

SUSTAINABLE AUTHENTIC VIBRANT ACCESSIBLE ORIGINAL



welcome

TO THE CITY IN THE SUBURBS





WELCOME TO THE CITY IN THE SUBURBS

A house is easy to build. A home is not. Yet when families build lives around houses and extend all the warmth, nurturing and care to their surroundings, not only are homes created, but a community as well.

And that's what Elgin offers...a community anyone would be proud to call home. For with all of the changes, growth and expansion Elgin has experienced and planned, it was all experienced and planned with great warmth, nurturing and care.

Elgin residents have helped create a city with inviting dwellings, encouraging neighborhoods and compassionate organizations. Elgin residents embrace this City's history, culture and diversity all while embracing what makes Elgin truly exceptional: its people.

Elgin residents possess great warmth, nurturing and care about the community they call home. They talk with passion and pride of the City, its services and amenities.



Phone Numbers



IMPORTANT PHONE NUMBERS

CITY OF ELGIN

150 Dexter Court, Elgin, IL 60120

847-931-6100

www.cityofelgin.org

POLICE AND FIRE

Emergency Police and Fire – 911

Elgin Non-Emergency Police – 847-289-2700

Elgin Non-Emergency Fire – 847-931-6175 (during business hours)

Elgin Non-Emergency Fire-847-931-6183 (after business hours)

WATER

Elgin Water Department – 847-931-6150

Elgin Water Department Billing – 847-931-5630

PUBLIC WORKS

Elgin Public Works Department – 847-697-3160

- Fall leaf collection
- Trash and recycling programs
- Traffic signals and signs
- Street light outages
- Street, sewer and water main maintenance

HEMMENS

The Hemmens Box Office – 847-931-5900

General Offices – 847-697-3616

www.hemmens.org

PARKS AND RECREATION

The Centre of Elgin – 847-531-7000, www.centreofelgin.org

Hawthorne Hill Nature Center – 847-531-7055

The Highlands of Elgin Golf Course – 847-931-5950

Bowes Creek Country Club – 847-214-5880

Wing Park Golf Course – 847-931-5952

Elgin Sports Complex Information Hotline – 847-931-6145

Elgin Sports Complex Rental - 847-531-7008

Lord's Park Family Aquatic Center – 847-931-6196

Phone Numbers

OTHER PHONE NUMBERS

LIBRARY

Gail Borden Library – 847-742-2411, www.gailborden.info

MUSEUMS

Elgin Public Museum – 847-741-6655, www.elginpublicmuseum.org

Elgin Area Historical Society and Museum – 847-742-4248, www.elginhistory.org

PUBLIC TRANSPORTATION

Ride-in-Kane: To Register - 888-480-8549

To Schedule Ride - 866-727-6842

Metra (train) – 312-322-6777 or 847-742-0094, www.metrarail.com

PACE (State Street terminal) – 847-931-6745 or 847-931-6750, www.pacebus.com

SCHOOLS

Elgin U-46

355 E. Chicago St., Elgin IL 601020

847-888-5000, www.u-46.org

St. Charles District 303

201 S. 7th St., St. Charles IL 60174

630-513-3030, www.d303.org

Central Community Unit School District 301

P.O Box 396, Burlington IL 60109

847-464-6005, www.burlington.k12.il.us/

Elgin Community College

1700 Spartan Drive

Elgin, IL 60123

847-697-1000, www.elgin.edu

Elgin is also home to numerous private schools and colleges. For a complete list of private school opportunities contact the Elgin Area Chamber of Commerce at 847-741-5660 or on-line at www.elginchamber.com.

