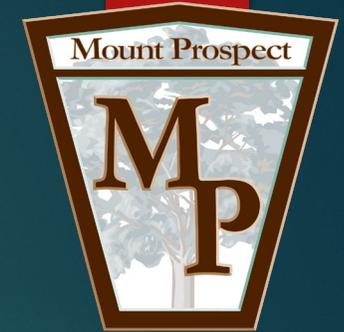


# Village Services Update

HOW THE VILLAGE IS OFFERING SERVICES DURING THE COVID-19  
PANDEMIC

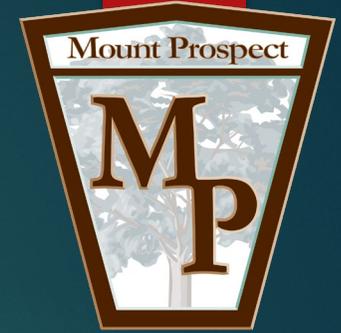
# STAY HOME, SAVE LIVES



- ▶ The best thing we can do as a community is to stay home, even if you have no symptoms.
- ▶ If you must go out for an essential reason, maintain a 6-foot distance between you and someone else.
- ▶ Avoid all crowds, even if the area isn't closed to the public, such as parks. Avoid playdates, sleepovers, bars, restaurants, parties, or houses of worship.
- ▶ Share the message #stayhomesavelives

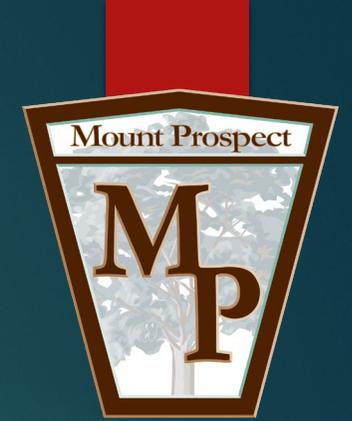


# Online Service Requests



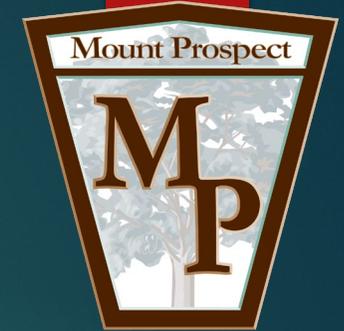
- ▶ Reminder, Village Facilities (Village Hall, Public Works, Fire Department) are closed to the public through April 30.
- ▶ We are working to assist customers using on-line services or, in some cases, by appointment.
- ▶ Call, email, or use our Service Request (CRM) online portal to report a concern to Village staff, request an inspection, pay a utility bill, submit for a permit, and so much more.
- ▶ [www.mountprospect.org/crm](http://www.mountprospect.org/crm)

# Utility Bill Payment



- ▶ Water/sewer/refuse bills dated March 15, 2020, has been extended to May 20. (Was previous extended to April 20).
- ▶ Refuse bills dated March 31 have been extended to May 20.
- ▶ Auto-debit for refuse bills will occur on May 1, as scheduled.
- ▶ Auto-debit for the water/sewer/refuse bills normally occurring on May 6 is extended to May 20.
- ▶ [www.mountprospect.org/OnlineUtilityBill](http://www.mountprospect.org/OnlineUtilityBill)

# Vehicle Stickers



- ▶ The due date to buy and display vehicle stickers has been extended from April 30 to May 31.
- ▶ [www.mountprospect.org/VehicleStickers](http://www.mountprospect.org/VehicleStickers)

