



# Naperville

# Connected

**At the time of printing, the City of Naperville was in the midst of responding to the worldwide prolific spread of the COVID-19 coronavirus. Due to the ever changing situation, all information and dates in this issue are subject to change. Residents are encouraged to visit [www.naperville.il.us](http://www.naperville.il.us) for the most up-to-date information.**

## Follow Best Practices to Limit COVID-19 Spread

Employees of the City of Naperville perform critical operations that keep Naperville running for residents and businesses. Their health and safety are extremely important so delivery of these services can continue. That's why City leaders have stayed committed to following recommendations from the CDC and other health organizations to limit the spread of COVID-19 in our community.

For the last few months, City staff members have been working remotely when possible, practicing social distancing in their personal and professional lives, frequently washing their hands and wearing face coverings in situations where they might not be able to stay six feet away from others.

Residents are also encouraged to stay up-to-date on the latest safety recommendations by visiting [www.cdc.gov/coronavirus/2019-ncov/](http://www.cdc.gov/coronavirus/2019-ncov/). If you have questions about changes to City services and modified ways of doing business with the City during the COVID-19 response, please visit [www.naperville.il.us/coronavirus-resources](http://www.naperville.il.us/coronavirus-resources).

## Adopt A Drain This Spring

Leaves, grass clippings, trash and other debris can block storm drains and prevent water from draining. During the upcoming brush collection, please take care to keep brush and other debris away from storm drains in the street to prevent flooding.

Clogged storm drains have long been identified as one of the major causes of roadway flooding in the City. Being proactive is key, which is why it is always the perfect time of year to join Naperville's Adopt A Drain program and commit to keeping your neighborhood drain clear. Participants receive updates about the program, season-specific cleaning tips and email alerts during inclement weather.

Participants also have opportunities to win prizes, such as yard waste stickers and bags, by sharing drain photos or participating in fun challenges. For more information about the program, including an interactive map of available drains and information on how to apply for the program, visit [www.naperville.il.us/adoptadrain](http://www.naperville.il.us/adoptadrain).

**Grass and Weed Height Restrictions Reminder.** According to the City of Naperville Municipal Code, grass and weeds may not exceed eight (8) inches in height in the right-of-way and on private property. View property maintenance standards at [www.naperville.il.us/codeenforcement](http://www.naperville.il.us/codeenforcement).

## Energy Efficient Grants & Rebates for Residents

The City of Naperville offers qualified Naperville Electric Utility residential customers, both homeowners and renters, rebates for energy-efficient home improvements including attic insulation, windows, central air conditioners, smart thermostats, solar installations and electric vehicle charging stations.

For attic insulation, the final level of insulation (preexisting and new) must have a minimum R-value of R49. Windows must have a U-factor of 0.30 or lower. Rebates are limited to 50% of the project cost (material and installation) and \$3,000 for each program with a potential rebate of \$6,000 if a customer installs both attic insulation and window replacements.

Rebates between \$300 and \$600 are available for energy-efficient central air conditioners installed between February 1, 2020 and April 30, 2021. The rebates are based on the Seasonal Energy Efficiency Ratio (SEER), which measures the cooling efficiency of a central air conditioner.

Customers can qualify for a \$50 rebate for installing a smart thermostat. Purchase and install any brand of smart thermostat with Wi-Fi capability to allow remote temperature adjustments. All makes and models are included in the rebate; limit of two rebates per account.

Rebates for solar panel and solar water heater installations can range from \$1,000 to \$3,000 depending on the size of the system.

Customers who install electric vehicle charging stations after March 18, 2020, can qualify for a \$700 rebate for residential installations or a \$500 rebate for non-residential installations.

Application forms are available on the City's website with detailed instructions on how to apply for each of the rebates. For more information, visit [www.naperville.il.us/energygrants](http://www.naperville.il.us/energygrants).

## Downtown Streetscape Project Postponed

Due to the unique nature of the COVID-19 pandemic and the economic uncertainties that come with it, City officials, in conjunction with the Downtown Naperville Alliance, have decided to postpone the proposed Downtown Streetscape Improvements Project with no current plans for construction in 2020.

Updates about the project will be shared at [www.naperville.il.us/dtstreetscape](http://www.naperville.il.us/dtstreetscape) as they become available. City officials have high hopes that our community will recover from this event quickly and look forward to completing this project in the future.

*To check out previous issues of Connected, visit [www.naperville.il.us/connected](http://www.naperville.il.us/connected).*

City staff has been working on virtual solutions for government meetings in accordance with the Governor's stay-at-home order and executive order suspending certain portions of the Open Meetings Act. Specific meeting details, such as how to listen and participate, will be shared on the agenda of each upcoming meeting. Please refer to the City's Government Meetings calendar at [www.naperville.il.us](http://www.naperville.il.us) for upcoming meeting dates and agenda links.

## Brush Collection Begins in May

The City will provide free curbside residential brush collection for tree and shrub branches beginning in mid-May. Brush must be placed on the parkway the Sunday before collection begins in each area.

For more information about the program, and to view brush collection progress using an interactive map, visit [www.naperville.il.us/brushcollection](http://www.naperville.il.us/brushcollection).

To receive updates and reminders about the program, visit [www.napernotify.com](http://www.napernotify.com) and sign up for the Brush and Leaf Collection community notification category.

