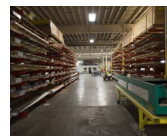




# LAKE COUNTY STRATEGIC PLAN UPDATE BOARD BRIEFING BINDER

MARCH 2017



## WHAT'S INSIDE:

- Key Trends & Statistics
- Redlined Version of the Strategic Plan
- Telephone Town Hall Results
- Leaders Roundtables
- Online Citizen Input
- Spanish Outreach
- NIU Citizen Survey Preliminary Report
- Marketing & Promotion

# SUMMARY

## 2008 Community Forums:

- Six forums w/open houses; focus group format (Feb/March)
- 267 residents attended
- 126 written & digital survey responses

## 2013 Community Forums:

- Five forums w/open houses; group discussion w/clickers (Feb/March)
- 198 residents attended
- 382 responses to budget calculator (prioritization of goals)

## 2016-2017 Input

### Telephone Town Hall

- 106,819 calls placed
- 8,452 participants
- Approximately 175 residents participated for the entire length of the first town hall
- Approximately 225 participants participated for the entire length of the second town hall

### NIU Survey

- NIU used a sample of 2,000 residents that they are contacting via mail, telephone, and email. (The 2,000 includes: 1,000 random sample, 500 Latino sample, 500 African American sample).
- NIU originally estimated receiving 1,000 completed questionnaires. They need 800 to do a statistically valid analysis.

### Leaders Roundtables

- Four roundtables were hosted throughout the county
- 84 community leaders attended

### Digital Online Citizen Input

- Community Voice website forum (44 participants and 27 ideas generated)
- Email and Social Media Comments: 10 submissions

### Spanish Outreach

- Spanish simulcast of our first telephone town hall
- Webpage/online form in Spanish: nine submissions
- Designated Spanish Facebook post on social media: five comments



# SUMMARY

## Telephone Town Hall

- The issue of property taxes was the primary concern voiced by residents (survey results, voicemails, screener notes, live callers)
- Transportation/congestion, mental health and public safety were also priorities

### Out of 461 residents polled:

- 62% of residents felt the most important issue facing Lake County is property taxes
- 11% felt the most important issue facing Lake County is transportation/traffic congestion
- 11% felt the most important issue facing Lake County is health and human services
- 9% felt the most important issue facing Lake County is crime and public safety
- 7% felt the most important issue facing Lake County is the local economy

When asked, "Which of the following priorities would you want Lake County to continue to pay for if state funding is cut, even if it means relying more on your property taxes? (526 responses)

- 40% of respondents said public safety
- 24% of respondents said investing in transportation infrastructure
- 23% of respondents said health department services
- 7% of respondents said investments in technology
- 6% of respondents said court services

### Out of 353 residents polled:

- 34% said traffic congestion was the most important transportation priority
- 24% said the quality of roads was the most important transportation priority
- 15% said public transit was the most important transportation priority
- 27% said all of the above

## Leaders Roundtables

- Top themes included: transportation and transit, mental health, economic development, and shared services

## Digital Online Citizen Input

- Transportation and traffic congestion were the top issues from our Community Voice forum
- Out of 27 ideas presented by residents, eight of them were related to transportation
- Nearly all of the submitted emails and social media comments were related to property taxes or transportation concerns

## Spanish Outreach

- We received extremely limited input (nine form submissions), but property taxes, transportation, and health services were the top themes

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# Key Trends & Statistics



# IMPROVE TRANSPORTATION

# IMPROVE TRANSPORTATION

## Emerging Trends

- There is a serious lack of funding and support from Federal and State governments to address transportation maintenance and capacity needs: gas taxes have not increased since the early 1990s. Cars are more fuel efficient, and electric cars are becoming more popular. The State doesn't have an adequate, sustainable, and dedicated funding source for road improvements. The cost of borrowing is increasing, compounding the problem even further.
- There is a serious lack of progress by the state on the 2006 Lake County State Highway Consensus Plan.
- Many residents desire other modes of transportation besides cars (transit, bike paths, sidewalks).
- The aging population will need and want paratransit and other public transportation alternatives.
- There is a need to implement "first mile-last mile" solutions for getting people from home to the workplace and child care.
- Connected vehicles are on the horizon and the possible impacts of this new trend are not known or well understood.
- Adequate infrastructure (charging stations) to support electric cars currently does not exist in Lake County.
- Serious and fatal roadway crashes are on the rise regionally and nationally. There is a need to improve traffic safety on all roadways. A multilayer traffic safety plan incorporates the disciplines of Education, Enforcement, Engineering, and Emergency Services (4 E's) to improve roadway safety and reduce the current trends (including things such as impaired and distracted driving).
- Rail freight expansion and rerouting around Chicago has resulted in an increase in rail traffic moving through Lake County, which slows traffic and increases congestion due to a lack of grade separated crossings.
- The growing use of GPS and traffic apps to find the fastest route may take drivers off of the arterial highway system and on "short-cuts" through neighborhood streets.

## Four Most Important Transportation Trends

- As a region, there is a lack of sustainable transportation funding for maintenance and capacity improvements (roadways, transit and non-motorized facilities)
- Paratransit as well as "first mile-last mile" connections to public transit are important, and there are opportunities for public-private partnerships to accomplish this
- Traffic safety – 4E's to improve roadway safety and reduce current trends
- Innovation, technology, and the unknown (connected vehicles)

## Statistics\*

### Paratransit

#### Current known # of different services in Lake County: 51

Thanks to the ongoing efforts of LCCTSC, Lake County, local communities, the RTA and Pace, there are two coordinated services in Lake County. Ride Lake County West serves residents in the northwest, and Ride Lake County Central serves residents in central Lake County. Work continues to provide a county-wide coordinated system.

	Ride Lake County West	Ride Lake County Central
Who is eligible?	Seniors 60 and over, individuals with disabilities, and the general public	Seniors 60 and over, individuals with disabilities
Where are they going?	Over 50% of the rides are for employment	Over 50% of the rides are for employment
Where can they ride?	Monday – Friday 5:30 a.m. – 6:45 p.m.	Monday – Friday 5:30 a.m. – 6:45 p.m.
Average cost of ride?	\$26 one way (under 10 miles) for Ride Lake County services	
Average fare:	\$3 one way (under 10 miles) for Ride Lake County services	

**34 FATAL**  
**CAR CRASHES IN 2016**  
Fatal Traffic Crashes are on the increase in Lake County.

### Congestion in Lake County

NEED: 180 miles of roadway capacity improvements  
COST: \$2.07 billion

### TRANSIT

Transit helps to alleviate traffic congestion.

Fixed route transit service:

• 4 Metra Lines • 32 Pace Bus Routes

The RTA region has the 2nd oldest transit inventory in the nation. According to the RTA, there is a backlog of more than \$30 billion of transit infrastructure projects in the region.





**PROVIDE  
PUBLIC SAFETY**

# PROVIDE PUBLIC SAFETY

## Emerging Trends

- We are in fractured times with great antagonism – implicit bias is a factor causing erosion of the legitimacy of law enforcement.
- Civil distrust of law enforcement is on the rise. There is a movement to create a better balance between the “warrior” and “guardian” mentalities that are required in effective policing – teaching officers to view themselves as guardians appointed to protect and uphold rights and guard the community.
- There is a rise in anxiety, depression, and suicide in youth. Current mental, emotional and behavioral health services are not aligned with the unique needs of the youth population, and there are insufficient resources to meet demand.
- Deaths due to overdose of opioids are increasing. More outreach and education to schools, parents, and physicians are needed to prevent opioid abuse and addiction. Legal opioids are over prescribed and have become more easily accessible for improper use. (For example, three states – Kentucky, Massachusetts, and New York – have mandatory requirements that physicians must check the Prescription Drug Notification Program before prescribing opioids).
- The County needs to shift the emphasis to crime prevention by focusing on treatment of mental, emotional and behavioral illness, drug addiction, and reducing homelessness in order to increase the safety, well-being, and productivity of residents.
- The County needs a more integrated business model for addressing these core issues and a strategy for realigning/shifting criminal justice funds from incarceration to prevention and treatment.

## Statistics\*

### 2016 Problem-Solving Courts:

#### Therapeutic Intensive Monitoring Drug Treatment Court

Graduation rate: 44.7%  
Retention rate in program: 53.6%  
In-Program arrest rate: 20.2%  
Graduate re-arrest rate within 24 months: 33.8%

#### Therapeutic Intensive Monitoring Mental Health Court

Graduation rate: 50%  
Retention rate in program: 56%  
In-Program arrest rate: 23.55%  
Graduate re-arrest rate within 24 months: 28.2%

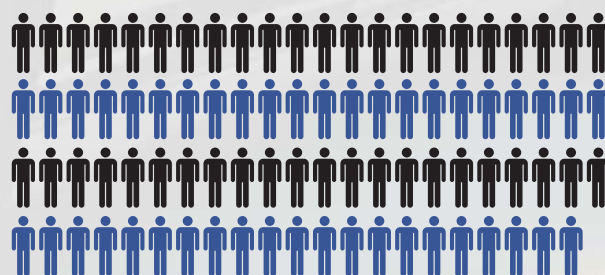
#### Therapeutic Intensive Monitoring Veterans Court

Graduation rate: 60%  
Retention rate in program: 71.7%  
In-Program arrest rate: 16.2%  
Graduate re-arrest rate within 24 months: 19%



In 2016, 17% of Lake County law enforcement officers were certified in crisis intervention team training, including 88 of 197 Lake County Sheriff's officers.

### Naloxone saves in 2016: 87



### Pharma-Disposal Drop Off Program

2016 Total Pounds Collected = 10,928.06  
Est. Total Controlled Pounds Collected = 37.00,  
Street Value = \$865,400.00

\* Does not reflect another 2,300 pounds that were funneled through the DEA take back day and not via SWALCO.

\*Source: 19th Judicial Circuit, SWALCO, Health Department



# ENHANCE ECONOMIC OPPORTUNITIES



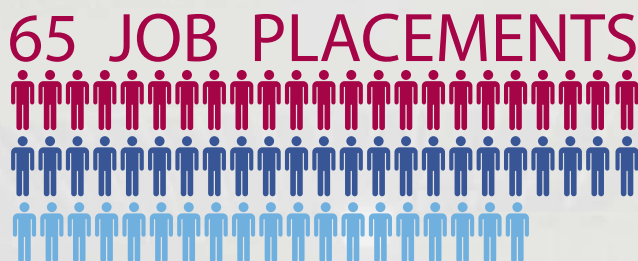
# ENHANCE ECONOMIC OPPORTUNITIES

## Emerging Trends

- Unemployment rates in Lake County have fallen and are similar to pre-recession levels. The unemployment rate for November 2016 was a low 4.6%, and while the projected rate for December 2016 is 5.6%, this is consistent with historical seasonal trends in the job market.
- Meanwhile, the Lake County labor force is growing and was actually larger in 2016 than it had been before the great recession. More people are coming off of the benches and getting back to work than ever before.
- Job demand continues to be strong across a number of STEM occupations including engineers, information technology workers, healthcare workers, and production workers at all levels. In particular, the number of jobs in Lake County in critical industries like medical equipment and device manufacturing has grown by more than 21% since the recession, as opposed to the rest of the country where job levels have been virtually flat for the same period. (Source: EMSI, Industry Overview for Medical Equipment & Supplies Manufacturing 3391, 2009-2016)
- To meet this demand, the Lake County Workforce Ecosystem, including Lake County Partners, Workforce Development and the College of Lake County are working to connect workers, especially young talent with growing Lake County employers. The first ever Lake County Engineering and Internship Fair connected more than 160 engineering students from 13 colleges with nearly 30 local employers. The Ecosystem is also engaging high school students across the county in career fairs and work experiences to show them the range of available opportunities, especially in STEM fields.
- Lake County Partner's Municipal Economic Development Advisory Group brings together municipal economic development professionals from across the county on a quarterly basis to share and learn.

## Statistics\*

In 2016, the Workforce Ecosystem resulted in 74 initial outreach visits with Lake County businesses, 72 connections with services through one or more of the Ecosystem partners, and 65 job placements.



As the unemployment rate drops and the labor market tightens, 100% of the businesses reached through our outreach efforts are facing some sort of talent need.

**160** At the Lake County  
**STUDENTS** Engineering  
**28** Internship & Job  
**EMPLOYERS** Fair in January  
2017, more than  
160 engineering  
students were  
connected with 28  
employers.

Last year, LCP provided more than 1,700 economic and market reports to Lake County municipalities to help them make data-driven decisions. **1,700** ECONOMIC & MARKET REPORTS

We convene more than 500 business and community leaders each year at the Lake County Partners Big Event.

Our economic development messages reached more than 3,800 newsletter subscribers.



More than 446 social media posts in 2016 led to nearly 120,000 twitter impressions, which helped to convey messages about Lake County.

\*Source: Lake County Partners, Lake County Workforce Development





# HEALTHY & RESILIENT COMMUNITIES



# HEALTHY & RESILIENT COMMUNITIES

## Emerging Trends

- “Social determinants of health” has become the new framework for holistic thinking and planning to improve the health of individuals and communities. This changes our approach from reactive to building a plan to create positive outcomes.
- All communities in Lake County are affected by opioid abuse, gambling, depression, and unemployment, not just historically disadvantaged communities.
- Anticipated shifts in Federal housing and health care policies will require system changes, reprioritization, and re-planning at the County level. (For example, FQHC’s are facing a fiscal cliff if the funding stream and regulations are not reauthorized.)
- The County will face increasing challenges in serving the most vulnerable populations in the face of budget cuts precipitated by the State’s fiscal crisis and possible reductions in Federal funding for some programs. The challenge of these anticipated cuts is even greater because the Health Department is lacking in capacity to take on more.
- There is concern about elimination of existing Medicaid waivers that have allowed funding of programs like WIC, Meals on Wheels, immunizations, and the School Lunch Program.
- New immigration policies may be unanticipated, downstream impacts on the health of all residents if immigrants who are sick with infectious diseases do not have access to medical care.
- Many health insurance policies do not cover behavioral health, which results in people with mental illness not getting access to the care they need.
- The ongoing trend of services integration in workforce development continues to have positive impacts on the County’s ability to prepare the workforce employers need and help un- and under-employed residents find suitable work.
- There is increased emphasis to provide early education on occupations and industries, so students can work towards the credentials and certificates they’ll need to qualify for the jobs in Lake County.
- The County can capitalize on new technology to streamline some of the monitoring that is required by state health and human services agencies.
- Residents have demonstrated support for inclusive communities.
- The County will need to place more focus on preparing communities for disruptions from natural disasters and events resulting from climate change.

## Statistics\*

**37%** RANKED SUBSTANCE ABUSE AS THE #1 HEALTH ISSUE FACING THEIR COMMUNITY  
OF SURVEYED LAKE COUNTY RESIDENTS

CARDIOVASCULAR DISEASES CAUSE **25%** OF ALL LAKE COUNTY DEATHS



1 in 3 Lake County adults may have been diagnosed with HYPERTENSION

ABOUT 320,000 LAKE COUNTY ADULTS ARE **OBESE OR OVERWEIGHT**



LAKE COUNTY COMMUNITIES WITH LOWER MEDIAN HOUSEHOLD INCOMES



HAVE **60%** HIGHER RATES OF OBESITY

**18%** Of Lake County adults may have been diagnosed with depression

**#10** CAUSE OF DEATH IN LAKE COUNTY IS SUICIDE

**31,000+** LAKE COUNTY ADULTS MAY HAVE BEEN DIAGNOSED WITH DIABETES - THE #4 CAUSE OF EARLY DEATH IN LAKE COUNTY

\*Source: Lake County Health Department





**PROMOTE A  
SUSTAINABLE  
ENVIRONMENT**

# PROMOTE A SUSTAINABLE ENVIRONMENT

## Emerging Trends

- Public interest in sustainability is on the rise.
- Interest in and demand for solar energy alternatives is increasing.
- More attention and emphasis is being placed on food waste and recovery – 25% of all food is thrown away, and currently most of that waste ends up in landfills.
- There is more focus and interest in sustainable procurement.
- The concept of a “circular economy” (designing products to be made and then made again, keeping resources in use for as long as possible) is starting to take hold, which offers opportunities for job creation and to reduce waste even more.
- The rebounding economy and increasing property values are creating greater pressure to develop land, rather than preserve it.
- There is greater demand for locally grown and produced food.
- There is increasing prevalence of some vector-borne infectious diseases that have never been significant in the region before.
- There is evidence of increasing algae blooms in lakes and rivers, which can negatively impact water quality and public health.
- Building practices continue to change with increased focus on green building and LEED standards.
- The County is making continued progress in achieving its 60% recycling rate.
- There is increased collaboration to solve problems (i.e. shared services).
- Anticipated policy changes at the federal level – deregulation and investment in infrastructure – may require re-setting of priorities and realignment of where resources are focused.
- Changes in communication driven by social media and portable electronic devices are creating more effective methods for promoting awareness and informing residents about how they can be directly involved in promoting a sustainable environment.

## Statistics\*

The Lake County Code requires 75% of construction and demolition (C&D) debris be recycled for covered projects in unincorporated areas of Lake County. This standard was exceeded in 2016. Lake County residents and contractors recycled 86% of C&D debris, and a total of 3,769 tons of waste were diverted from landfills.

**48%**  
COUNTYWIDE  
RECYCLING  
RATE



The SWALCO Members Per Capita Per Day Disposal rate has dropped from 1.89 in 2010 to 1.81 in 2015, a 4% decrease. (2015 Goal: 1.6 countywide)

**4%**  
DECREASE IN PER  
DAY DISPOSAL RATE

**9.5%**  
DECREASE  
IN WATER  
USAGE



Public Works has been conducting water conservation and education campaigns including 25,000 flyers in water bills, sending out leak detection notices, and posting tips on their website. Public Works reports a 9.5% decrease in water use over the past few years.

LCDOT's signal coordination and timing, or SCAT, projects are reducing idling times and CO2 emissions by 1,920 metric tons per year. That is the equivalent to taking 404 cars off Lake County roads per year.

**1,920**  
DECREASE IN  
METRIC TONS OF  
CO2 EMISSIONS

\*Source: Lake County Planning, Building & Development, SWALCO, Public Works, Lake County Division of Transportation

# Lake County Departments & Lake County Partners



## **Lake County Strategic Plan – Proposed Updates**

### **Mission Statement**

Lake County government is committed to promoting and sustaining a safe, healthy, vibrant and environmentally responsible county, while maintaining its strong financial position. In partnership with citizens, communities and all levels of government, we pledge to deliver efficient and high quality public services consistent with the community's values and priorities.

### **Vision**

We envision Lake County as a leader in developing a thriving and robust local economy, healthy natural environment, safe and livable communities, healthy residents, and innovative public services that are responsive to the diverse needs of all residents.

### **Statement of Values**

Lake County government carries out its mission and conducts its responsibilities adhering to the following values:

#### **We Value Fiscal Responsibility**

Uphold fiscal integrity, make performance-driven decisions based on long-term impacts, manage priorities and maintain sustainable and prudent financial operations. This includes: a balanced budget, strong reserves, and AAA financial rating, with a commitment to transparency, honesty, reliability and accountability for all our actions.

#### **We Value Exceptional Service**

Deliver cost-effective, efficient and high quality services, placing a high value on professionalism, responsiveness and courtesy.

#### **We Value Leadership**

Provide leadership in communicating, interacting and cooperating with residents, businesses, other governments, and stakeholders leading to innovative regional collaboration and improved quality of life throughout Lake County. Pursue opportunities for increased efficiency and cost savings by collaborating with other government entities.

#### **We Value Environmental Stewardship**

Promote and encourage environmental sustainability.

## **PROPOSED NEW SECTION**

### **Strategic Initiatives**

Lake County is committed to a high standard of excellence in the delivery of its services and its operations. The County's team of dedicated and responsive professionals strive to deliver efficient, cost-effective, accountable, and fiscally sustainable services. Lake County is advancing several internal projects and regional initiatives that support the Lake County Board's adopted values, strategic goals, and actions in this plan. These initiatives also help drive efficiencies and productivity, create a culture of innovation, foster interdepartmental and regional collaboration and partnerships, as well as produce positive, measureable results.

#### **REGIONAL LEADERSHIP**

- **Addressing the Mental Health Crisis through Collaboration**

Studies reveal there is a greater chance of success when different groups collaboratively organize around outcomes, especially when tackling social issues. To address the growing problem of mental health and strengthen services across the county, Lake County is committed to advancing sustainable community-level change through the Mental Health Coalition by focusing on data-sharing and evidence-based practices to address the gaps and develop a connected sustainable continuum of care for this vulnerable population.

- **Advancing Regional 911 Consolidation**

Lake County, in partnership with the Lake County Emergency Telephone System Board (ETSB), will continue to advance efforts to study the feasibility of regional consolidation of Emergency Telephone System Boards (ETSB) and Public Safety Answering Points (PSAP) to increase efficiency and reduce costs.

#### **FISCAL RESPONSIBILITY**

- **Using Data to Drive Decisions**

Lake County is committed to using data to drive financial and policy decisions, and maximize efficiencies and cost-savings. To advance our value of delivering cost-effective services, Lake County will consistently conduct operational and financial analyses, make enhancements and leverage opportunities. For example, Lake County will continue to conduct comprehensive operational assessments in departments to identify areas for efficiency and streamlining of operations both internally and cross-departmentally. The

Land Team will also continue to explore opportunities to enhance integration across land departments to create efficiencies and improve service delivery.

- **Leveraging Shared Services to Gain Efficiencies**

Lake County will continue to explore ways to collaborate and coordinate with other units of governments through our shared services initiative to improve efficiency, generate greater economies of scale, and achieve costs savings. For example, Lake County will pursue joint purchasing opportunities, including jointly bidding for salt, as well as other goods and services. Lake County will also leverage opportunities to share services with municipalities, such as for plan review and inspection services.

### ***EXCEPTIONAL SERVICE***

- **Investing in Technology**

The County Board is committed to investing in technologies to deliver products and services in an efficient, cost-effective and secure manner, as well as increase transparency. For example, Lake County is a leader in the area of online maps, consistently leveraging new tools to increase transparency and make it easier for the public to access information. Lake County is also investing in new technology that better integrates permitting functions across County departments, and integration of tax systems to improve overall efficiency and customer service. It also presents shared service opportunities with municipalities.

