maintenance and repairs to sewer service lines within his building and out to the point of connection with the municipal sewer system. A homeowner experiencing plumbing problems should call 459-2624 during office hours and 459-2632 thereafter and on weekends. The village will then dispatch personnel to determine whether or not the sewers are clear. If it is determined that the main sewer is clear, the property owner will be so advised and notified to contact a plumber to perform the required repairs or maintenance. Should your sewer back up and the landlord is unwilling to fix it, please notify the village sanitarian at 459-2695. It is unlawful to connect storm sump pumps, roof drains and other storm water drains to the sanitary system. The village aggressively prosecutes any unlawful connections. Weekend and after hour emergencies call 459-2632.

FIRE DEPARTMENT

The Fire Department operates a Fire Prevention Bureau and two fire stations with personnel on duty at all times to answer citizens' requests for help involving fires, fire hazards, emergency rescue and life threatening medical emergencies. In case of such emergencies, call 537-2121. To request information or assistance on non-emergency items call 459-2662.

The Fire Department encourages all citizens to use the personnel of the department as a resource for fire and life safety. Firefighters are available for free home fire hazard inspections at the request of the homeowner. Groups can request fire department personnel to demonstrate subjects concerning fire, life and medical emergencies. Call 459-2662 for program information.



Wheeling Municipal Center, 255 W. Dundee Road

POLICE DEPARTMENT

The Police Department provides service and protection to the village through preventative patrol and pro-active programs designed to encourage citizens participation and ensure citizen safety. For emergencies call: 537-2131.

The Police Department is divided into two divisions: the Field Services Division, responsible for patrol, investigations, and traffic; and the Support Services Division, responsible for records and communications, crime prevention, and community services.

TRAFFIC SIGNALS

All traffic signals are maintained by the State of Illinois Department of Transportation and the County of Cook. Should you observe any malfunction, please notify the Police Department immediately at 459-2632.

If you have questions or concerns about police patrol, traffic, or investigations, contact Field Services 459-2632. If you require records information, contact Records Department at 459-2650. If you would like information about Crime Prevention Programs, tours, our puppet show, McGruff appearances or other community oriented safety programs, contact the Crime Prevention unit at 459-2693.

CARRIER ALERT PROGRAM

The Carrier Alert Program was developed for persons in the 60090 Zip Code area, in conjunction with the Senior Citizen Coordinator, Wheeling Post Office and the Wheeling Police Department. Participants prepare a Carrier Watch registration form containing information on persons to be contacted in an emergency.

The registration form is maintained with the Police Department. If the registrant fails to pick up his/her mail daily, the postal carrier notifies the Police Department. For further information call the Crime Prevention Unit, 459-2693.

NEIGHBORHOOD WATCH PROGRAM (N.W.)

NEIGHBORHOOD WATCH PROGRAMS WORK!



Contact your Local Police

If you are interested in organizing a N.W. Program in your area, please call the Crime Prevention Unit at 459-2693 for more information.

You and your neighbors will be trained in home security procedures, operation identification and being aware of suspicious people and activities.

TRAFFIC HAZARDS

The village will investigate potential traffic hazards and attempt to provide a solution to safety problems. These hazards include visibility problems, inadequate signing, or other traffic safety concerns. Call the Police Department Traffic Unit at 459-2632.

ILLEGALLY PARKED VEHICLES AND TRUCKS

Vehicles abandoned on the street should be reported to the police department, phone 459-2632. A police or community service officer must document that the vehicle remains stationary for at least seven (7) days before the vehicle can be towed. If someone parks a car so as to block your driveway, call the police at 459-2632. Vehicles over 12,000 lbs. gross weight may not travel or be parked on a residential street, exceptions are made for loading, unloading, building, etc. Vehicles may not be parked blocking the sidewalk except between the hours of 10 p.m. and 6 a.m.