Phone Numbers

OTHER PHONE NUMBERS

UTILITIES

Comcast Customer Service – 866-594-1234, www.comcast.com

Wide Open West Customer Service – 800-848-2278, www.wowway.com

Commonwealth Edison – 800-334-7661 (residential), 877-426-6331 (business)
www.comed.com

Nicor – 888-642-6748, www.nicor.com

AT&T – 800-288-2020, www.att.com

COMMUNITY SERVICES

A complete listing of social support services area available at
www.kanecountyguide.org

OTHER ORGANIZATIONS

Secretary of State's Office – 312-793-1010, www.cyberdriveillinois.com

Kane County - 630-232-3400, www.countyofkane.org

Cook County - 312-603-5500, www.cookcountygov.com

Elgin Area Chamber of Commerce - 847-741-5660, www.elginchamber.com

Elgin Area Convention & Visitor's Bureau -847-695-7540,
www.northernfoxrovervalley.com

Elgin Community Network - 847-741-7375, www.elgin-ecn.org

Downtown Neighborhood Association - 847-488-1456, www.downtownelgin.com

NEWSPAPERS

Chicago Tribune - 800-874-2863, www.chicagotribune.com

Trib Local- www.triblocal.com

Courier News - 847-888-7800, www.couriernews.suntimes.com

Daily Herald - 847-608-2700, www.dailyherald.com

Boca Jump - www.elgin.bocajump.com

Police Department



POLICE DEPARTMENT

Emergency Police and Fire – 911

Elgin Non-Emergency Police – 847-289-2700

Police Information Desk – 847-289-2500

Residents and businesses are assured of an immediate response to local emergencies from our first-rate police and fire departments. With nearly 133 firefighters and paramedics and more than 180 police officers, Elgin is committed to providing a safe environment for its residents.



A SAFE COMMUNITY

Elgin's police department is committed to providing safe neighborhoods and works in partnership with the community to ensure residents are protected. This collaborative approach enables officers to better connect with a neighborhood and educates residents on how to help keep their community safe.

From monthly meetings with the Chief to community seminars, the police department works to ensure residents are well informed about neighborhood and City-wide issues. Special community programs such as resident officers and crime free housing also underscores the department's commitment to safety and provides creative solutions to neighborhood concerns.

Elgin's police department is highly skilled in all areas of investigative work and is also a recognized force throughout the state.

The city does not require the purchase of a dog or cat license but vaccinations must be up to date and pet owners are required to remove their pet excrement from any property not their own.



Fire Department



FIRE DEPARTMENT

Emergency Police and Fire – 911

Elgin Non-Emergency Fire – 847-931-6175 (business hours)

847-931-6183 (after hours)

Because safety is a top priority in Elgin, Elgin's fire department is well-equipped to ensure residents are protected in any emergency. With seven fire houses strategically placed throughout the City and more to come as the City grows, the fire department stands ready to assist residents any time there is a fire or medical emergency.

The first line of defense in any fire is prevention and Elgin's fire department provides a host of educational classes on fire prevention and hazard awareness. Like the police department, the fire department is also committed to community and provides community outreach programs throughout the year. The department offers classes in CPR and encourages residents to learn more by contacting the fire prevention bureau through email at elginfire@cityofelgin.org.

Elgin's fire department is a leader in procedural training and fire departments throughout the state come to Elgin to learn how best to function and operate during times of crisis.

Trash and Recycling



TRASH AND RECYCLING PROGRAM

The City of Elgin provides residents with a comprehensive trash and recycling program. Elgin residents benefit from:

- Weekly 64-gallon trash collection
- Unlimited recycling
- Bundled brush collection (April – Nov.)
- Spring and fall leaf collection (April and Oct.-Nov.)
- Christmas tree collection (Dec. 26 – Jan. 15)

The City of Elgin encourages resident recycling and waste reduction efforts and contracts with Waste Management to provide weekly trash and recycling services to residential households. Residents all receive two 64-gallon containers – one for trash and one for recycling. Residents requiring additional refuse services are required to purchase prepaid refuse stickers from City Hall or from select local retailers on an as needed basis. When disposing of appliances or other items over 50 lbs, residents must either purchase a prepaid appliance sticker available at locations indicated on the next page or call Waste Management at 1-800-796-9696 to schedule a bulk item collection. Call Elgin's Public Works Department at 847-697-3160 for more information or visit the City of Elgin's website at www.cityofelgin.org.