Curbside Bulk Brush Collection Schedule		
Homes with garbage collection this day	Must put branches by the curb no later than	Branches will be collected once during
Monday	May 10	May 11-15
Tuesday	May 17	May 18-22
Wednesday	May 25	May 26-29
Thursday	May 31	June 1-5
Friday	June 7	June 8-12

## NFD Introduces Community Connect

The Naperville Fire Department together with technology partner First Due Size Up, is proud to announce Community Connect, a voluntary application focused on protecting residents and their property during an incident or major disaster. Community Connect is a secure, easy-to-use platform that allows residents to share critical information about their household to help first responders and emergency service personnel respond more efficiently to protect everything you care about the most.

Understanding critical information about your residence, how many people live in your home, your special needs and even information about your pets helps first responders and emergency service personnel make the best decisions possible during an emergency. You can enter as much or little information as you'd like. Data entered into your profile is 100% secure and only used and shared with public safety personnel in the unfortunate event of an emergency.

"When responding to a residence, there is often critical information that would assist in how we respond to an incident," said Naperville Fire Chief Mark Puknaitis. "Sharing who the best point of contact is in case of an emergency, if someone in your household has functional needs that we should prepare for, or even if you have pets we should look out for, can really help us serve you in the most effective way possible when it matters most."

For more information and to create a household profile, visit [www.communityconnect.io/info/il-naperville](http://www.communityconnect.io/info/il-naperville). For questions, please email [soraya.mclaughlin@naperville.il.us](mailto:soraya.mclaughlin@naperville.il.us).

## A Safer Naper: Fastrack and Caring Hands

The Naperville Police Department maintains two distinct programs designed to help make our community "A Safer Naper" for residents that have special needs.

The Fastrack Program, offered since 2005, combines "tried and true" radio technology with specially-trained response team members to locate high-risk persons who have a history of wandering. Clients of the Fastrack Program wear a personalized transmitter that can be tracked by a search and rescue team activated when a caregiver notifies the police department that a client is missing. This system reduces search times from hours and days to minutes.

Fastrack emphasizes relationships between the department and our clients. A department member conducts bi-monthly visits to maintain equipment and support the client's family. Fastrack team members are skilled in how to approach, gain trust and comfort a person who has wandered.

The Caring Hands Program is a joint effort of the Naperville Fire and Police Departments that began in 2019. It allows residents to voluntarily provide Naperville's first responders with critical information about themselves or loved ones with developmental, cognitive, mental, medical and/or physical disabilities who may require special assistance during an emergency or non-emergency situation. Information provided could include methods of communication, sensory and medical issues as well as approach and de-escalation techniques. This program allows the appropriate first responders answering a call for service to have necessary information about individual who may require special attention or care before they even arrive at the scene.

Additional information about these programs is available online at [www.naperville.il.us/fastrack](http://www.naperville.il.us/fastrack) and [www.naperville.il.us/caringhands](http://www.naperville.il.us/caringhands).

## What To Do If You Find A Baby Bird

If you find a bird out of the nest, it's best to assess the situation before interfering.

**Featherless/Downy/Partially Feathered Birds:** Find the nest, and place the young back in it. Birds are unable to detect your scent on their young. If you cannot find or reach the nest, the wildlife center will accept the birds but only if they are native species. If the nest has fallen to the ground with the bird, try to set it back in the original position, tying the nest in place if necessary.

**Older Baby Birds:** The parents keep track of their young and feed them for some time after they leave the nest. Leave older juvenile birds alone unless they are being attacked by a dog or cat.

Stay Connected!



**Official City Website:** [www.naperville.il.us](http://www.naperville.il.us)

**Naper Notify:** [www.napernotify.com](http://www.napernotify.com)

**Meetings:** <https://naperville.legistar.com/Calendar.aspx>

**Facebook:** [www.facebook.com/NapervilleIL](https://www.facebook.com/NapervilleIL)

**Instagram:** [www.instagram.com/NapervilleIL](https://www.instagram.com/NapervilleIL)

**Twitter:** [www.twitter.com/NapervilleIL](https://www.twitter.com/NapervilleIL)

**YouTube:** [www.youtube.com/OfficialNapervilleIL](https://www.youtube.com/OfficialNapervilleIL)

**eNews:** [www.naperville.il.us/enews](http://www.naperville.il.us/enews)

**General City Phone Number:** (630) 420-6111

**Office of the Mayor:** (630) 420-6018

**Office of the City Council:** (630) 548-2983

**City Manager's Office:** (630) 420-6031

**Emergency Ambulance, Fire and Police:** 9-1-1

**Non-Emergency Police:** (630) 420-6666

**Non-Emergency Fire:** (630) 305-5900

**Electric, Street Light, Water and Sewer**

**Problems:** (630) 420-6187

**Naperville Connected Staff:** (630) 420-6750

**WPFP City Radio:** 1610 AM

**WCNC Government Access TV:**

Ch. 6 - Wide Open West, Ch. 10 - Comcast,

Ch. 99 - AT&T

**Mayor:** Steve Chirico

**City Council:** Judith A. Brodhead, Kevin M.

Coyne, Patricia A. Gustin, Paul J. Hinterlong,

Patrick Kelly, John J. Krummen, Theresa

Sullivan and Dr. Benjamin M. White

**City Manager:** Doug Krieger