



Information Guide



Welcome to the City of Zion!

We hope that this information packet is helpful to you as you transition to your new home and new neighborhood. The City employees work hard to provide the services that improve the quality of life of our residents.

Additional information can also be found on our website at

www.cityofzion.com

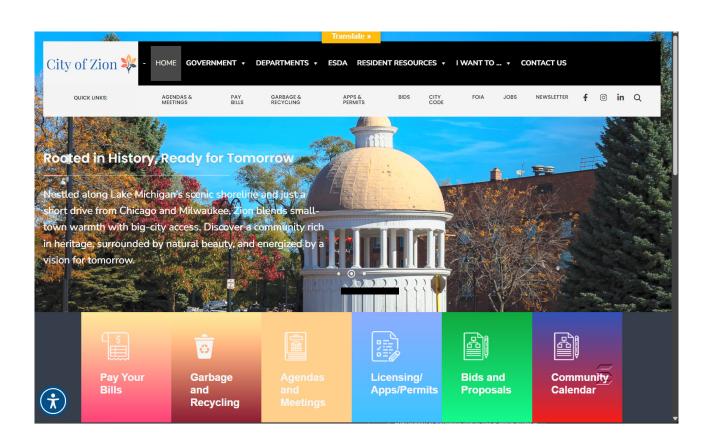




Table of Contents

City of Zion Council Members	4
Council Meetings	4
General Contact Information	5
City of Zion Police Department	6
City of Zion Fire & Rescue Department	7
Building Department/Permits	8
Public Works Department	9—10
Garbage/Recycling/Yard Waste	11-14
Utility Billing Information	15-25
Emergency Assistance	26
Important Resident Information	27
Elementary, High School, College District Information	28
Voter Registration	29



City of Zion Council Members

The City of Zion Council is five member commission form of municipal government in which individually elected officials serve on a small governing board that exercises both legislative and executive powers to govern the municipality.

The commission members are elected on an at-large basis and are administratively responsible for the departments of Accounts & Finance, Public Safety, Public Works, Building, Zoning & Public Property and Public Affairs. The Commissioner of Public Affairs is given the title of Mayor and presides over all council meetings.

City Council meetings are held the first and third Tuesdays of the month at 7:00pm inside Council Chambers at Zion City Hall. The meetings are open to the public. Meeting agendas and minutes are posted on the city's website. Residents who can not attend the meeting in person will be able to view the meeting at a later date online.



Commissioner of Public Affairs Mayor Billy McKinney (847) 404-1959 billym@zion.il.us



Commissioner of Public Safety Mike McDowell (847) 309-6949 mikem@zion.il.us



Commissioner of Accounts & Finance Christopher Fischer (847) 533-1133 Christopherf@zion.il.us



Commissioner of Building, Zoning & Public Property Richard Frierson (847) 746-4012 richardf@zion.il.us



Commissioner of Public Works Beverly Stackhouse (847) 746-4012 beverlys@zion.il.us



General Contact Information

<u>City Hall</u>

2828 Sheridan Road

Zion, IL 60099

General Phone: (847) 746-4000 General Fax: (847) 746-7167

www.cityofzion.com

Hours: 8am-5pm, Mon - Fri

Important Contacts

Administration

City Administrator: (847) 746-4023 City Clerk: (847) 746-4012 Water Billing: (847) 746-4008

Finance Department: (847) 746-4000

Community Development

Economic Development: (847) 746-4056 Planning & Zoning: (847) 746-4097 Building Permits: (847) 746-4018 Building Inspections: (847) 746-4018