Single Family (5 units or less)		Condo/Townhome
Year	Rate	Rate
2012	\$13.25	\$9.63
2013	\$13.45	\$9.78

Trash and Recycling

GENERAL TRASH GUIDELINES:

- All households are provided one gray cart for refuse and one blue cart for recycling. These carts are not to be removed from the property.
- All solid waste materials must be placed at a resident's curb for collection by 7:00 a.m. the day of your scheduled collection, but not before 5:00 p.m. the day before a scheduled pickup.
- Carts should be placed at least five-feet apart, with handles facing away from the curb. For safety reasons, carts and other materials should be placed in a tree bank (the area between the sidewalk and the curb) for pickup and not in the street.
- Separate trucks pick up trash, recycling, yard waste and appliances, so trash may be picked up at different times of day.
- All containers and any solid waste materials that are not collected must be removed from the curb by midnight after a scheduled collection.
- Carts must be stored inside a garage or carport or in a property's rear yard. (Condo and townhouse residents should check with their respective homeowner's association guidelines).
- Collections will not take place on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day or Christmas Day. When scheduled collections fall on or after one of these holidays, collections are delayed by one day for the remainder of the week, with Friday collections taking place on Saturday. Collections will NOT be delayed when these holidays fall on a Saturday.

PREPAID STICKERS

Elgin City Hall
150 Dexter Ct.
(847)931-6100
*Appliance Sticker Sales Agent

Ziegler's Ace Hardware Stores
215 N. Spring St.
(847)741-5610

1158 Lillian St.
(847)695-1722

301 Randall Rd., South Elgin
(847)841-1974

Walgreen's Drug Stores
955 N. McLean Blvd.
(847)697-9870

Butera Supermarket
3 Clock Tower Plaza
(847) 741-9551

Meijer
815 Randall Rd.
(847)717-6500
*Appliance Sticker Sales Agent

Jewel Food Stores
1040 Summit Ave.
(847)622-8112
*Appliance Sticker Sales Agent

1660 Larkin Ave.
(847)695-7573
*Appliance Sticker Sales Agent

375 Randall Rd.
South Elgin
(847)608-1460
*Appliance Sticker Sales Agent

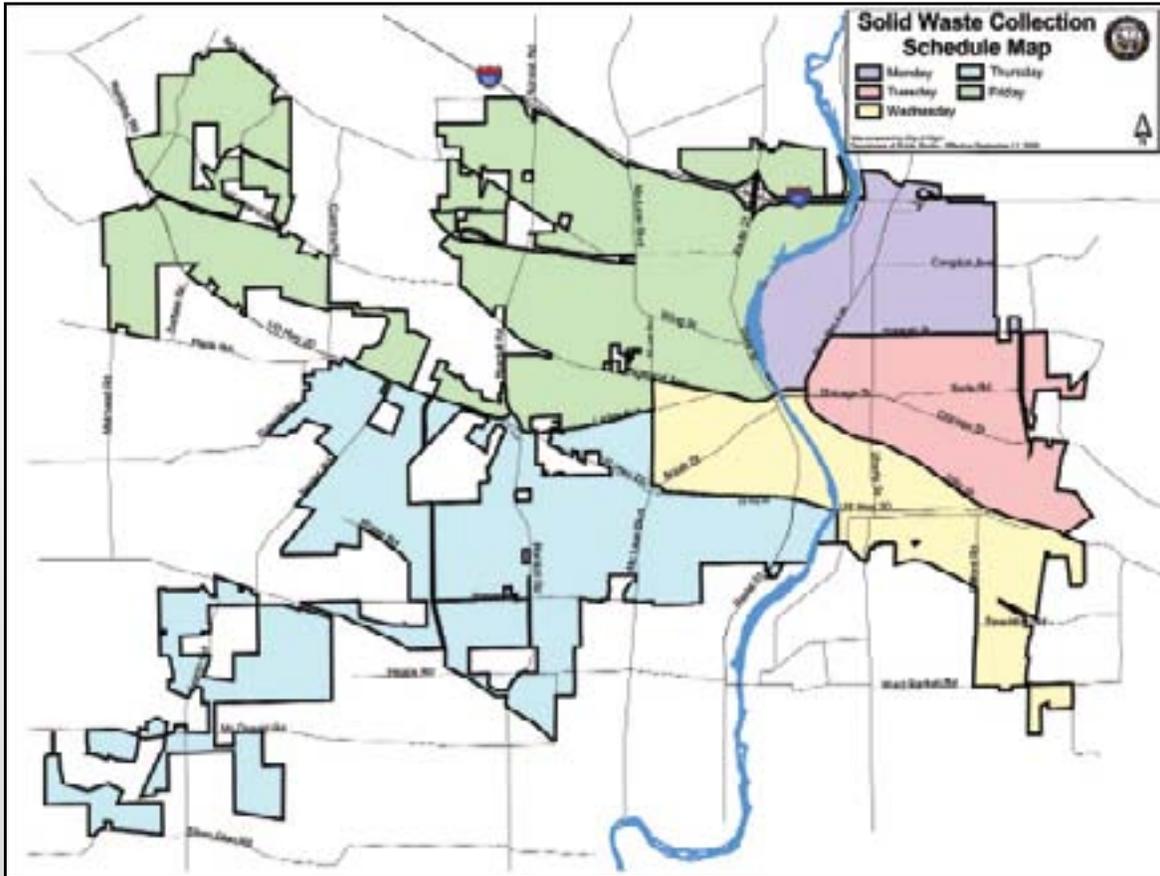
Caputos Fresh Market
622 Randall Rd, South Elgin
(847) 289-0600

