

Administrative Offices

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Welcome! The Village of Morton Grove has provided you this information packet to answer many commonly asked questions about municipal services. There is detailed information on specific services, but below is general information on the administrative offices that support Village operations. Please take the time to become familiar with Village regulations and services. Enjoy your new home and community!

VILLAGE ADMINISTRATOR'S OFFICE

The Village Administrator's office is responsible for assuring the efficient and effective management of day-to-day Village operations, and through the Administrator, implementing the policies of the Village President and Board of Trustees. The Administrator assists the Village President and Board of Trustees in developing policy alternatives and implementing Board policy decisions. Special attention is devoted to an ongoing analysis of the delivery of public services in order to maximize productivity and effectiveness. For more information, please call the Administrator's Office at (847) 470-5220.

FINANCE DEPARTMENT

The Finance Department is a support service department, whose primary function is to assist the other Village departments in meeting their public service goals. These support services include budgeting, accounting, purchasing, debt administration, insurance and risk management, and payroll. In addition to supporting the operations of other line departments, the Finance Department serves the public directly by performing the following functions: reception, information dissemination, licensing, cashiering, issuance of real

estate transfer stamps, and handling water billing inquiries and payments. For more information, call the Finance Department at (847) 965-4100.

COMMUNITY & ECONOMIC DEVELOPMENT

The Community and Economic Development Department coordinates land use planning, economic development activities, and provides physical needs analysis to promote a logical, coordinated development and redevelopment strategy for the Village. The primary focus of the department is economic development, including: business retention and attraction to maintain a strong economic base; job retention; and fostering local shopping and dining opportunities for residents. Planning activities include the preparation and implementation of plans designed to enhance the quality of life in Morton Grove. They also include the maintenance of the Village's Comprehensive Plan and coordinating the planning for subareas determined to have significant development potential including: Dempster Street, Lincoln Avenue from Ferris Avenue to Linder Avenue, Ferris/Lehigh Avenue from Dempster Street to Main Street, and Waukegan Road. This Department is also responsible for coordinating the planning of the redevelopment of two Tax Increment Financing Districts (TIFs), the Waukegan Road TIF District and the Ferris/Lehigh TIF District. For more information, call the department at (847) 470-5231.

Morton Grove Police Department
6101 Capulina Avenue, Morton Grove, IL 60053
Non-Emergency (847) 470-5208
Emergency 911

Police



- How can I protect my home when I'm away?
- How can I protect my property from theft?
- Does the Police Department have Neighborhood Watch and Citizen Policy Academy programs?



To provide municipal service, public improvements and economic development activities in an efficient and effective manner in order to preserve and enhance the quality of life within the community.

Police Department Services

The Morton Grove Police Department is committed to protecting life and property, enforcing local ordinances and state law and investigating criminal matters while providing many services and programs to our community.

ARE YOU OK?

The "Are You OK" Telephone Reassurance Program is a free service for senior citizens or disabled individuals who are living independently in Morton Grove. The program is designed to utilize the telephone system to make calls to a participant's home at the same time each day. The participant chooses the time for these calls. If the participant is well, he/she can simply hang up the telephone after hearing a pre-recorded message. If the participant does not answer or if the line is busy, two more attempts will be made before the system activates an alert report. At that time, police communications will contact either a neighbor who has previously agreed to assist in case of an emergency or police personnel who will respond to check on the participant's well-being. For more information, call the Outreach Worker at (847) 663-6142.

VACATION WATCHES

The Morton Grove Police Department has an ongoing program to periodically drive by and observe the property of our residents while they are on vacation. Vacation Watch can be used by any resident of the Village who will be away from their home for any length of time and would like the added security of regular police patrols of their property. The vacation watches should never take the place of using light timers, stopping newspaper deliveries or having a neighbor or relative keep a special watch. For more information or to set up a Vacation

Watch, call the Morton Grove Police Department at (847) 470-5208.

VIN ETCHING: PROTECT YOUR VEHICLE FROM AUTO THEFT

Do not make a gift of your car. Help protect it by having your V.I.N. (Vehicle Identification Number) etched into all major automobile glass surfaces. Every year the Morton Grove Police Department teams up with sponsors to provide this outstanding program. Over 1,000 residents have taken part in this anti-auto theft program. Insurance companies sometimes reduce premiums with an etched automobile. Car dealerships often charge in excess of \$150 for this service. Participants in this program pay a nominal fee. Watch for more information in the Village's newsletter, the *Morton Grove Exchange*, for dates, location and more details.

ALARM USER APPLICATIONS

Residents and businesses with security alarm systems need to register annually with the Police Department. The annual registration fee is \$50. If alarm users have any questions or would like to receive an application, please call the Police Department.

CHILD CAR SEAT PROGRAM

The department has certified child safety seat technicians who perform inspections of child and infant seats as a service to residents. Through education and awareness, the Village has become a child safety seat leader. Please call the Police Department in advance to ensure the safety seat technicians are available.

ANIMAL CONTROL

The Village of Morton Grove employs one full-time civilian Community Service Officer for Animal Control within the Village. The Animal Control Officer investigates animal complaints including animal bites and cruelty to animals. Animal Control does not handle complaints or questions involving pest control.

Each dog, cat and ferret must be licensed and inoculated against rabies. The Village's license tag and the rabies tag must be displayed at all times when the animal is off the owner's property. Pet owners can obtain a license at Village Hall. The lifetime license fee is either \$25 or \$50 depending on whether your pet is spayed or neutered.

Dogs, cats and ferrets are not permitted to run freely and must be on a leash whenever they are off the owner's property. When off the owner's property, pet owners must have a means for removing excreta while walking their pets and are required to do so. Excessive barking is a common complaint in Morton Grove. Keeping your dog's barking to a minimum is being a good neighbor.

Skunks, opossums, raccoons and other wildlife are common around Morton Grove due to the vast forest preserve area. Wildlife will commonly try to get into garbage cans. Keeping the lids on securely, even with bungee cords, will help minimize that possibility. It is also not unusual for wildlife to get into attics and chimneys. Removing tree branches overhanging your roof and trim-

ming tall bushes will help deter wildlife from entering a chimney or attic. A chimney cap will also keep wildlife and birds from entering your chimney. Removing temptations like food, water and shelter minimizes the chance of animals taking up residence in your yard. If a homeowner finds an uninvited animal in his/her home, check the yellow pages for a private contractor to assist with the removal of the animal.

COMMUNITY AWARENESS NETWORK (C.A.N.)

With a community united,

We **C.A.N.** accomplish our goals,

We **C.A.N.** make a difference, and

We **C.A.N.** make our community a safer place to live, work and play!

The Community Awareness Network – **C.A.N.** is a key part of the Morton Grove community-based policing program. Through the C.A.N. program, the Crime Prevention component assists local merchants and citizens in the community by offering many programs geared toward reducing crime. Participating in community events are just some of the ways crime prevention efforts strive to raise citizen awareness and promote proven crime prevention ideas. The following are some of the programs offered through the Community Awareness Network – **C.A.N.**

Neighborhood Watch is a partnership between the citizens of Morton Grove and the Police Department. Individual neighborhoods or blocks meet with each other on a regular basis in order to get to know each other and discuss crime prevention issues with a representative of the department. Residents are made aware of issues affecting their neighborhood and are enlisted to help protect each other from crime. A Neighborhood Watch fosters teamwork

and cooperation between neighbors and the police while following the basic building block of the Community Awareness Network Program, "Together we **C.A.N.** make a difference."