BICYCLES

Licenses for bicycles are available at the Police Department and should be obtained within five (5) days after purchase of the bicycle. There is no fee for this service and the license is good indefinitely. If your bicycle is stolen, report it immediately to the Police Department, phone 459-2632.

PARKING & STORAGE OF RECREATIONAL VEHICLES

The Wheeling Municipal Code restricts the parking and storage of recreational vehicles on any residential property within the Village of Wheeling. Recreational vehicles that comply with the specifications of the Wheeling Municipal Code may be stored on residential property only if the vehicle is inside an enclosed garage, accessory building, or rear or side yard. After receiving written permission from the Police Department, recreational vehicles may be parked on a driveway for a period not to exceed 24 hours. Permission shall not be given more than four times per calendar year. For additional information, call 459-2632.

ANIMALS

The Village of Wheeling has a leash law whereby owners must keep their animals fenced or on a leash at all times, and a "pooper scooper" law whereby the owner or person exercising control of any animal, shall be responsible for removing any excrement deposited by such animal.

If you are bitten by an animal or observe a vicious animal which might pose a threat to your neighborhood, call the Police Department, 459-2632.

If you see an injured, lost or stray animal, or you are the owner of a lost or found pet, contact 459-2632.

BEEES

For bee swarms on private property, the property owner should contact a pest control company. For bee swarms on public property, contact the Police Department at 459-2632.

DEAD ANIMAL REMOVAL

Dead animals are removed by the Village of Wheeling on public property or rights-of-way only. A citizen may report observing a dead animal by calling 459-2632.

BARKING DOG

The citizen bothered by a (habitually) barking dog should obtain the name and address of the dog owner. A complaint should then be lodged with the Police Department at 459-2632, noting the nature of the complaint. A Community Service Officer will investigate the complaint and, if warranted, will issue a citation to the dog owner.

WEEDS AND LITTER

Wheeling wants you to be proud of your neighborhood. Nothing destroys neighborhood pride as quickly as vacant lots filled with weeds and trash. Property owners are responsible for keeping their land and buildings free of weeds and litter. Wheeling's Litter Ordinance prohibits the accumulation of garbage or refuse so as to create a nuisance and to attract flies, vermin, rats, or to permit any garbage to accumulate more than seven days. All garbage or refuse must be in approved receptacles for collection by a scavenger service. Open burning of paper, garbage, leaves, litter, refuse or other materials is unlawful.

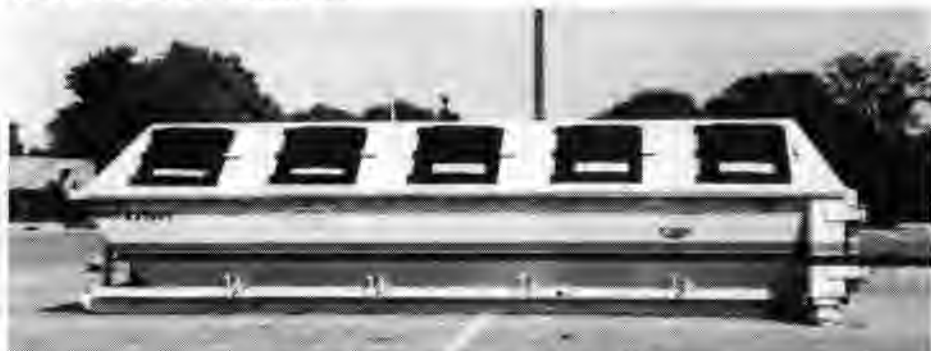
Neighborhood eyesores or potential fire hazards caused by weeds, trash or debris on private property should be reported to the Police Department. A Community Service Officer will investigate the problem and, if warranted, issue a notice to the property owner. In cases of non-compliance with the notice, the village will cut the weeds or remove the trash, billing the owner for any costs incurred.

GARBAGE AND TRASH COLLECTION

The village does not provide garbage and trash collection. This service is provided by private scavenger companies. For further information contact the Administration Building, 459-2600.