Walmart
1001 N. Randall Rd
(847) 468-9600

Note: All of the following vendors sell refuse stickers. Appliance stickers are available where noted.

Trash and Recycling

SOLID WASTE COLLECTION SCHEDULE



Water Department



ELGIN WATER DEPARTMENT

Elgin Water Department – 847-931-6150

Elgin Water Department Billing – 847-931-5630

Elgin pumps more than 14 million gallons of water through water mains that extend more than 400 miles to serve nearly 30,000 households and businesses daily. The City's water department provides the community with safe, high-quality drinking water at adequate pressure and reasonable cost and over the years has earned awards for the best tasting drinking water in Kane County and the state of Illinois.



Water Department

The Fox River is recognized as one of the City's premier resources for residents and is the City's main water source. Water is fully treated and softened before it is pumped into resident homes and also contains chlorine and fluoride – as recommended by the U.S. Department of Public Health. High-quality water has been a resident service in Elgin since the late 1880s.

Water Billing

Residents are billed for water on a monthly basis. The City offers various payment options and payment plans are available for persons having difficulty paying water bills. Visit the www.cityofelgin.org to learn more or call 847-931-5630.

Culture and Entertainment



The Hemmens Box Office – 847-931-5900

Hemmens General Offices – 847-697-3616

Elgin Art Showcase – 847-951-1515

Elgin Choral Union – 847-214-7225, www.elginchoralunion.org

Elgin Children's Chorus – 847-931-SING (7464),
www.elginchildrenschorus.org

Elgin Cultural Arts Commission – 847-951-1515

Elgin Symphony Orchestra – 847-888-4000,
www.elginsymphony.org

Elgin Youth Symphony Orchestra – 847-214-7302,
www.eyso.org

Elgin Theatre Company – 847-741-0532
<http://www.elgin-theatre.org/>

Elgin OPERA- 847-695-5014, www.elgin.opera.com

Janus Theatre- 847-841-1713,
www.janustheatre.wordpress.com

Vex Theatre- 847-991-8081, www.vextheatre.org

The Hemmens Cultural Center
45 Symphony Way, Elgin IL 60120
847-697-3616
www.hemmens.org

The Hemmens Cultural Center offers residents and guests the opportunity to experience legendary entertainers and world-class performing artists in an intimate 1,200-seat setting. The Hemmens features a variety of cultural experiences

Culture and Entertainment



Elgin Cultural Arts Commission
150 Dexter Ct., Elgin IL 60120
847-951-1515

Bringing art to the community is an important goal of the Elgin Cultural Arts Commission. Each year, the commission organizes and creates opportunities to foster the arts within Elgin by encouraging and supporting artists through special grants and special events.