**Goal:** ~~Provide~~ **Administer/Seek/Pursue\*** Justice and Maintain Public Safety

**\*Board discussion**

**STRATEGIC STATEMENT:** ~~Enhance the safety of residents~~ **Provide safe communities through an integrated criminal justice system, including law enforcement, crime prevention and other programs that reduce crime, recidivism, family violence and substance abuse.**

**Strategy:** Provide justice facilities to adequately meet ~~the long-term needs, capacity demands on the justice system.~~

**Action A:** ~~Evaluate justice facility and system needs and develop more detailed plans to complete projects, such as~~ Continue implementation of facility master plans, including renovation and additions to the Sheriff's Administration, County 2/Highway Patrol, jail and 911, as well as ~~the renovation and modernization of the existing courthouse and the court annex, juvenile justice center, and courthouse, as well as infrastructure updates in the jail.~~

**Action B:** Develop sustainable funding strategies to implement facility maintenance, renovation and infrastructure systems updating.

**Strategy:** Realign/shift resources from enforcement to prevention to reflect decreases in the crime rate, emerging trends in community policing and an integrated approach to treating the core causes of criminal activity and delinquent behaviors.

**Action A:** Analyze, evaluate, and make recommendations on addressing the gaps between current allocation of resources and the needs of the community.

**Action B:** Develop a consensus-based process that reprioritizes and reallocates resources based upon the gap analysis.

**Strategy:** Regularly ~~Constantly~~ evaluate and implement enhanced technologies to provide effective service and enhance data sharing and integration throughout the justice system.

**Action A:** ~~Continue w~~Working collaboratively within the public safety partnership to address interoperability.

**Action B:** ~~Develop and implement Phase II of the Integrated Justice Plan to include~~ Implement e-ticketing, e-filing, and data sharing with internal and external stakeholders (i.e. municipal, state).

**Action C:** Explore grant funding sources to fund implementation of justice information systems that are integrated, ~~Integrated Justice Phase II and submit applications where appropriate,~~ including case management and robust reporting tools.



**Action D:** ~~Continue implementation of~~ Intensive Case Management and report outcomes.

**Action E:** Identify and implement improvements to data sharing and integration so that the County can report on outcomes and impacts of prevention and treatment programs.

**Action F:** Continue to advance opportunities for regional 911 consolidation.

**Strategy:** ~~Maintain and further develop~~ Evaluate and expand adult and youth criminal justice and diversion programs that address social, mental, emotional and behavioral health ~~and behavioral~~ issues that lead to criminal behavior.

**Action A:** Coordinate services for incarcerated individuals and ex-offenders that expand access to effective programs focusing on prevention, employment skills and opportunities, safe housing, transportation and other support services that assist ex-offenders in establishing and maintaining a crime-free life. ~~reducing recidivism.~~ Partner with ~~other~~ community service providers to expand and enhance such services. ~~(i.e.: Repatriate Program, Thinking for a Change).~~

**Action B:** Expand after-care and re-entry programs and procedures that incorporate treatment and monitoring of ~~defendants~~ ex-offenders.

**Action C:** ~~Research and develop programs that~~ Further develop a “deflection and diversion” crisis response model for addressing mental health issues that include housing, mobile response, training for law enforcement and first responders, and a crisis intervention system. ~~including alternatives to incarceration and prevention of recidivism.~~

**Action D:** Maintain and develop enhanced law enforcement programs targeted to reduce violence and prevent gang development and activity.

**Action E:** Collaborate with workforce development on training programs and job placement activities that will assist in supporting persons who have been justice involved to maintain employment, consistent health care and reliable transportation, as well as secure housing, and sustain a crime free life. ~~address recidivism and homelessness.~~

**Strategy:** Develop programs, education, and outreach focused on ~~mental health stabilization,~~ mental, emotional and behavioral health, misuse of ~~illegal~~ drugs, prevention of gangs, and prevention of other criminal activity.

**Action A:** ~~Through the Executive Justice Council, r~~ Research grant opportunities and develop programs to address illicit drug use in Lake County.

**Action B:** Evaluate and develop improved methods to provide sustainable mental, emotional, and behavioral health services through collaboration with service providers in the community.

**Action C:** Promote and lead information sharing initiatives amongst law enforcement to address gang related crime.

**Action D:** Continue to Rresearch grants and develop local funding partnerships for enhanced treatment in specialty courts.

**Strategy:** Provide comprehensive training to enhance and reinforce the shifting role of law enforcement from “warrior” to “guardian” of the community.

**Action A:** Train all officers and first responders in community outreach, voluntary compliance, de-escalation techniques, and force as a last resort.

**Action B:** Develop metrics for specific crimes and delinquent behaviors that will allow the County to measure the outcomes/impacts of policing and first response when carried out in this manner.

**Proposed Performance Metric:**

- Work with local law enforcement agencies to train 40% of Lake County law enforcement officers in certified crisis intervention team training (CIT) by 2019.
  - Baseline: In 2016, 17% of Lake County law enforcement officers were certified in crisis intervention team training, including 88 of 197 Lake County Sheriff’s Officers.

## Goal: Enhance Economic Opportunities

**STRATEGIC STATEMENT:** *Leverage the assets of the county – Workforce Ecosystem, diverse communities, and effective infrastructure – ~~Integrate workforce development into our economic development strategies to foster~~ drive balanced growth, revitalization, and ~~a diverse economy to provide jobs, housing, and~~ economic opportunities.*

**Strategy:** ~~Improve~~ Advance the economic climate and economic readiness of Lake County.

**Action A:** Support targeted business outreach strategies to connect employers with the Workforce Ecosystem. ~~Develop and implement a business visitation program to identify and address emerging business retention opportunities and threats.~~

**Action B:** Engage business, education, and government to ensure that Lake County has the breadth of demand-driven programs to develop and advance the modern workforce that employers need. ~~Utilize business intelligence and market research to enhance and align workforce development strategies with projected local industry job growth and share this information with local stakeholders.~~

**Action C:** Communicate strategic priorities across stakeholder organizations and individuals. ~~Foster collaboration to create a highly effective network that provides companies with timely assistance.~~

**Action D:** Ensure retention and foster growth of the county's largest private employers. ~~Cultivate a more direct engagement of the Governor and Department of Commerce and Economic Opportunities in Lake County's economic development strategies.~~

**Action E:** Align economic opportunities with county and municipal infrastructure investment strategies. Continue to invest in transportation projects each year to help sustain a high-quality of life and ensure continued economic development.

**Strategy:** ~~Promote and encourage redevelopment opportunities throughout the county to maximize use of existing infrastructure.~~

**Action A:** ~~Work with target communities to encourage new and innovative development methods and offer assistance with data and information on retention and development.~~

**Action B:** ~~Identify barrier to retention and redevelopment and assess the resource available for stimulating redevelopment~~

7



**Strategy:** Increase collaboration and cooperation with other units of local government to cultivate integrated economic development and redevelopment.

**Action A:** Work with target communities to encourage new and innovative development methods and offer assistance with data and information on retention and redevelopment opportunities.

~~Action A: Engage communities, civic organizations, and businesses to discuss local and regional economic development strategies.~~

**Action B:** Lead a countywide initiative to continuously evaluate and pursue a competitive incentives framework.

~~Action C: Encourage development that incorporates a balance between housing and non-residential development through greater collaboration with governmental entities.~~

**Action C:** Support local and regional economic development through the use and analysis of data.

**Action D:** Engage and convene economic development leaders from communities across the county to share information, discuss best practices, and promote collaboration.

**Action E:** Focus on development and redevelopment opportunities that maximize the utilization of existing infrastructure.

**Action F:** Identify barriers to retention and redevelopment and assess the resources available for stimulating redevelopment.

**Strategy:** Pursue a strategic communication program aimed at retaining and attracting business, stimulating investment, and establishing Lake County's prominence as a desirable place to work and live. ~~Increase marketing and awareness of new and redevelopment locations in Lake County to facilitate business expansion and attraction.~~

**Action A:** Work ~~through~~ with Lake County Partners, the county's economic development organization, to ensure consistent and mutually reinforced messaging through communication outlets such as websites, newsletters, social media channels, reports, and meetings. ~~on the Comprehensive Economic Development Strategy (CEDS) process to align community economic development goals with available sites, infrastructure needs, and long-term viability.~~

**Action B:** Build awareness of economic development initiatives and Workforce Ecosystem partnerships to inform businesses of the tools and resources available to assist with expansion, training, and talent needs. ~~Engage community participation in increasing the number of developable sites by aligning each community's economic development vision with their inventory of available sites/buildings.~~

**Action C:** Foster relationships with members of the press to drive the development of story angles and ideas that highlight important economic and workforce development activities,

opportunities, topics and news. ~~Continue working with communities on infrastructure planning to increase the availability of “shovel ready” sites.~~

**Action D:** Collaborate with economic development entities and the Workforce Ecosystem to produce and promote high-caliber workshops, summits, and special events that encourage and enhance local economic opportunities. ~~Continue working with the communities in the Central Range area on economic development opportunities.~~

**Action E:** Connect with stakeholders and leverage relationships with community leaders to align local economic development goals with available sites, infrastructure needs and long-term viability.

**Strategy:** ~~Market Lake County to targeted industries.~~

~~**Action A:** Implement the CEDS in collaboration with Lake County Partners in order to maximize the effectiveness of existing and potential resources in retaining jobs, growing existing businesses, and attracting investment and development.~~

~~**Action B:** Identify specific companies in target industries to actively recruit for expansion and/or relocation.~~

~~**Action C:** Support Lake County Partners’ efforts to create target industry recruitment and retention marketing materials.~~

~~**Action D:** Deliver on the value proposition for Lake County in five areas:~~

- ~~• Talent — Can Lake County supply the long-term workforce needed to serve existing businesses, new companies locating in the region and new, high-growth enterprises?~~
- ~~• Market Access — Can Lake County maintain and expand the infrastructure and transportation services necessary for companies to move their goods and ideas around the world?~~
- ~~• Value — Can Lake County maintain a competitive cost structure while increasing quality of life and the physical infrastructure necessary to provide companies with the best return on investment?~~
- ~~• Innovation — Can Lake County dramatically accelerate job growth by leveraging its institutional and private sector research and development capacity?~~
- ~~• Outreach and Business Development — Is the Lake County story being told to business leaders at home and around the world?~~

### Proposed Performance Metric:

- Business Engagement Rate: Percentage of targeted businesses in Lake County that Workforce Ecosystem partners have face-to-face interactions with each year.

2015	2016	2017	2018	2019	2020
Actual		Projected			
9.7%	16.3%	17.9%	19.7%	21.7%	23.9%

## Goal: Promote a Sustainable Environment

**STRATEGIC STATEMENT:** *Preserve the health of our natural resources, air quality, and our drinking water through the widespread use of ~~sustainable and environmentally~~ and ~~economically~~ sustainable management practices, effective stormwater management, and the enhancement and rehabilitation of lakes and other-ecological systems.*

**Strategy:** Implement renewable ~~and conservation-related~~ energy technologies and incorporate green practices in the delivery of County programs and services where cost effective.

**Action A:** Evaluate new ways to procure products and services that promote green operational practices.

~~Action A: Modify County purchasing policies and practices to request, where applicable, green alternatives for products and services.~~

~~Action B: Collect and share information about contractors and vendors that use or offer energy efficient, reused or recycled content products and materials, as well as those vendors who use green operational practices.~~

~~Action C: Change purchasing documentation to require vendors to report green practices (when tracked) and use that information to evaluate opportunities to be more sustainable in current and future procurements.~~

**Action BD:** Draft, adopt, and implement policies and ordinances that support ~~wind, solar, and geothermal energy facilities~~ **emerging energy alternatives** county-wide to encourage renewable energy technologies in appropriate locations.

**Action CE:** ~~Continue to R~~review County policies and practices and consider sustainability, along with business factors, and where appropriate, implement more sustainable alternatives.

**Strategy:** ~~Provide community outreach about best management and sustainable practices for our natural resources.~~ **Raise awareness about green and sustainable practices by leveraging existing tools and partnerships to encourage residents, businesses, and other governments to change behaviors and practices.**

**Action A:** ~~Partner with other governments, businesses, and other stakeholders to share information and provide cross-training on green and sustainable best management practices.~~ **Reduce pollutants in surface water and groundwater by educating and raising awareness about watersheds and their importance in maintaining a safe supply of drinking water.**

**Action B:** ~~Develop joint education campaigns through the Lake County Green Partnership to provide residents, businesses and other stakeholders with education on opportunities to~~



~~advance sustainability in their day-to-day life and operations~~ Conduct targeted community outreach to increase the amount of residential hazardous waste collected.

**Action C:** Increase the volume of textiles collected by informing residents about drop off sites throughout the county.

**Action D:** Raise awareness about the County's sustainability programs and activities through public information efforts utilizing multi-media formats.

**Strategy:** Implement long-term solutions for increasing waste diversion through recycling and composting, reducing the toxicity of our waste, and developing ~~a~~ long-term disposal options s that has ~~ve~~ a positive impact on energy usage, reducing key pollutants and greenhouse gases.

**Action A:** ~~Continue to~~ implement the recommendations from the 60% Recycling Taskforce.

**Action B:** Work with SWALCO, municipalities, ~~private waste management and recycling companies,~~ and other stakeholders to implement measures ~~and minimize barriers~~ to reduce total waste, increase waste diversion from the landfills, and encourage composting and recycling.

**Action C:** Promote sustainable waste management practices, and identify and develop solutions to eliminate or mitigate barriers to waste diversion and recycling within County facilities.

**Strategy:** Protect ~~and preserve~~ natural resources and ecological systems by promoting and supporting stewardship and enhancement, green infrastructure development and maintenance, and avoiding adverse environmental impacts.

**Action A:** ~~Monitor and establish baseline conditions for natural resources through completion and implementation of watershed plans to protect against degradation.~~ Implement natural resource protection and enhancement plans.

**Action B:** ~~Implement IEPA water quality protection standards~~ Continue to partner with stakeholders to reduce the level of pollutants released into ~~streams,~~ surface water and groundwater, ~~sanitary sewers and storm drains.~~

~~**Action C:** Develop and implement environmental practices that encourage habitat protection and restoration.~~

**Action CD:** Evaluate and promote ~~alternative land use policies and practices – including green building code and site design innovations incentives~~ to enhance the county's natural resources and ecological systems. ~~for both new and redevelopment building projects.~~

~~**Action E:** Research and evaluate existing and new alternative land use policies and practices to enhance the County's natural resources and ecological systems.~~

**Action DF:** ~~Promote~~ **Advance** the use of green infrastructure (GI) including: site-specific, best management practices that absorb and infiltrate precipitation where it falls; an interconnected network of open spaces, habitat enhancement, and natural areas; water conservation and other recognized GI practices.

**Action EG:** Improve air quality by establishing a schedule for building energy audits, fleet management, and by researching, and implementing, where feasible, practices to reduce pollutants and exploring methods to measure the County's carbon footprint.

**Action FH:** ~~Review and update~~ **Implement and report on** the ~~Lake County Regional Framework Plan adding a~~ Sustainability Chapter ~~of the Lake County Regional Framework to identify goals and policies~~ to encourage sustainable development practices. ~~that will have the most beneficial impact on natural resources.~~

**Action GI:** ~~Promote~~ **Advance** sustainable agriculture and ~~locally grown~~ **local** food initiatives.

**Strategy:** Provide a reliable and sustainable supply of quality drinking water to county residents.

~~**Action A:** Participate in and support regional and local water supply planning groups and seek to adopt short- and long-range plans for reliable water resources and conservation techniques.~~

~~**Action B:** Protect the quality of the water in the aquifers by providing information to the public on ways to reduce water pollution from high impact pollutants.~~

~~**Action C:** Protect surface waters by providing information to the public on ways to reduce water pollution from high impact pollutants, such as phosphorous from fertilizers, chloride from ice-melting products, and fecal coliform from failing septic systems and other sources.~~

**Action AD:** ~~Develop water policies and ordinances that support the total cost of water system maintenance and management, and that encourage~~ **Implement and report on** water conservation measures and their impacts on usage.

#### **Proposed Performance Metrics:**

- 75 percent of all construction and demolition debris is recycled for covered projects in unincorporated areas of Lake County (tracked as a trend over time).
- SWALCO Per Capita Per Day Disposal Rate

2010 Baseline	2015 Actual vs. Target	2020 Target
1.89	Actual - 1.81 Target – 1.6	1.35

## **Goal: Build Healthy, Inclusive and Resilient Communities**

**Note:** All of the strategies and actions for this goal have been reworked to align with the Lake County Health Improvement Plan (CHIP) and the “social determinants of health” framework.

**STRATEGIC STATEMENT:** *Improve health for all Lake County residents by assuring the places where they live, work and play have the critical elements required to make communities, safe, healthy, vibrant, and inclusive.*

**Strategy:** Improve policy, systems, and environmental design to promote improvement in health outcomes for all Lake County residents through the understanding of social determinants of health.

**Action A:** Leverage Live Well Lake County (LWLC)<sup>i</sup> and the Lake County Community Health Improvement Plan (CHIP)<sup>ii</sup> to assist in focused policy, system, and environmental interventions aimed to improve the health of all county residents.

**Action B:** Increase the number of municipalities in Lake County with safe routes for walking and biking related initiatives through LWLC Walking Action Team and Go Lake County initiatives.

**Action C:** Expand holistic community-wide understanding of the role that social determinants of health, such as education, workforce, housing, health and economic outcomes play in the well-being of Lake County residents.

**Action D:** Continue to leverage ServicePoint, [www.findhelplakecounty.org](http://www.findhelplakecounty.org), and other communication tools to assist service agencies to treat the whole person.

**Action E:** Enhance personal preparedness through outreach, training and workshops provided by emergency preparedness teams in Lake County.

**Strategy:** Increase access to behavioral health services in Lake County and reduce the stigma of behavioral health-related conditions.

**Action A:** Increase awareness of and access to behavioral health services based on identified population need.

**Action B:** Launch a public awareness campaign focused on reducing stigma of behavioral health related conditions.

**Action C:** Support data sharing initiatives of service providers in Lake County to create an increased understanding of population demand for behavioral health services, availability of providers in Lake County, potential shifts in demand based on market trends, and coordinated efforts of service providers.

**Action D:** Expand permanent supportive housing for the chronically homeless and/or mentally ill.

**Strategy:** Increase access to workforce development programs and availability of affordable housing across Lake County.

**Action A:** Leverage public and private partnerships while utilizing workforce resources and grants to assist with the implementation of affordable housing initiatives to increase home ownership amongst county residents.

**Action B:** Increase the supply of affordable, decent, safe and sanitary housing available for all Lake County residents.

**Action C:** Increase complete street policy adoption and seek to improve walkability and access to public transportation for all Lake County residents.

**Proposed Performance Metrics:**

- Number of households experiencing two or more of the negative housing conditions: cost burden, no kitchen facility, no bathroom facility, overcrowded conditions
  - Baseline number: 3,804
  - 2 year target: 3,700 (3% decrease)
  - 5 year target: 3,550 (7% decrease)
- Assess 100% of new clients for social determinants of health at their first visit at the Lake County Health Department/Community Health Clinics
  - Baseline percentage: 0%
  - Target: 100%

<sup>i</sup> Live Well Lake County is a community partnership created in 2011 to help assess and identify ways to improve health conditions for Lake County residents. For more information on LWLC please visit [www.LiveWellLakeCounty.org](http://www.LiveWellLakeCounty.org).

<sup>ii</sup> The CHIP is the plan to improve health outcomes of county residents based on the community health assessment conducted by LCHD/CHC staff and approved by LWLC steering committee. To learn more about the CHIP please visit <http://www.livewelllakecounty.org/improvement-plan>.



**~~STRATEGIC STATEMENT: Enhance well-being of residents, focusing on the availability of accessible physical and behavioral health services all.~~**

**~~Strategy:~~** Emphasize prevention in the delivery of health and human services and enhance access to clinical and community prevention programs for vulnerable populations.

**~~Action A:~~** Enhance clinical and community prevention programs that promote health and wellness. Support those efforts by providing leadership and encouraging partnerships and seeking new funding sources where available.

**~~Action B:~~** Coordinate services, particularly educational outreach, across the spectrum of health and human services (both public and private) to targeted populations.

**~~Action C:~~** Target outreach messages toward personal preparedness, living well, preventing and managing chronic diseases, and adopting healthy lifestyles.

**~~Strategy:~~** Foster partnerships and teamwork among stakeholders and leverage resources to address the evolving demand for health and human services.

**~~Action A:~~** Foster collaboration among service providers using new and existing assessment data to address service needs for vulnerable populations.

**~~Action B:~~** Enhance effective service provision across the community.

**~~Action C:~~** Continue to develop and promote ServicePoint, [www.FindHelpLakeCounty.org](http://www.FindHelpLakeCounty.org) and other communication tools that provide information and referral services to government and non-profit partners.

**~~Action D:~~** Empower case managers to use ServicePoint and other available referral tools to direct clients to the most appropriate services.

**~~Strategy:~~** Encourage the preservation and development of affordable housing near existing employment centers and public transportation.

**~~Action A:~~** Create partnerships and resources to preserve and improve the existing affordable housing stock in conjunction with the Lake County Preservation Initiative.

**~~Action B:~~** Increase access to capital resources for affordable housing.

**~~Action C:~~** Promote and encourage financial resources and planning principles that provide for diversified and affordable housing in conjunction with local units of government.

**~~Action D:~~** Develop a structural framework for an Affordable Housing Trust Fund in conjunction with the Affordable Housing Commission that will be used to preserve and create affordable housing that meets County economic development and land use priorities, and other strategic goals, with implementation pending a funding mechanism.

## Goal: Improve Transportation

**STRATEGIC STATEMENT:** ~~Promote~~ **Advance** the development of State, Regional, County, and municipal transportation systems that provide for **safe, efficient, and flexible** movement through an integrated network of road, rail, public transit, and non-motorized (bicycle, pedestrian) modes of travel.

**Strategy:** Develop and implement transportation solutions that provide alternatives to single occupied vehicles.

**Action A:** Continue the County's efforts in expanding the system of non-motorized travel options available to Lake County residents.

**Action B:** Encourage Pace to implement the short, mid, and long-term recommendations of the 2012 Lake County Transportation Market Analysis.

**Action C:** Work with Pace ~~and IDOT~~ to implement **its regional traffic signal priority projects. Arterial Rapid Transit routes in Lake County identified in their 2009 Arterial Rapid Transit Study.**

**Action D:** Promote the implementation and use of CMAP regional congestion pricing policies, **which is a method being used in metropolitan areas to reduce congestion by using variable tolls during peak travel times, or charging tolls for using express lanes or high occupancy lanes.**

**Action E:** Develop and implement "first mile-last mile" linkages between transit locations and businesses/home.

**Strategy:** Maximize the use of technology to enhance the operational capabilities of the transportation systems in Lake County and the region.

**Action A:** Continue to market and increase the public awareness of PASSAGE.

**Action B:** Continue to employ the latest technological advances in Intelligent Transportation Systems to expand the capabilities of PASSAGE.

