



RESIDENT GUIDE

Serving you from the City of Joliet



Welcome from the Mayor

Dear Resident,

It is my great honor to welcome you to our wonderful and vibrant City of Joliet. As your mayor, I am committed to making Joliet a safe, prosperous, and thriving community for all of our residents.

Joliet is a city with a rich history, diverse culture, and a strong sense of community. Our city is home to world-class amenities, including an array of dining, entertainment, and shopping options. We also have a multitude of beautiful parks, forest preserve areas, trails, and outdoor spaces for all our residents to enjoy.

We are a city of opportunity, innovation, and growth. Our local businesses are thriving, and the city is working hard to attract new investment and create more job opportunities for our citizens.

As your mayor, I am dedicated to working with all of you to make Joliet an even better place to live, work, and raise a family. Thank you for choosing Joliet as your home.

Terry D'Arcy
Mayor Terry D'Arcy

1852

INCORPORATED AS A CITY

150,362

2020 CENSUS POPULATION

3RD

LARGEST CITY IN ILLINOIS

THE SEAT OF

WILL COUNTY

City of Joliet
150 W. Jefferson St.
Joliet, IL 60432
Monday - Friday
8 a.m. - 4:30 p.m.
815-724-4000
joliet.gov

PARA INFORMACIÓN
EN ESPAÑOL VISITE:





About the City

Joliet is governed by a nine-member City Council, including a Mayor, five council members elected by districts, and three at-large council members. Joliet offers high-quality public services to residents and businesses through various city departments,

including [Community](#) and [Economic Development](#), [Public Utilities](#), [Public Works](#), and Public Safety through the Joliet [Fire](#) and [Police](#) Departments. There are also several [boards and commissions](#) comprised of City leaders and residents. Visit our [About-Us](#) page to learn more.

City Council

Meetings

Council Meetings are held on the 1st and 3rd Tuesdays of the month at 6:30 p.m. in the Council Chambers at City Hall, 150 W. Jefferson St., Joliet, IL 60432. Visit our [Meeting Calendar](#) page for meeting dates, times, and location information.

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

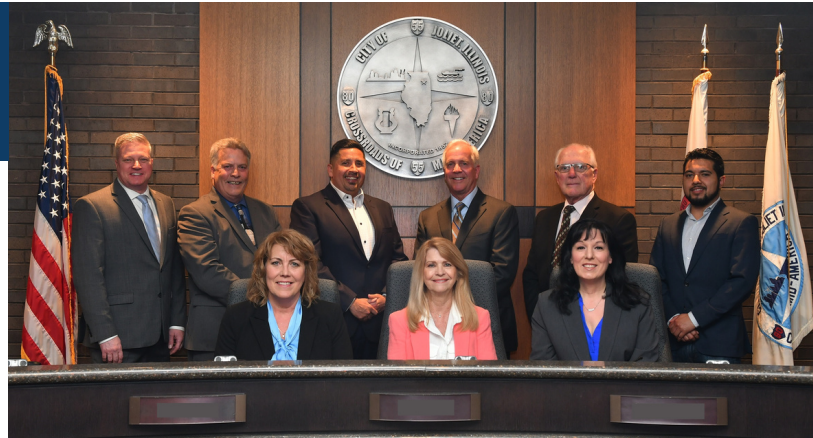
Meetings are streamed online on the City's website and on JCTV - Ch6 on Comcast and Ch99 on AT&T U-verse.

Schedule, Agendas, & Procedures

Visit our [Schedule, Agendas, and Procedures](#) page for information.

District Information

Visit our [Resource Lookup](#) feature on our homepage to find out important zoning and area information, including which council, park, and library district your address resides within and more.



Mayor and Council

Terry D'Arcy

Mayor
tdarcy@joliet.gov

Cesar Guerrero

Councilman, At-Large
cguerrero@joliet.gov

Jan Hallums-Quillman

Councilwoman, At-Large
jquillman@joliet.gov

Joe Clement

Councilman, At-Large
jclement@joliet.gov

Larry Hug

Councilman, Dist. 1
lhug@joliet.gov

Pat Mudron

Councilman, Dist. 2
pmudron@joliet.gov

Sherri Reardon

Councilwoman, Dist. 3
sreardon@joliet.gov

Cesar Cardenas

Councilman, Dist. 4
ccardenas@joliet.gov

Suzanna Ibarra

Councilwoman, Dist. 5
sibarra@joliet.gov

City Hall



150 W. Jefferson St.

815-724-4000

Monday - Friday

8 a.m. - 4:30 p.m.

joliet.gov

Police Department



150 W. Washington St.

Emergency: 911

Non-Emergency: 815-726-2491

Records: 815-724-3100

joliet.gov/police

Fire Department



101 E. Clinton St.

Emergency: 911

Non-Emergency: 815-726-2491

Administration: 815-724-3500

joliet.gov/fire

Stay Connected

Website

Visit our [website](#) for information about services, [City News and Media Release](#) information, [resident information](#), [permit applications](#), and more.

