



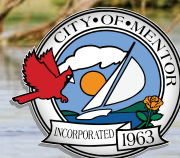
**City of Mentor**  
8500 Civic Center Boulevard  
Mentor, Ohio 44060

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Permit No. 161  
Mentor, Ohio

#### **INSIDE: MENTOR NEW RESIDENT GUIDE**

A brief overview of city amenities and services.

# Welcome to Mentor



## NEW RESIDENT GUIDE

### ***Hello...and welcome to Mentor!***

We wanted to take the opportunity to offer you a brief overview of city amenities and services.

#### **GOVERNMENT**

The City of Mentor operates under a Council-Manager form of government. Under this system, a seven-member council is elected by the voters on a non-partisan basis. Three members serve At-Large, while the remaining four are elected to represent each of the city's four Wards. Every two years, Council chooses one of its own members to serve as President of Council. Council is responsible for hiring a City Manager to oversee and direct all municipal operations. For Ward maps, meeting, and contact information, visit [www.cityofmentor.com/city-council](http://www.cityofmentor.com/city-council).



#### **RECREATION PROGRAMS**

Mentor Recreation offers more than 1,200 ways to play each year. From art workshops, fitness classes, senior trips, and day camps, to golf instruction, kayaking tours, nature walks, and hockey leagues, the department offers something for everyone. Contact the Recreation Department at (440) 974-5720 to create your user account.

#### **RECREATIONAL AMENITIES**

One of the best things about living in Mentor is the wealth of recreational opportunities and facilities available to our community. Mentor is home to 14 city parks as well as the Mentor Marsh State Nature Preserve and Headlands Beach State Park. With over 1,200 acres to explore, a new experience is always just around the corner. Some of our most popular facilities include:

##### **Mentor Civic Center Park**

One of the largest parks in the city and home to major events including the popular Mentor Rocks summer concert series, Mentor CityFest, the Ohio Celtic Festival, and more.

The Mentor Civic Amphitheater accommodates audiences in excess of 10,000 and hosts a number of free concerts, theatrical performances, and other features through the summer season.



The grounds also include the Mentor Ice Arena which features two indoor regulation-size ice rinks, a studio ice rink, pro-shop & concessions.



Other park amenities include an Olympic-size swimming pool and splash feature, skate park, picnic grounds and shelter, large all-inclusive playground area, pickleball courts, baseball/softball fields, basketball courts, and paved bike path.

##### **Wildwood Cultural Center**

This early 20<sup>th</sup>-Century Tudor mansion sits on 34 wooded acres and is the hub of the Recreation Department's cultural arts events and programs.



##### **Mentor Lagoons Nature Preserve & Marina**

One of the premier birding sites in Northeast Ohio, this 230-acre nature preserve includes 1.5 miles of shoreline. Over 260 bird species have been recorded in the area. Launch your boat or rent a canoe, kayak, or paddleboard, by the hour in the adjoining marina. Learn more at [www.mentorlagoons.com](http://www.mentorlagoons.com).



**Mentor Senior Center**

The Mentor Senior Center is a thriving meeting place for senior citizens of all ages. Full use of the facility is available to anyone 55+/. Learn more at [www.mentorseniorcenter.com](http://www.mentorseniorcenter.com).



**Blackbrook Golf Course**

Established in 1927, the 18-hole course was designed by Bertie Way – who also designed the Country Club of Detroit, the Mayfield County Club, and the famous South Course at Firestone Country Club in Akron. The practice center at Black Brook features grass tees, sand bunkers, and a variety of targets to help you improve your game. Enjoy a snack in the clubhouse or shop for equipment in the pro shop.



**SHOPPING & DINING**

Mentor is a shopping and dining destination with over 325 retailers and 175 eateries including national chains as well as a number of mom-and-pop shops with their own unique offerings. The **Mentor Visitor Guide** offers up-to-date listings of where to eat, shop, play, and stay in the City of Mentor. Free copies are available at the Mentor Municipal Center and other city facilities. You can also download a digital copy at [www.visitmentor.com](http://www.visitmentor.com).

**UTILITIES**

Mentor is a NOPEC community and residents are automatically enrolled (but not required) to receive negotiated bulk rate energy pricing. Check rates and learn more at [www.NOPEC.org](http://www.NOPEC.org). Other major utility providers include:

- Water: Aqua America
- Sewer: Lake County Utilities
- Internet Service: Spectrum and AT&T

A listing of utilities which serve Mentor as well as links to other government agencies and organizations can be accessed on [www.cityofmentor.com](http://www.cityofmentor.com).