Citizen Police Academy is a program to unite the community and police in an effort to deter or prevent criminal activities while creating and promoting a spirit of safety and security within the community. The Academy allows participants to better understand how their Police Department operates and answers questions that are of concern. The four-hour citizen police academy covers the following topics:

- Overview of the police department's structure
- Progression of a criminal investigation
- Police station tour, including the jail cells and squad cars
- Police training
- How to be an effective witness
- Personal safety and security tips
- Home security ideas

IDENTITY THEFT

Identity theft is the unauthorized use of another person's personal identification information to commit financial fraud. Identification information includes name, address, date of birth, social security number, mother's maiden name, addresses, credit card numbers, passports, and personal identification numbers. These thieves' goal are to spend as much money as possible before the victim becomes aware of the theft.

To prevent identity theft:

- Don't give out your social security number unless necessary.

- Request your credit report at least once a year and check for any unauthorized activity.
- Shred personal documents before putting them in the trash.
- Don't have checks delivered to an unlocked mailbox.
- Don't place mail that contains personal identifiers in an unlocked mailbox.
- Don't carry unnecessary credit cards, your social security card, birth certificate or passport, in your wallet or purse except when absolutely necessary.
- Never give out your credit card number or other personal information over the phone unless you have a trusted business relationship with the company, and you initiated the call.
- Carefully review your credit card statements and phone bills for unauthorized use.

If you become a victim of identity theft, immediately do the following:

- Contact the fraud units of the three credit report bureaus. Ask for a credit report so you can identify fraudulent activity. Also ask the bureau to flag your account with a fraud alert to indicate you have been a victim of fraud.
 - Equifax (800) 525-6285
Order credit report (800) 685-1111
 - Experian (888) 397-3742
Order credit report (888) 397-3742
 - Trans Union (800) 680-7289
Order credit report (800) 888-4213
- Make a report with the various law enforcement departments who may have jurisdiction.
- Contact all creditors with whom you do business by telephone and letter. Include a copy of the police report.
- If you have checks stolen or a bank account has been fraudulently established in your name, report the fraud to the six check verification companies.

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- Check Rite (800) 766-2748
 - Chexsystems (800) 428-9623
 - Cross Check (707) 586-0551
 - Equifax (800) 437-5120
 - National Processing Co. (800) 526-5380
 - Scan (800) 262-7777
 - Telecheck (800) 710-9898
- Stop payment on all checks and cancel your checking and savings account.
 - If someone obtains your social security number, call the Social Security Administration at (800) 269-0271.
 - If someone obtains your driver's license in your name or is using your driver's license number, contact your local Department of Motor Vehicles and ask to put a fraud alert on your license.
 - For more detailed information contact the Commander of Field Services at (847) 470-5208.

Building and Inspectional Services Department
6101 Capulina Avenue, Morton Grove, IL 60053
(847) 470-5214

Home & Property Maintenance



- Zoning
- Building Permits and Inspections
- Property Maintenance Standards
- Food Service Sanitation and Environmental Inspections



To provide municipal service, public improvements and economic development activities in an efficient and effective manner in order to preserve and enhance the quality of life within the community.

Home & Property Maintenance

ZONING

- Regulates land use, height, location of buildings, lot coverage
- Part of new Unified Development Code
- Specifies required landscaping, parking lot design, and lighting

CONSTRUCTION PERMITS

Examples of Work Requiring a Permit:

- New buildings and additions
- Carports and garages
- Fences
- Storage sheds/garden sheds
- Porches and decks
- Swimming pools (over 2 feet deep)
- Driveways and parking areas
- Dog runs

Examples of Work Not Requiring a Permit:

- Tuckpointing
- Roof reshingling
- Replacement of gutters and downspouts
- Siding (aluminum, vinyl, stucco)
- Sidewalks within property lines
- Patio slabs

WHY DO I NEED A BUILDING PERMIT?

Why do I need a permit?

- Maintain and protect a property owner's best interest
- Guarantees construction work will be inspected

- Identify deviations from approved plans and violations of the Building Code that may result in unsafe or hazardous conditions

Where do I obtain a permit?

- At the Department of Building and Inspectional Services, first floor of the Richard T. Flickinger Municipal Center, 6101 Capulina Avenue
- An application form is available on the Village's website

Applications for permits may be made by the homeowner or contractor. However, it is the homeowner's responsibility to ensure a permit is secured and posted on the job site.

CONSTRUCTION OR REMODELING DEBRIS

Construction or remodeling debris will not be taken as a part of the regular garbage pickup. Removal of these materials must be made through a separate contract for a dumpster. (Note, small amounts of properly containerized or bundled building debris from do-it-yourself projects will be collected.)

J.U.L.I.E. LOCATE

- Joint Utility Locating Information for Excavators (J.U.L.I.E.)
- Contact at least 48 hours prior to digging at (800)-892-0123
- J.U.L.I.E. will locate and mark underground utilities on your property

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- **Failure to contact J.U.L.I.E. will place the responsibility to repair any damaged utility lines on the contractor or homeowner**

PROPERTY AND LAWN MAINTENANCE

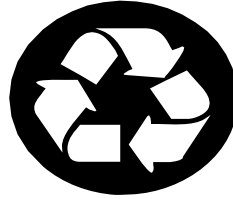
- Property owner is responsible for property maintenance and repair
- Code enforcement officers routinely survey the Village looking for items such as
 - ✓ Peeling paint and loose siding
 - ✓ Drainage problems
 - ✓ Improper storage and debris
 - ✓ Abandoned vehicles
 - ✓ Overgrown vegetation and long grass (over 6 inches)
 - ✓ Rodent infestation

WATER SPRINKLING REGULATIONS

- In effect from May 15 through September 15
- Automatic sprinkling is **ALLOWED** from 5:00 a.m. to 11:00 a.m. and 6:00 p.m. to 11:00 p.m.
- Hand-held sprinkling is not restricted
- For additional information contact the Public Works Department at (847) 470-5235

Morton Grove Public Works Department
7840 Nagle Avenue, Morton Grove, IL 60053
(847) 470-5235

Garbage & Recycling



- Christmas falls on the day of my normal garbage pick-up; do I have to wait until the following week?
- We bought a new sofa and washing machine. Will these be collected with my regular weekly trash pick-up?
- We're remodeling and have a lot of construction debris. Do we have to get a dumpster?
- One recycling bin just isn't enough for my family. How can I get another one?
- We just finished painting our living room. Is there a special way to dispose of cans of paint?



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Garbage and Recycling

Groot Recycling and Waste Services, Inc., is currently under contract with the Village to provide garbage collection services. Groot will remove all acceptable and properly prepared recyclables along with “regular” garbage. The homeowners will be supplied with two (2) 65 gallon or 35 gallon containers. These Groot-supplied containers are intended for recycling and regular garbage collection. If necessary, additional garbage can be placed in either additional containers or plastic bags at no further expense to the homeowner. Garbage collection service is billed directly to the homeowner on a quarterly basis.

Landscape waste must have the appropriate coverage stickers affixed and can be left at the curb in a 34 gallon or less container, provided by the homeowner.

RECYCLING PROGRAM

All recyclables listed below may be placed together in **one container**. Remember, place all recyclables in the designated “recycling” container provided by Groot. Please place paper in a bag to avoid being blown about. Do not bind paper articles by string or rubber bands please.