**Action C:** Investigate opportunities to expand the County's Transportation Management Center/PASSAGE system into a Regional Intelligent Transportation System to improve regional travel operations.

**Action D:** Follow the emerging trend of connected vehicles and continue to research and implement opportunities for the County to prepare its infrastructure to communicate with connected vehicles on the highway system.

**Strategy:** ~~Build~~ **Advance** regional consensus on transportation solutions by collaborating with the state and regional agencies, as well as local communities.

**Action A:** Advocate ~~and work closely with the Illinois Department of Transportation (IDOT) and state elected officials to add capacity to improve~~ state highway ~~routes~~ corridors based on the priorities identified in the Lake County State Highway ~~e~~Consensus ~~Plan~~. ~~transportation list with the state legislature and IDOT.~~

**Action B:** Continue to work with the Illinois State Toll Highway Authority (Tollway), the Chicago ~~Metropolitan~~ Agency for ~~Metropolitan~~ Planning (CMAP), ~~IDOT~~, the Lake County Transportation Alliance (LCTA), and others to advocate for implementation of the Central Lake County Corridor (Route 53/120 ~~or its alternatives~~).

**Action C:** Provide leadership, coordination and technical assistance to support the Lake County Coordinated Transportation Services Committee (LCCTSC) in implementing forthcoming recommendations identified ~~in~~ by the Lake County Paratransit Market Analysis study. ~~the 2010 Lake County Para-transit Transportation Plan.~~

**Action D:** Advocate for enhanced ~~highway~~ freight and transit movement on IDOT and ISTHA projects.

~~Strategy: Seek to implement a more equitable distribution of state and federal funds and support appropriate transportation bills to ensure transportation capacity needs are met.~~

**Strategy:** Lead the region in a “call to action” for a permanent and sustainable funding source to meet the region’s transportation system maintenance and capacity needs.

**Action A:** Work with Lake County’s state and federal delegation and participate via NACo and other national groups on the reauthorization of federal funding ~~appropriations~~ ~~(MAP 21)~~ for ~~adequate~~ state and local ~~funding for~~ transportation ~~projects~~.

**Action B:** Work the Illinois General Assembly legislative process, in cooperation with other entities, to create a ~~needs~~ **performance** based distribution of ~~the IDOT District 1/downstate district’s allocation of~~ state highway construction dollars. ~~(i.e. the 45%/55% split).~~

**Action C:** Work with the Transportation for Illinois Coalition (TFIC), ~~LTCA~~ and other appropriate organizations to ~~provide~~ **advocate** for a more stable method for funding transportation that will provide for a reliable local funding stream and a robust state capital improvement program. Utilize the County’s state legislative lobbyist in this effort.

**Strategy:** Work collaboratively with state, regional and local agencies and County residents to reduce the number of fatal and serious injury crashes on Lake County roadways.

**Action A:** Work with the Lake County Sheriff, local law enforcement and other agencies to develop a safety campaign to reduce fatal and serious injury roadway crash types.

**Action B:** Increase use of available data to continue to design and build transportation improvements that enhance safety (i.e. modern roundabouts).

**Action C:** Create facilities for pedestrians and bicyclists by continuing to implement Lake County's Policy on Infrastructure Guidelines for Non-Motorized Travel Investments.

**Action D:** Continue to integrate roadway, safety and traffic data management sources to develop solutions that will improve safety on roadways.

### Proposed Performance Metrics

- Traffic Safety: Reduce fatal and serious injury traffic crashes by 5% a year on the County Highway system.

5 year Averages	2006-2010	2007-2011	2008-2012	2009-2013	2010-2014	2011-2015	2012-2016
Fatal Crashes	31	28	26	27	30	30	34
Serious Injury Crashes	2,496	2,349	2,251	2,254	2,252	Data not yet available	

- Traffic Congestion: Complete 15 miles of highway capacity improvements on the County Highway system by 2026.
  - Five-Year Target (2021): Highway Improvement Plan constructs 8.04 miles.



# Telephone Town Hall Meetings

# TELEPHONE TOWN HALL RESULTS

DECEMBER 13, 2016 & FEBRUARY 15, 2017

8,452  
PARTICIPANTS



106,819  
CALLS PLACED



5.8 MINUTE  
AVERAGE DURATION  
(FIRST TOWN HALL)

6.2 MINUTE  
AVERAGE DURATION  
(SECOND TOWN HALL)

TELE-TOWNHALL®  
AVERAGE DURATION  
(1 HOUR MEETING):  
4.5 MINUTES

## FIRST TOWN HALL



FIRST 30 MINUTES:  
200+ PARTICIPANTS



FINAL 30 MINUTES:  
150-175 PARTICIPANTS

## SECOND TOWN HALL

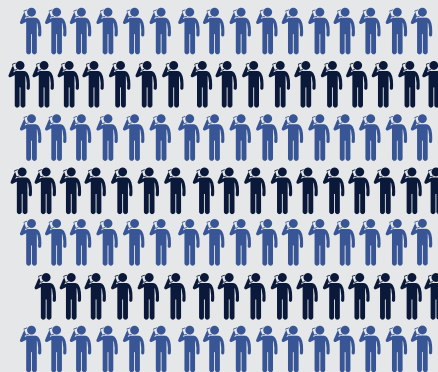


FIRST 30 MINUTES:  
450+ PARTICIPANTS



FINAL 30 MINUTES:  
200-225 PARTICIPANTS

114 PARTICIPANTS SCREENED



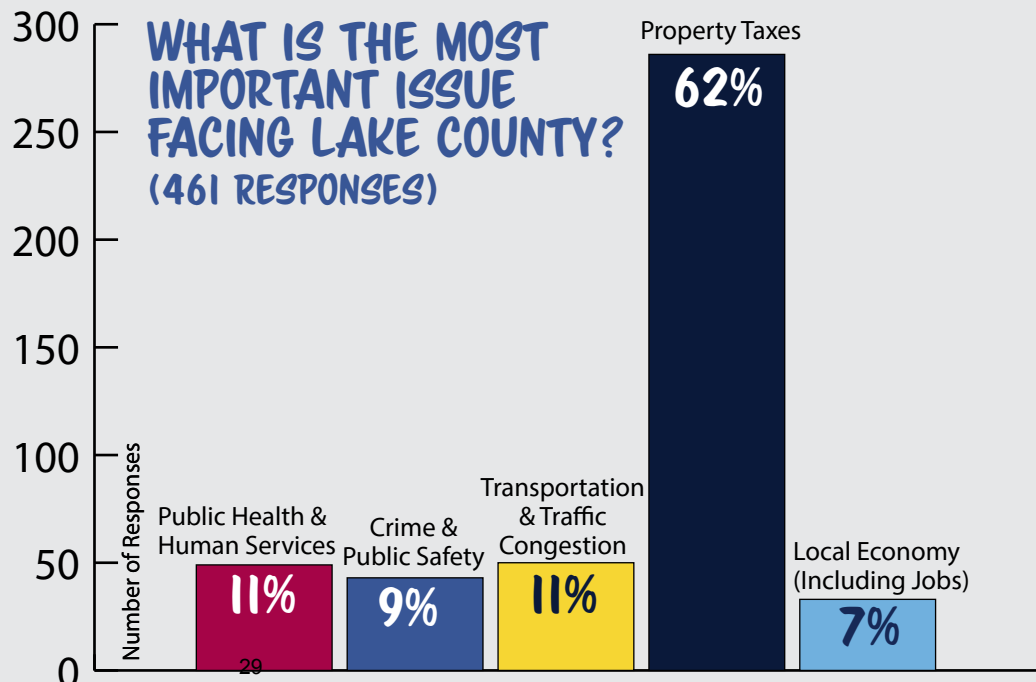
21  
PARTICIPANTS  
SPOKE LIVE  
ON THE AIR



89  
VOICEMAIL  
MESSAGES  
LEFT



## POLL QUESTIONS



THERE ARE A LOT OF TRANSPORTATION PRIORITIES THAT COME WITH BIG PRICE TAGS. WHAT ISSUE IS MOST IMPORTANT TO YOU? (353 RESPONSES)



**34%**  
TRAFFIC CONGESTION



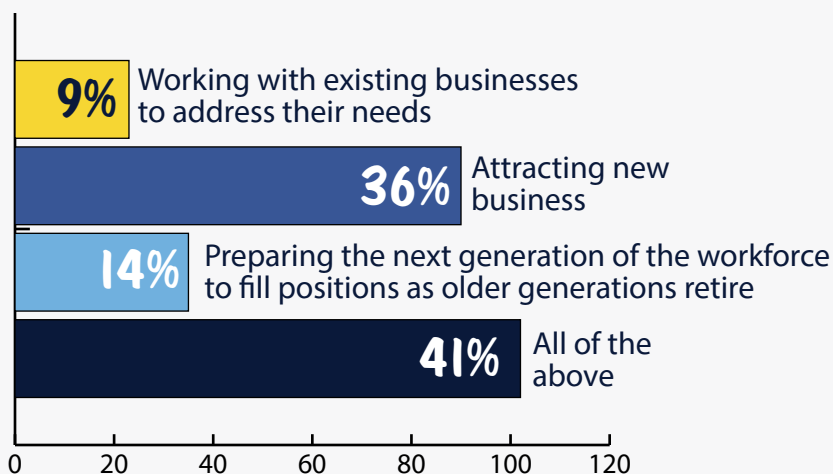
**15%**  
AVAILABILITY OF  
PUBLIC TRANSIT



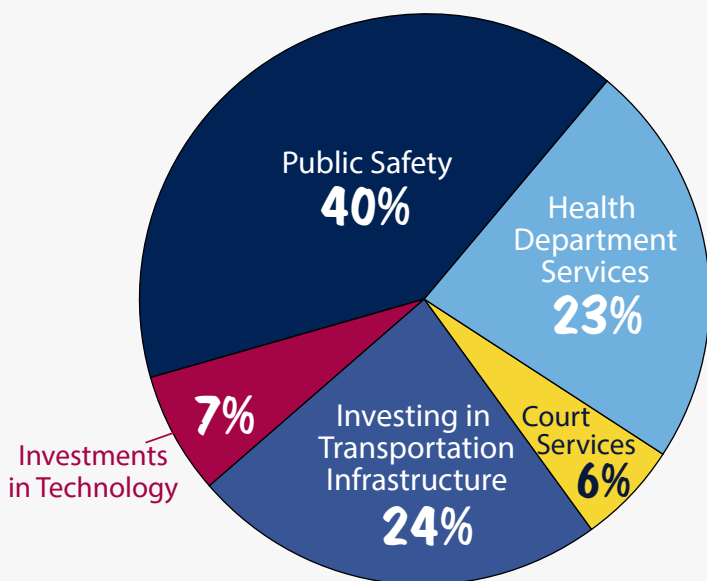
**24%**  
QUALITY OF ROADS

**27%**  
ALL OF THE ABOVE

WHICH OF THE FOLLOWING EFFORTS TO GROW OUR LOCAL ECONOMY ARE MOST IMPORTANT TO YOUR CAREER, FAMILY INCOME OR BUSINESS? (250 RESPONSES)



WHICH OF THE FOLLOWING PRIORITIES WOULD YOU WANT LAKE COUNTY TO CONTINUE TO PAY FOR IF STATE FUNDING IS CUT, EVEN IF IT MEANS RELYING MORE ON YOUR PROPERTY TAXES? (526 RESPONSES)



# POLL QUESTIONS



IF YOU HAVE HAD CONTACT WITH ANY LAKE COUNTY DEPARTMENT OR OFFICE WITHIN THE LAST 12 MONTHS, WHAT WAS THE OVERALL CUSTOMER SERVICE YOU RECEIVED? (99 RESPONSES)

EXCEEDED EXPECTATIONS



IMPROVEMENT NEEDED



MET EXPECTATIONS



UNSATISFACTORY

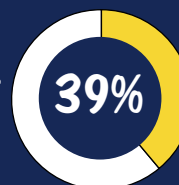


RATE HOW VALUABLE YOU FOUND TONIGHT'S TELE-TOWN HALL MEETING. (191 RESPONSES)

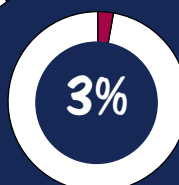
VERY VALUABLE



SOMEWHAT VALUABLE



NOT VALUABLE



# TELEPHONE TOWN HALL RESULTS

FEBRUARY 15, 2017 • 7:00 PM

5,581  
PARTICIPANTS



66,783  
CALLS PLACED



6.2 MINUTE  
AVERAGE DURATION  
1.25 MINUTE  
MEDIAN DURATION

TELE-TOWNHALL®  
AVERAGE DURATION  
(1 HOUR MEETING):  
4.5 MINUTES



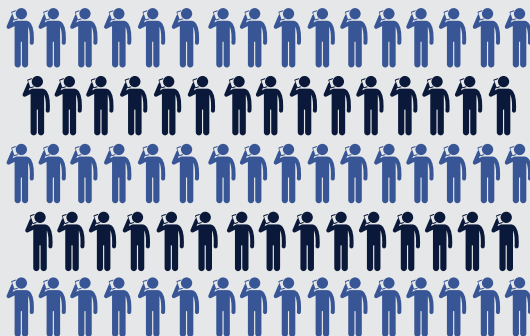
FIRST 30 MINUTES:  
450+ PARTICIPANTS



FINAL 30 MINUTES:  
200-225 PARTICIPANTS

78

PARTICIPANTS SCREENED

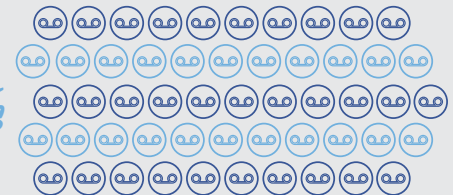


ELEVEN  
PARTICIPANTS  
SPOKE LIVE  
ON THE AIR



53

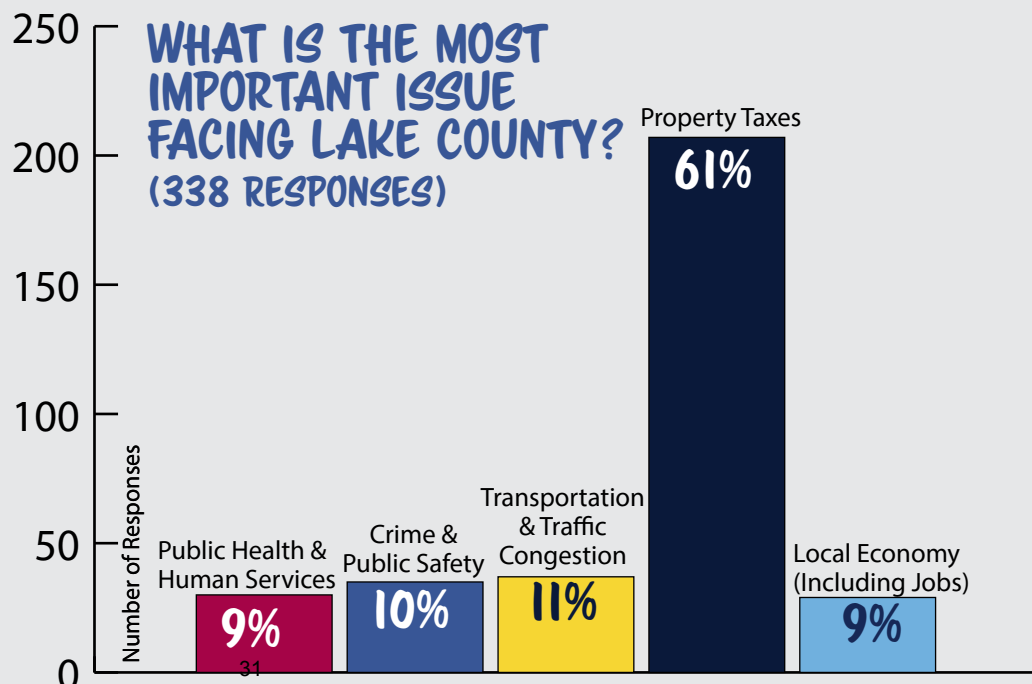
VOICEMAIL  
MESSAGES  
LEFT



## POLL QUESTIONS



WHAT IS THE MOST  
IMPORTANT ISSUE  
FACING LAKE COUNTY?  
(338 RESPONSES)





THERE ARE A LOT OF TRANSPORTATION PRIORITIES THAT COME WITH BIG PRICE TAGS. WHAT ISSUE IS MOST IMPORTANT TO YOU? (272 RESPONSES)



**34%**  
TRAFFIC CONGESTION



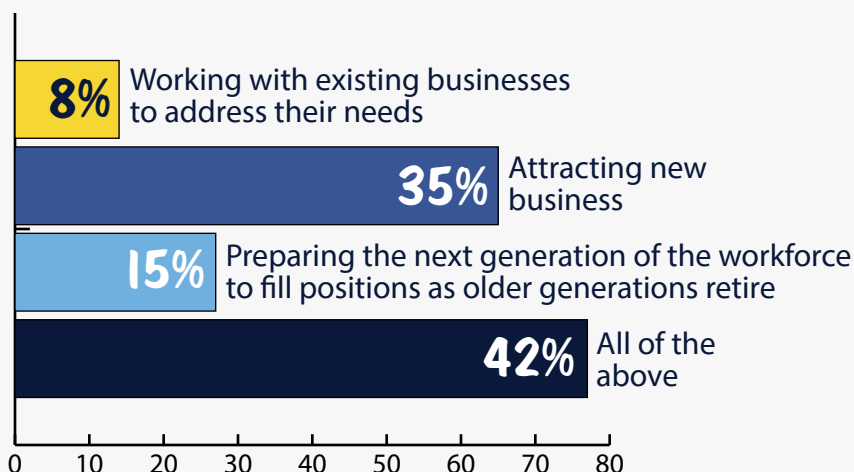
**12%**  
AVAILABILITY OF  
PUBLIC TRANSIT



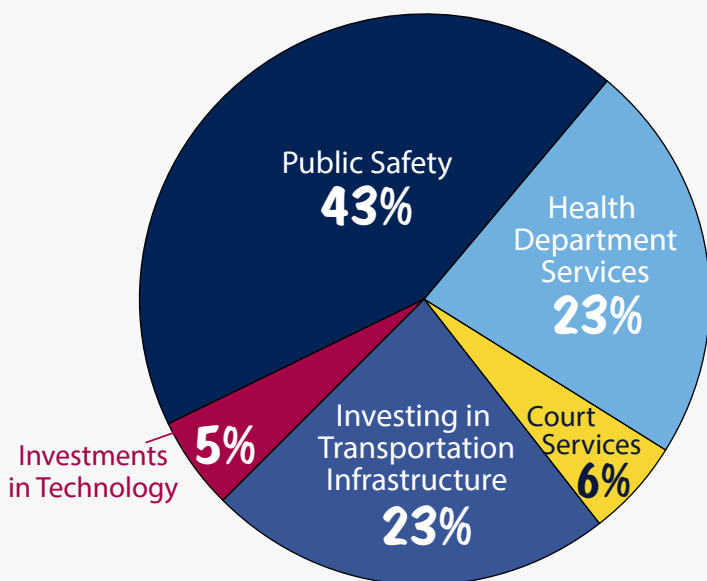
**24%**  
QUALITY OF ROADS

**30%**  
ALL OF THE ABOVE

WHICH OF THE FOLLOWING EFFORTS TO GROW OUR LOCAL ECONOMY ARE MOST IMPORTANT TO YOUR CAREER, FAMILY INCOME OR BUSINESS? (183 RESPONSES)



WHICH OF THE FOLLOWING PRIORITIES WOULD YOU WANT LAKE COUNTY TO CONTINUE TO PAY FOR IF STATE FUNDING IS CUT, EVEN IF IT MEANS RELYING MORE ON YOUR PROPERTY TAXES? (362 RESPONSES)



# POLL QUESTIONS



IF YOU HAVE HAD CONTACT WITH ANY LAKE COUNTY DEPARTMENT OR OFFICE WITHIN THE LAST 12 MONTHS, WHAT WAS THE OVERALL CUSTOMER SERVICE YOU RECEIVED? (70 RESPONSES)

EXCEEDED EXPECTATIONS



IMPROVEMENT NEEDED



MET EXPECTATIONS

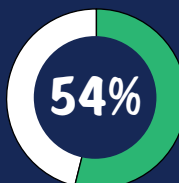


UNSATISFACTORY

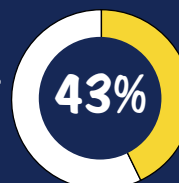


RATE HOW VALUABLE YOU FOUND TONIGHT'S TELE-TOWN HALL MEETING. (120 RESPONSES)

