Resident Guide

WELCOME GUIDE FROM THE CITY OF JOLIET

Joliet is a city located within Will and Kendall Counties, 40 miles southwest of Chicago. It is the county seat of Will County.

At the 2010 Census the city was the 4th largest in Illinois, with a population of 147,433.

A population estimate in 2018 put Joliet's population at 150,495 which would make it the 3rd largest city in Illinois if accurate.

Click here information on the upcoming 2020 Census.

150,495

Est. Population 2018

65.09

Square Miles

Seat of

Will County

1852

Incorporated as a City

https://en.wikipedia.org/wiki/Joliet,_Illinois

JOLIET
City of Champions

Welcome from the Mayor

Dear New Resident:

Welcome to Joliet! On behalf of the Joliet City Council and City staff we are glad you have chosen to make Joliet your home. We are the 3rd largest city in Illinois but still enjoy a small town atmosphere! Our City government takes pride in offering quality services and strives to be responsive to its residents.

Joliet residents enjoy a broad range of year-round activities. We are home to Harrah's and Hollywood Casinos, Joliet Slammers Baseball Team, the beautiful Rialto Theatre, Joliet Area Historical Museum, Chicagoland Speedway, Rt. 66 Raceway, Joliet and Plainfield Park Districts and the Inwood, Wedgewood, and Woodruff Golf Courses, just to name a few.

Please take a moment to look over the information in this packet. We hope our Welcome Guide will make your transition to our community a little smoother.

Our City website also offers a variety of helpful information such as:

- Which Councilman's District you live in and who your elected officials are.
- Forms and applications for licenses, real-estate transfer stamps, and permits.
- Waste Management's trash pick-up guidelines and recycling policies.
- Online City billing opportunities.
- How to file non-emergency neighborhood complaints and concerns to the City.
- Municipal Codes and Ordinances.
- City meeting and agenda information.
- Past City Newsletters.

If you have any questions or would like more information about Joliet, our staff would be pleased to assist you. Visit us at City Hall, 150 W. Jefferson Street, Joliet, between 8:00a.m. and 4:30p.m. Monday through Friday or call us at **(815) 724-4000** or email us at infodesk@joliet.gov.

Again, I welcome you to the City of Joliet!

Sincerely,

Bob O'Dekirk
Mayor

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CITY COUNCIL

Joliet City Council Meetings are held the 1st and 3rd Tuesdays of the month at 6:30 p.m. in the Council Chambers at City Hall.

Pre-Council Meetings are held on Mondays preceding the Council Meetings at 5:30 p.m.

Click here to access Agendas posted on the City's website.

Meetings are also streamed live online and on JCTV - Ch6 on Comcast and Ch99 on AT&T U-verse.

Councilman
Larry Hug
District 1
lhug@joliet.gov
(815) 325-0875

Councilman
Pat Mudron
District 2
pmudron@joliet.gov
(815) 724-3749

Councilwoman
Sherri Reardon
District 3
sreardon@joliet.gov
(815) 724-3720

Councilwoman
Bettye Gavin
District 4
bgavin@joliet.gov
(815) 724-3745

Councilman Terry Morris
District 5
tmorris@joliet.gov
(815) 724-3742

Councilwoman
Jan Hallums Quillman
At Large
jquillman@joliet.gov
(815) 724-3744

Councilman
Cesar Guerrero
At Large
cguerrero@joliet.gov
(815) 724-3129

Councilman
Joe Clement
At Large
jclement@joliet.gov
(815) 724-3747

Residents can call the City Hall - Information Desk at (815)724-4000 and provide an address location to determine which district you live in and which Council person represents you, or click **here**.

CITY HALL
150 W. Jefferson St.
8a.m. - 4:30 p.m. Monday - Friday
Closed on observed holidays
(815) 724-4000

- Administration
- City Clerk
- Community Development
- Economic Development
- Finance
- Legal
- Public Works
- Public Utilities

POLICE DEPARTMENT
150 W. Washington St.
Emergency **9-1-1**
Non-Emergency **(815) 726-2491**

FIRE DEPARTMENT
101 E. Clinton St.
(815) 724-3500
Emergency **9-1-1**

Stay Connected

Find us...

About the City

The City of Joliet is governed by a nine member City Council which includes a Mayor, five council members elected by Districts and three at large council members. The Mayor serves a four year term and council members serve four-year staggered terms. The City offers a number of high-quality public services to the residents and businesses of Joliet. Among the many City departments are Community Development, Economic Development, Utilities, Public Works, and Public Safety through the Joliet Fire Department and Joliet Police Department. In addition, several boards and commissions composed of City leaders and involved residents are available. The Committee of Citizens with Disabilities and Joliet Historic Preservation Commission are highly active civic groups.