- Newspaper (and all inserts)
- Magazines, catalogs, and phone books
- Junk mail (construction paper, colored paper, etc.)
- Office paper (letters, letterhead, envelopes [without windows] fax paper)
- Chipboard (cereal boxes, tissue boxes, paper towel and toilet paper rolls, etc.)
- Cardboard (must fit in the container – can be cut up and bagged)

- Metal products (aluminum cans, tin/steel and bi-metal cans [rinsed out food and beverage cans only])
- Glass products (rinsed, all colors; no need to remove labels – throw lids away)
- Plastic products with the specified listed symbols and numbers (coded 1 through 7). Examples: liter pop bottles, milk, water and juice bottles, liquid detergent, fabric softener, bleach and shampoo bottles. All items should be rinsed out. Caps and lids should be thrown away.

Just a reminder, the following items are **not** recyclable:

Window glass
Ceramics
Mirrors
Light bulbs
Pyrex
Drinking glasses
Petroleum products of any kind
Anti-freeze containers
Oil containers of any kind

65 gallon or 35 gallon recycling bins are provided by Groot. Any questions can be directed to either their offices at (800) 244-1977 or the Public Works Department at (847) 470-5235.

CONTAINER SET OUT TIMES

To maintain the visual beauty of the Village, residents may not place out for collection any garbage, recycling, or yard waste prior to 6:00 pm from April 1 to October 31 and prior to 4:00 pm from November 1 to March 31 the evening before your scheduled service. Garbage containers must be removed from the curb or alley and returned to their permanent storage location before midnight on the day of collection. Violators are subject to fines.

Residents are reminded three different trucks come through the Village on collection days: one for recyclables, one for regular garbage, and one for yard waste. There may be several hours between the different pick-ups. Furthermore, since collection is permitted between the hours of 7:00 am and 6:00 pm, your pick-up times may vary from week-to-week depending on a driver's schedule.

BULKY GARBAGE

Bulky items, such as furniture, bedding, electronics, large toys and carpeting (rolled in lengths no longer than five feet) will be removed if placed alongside your other garbage and recyclables, on your regular collection day. The Village suggests you first contact your favorite charity to see if they can pick-up, recondition, or reuse the items. There is no charge for the collection of bulky items. Please note, there is a different policy for "white goods," like appliances.

"WHITE GOODS" REMOVAL

"White goods," mainly appliances like stoves, hot water heaters, dryers, dishwashers, refrigerators, air conditioners, etc. have been banned by the State of Illinois from landfills unless certain hazardous components are removed. Therefore, Groot still provides this collection service, but at an additional \$15 per item handling fee.

"White goods" will be picked up on your regular collection day but will require a separate pick-up. Groot recommends prior notice of this special pick-up by calling (800) 244-1977 ahead of time.

CONSTRUCTION OR REMODELING DEBRIS

Construction or remodeling debris will not be taken as a part of the regular garbage. Removal of these materials should be made as a part of an agreement with the building contractor. If this cannot be arranged, residents are required to have the debris removed at their own expense. However, small amounts of properly containerized or bundled building debris from do-it-yourself projects will be collected.

SPECIAL PICK-UPS

Residents must make arrangements at their own expense for special pick-up of items in excess of what is included in the programs outlined above. This includes construction debris not taken by contractors. You may call Groot Recycling and Waste Services, Inc., at (800) 244-1977 or any other scavenger service.

HOLIDAY WEEKS

The following holidays will affect your solid waste and recycling collection day: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

If a holiday falls on a weekday (on or before your scheduled collection), service will be delayed by one day for the remainder of the holiday week.

YARD WASTE PROGRAM

The yard waste program, mandated by the State of Illinois, prohibits yard waste, i.e. lawn clippings, shrub prunings, etc., from being hauled with or deposited into landfills with "regular" garbage. Morton Grove's yard

waste program begins on April 1, and runs until November 30. Please use the appropriate landscape waste sticker when setting out your yard waste for collection. Residents are required to bundle yard waste branches in bundles that are tied with string or twine and can be lifted with one hand. The branches must be no bigger than 4 feet in length and 4 inches in diameter, and bundles can not weigh more than 50 pounds. There is no limit on the number of bundles a resident may place out for pick-up. Residents must place a sticker on each bundle; the driver will only remove material with the properly attached sticker. Note: Due to Emerald Ash Borer quarantine, woody branches from trees or bushes cannot be picked up from May 1 through September 1 until further notice.

Yard waste stickers can be purchased at Village Hall during regular business hours. Yard waste stickers can also be purchased at the following locations:

Village Hall: 6101 Capulina

Dominicks: Waukegan & Dempster, Morton Grove

Jewels: Golf Road, Niles

FALL LEAF PICK UP

The Department of Public Works collects leaves in the fall (stay tuned to the *Morton Grove Exchange* for the specific dates of the program each year). Residents should rake leaves to the street where they will be removed on their regular street sweeping day. Do not place branches in the street with leaves.

If residents choose to place leaves in containers for collection on their regular garbage pick-up day, the following procedure for yard waste collection must be followed:

- 1) A dedicated 32 gallon can or biodegradable yard waste paper bag must be used.
- 2) Each bag must have a yard waste sticker attached.

Residents should **not** park vehicles on top of piles of leaves. The heat from an exhaust system could ignite the leaves.

SEVERE STORM DAMAGE CLEAN-UP

As a service to residents after a severe storm, the Village will pick-up branches that have fallen from trees. These branches must be cut (4' length maximum) and placed in the parkway immediately after the storm. Collection of storm debris will continue through five business days following a storm. Any storm debris not placed at the parkway (with a call to the Public Works Department by the following Monday) will become the responsibility of the property owner for disposal.

HOUSEHOLD HAZARDOUS WASTE DISPOSAL

Products that can threaten human health or cause contamination of sewer, ground water, soil or air are considered hazardous waste and cannot be disposed in landfills with regular garbage. The Village participates in several collection days to rid homes of hazardous waste products. These items will be **accepted** on those household hazardous waste collection days:

- Aerosol paints and pesticides
- Anti-freeze
- Cleaning products
- Drain cleaners
- Fluorescent lamp bulbs
- Herbicides
- Hobby chemicals
- Household batteries
- Insecticides
- Lawn chemicals
- Mercury
- Old gasoline
- Oil-based paint
- Paint thinners
- Pesticides
- Pool chemicals
- Solvents
- Used motor oil

Unacceptable household hazardous waste includes:

Agricultural wastes
Business/commercial sector wastes
Explosives
Farm machinery oil
Fire extinguishers
Fireworks
Institutional wastes
Lead acid batteries
Propane tanks
Smoke detectors
Latex paint

Remember, some household waste, such as chemicals, pesticides, fertilizers, oil, paint varnish, strippers and similar items are best if completely used. Empty dry containers may then be disposed as refuse; do not recycle these containers.

Stayed tuned to the Village's newsletter, the *Morton Grove Exchange*, for further information. For further information on how to dispose of these unacceptable household hazardous items or for other questions, call the Public Works Department at (847) 470-5235 or the Solid Waste Agency of Northern Cook County at www.swancc.org.

PROPER DISPOSAL OF LATEX PAINT

Latex (water-based) paint has a low level of toxicity, so you can dispose of it safely and cheaply at home and avoid bringing it to these events. These same hints **do not** apply to oil-based paint. It still needs to be brought to a Household Hazardous Waste Collection site.

Here are some ways to dispose of latex paint:

1. Do not buy any more paint than you actually need. Any color can be matched later if you need more paint.
2. Keep painting! Either use up that little extra paint on the job for which it was purchased, or paint the garage-walls or an old board to use up the paint.