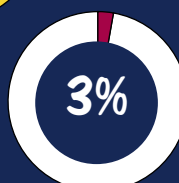
VERY VALUABLE



SOMEWHAT VALUABLE



NOT VALUABLE



# TELEPHONE TOWN HALL RESULTS

DECEMBER 13, 2016 • 7:00 PM

**2814**  
PARTICIPANTS  
(ENGLISH)

**57**  
PARTICIPANTS  
(SPANISH)

**40,036**  
CALLS PLACED



**5.8 MINUTE**  
AVERAGE DURATION

**3.1 MINUTE**  
MEDIAN DURATION

TELE-TOWNHALL®  
AVERAGE DURATION  
(1 HOUR MEETING):  
4.5 MINUTES



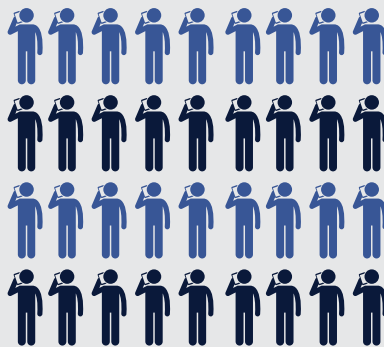
FIRST 30 MINUTES:  
200+ PARTICIPANTS



FINAL 30 MINUTES:  
150-175 PARTICIPANTS

**36**

PARTICIPANTS SCREENED



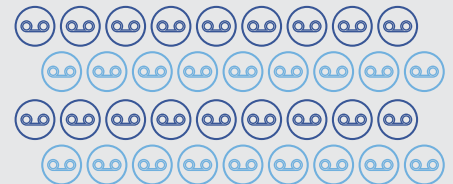
**TEN**

PARTICIPANTS  
SPOKE LIVE  
ON THE AIR



**36**

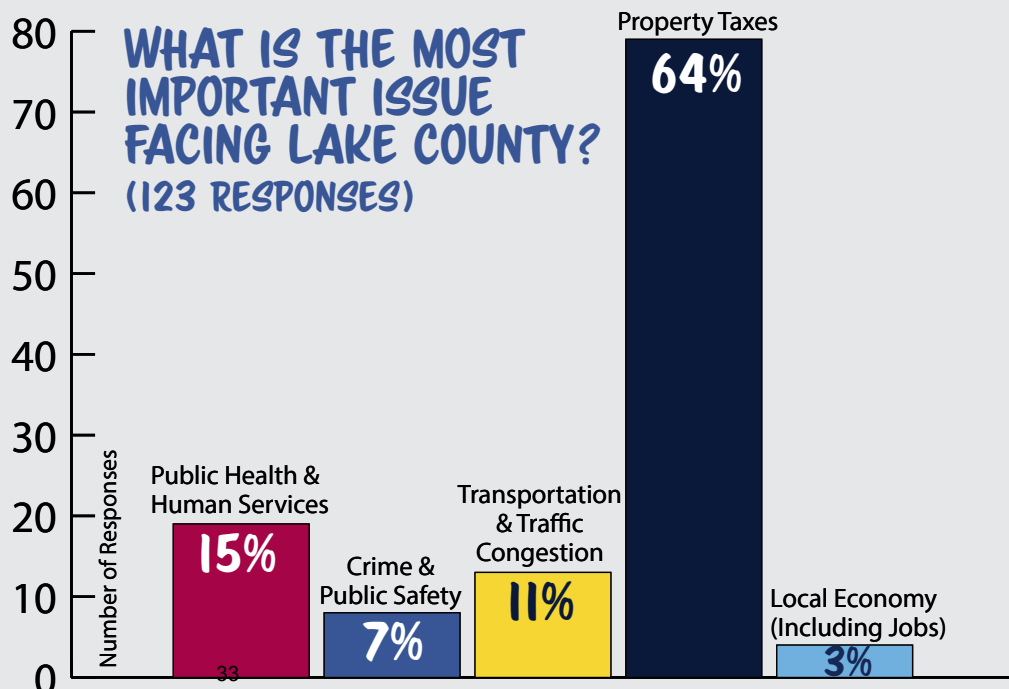
VOICEMAIL  
MESSAGES  
LEFT



## POLL QUESTIONS



**WHAT IS THE MOST  
IMPORTANT ISSUE  
FACING LAKE COUNTY?**  
(123 RESPONSES)



THERE ARE A LOT OF TRANSPORTATION PRIORITIES THAT COME WITH BIG PRICE TAGS. WHAT ISSUE IS MOST IMPORTANT TO YOU? (81 RESPONSES)



**32%**  
TRAFFIC CONGESTION



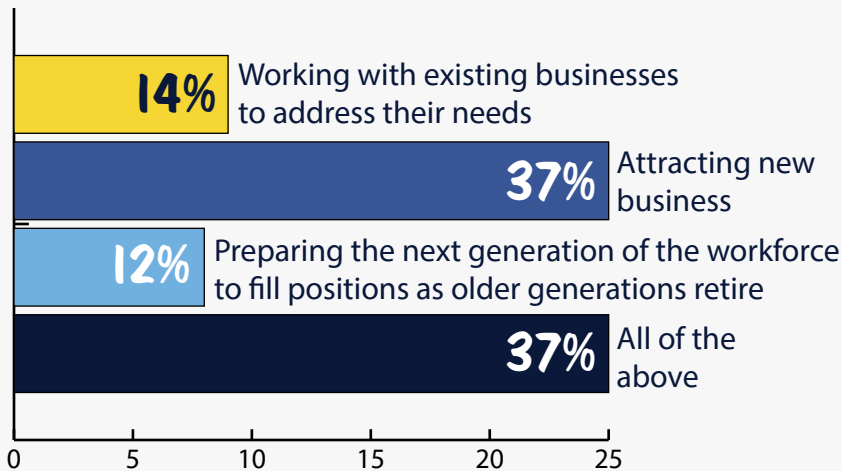
**27%**  
AVAILABILITY OF PUBLIC TRANSIT



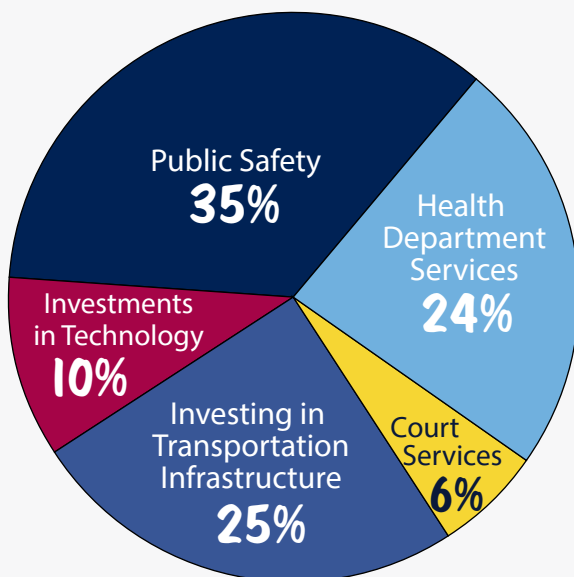
**26%**  
QUALITY OF ROADS

**15%**  
ALL OF THE ABOVE

WHICH OF THE FOLLOWING EFFORTS TO GROW OUR LOCAL ECONOMY ARE MOST IMPORTANT TO YOUR CAREER, FAMILY INCOME OR BUSINESS? (67 RESPONSES)



WHICH OF THE FOLLOWING PRIORITIES WOULD YOU WANT LAKE COUNTY TO CONTINUE TO PAY FOR IF STATE FUNDING IS CUT, EVEN IF IT MEANS RELYING MORE ON YOUR PROPERTY TAXES? (164 RESPONSES)



# POLL QUESTIONS



IF YOU HAVE HAD CONTACT WITH ANY LAKE COUNTY DEPARTMENT OR OFFICE WITHIN THE LAST 12 MONTHS, WHAT WAS THE OVERALL CUSTOMER SERVICE YOU RECEIVED? (29 RESPONSES)

EXCEEDED EXPECTATIONS



IMPROVEMENT NEEDED



MET EXPECTATIONS

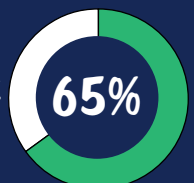


UNSATISFACTORY

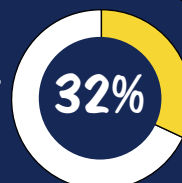


RATE HOW VALUABLE YOU FOUND TONIGHT'S TELE-TOWN HALL MEETING. (71 RESPONSES)

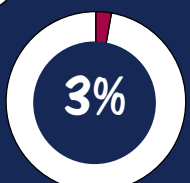
VERY VALUABLE



SOMEWHAT VALUABLE

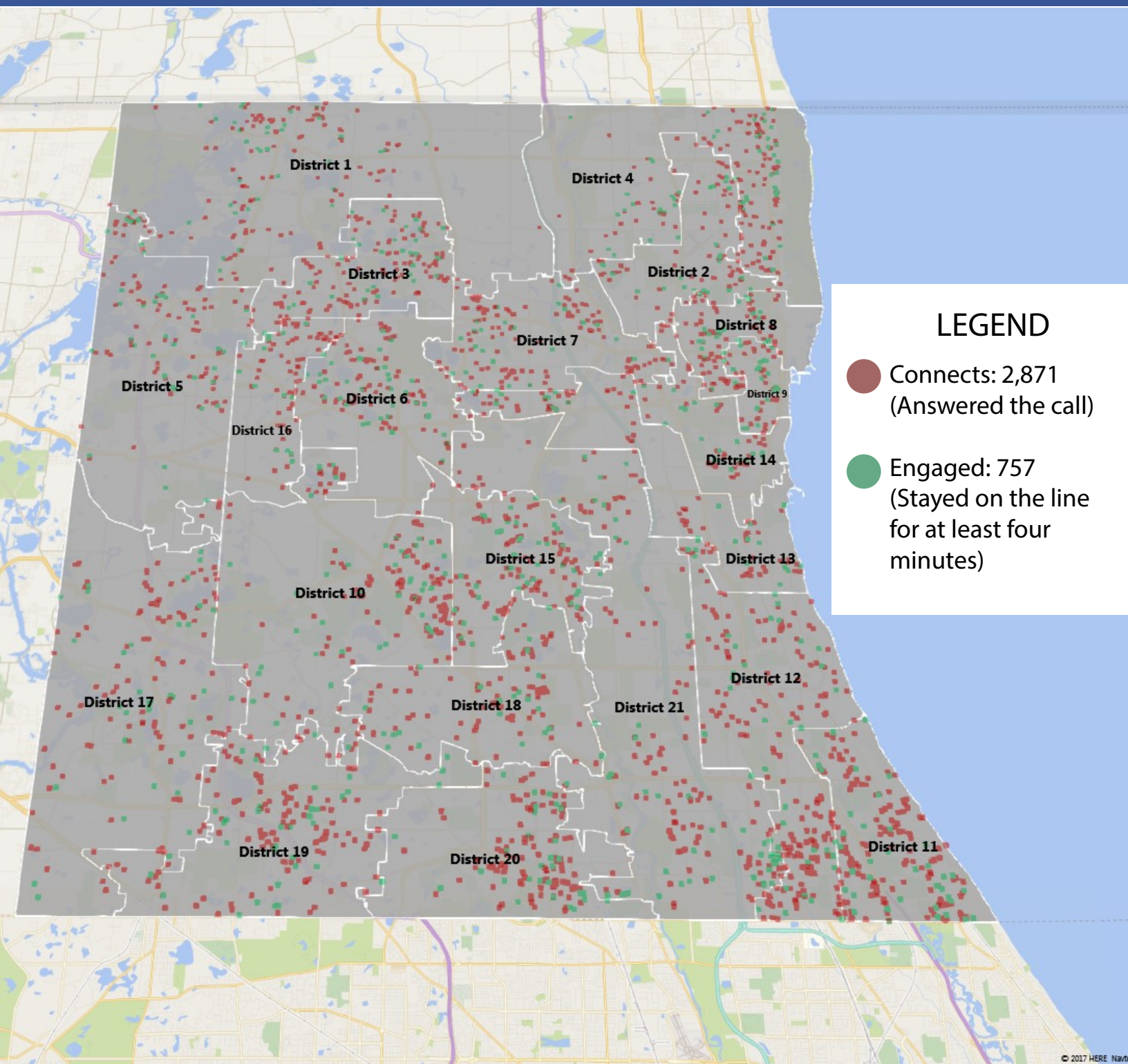


NOT VALUABLE



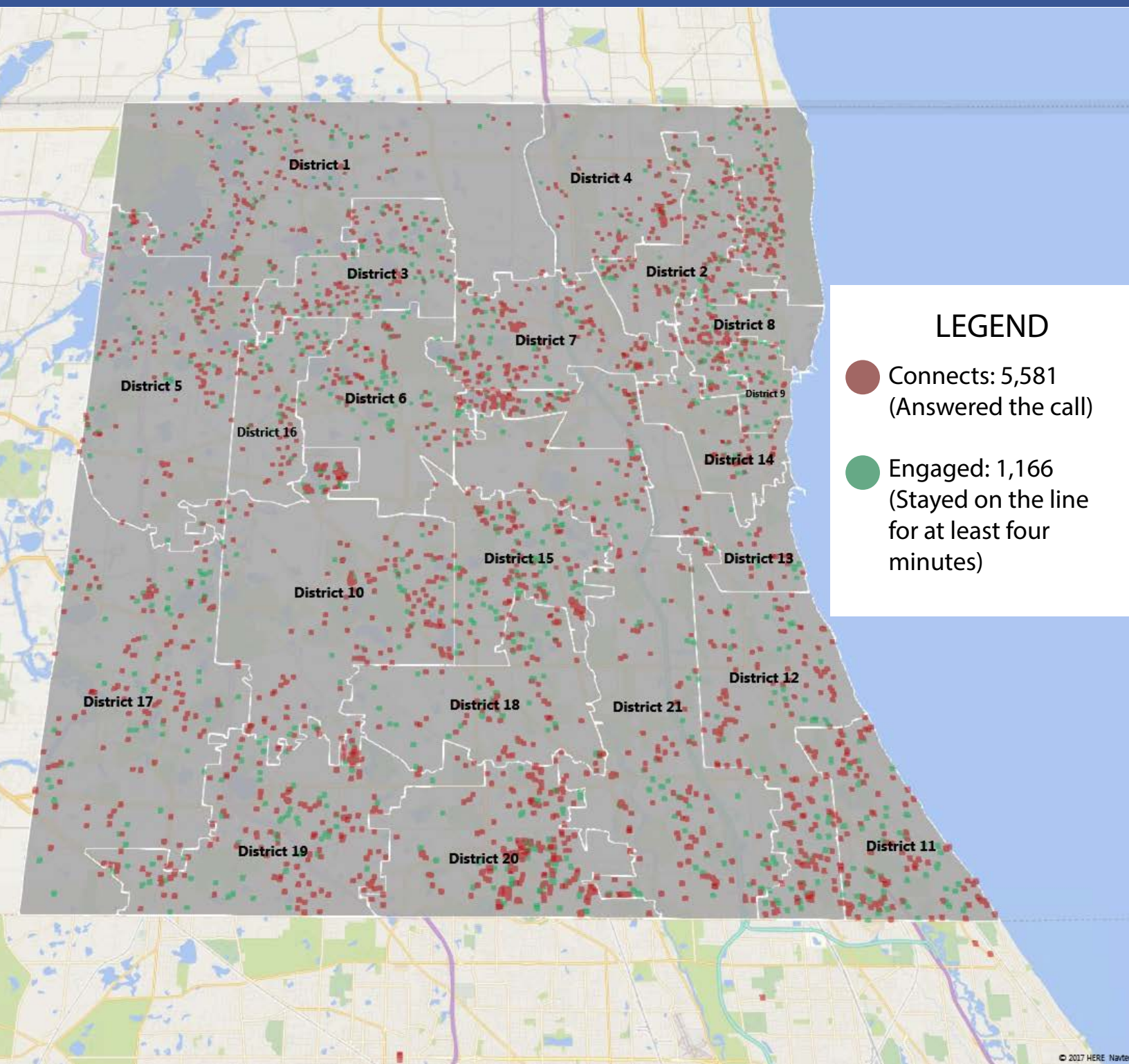


# FIRST TELEPHONE TOWN HALL MAP



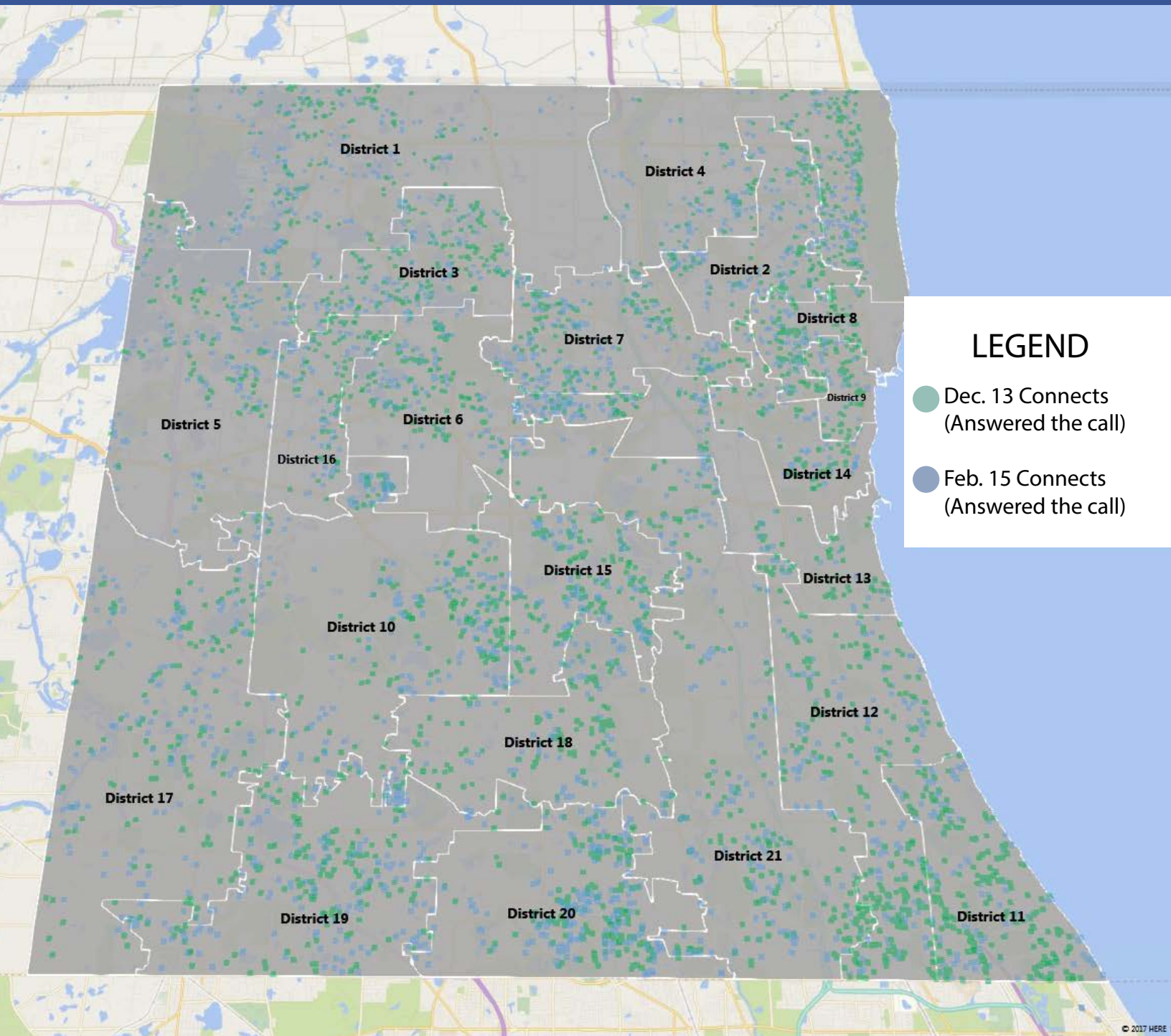


# SECOND TELEPHONE TOWN HALL MAP



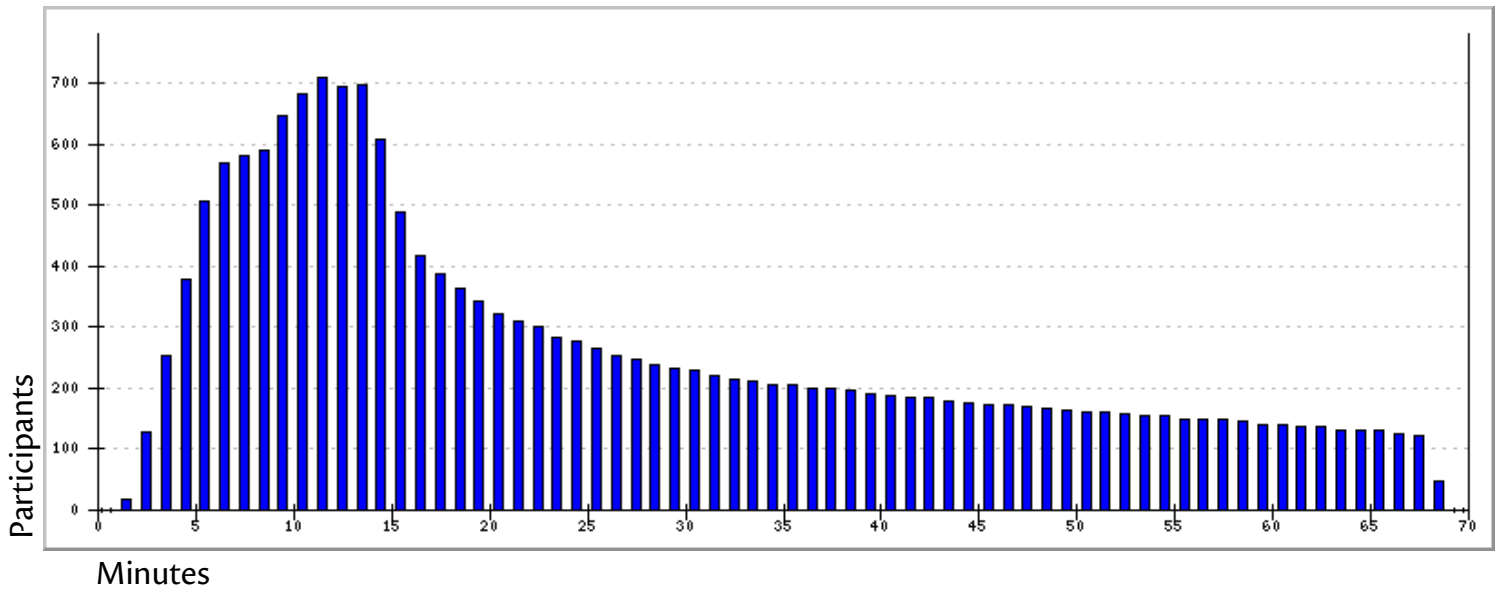


# TELEPHONE TOWN HALL COMPARISON MAP

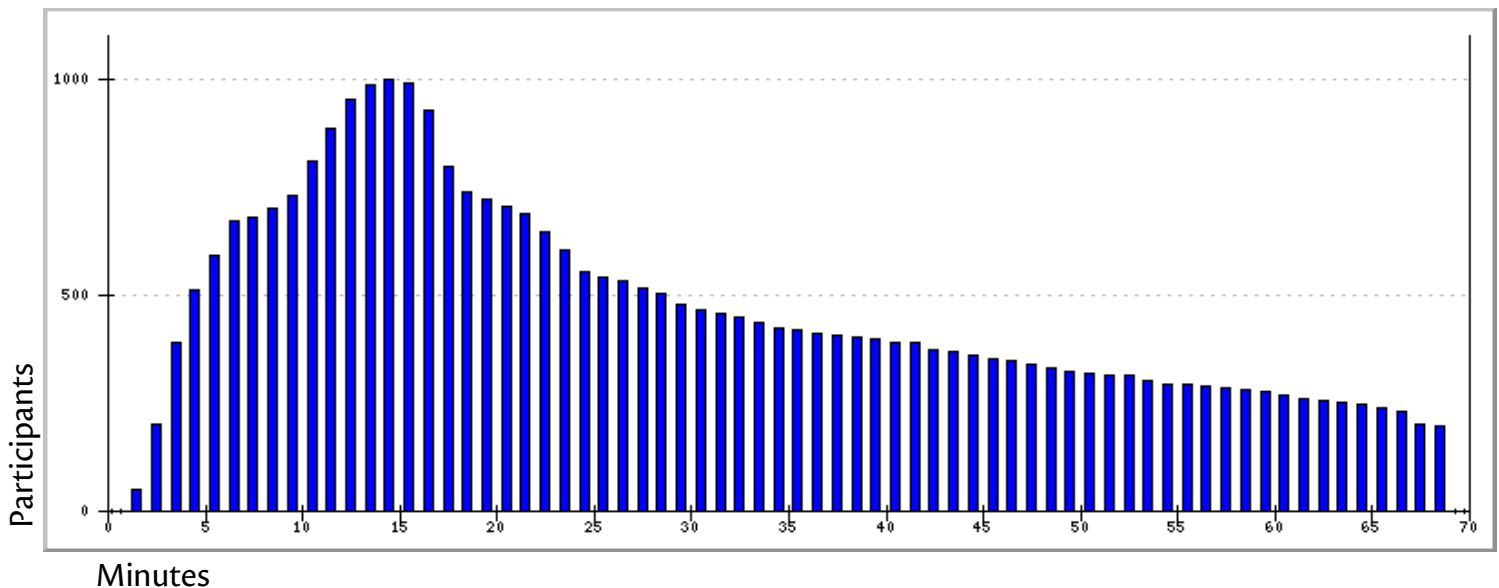


# PARTICIPANTS

## December 13, 2016 Telephone Town Hall Participation



## February 15, 2017 Telephone Town Hall Participation



# TELEPHONE TOWN HALL VOICEMAILS

DECEMBER 13, 2016 • 7:00 PM

## TOPIC/THEME

## FEEDBACK



Fiscal Responsibility,  
Property Taxes

Our property taxes are killing us. So high that values of homes are down. Find a way to be more reasonable when we budget; concerns about generous pensions (teachers). Concerned about losing IL residents to other states. Would be delighted to talk to someone about this.