The City has 863 employees, of which 787 are full-time and 76 are part-time, as of January 11, 2021.

The 2021 General Fund Budget was adopted by City Council on December 15, 2020. It included $180,949,470 in revenue and expenditures, a balanced budget where revenues equal expenditures. The General Fund supports activities such as police and fire protection, planning and economic development, engineering services, code enforcement, garbage collection services, financial services and general administration.

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CITY WATER SERVICE

Customer Service
Turn on/off & Water Billing
150 W. Jefferson St.
(815) 724-3820
Auto Pay: **(815) 724-3969**
(877) 811-3799

ELECTRIC

ComEd - Electric
(800) 334-7661

NATURAL GAS

Nicor Gas - Natural Gas
(888) 642-6748

DEPARTMENT OF MOTOR VEHICLES

DMV - Illinois Secretary of State
201 Joyce Rd.

TV / HOME PHONE / INTERNET

AT&T / DIRECTV / U-VERSE
(800) 288-2020

Comcast - Xfinity
3033 Theodore St.
(800) 934-6489

GARBAGE & RECYCLING

Waste Management
Waste Management CHAT
(815) 280-7854

ELECTRONIC & TV RECYCLING

Waste Management At Your Door
(800) 449-7587

Will County Land Use Division
(815) 727-8834

REGIONAL RADIO STATION

WJOL AM 1340

IN THE AREA

♦ *POST OFFICE*

United States Post Office
McDonough St.
2000 McDonough St.
(815) 773-1060

Downtown Branch
51 E. Clinton St.
(815) 723-3663

♦ *LIBRARIES*

Joliet Public Library
3395 Black Rd.
(815) 846-6500

Downtown Branch
150 Ottawa St.
(815) 740-2660

Plainfield Public Library
15025 S. Illinois St.
Plainfield, IL 60544
(815) 436-6639

♦ *HOSPITALS*

Amita Health St. Joseph Hospital
333 Madison St.
(815) 725-7133

Silver Cross Hospital
1900 Silver Cross Blvd.
New Lenox, IL 60451
(815) 300-1100

♦ *PUBLIC TRANSPORTATION*

Joliet Gateway Center
90 E. Jefferson St., Joliet

Amtrak - Heritage Corridor Line
(800) 872-7245

Metra - Rock Island Line
(312) 322-6742

Pace Bus
(815) 723-3259

Pace Bus / Call - n - Ride
(815) 210-6960

Will Ride / Dial - a - Ride
(800) 244-4410

Kendall Area Transit - Kendall County
109 W. Ridge St. Rm 202
Yorkville, IL 60560
(877) 446-4528

♦ *WILL COUNTY OFFICES*

Will County
302 N. Chicago St.
(815) 722-5515

Will County Clerk
302 N. Chicago St.
(815) 740-4615

♦ *KENDALL COUNTY OFFICES*

Kendall County
111 W. Fox St.
Yorkville, IL 60560
(630) 553-4150

Kendall County Clerk
111 W. Fox St.
Yorkville, IL 60560
(630) 553-4104

GENERAL INFORMATION

ANIMAL REGULATIONS

City ordinance prohibits dogs and cats from running at large. To report animals running at large contact **Joliet Township Animal Control** at **(815) 725-0333,** the Joliet Non-Emergency Police line at **(815) 726-2491**.

GARAGE SALE PERMITS

Garage sale permits are purchased at the Customer Service windows during regular business hours Monday - Friday, 8 a.m. - 4:30 p.m., located on the first floor of City Hall. Residents may have no more than (2) garage sales per calendar year and each sale must not exceed (4) consecutive days. Permits are $6.00 for an individual garage sale and $30.00 for community events. For questions contact Customer Service at **(815) 724-3820** or email us at **customerservice@joliet.gov**.

HOME IMPROVEMENT & BUILDING PERMITS

Among the permits issued by the City are building, fencing, roofing, sheds, and swimming pool permits. Call **(815) 724-4070** to see if your home improvement project requires a **building permit**.
* Call **J.U.L.I.E.** at **8-1-1** before you dig.

REPORTING CODE ENFORCEMENT CONCERNS

Residents can report various non-emergency code enforcement and neighborhood issues by going to the City website and clicking on the I WANT TO… tab, then selecting **Report,** or by clicking **here**, calling **(815) 724-4005**, or by emailing us at **infodesk@joliet.gov**. The City Hall Information Desk does not handle Joliet Police or Fire Department related calls or emergencies. If you require emergency Police or Fire Department assistance please dial **9-1-1** or for Non-Emergency Joliet Police or Fire Department assistance dial **(815) 726-2491**.