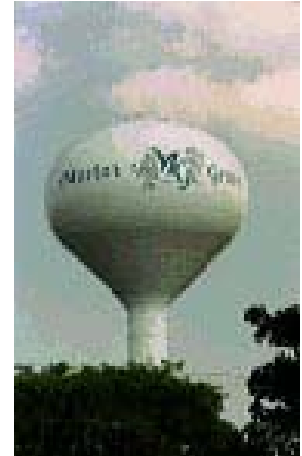
3. Give it to someone. Local high school drama programs, local theater groups, or other charitable organizations may be able to use free paint. Make some phone calls to see if someone will take it to use.
4. Absorb the paint with kitty litter, sand, or shredded paper. Depending on how full the can is, you can just add the absorbent to the can and mix it up. When the liquids are absorbed, dry the mixture out or dispose of it directly in the garbage.
5. If you do have to save paint, cover the can with plastic (plastic grocery bags trimmed to size work well) and replace the lids tightly so the paint does not leak. Make sure you have not dented the lid when the can was opened. Turn the can upside down to create a seal to keep the paint fresh for years. Store the paint where it won't freeze.

FINANCIAL HARDSHIP PROGRAM

The Village of Morton Grove has developed a financial assistance program to relieve the costs of garbage collection for the community's hardship households. Residents will receive this assistance if they meet the current federal poverty guidelines. Program participants will receive either one or two free quarterly bills every year. Upon acceptance into the program, the Village will submit payment directly to Groot on behalf of the resident. To find out more about the program or to receive an application, contact the Village's Social Worker at (847) 470- 5219.

Morton Grove Public Works Department
7840 Nagle Avenue, Morton Grove, IL 60053
(847) 470-5235

Public Works



- I just finished shoveling out my driveway and the snowplow came along, and now I'm snowed in again! Who can I call about this?
- Portions of the sidewalk in front of my house have cracks. What can I do to have the sidewalk upgraded?
- Where does Morton Grove get its water?

To provide municipal service, public improvements and economic development activities in an efficient and effective manner in order to preserve and enhance the quality of life within the community.

Public Works

The Morton Grove Public Works Department maintains a well-trained staff of 36 full-time employees who serve as the backbone of all Village maintenance services. The department is comprised of four divisions (Street, Sewer, Water, and Engineering).

The Street Division is responsible for preserving the rights-of-ways throughout the Village and maintaining and repairing 270 lane miles of Village thoroughfares and 57.99 lane miles of State and County streets within the corporate boundaries of Morton Grove. This division monitors the Village's 50/50 Tree Planting Program and the 50/50 Sidewalk Replacement Program. These programs have been established to ease the cost of replacing and upgrading trees and sidewalks located in the parkways of the Village. Additionally, these employees conduct all the snowplowing, street sweeping, and leaf collection duties in the Village.

The Sewer Division is responsible for maintaining the sanitary, storm, and combination sewers and their appurtenances in the Village. This division maintains and repairs all Village catch basins along with the storm, sanitary, or combination manholes. Employees in this division also repair all blockages and damage to any portion of the sewer system.

The Water Division is responsible for ensuring the quality of the Village's water supply as well as a sufficient quantity of water to suppress fires in an emergency situation. This division monitors the Village's water supply and distribution at its two pumping stations and two elevated water tanks. Employees periodically test the water following Environmental Protection Agency guidelines to ensure provision of the

highest quality potable water. The Engineering Division is responsible for design, inspection, and administration of all construction projects within rights-of-way and other lands owned by the Village of Morton Grove. These can include the Street Resurfacing Project, Street Patching Program, Micro-Surfacing Program, Street Lighting Program, Sewer Video Inspection Program, Sewer Lining Program, and the Street Striping Program. This division also is directly involved in procuring funding and administering various projects performed within the boundaries of the Village of Morton Grove by the State of Illinois Department of Transportation and the Cook County Division of Highways. Additional duties include reviewing plans and proposals for projects proposed by private developers for compliance with Village, State, County, and Metropolitan Water Reclamation District ordinances and policies; providing such developers with pertinent information regarding the diverse physical features of the Village, advancing and maintaining the Village's computer-based Graphic Information System; and assisting the other Public Works Department Divisions during times of excessive manpower usage.

50/50 TREE PLANTING PROGRAM

Residents are encouraged to participate in the annual 50/50 Tree Planting Program. This program allows residents to enhance property values by planting trees in the parkway. Individual homeowners and the Village share the cost of the available trees, including planting. Watch for more information in the Village's newsletter, the *Morton Grove Exchange*, on the types and costs of trees each year.

50/50 SIDEWALK REPLACEMENT PROGRAM

If residents have cracked sidewalks, they are encouraged to participate in the Village's 50/50 program. This program allows residents to replace or upgrade sidewalks in the parkway at a shared cost between the Village and the homeowner. Watch for an announcement in the *Morton Grove Exchange* with detailed information on how to participate.

STREET LIGHTS

The Village prides itself on being a safe community. Quality street lighting is instrumental to deterring crime. If you notice a street light out, please call Public Works to have it replaced.

WATER

The Village receives Lake Michigan water through the City of Chicago. The Village monitors and tests all water quality to ensure the highest quality of water. Residents are billed every other month for water services. Although the Village is responsible for maintaining the quality of the water distribution system (water mains) throughout the Village, *residents are responsible for any water main connections from their house to the B-box in the parkway which connects to the public infrastructure.* If residents have questions about the water supply, they should contact the Public Works Department at (847) 470-5235. If residents have questions about their water bill, they should call the Finance Department at (847) 470-5222.

SEWERS

Sump pumps are not allowed to be connected to the Village's sanitary sewer system per Village ordinance. Homeowners should check their downspouts and

sump pump connections to be sure they have not been reinstalled into the Village's sanitary sewer. All sump pumps and ejector pumps used for sewage removal can remain connected to the sanitary sewer.

Commonly a basement will have one sump pump well which collects groundwater from foundation drains around the building and wastewater from floor drains and laundry tubs located in the basement. Residents should check this plumbing, and, if necessary, modify it, to be sure it is discharging into the sanitary sewer system and the foundation drainage is discharging into the ground surface around the building. These modifications are essential to alleviate flooding in our community. If you need assistance with this matter, please contact the Public Works Department at (847) 470-5235.

STREET CLEANING

The Village is proud to have clean streets. A street cleaner cleans the streets once a week. In some neighborhoods, there are signs notifying residents of parking restrictions to allow for the completion of street cleaning services.

SNOW REMOVAL

The snow removal crews in the Department of Public Works pride themselves with providing residents the cleanest and safest streets in the area. While the Village receives many complimentary notes each winter thanking the crews for their efforts, it does receive a few complaints about snow being pushed up into driveways by the snowplows. Because there is no other place for the snow to go, the amount pushed back into a driveway can be reduced by the following suggestions:

When you shovel your driveway, place the snow on the adjacent parkway (to the right side of the driveway if facing the street) and not in the street. Shoveling the snow back onto the roadway is not

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- only unsafe, it is illegal; violators will be ticketed for each offense.
 - If you are unable to clean your driveway or approach, you should make arrangements with a private contractor for cleaning. Village staff cannot clean private driveways due to the amount of time involved.
 - Additionally, when a snowfall of an inch is anticipated, you should park your cars in a driveway to make plowing more effective. If cars must be left on the street, please move them the morning following the storm to allow the Public Works crews to clean the street.