No garbage or refuse shall be placed at the curb before sunset of the day before the scheduled pickup. No garbage or refuse of any kind shall be deposited in any exposed place, public or private, unless it is in a proper receptacle or can. The receptacle for single family residents shall be a container with a close fitting cover of suitable gauge and construction to insure durability, with suitable handles on can and cover, and with a capacity of not less than ten gallons and not more than thirty gallons, or plastic bags of not less than 1-5/10s mills, of an inside dimension not less than 18" x 18" with ties to secure the contents.

RECYCLING PROGRAM



Recycling Drop-Off Center at Village Hall

Wheeling residents are able to dispose of their recyclable newspaper, glass, and aluminum by utilizing the village's "Curbside Recycling Program." The program, called "Recycle America," is conducted for the village by Buffalo Grove/Wheeling Disposal, a Division of Waste Management of Illinois, Inc. Collection of the recyclables occurs on one of the two normally scheduled days of the week as regular garbage collection service is scheduled for your area. For information regarding the village's Recycling Program, please contact the village at 459-2600.

Complaints regarding service should be directed to Buffalo Grove/Wheeling Disposal Company at 520-7200. If they are not resolved, contact the village at 459-2600.

TRANSPORTATION

The North Suburban Mass Transit District (NORTRAN) provides bus service to residents of Wheeling. Bus routes include service to Randhurst Shopping Center, Buffalo Grove, and the Chicago Northwestern RR in Mount Prospect and Des Plaines. METRA commuter train stations are located in Deerfield, Northbrook, and Arlington Heights. For route and schedule information call the RTA Travel Information Center at their toll-free, 24 hour number, 1-800-972-7000.

Wheeling Township provides a route bus and Dial-a-Ride bus service within the township. Call 259-7743.

GAS LEAKS

If you smell gas, either indoors or out in the street, call the Northern Illinois Gas Company, 259-9000, any time of the day or night. If the leak is so severe as to pose a danger of imminent fire or explosion, call the Fire Department at 537-2121.

ELECTRICITY

For service turn-ons, turn-offs, billing information, credit and emergencies, call Commonwealth Edison Company at 870-2100.

SENIOR CITIZEN SERVICES

Pavilion Senior Center, 199 N. 1st St. offers programs and services to 55+ citizens. Services are available to all seniors and include: Blood Pressure Reading; Carrier Watch Program; Defensive Driving & Rules of the Road Classes; Handicap Parking Stickers; Health Screenings; Helping Hands Emergency Transportation; Information & Referral; R.T.A. Passes; Social Worker; Tax Assistance; and a Senior Spokesman Newsletter. Various activities, meals, and recreational and educational programs are offered to Senior Center members. Call 459-2670 for information.



Pavilion Senior Center, 199 North 1st Street



Indian Trails Library, 355 Schoenbeck Road

At times village residents need help from other agencies to assist you. We have listed some of the most commonly requested telephone numbers.

Social Security Office	1-800-234-5772
Unemployment Office	981-7400
Legal Aid	475-3703
Public Aid	259-7730
Food Stamps	843-1400
Immunization Clinic	470-7227
Wheeling Park District	537-2222
Indian Trails Public Library	459-4100
School Dist. No. 21 (Grades K-8)	537-8270
School District No. 23	870-3850
Wheeling High School	537-6500
Senior Citizen Information	459-2670
Omni Youth Services - counseling for adolescents and their families	541-0190
Wheeling Post Office	537-0700
Wheeling Twp. Tax Assessor	259-1515
Wheeling Township Bus Service	259-7743

WHEELING MUNICIPAL COMPLEX

C-COUNCIL ROOM
D-COMMUNITY DEVELOPMENT
E-LUNCH ROOM
F-ATRIUM
G-POLICE DEPARTMENT
H-ADMINISTRATION
J-FIRE DEPARTMENT