Public Works

Engineering: (847) 246-7940 Streets: (847) 746-4054

Fire/EMS

General Non Emergency: (847) 746-4038

Emergency: 9-1-1

Police

General Non Emergency: (847) 872-8000

Emergency: 9-1-1

Garbage Disposal & Recycling

Waste Management: (847) 623-3870

Zion Township

1015 27th Street Zion, IL 60099 (847) 872-2811

www.ziontownship.org

Hours: 8:30am to 4:30, Mon - Fri,

Wed 9:30am to 4:30pm

Zion Benton Library

2400 Gabriel Avenue

Zion, IL 60099 (847) 872-4680 www.zblibrary.org

Hours: 9am—9pm, Mon—Thur and Sat

Closed Fridays

Zion Park District

2400 Dowie Memorial Drive

Zion, IL 60099 (847) 746-5500

www. zion park district. com

Hours: Mon—Fri: 5am to 9pm

Sat: 7am to 6pm, Sun: 9am to 5pm

Zion Post Office

1225 Shiloh Boulevard

Zion, IL 60099 (800) 275-8777 www.usps.com

Hours: Mon-Fri 8:30am – 5:00pm

Sat 9:00am - 1:00pm

Sun Closed

<u>Utilities</u>

ComEd: 1-800-334-7661 North Shore Gas: 1-866-556-6004 Xfinity: 1-800-934-6489 AT&T: 1-800-331-0500



Zion Police Department

The Zion Police Department is comprised of 46 sworn officers and 4 full-time civilian employees.

The Police Department is divided into 2 divisions, Operations & Administration.

The Operations Division consists of:

- <u>Patrol</u> Sworn officers assigned to Patrol respond to all calls for service, emergency and non-emergency, and are the most visible members of the department.
- <u>Community Services</u> Civilian employees, assigned as Community Service Officers (CSOs), provide a wide variety of services to the community and the department. Services such as traffic direction, motorist assistance, parking enforcement and animal complaints.

The Investigations Division consists of:

- <u>Investigations</u> Sworn officers assigned to Investigations as Detectives are responsible for conducting in-depth investigations into criminal complaints ranging from financial crimes, drug crimes to crimes of violence.
- <u>Records</u> civilian employees who are responsible for processing all reports and citations and providing walk-in service for the department.

Additional information related to the Zion Police Department can be found on our website at www.cityofzion.com.









Zion Fire & Rescue Department

The Zion Fire and Rescue Department is a career department consisting of 24 sworn personnel which includes the Fire Chief. The 23 shift personnel are divided into 3 shifts working a 24 hours on and 48 hours off schedule.

Keeping in line with our mission statement, The Zion Fire Rescue Department provides emergency services for fire suppression, emergency care and transport, and specialized rescue. Several of our members also participate with the Division 4 & 5 Specialized Response Team. These team members provide specialized rescue in areas of confined space rescue, high angle rescue, structural collapse, trench rescue, dive incidents and hazardous material incidents.

In addition, our department also provides extensive public education in many areas. We offer training in fire extinguishers, fire safety including E.D.I.T.H. and Stop-Drop-Roll, and special programs every year during Fire Prevention Week.

Additional information related to the Zion Fire & Rescue Department can be found on our website at www.cityofzion.com.









Building Department Information

The main objective of the Building Department is to maintain and increase the safety and quality of life that all City of Zion residents are entitled to. If you have any questions or would like to make an appointment with one of our Property Maintenance Inspectors, please call 847-746-4018, Monday through Friday, 8:00am to 5:00pm.

The following guidelines will help you avoid being ticketed for not being in compliance with city codes:

YARD MAINTENANCE

Grass should be kept below 8" and hedges should be properly maintained.

PAVING/PARKING

Driveways must be in good repair. All vehicles must be parked on the driveway and not on the lawn.

GARAGE/YARD SALES

Garage sales are allowed for up to three consecutive days and twice per calendar year. A permit is required for all garage sales PRIOR to the event. You can register by calling 847-746-4018 or in person at City Hall. Four (4) signs advertising the sale can be placed on the parkway within 4 blocks of the property having the sale and on the property having the sale. Signs advertising garage/yard sales are NOT ALLOWED on stop signs, street signs, utility poles, trees or any public property.

RENTAL PROPERTY

It is the property owner's responsibility whether absentee residing on the property to adhere and maintain all codes. All rental property must be registered. Please contact the Building Department at 847-746-4018 to obtain the permit.





Public Works Department Information

The structure of the Public Works Department provides for efficient, cooperative participation of six operating divisions: Street Maintenance, Engineering, Water & Sewer, Administration, Public Service and Fleet Operations.

With 8 personnel in the street division, 7 in the water division, 2 in the fleet maintenance and 1 in engineering, cumulatively, these divisions service more than 140 miles of streets, 55 miles of alleys, approximately 15,000 parkway trees, over 267 City owned vehicles including police and fire department vehicles, 1100 fire hydrants, 111 miles of water main, 106 miles of sanitary sewer and 95 miles of storm sewer.