SNOW ROUTE PARKING

The Police and Public Works Departments remind residents to obey designated snow route parking restrictions whenever snowfall accumulation exceeds one (1) inch. Vehicles illegally parked along designated snow routes (look for blue and white signs) will be ticketed.

Morton Grove Civic Center
6140 Dempster Street, Morton Grove, IL 60053
General (847) 470-5246
Senior Hot Line (847) 470-5223

Family & Senior Services



- How can I join the Morton Grove Senior Center?
- I heard Morton Grove has a lunch program for seniors! Is it true?
- I'm going through a divorce, and I'm worried about what it's doing to my son. Does the Village offer any kind of programs or counseling that could help us?
- My doctor wants me to have my blood pressure checked. Are there any health services provided by Morton Grove?
- I keep hearing about a "Senior Hotline." What is it?

To provide municipal service, public improvements and economic development activities in an efficient and effective manner in order to preserve and enhance the quality of life within the community.

Family & Senior Services

The American Legion Memorial Civic Center is a community focal point where the Department of Family and Senior Services provides a multiplicity of social, health and recreational services in a caring and professional manner designed to keep individuals as healthy, productive, and independent for as long as possible.

To achieve this mission, the Department of Family and Senior Services is responsible for coordinating all human services programs offered to Village residents. The department provides excellent social services, a senior hotline, outreach, health education, and other educational and recreational activities. Additional services such as the Seniortran and subsidized transportation, congregate lunches, and chore assistance are available for senior citizen residents.

SOCIAL SERVICES

Do you have a problem that you need help resolving? Have you experienced a loss in your family and are you having a difficult time adjusting? We may be able to help you with these issues and other related difficulties. The Social Worker offers professional family and individual counseling and case management services to assist you in getting the help you need.

NURSING SERVICES

The Village Nurse promotes wellness by providing community health screenings, home visits and assessments of homebound residents, medical case management, and health education programs. Call the Village Nurse at (847) 663-6109 for more information on these programs.

SENIOR CENTER MEMBERSHIP

Participation in the Morton Grove Senior Center gives you the opportunity to get involved in the community, learn a hobby or skill, or make a difference in someone's life. We offer memberships that allow you to participate in activities at reduced rates. To become a member, stop by the Senior Center any weekday between 9:00 a.m. and 4:30 p.m.

Once you join you will be issued a photo I.D. card. The benefits of joining the Senior Center include:

1. Twelve issues of the *Seniors in Morton Grove* newsletter (\$1 each for non-members).
2. Free diabetes screening at the monthly Senior Center clinic (\$1 each for non-members).
3. Free passage on the Seniortran bus for resident members (\$1 per trip for non-members).
4. Free computer usage in the Senior Center library (\$1 per log-on for non-members).
5. 15% discount on all trips and classes sponsored by the Senior Center.
6. Annual members-only functions.

CLASSES

Classes such as bridge, humanities, issues in the news, Mah Jongg, computer usage, and Tai Chi are offered in Morton Grove's Senior Center. These programs are fantastic opportunities for seniors to learn new hobbies or participate in stimulating conversations.

TRIPS

The Senior Citizens Activities Coordinator plans some exciting trips. The *Seniors in Morton Grove* newsletter provides comprehensive information on day trips. Those include trips to area museums, theatre, and casinos.

SENIOR OUTREACH SERVICES

Are you a senior having difficulty understanding the State Circuit Breaker Program or need assistance understanding your bills? The Village's Outreach Worker educates the senior citizen population on available resources provided by local, county, state, and federal governments and coordinate the delivery of these services for seniors.

ARE YOU OK?

The "Are You OK" Telephone Reassurance Program is a free service for senior citizens or disabled individuals who are living independently in Morton Grove. The program is designed to utilize the telephone system to make daily calls to a participant's home at the same time each day. The participant chooses the time for these calls. If the participant is well, he/she can simply hang up the telephone after hearing a prerecorded message.

If the participant does not answer or if the line is busy, two more attempts will be made before the system activates an alert report. At that time, a police dispatcher will contact either a neighbor, who has previously agreed to assist in case of an emergency, or police personnel who will respond to check on the participant's well-being. For more information, call the Outreach Worker at (847) 663-6142.

LUNCH BUNCH

The Community Nutrition Network's "Lunch Bunch" serves nutritious low cost (\$2.75 to \$3.00 suggested donation) hot lunches five days per week at 11:30 am at the Morton Grove Senior Center.

SENIORTRAN BUSES

Bus transportation is available to seniors for shopping, medical appointments, banking, and other errands within the Village, as well as, for trips to the Senior Center. Reservations can be made by calling the Senior Hot Line at (847) 470-5223 or by signing up in person at the Senior Center. For those who use the Seniortran frequently, you may wish to become a Senior Center Member which would allow free annual passage on the buses. The fee for non-members is \$1.00 per one-way trip.

60+ WOMEN'S SUPPORT GROUP

The Village's Social Worker holds weekly sessions for women who are age 60 or older to give and receive emotional support as they deal with such issues as widowhood, loneliness, health problems and/or depression. Space is limited. Contact the Social Worker for more information.

LOW VISION SUPPORT GROUP

If you or someone you know has been diagnosed with an eye disease that has caused low or impaired vision, you should know about the Morton Grove Visually Impaired Motivators or V.I.M.! We are a support group that meets monthly to assist each other with finding resources for low vision. We also take trips together and have fun. Meetings are at the Senior Center and transportation is provided to Morton Grove residents. For further information, call the Village Nurse at (847) 663-6109.

INFORMATION AND REFERRAL

Are you a senior looking to know more about Morton Grove's senior services? Call the Senior Hot Line and find out about the variety of services and benefits we provide as well as class, service and trip registration.

POSTAL CARRIER WATCH

The Department of Family and Senior Services partners with the Morton Grove Post Office to provide seniors a service called Postal Carrier Watch. The purpose of this program is to utilize local postal carriers to look out for seniors who live alone or may not receive frequent visitors. By enrolling in this program, your regular postal carrier will take note each day if your mail is piling up. If mail is not being taken into a house, it may be an indication a senior is in need of assistance, and the postal carrier will contact Village officials to check on the resident. Contact the Senior Hotline at (847) 470-5223

SENIOR WATER RATE PROGRAM

All seniors age 65 and over who meet residence, ownership, and financial need requirements qualify for a senior water rate discount. The financial needs test will use standards provided in the Cook County Assessor's Office, Senior Citizen Assessment Freeze Exemption program. For more information on the discount program and to find out if you meet the eligibility requirements, please contact the Water Billing Department at (847) 470-5222.

VEHICLE STICKERS

Senior residents may apply for a special discount on their vehicle stickers. Seniors must be age 65 or older to apply. For more information, contact Village Hall at (847)965-4100.

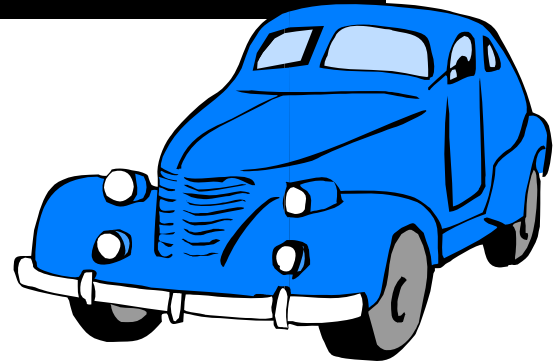
FINANCIAL ASSISTANCE PROGRAM

The Village of Morton Grove recognizes there are times when a resident experiences a financial crisis or emergency. In an effort to be supportive to the resident during this time, the Department of Family and Senior Services manages an emergency financial assistance program. An assessment is performed by the social worker to determine eligibility. The social worker assists the resident to explore all options. Each household can obtain assistance one time within a calendar year.