Elgin Art Showcase
164 Division St, 8th Floor,
Elgin, IL 60120
847-951-1515

The Elgin Art Showcase offers an intimate space for local artists to exhibit their work and performers to display their talent. The theater boasts a spectacular view of the City, a grand limestone fireplace, and a 100 seat capacity. The gallery space is equipped with picture rails and track lighting.

Elgin Choral Union
1700 Spartan Dr., Elgin, IL 60123
847-214-7225

For nearly 60 years, the Elgin Choral Union has provided vocal entertainment to the City and surrounding area. The Union is a not-for-profit organization that is the in-residence ensemble at the Elgin Community College Institute for the Performing Arts.

Elgin Theatre Company
P.O. Box 208, Elgin, IL 60121
847-741-0532

For more than 50 years, Elgin Community Theater has been entertaining Elgin and the surrounding area with a variety of high quality productions ranging from drama to comedy. It provides a place for the dramatically inclined to explore and exercise talents in a friendly, open and warm atmosphere.

Elgin OPERA
847-695-5014 , www.elginopera.org

Since 2001, Elgin O.P.E.R.A. has helped nourish a greater appreciation of the classical vocal arts and to educate through performances and community outreach programs.

Elgin Children's Chorus
P.O. Box 725, Elgin, IL 60121
847-931-SING (7464)

Since 1986 the Elgin Children's Chorus has provided opportunities to facilitate growth, musically, artistically, and emotionally through listening, creating and performing.

Elgin Symphony Orchestra
20 DuPage Ct., Elgin IL 60120
847-888-4000

The award-winning, world-renowned Elgin Symphony Orchestra was recently named the Illinois Orchestra of the Year for programming excellence, artistic quality and leadership. In residence at The Hemmens Cultural Center, the Elgin Symphony Orchestra is recognized as one of Illinois premier symphonic orchestras.

Elgin Youth Symphony Orchestra
1700 Spartan Dr., Elgin IL 60123
847-214-7302

Students ages 9-22 are invited to be a part of the Elgin Youth Symphony Orchestra which seeks to enrich the lives of young musicians, their families, schools, communities and beyond through the study and performance of excellent music.

Recreation



RECREATION

With its more than 50 neighborhood parks and 10 facilities, the City of Elgin's Parks and Recreation Department offers something for everyone no matter what age or interest. Each season the department offers hundreds of programs from athletics to arts. Recreation brochures are distributed quarterly to various civic facilities across Elgin and can be found on the City's website, www.cityofelgin.org. The Centre of Elgin, the city's 185,000 square-foot, state-of-the-art health and fitness center, provides residents and guests with just the right amount of programs to get fit and stay healthy. The three award-winning golf courses offer opportunities to learn the game, while also challenging the most seasoned professional. Elgin is the only municipality in Illinois to boast 2 of the top 10 best Illinois Golf Courses. Two outdoor water parks ensure youngsters can splash their way through the summer, with three indoor pools offering everyone the ability to swim and play year 'round.



Recreation



The Centre of Elgin, 100 Symphony Way
Courtesy Desk – 847-531-7000

The Centre of Elgin is the City's foremost recreational facility providing nearly 185,000 sq-ft. of leisure space. Residents and guests can shape up and stay that way by joining the Centre's premier health and fitness club or by signing up for one of the Centre's series of group exercise classes. Other features of the Centre include three full-sized basketball courts, two racquetball courts, a pre-school, meeting rooms, and the Heritage Ballroom. Membership is not required for use of these amenities.

Hawthorne Hill Nature Center,
28 Brookside Dr., 847-531-7055

Hike the trails that wind through the Hawthorne Hill Nature Center's massive oak trees and wetlands and observe all that nature has to offer. With its 4,600 sq-ft. nature center overlooking the Center's ponds, residents and guests can witness wildlife in an indigenous setting.