Potholes:

Potholes are holes in the roadway that vary in size and shape. They are caused by the expansion and contraction of ground water after the water has entered into the ground under the pavement. When water freezes it expands. If it has a chance to freeze it will take up more space under the pavement and the pavement will expand, bend and crack which weakens the material pavement.

Crews repair potholes in neighborhoods throughout the city all year long. The months of December through April are considered the heart of the pothole season—when the city typically sees the highest number of potholes. However, crews work throughout the spring, summer and fall as well.

During the cold winter months we use a high-performance cold-patch asphalt material for pothole repairs. This is a temporary repair. A hot mix asphalt is used during spring, summer and fall.

Please report potholes to the Street division at 847.746.4050.

Snow Plowing:

Priority One: Defined as arterials, collectors, emergency routes and school routes (on school days). These streets receive more frequent plowing and/or additional deicers applied, primarily due to heavier traffic

volumes. Under most conditions, these streets are plowed curb to curb and deicers applied before priority two streets begin.

Priority Two: Residential, non-primary routes (includes cul-desacs) which typically do not have heavy traffic volumes. Generally cleared after the priority one streets are complete. Snow is plowed curb to curb.

Priority Three: Alleys are cleared toward the end of snow events.

No parking is allowed on city streets when 2 or more inches of snow is forecast (or between the hours of 2:00 AM and 6:00 AM year round), or if 4 or more inches of snow has fallen.



'QUALITY OF LIFE THROUGH PUBLIC WORKS"



Public Works Department Information

Street Lights

For issues with a street light on wooden poles please contact ComEd at 1.800.334.7661. For a street light on metal or concrete poles or in a newer sub-division call Public Works at 847.746.4062

Trees

Public Works is responsible for trimming all City owned parkway trees ONLY and for the removal of dead parkway trees.

Water Main Breaks

Most water main breaks occur during the cold winter months. This is especially true if we get little or no snow to insulate the ground. If you spot a water main break please call us immediately at 847.756.4060. If after hours report the break to the Police department non-emergency number 847.872.8000/

Sanitary Sewers

The Water division has a sewer cleaning program in place and routinely cleans the sanitary sewer lines. This is a preventative maintenance to assure our customers of clean running lines.

Any sanitary sewer backups should be reported to us before calling a plumber or contract. The problem may be associated with the main sewer line. Call us at 847.746.4060 during regular working hours of 7:00 AM through 3:30 PM. The water division has a person on-call 24 hours a day.

Should the backup occur after hours please call the non-emergency number at the Police department 847.872.8000 and they will get a hold of the on-call person.



'QUALITY OF LIFE THROUGH PUBLIC WORKS'



Garbage, recycling and yard waste collection is provided by Waste Management.

Curbside garbage service

- Pickup once per week in 96 gallon carts provided by Waste Management.
- Place cart curbside by 6:00 a.m. of your scheduled collection day within 3 ft. of road.
- All garbage must be in cart to be collected.

Items NOT accepted for pick-up include: tires, liquid and hazardous waste.

Replacement carts are available through Waste Management. Call 847-623-3870 to order.

Curbside recycling service

- Pickup once a week.
- Place cart curbside by 6:00 a.m. of your scheduled collection day.

Carts must be three feet away from trash cart and mailboxes.

Replacement recycling carts are available through Waste Management. Call 847-623-3870 to order.

Curbside yard waste service

- Pickup once a week between April 1st November 30th.
- Trash must be at curbside by 6:00am of your scheduled collection day.
- Yard trash must be bagged in paper lawn bags or a thirty-two (32) gallon container labeled Yard Waste
- 50 pound limit per item.
- Branches must be less than 4 feet long and no more than 2 inches in diameter. Items NOT accepted: sod, dirt and garden timbers.

Curbside bulk item service

- Bulk items are picked up on an on-call basis per week.
- Please call one day in advance of requested pick up.
- Bulk waste must be at curbside by 6:00 a.m. the day of collection.
- Items over 50 pounds must be scheduled.
- Items accepted: furniture, bulk trash. Call for additional information.
- Items NOT accepted: car parts.

To schedule a pick up, call Waste Management at 847-623-3870.