Richard, Libertyville



Fiscal Responsibility,  
Property Taxes

Property taxes too high; senior citizens being forced to sell homes; there should be a complete freeze on taxes for senior citizens.

Joyce, Round Lake Beach



Fiscal Responsibility,  
Consolidation

Aaron was talking about government consolidation; Duplicate services and question is whether we can do away with any of them. Please give me a call.

Hap, Lincolnshire



Fiscal Responsibility,  
Property Taxes

Elaborate more on taxes, how and why they are increasing based on broke State of IL; rather than eliminating township; food for thought; I would love to hear from you.

James, Lake Villa



Fiscal Responsibility,  
Property Taxes

My property taxes went up \$260. Neighbors went down; Feel discriminated against; Please call me back.

John, Lindenhurst



Fiscal Responsibility,  
Property Taxes

Lessen property taxes; In polling question, no increase in real estate taxes has to be an option.

Larry, Wadsworth



Fiscal Responsibility,  
Consolidation

State I grew up didn't have townships; overlapping municipality/township is cumbersome; appreciate town hall

Ken, Zion



Fiscal Responsibility,  
Property Taxes

High taxes; concern for senior citizens

John, Wadsworth



Property Taxes,  
Transportation, Misc.

Air quality, traffic congestion & outrageous real estate taxes



Transportation,  
Oppose 53

Applaud you Aaron for IL Route 53 opposition; waste of money

Dan, Grayslake

## TOPIC/THEME



Transportation,  
Oppose 53

## FEEDBACK

Do not support IL Route 53; bring more traffic with minimal access of roads at high cost; air and water pollution concerns

Ed, Long Grove



Transportation,  
Oppose 53

Congratulate Aaron for being re-elected and opposition to 53; see more integrating of transit and transportation; need to reduce trips and commutes; need to talk more about mass transit; efficiency of transportation; happy to talk to you about this; appreciate the town hall



Transportation,  
Oppose 53

No mention of Route 53; against 53; would like to know status; EIS? Want update

Mark, Hawthorn Woods



Transportation,  
Oppose 53

Very disappointed that you did not speak to Route 53; Anxiously looking forward to you speaking about this.

Larry, Hawthorn Woods



Transportation,  
Traffic

Bad connection; speaker saying we need to do this; spending money on too many things; there are too many traffic lights and gridlock.

Albert, Waukegan



Transportation,  
Traffic

Traffic congestion has increased over the years and created tremendous safety problem. (Grand Ave and Hawthorn, turning onto 132, wait for 5 min. Suggest a stop light). Please give me a call back.

David, Lindenhurst



Transportation,  
Maintenance

Detailed questions about Washington St. project; small section needs to be finished up; go 2 blocks out of our way; I did go to open house. Status? Limbo until spring?



Transportation,  
Oppose 53

Town hall by phone is a great idea; Against Route 53/120 extension; destroy communities; congestion will increase

Jill, Grayslake



Leadership,  
Communication

Thank you for hosting this; working mom and no way I could go to a meeting; I really learned a lot; Question about extending IL Route 53; Status? Please get back to me (email is fine)

Jen, Buffalo Grove



Leadership,  
Communication

Wonderful opportunity to participate; fantastic method by phone; hope there are more town hall meetings

Sarah, Libertyville



Leadership,  
Communication

Great opportunity to participate; want to participate in future meetings

Darcell, Zion



Leadership,  
Communication

Would like to be added to list to know about town hall in advance. Thank you for hosting!

Tameka, North Chicago



## TOPIC/THEME



Leadership,  
Communication



Public Safety,  
Leadership



Healthy  
Communities



Economic  
Development



Sustainable  
Environment

Miscellaneous/  
Other

Miscellaneous/  
Other

Miscellaneous/  
Other

Miscellaneous/  
Other

Miscellaneous/  
Other

Miscellaneous/  
Other

Miscellaneous/  
Other

Miscellaneous/  
Other

## FEEDBACK

Informative meeting; I know a bit more now; County is trying; Thank you  
[Joan, Mundelein](#)

Concerned about the high number of petroleum cars on the train line close to my house along Waukegan Rd and Route 41 and the high risk of explosion. Is the County receiving any financial benefit by allowing this?

[Cynthia, Deerfield](#)

Thank you for hosting; support for work we are doing in mental health

[Melissa, Libertyville](#)

Idea: don't charge a building permit, or incentivize people to build in Lake County; offset taxes for others

[James, Beach Park](#)

Interested in more sustainability programs, like curbside composting

Mail delivery? Many days I don't get mail.

[Adrienne, Lindenhurst](#)

Senior citizen and disabled; What assistance is available related to getting a job ?

[Leslie, Lake Zurich](#)

Major issues affecting me and my neighbors; growing population of coyotes; They are attacking our animals, large dogs, keep us up at night; Not safe to let my dog out or go for walks.

[Caryn, Deer Park](#)

Question regarding Forest Preserves and signs at entrances; Enjoy FP's; Problems at IG with loose dogs; More patrols?

Shields Township/Rockland FPD rumors; abolish FPD?

I understand we pay some of Chicago school taxes - Why? Gurnee becoming "sanctuary" for illegal immigrants?

[Dolores, Gurnee](#)

Major complaint is against the police dept, and have a problem with judge, sheriff and deputies. If you want to hear my story, please call me.

Husband deceased; I'm bedridden; unable to afford a caregiver. Meals on wheels?

[Gail, Lake Villa](#)

# TELEPHONE TOWN HALL VOICEMAILS

FEBRUARY 15, 2017 • 7:00 PM

## TOPIC/THEME



Fiscal Responsibility,  
Property Taxes



Fiscal Responsibility,  
Property Taxes



Fiscal Responsibility,  
Property Taxes



Fiscal Responsibility,  
Property Taxes



Fiscal Responsibility,  
Property Taxes



Fiscal Responsibility,  
Property Taxes



Fiscal Responsibility,  
Property Taxes

## FEEDBACK

Outrageous increase in property taxes; why is Stevenson High School taking up so much money - for example why do they need a coffee bar; why is there no discount for seniors or those who have kids that are long gone; why did the Assessor increase 9% last year when house values went down; I also have raw lots, empty lots - why am I getting taxed so heavily on these when I am provided no services for these empty lots?

Robert, Lincolnshire

Property taxes - My home isn't worth anything despite upgrades to it. The amount of money that I pay for property taxes does not match my home's value; I don't mind paying property taxes, but the amount is outrageous; it's hard to stay in Lake County.

Gloria, Beach Park

Taxing for school districts; why can't schools charge people a small tuition to reduce taxes for people without children; ease the burden of property taxes

Edward, Lake Zurich

During the housing bubble of 2008, property values went down by 45% but taxes went up; we are not taxed on our property; same excuse for the last 10 years - state's faults or federal government; my taxes have more than tripled; I might not be able to live here anymore; I suggest keep fighting to lower them; most taxes go to schools but I have not seen schools growing; none of the things you're saying add up.

Carl, Lake Villa

Forest Preserve is buying too much property and taking it off the tax-roll; our taxes continue to go up; taxes are too high.

Marie, Ingleside

Property taxes are too high; Taxes have gone up 8% in the last two years; home is assessed higher than it's worth; won't appeal because it's a waste of time; we should have a property tax cap; state is not going to do anything about schools/pensions; California implemented a freeze, why can't we?; would like a call back; waited for over an hour and wishes he could've spoken during the meeting.

Bruce, Vernon Hills

Question about freezing taxes similar to King County; property taxes are extremely high - 22% of one's income is going to local/state taxes; nothing is being done; people are moving

Alu, Vernon Hills

## TOPIC/THEME



Fiscal Responsibility,  
Property Taxes



Fiscal Responsibility,  
Property Taxes



Fiscal Responsibility,  
Property Taxes



Fiscal Responsibility,  
Property Taxes



Fiscal Responsibility,  
Property Taxes



Fiscal Responsibility,  
Property Taxes



Fiscal Responsibility,  
Property Taxes



Fiscal Responsibility,  
Property Taxes



Fiscal Responsibility,  
Property Taxes



Fiscal Responsibility,  
Property Taxes



Transportation



Transportation,  
Property Taxes,  
Miscellaneous

## FEEDBACK

Senior citizen; unable to pay taxes due to health crisis; need help to pay taxes.

[Dorothy, Antioch](#)

Need information on why property taxes have nearly doubled; why are certain properties taxed so much higher despite being the same?

[George, Waukegan](#)

Did not get to speak at meeting; Senior homestead is not a wonderful benefit in Lake County; property taxes are too high; county needs to adjust assessments for seniors; I pay \$14,000 in property taxes in unincorporated Deerfield.

[Bill, Deerfield](#)

Highland Park resident; Value of my house was raised by 45.2%; went in for review but the numbers are still unrealistic; over a year worth of fighting to have them lowered; Assessor could not give me an answer

[Michael, Highland Park](#)

Wants to know what happened with last year's property tax assessment, when local tax assessors were overruled, and flat increase was applied by the Lake County Tax Assessor. Wants to know process and thinking behind it; concerned about County checking stormwater detention ponds for pollution; wants to know Lake County's plan for monitoring these detention ponds; How does the County's transportation budget correlate with the Transportation Fund amendment passed at the last election

[Fay, Barrington](#)

Question referencing seniors paying full school taxes

[Edith, Libertyville](#)

Property tax breaks for seniors, and would like to know how she can receive assistance; wants to know why her taxes are much higher than bigger homes in Lake Forest

Property taxes in his area are too high.

[Harry, Zion](#)

Would like to know more about senior freeze exemptions

Reform needed to taxes for State and County; speaks about plan for property tax relief

Roads in Lake County (specifically roundabouts); expansion of Route 83; Plan to have roundabouts in Grayslake area; roundabouts only work where there's less traffic and congestion; Does not believe a roundabout so close to a school is a good idea; bike trails should be looked at more, water runoff areas, and crosswalks for animals as well

[Elizabeth, Round Lake Beach](#)

Canadian Railroad was supposed to come through 4 times a day; it actually comes through 11-13 times a day; property taxes are insane for what they have to deal with; trains sits on track for hours/very noisy; fumes from the trains are horrible; residents are very unhappy and moving due to the train and double of property taxes

[Clifford, Hawthorn Woods](#)

## TOPIC/THEME



Transportation,  
Congestion



Transportation,  
Traffic Signals



Transportation,  
Miscellaneous



Transportation,  
Traffic Signals  
Miscellaneous



Transportation



Transportation,  
Oppose Rt. 53



Public Safety,  
Fiscal Responsibility



Public Safety,  
Miscellaneous



Public Safety



Public Safety



Economic  
Development

## FEEDBACK

Transportation and Congestion - Highway 60/83, between Midlothian going towards 94; traffic congestion every day; what can the County do to improve the congestion?

On Rollins Road and Rt 45, the traffic lights are swinging in the wind; they've been there for 15 years; when will a permanent light be put there?

[Elaine, Round Lake Beach](#)

Appreciated town hall via phone; would've liked an email option given at robo-call; safe passage for pedestrians and cyclists near schools; allow youth to bike or walk to schools; this could reduce cost of busing; not all road improvements have safe passage; roundabouts don't always have sidewalks.

[Diana, Lake Villa](#)

Question regarding traffic signals. He wants to know if there is software that can be developed that can determine the amount of traffic that is in front of a traffic signal; wondering if the work of county employees is ever audited; he has a question about term limits in Lake County.

[Matt, North Barrington](#)

Update on Weiland Road project

Concerned about expanding Route 53 and making it a tollway; it would bring in more traffic, people, and cause congestion in the area. She is against this, and is wondering if there is anything going on as far as the proposal.

[Virginia, Round Lake Beach](#)

Possibilities to look into alternatives to probation department; start using volunteer officers for police and for probation; more deputy officers

[Bruce, Round Lake Beach](#)

We can't do anything about guns because it's in the constitution; we should outlaw bullets for sale and ownership; only agencies that require them should be able to purchase bullets

[Shelley, Grayslake](#)

How are we protecting ourselves from becoming like Chicago - with all of the violence and deaths? We need to make sure those violent offenders do not move to the suburbs; we can't close our eyes to what may happen in the future; we need to be prepared

[Bruce, Indian Creek](#)

Wondering what we plan to do about homeless and drug addicts that hang around Jewel and Walgreens.

[Jo, Waukegan](#)

Why has Lake County North (Route 173) been left out of all of the planning for Lake County? Business keeps going over the border; we need to offer something on the north side or we're going to fall further behind.

[Jeff, Antioch](#)

## TOPIC/THEME



Economic Development, Business



Economic Development, Property Taxes



Healthy Communities



Healthy Communities



Government Reform



Government Reform



Government Reform



Consolidation, Government Reform



Fiscal Responsibility, Collaboration



Sustainable Environment

Miscellaneous

Miscellaneous

## FEEDBACK

A lot of our businesses are leaving; new companies are not beneficial to the County (pawn shops/loan shops/gambling onsite); why are these being allowed  
[Patrick, Round Lake Beach](#)

Did not get to speak during meeting; UDO does not allow for economic development in unincorporated Lake County; thousands of lots are restricted from being developed; we don't need another tollway; tollway is a political body; taxes continue to increase; tremendous hardship  
[Carol, Antioch](#)

Heroin epidemic; addicts cannot stop; DEA has never passed a constitutional amendment preventing people from buying narcotics; reprehensible that taxpayers have to pay for people to go to jail  
[Beth, Highland Park](#)

Thank you for the Town Hall; thank you for the message alerting me to it; I am slowly becoming more engaged and informed; learned a lot; appreciate funding for health services: mental health/vaccinations; wants them to continue to be funded and supported  
[Alison, Buffalo Grove](#)

Question about redistricting; excited about Chairman Lawlor's plan; would like to learn more; is there anything we can do to help state districting?

Bad idea to elect the chairman at large; union funds will be involved; County has done great so far; Aaron is an excellent chairman and they should continue to elect within the Board; she would like to know Lawlor's rationale for wanting it to be an elected position.  
[George-Ann, Hainesville](#)

Is the County Board Chairman an elected position, or is it an administrative position?  
[Irene, Lincolnshire](#)

Eliminate townships in the county; consolidate services being provided by the townships into County level  
[Tom, Third Lake](#)

Wondering what Lake County can do to communicate to nearby counties to talk to Springfield about State costs, local costs, and county costs; Can't keep blaming the State for everything and need to work with them to reduce Statewide costs, including County costs. Would like issues addressed at next town hall  
[John, Grayslake](#)

Problem with flooding in my area; stormwater; stormwater retention

Loves Telephone Town Hall idea; thinks it's very informative; would like more advanced notice in the future  
[Marcia, Libertyville](#)

Concerns are graffiti in Waukegan, traffic, and dogs going on neighbors lawns  
[Genette, Waukegan](#)



## TOPIC/THEME

## FEEDBACK

Miscellaneous

Job well done; thanks for plugging SWALCO.  
[Glenn, Gurnee](#)

Miscellaneous

Property in Beach Park - we've been told we can't build a house on our property; we have over an acre; why can't we build on it; we have one house on it already and would like to build another house on it; we've been told we can't but don't understand why; would like a call back  
[Laura, Beach Park](#)

Miscellaneous

He would appreciate being contacted when the meeting started as opposed to 10 minutes in.  
[Jeff, Beach Park](#)

Miscellaneous

Baxter is releasing toxins and pollutants into local waters; What can the County do to get them to conform to standards? No one is enforcing.  
[Jennifer, Ingleside](#)

Miscellaneous

Railroad tracks. Are there any plans to fix them? Concerned about elderly people, pregnant women, and others going over rough train track

Miscellaneous

State Rep. Elaine Nekrtiz never returns calls; she wants to know what she can do to speak with her representative.  
[Barbara, Buffalo Grove](#)

Miscellaneous

Speaks about illegal immigrants impact on jobs in the area; she wants to know what Lake County will do to repair this issue.  
[Jennifer, Ingleside](#)

Miscellaneous

17 years old. He thanked us for hosting town hall.

Miscellaneous

Will there be any more two bedroom, 55+ buildings coming to Waukegan?  
[Cathy, Waukegan](#)

Miscellaneous

Renewed vehicle stickers, but got ticketed; paid fine to the Circuit Court in Mundelein; she asked for a refund, but has not heard back from the Circuit Clerk's Office.  
[Susan, Buffalo Grove](#)

# TELEPHONE TOWN HALL LIVE CALLERS

DECEMBER 13, 2016 & FEBRUARY 15, 2017

Category:  
Justice Initiative



*How do you feel about the National Data-Driven Justice Initiative, and how do you think that makes Lake County Residents safer?*

Question Asked By:  
Rick, Libertyville



The more data the better. Continuing the practices of the past is not going to solve these problems. We look forward to breaking down the barriers in Lake County, so you can target the services and keep people from staying in our jails, hospitals, and social service organizations.

Category:  
Transportation



*Why doesn't Cuba Township have a bus for their senior citizens to go on trips?*

Question Asked By:  
Evelyn, North Barrington



Each township is able to provide that service through their own budgeting process, but they are all independently elected. We are working at the county level to prioritize paratransit. So that individuals who need to travel, don't have their trip ended at an arbitrary township boundary. We're bringing everybody on board. It's an area that we need to work together on, but we also have to realize that it takes money. Right now we have 50 transit providers in Lake County, but I think we can be more efficient.

Category:  
Funding



*What are your thoughts on any reductions or cuts on funding from the federal government coming through the state down to the county?*

Question Asked By:  
Joshua, Buffalo Grove



The funding goes to many different areas. One of them goes to the health department to fund their federal programs related to substance abuse and health care. Our ability to provide funding in the area of substance abuse is critical. So many of these people have dual diagnoses, so that's why funding is important, to tackle mental health and substance abuse. Also, the community development block grant. It provides money in a few key areas. One is affordable housing, one to fight homelessness. There's also a broad public service fund to put forth money to emergency shelters, food banks, as well as public infrastructure, money to invest in water and sewer. We also get federal money to develop our workforce and that's probably our main competitive advantage as far as attracting people and employers there. So I can't guess what's going to happen, but the cabinet that's been put together is interesting, so we're going to wait and see. The best thing about county government is that we can be autonomous and make a difference on our own. We also really value the money from the government that we get to end homelessness, and particularly end veteran homelessness.

Category:  
Taxes

Question Asked By:  
John, Mundelein



*Too many times the County Board members have mentioned how they will reduce real estate taxes, and too many times that doesn't happen. So I hope that the members understand that they're not going to do much for the real estate tax.*



I couldn't agree more. You have to remember that someone will throw out a large number, but they don't talk about the component pieces of that. There is new growth, there are SSAs, where residents choose to tax themselves. There is not one person to blame, it's a multifaceted issue that boils down to state funding for education, to the number of units of government that we have, to fiscal constraints to those who have the authority to levy taxes. I want to look at consolidating units of government. I appoint people to 370 different boards and commissions. We need to look at opportunities to collaborate. When you look at Lake County versus other counties around us, we have way more townships. I'm not saying that's wrong, but we have to look at that because it costs money. Also, our 911 centers need consolidating.

Category:  
Mental Health

Question Asked By:  
Karen, Lincolnshire



*Is there is a way to start influencing more, and start contributing more towards preventive measures in regards to mental health issues?*



There is a national crisis in the area of mental health. Youth depression and anxiety is one of the most frightening statistics when you look at this. With the mental health coalition that we formed, we're bringing a comprehensive approach on mental health services. There is a national shortage of psychiatrists. If we can't provide consistent care, we're not doing our job. We know a huge part of the problem is housing. It's important to ask the question, where can we put them? We need to find an appropriate place where they can have a meaningful life. It all comes down to the data, so we're looking at national best practices on how we can integrate criminal justice and mental health data, to see how we can better serve those people at a lower cost. Our jails should not be mental health hospitals, which is what a lot of them have become.

Category:  
Transportation

Question Asked By:  
Cynthia



*What does the county have in mind for the future in regards to helping veterans and low income people get to work?*



We want to know how big the problem is; from impeding somebody from taking public transit. It's important we address these so we can help people get to work. One of the things Lake County has been a leader on is our Shuttle Bug program. It connects employees from Metra stations to their places of employment. It's important to understand the limitations we have though as well, as far as paying for these things goes.

Category:  
Transportation

Question Asked By:  
John, Lindenhurst



*The Millburn Bypass, why hasn't anything been done about it?*



There have been a number of challenges. The project is very close to being permitted. County funded it, but the state is building it so we're on their timeline. The issues have been designing it around the natural structures. Should be ready to go for the spring or the summer.

Category:  
New Courthouse

Question Asked By:  
Canty, Waukegan



*Do you have any idea when the downtown Waukegan court construction will be finished?*



We have to do a number of different things. We had to construct a tunnel under Washington St, and the next phase is building the actual tower. Finally, we have to integrate it into the existing building and the walkway over Washington St, allowed for public and staff to utilize. One of our biggest needs is safety. We currently have hallways that transport judges, jurors, and inmates, and that's not a safe situation.