Bowes Creek Country Club,
1250 Bowes Creek Blvd.
Clubhouse – 847-214-5880

Created by Jacobson Golf Course Design, Bowes Creek Country Club, was designed for all levels of golfers to enjoy. The 18-hole golf course ranges from 6,900 yards from the professional tees to 5,000 from the junior tees. The Club also features a full practice area complete with an elevated 30-station driving range with target greens at varying distances, putting and chipping greens, and a private lesson tee. In 2012, Bowes Creek was ranked 8th best course in the state of Illinois.

The Highlands Golf Course, 875 Sports Way,
Clubhouse – 847-931-5950

The Highlands of Elgin offers golfers rolling hills, expansive fairways and undulating greens on its 18-hole municipal golf course and boasts a state-of-the-art practice facility offering grass tees, 30 hitting locations, chipping area with sand bunker and a 9,000 sq-ft. putting green. In 2012, The Highlands was ranked second spot among public courses in Illinois

Wing Park Golf Course, 1030 Wing St.
Clubhouse – 847-931-5952

Wing Park Golf Course is the oldest nine-hole municipal golf course in Illinois. Built in 1908, it was a conventional course in its day, but its smaller greens and limited challenges provide a perfect course for beginning golfers.

Elgin Sports Complex, 709 Sports Way
Information Line – 847-931-6145

Sports enthusiasts throughout the region come to hit, kick, spike or ride at Elgin Sports Complex. With 10 lighted softball fields, 10 full-size soccer fields, two sand volleyball courts and a premier BMX track, there's something for everyone wanting to play anything from established to extreme sports.

Lord's Park Family Aquatic Center,
325 Hiawatha Dr., 847-931-6196

Everyone from water-gliding thrill seekers to castle-building and dwellers will find fun in the sun at Lords Park Pool. This zero-depth family aquatic center is perfect for anyone looking to keep cool all summer long.

Wing Park Family Aquatic Center,
1030 Wing St., 847-289-2542

Dive into Wing Park Pool and find out why it's the coolest place in town. With water slides, interactive water features and a host of other great amenities, it's a destination spot for the whole family.

Parking Restrictions



The City of Elgin does not require an annual vehicle sticker for any vehicle.

Parking Restrictions

- Parking is banned on designated streets November 1st through April 1st and on posted Snow Routes for 24 hours after snowfalls of 2 inches or more. Violators can be ticketed and/or towed.
- Parking is banned in the downtown business district May 1st through September 30th from 4:00 a.m. – 6:00 a.m. for the City's Early Street Sweeping Program. All city maintained residential streets (except for unimproved streets) are generally swept twice per month during this program while streets and parking lots in the downtown business district are swept twice per week. The City does not sweep private streets or unimproved streets.

Odd Even Parking

Odd/even parking regulations are in effect in two select neighborhoods - Gifford/Summit Park and a portion of the Southwest Area Neighborhood.

Free Off Street Parking

The City of Elgin provides free off street parking in the public parking lots throughout the downtown Center City area. Free parking is allowed for up to 72 hours.

Parking Fines

Within 21 days of a violation notice you must either pay the fine by mail, online, or in person, or contest the violation by mail or in person by requesting a hearing, but not both.

To Pay By Mail:

Check the "Payment Enclosed" box on the envelope and WITHIN TWENTY-ONE (21) DAYS of the issuance of the violation notice, mail the violation notice along with a check or money order payable to the "City of Elgin." DO NOT SEND CASH.

To Pay In Person:

Bring the violation notice WITHIN TWENTY-ONE (21) DAYS of its issuance to the Elgin City Hall, 150 Dexter Ct., Monday through Friday, between the hours of 8:00 AM and 5:00 PM. The cashier accepts cash, credit cards or checks.

To Pay Online:

Please visit the City's website at www.cityofelgin.org, then click on eServices, then locate Parking Tickets, then click on "Click Here to pay your ticket online".

To Contest a Ticket:

For information on how to contest a parking violation, please visit the City's website at www.cityofelgin.org, click on E-Services, then parking tickets, then other payment options, or call the Adjudication Division at 847-931-6110.