There will be no pickup on the following holidays:

New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

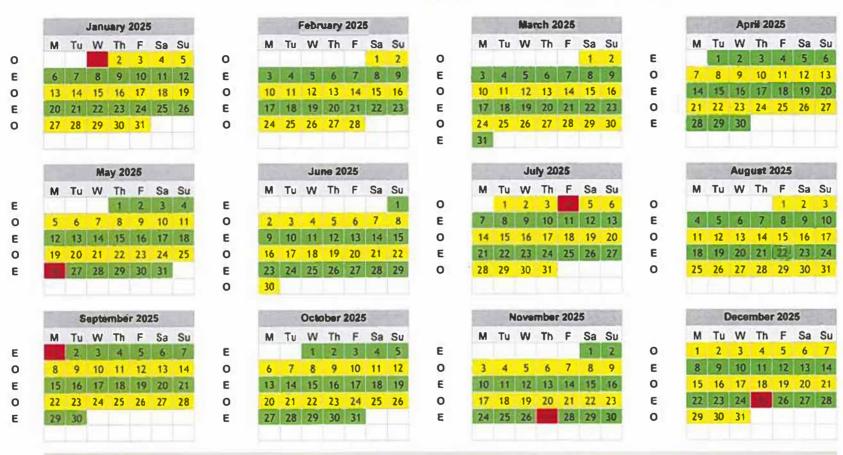
Routes will be pushed back one day following a holiday.



Every-Other-Week Service

E=Even Weeks O≃Odd Weeks

2025



WM will be closed on the following 2025 Holidays:

New Year's Day (1/1/25)

Memorial Day (5/26/25)

Independence Day (7/4/25)

Labor Day (9/1/25)

Thanksgiving Day (11/27/25)

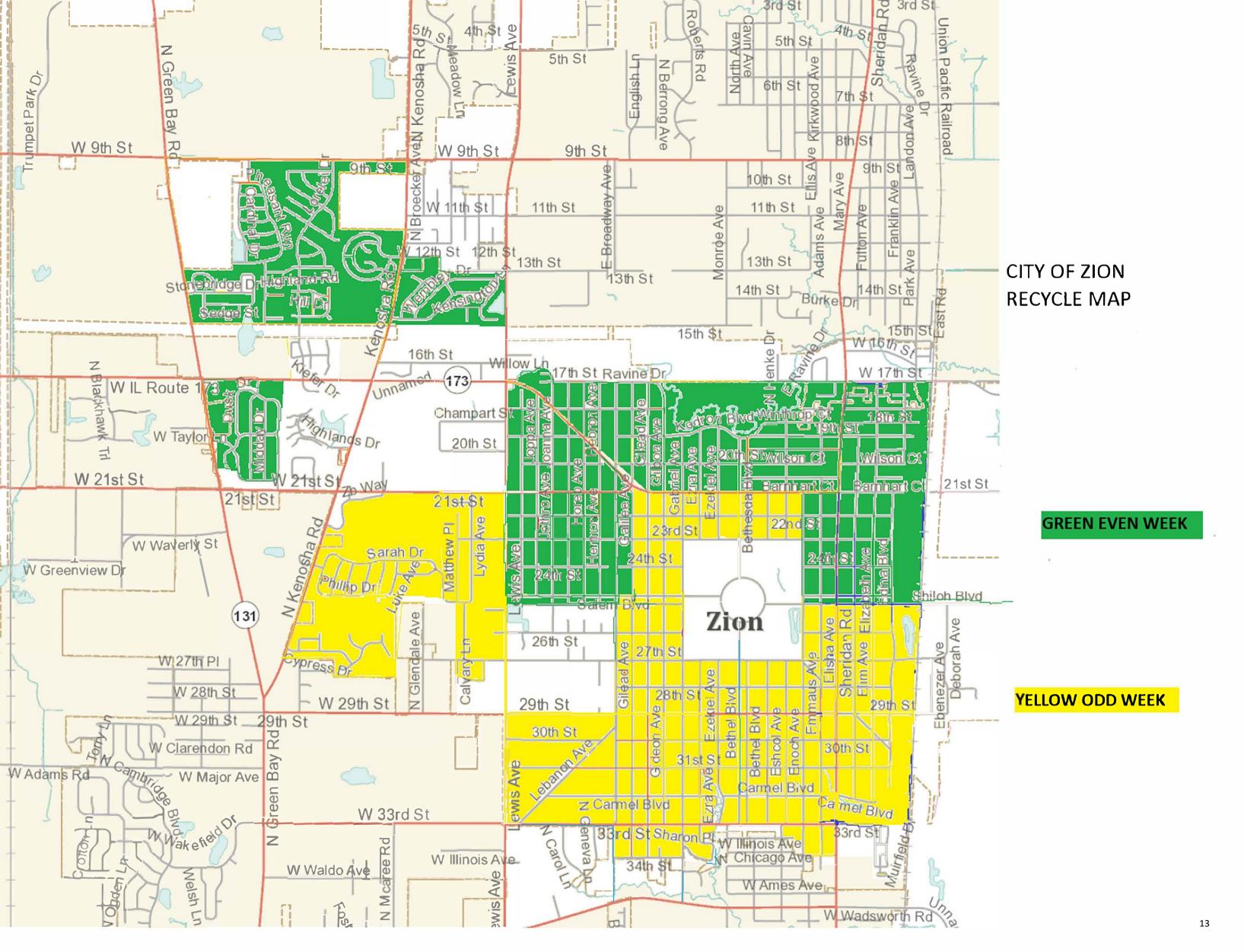
Christmas Day (12/25/25)