COMMUTER DOWNTOWN PARKING LOTS

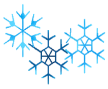
The City of Joliet has partnered with Total Parking Solutions and Passport Parking to launch the Passport Parking mobile app. Users should note that this app is only available for use in the following select downtown City of Joliet commuter parking lots on Mayor Art Schultz Dr., Rock Island and York St. at this time. The app is free to download for iPhone or Android users, or users can manage their parking online at **ppprk.com**. Passport signage in the parking lots will display each lot's zone number and provide instructions for downloading and using the app. The user is responsible for entering their designated parking stall number and zone number, (York St. - Zone 950, New St. - Zone 951, Washington St., Mayor Art Schultz Dr. & Rock Island/Eastern Ave are all Zone 952). These lots will also continue to offer the cash, coin and credit card options for payment at the pay stations for $1.50 per day, or drivers can use the Passport app as a voluntary option of convenience at a cost $2.00 per day. Please be advised that different lots may have different rates. If you have any questions or problems, call the Parking Superintendent at **(815) 724-4200**. A copy of the City parking lots map can be found by clicking **here.**

COMMUTER OVERNIGHT PARKING LOT

Commuters that will be out of town overnight or for several days should use the City of Joliet Chicago /Marion Street parking lot, located at 55 E. Marion St., Joliet. The lot is gated and gives user a time stamped ticket upon entering that can be paid at the gate upon leaving or at the pay station in the lot.

WINTER SNOW PARKING BAN

Winter parking regulations prohibit parking on City streets from November 1st through April 1st when two inches or more of snow has fallen. The restrictions are in effect 24 hours a day until the snow has been removed. Please report any cars parked in the street during a snow event to the Non-Emergency JPD at **(815) 726-2491.** For more information on snow removal guidelines click **here**.



MARRIAGE, VITAL RECORDS & VOTING

For residents residing in Will County marriage licenses and vital records are kept at the **Will County Clerk's Office**. Will County residents can register to vote at 302 N. Chicago St., Joliet, Il., or call **(815) 740-4615**. For residents residing in Kendall County marriage licenses and vital records are kept at the **Kendall County Clerk's Office**. Kendall County residents can register to vote at 111 W. Fox St., Yorkville, Il. 60560 or call **(630) 553-4104** for information.

PROPERTY TAXES

For property tax questions please contact your appropriate tax assessor office found on the back of your tax bill.
Kendall County - **(630) 553-4146**
Will County - **(815) 740-4648**

City of Joliet | 150 W. Jefferson St., Joliet IL 60432 | (815) 724-4000 | **joliet.gov**

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FREQUENTLY ASKED QUESTIONS

What time does City Hall open / close?
City Hall is located at **150 West Jefferson Street, Joliet, Il. 60432** and is open Monday - Friday 8:00 a.m. - 4:30 p.m. Days of operation may change due to observed holidays. City Hall's general information line is **(815) 724-4000** or you can email us at **infodesk@joliet.gov.** We have a knowledgeable and friendly staff to help answer your questions and direct your calls.

Who should I call to start or stop water service or if I have questions about my municipal water bill?
For billing questions or to start or stop water service residents should call **(815) 724-3820, customerservice@joliet.gov,** or stop in and visit our Customer Service Department on the 1st floor of City Hall.

Does the City of Joliet require a City vehicle sticker?
No. However, if you are a commuter and have to provide proof of residency that you live in the City of Joliet to the community you are working in, we do sell them at our Customer Service Department for $5.00. For further questions contact Customer Service at **(815) 724-3820** or at **customerservice@joliet.gov**.

How can I stay connected with the City of Joliet?
Residents can check our new Facebook and Twitter social media outlets to stay informed as to what is going on within the City of Joliet.

Facebook: - **City of Joliet**
- **Joliet Police Department**
- **Joliet Fire Department**

Twitter: - **City of Joliet**

Can I have a fire pit?
Fire pits are allowed. They must be a commercial built pit with steel legs, wire mesh sides, and a top. Fire pits must be 15ft. from any combustible building / fence and a garden hose nearby is recommended. ONLY hardwood logs or commercially made logs (Dura-Logs) are to be burned. If your fire pit is emitting smoke that is found to be offensive, or if the smoke bothers a neighbor with a medical condition, the fire may be ordered to be extinguished. Contact the **Joliet Fire Department** at **(815) 724-3500** for more information.