**WASTE COLLECTION**

Trash, recycling, yard waste, and bulk item collection is provided by Waste Management for single family homes on public residential streets. Trash is collected weekly. Recyclable materials are collected every other week. Visit [www.wm.com](http://www.wm.com) to establish service and manage your account.

Special collections of hazardous household waste and other materials are coordinated by Lake County Utilities. Learn more at [www.lakecountyohio.gov](http://www.lakecountyohio.gov).

**INCOME TAX**

All persons earning income in the City, and businesses and residents with taxable income, are required to pay a 2%

Municipal Income Tax. For questions or assistance, contact the Regional Income Tax Agency (RITA) at 800-860-RITA (7482) or visit [www.ritaohio.com](http://www.ritaohio.com).

**BUILDING PERMITS**

Permits are required for all construction including decks, pools, siding, sheds, porches, enclosures, etc. Applications and instructions can be accessed at [www.cityofmentor.com/permits](http://www.cityofmentor.com/permits). If you have any questions or require assistance, please contact the Engineering & Building Department by calling (440) 974-5785, at [building@cityofmentor.com](mailto:building@cityofmentor.com), or in person at the Mentor Municipal Center.

**POTHoles & PLOWING**

Public Works maintains over 250 miles of roadway through the city. Report any potholes by calling (440) 974-5781 or [pubworks@cityofmentor.com](mailto:pubworks@cityofmentor.com).

During snow events, upwards of 17 plows are deployed on any given shift to help clear the roads. Motorists are advised that major routes are assigned priority with secondary routes and neighborhood streets to follow. Due to the environmental impact that salt has on our watershed, it is used on primary and secondary routes only.



**STREET TREE PROGRAM**

The City of Mentor manages a Street Tree program to promote the beauty of our streetscapes as well as help manage stormwater runoff. Trees are available free-of-charge to Mentor residents annually on a first-come / first-served basis and are installed by Public Works personnel in the public right-of-way.

**SAFETY FORCES**

Mentor Police and Fire are among the top ranked departments in Ohio and offer a number of programs to help keep our residents safe.



**Operation SCRAM**

The Mentor Police Department Security Camera Registration and Mapping (S.C.R.A.M.) Program provides an opportunity for residents and business owners to help officers solve local crimes. Video evidence, captured by private surveillance systems, can help officers develop leads and conclude investigations.

**Bike Helmet Program**

To promote bicycle safety, the Mentor Police Department, offers low-cost, name-brand bicycle helmets to residents. Available in sizes ranging from toddler to adult extra-large at a cost of \$9.00 each.

**Well Check Database**

Intended for those residents who

may have special medical needs, transportation, and/or communication issues. Information is entered into a secure database in the Safety Forces Dispatch Center.

**Residential Lock Box Program**

Recommended for senior citizens and disabled residents, the Residential Lock Box Program enables Fire/EMS/Police to gain access to your home in the event that you are unable to open the door. The Mentor Fire Department will install the lock box for you for a one-time fee of \$35.00.



**Free Smoke Detectors**

The Mentor Fire Department provides and installs free smoke detectors in the homes of Mentor senior citizens, those with physical disabilities, or those in financial need.

A number of other programs are also available for seniors or those with special needs.

**STAY INFORMED**

Stay on top of what’s happening in the City of Mentor by watching the Mentor Channel. Programming includes live broadcasts of City Council and Planning Commission Meetings, community bulletin boards, community news, and other great content. Watch it your way on Spectrum 1024, AT&T U-Verse 99.9, YouTube, or by downloading the free Mentor Channel app available for ROKU, Apple and Android devices at [www.thementorchannel.com](http://www.thementorchannel.com).

The City of Mentor also maintains a number of social media accounts. Visit [www.cityofmentor.com/connect](http://www.cityofmentor.com/connect) to learn more.

**Mentor City Magazine** is published annually and contains feature articles, a residents guide, and other useful information. The **Mentor Special Edition Newsletter** is published quarterly and features articles and updates on what is happening around the city. Both are mailed to each Mentor residence free of charge. Download your copies today from the website or pick one up from the Mentor Municipal Center.

**REVERSE 911**

The Lake County EMA Reverse 911 system helps you stay up to date in the event of an emergency. Sign up to receive notifications via voice, text, or email. Registration takes less than 60 seconds at [www.reverse911signup.info](http://www.reverse911signup.info).

**LEARN MORE**

For additional information, please visit [www.cityofmentor.com](http://www.cityofmentor.com). If you have questions, or require additional assistance please contact us at (440) 255-1100 or [pubinfo@cityofmentor.com](mailto:pubinfo@cityofmentor.com).



**CITY OF MENTOR**