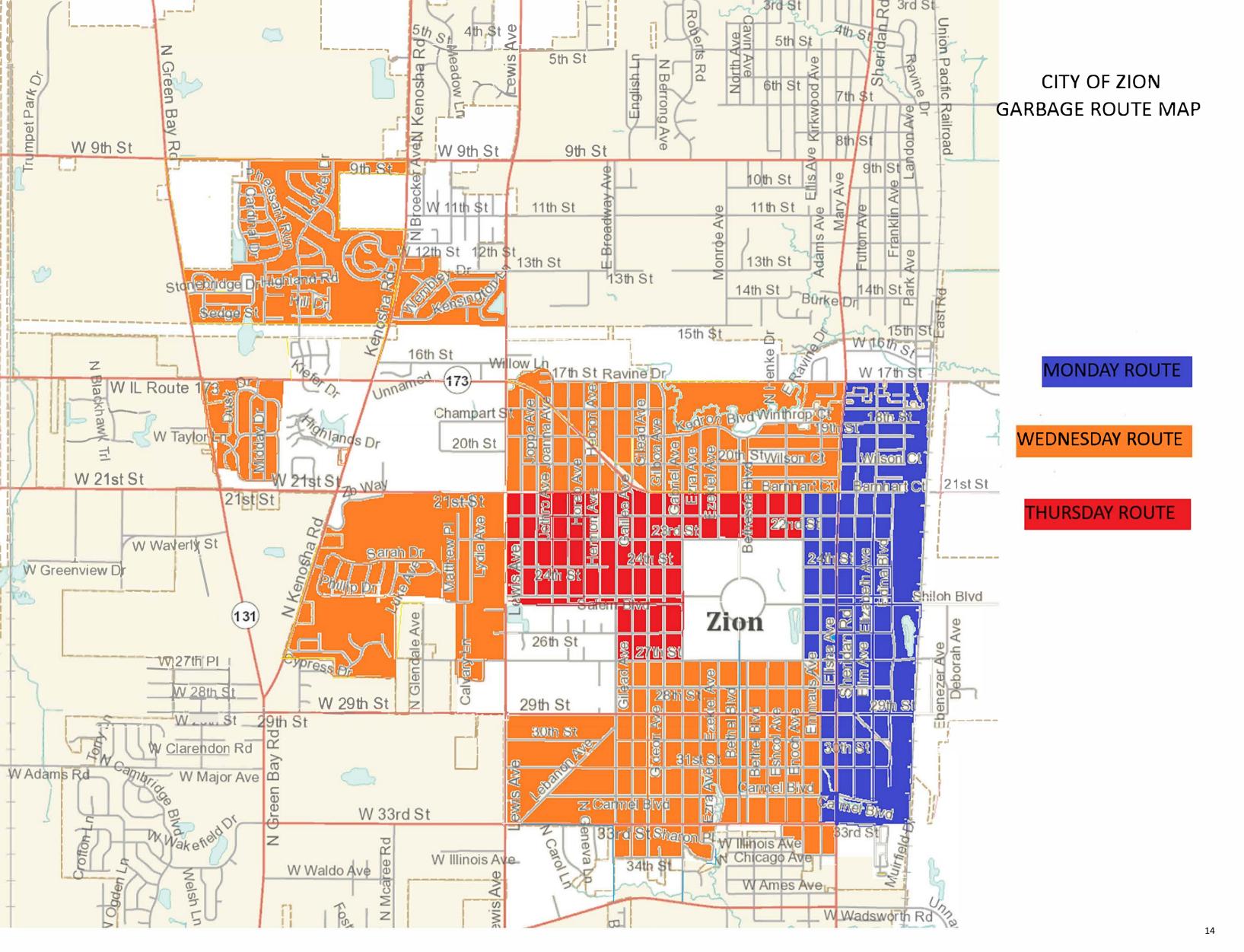
If your service day falls on or <u>follows</u> one of these observed holidays, your service will be delayed by one day for that week only. (Friday services will be performed on Saturday).