Assistance will be provided for utility bills, solid waste pickup fees, rent/mortgage payment, transportation costs, child care, telephone, food and medical expenses. Unusual expenses, such as school supplies or clothing, will be considered on a case by case basis. The information provided is held **strictly confidential**. Contact the Social Worker at (847) 470-5246.

Village of Morton Grove
6101 Capulina Avenue, Morton Grove, IL 60053
(847) 965-4100

Vehicle



- Do I still have to buy a Morton Grove vehicle sticker if I have a vehicle sticker from another community?
- I was thinking of buying a boat, but my neighbor says if I do, I won't be able to park it in my driveway. Is that true?
- My son was trying to sell his car, and he got a ticket from the police because of his "for sale" sign. Why?
- Does Morton Grove have parking restrictions when it snows, like in Chicago?



To provide municipal service, public improvements and economic development activities in an efficient and effective manner in order to preserve and enhance the quality of life within the community.

Vehicle

VEHICLE STICKERS

Every motor vehicle registered to an address within the Village must have a valid Morton Grove license (sticker) properly displayed. Vehicle stickers are valid for one year commencing on May 1 of each year and expiring on April 30 of the following year. The fees for vehicle stickers are as follows:

Passenger Vehicles	\$55
Trucks/Commercial	\$75-\$135
Motorcycle	\$45
Motor Scooter/Mopeds	\$40
Antique/Religious/Not-for-Profit	\$40
Recreational Vehicles	\$60

Residents who are 65 years of age or older may purchase one sticker per household for the reduced fee of \$25.

New residents should come to Village Hall for their first vehicle license within 30 days of moving into Morton Grove. Residents who move into Morton Grove between May 1 and October 31 and who have a valid vehicle sticker from another municipality must purchase a sticker in Morton Grove, but they will only pay \$27.50 for the sticker which will be good until May 1. Persons who move into Morton Grove between November 1 and April 30 and have a valid vehicle sticker from the municipality in which they formerly resided will not need to purchase a Morton Grove vehicle sticker until May 1.

VIN ETCHING: PROTECT YOUR VEHICLE FROM AUTO THEFT

Do not make a gift of your car. Help protect it by having your V.I.N. (Vehicle Identification Number) etched into all major automobile glass surfaces. Every year, the Morton Grove Police Department teams up with sponsors to provide this outstanding program. Over 1,000 residents have taken part in this anti-auto theft program. Insurance companies sometimes reduce premiums with an etched automobile. Car dealerships often charge in excess of \$150 for this service. Participants in this program pay a nominal fee. Watch for more information in the Village's newsletter, the *Morton Grove Exchange*, for dates, location, and more details.

NUISANCE VEHICLES

Any nuisance vehicle left abandoned and unattended can invite vandalism or create a health and safety hazard. These vehicles will be subject to removal orders by the Village, and, as necessary, subject to housing court citations. When any nuisance vehicle has been left unattended, it is the responsibility of the owner to remove the vehicle.

PARKING RESTRICTIONS

New residents should note the following parking restrictions:

- Parking in violation of any sign which refers to specific time limits on vehicles
- Parking a commercial or recreational vehicle on the street between the hours of midnight and 6:00 am
- Parking a vehicle marked "For Sale" on the street
- Parking within 30 feet of a stop sign
- Parking within 20 feet of an intersection or crosswalk
- Parking within 15 feet of a fire hydrant
- Parking in a fire lane
- Parking in a handicapped zone
- Parking with the left side of vehicle next to curb (except on one-way streets)
- Parking in a marked zone that requires a permit

VEHICLE & BOAT STORAGE

Boats, commercial vehicles and other recreational vehicles may not be parked or placed in front yard driveways (front yard driveways are defined as the area between the curb and the front building line). They must be parked behind the building line on a hard surface, screened from view or garaged. No vehicle may be parked on unpaved surfaces in front yards. Vehicles not garaged must be licensed and operable.

Morton Grove Civic Center
6140 Dempster Street, Morton Grove, IL 60053
(847) 470-5246

Civic Center



- I'm planning an anniversary party, a wedding reception, a birthday celebration, a civic event, etc., and I understand the Civic Center has a banquet hall I can rent. I'd love to find out more!
- Is space available in the daytime or evening for my organization's meeting, educational workshop, or business seminar?

To provide municipal service, public improvements and economic development activities in an efficient and effective manner in order to preserve and enhance the quality of life within the community.

Civic Center

Inside the Civic Center

The Civic Center has a variety of elegant rooms which can be used for programmed activities like seminars and workshops. However, do not miss an opportunity to have your next social event here. These rooms create an impressive setting at a reasonable cost.

On the Main Floor:

- Reception Area:
A welcoming reception area includes a sparkling chandelier, oak spiral staircase, reception counter and a porcelain tile floor.
- Main Hall with adjacent Kitchen and Patio:
The large carpeted banquet hall features vaulted wood beamed ceiling, entertainment stage, state-of-the-art sound system, dance floor, and elegant lighting. This space easily accommodates a sit-down meal with an adjacent, large fully-equipped warming kitchen out of which your caterer can serve. French doors open out onto a brick-landscaped patio where during the warmer months your guests can relax on moon-filled nights.

On the Second Floor:

- Community Hall: This smaller hall has a warm, inviting feel with wall-to-wall carpeting, decorative lighting and a vaulted wood beamed ceiling. The kitchenette is equipped with a refrigerator, ice machine and sink and is separated from the hall by a counter which serves as a pass-thru for food and beverages. This hall has a sound system which can be integrated with the system in the Main Hall. This room is perfect for a more intimate affair, like a bridal or baby shower or birthday party.
- Library: This room is a great small meeting space for eight to twelve people. During rental of the Main Hall, it can be used as a bridal room or waiting room for guest speakers or dignitaries to relax before the big moment! It is carpeted and has comfortable seating and lighting.
- Programming/Craft Room: This multi-purpose room is perfect for meetings, lectures, or classes. It has a TV/VCR, white board, sink and counter space, and classroom-style lighting.

RENTAL INFORMATION

If you are interested in learning more about space availability, rental rates, room size, and other accommodations when planning your own celebration, call the Civic Center at (847) 663-6110 between the hours of 9:00 am and 5:00 pm, Monday through Friday. The Center is available for rental on evenings and weekends and rates are affordable. All renters wishing to serve food at their event must use a licensed caterer.

SAMPLE USES OF THIS FACILITY INCLUDE:

- Business workshops
 - Socials
 - Civic organization board meetings
 - Government seminars
 - Weddings and wedding receptions
 - Anniversary celebrations
 - Family reunions
 - Fundraising events
 - Concerts
 - Dramatic presentations
 - Worship services
-

Village of Morton Grove
6101 Capulina Avenue, Morton Grove, IL 60053
(847) 965-4100

Miscellaneous



- Who do I have to notify at the Village when selling my house?
- Does my pet need a license? I only let him go in my backyard, he's never "out".
- My neighbor told me I have to get a license from the Village to have a garage sale! Is that true?



To provide municipal service, public improvements and economic development activities in an efficient and effective manner in order to preserve and enhance the quality of life within the community.