Category:  
Property Taxes

Question Asked By:  
Mike, Ingleside



*Unfortunately my taxes have gone up 30% and I'm trying to figure out when it's going to stop. And I think what it is, in Illinois, there is a lot of government. Are we going to reduce the government?*



I hear you. Unfortunately, this is the most confusing thing I hear from residents. Illinois has not done us any favors with property taxes. So let's see what we can do about it, because I don't see the state budging on it. Here in Lake County I am responsible for appointing the Board of Review, and they are in charge of working on increasing educational opportunities, so residents are aware of how the system works. But you're right, the number of units of government is crippling Illinois, so it's important we address consolidation.

Category:  
Transportation

Question Asked By:  
John, Buffalo Grove



*What is Lake County proposing as far as traffic calming measures? As far as reducing congestion and speed, so that people can avoid the major highways.*



It comes down to money. We've looked at roundabouts and various intersections. It's going to take state involvement, but we have done a lot in this area in relation to economic development. We're also integrating with our mass transit systems. But we've got to know what the impediments are so that we can plan for the future. We want to be delivering for residents, but also recognize that the solution will cost billions of dollars.

Category:  
Property Taxes

Question Asked By:  
Soni



*We have been paying about 27% higher property taxes for the last couple of years. I have tried to reach Lake County but no one is giving me an effective answer. There has to be a way to not increase the taxes.*



I think it's wrong that people are pointing the fingers at each other. But we have to realize what drives people's property taxes, which is the school. For the leaders in Springfield to say that we will have a property tax freeze is a race to the bottom. The state has to find an equitable solution for school funding, that will relieve the burden off of property taxes. And we have to do our part and consolidate. We have a role to play here in Lake County.

Category:  
Mental Health



*I would like to see Lake County focus more on mental health aid for young adults and teenagers. We could not find enough resources for my son. Is there any chance we will be expanding that?*

Question Asked By:  
Bruce, Round Lake Beach



We have to break down the stigma that surrounds it. The best way to do that is to tell our stories. What I've done is create a coalition of mental health experts to address this issue head on. The biggest challenge we have is capacity. There is not enough access to services, and people don't know how to navigate them. When we don't answer this call, people will end up in our jails, in our emergency rooms, or on our streets. So we're going to make sure that our hospitals step up, and that our jails do not become mental health centers. One of the biggest problems we have is that there are not enough psychiatrists in this country. So, it may be boring, but we have to share information better.

Category:  
Drug Abuse/Safety



*We have an epidemic in Lake County. And that is heroin and other drug abuse. What can we do? We need to educate people. Instead of putting these people in jail, I think we should put them in a rehab. We were in a Walgreens in Gurnee, and someone said their friend overdosed in the parking lot. We have to answer that.*

Question Asked By:  
JoAnne, Beach Park



We have the Lake County opioid initiative, and a broad group of stakeholders, including the Lake County board and former addicts, and a number of innovative projects that have come out of that. One of those is the "Way Out" program, initiated by Lake County Police Chief Eric Gunther. This program is to help individuals who comes to the conclusion that it's not what they want to continue to do. We want to give them a way out to provide them with services they need, instead of giving them a criminal conviction. Then they can go to a police station, and dispose of drugs and paraphernalia, and get them the counseling they need. The other thing we did was put Naloxone in our police cars, which helps to reverse the effects of an opioid overdose. The best way to divert someone from a life of crime is to keep them out of the criminal justice system. We want to provide opportunity for those who need treatment.

Category:  
Government Reform



*In regards to the Chairmanship of the Lake County board, what is the next step in regards to making it an elected office?*

Question Asked By:  
Travis, Grayslake



For those that don't know, Senator Link sponsored a bill which mandates that the Lake County Chairman be elected directly by voters, but it doesn't allow for a referendum to ask the voters if this is the way they want to restructure the government. But let's not stop there, let's put together an aggressive package of government reforms that can be a model for Illinois to help fix our broken state. I'm proposing to take politics out of redistricting as much as possible. But it boils down to this: for years we have had a system in Illinois where politicians draw their districts to pick their voters; I think we can do better. And while we're at it, we can look at the size of government. I want to reduce the size of the County Board. We have a triple A bond rating and a balanced budget, that I think matches up to any county you could imagine. If you look at the record of myself and my predecessors, I would put that up against anyone, any day. We should make sure we have strong standards for professionalism, and we should transition, if voters approve, to a countywide elected Chairman, and put in those safeguards. We are also putting together a commission of government leaders that will help us with that.



Category:  
Property Taxes

Question Asked By:  
Carol



*Where do you stand on establishing a property tax cap? Similar to the one they have in Indiana. In Lake County we pay 4% of our fair market value, and we're number 2 in the country for highest property taxes. Where do you stand on a cap?*



We've had a functional 1% cap. The Illinois property tax cap law says 5% or the CPI, whichever is less. The CPI is .7% currently. It hasn't mattered the past couple of years, but I think property tax reform must be coupled with school funding reform in order to ensure equitability. One of the things I appreciate is the Governor's intent to restructure the state in a more sustainable manner. But I don't think it is appropriate for the Governor to pair a trade off in order to increase state income tax to 5%, that they also want to couple that with a permanent property tax freeze. That will not solve the problem, and it puts us in a situation that doesn't impact them, for something that gives them a tremendous benefit. Anytime we go through property taxes, it has to be coupled with reform.

Category:  
Property Taxes

Question Asked By:  
Sara, Lakemoor



*Property taxes are kind of a concern; how can we make people more aware of the property tax exemptions that are available? Just this past summer I found out about a general homestead exemption, so just in talking to my neighbors, there were a couple of people that didn't know about that. I did not know those exemptions were available.*



Certainly there is a level of personal responsibility required, but it is so confusing in the current system. It's almost unmanageable. It's almost like a tangled web with the number of taxing bodies on your bill to understanding the assessment process. What we can do is utilize your township assessors first. They are the first ones to assess your property, but they also have the most local knowledge and are the most accessible. Your county board members also have E-newsletters that let people know about deadlines and opportunities. One thing I do is make sure we are constantly promoting those homestead exemptions related to seniors. Seniors can take a general exemption, and are eligible for a tax freeze program. You can go online, we have a great website, go to the assessor page, and check it out.

Category:  
Economic Development

Question Asked By:  
Kevin, Wauconda



*What plan do you have in place or are working on to spread industry wealth around Lake County so that each village or township is getting more industry?*



That is something that comes up a lot, especially in the Western part of the county. We need to focus on the diversity of our communities and promote that. Perhaps a business that is a good fit in Wauconda may not be a good fit somewhere else. We do that in conjunction with our Lake County Partners which is our economic development group. One of the things they do is coordinate a dialogue to share information between municipalities, to make sure that info is flowing, and that everyone has a fair shot in competing for business. Then collaborating where possible to be effective with resources. One of the things we've seen is the tremendous change in how businesses locate. Business growth these days is through mergers and acquisitions, not organic growth. That leads to changes that are out of our control. So let's focus on what we can control: the quality of our workforce, our infrastructure, and the quality of life we enjoy in Lake County. Lake County leads the region and the state in many cases, in the quality of our workforce. 42% of our workforce has a Bachelor's degree or higher. We also need to promote vocational training. Our economic development strategy is to lead with our strengths.

Category:  
Route 53

Question Asked By:  
John, Vernon Hills



*Where do we stand on the environmental impact study in regards to Rt. 53?*



I came out with a course correction over the summer on Route 53. Right now it is in the hands of the tollway and the governor. The county was a partner in a discussion among local leaders on what to do with 53. I want to make clear that the Board is in support of 53. However, I have some concerns. The math does not work out for me. Right now the project is 2.3-2.5 billion dollars. There is a budget shortfall for the project of 1.9 billion. So only a small portion of it is currently funded. The other problem is the timing, the road cannot be built by 2020, and every year you wait you add 70 million dollars to the project. A lot of people are unhappy with that, but they have not publicly challenged my numbers and financial projections with an alternative plan. Again, this is a discussion for the tollway and the governor. The longer they wait the more impossible the project becomes. It's important we present a transportation vision that relieves congestion for the future, by outlining a plan that builds on our One Voice, One Future consensus plan. And provides transportation projects that are feasible.

Category:  
Pension Liabilities

Question Asked By:  
David, Deerfield



*Who at the county level is paying attention to unfunded pension liabilities that seem pretty grim at the state level. I would rather not hear about it at the county.*



At the County level we pay 100% of the obligation that the Illinois retirement municipal fund gives us. So there's a very stark contrast to Springfield. But eventually, the state pension problem will impact county government through funding cuts. They have got to meet their obligations to current pensioners while they find a constitutional reform to the pensions moving forward. I think it will take a lump sum investment to bridge the gap between the current system to the future one. So that will be a concern. One Lake County legislator has been a huge leader on this issue; but this is a problem that we have to keep the State honest to.

Category:  
Economic Development

Question Asked By:  
Scott, Libertyville



*We're losing some large businesses to Wisconsin, so I am wondering what we can do on this side to keep employers here?*



Unfortunately, we have a limited role in that. What Wisconsin and other states will learn from us is that you can't make a bad workforce good in the form of tax incentives. However, until the state gets serious about more competitive reforms in the form of comp laws, and they look at addressing the pension issues, they have a lot of work to do. We see challenges from everything like workers comp to regulatory environments that are untenable for businesses. One thing is that if you compare the costs in Illinois vs Wisconsin, it becomes clear we have a messaging problem as well as a policy problem. It is much more equitable than folks think; we have to change the narrative. We've done the things we can, like streamlining our permit process, but we have more work to do.

Category:  
Property Taxes

Question Asked By:  
Randy, Ingleside



*Has anyone ever considered looking at other counties, and modeling our county property tax system after them?*



Our ability to impact change relies on Springfield to change the system. The property tax system in Illinois is rooted in state law, and we implement that. We have to recognize we are 7% of folks' tax bills for property taxes. We have to start by looking at equitability of assessment laws and show that property owners are being fairly assessed. It goes hand in hand with school reform. Any talk of a permanent property tax freeze will cripple local government services because they are not paired with any reforms in the mandated costs Springfield provides for us. Our dubious ranking of the second highest property tax rating in the country is largely out of our direct control, but nonetheless something we need to engage on. We are looking at consolidation to save money. It will take an everybody and nobody left out approach. It is not sustainable for us or the residents.

# TELEPHONE TOWN HALL SCREENER NOTES

DECEMBER 13, 2016 • 7:00 PM

## TOPIC/THEME



Property Taxes,  
Transportation,  
Oppose Rt. 53

## FEEDBACK

Lake County has ridiculously high property taxes. They are unfairly allocated. Some places they are \$3,000, and I am paying \$30,000; it's not right. What is Lake County going to do to lower property taxes? I know most of it is the schools - something still needs to be done. What is Lake County going to do? On Route 53, build it or don't build it. Just pick one, and then let's deal with it. I have lived here 40 years, and I am tired of talking about the same thing and nothing ever changes. If you are not going to build it, then move on, and put money toward solving the congestion problems in another way.



Property Taxes,  
Miscellaneous

This session would be better if there was also an online visual to see the speaker. Taxes are too high. People who live in Lake County pay a fortune in taxes. All of the citizens complain about the taxes, and all the government officials say they can't do anything about it and point the finger at someone else.

Brian, Hainesville



Property Taxes

The property taxes are too high. Something needs to be done.

Chuck, Grayslake



Property Taxes

The County Board says they lower property taxes. While I understand what they mean, it is annoying for them to say they reduced my taxes when we all receive the bill from Lake County, and our taxes go up. If you really want to say you lowered taxes, then work with the other taxing jurisdictions to get them to do the same, or just stop saying you reduced my property taxes.

John, Mundelein



Property Taxes

Seniors are leaving Lake County in droves because of the high cost of property taxes. More needs to be done for seniors.

Allen, Lake Forest



Property Taxes,  
Transportation

Taxes are too high for seniors. I am 64 and disabled, and I have to work 3-4 jobs just to make ends meet. I love Lake County, but the taxes are making it impossible for me to stay. Traffic in Lake County is dangerous. There are too many accidents.

Leslie, Lake Zurich



Property Taxes

Property tax impact on seniors; wants to ask the Chairman what Lake County is doing to limit property tax increases for senior citizens. She thinks school district taxes are too high and has communicated that to her local school district board. Taxpayers should not have to pay for new schools and school bonds after the taxpayer's children have graduated from the school district.

Judy, Round Lake Beach

## TOPIC/THEME



Property Taxes,  
Government  
Consolidation

## FEEDBACK

Impact of ever increasing property taxes. Expressed his concern about the amount of property tax increases. He mentioned that his taxes had recently increased 30%. He reported having conversations with County Treasurer staff. He understands that the school districts account for many of these increases but wants to hear from the chairperson regarding what the County can do to relieve the overall property tax burden...even if it's only a "little bit." What is Lake County doing to reduce the size of government? He believes the size and complexity of government should be reduced, and the number of governmental entities should be reduced.

[Michael, Unincorporated Lake County](#)



Property Taxes,  
Transportation

His real estate taxes increased when his immediate neighbors saw a decrease in their taxes. He did say that he had spoken to staff in the County Treasurer's office and the County Assessors' office. He feels like he is being discriminated against because his taxes increase while his neighbors taxes decrease. Also, he wants to know when the Millburn Bypass is going to be built, and he thinks that this transportation project should be more of a priority for the County.

[John, Lindenhurst](#)



Transportation,  
LCDOT

I would like to compliment Lake County on the snow plowing. I have lived many places, and the level of snow plowing in Lake County is better than anywhere else I have been.

[Brian, Lake Villa](#)



Transportation,  
Route 53, Transit

The Route 53 extension has an over prescribed cost. We talk about the cost issue a lot. But there is also the associated public health issue related to air pollution. We need to be talking about air quality in Lake County. Lake County needs to be planning for more and more convenient mass transit or paratransit.

[Evan, Lake Villa](#)



Transportation,  
Congestion,  
Property Taxes

Thank you for Pederson Road and 176/60/83. However, I live on 176 by Gilmer Road. I can't get out of my driveway. It is so jammed at 4:30 that sometimes I have to get out of my car to ask someone to let me into the street. In addition, I am an electrician. I have many customers, and they all complain about the taxes in Lake County.

[Ivan, Mundelein](#)



Transportation,  
Congestion,

What is Lake County doing with Traffic Calming? Traffic Circles? Other measures besides building roads that address traffic congestion?

[John, Buffalo Grove](#)



Cyclists, Paratransit,  
Transportation,

Bicyclists - Improve opportunities for bike lanes, street signs for bicyclists, other improvements. Paratransit - Over 55 transportation issues in Ela Township. Could we use Uber or Lyft to help with transportation problems? Help with mobility impaired transportation needs



Transportation,  
Transit

Mobility for senior citizens and the roll the County is playing in coordinating a countywide system. She thinks there should be a more organized bus transportation network throughout Lake County. In particular, she is concerned about transportation options for seniors in Cuba Township.

[Evelyn, North Barrington](#)



## TOPIC/THEME



Transportation

## FEEDBACK

Identified himself as a senior citizen. He listed off specific Lake County roads and wanted to let us know that he thinks that a better strategy should be employed to reduce speeding on county roadways. He wanted to ask the Chairman what type of traffic enforcement the County does on County roadways and challenges us to create a safer road system through traffic enforcement. He definitely knew the difference between municipal, local roads and County highways.

[Albert, Waukegan](#)



Transportation

Wants to thank the Chairman and the County Board for their dedication and commitment to transportation. In particular, she thinks that the County could be doing more for residents who need public transportation to get home or to work. In particular, she mentioned paratransit and public transportation needed for veterans. She would like the County to place a higher priority on supporting improved public transportation.

[Cynthia, Lake Forest](#)



Healthy Communities,  
Mental Health

I work with youth centers. What more can the Lake County community do to help youth with mental health illness and drug use or addition. We need to do more.

[Amy, Lincolnshire](#)

Miscellaneous

It is difficult to know how to get involved or provide a public service in Lake County. Make it easier to find opportunities to volunteer or serve.

Miscellaneous

Have the town hall meeting using Facebook Live as it wouldn't cost anything.

[Rick, Gurnee](#)

Miscellaneous

County's fiscal security; he wanted to ask the Chairman about the effect that he thinks the new federal administration will have on the finances of Lake County. In addition, he's concerned about the current dysfunction in Springfield and how that will affect Lake County, especially in terms of "pass through funding."

[Joshua, Buffalo Grove](#)

Miscellaneous

Loss of population from State of Illinois and Lake County; he believes that there is a massive population exodus from the State of Illinois, and he wants to hear what the Chairman and the Board are doing to keep residents from leaving Lake County. Is a strategy in place or not? He expressed no faith in State leaders for solving Illinois problems.

[Michael, Riverwoods](#)

# TELEPHONE TOWN HALL SCREENER NOTES

FEBRUARY 15, 2017 • 7:00 PM

## TOPIC/THEME



Property Taxes



Property Taxes



Property Taxes,  
Budget



Property Taxes,  
Business



Property Taxes



Property Taxes



Property Taxes



Property Taxes



Property Taxes



Senior Homestead  
Exemption



Property Taxes

## FEEDBACK

Why are property taxes so high; a 20% increase this year. Why?  
Soni Bhupendra, Lake Villa

Property taxes are so high. Why can't seniors get a break? It's so hard on a limited income.  
Edith, Libertyville

Property taxes are too high; budget - health long-term and short-term.  
Gerry, Lake Village

Property taxes - Why are taxes paid by private residents and not businesses? Businesses should pay more taxes. Why are residents having to pay more?  
Mikhail, Lake Village

Property taxes - second highest taxed county in the state. Are we looking at other counties across the country? Modeling our county after others to get some relief  
Randy, Ingleside

Senior citizen; was recently laid off; homes are foreclosed on and they're on a limited income; why are taxes continuing to go up?

Retired; taxes are too much to handle. Senior freeze doesn't help.  
Jeannette, Lindenhurst

Property taxes; how can we lower property taxes?  
Michael, Highland Park

Disabled veterans get an exemption on their tax bill; will the same exemption be available to other residents who have disabilities?  
Michael, Highland Park

Senior homestead act; what can Lake County do to make adjustments to adjust the income limitations?  
Michael, Highland Park

Tax bills are a hardship for seniors; concerned about building restrictions on small lots and the effect that it's having on the County's tax base; people should be allowed to build on small lots.

## TOPIC/THEME

## FEEDBACK

 Property Taxes	Senior citizen; very concerned about school funding and the impact of schools on property taxes
 Property Taxes	Property taxes; Can't afford to stay here because of high taxes. What can the county do to help keep retirees here in the county?
 Property Taxes	Property taxes - we need relief. I may have to leave the area because the property taxes are so high.
 Property Taxes	How come we are spending more money on additional services when we have the highest taxes?
 Property Taxes	Property taxes; see a lot of waste at administration level. I would like to see what kind of oversight can be set in place beyond the school system.
 Property Taxes	Property taxes; senior citizen and longtime resident; taxes are too high, and she wants to know what can be done to lower school taxes for seniors.
 Property Taxes	How do we lower taxes in Lake County and not pay for extra stuff that we do not need? Lake County Forest Preserves buy up all the land; why do they need that much?
 Property Taxes	Senior citizen concerned that all his friends have to leave because of the high taxes. How can senior citizens stay in Lake County?
 Property Taxes	How can property taxes be lowered?
 Property Taxes	Property taxes are too high!
 Property Taxes	Property Taxes - Why are taxes paid by private residents and not business; Businesses should pay more taxes.
 Property Taxes	Property taxes; can Lake County freeze their property taxes like Kane County?
 Transportation, Paratransit	Paratransit - sidewalks, physical accessibility across the county; is affordable housing still a priority? <a href="#">Dorothy, Antioch</a>
 Transportation, Traffic Signals	Concerned about camera lights at specific intersections <a href="#">Daniel, Lindenhurst</a>
 Transportation,	Transportation; Route 83; Has research been incorporated into decisions regarding road improvements.; mentioned roundabouts, crosswalks, animal crossings <a href="#">Elizabeth, Round Lake Beach</a>

## TOPIC/THEME

## FEEDBACK

 Paratransit	Paratransit - sidewalks, physical accessibility across the county <a href="#">Kelli, Lake Villa</a>
 Transportation, Congestion	Traffic conditions; volume of traffic on residential streets. What can the county do to reduce traffic/congestion? <a href="#">Shawn, Gurnee</a>
 Transportation, Construction	Concerned about road construction; when will it start? <a href="#">Phil, Buffalo Grove</a>
 Transportation, Sidewalks	Sidewalks at Hunt Club Road; how do we get more sidewalks on county roads?
 Transportation, Construction	Road improvements - what is being done to coordinate improvement between governmental entities for road construction?
 Transportation, Traffic	What can we do to expand Route 173 to four lanes? Concerned about traffic.
 Transportation, Safety	Public transportation.; safe routes to school for pedestrians; What can Lake County do?
 Public Safety	What can Lake County do to lower crime? <a href="#">Fred, Lake Villa</a>
 Public Safety, Property Taxes	Very concerned about public safety and property taxes <a href="#">James, Waukegan</a>
 Public Safety	Concerned about homelessness and drug addicts in Waukegan. What can they do to make the streets safer? <a href="#">Jo, Waukegan</a>
 Public Safety	What is Lake County doing about all of the crime?
 Public Safety	There is too much crime. Can we expand after-school activities for teenagers and youth? We need more music and sports.
 Healthy Communities/ Substance Abuse	Substance abuse. How can Lake County stop putting people with substance abuse in jail?
 Healthy Communities/ Substance Abuse	Health and services; Lake County is flooded with heroin overdose. What can we do about it? They should not all be going to jail. <a href="#">JoAnne, Beach Park</a>

## TOPIC/THEME

## FEEDBACK



Consolidation

What are we doing to eliminate townships and consolidate those services into the County?  
Tom, Village of Third Lake



Consolidation

Can we talk about consolidating school districts? Zion has huge property taxes, less than Lake Forest. But Zion has far worse schools.  
Bill, Grayslake



Consolidation

Government reform - what are the next steps for the chairman to become elected?  
Travis, Grayslake



Economic Development

Industry - why isn't it spread out? It's all in one area.  
Kevin, Wauconda



Economic Development

Resident would like to talk about economic development and empty houses; has concerns about economic development in the area  
Jeri, Waukegan



Fiscal Responsibility

Why are we spending money on the jail and courthouse? He knows they do not need extra room or extra beds; it's a waste of taxpayer money  
George, Waukegan

Miscellaneous

Canadian National Project at Washington Street - who's responsible for the damage that's been done to our house?  
Kim, Grayslake

Miscellaneous

Please give me some additional insight into the proposal for the beverage tax for the state.

Miscellaneous

Please provide the status of any project that involves composting; Do we have it, and if so can we expand them?

Miscellaneous

Would like to know why you're moving the Lake County Museum; loves Lake County

Miscellaneous

What about at-risk youth who lack dads; once they graduate, they do not have a strong leader.