Every-Other-Week Service

E=Even Weeks ,0 sOdd Weeks









Utility Billing Information

The City of Zion is divided into three (3) sections for billing purposes. A customer will receive a bill every three (3) months for water, sewer, and waste. The following pages will provide you with a time frame of when you can expect to receive your utility based upon your street name.

The following is our billing procedures:

- Water meters are read between the 1st & 15th of the month.
- Bills are prepared and mailed out the last day of the month.
- The penalty date is twenty (20) days from the billing date.

Three (3) days after the penalty date, termination of service notices are mailed out to all unpaid accounts. Please call (847) 746-4008 if you have questions about your bill or dispute any amount shown on the bill, or should you need additional time to pay your bill. Payments after the due date incur a penalty of 5% of the water and sewer portion of your bill.

Paying Your Bill

For your convenience, you can pay your bill in the following ways:

- In person at City Hall during normal hours of operation (A fee applies to all credit/debit card transactions)
- Mail your payment to City Hall with check, money order, cashiers check. Do not send cash. (Free)
- Electronic Bill Pay through your Financial Institution (Free but enrollment is required)
- Enrollment in Automatic Bill Payment (Free)
- PSN Online Payment Network (A fee applies to all e-checks, credit/debit card transactions)
- Dropbox located outside the main door at City Hall for payments when City Hall is closed.

Bills are considered paid when they are received at City Hall, not the date they are mailed. The City is not responsible for late payment because of mail delivery.

For questions about your payment options, please call 847-746-4008.

Returned Checks: Any checks returned to the City of Zion for any reason will be required to pay a \$25.00 return check charge. If the account is closed the charge is \$25.00. A red card will be placed on the resident's door notifying him that water service will be shut off in 48 hours if the account is not settled. Payment(s) to satisfy returned item(s) must be made in the form of cash, money order or certified check. If your water service has been terminated due to non-payment of your bill check, a service fee of \$110.00 in addition to a \$25.00 NSF fee will need to be paid along with the amount of the unpaid bill before service will be restored. Credit card payments will not be accepted for returned items.



City of Zion Section 1 If your account number starts with "01"

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February- SHUT OFF DATE							
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March- <mark>BILL DATE</mark>								
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April- <mark>DUE DATE</mark>								
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June- <mark>BILL DATE</mark>								
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July- <mark>DUE DATE</mark>								
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August-SHUT OFF DATE								
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September- <mark>BILL DATE</mark>								
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October- <mark>DUE DATE</mark>							
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December- BILL DATE								
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City of Zion Section 3 If your account number starts with "03"

January- <mark>BILL DATE</mark>									
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June- SHUT OFF DATE								
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July- <mark>BILL DATE</mark>								
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City of Zion Section 3 If your account number starts with "03"

January- <mark>BILL DATE</mark>								
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February- <mark>DUE DATE</mark>								
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	March- SHUT OFF DATE								
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May- <mark>DUE DATE</mark>									
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June- SHUT OFF DATE									
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July- <mark>BILL DATE</mark>								
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August- <mark>DUE DATE</mark>								
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S	September-SHUT OFF DATE							
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	October- BILL DATE								
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	November- <mark>DUE DATE</mark>								
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December- SHUT OFF DATE						
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Utility Billing Information by Street