How do I report a water main break?
To report a water main break, damaged fire hydrant or any other problem with the City of Joliet water system, please contact the Department of Public Utilities at **(815) 724-4220**. This line is answered 24 hours a day. If an operator is not available, please leave a detailed phone message with the location of the problem. *Note - Residents are not given prior notice of repair work (causing temporary short term water outage) due to the urgency of the repair and the number of homes affected by the break. Residents can sign up for our **Smart Message Community Alerts** to receive information on their smart phone via text or email from the City regarding water main repairs, road closures and more.

Who can I contact about home improvement projects to see if my project would require a building permit?
Permit inquiries can be made to the Building & Inspections Division at **(815) 724-4070**.

Where can I find a printable version of the "We Call The Police" or "Solicitors Prohibited" signs and other valuable resources from the Joliet Police Department? Click **here**.

My yard / mailbox was damaged by City snowplows. Who will repair it?
Sod damage is repaired by the City. Mailboxes are to be repaired by the homeowner. The City may reimburse the homeowner for mailbox damage, however; if the mailbox was not installed per the Postal Department regulations, there will be no reimbursement. The homeowner should file a claim with the Roadways Department at **(815) 724-3651 for mailbox damage, and (815)724-3652 for sod.**

How do I report a pothole? For naturally occurring potholes all the Roadways Division at **(815) 724-3650** or click **here** to report. If the pothole appears to be from a dig in the street please call our Public Utilities Department at **(815) 724-4220**, this line is monitored 24 hours a day.

Who should I call if my street light is out, globe is broken, or if the street light is not functioning properly? Call our Public Works Department at **(815) 724-4200** to report the poles closest address location and pole number if available to determine if the pole is maintained by the City of Joliet or ComEd. To **report a street light outage** for ComEd call **(800) 334-7661**.

My recycling, garbage, and/or yard waste was not picked up. Who can I call? The City has a contract with Waste Management. Residents should call **(815) 280-7854**, or to use chat click **here**, if you have any issues regarding your weekly collection of garbage, recycling or yard waste. All items need to be placed curbside before 7a.m. on your collection day. Waste Management is also responsible for picking up dead animals in the right of way. Yard waste is collected on your normal collection day starting March 8, 2021 through December 10, 2021. For more information on the City of Joliet's municipal waste guidelines click **here.**

Does the City of Joliet offer electronic and hazardous household waste pick up? Yes - Residents can call to schedule an **At Your Door** pickup for electronics and hazardous household waste items by calling Waste Management at **(800) 449-7587.** A special kit will be mailed to your home with instructions and your collection date. Electronics such as computers, TV's, VCR's and DVD players in addition to hazardous household items such as paint, oil, antifreeze, CFL bulbs and batteries will be collected. This service is available to Joliet City residents that pay for municipal waste on their water and sewer bill for no additional fee. Please do not place these items at the curb. The items need to be placed by your front door for " WM At Your Door" pickup.

Where can I find information on events and activities in Joliet?
Joliet's tourism event and activity information is available through the **Heritage Corridor Convention and Visitors Bureau,** or call **(800) 926-2262.** Residents can also find current and upcoming festival and events information on our Festival & Events page by clicking **here**.

Where can I find information on Joliet and Plainfield's parks?
The **Joliet Park District** can be reached at **(815) 741-7275, and** is located at **3000 W. Jefferson St. Joliet, IL**. Joliet's **Bicentennial Park** can be reached at **(815)724-3761**. The Plainfield Park District can be reached at **(815) 436-8812,** or visit **plfdparks.org and is** located at **23729 W. Ottawa St., Plainfield, IL.**

I want to install a home security system in my home is a permit required?
Yes, contact the Joliet Police Department at **(815) 724-3305** for more information on home security alarm permit applications.

Where can I find information on where to dispose of old medications at?
Residents can click **here** or call Will County Land Use Division at **(815) 727- 8834**.

CITY OF JOLIET PHONE NUMBERS

EMERGENCY	**9-1-1**	AFTER HOUR UTILITIES EMERGENCY	(815) 724-4220
POLICE NON-EMERGENCY	(815) 726-2491	MAYOR'S OFFICE	(815) 724-3700
FIRE DEPARTMENT	(815) 724-3500	BUILDING & INSPECTIONS DIVISION	(815) 724-4070
INFORMATION DESK	(815) 724-4000	JOLIET TOWNSHIP ANIMAL CONTROL	(815) 725-0333
CUSTOMER SERVICE (turn on/off water and water billing)	(815) 724-3820	WASTE MANAGEMENT WASTE MANAGEMENT AT YOUR DOOR	(815) 280-7854 (800) 449-7587