Code Enforcement



Code Enforcement

847-931-5921

Code enforcement ensures the City of Elgin remains a comfortable place to live for everyone. To help improve residential structures, the City provides a series of grants for everything from painting to fence removal. Grant information can be accessed by visiting the City's website at www.cityofelgin.org.



Code Enforcement



To help maintain neighborhoods, residents are asked to ensure the following:

OUTSIDE

- Keep your lawn mowed
- Keep property clean of debris and in a sanitary manner
- Park only on approved surfaces
- Use trash containers with tight fitting lids
- Participate in the City's recycling program
- Put trash out after 5:00 p.m. the evening before pickup and remove containers soon after pickup
- Work on vehicle repair at appropriate areas
- Keep the noise down
- Report graffiti immediately by calling the Graffiti Hotline, 847-931-5599
- Do not place garage sale signs on tree banks and utility poles



- Limit garage sales to three a year
- Trim tree branches and shrubbery so they do not obstruct pedestrian or vehicle traffic and sightlines
- Be sure your swimming pool is inaccessible to unsupervised children
- Post your address number in a spot that can be easily read from the street
- Clean up after your dog and do not let it run loose! No more than three adult dogs are allowed per household

INSIDE

- Before buying a house or renting any dwelling unit check with our department as to how many people are allowed to live in the house or unit
- Ensure there are working smoke and carbon monoxide detectors
- Do not use basements for sleeping quarters
- Requirements for basement rooms such as ceiling height, light, ventilation and exits are strictly enforced

To help Code Enforcement Officers keep on top of nuisance code violations throughout the City, citizens are encouraged to contact the Code Department's Citizen Request Tracker available via the city's website at www.cityofelgin.org. Residents are may also register anonymous concerns by calling 847-931-5920.

Volunteering

ELGIN VOLUNTEERS MAKE A DIFFERENCE



Get Involved in Your Community

One of the best ways new residents can learn about their community is to get involved. Giving your time to local service clubs, schools, homeowners associations, or not-for-profit organizations can be a great source of making new friends and connecting with people who share your interests.

Volunteering

The City of Elgin works closely with other local organizations to promote volunteerism. Through the newly formed Office of Volunteers, the city is helping connect people to volunteer opportunities that best suit their time and talents. The city's website provides a place where you can register to become a volunteer and indicate your areas of interest, plus see a listing of many of the local agencies looking for volunteers. We also encourage you to visit the United Way of Elgin website, where you can find a listing of volunteer opportunities.

Neighborhood Groups and Homeowners Associations

The City of Elgin is known as a city of neighborhoods, with a strong history of very active neighborhood associations, neighborhood watch groups and homeowners associations. In addition, the Elgin Community Network (ECN) is an organization that works with all of the local neighborhood groups to bring them together to address issues of common concern. The ECN hosts monthly informational meetings at Gail Borden Public Library, covering subjects related to the quality of life in our neighborhoods, such as bike path plans or sustainability. www.elgin-ecn.org

Volunteering



ELGIN VOLUNTEERS MAKE A DIFFERENCE

Service Clubs and Organizations

There are numerous service clubs and veterans organizations located in Elgin, including Kiwanis, Lions Club, Rotary, JayCees, American Legion and VFW.

Not-for-Profit Organizations

Elgin's vast array of social services and other not-for-profit organizations serve not only Elgin, but the entire Fox Valley area. Many of these organizations rely heavily on volunteers to help them provide the level of service needed by area residents. A list of agencies who need volunteers can be found at both the city volunteer webpage and the United Way of Elgin website.

City of Faiths

The City of Elgin has over 150 houses of worship that reflect Elgin's diverse population. In addition to traditional Protestant, Catholic, and Jewish congregations who have been in Elgin for over 150 years, in recent years, Elgin has become home to religions from around the world, including Muslim, Buddhist, Hindu and many others. Local houses of faith play an integral role in providing support to our residents and giving back to the larger community through participation in food pantries and other social services in the community.