Social Media

Stay connected with us on Facebook, Twitter, and YouTube.

City Hall: **The City of Joliet** [f](#) [X](#) [v](#)
Police Department: **Joliet Police** [f](#) [X](#) [v](#)
Fire Department: **Joliet-Fire-Department** [f](#) [v](#)

Smart Message Alerts

Smart Message provides residents with alerts via text and/or email from the City. Information includes notice of water main breaks and boil orders. Visit our [Stay Informed](#) page to sign up.

Service Requests

Report non-emergency residential code enforcement concerns and requests for service to the city through our free "CitizenVue" app. The app is available on [Apple](#), [Google Play](#), and [Windows](#) stores. Visit our [Report](#) page for more information.

Quarterly City Newsletter

The City's quarterly newsletter is delivered by mail to all residential addresses. Visit our [City Communications](#) page to view digital copies of our current and previous newsletters and other media.

Frequently Asked Questions

How can I see my water usage?

Residents receiving water from the City of Joliet can monitor their water usage in near-real time thanks to the [Customer Water Portal](#), a web-based, application providing access to their water meter accounts. This Portal is available in English and Spanish, and is a smart way to monitor water consumption and conserve water. For more information visit our [Customer Water Portal](#) page or contact Customer Service at 815-724-3820.

Does the City offer home electronics and hazardous household generated materials collection pickup?

The City contracts with [Waste Management \(WM\) At Your Door](#) provides a convenient and efficient way to properly dispose of and recycle your home's electronics and hazardous household-generated materials safely, easily, and responsibly. For program guidelines and scheduling contact [WM At Your Door](#), Monday - Friday from 7 a.m. - 7 p.m., at 800-449-7587, or visit our [Garbage and Recycling](#) page.

For more FAQ information visit our [FAQ](#) page

Water Billing/ Payments/ Questions

Customer Service: 815-724-3820
AutoPay: 815-724-3969
customerservice@joliet.gov

24 HR Water & Sewer Emergency

815-724-4220

Garbage & Recycling

Waste Management: 815-280-7854
Electronic & Hazardous Waste: 800-449-7587

Resident Information

815-724-4000
infodesk@joliet.gov

Neighborhood Concerns/Issues

815-724-4005
neighborhoodservices@joliet.gov

Building Permits

815-724-4070
permitapplication@joliet.gov

Emergency

9-1-1

Police & Fire Non-Emergency

815-726-2491



City Services

Transportation

Joliet Gateway Center

90 E. Jefferson St. Joliet, IL 60432

815-724-3465

Amtrak

Joliet Gateway Center is a stop on the Texas Eagle and Lincoln Service lines heading southwest out of Chicago.

800-872-7245

Metra

Joliet is on both Rock Island and Heritage Corridor Metra routes.

312-322-6777

Pace Bus

815-723-3259

Will County Dial-a-Ride

***Qualifications Apply**

800-244-4410

Kendall County Dial-a-Ride

***Qualifications Apply**

877-446-4528



Parking

The City has five daily Commuter Parking Lots, with a rate of \$1.50 per day. The electronic pay stations at each lot accept cash, coins, and credit cards. The majority of the lots use a Pay & Go system where you enter your parking space number, pay your fee, and head to the train. Visit our [Parking](#) page for more information.

Commuter Passport Parking App

The Passport Parking mobile app is a tool that allows users to pay for parking on their mobile devices. Visit [Passport Parking](#) to get started. The app is free to download or users can manage their parking online.

Events & Arts

Joliet is an energetic community full of diverse cultures and ethnicities. With a vibrant art, music, theatre, history, and food scene, there is always something to do. Go to our [Visit Joliet](#) page for a list of local events.

Local Tourism

[Heritage Corridor Destinations](#)

844-944-2282

Parks & Rec

[Bicentennial Park](#)

815-724-3761

[Joliet Park District](#)

815-741-7275

[Plainfield Park District](#)

815-436-8812

Utilities

[ComEd](#)

Report a power outage
800-334-7661

[Nicor](#)

Report a gas leak
888-642-6748

Animal Control

[Joliet Township Animal Control](#)

815-725-0333

Vital Records & Voting

[Will County Clerk](#)

815-740-4615

[Kendall County Clerk](#)

630-553-4104

Property Taxes

[Will County](#)

815-740-4648

[Kendall County](#)

630-553-4146

Senior Services

[Will County](#)

815-723-9713

[Kendall County](#)

630-553-5777

Community Partners