Residents who live on any of the streets below can expect your bill the first week of: December, March, June & September Bethel Holdridge Quail Ebenezer Edina Bethesda Jay Schooner Birddale Ct Elim Kensington Sheridan Bluebird Elisha Lake Front Southport Butterfield Elizabeth Lytham St. St Anne's Ct. Cardinal Midday Sunnyside **Emmaus** Muirfield Dr. Colgate Enoch Sunset Countrywood Eshcol Pelican Sunshine Ezekiel Pheasant Run Swan Dawn Daybreak Harbor Ridge Portsmouth Tallgrass Deborah Heather Prestwick St. Wembley Dusk Hilltop Primrose Wren



Utility Billing Information by Street

If you live on the any of the streets below can expect your bill the first week of: January, April, July, October					
Carol Ln	Galilee	Hebron	Sharon Place		
Clover Lane	Gideon	Hermon			
Ezra	Gilboa	Horeb			
Gabriel	Gilead	Jethro			

If you live on the any of the streets below can expect your bill the first week of: February, May, August, November					
16th	Calvary	Kedron	Phillip		
17th	Camp Logan	Kenosha Rd	Ravine		
18th	Carmel	Lebanon	Rebecca Dr		
19th	Channey	Lewis	Reed		
20th	Coolidge	Liberty Ln	Ridge		
21st	Credence	Logan	Salem		
23rd	Crissy	Lorelei	Sarah		



Utility Billing Information by Street

If you live on the any of the streets below can expect your bill the first week of: February, May, August, November				
26th	Cypress	Lowery	Sedge	
27th	Douglas	Luckie	Shetland	
29th	Foxglove	Luke	Shiloh	
30th	Franklin	Lydia	Stella	
31st	Freedom Ct	Marguerite	Stonebridge	
32nd	Greenbay	Mark	Tartan	
33rd	Gregory	Martha	Thistle	
34th	Harmony	Matthew	Thompson	
9th	Highland	Michael	Tickseed	
Anderson Trail	Hill Dr.	Michigan	Timothy	
Aster Dr	Horizon	Miriam	Westside Trail	
Barnhart	Industrial	Oak Forest	Willow Crest	
Bluestem	Joanna	Parkway	Wilson	
Brigadoon	Joppa	Paxton	Winthrop	
Brighton Ct.	Kakos	Peace Ln	Yale	

About Your Automatic Bill Payment

To begin the Automatic Bill Payment proccess, simply complete the form below.

You will still receive a Quarterly Water & Sewer Bill. The amount in the "Total Due on or Before" box will be automatically deducted from the account you indicate below on the due date. Printed just below the top stub on the right hand side, it will say "Auto Pay Date".

This means your account is set up for direct debit.

It will take approximately 1 billing cycle for this service to be completed.

If you have questions about Automatic Bill Payment on your water bill, please give us a call at (847)-746-4008.

Please note: If your financial institution is a Savings & Loan, Credit Union or Money Market Fund, please verify their specific requirements for Electronic Fund Transfers.

AUTHORIZATION AGREEMENT-DIRECT UTILITY BILLING PAYMENTS (ACH DEBITS)

Free Automatic Bill Payment in just 3 easy steps:

- 1) Fill out the required information below.
- 2) Attach a voided check or deposit slip

opportunity to act on it.

Signature___

3) Return this form with voided check or deposit slip to City Hall.

Utility Billing Account Information Service Address______Utility Account Number_____ **Customer Information** Address _____ City,State,Zip____ Financial Institution Information Financial Institution Name Address City,State,Zip_____ Type of Account _____Checking _____Savings Bank Account Number______ Routing Number____ Is this replacing a current Authorization for Direct Utility Billing _____Yes _____No Declaration of Agreement I hereby authorze the City of Zion, hereinafter called "CITY", to make debit entries to my account indicated above and the financial institution named above. I agree that this authorization is to remain in full force and effect until the CITY has received written notification from me of it's termination in such time and manner as to afford the CITY and Financial Institution a reasonable



Emergency Assistance Information

Zion Township is a unit of government that does not duplicate services provided by the city, county, state, or any other taxing body. The most valuable service we provide is directly connecting residents to the resources they need.

The Township's Emergency Assistance program provides Zion residents with up to \$400 towards a qualifying emergency. Residents can receive Emergency Assistance up to three times, but must be more than 18 months apart. 1st time applicants qualify for up to \$400, 2nd time applicants qualify for up to \$250 and last time applicants qualify for up to \$150. A confidential financial session must be completed to qualify.