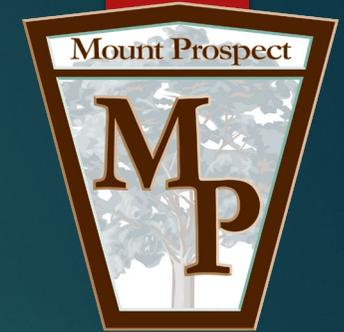


# Refuse & Recycling



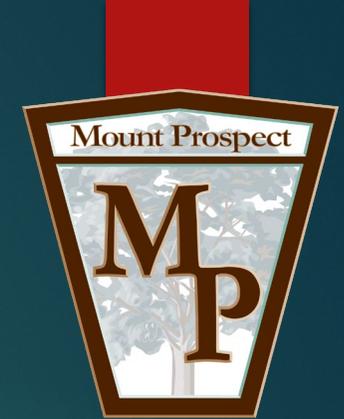
- ▶ Republic Services is making some temporary adjustments to solid waste collections.
- ▶ All trash/refuse and recycling must be placed in a company designated cart, a can with handles, or bagged.
- ▶ Loose, uncontained items will not be collected. All bulk items and construction debris collection is suspended.
- ▶ Large tree limb (>3.5" in diameter) collection is suspended.
- ▶ All special recycling pick up and collection programs including textiles, electronics, batteries, CFLs, medication and sharps, and plastic bags have been temporarily suspended.
- ▶ [www.mountprospect.org/solidwasteservices](http://www.mountprospect.org/solidwasteservices)
- ▶ [www.mountprospect.org/recycling](http://www.mountprospect.org/recycling)

# Food Pantry & Donations



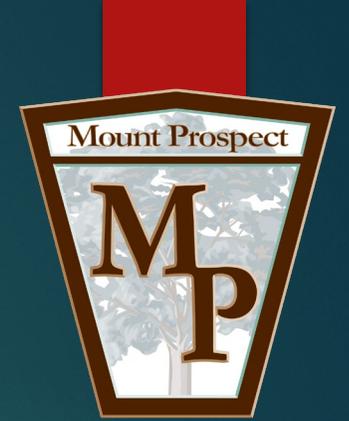
- ▶ Those experiencing financial difficulties and needing food assistance during this time are encouraged to call the Human Services Department at 847/870-5680 to schedule an appointment for a food pick up. Staff screens new participants via phone. Individuals whose health is compromised may be eligible to have their food delivered.
- ▶ Residents who would like to assist the food pantry are asked to donate gift cards to local grocery stores in increments of \$15 and \$25. Monetary donations to the Food Pantry and Emergency Assistance Program may also be made online:  
[www.mountprospect.org/donate](http://www.mountprospect.org/donate)
- ▶ [www.mountprospect.org/HowToHelp](http://www.mountprospect.org/HowToHelp)

# Building Permits



- ▶ The Village is still accepting and processing building permits and licenses.
- ▶ Any customer submitting a permit for the first time or renewing their contractor license may do so in the following ways:
  - ▶ Online portal [www.citizenserve.com/mpportal](http://www.citizenserve.com/mpportal)
  - ▶ Via email
  - ▶ Send in via U.S. Mail
  - ▶ Place in payment box at the front of the Village Hall to the right of the entrance doors
- ▶ [www.mountprospect.org/buildingpermits](http://www.mountprospect.org/buildingpermits)

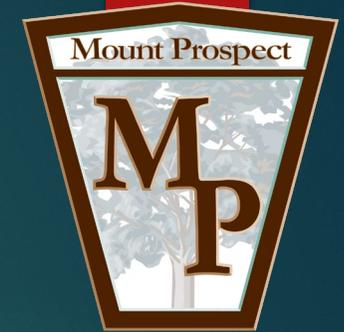
# Business Resources



- ▶ The Village has compiled a list of resources for small business including county, state and federal grant and loan programs and guidelines.
- ▶ Links to applications and informational how-to webinars are also posted.
- ▶ [www.mountprospect.org/MPEI](http://www.mountprospect.org/MPEI)



# Support Local Restaurants



- ▶ Find a local restaurant that is offering pickup and delivery.
- ▶ Some restaurants have chosen to take advantage of the Village's temporary modifications to the liquor license restrictions, and now offer beer and wine to go.
- ▶ [www.mountprospect.org/takeout](http://www.mountprospect.org/takeout)