Miscellaneous

I would like to give praise to paramedics in Lake County who have served me well with my medical conditions; would also like to praise emergency services and the Sheriff's office

Miscellaneous

Things are being cut at school. I have a special needs child. State school funding needs to be changed.

Miscellaneous

Would like to discuss the firearm discharge issue



# Leaders Roundtable Meetings

# LEADERS ROUNDTABLES

JANUARY - FEBRUARY 2017

FOUR ROUNDTABLES • 84 PARTICIPANTS

## OVERALL THEMES

### TRANSPORTATION & TRANSIT

Attendees discussed challenges with traffic and how plans need to focus on moving traffic west to east and east to west. In regard to transit challenges, the group discussed ways to work together and explore bringing in the private sector to help connect the transportation gaps, especially that “last mile.” Chairman Lawlor explained that the RTA has a more than \$30 billion backlog to pay for mass transit infrastructure.

LCDOT Director Paula Trigg provided an update on the paratransit study, discussed the 2040 plan, and shared information about other local transportation projects. There was also positive feedback regarding PASSAGE.

### MENTAL HEALTH

Chairman Lawlor stressed that if we are going to solve the mental health crisis, then we need to change the stigma around mental health and get away from the “not in my backyard” stance. The Chairman and Deputy County Administrator gave an update on the Mental Health Coalition and that its initial primary focus is on a public awareness campaign to address the stigma with mental health and communicate that mental health illness is avoidable and treatable as well as data-sharing.

They also discussed the need for permanent transitional housing and increased training for police officers, as they are being overwhelmed with calls related to mental health issues.

### ECONOMIC DEVELOPMENT

LCP Executive Director Mike Stevens provided an update on economic development and efforts to bolster the workforce ecosystem. There was some discussion around the paratransit study underway to evaluate options to address the “first mile-last mile” challenges. There was also conversation revolving around: attracting millennials and businesses to Lake County, connecting the homeless with job opportunities, and the assets that Lake County has (access to transportation and our workforce).

### SHARED SERVICES

The County gave an update on the Tyler permitting system and how there are shared service opportunities with municipalities. Some leaders expressed interest in more opportunities for shared services, including law enforcement. The Chairman also gave an update on consolidation efforts.

### WHAT KEEPS YOU UP AT NIGHT?

As part of introductions, leaders were asked to share “what keeps them up at night?” Many responded with the State’s budget crisis and the State’s fiscal sustainability, and uncertainty regarding cuts to the Local Government Distributive Fund. Other concerns included traffic congestion, mental health, and safety.

# LEADERS ROUNDTABLES

## NORTHEAST LEADERS ROUNDTABLE MEETING

### JANUARY 19, 2017



### SHARED SERVICES/REGIONAL COLLABORATION

Stakeholders expressed an interest in exploring shared service opportunities, including collaborating with PBD and the Tyler/Intergov system, as well as exploring more services through GIS.

Beach Park's mayor shared positive feedback regarding the Village's contract with the Sheriff's Office for police shared services.

One superintendent discussed the need for better communication amongst all governmental and community agencies through newsletters and other tools.

In regards to land use and transportation planning, the County Administrator explained how municipal comprehensive plans guide the County's Framework Plan. One mayor described how there was a lack of coordination with the County regarding expansion of a trail. Paula Trigg explained how DOT wants to be involved with the Village's comprehensive planning process. The County's 2040 Plan (which was updated in 2013/14) should align with municipal comp plans. She said that when it's updated again, there will be opportunities to get input from municipalities.

The Gurnee Grade School Flood Mitigation Project was cited as an excellent example of "good government" that involved the County, Village, SMC and the school. The superintendent asked that we look for more opportunities to work together in the taxpayers' best interest, including waiving fees when possible.

That led to a discussion on the new State law that requires additional testing for lead and how that will be a significant burden on schools and collaboration opportunities that could help reduce costs.

The group also discussed the appetite for government consolidation. There was some discussion around the Beach Park Drainage District and that the City would rather take responsibility for these services and dissolve the district. The County Administrator explained that the new law only applies to taxing districts that the Lake County Board appoints to and if any public body is interested in pursuing consolidation, to contact the County.

A township representative shared information about a study conducted through CMAP that analyzed the cost savings and benefits of consolidating Zion and Benton townships. She asked that any consolidation discussions include a third party that could bring forward facts.

One leader brought up the cost of running government and working together to bring attention to State leaders about unfunded mandates, including outdated regulations that require publishing public records in the newspaper.

### ATTENDEES

John Ahlgrim, Superintendent, Warren Township HS Dist. 121

Moses Amidei, Administrator, Village of Wadsworth

Barry Burton, Lake County Administrator

Steve Carlson, District 7, Lake County Board

Pat DiPersio, Community Develop. Dir., Village of Winthrop Harbor

Jennifer Harris, Chair, Workforce Investment Board

John Hucker, Mayor, Village of Beach Park

John Hutton, Superintendent, Gurnee School Dist. 56

Sheri Jesiel, IL State Rep., 61st District

Jon Kindseth, Administrator, Village of Beach Park

Jason Lind, Superintendent, Millburn CCSD #24

Amy McEwan, Deputy Lake County Administrator

Wayne Motley, Mayor, City of Waukegan

Kevin Myers, Superintendent, Mundelein High School

Cheri Neal, Supervisor, Zion Township

Steve Pannell, Mayor, City of Park City

Dr. Keely Roberts, Superintendent, Zion Elementary Dist. 6

Tempel (Tim) Smith, Village President, Old Mill Creek

Mike Stevens, President, Lake County Partners

Jan Suthard, Supervisor, Benton Township

Jennie Vana, Lake County Communications Manager

Nancy Wagner, Superintendent, Beach Park School Dist. #3

# LEADERS ROUNDTABLES

## NORTHEAST LEADERS ROUNDTABLE MEETING

### JANUARY 19, 2017

#### ECONOMIC DEVELOPMENT/TRANSPORTATION

There was a discussion around insufficient bus service in the northeast, which presents challenges for people to get to jobs. The group also discussed an additional Wadsworth Metra train stop and how leaders could work together to influence this decision.

Following a presentation by Mike Stevens, LCP President, one leader expressed interest in better coordination with the County to be able to provide shovel ready sites for businesses. Jennifer Harris, WIB Chair, explained how Workforce Development said the biggest barriers for entry level employees are transportation and childcare. WFD has available federal funds to serve the vulnerable population, and interested parties can contact WFD for information.

Stevens explained that the focus for LCP is keeping and attracting talent and attracting businesses. He also explained that “certainty” in the permitting process is critical for businesses, adding that companies are generally OK with regulations, but don’t want surprises.

Attendees discussed challenges with traffic and how plans need to focus on moving traffic west to east and east to west. There is a need for a full interchange at IL Route 173. This road needs to be expanded to four lanes.

In regards to transit challenges, the group discussed ways to work together and explore bringing in the private sector to help connect the transportation gaps (like the southeast has with the Shuttle Bug program). Paula provided an update on the paratransit study, discussed the 2040 plan, and shared information about the Peterson Road Corridor project and how that was a successful partnership with the County, three municipalities, the schools, and LCP.

There was also positive feedback regarding PASSAGE.





# LEADERS ROUNDTABLES

## SOUTHEAST LEADERS ROUNDTABLE MEETING

### JANUARY 25, 2017



#### SHARED SERVICES

Some leaders expressed interest in more opportunities for shared services, and law enforcement (detective bureaus, investigative units) were working well. This led to a discussion around the Major Crimes Task Force and possible opportunities to share those resources. The mayor of Libertyville commented how the MCTF was a great asset when a murder recently occurred in that community.

#### ECONOMIC DEVELOPMENT

Many leaders shared positive feedback regarding Lake County Partners' Municipal Advisory Group and suggested that data be shared based on specific towns as opposed to zip codes. They also requested LCP share data regarding retention calls with businesses.

#### TRANSPORTATION

Some leaders talked about transportation gaps, especially that "last mile." In Gurnee, there is an effort underway to collect data around the industrial park there to make a case for a bus route.

One local mayor talked about how snow removal at bus stops is a problem.



#### ATTENDEES

Mark Barry, President,  
Lake Bluff School District 65

Nicholas Begley, President, Deerfield  
Public Schools District 109

Barry Burton,  
Lake County Administrator

Carol Calabresa, District 15,  
Lake County Board

Kevin Considine, Managing Director,  
Lake County Partners

Cameron Davis, Assistant Lake County  
Administrator

Paul Frank, District 11,  
Lake County Board

Sandy Hart, District 13,  
Lake County Board

Bob Irvin, Administrator, Village of  
Mettawa

John Kalmar, Manager,  
Village of Vernon Hills

Bob Kiely, Manager, City of Lake Forest

Maria Lasday, Manager,  
Village of Bannockburn

Aaron Lawlor, Chairman,  
Lake County Board

Lonny Lemon, Superintendent, Oak  
Grove #68

Michael Lubelfeld, Superintendent,  
Deerfield Public Schools District 109

Ann Maine, District 21,  
Lake County Board

Amy McEwan, Deputy Lake County  
Administrator

Kathleen O'Connor, Supervisor,  
Libertyville Township

Kathleen O'Hara, President,  
Village of Lake Bluff

Harriet Rosenthal, Mayor,  
Village of Deerfield

*Continued on the following page*



# LEADERS ROUNDTABLES

## SOUTHEAST LEADERS ROUNDTABLE MEETING

### JANUARY 25, 2017

#### PARATRANSIT

Kathleen O'Connor, Libertyville Township Supervisor and Chair of the LCCTSC, gave an update on DOT's paratransit study currently underway. The outcome of the study is to determine unmet needs and possible options. She explained that paratransit is for everyone - low-income individuals, people with disabilities and the elderly. She said the primary need is for people to get to employment (and not medical and other reasons as many people think). She explained that paratransit is very expensive (approximately \$26 one way for under 10 miles).

The group was asked to respond to the question, "What keeps you up at night?"

The majority of the attendees said it was the State's financial situation and the concerns over the impact this will have on local communities as well as the significant challenges associated with consolidating government services to save money. Many others voiced concerns about the mental health epidemic and lack of resources, crime and public safety (including the proliferation of property crimes), and transportation.

#### MENTAL HEALTH

Chairman Lawlor stressed that if we are going to solve the mental health crisis, then we need to change the stigma around mental health and get away from the "not in my backyard" stance. He asked the group if there was interest in collaborating to develop a model housing policy/plan with reasonable regulations similar to the medical marijuana model ordinance that was developed and used by the County and many municipalities. Some commented that there is a perception that it will hurt property taxes and concerns around loitering, etc. The group discussed that there is a need to put safeguards in place and communicate to residents in order to raise awareness.

#### ATTENDEES

*Continued from the previous page*

Mike Rummel, District 12,  
Lake County Board

Paul Shafer, Chief of Police,  
City of Highland Park

Michael Stevens, President,  
Lake County Partners

Kent Street, Manager,  
Village of Deerfield

Jennie Vana, Lake County  
Communications Manager

Terry Wepler, Mayor, Village of  
Libertyville

Jenny Wojcik, Superintendent,  
Rondout School District 72



# LEADERS ROUNDTABLES

## SOUTHWEST LEADERS ROUNDTABLE MEETING

### FEBRUARY 2, 2017



### ECONOMIC DEVELOPMENT

LCP Executive Director Mike Stevens provided an update on economic development and efforts to bolster the workforce ecosystem. There was some discussion around the paratransit study underway to evaluate options to address the “first mile-last mile” challenges. Leaders also discussed improving our message and marketing efforts to attract millennials and focus on our family-friendly communities and nationally recognized school systems.

One leader asked if LCP’s outreach efforts included PADS to help the unemployed homeless. The Chairman explained that this wasn’t part of LCP’s current activities, but that the Housing Authority as well as Workforce Development aims to connect these individuals with jobs. Additionally, the Workforce Development Department is partnering with the private sector to provide disadvantaged kids jobs through the summer youth program.

The group discussed the recent announcement by Caterpillar to leave Peoria, which led to a discussion around crowd funding and innovation funds or micro loan programs for businesses to have access to capital. State Representative Carol Sente shared how “Intersect IL,” a not for profit organization aimed at promoting Illinois, is a good partner for investment opportunities.

### TRANSPORTATION

The manager from Kildeer expressed how public transportation to get employees to and from the Rand Road retail area is challenging, noting that transit is an important economic development issue. The Chairman explained that the RTA has a more than \$30 billion backlog to pay for mass transit infrastructure.

The LCDOT Director explained that Lake County did a study in 2012, partnering with Pace to evaluate their existing fixed routes with the current population density and employment centers in Lake County. She said fixed routes require dense populations, and therefore fixed routes don’t work everywhere. Sometimes Dial-a-Ride or other alternative transit options may be a better solution. She added that a paratransit study is underway to look at gaps and possible options.

The LCDOT Director also gave an update on other local transportation projects.

### ATTENDEES

Dane Bragg, Village Manager,  
Village of Buffalo Grove

Nick Brown, Hawthorn Community  
School District 73

Barry Burton,  
Lake County Administrator

Cameron Davis, Assistant Lake County  
Administrator

Jill Gildea, Fremont School District 79

Ray Keller, Village Manager,  
Village of Lake Zurich

Aaron Lawlor, Chairman,  
Lake County Board

David Lothspeich, Village Manager  
Village of Long Grove

Dan McConchie, State Senator,  
26th District

Amy McEwan, Deputy Lake County  
Administrator

Pamela Newton, Chief Operating  
Officer, Village of Hawthorn Woods

Diana O’Kelly, Supervisor,  
Fremont Township

Ric Olson, Winchester House Advisory  
Board

Julie Schmidt, Kildeer Countryside  
CC 96

Carol Sente, State Representative,  
District 59

Michael Stevens, President & CEO,  
Lake County Partners

Michael Talbett, Chief Village Officer,  
Village of Kildeer

Craig Taylor, District 19, Lake County  
Board

Angie Underwood, Village President,  
Village of Long Grove

Margaret Van Duch, Fremont School  
District #79

Jennie Vana, Lake County  
Communications Manager

# LEADERS ROUNDTABLES

## SOUTHWEST LEADERS ROUNDTABLE MEETING

### FEBRUARY 2, 2017

#### MENTAL HEALTH

The Deputy County Administrator gave an update on the Mental Health Coalition. It's initial primary focus is on a public awareness campaign to address the stigma with mental health and to communicate that mental health illness is avoidable and treatable as well as data-sharing.

The Chairman discussed the need for permanent transitional housing. While this is a sensitive issue to municipal entities, we need to come together to address the "NIMBY" issue related to this. He proposed communities coming together to develop uniform standards, like the medical marijuana model ordinance.

Leaders discussed how law enforcement is being overwhelmed with calls related to mental health issues, with one community stating it received four calls in one month with young people threatening suicide. They said there is a need for more training because "police officers are basically social workers."

Board Member Calabresa shared information about the Text-a-Tip line and how that group is connecting with Lake County high schools.

#### SHARED SERVICES

The County gave an update on the Tyler permitting system and how there are shared service opportunities with municipalities, and it also creates a more streamlined, user-friendly process for businesses. Chairman Lawlor noted that businesses want better integration of the permitting process, and predictability is very important.

The manager from Buffalo Grove commented that shared services and economic development can go hand in hand, and there are benefits to having consistent plan review and inspections as well as building codes.

School representatives asked how to know what contracts are out there, especially related to fleet management.

The Chairman also gave an update on consolidation efforts and the recent legislation that gives Lake County additional authority to pursue consolidation of some taxing districts.

#### OTHER

During an exercise where leaders were asked to share "What keeps them up at night," many responded with the State's budget crisis, along with concerns regarding mental health, including how law enforcement manages this, and providing sustainable assistance and resources.



# LEADERS ROUNDTABLES

## NORTHWEST LEADERS ROUNDTABLE MEETING

### FEBRUARY 16, 2017



As part of introductions, leaders were asked to share “what keeps them up at night?” Many responded with the State’s budget crisis and the State’s fiscal sustainability, and uncertainty regarding cuts to the Local Government Distributive Fund. Other concerns included traffic congestion and mental health.

### TRANSPORTATION

The Chairman explained that the RTA has a more than \$30 billion backlog to pay for mass transit infrastructure.

The LCDOT Director gave an update on local transportation projects. One leader praised the County for its excellent communications related to the Rollins Road project.

There was a discussion around increased freight traffic, and Director Trigg explained that these are complex projects that require the different parties to work together. She said the County is committed to working with the railroad companies and local jurisdictions to develop solutions. The Rollins Road grade separation is a great example of a project that took many years to complete, but by working together, it became reality.

The LCDOT Director informed the group that a paratransit study is underway to look at gaps and evaluate options to address current paratransit issues as well as the “first mile-last mile” challenges. She said fixed routes require dense populations and therefore fixed routes don’t work everywhere. Sometimes Dial-a-Ride or other alternative transit options may be a better solution.

### ECONOMIC DEVELOPMENT

LCP Executive Director Mike Stevens provided an update on economic development and efforts to bolster the workforce ecosystem. He explained that Lake County has a lot of assets, including access to transportation (O’Hare) and our workforce. He said some states offer tax abatements, tax credits, loans, and traditional incentives, and LCP is focusing on better integration with Workforce Development and schools to understand employers’ needs, address gaps and better alignment to meet the future demands. There are one million unskilled labor jobs unfilled in the U.S., and the narrative needs to change around students pursuing vocational careers as opposed to traditional college paths.

## ATTENDEES

Barry Burton,  
Lake County Administrator

Daniel Coles, Wauconda CUSD 118

Michael Dobrow, State Representative,  
Sam Yingling, 62nd District

Wells Frice, Mundelein Elementary  
District 75

Stephen Henley, Mayor, Village of Volo

Richard Hill, Mayor, Village of Round  
Lake Beach

William Hogan, Wauconda Fire  
Protection District

Aaron Lawlor, Chairman,  
Lake County Board

Dan MacGillis, Mayor,  
Village of Round Lake

Anne Marrin, Village Administrator,  
Village of Fox Lake

Judy Martini, District 5,  
Lake County Board

Dominic Marturano, Mayor,  
Village of Lindenhurst

Amy McEwan, Lake County Deputy  
Administrator

Thomas Moline, SEDOL #825

Joanne Osmond, Lake Villa, District 41  
School Board

Linda Pedersen, District 1,  
Lake County Board

Nick Provenzano, Office of  
Congressman Randy Hultgren, 14th  
District

Chris Schrantz, Woodland SD 50

Christine Sefcik, Grant CHSD 124

Steve Shields, Village Administrator,  
Village of Round Lake

Linda Soto, Mayor,  
Village of Hainesville

*Continued on the following page*

# LEADERS ROUNDTABLES

## NORTHWEST LEADERS ROUNDTABLE MEETING

### FEBRUARY 16, 2017

Director Stevens also said that businesses are concerned about access to young talent. Chairman Lawlor talked about the Leadership Lake County initiative and strategies to attract millennials by marketing our family-friendly communities and nationally recognized school systems.

One local mayor said it's difficult for businesses to get through bureaucratic red tape and different layers of permitting. The Chairman gave an update on the Tyler permitting system and how there are shared service opportunities with municipalities to create a more streamlined, user-friendly process for businesses. Chairman Lawlor noted that businesses want better integration of the permitting process, and predictability is very important.

Hainesville Mayor Linda Soto, who serves on the Pace Board of Directors, emphasized how communities need to look at transportation planning from every aspect. For example, in comprehensive plans, communities need to consider connections for train, buses and proximity to businesses. She encouraged communities to bring Pace and Metra into the conversations. Another local mayor talked about concerns related to delays in IDOT reviews and how that is affecting development and redevelopment activities.

The Chairman gave an update on the IL Route 53 project and that the decision to move forward with the EIS lies with the Tollway.

### MENTAL HEALTH

The Chairman and Deputy County Administrator gave an update on the Mental Health Coalition. It's initial primary focus is on a public awareness campaign to address the stigma with mental health and communicate that mental health illness is avoidable and treatable, as well as data-sharing.

The Chairman discussed the need for permanent transitional housing. While this is a sensitive issue to municipal entities, we need to come together to address the "NIMBY" issue related to this. He proposed communities coming together to develop uniform standards, like the medical marijuana model ordinance.

Related to this issue, leaders discussed the concerns over cuts to social service resources and the impact on law enforcement.

## ATTENDEES

*Continued from the previous page*

Michael Stevens, President & CEO,  
Lake County Partners

Kurt Stimpson,  
Lakes Region Sanitary District

Jennie Vana, Lake County  
Communications Manager

Mike Wahl, Fire Chief,  
Wauconda Fire District

Tom Weber, District 3,  
Lake County Board

Jeff Werfel, District 6,  
Lake County Board

Lynette Zimmer, Lake Villa School  
District 41



# Digital Online Citizen Input

# COMMUNITY VOICE

## OCTOBER 2016 - FEBRUARY 2017

*Ideas and thoughts were shared online through our "Community Voice" forum. Residents could comment on ideas and vote them up or down.*

### • 27 IDEAS

- 8 Transportation Ideas
- 4 Health & Community Service Ideas
- 3 Economic Opportunity Ideas
- 3 Sustainability Ideas
- 2 Fiscal Responsibility Ideas
- 1 Public Safety Ideas
- 1 Leadership Idea
- 1 Exceptional Service Idea
- 3 Miscellaneous ideas



### • 20 COMMENTS ON IDEAS



### • 62 VOTES PLACED

- 38 VOTES IN FAVOR OF IDEAS
- 24 VOTES OPPOSING IDEAS

#### SCREENSHOT OF COMMUNITY VOICE FORUM

The screenshot displays the Lake County Community Voice forum interface. At the top, there is a navigation bar with links for 'Lake County', 'Government', 'Departments', 'Services', 'Our County', and 'I Want To'. Below this is a search bar and a 'Sign In' button. The main content area features a banner for 'Community Voice' with the text: 'Share Your Ideas for a Better Lake County. Next year, the Lake County Board will update its strategic plan, which serves as a road map for our county government and influences how we prioritize and invest our resources. Take a look at our strategic plan and read about the progress we're making.' Below the banner, there is a section for 'Initiatives' with a list of ideas and their respective vote counts. A sidebar on the right shows 'Top Voices' and 'Stay Informed' links.