Examples include: a utility disconnection notice, a 5-day eviction notice, in jeopardy of losing your home, a job but at risk of losing it due to transportation issues, need for work related supplies, etc.

Note: There are some requirements for EA, but if not qualified, the Zion Township staff will assist in connecting to other available resources. For an application, please contact the Zion Township office at 847-872-2811 or email info@ziontownship.org.



1015 27th Street Zion, IL 60099

Phone: 847-872-2811 www.ziontownship.org

Hours of Operation

Monday, Tuesday, Thursday & Friday 8:30am - 4:30pm

Wednesday: 9:30am - 4:30pm

Closed Daily for lunch 12:00pm to 12:30pm



Important Resident Information

On-Street Parking

No parking is allowed on city streets when 2 or more inches of snow is forecast (or between the hours of 2:00 A.M. and 6:00 a.m. year round). It is unlawful to park any vehicle on any public street when there is 4 inches or more of snow has fallen. Any motor vehicles parked in violation shall receive a ticket, and may be towed away. The owner of the vehicle shall pay towing fees charged for the towing service before the vehicle is released.

Home Based Occupations

A business license is required for all home based businesses. The annual fee is \$20 and the license is valid for one year.

Leaf Collection

All yard and landscape waste shall be contained in a thirty-two (32) gallon container labeled yard waste or a Kraft-type paper bag, including tree branches and brush. Tree branches and brush not placed in a thirty-two (32) gallon container or bag must be-bound with biodegradable string or twine in bundles not more than four (4) feet in length, eighteen (18) inches in diameter and weighing not more than fifty (50) pounds each. Branches are not to be more than 2 inches in diameter per branch. Collection of Landscape and Yard Waste is April 1st to November 30th. Collection of natural Christmas trees is from December 26th to January 20th.



School District Information

Zion is served by two elementary school districts, one high school district and one community college district.

ELEMENTARY SCHOOL INFORMATION

Zion Elementary School District #6

2800 29th Street Zion, IL 60099 (847) 872-5455 www.zion6.org

Schools:

- Shiloh Elementary School
- West Elementary School
- Beulah Park Elementary
- East Elementary School
- Central Middle School

Beach Park School District #6

11315 W. Wadsworth Road Beach Park, IL 60099 (847) 599-5005 www.bpd3.org

Schools:

- Newport Elementary School
- Oak Crest Elementary School
- Howe Elementary school
- Kenneth Murphy Elementary School
- Beach Park Middle School

HIGH SCHOOL INFORMATION

Zion Benton Township High School District #126

3901 W. 21st Street Zion, IL 60099 www.zbths.org

Schools:

- Zion Benton Township High School
- New Tech High School

COMMUNITY COLLEGE INFORMATION

Community College District #532 College of Lake County

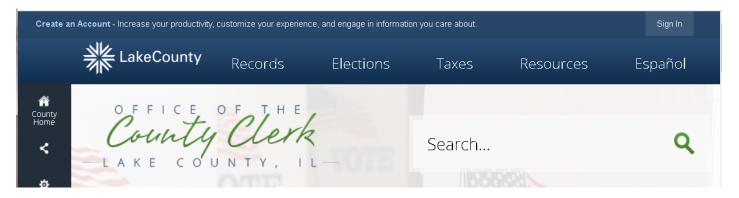
19351 W, Washington Street Grayslake, IL 60030 www.clcillinois.edu

Schools:

- College of Lake County
- University Center of Lake County



Voter Registration



If you move within Lake County, you must provide written notification of your new address and sign the request:

- Mail notification including your name, old and new address, date of birth and your signature or,
- Complete the back of your Voter's Certificate of Registration Card including your signature.

If you move to Lake County from another county or another state, you must complete a new registration application.

The Lake County Clerk's office is required to verify the accuracy of the voter rolls. This is accomplished by mailing notices to confirm the respective at the address on file. For more information about Voter Registration, please contact the Lake County Clerk's Office.

Physical Address: 18 N County Street, Room 101, Waukegan, IL 60085

Phone: 847-377-2410 Fax: 847-984-5827

Email: VoterRegistration@lakecountyil.gov

