



WEEKLY MANAGER'S REPORT

WEEK ENDING NOVEMBER 21, 2025

Meetings of the Village Board

- There are no meetings of the Village Board next week.

Activity Reports

Police Bulletin: The weekly police bulletin has been updated for the week ending on [November 21, 2025](#).

Save the Date

WaterSmart Open Houses

Village Hall – Board Room

The Village is hosting several Open Houses for residents to learn about using the new WaterSmart Customer Portal at Village Hall on:

- Tuesday, December 2 from 2-3 p.m.
- Wednesday, December 3 from 2:30-3:30 p.m.
- Thursday, December 11 from 6-7 p.m.

Attendees can learn how to register, key portal features, and ways to customize WaterSmart to fit your needs and reduce unnecessary water use. These meetings are intended for anyone who has already registered as well as those who need assistance getting started! Please bring your water account number to the meeting along with your personal smartphone, tablet, or laptop for on-site setup assistance.

Coat Off Your Back & Toys for Tots Donations

The Village is partnering with the Northbrook Rotary for their annual “Coat Off Your Back” drive and the U.S. Marine Corps “Toys for Tots” annual toy collection drive as well.

Donate winter coats and new toys at the Police Department (1401 Landwehr Rd), Fire Station 11 (740 Dundee Rd), or Village Hall (1225 Cedar Ln) now through mid-December.

Updates

Village Strategic Plan: Online Participation Extended to December 19

With the Thanksgiving holiday approaching, the Village is providing additional time to the community to participate online in the Village's first-ever Strategic Plan. Please take time to fill out the online survey and share your vision and ideas for the future of Northbrook through December 19. **Click here - [Strategic Planning website](#) - to get started!**

Appreciation is extended to everyone who attended in-person forums earlier this month with BerryDunn, who facilitated these community forums and shared their vision for the future of Northbrook!

Gateway Sign Installation Update

The Village's contractor has installed eight new gateway signs throughout the Village. It is noted that one sign on Waukegan near Royal Ridge is being removed and will be reinstalled in the spring of 2026 following review of several factors, including Illinois Department of Transportation (IDOT) requirements for a new location, also on Waukegan, a state route. The Village is additionally working with the contractor on several contract requirements that are outstanding, including the solar equipment for illuminating signs in the evening hours.

Public Works Assisting Residents with Leak Checks

Since the leak alerts went live, the Public Works Department has visited forty-one (41) homes to help residents identify potential leaks with crews finding a leak that triggered the alert in more than 60% of the visits. Customers are encouraged to use the WaterSmart portal tools to diagnose leaks after receiving an alert or contact the Utility Billing team at 847-272-4171 during normal business hours or the Police non-emergency line at 847-564-2060 after normal business hours or on weekends with questions before contacting a plumber. Customers are encouraged to register for the WaterSmart portal to view their usage, current bill amount, and learn about ways to reduce their water usage at northbrookil.watersmart.com.

Once registered for the portal, customers can:

- Update their leak settings to reflect their usage.
- Complete the customer profile which can help more accurately predict leaks.
- Set up alerts to monitor their usage.
- Use the tools in the portal to help diagnose a leak and use videos in the portal to make repairs.

Please see the above information on open houses for residents to learn more about using the new Portal.

Shermer Road Corridor Improvements

Work on mast arm installation for lighting and signals near the intersection of Sherman Drive and Shermer Road continues along with parkway restoration of the parkway. It is expected that

concrete paving work will be completed this year prior to the contractor removing traffic control from the roadway as remaining work stops during the winter as substantial completion for the roadway and side path work is anticipated by mid-December.

2025 Concrete Street Patching Improvements Project Underway

The Village and its contractors are continuing cleanup activities in the Sky Harbor Industrial Park as the concrete street restoration project approaches seasonal completion. All concrete panels and patches have been completed on Academy Drive, Arnold Lane, and Doolittle Drive. Concrete pours on Landwehr Road and Shannon Road are scheduled for Thursday and Friday of this week. Next week, the focus is on finishing any remaining panel removals and replacements throughout the project limits.

Field Testing of Water Mains and Hydrants for Leaks Continuing

As part of the Village's water loss control program, the village proactively seek out and tests for leaks in our water mains. The Village's contractor uses audio equipment that attaches to hydrants and valves within the water distribution system to listen for leaks on our water mains. The contractor has completed approximately 70% of the planned work for this year. With this work, residents may see the contractor in the parkway in front of their homes, but the contractor will not have to enter anyone's home.

Public Works Participates in ComEd Joint Operations Center Drill

On Thursday, November 13 staff from the Public Works Department participated in ComEd's annual Joint Operations Center emergency drill. The training is provided to municipal staff on how emergencies such as large scale/area wide outages (defined as 50% of the region is without power for at least 3 hours) will be managed by the electric utility in conjunction with municipalities. Municipalities have input on outage restoration priorities to ensure critical facilities such as Police, Fire, Village Buildings, and nursing homes/health facilities get restored as quickly as possible.

Fall Parkway Tree Planting

The Village's Fall Parkway Tree Planting Program will begin on December 3. Through this program, the Village will plant 253 trees which includes 57 new, non-replacement trees. The total number of parkway trees planted by the Village in FY 2025-26 will be 548, exceeding the goal outlined in the budget of 500 trees.

Building Permit Activity:

- Permits were issued for the Gateway Townhomes development units 1171 Gateway – 1187.

Building License Activity:

- A business license was issued to Sacred Productions, LLC located at 1918 Raymond Dr.

Employee News

Congratulations to Northbrook Police Detective Caitlin McKenzie who has been selected to receive the Son's of the American Legion Outstanding Police Officer of the Year Award for 2025. Detective McKenzie serves on the Crisis Response Team as a Crisis Intervention Team (CIT) Certified Police Officer. CIT officers are specially trained to help those experiencing a mental or behavioral health crisis with safety, care, and connection to resources. Additionally, Detective McKenzie is a Crime Scene Investigator and is a Team Lead for the North Regional Major Crimes Task Force (NORTAF) Forensic Unit. Her commitment to excellence is being recognized along with her work in peer support as Northbrook Police focus on providing all public safety employees with the opportunity to receive emotional and tangible support through times of personal or professional crisis. Please join us in recognizing Detective McKenzie and congratulating her on this award.