Miscellaneous Information

BUSINESS LICENSES

Individuals, corporations, or firms may not operate or conduct business (including businesses legally operated from a private residence) without first obtaining a business license from the Village. Applications for renewal must be received by May 1 each year. License fees vary depending upon the type of business. If you have any questions about business licenses, please contact the Finance Department at (847) 965-4100.

PET LICENSES

All dogs, cats, and ferrets must be licensed and inoculated against rabies. Dogs, cats, and ferrets are not permitted to run free and must be leashed at all times when off the owner's property. Pet owners must have a means for removing pet waste with them when walking their pets. The lifetime license fee is either \$25 or \$50 depending on whether your pet is sprayed or neutered.

GARAGE SALES

Residents who wish to hold a garage sale must first obtain a permit at Village Hall. A permit costs \$3 and allows residents one weekend (Thursday, Friday, Saturday, and Sunday between the hours of 9:00 a.m. and 8:00 p.m.) to hold their garage sale.

Residents are permitted to display one sign in their front yard, not to exceed 2 feet by 2 feet, to advertise the garage sale. In addition, no more than 3 directional signs, not exceeding 2 feet by 2 feet, may be placed

off-site, provided they are located on private property with permission from the owner.

No signs are permitted on any public right-of-way or utility pole. Signs advertising garage sales must be removed by 10:00 p.m. Sunday.

REAL ESTATE TRANSFER TAX STAMPS

Morton Grove property owners planning to sell their property must obtain a real estate transfer stamp at the time of the sale of their property. The cost of the stamps is \$3.00 per \$1,000 of the property's sale price. The tax is the responsibility of the owner. Please contact the Finance Department at (847) 965-4100 to obtain a Real Estate Transfer Tax Declaration and the exact amount of the tax.

BLOCK PARTIES

Residents interested in hosting a block party must notify the Village. Although the Village does not charge a fee, we do require a resident complete a form that includes location and contact information. The Village requires this information to assist in coordinating the event and guarantees there is a contact in case of an emergency. If you are interested in coordinating a block party, please call the Administration Office at (847) 470-5220.

Morton Grove Fire Department
6250 Lincoln Avenue, Morton Grove, IL 60053
Non-Emergency & Fire Prevention Bureau (847) 470-5226
Emergency 911

Fire



- The town I moved from had a smoke detector program; does Morton Grove have such a thing? (Yes, see insert)
- Does the fire department provide CPR training? How do I find out about it? (Yes, call 847-470-5226)
- Someone told me I can get my blood pressure checked for free at the fire department—is that true? And if so, where do I have to go? (Yes, 6250 Lincoln, weekdays between 9 a.m. and noon)
- What measures can I take in my home to prevent fires? (See last page for information)



To provide municipal service, public improvements and economic development activities in an efficient and effective manner in order to preserve and enhance the quality of life within the community.

Fire Department Services

The Morton Grove Fire Department maintains a full-time, professional, sworn staff of well-trained firefighters and paramedics, who specialize in the latest fire science and rescue techniques. The staff includes 43 sworn members, two part-time inspectors, and two civilian support employees. All firefighter/paramedics are certified in both fire-fighting and emergency medical services. The training of the Department's personnel is an ongoing process with staff hours that are not only devoted to emergency response, but dedicated to skill development and enhancement in an effort to maintain operational readiness.

The Village has two fully operational fire stations: Fire Station #4, located at 6250 Lincoln Avenue, which primarily responds to fire and medical emergencies on the east side of the Village; and Fire Station #5, located at 8954 Shermer Road, which responds to fire and medical emergencies primarily on the west side of the Village.

These stations are staffed 24 hours-a-day, 365 days-a-year. Depending on scheduling, 10 to 13 members of the department are on duty each day. Each shift is responsible for staffing two fire pumper engines and two Advanced Life Support ambulances.

A complete fleet of fire/emergency apparatus and equipment is maintained, enabling the department to respond to the community's needs swiftly and safely. In addition to providing emergency fire protection and medical services, the Morton Grove Fire Department addresses the community's needs through fire prevention, investigation, hazardous materials management, and medical and fire protection education.

Through the Village's overall effort to support effective emergency and support services in the community, property owners enjoy insurance premium benefits of an Insurance Services Office (ISO) fire protection "Class 3" rating. Efforts continue to attain a "Class 2" rating in the future.

To assist the Morton Grove Fire Department in meeting its prescribed mission, "*Protection through Prevention and Preparedness*", and to benefit the citizens of Morton Grove, the department provides several non-emergency services and cooperative programs.

AMBULANCE SERVICES

All Morton Grove paramedics are trained, certified, and receive continuing education through a comprehensive and contemporary program. The program complies with rigorous standards established by the Illinois Department of Public Health (IDPH) for emergency medical service personnel.

Residents may sometimes see an ambulance from another town responding to a call in Morton Grove. During the course of a day, it is not unusual for two or three calls for an ambulance to come in at the same time. If the ambulance closest to the incident is busy, a paramedic ambulance from another jurisdiction, such as Glenview, Niles, Skokie or North Maine, may be dispatched. This Mutual Aid Agreement is reciprocal; Morton Grove ambulances are also subject to being dispatched to other municipalities or jurisdictions.

LIFE SAFETY CODE ENFORCEMENT ACTIVITIES

The department provides plan review and construction inspection of new and remodeled structures from a life safety standpoint, and inspection of all existing commercial and industrial structures to ensure public safety.

CPR AND FIRST AID

The Fire Department offers CPR and first aid training. Instructors teach proper techniques for adult, child, and infant CPR, as well as proper techniques of relieving an obstructed airway (choking) for adults, children and infants. Classes are open to people interested in becoming certified in CPR or renewing their current certification. The cost is \$30 for residents, and \$40 for non-residents. Classes are typically held monthly, and all classes are in accordance with the American Heart Association (AHA) guidelines. Watch the Village's newsletter, the *Morton Grove Exchange*, and the Village's website for more information on dates and times.

VOLUNTARY RESIDENTIAL HOME INSPECTION

On request, members of the department will assist residents in their efforts to provide a fire-safe environment in and around their home.

JUVENILE FIRE SETTER INTERVENTION

Available as an intervention and instruction program for parents and children with concerns regarding youth curiosity about fire.

100% SMOKE DETECTOR PROGRAM

The Morton Grove Fire Department, in an attempt to reduce the loss of life due to accidental fires in the home, has instituted a Smoke Detector Program. The goal of this program is to have a working smoke detector within 15 feet of sleeping areas in every residence within the Village. The Department's Fire Prevention Bureau will provide and install detectors for those residents in need.

PUBLIC EDUCATION

The Fire Department sponsors and conducts extensive, age-appropriate fire and life safety education programs in community schools and through visits to the fire stations.

BABYSITTER TRAINING

The Morton Grove Fire and Police Departments and the Morton Grove Library coordinate a successful babysitter training program. This program provides a safe foundation for young people in the community and a secure feeling for parents.

BLOOD PRESSURE SCREENINGS

Paramedics, as available, will check blood pressures for individuals who come into Station #4, at Lincoln and Callie, on weekdays between 9:00 a.m. and noon.

RESIDENTIAL KEY BOX PROGRAM

On an availability basis, with limited duration, key boxes can be loaned to residents who meet an established criteria, eliminating the need for forcible entry in an emergency situation.

SPEAKER BUREAU

Fire Department presenters are available to discuss fire service and emergency medical issues with community groups and organizations.

FREQUENTLY ASKED QUESTIONS

How many fire departments does Morton Grove have?

Just one! But there are two fire stations within the Village limits. Station #4 (Headquarters) is located at 6250 Lincoln Avenue and Station #5 is located at 8954 Shermer Road. The fire stations are numbered as part of a regional program for mutual aid between communities to provide effective communications and cost effective non-redundant support.

Why does a fire engine respond when I call for an ambulance?

It is the department's policy to send a follow company whenever additional manpower might be helpful or on responses that may have a potential of being life threatening illnesses or trauma incidents; heart attacks, trouble breathing, possible stroke, etc. The follow company may be an engine, truck or squad depending on the availability and the type of call. These personnel assist the ambulance crew with equipment, patient assessment and transportation. Many of the personnel on these follow companies are also licensed paramedics.

Why do I see fire engines or medic units go through intersections with their red lights flashing, and then turn them off? Are they just in a hurry to go somewhere? I understand that fire apparatus can control traffic signals, how is that done?

Emergency lights and sirens are used only when responding to a call. Apparatus responding to calls are sometimes cancelled, or the first arriving unit determines the call is not an emergency and tells the units to respond in a non-emergency mode, or to return to their station. Fire apparatus can control traffic signals during emergencies. The control of cross traffic provides safer travel through intersections for the fire units. The activation of this system can be recognized by the illumination of a white light typically located on the traffic signal pole or mast arm.

If I were trapped in a burning building, what could I do to assist my rescue or escape?

This all depends on you and the fire protection features of the building you are in at the time of the fire. Relying on the expertise and resources of your local firefighters to save you in a fire is risky at best. The best rescue is self-rescue. Install smoke detectors in your home, and check them monthly. Have a fire escape plan that includes two ways out of each room/home, and practice it. Learn what to do in the event of fire in your home. Never re-enter a burning building. If you panic, your chances of survival decrease drastically. If you are trapped and you know the fire department is on the scene, make your location known by yelling, opening a window and dropping something out, or calling 9-1-1 and relaying your location to the dispatcher. Stuff bedding or towels under the door to keep deadly smoke and gases out of the room. Do not hide under a bed or table! Stay near a window or doorway. Firefighters are taught to search under windows and at doorways during rescue searches. If you are on a second floor, you may be able to hang from a window and drop to the ground without suffering significant injury. This option should be considered a last resort, when smoke and/or heat make the room you are in uninhabitable.

How do I request a fire safety talk or a station tour?

Call the Fire Department at (847) 470-5226 or contact us in writing, and we will assist you with your request.

What should I do if I receive a telephone call asking for a donation that benefits my local Fire Department?

The Morton Grove Fire Department does not solicit donations, and donations to these solicitors do not come to your Fire Department, even though the caller may claim they do. All department funding comes from the Village budget. Should you like to make a donation, contact the Fire Department, and we can suggest charitable organizations that could use your support.

What hospitals do the Fire Department ambulances transport emergency medical patients to?

Based upon general travel conditions, proximity to the Village, and the ability to quickly return ambulances to the community, Lutheran General Hospital in Park Ridge and Rush North Shore Medical Center in Skokie are the department's primary receiving hospitals. In rare cases of severe trauma, and upon approval of the emergency room physician, patients may be taken to St. Francis Hospital, since it is a Level I trauma center for the far east side of the community. Transportation to any other area hospital is performed by private ambulance service, at the expense of the patient, unless expressly directed by emergency room medical control.

Why do I see firefighters at the grocery store? Who pays for the groceries firefighters purchase?

The Firefighters pay for all of their food, with each crewmember contributing to a food fund to purchase the food for the day. Firefighters work 24-hour duty shifts and meals are cooked in the station by the crew. Firefighters are off-duty for 48 hours between shifts.

How does the "ISO Class 3" rating of the Village affect residents of the community?

Each community and fire protection district in the country is evaluated by an independent agency known as the "Insurance Services Office (ISO)". This evaluation takes into consideration the fire department's equipment, staffing levels, communications network, training, and the area's water supply system. Based upon points obtained in all areas of the evaluation, the Village is then placed in one of 10 categories, with a "Class 1" being the best. Based on the category assigned, fire insurance rates are then determined. Morton Grove's "Class 3" rating is very good, and homeowners as well as local businesses enjoy relatively low fire insurance rates.

How are members of the Fire Department hired? What do I need to do if I am interested in becoming a firefighter in Morton Grove?

The Village of Morton Grove often partners with other communities to offer a competitive biannual test that consists of a preliminary written and physical agility test for firefighters. The testing process is advertised in Chicago area newspapers and is posted on the Village's website. Because the department often offers testing in consortiums with other communities, participating in one test may allow a candidate to be hired in another department. When the process is completed, test scores will be provided to each participating municipality who will then contact you according to their specific policies and procedures.

FOLLOW THIS CHECKLIST TO MAKE YOUR HOME AND FAMILY FIRE SAFE

- Make sure the address on your home is visible from the street.
 - If there is a fire hydrant in front of your home, keep it free of obstructions.
 - Be sure to have a fire escape plan with two ways out of each room.
 - List emergency phone numbers near each phone. Make sure everyone knows 911.
 - When making an emergency call, be prepared to give appropriate information, including your location.
 - Install smoke detectors.
 - Install a carbon monoxide detector.
 - Place portable fire extinguishers in your home.
 - Keep all lighters and matches away from children.
 - Keep children away from a hot stove or outside grill.
 - Unplug small appliances when not in use.
 - Replace any frayed or damaged electrical cords.
 - Check for independent testing lab safety labels (i.e., UL, FM) on appliances.
 - Use outlets safely. Do not overload them.
 - Keep portable heaters at least three feet away from anything that can burn.
 - Have your furnace checked before each heating season.
 - Change furnace filters frequently.
 - Do not store combustibles near the furnace or hot water heater.
 - Consider having your chimney(s) cleaned by a professional chimney sweep.
 - Burn only dry, seasoned wood in your wood-burning fireplace.
 - Close the screen or heat tempered glass door when using the fireplace.
 - Keep paints and other flammable liquids and chemicals in their original, labeled containers.
 - Keep flammables (fertilizers, paint, gasoline) away from any source of heat.
 - Dispose of oil-soaked rags appropriately.
 - Keep your clothes dryer free of lint.
 - Check flexible natural gas pipes for corrosion or discoloration. If found, have it checked or replaced.
-

Feedback

Through "FEEDBACK" we are able to personally answer specific questions or complaints about Village services. As much as we respect a resident's desire for anonymity, please remember we cannot respond without your address or telephone number. If you wish to remain anonymous, please contact me at any time with your question.

Mayor Daniel J. Staackmann

Dear Mayor Staackmann & Trustees:
As a resident of Morton Grove, I feel

Name, Address, and Telephone (optional)

The Village encourages interested residents to participate and volunteer. If you are interested in serving on a commission, please call Mayor Staackmann at (847) 470-5220.

The Village has several Commissions:

- Advisory Commission on Aging
- Appearance Commission
- Board of Environmental Health
- Cable & Telecommunications Commission
- Community Relations Commission
- Economic Development Commission
- Fire & Police Commission
- Natural Resources Commission
- Plan Commission/Zoning Board of Appeals
- Traffic Safety Commission

Return your "FEEDBACK" to:
Village of Morton Grove
Village Hall
Attn: Mayor
6101 Capulina Avenue
Morton Grove, IL 60053