Initiative	Votes
Are we missing an issue that is important to you?	12
How should the County cut costs/increase revenues?	4
Share your ideas to advance Lake County's mission	3
Values guide what we do. Tell us what you think.	2
What are your ideas to accomplish our goals?	2
What is your vision for Lake County?	4

**Top Voices**

Community Voice	Points
taxpayer	86
Gerrit Saenger	72
Michael Schwartz	65
Daniel Traynoff	55
JEFFREY OERLEIN	51
Kurt	35
William Ebner	35
Lynette	33
MPI	32
Rob	30

**Stay Informed**

Subscribe via RSS



# COMMUNITY VOICE QUESTIONS & RESPONSES

## Question: Are we missing an issue that is important to you?

Our strategic goals are: Improve Transportation, Provide Public Safety, Enhance Economic Opportunities, Promote a Sustainable Environment and Build Healthy & Resilient Communities.



IMPROVE  
TRANSPORTATION

5 1

### IDEA: Coordinated Traffic Signals

"It would be much more energy efficient if traffic flow were better managed and we didn't have to stop so often!! I think with today's technology we can do better!!"

#### Comment from Community Voice user

"Yes, absolutely. There are way too many poorly timed lights. If red light cameras can exist, it would seem that technology could be used to improve and control light change intervals. That's a higher level of consideration, I suppose, but surely re-timing the intervals at problem intersections can be done relatively inexpensively."



IMPROVE  
TRANSPORTATION

4 1

### IDEA: Stop constructing traffic circle intersections

"Stop constructing traffic circle intersections in Lake County IL. This is not Europe. Leave the intersections as normal intersections. The circle intersections are not constructed properly, e.g., you cannot see across/through the intersection, and I personally think they are dangerous. Drivers are not using the circle intersections correctly, e.g., speeding, not giving the right of way if you are already proceeding in the traffic, plus more. Spend the funding on something else in Lake County like helping poor people, homelessness, drug addiction, etc. If the money cannot be used for the aforementioned things, use the funding for road and bridge repairs, potholes, etc. Thanks for listening to me."



IMPROVE  
TRANSPORTATION

3 0

### IDEA: Better bus service to attract, keep and maintain local workers (and hence the local economy) in Lake County.

"Frankly, bus service for commuters and local workers who either do not drive, or don't have access to their cars is deplorable. There are long stretches of highway literally lined on either side with 'industrial parks' and corporate campuses that are almost completely inaccessible by bus. (For example, a long stretch of Delany starting at Sunset has many jobs lining the road, and NO bus service to get to them.) Not only should these potential jobs be made available to local workers by bus, they should also have marked, designated bus stops along these routes, so that commuters can get to their jobs reliably and not be taken an extra 2 or 3 miles down the road because the bus driver was either day dreaming, or unfamiliar with the route. (The fact many Pace bus drivers don't know their routes because they drive a different one almost every day is another issue, as is some drivers' surliness and rudeness). Our local economy can't possibly be helped by jobs that commuters can't get to."

#### Comment from Community Voice user

"By 'marked and designated' I mean bus stops with REAL SIGNS so that even the driver can see that a stop (with jobs for local commuters) are all along his/her route, usually a long stretch of highway. The way it is right now, you either have to know the route as well, if not better than the driver, or NOT be brand new, interviewing, or looking for a job. It only takes a few seconds to miss a stop and have to walk a mile or two back along the shoulder of the highway. Also, you have to hope and pray that a bus goes down that road at all - many times, the bus service is non-existent, or only during morning and evening rush hours. Such is the case with the Pace Bus 625 (Lake Forest), a 'shuttle bug' of extremely limited service, which, paradoxically goes to an area of hundreds of jobs, most inaccessible to commuters. (This bus is scheduled to be discontinued, believe it or not, meaning no local commuters without car access will be able to go to these jobs.)"



1 0

### IDEA: Right Turn Lanes

"When creating and redoing county roadway intersections adding right turn lanes to all newly constructed and renovated areas should be considered due to the growth in traffic over the last 30 years."



1 1

### IDEA: Need for continuous 4-lane roads in Lake County

"Traffic congestion is one of the biggest problems in Lake County. It's a legitimate quality-of-life issue. How did Lake County grow the way it did without more foresight into developing a better transportation infrastructure? The decades-long debate about Rt. 53 is one thing, what about East-West roads? I believe Lake is the only collar county to have zero continuous four lane E-W roads. Sadly, it seems too late now, how can things be improved? They are desperately needed! Stop building more housing and retail developments along already too crowded corridors without addressing traffic problems. Mainly, Rt. 22 and Rt. 176 should be 4 lanes from one end to the other. Yes, this would be a major undertaking. But it should have happened a long time ago. I wish I had a brilliant idea to solve the problem quickly and inexpensively. I don't. But the problem is only going to get worse. Finding a solution has to start somewhere."

#### Comment from Community Voice user

"I wish whoever voted down on this would have given some explanation. It's quite perplexing that someone doesn't think inadequate road infrastructure is a problem in Lake County."



0 2

### IDEA: Route 60

"As many people know, Lake County is growing. Route 60 needs to be widened. Are there any plans in the future to widen this road?"

#### Comment from Lake County

"Thank you for your input. Comments will be shared with the Lake County Board. Currently, there are no immediate plans to widen IL Route 60 (which is a State Road, and not one maintained by Lake County DOT). The Lake County 2040 Transportation Plan available on our website provides an overview of the recommended improvements necessary to address the future transportation needs of Lake County. intersections."

#### Comment from Community Voice user

"Rt. 60 is already 3 lanes in Vernon Hills, but it's slow because of all of the curb cuts and lights for the mall. Widening roads usually just leads to more traffic, and congestion, especially at intersections. And more air pollution. Instead, we should think about mass transit for high volume destinations."

#### Comment from Community Voice user

"Evan you obviously never drive route 60 North of Vernon Hills. It's only two lanes and is nothing but stopped traffic. It's the changing of times. More people live out that way so there needs to be infrastructure to support it. Widening roads doesn't lead to more traffic or congestion at intersections, it leads to an improved traffic flow, easier access and less stress to the people who drive it every day. There would be less accidents also. You stick to your mass transit idea. Sounds like it works for you."



5 1

### IDEA: Community Garden for Waukegan

"The city of Waukegan desperately is in need of a community garden. This is the kind of garden where residents obtain a plot of ground to grow a garden. These gardens have many benefits to the community including very positive social benefits. There needs to be parking and water and good soil for such a site. I've been trying to get the Waukegan Park District to implement such a garden but without results. For a model please see the Wagner Farm in Glenview."

#### Comment from Community Voice user

"The benefits of this kind of a community garden are many. They create community, connecting people with one another, the land, nature their community, and their food. They are educational for children and adults alike. Many studies have found they make the neighborhoods they are in safer. They improve participants health by improving diet and exercise. I manage a one acre community garden in Round Lake. The gardeners produce thousands of pounds of organically grown healthy food. We've even had gardeners travel from as far away as Waukegan to get plots in our garden. At peak harvest time some of the gardeners set up a small market to sell their excess to the local community. Community gardens are an essential part of making cities and towns more sustainable and aesthetic."



2

### IDEA: Protect Our Communities from Hazards Associated With Crude-by-Rail-Transport

"1. File comments opposing any related docs and/or permit apps 2. Submit copy of Res to Gov Rauner, whereby County requests he a. Take exec action directing state agencies to conduct comp review of related safety procedures & emergency response preparedness b. Order cumulative impact anly of health & safety hazards 3. Address impacts to public health & sfty, property, air quality, and surface & groundwater 4. Submit letter to rail carriers requesting they a.make public any plans for new or expanded facilities or sgfnt rail traffic vol increases b.provide reps to meet periodically with citizen groups and gov officials c.update rail carriers' emgcy response plan with County to account for transport & potential emgcs d.conduct environ monitoring including but not limited to groundwtr & air; submit environ monitoring or testing info to local gov entities on mo basis for 10 yrs 5. Work through County officials and related avenues to share Res with other counties along corridors & support their efforts."



1

### IDEA: Oppose Initiatives to Expand Commuter Rail and Freight Capacity

"This has not been announced, but if discussion takes place regarding this topic, residents need transparent information stating that increasing commuter and freight rail capacity will:  
1. increase number of trains rolling through our communities. 2. increase wear & tear on turn of the century railroads. 3. increase risk of derailments, spills, and fiery explosions of tank cars filled with highly toxic and explosive crude oil. 4. increase negative health impacts including, but not limited to, internal organ failure, cancer, blood disorders, birth defects, and genetic mutations. 5. allow rail companies access to public revenue to fund privately-owned infrastructure"



1

### IDEA: Focus on Education

"Of all the services, facilities, and opportunities available, education is the single most critical to our future. I realize this is not a "County" service, but facilitating and coordinating opportunities could be. Bringing the various resources together and facilitating new ones is within the County's reach. Make County-wide 100% HS graduation a target - and increase the focus on the University Center at CLC would be great first steps. Maybe even add college opportunities in-County. I can't tell you how to do it - I can only note its importance to our County's future. Our ability to attract and retain high-end employers is highly dependent upon our work-force capability. This focus would further that long term goal. Thanks for listening."

#### Comment from Community Voice user

"Good idea, there needs to be some focus on more vocational-type schooling. There are a lot of hands-on kids that would do wonderfully in the trades. I saw an ad looking for a welder and the pay was fantastic- with benefits! Mechanics are in high demand as well. There is too much of a push for 4-year degrees, and not enough push for the other wonderful jobs out there that don't require a 4-year degree."

MISCELLANEOUS/  
OTHER

1

### IDEA: Better access to Forest Preserve property by the public

"We have beautiful Forest Preserve properties that are under used or not accessible to the general public. There seems to be an elitist group that has access. Let's look at better ways to create more access and promote tourism utilizing this wonderful resource."

#### Comment from Community Voice user

"I use the forest preserves on a weekly basis and have no problem entering them or exiting. To the best of my knowledge all of them have access from sunup to sundown. Most of them have great parking lots and walking trails. Joel, which forest preserve properties have you had problems entering?"

#### Comment from Community Voice user

"Many are accessible only by road, and that usually means by car. Rail goes past many Forest Preseves, so a METRA stop for those could be great. "

MISCELLANEOUS/  
OTHER

0

### IDEA: Clean up the abuse of power and the corruption in Lake County

"All of the wrongful convictions and apparent lack of concern from the State's Attorney's office, plus the ridiculous investigation and prosecution of Dr. Thomas Rudd. Something needs to be done. This is out of control. Lake County is wasting millions of our hard earned tax dollars, which could be much better spent in many other areas. Instead of focusing on a Senate Bill that might save the county \$250,000 why not clean up the State's Attorney's Office and the Sheriff's Department so that we don't have to pay millions of dollars wrongfully convicting people, fighting appeals and then paying them restitution."



# Question: How should the County cut costs/increase revenues?

The uncertainty of the State budget and potential State funding cuts continue to place significant pressure on our budget. What are your ideas to make cuts or increase revenues to fund your top priorities?



TRANSPORTATION/  
BICYCLE LANES



## IDEA: Bicycle lanes in Lake County

"If people bike more, all the costs that come with cars will be reduced. ex. snow removal, road ware, police duties, environmental costs, etc. Good luck encouraging people to bicycle to work. Bicycling is a life style. You eat better. You conserve water when you shower. You recycle. You cut costs in every way you can. You start to garden. You become more active. You participate more. All these little life style choices contribute to the whole. If more people were educated on these life style ways, things would be better. Look at other communities that have recreational lifestyles. Think Colorado, Boise and Amsterdam. Look at their productivity and life style habits."



ECONOMIC  
OPPORTUNITIES/  
EDUCATION



## IDEA: Restrict or Eliminate Corporate Tax Incentives

"If corporate tax incentives are offered, the County should only offer those based on local sales tax revenue generated. They should not consist of property taxes, funding moving expenses, paying for the training of new hires, and etc. - all of which have been offered in Lake County. Increased emphasis should be placed on supporting small business, entrepreneurship, apprenticeships, and specialty trades. Business in Lake County should vary in some way from village to village, each having its own distinct and unique specialty, or signature; thereby, attracting additional targeted consumers from outside Lake County."



FISCAL  
RESPONSIBILITY



## IDEA: Stop taxing property as if it's a bottomless pit of money. You're driving people out of Lake County. Taxes should be income based.

"Property tax is a discriminatory tax, it taxes people because they own something. Not because of income or buying something. It does not take in what they make for a living or if they have lost their job. Money that could go to fixing up a house or starting a business goes to the county who does not understand other peoples budgets. The county just make the taxes fit their budget by changing the numbers. People that buy something can choose if they can afford it at the time they buy it. But with property tax it's a never ending bill from the county no matter what your income is or was. It's pay at all cost or get out of something you have owned for 20 or 30 years. It keeps poor people from moving up because even if they save money to buy in a better area the taxes will stop them from moving up. The county budget should not force people out of the house they paid for."

### Comment from Community Voice user

"Property tax is also grossly unfair to single person homes. They pay the same amount as a married family, often with two or more incomes. Retired people should not have to pay school taxes."

### Comment from Community Voice user

"Taxes becoming "income based" is basically punishing people who are successful. This country (county) should bring people up, not the other way around."



FISCAL  
RESPONSIBILITY



## IDEA: By eliminating the extraordinary waste within county government.

"Check all the departments to determine where the waste is."

## Question: Share your ideas to advance Lake County's mission.

Our mission is to promote and sustain a safe, healthy, vibrant and environmentally responsible county and deliver efficient and high quality public services, all while maintaining our strong financial position. What are your ideas to advance this mission?



PROMOTE A  
SUSTAINABLE  
ENVIRONMENT



### IDEA: Preserve Farmland, Promote Organic Farming and Local Foods

"The preservation of farmland should be a County priority and added to the strategic plan. It should also be included in the forest preserve's mission statement. Farmland is an irreplaceable resource with which we've been blessed. We need to be good stewards of this resource - food is a basic necessity. Local and organic foods are in demand."



EXCEPTIONAL  
SERVICE



### IDEA: Directors should be experienced in the field they work

"In the health department the head of the organization has no health related background. He is a businessman and has no idea about health care. Hire someone who has knowledge of the medical field. I imagine this problem exists in many departments throughout the county."

MISCELLANEOUS/  
OTHER



### IDEA: Make use of golf courses during winter months

"Would it be possible to convert golf courses to cross country skiing routes and training facilities during the winter months?"

## Question: Values guide what we do. Tell us what you think.

Our Values: Fiscal responsibility (balanced budget, AAA financial rating); transparency, honesty, reliability and accountability; cost-effective, efficient and high quality services; leadership and collaboration, and environmental stewardship



HEALTHY &  
RESILIENT  
COMMUNITIES



### IDEA: People are not getting the health care they need.

"Recently changes occurred in the immunization program and many children are no longer eligible to receive school required vaccines and there seems to be no other places to get these vaccines."



LEADERSHIP



### IDEA: Community Connection

"I would like to see some leadership and focus on encouraging citizens to connect to their communities and each other. Initiatives to help all in our diverse county realize that we are "more alike...than unlike;" that we all have something to offer one another; that we are better off together than separate."

# Question: What are your ideas to accomplish our goals?

The strategies and actions under each of the goals show the steps we are taking to advance our plan. What other ideas do you have? Read the details under each goal by clicking the link at the top of the page.



PUBLIC SAFETY



## IDEA: Focus on crime deterrence to improve safety

"The County's public safety goals focus on services after crimes occur: expanding Depke, building up courthouse infrastructure, body cameras. More focus on crime prevention would have a positive impact on quality of life, health, and financial bottom line."

# Question: What is your vision for Lake County?

Share your ideas on how to achieve your vision for the future. We envision Lake County as a leader in developing a thriving local economy, healthy natural environment, safe and livable communities, healthy residents, and innovative public services.



PROMOTE A  
SUSTAINABLE  
ENVIRONMENT



## IDEA: More outdoor trails and preserves

"Lots of Lake County residents help the LCFP, IDNR, Conserve Lake County, etc. Their volunteer work is an example for us all. Having the funding to expand their work is vital to the preservation of Lake County. By preserving out prairies and forest now future generations will be able to continue the tradition much more easily. Please support the environment here in Lake County in all possible ways."

### Comment from Community Voice user

"We have enough prairies and forests already! We need to follow WI governors example and sell off some of this land and lay off all the people to maintain it all. Our taxes are too high!!"

### Comment from Community Voice user

"As population continues to grow, our forest preserves will be increasingly burdened to provide for us all. Land prices are still low, as are interest rates. This is the time to take advantage of an economic softening to acquire more land for the fp, not sell it off!"



PROMOTE A  
SUSTAINABLE  
ENVIRONMENT



## IDEA: Open leaf burning in residential neighborhoods

"My vision for Lake County is to not only have the most beautiful county, but the most healthy! Residential leaf burning releases the toxins from the leaves, that was absorbed by the trees in exchange for giving us oxygen. The smoldering smoke traps below the tree line and allows said smoke to enter into homes, even with windows closed. Many residents leave their homes and the neighborhoods because they cannot breathe.....especially those with respiratory diseases. This smoke can be deadly for adults and children with respiratory issues. We need to set up leaf collection, or have residents use our yard waste choices that are offered. Some intent on burning do not care that their neighbors can have respiratory distress or even die from this smoke. Because people are insensitive to the dangers, we have to have laws. We need to protect our most vulnerable that live in our residential areas."

### Comment from Community Voice user

"Some may not agree, I see. They must not have had a family member or neighbor die from respiratory distress which can be caused by toxic smoke. I am advocating the use of other leaf removal options instead of burning. No one.....no one, should have to leave their home to find relief to breathe. There are more people out there than others realize. Respiratory distress is on the rise. We should ALL be willing to help family and friends and neighbors to breathe easier. It is something we all can do, with very little impact to ourselves."



## TRANSPORTATION & CAPACITY

1

1

**IDEA: We were promised 40 years ago that route 120 would be 4 lanes, also, route 45 and route 83, and also waiting for route 53 to come north.**

"My vision for lake county is to have roads that are 4 lane. Why should we have to wait 3 miles back for a stop light at route 120, 45 or 83. We were promised these roads would be 4 lanes over 40 years ago. Lake County has more single lane roads than other counties. Why was Rollins rd widened and Hunt club road, while the rest of us wait for hours a day to just navigate lake county. When you mention this to other people outside of our county, they cannot believe this. Help create these construction sites."



## ECONOMIC OPPORTUNITIES/ EDUCATION

2

2

**IDEA: Business!**

"First of all, lets take Newport Township as an example. There is plenty of space for business, however the area lacks sewer and water. There are hardly any taxing bodies in the area, putting a huge burden on the residents. Look into expanding sewer and water, and it will pay for itself in a matter of years. Second, WE NEED MORE BUSINESS! Make this county small business-friendly. Quit treating the current ones as the "deep pockets" to pick from. Offer incentives to start up a business. Finally, enough with the forest preserve buying up everything. I love the trails, and use them, but enough is enough. Back to Newport Township, whatever available commercial area is being eaten up by the Forest Preserve. I work at a company that is feet from WI, and they fight the temptation to relocate the company to that state."



**Comment from Community Voice user**

"Well, I live in Newport Township and I couldn't disagree with you more. The people touting sewer, water and development as the answer to everything haven't done their homework. With more development comes more people, more traffic, more kids in the schools, more need for services -- not to mention the cost of installing sewer and water in the first place. We went through this kind of building boom in the county in the 1980 - 90s and the resultant tax increases eventually cost Bob Depke, Bob Neal and others their jobs. Let's be creative in our development planning."



**Comment from Community Voice user**

"What's your suggestion to lower the increasing taxes, due to lack of business (ultimately due to lack of sewer & water-in part)? We have more traffic, like it or not, and more people. We aren't growing in response, in fact, the only thing growing is the tax bill. I ask again, what do you suggest?"



**Comment from Community Voice user**

"Well, first is be careful how you spend. The Village of Wadsworth recently increased the sales tax ostensibly to pay for road improvements. But now they're getting prices for a gazebo, and extending Caroline Ave to reach the gazebo - on and on. Gazebos are nice, but not if budgets are tight. The township board just increased pay significantly for some (not all) elected officials. And then look at where the tax increases are coming from -- and start looking for cuts there. If these elected bodies have a tendency to spend, spend, spend giving them more tax dollars won't solve the problem."



**Comment from Community Voice user**

"I do agree that the county as a whole needs to be more transparent as to how they are spending. As far as Wadsworth goes, I don't know the ins/outs of the town, but I do know they lack overall business hence the tax increases. I also know they pay higher taxes to support Zion schools, and the forest preserves. I also agree that being a business-friendly county would help."

# EMAIL & SOCIAL MEDIA COMMENTS

## OCTOBER 2016 - FEBRUARY 2017

### EMAIL

#### TOPIC: CONSOLIDATION

"Get rid of the really, not needed- 8000 taxing bodies, that overlap each other, and since we can't outlaw guns, outlaw the bullets needed for them!"

#### TOPIC: REDUCE TAXES/CONSOLIDATION

"Taxes in this county are driving people away. Work with other taxing bodies on a tax reduction plan that reduces the size of government, cancels unnecessary buildings like our new courthouse serving a shrinking caseload, and downsizing intrusive bureaucracies. If we don't act now, the high tax burden will continue to shrink this great County."

#### TOPIC: PROPERTY TAXES

"I read the strategic plan and although the ideas look interesting, I do not believe that fiscal restraint is being applied. Our real estate taxes are some of the highest in the United States...in a dead heat with New Jersey. My wife and I over a 50 year marriage have lived in many states including Indiana, Ohio, Florida, Missouri, California, and the life style, safety, and other attributes of residency are not significant or demonstrably better than the other States we have lived, in my opinion. The taxpayers are strapped with very high real estate taxes, State income taxes, and sales taxes...and the State is dead broke. I would suggest that our Lake County government take the first step and "start over"...the 2017 Budget is unrealistic for the taxpayers and therefore if the Strategic Plan is the basis for the 2017 Budget...it is Unrealistic. Think about it! In simple terms, I look at myself as a normal person living in Lake County and accordingly I need an automobile to get from Point A" to Point "B". To do that I obviously need to buy a Maserati. Any person can devise a "strategic plan" that demands a Maserati. Sounds stupid?"

#### TOPIC: PROPERTY TAXES

"The most economic, logical, and equitable solution to our never-ending property tax escalations is to assess parents per child. Realizing full well the opposition to this suggestion, nevertheless, this is one sure way of reversing our educational funding crisis. When parents register their child/children for kindergarten, Lake County would automatically increase their property taxes, per their "child burden." A more palatable compromise for parents, but perhaps less so for singles would allow one-child families to incur no increase in property taxes. This funding method would greatly help the solvency of school districts--as would critically examining teachers' pay/pensions--and perhaps cause parents to become truly responsible for the number of children they have."

#### TOPIC: TRANSPORTATION/BIKE PATH

"How about a Bike Path from the college of Lake County to prairie crossing subdivision down Route 45. So kids can ride their bikes to school and also patronize the businesses at the strip malls."

#### TOPIC: TRANSPORTATION/OPPOSITION TO RT 53

"The Rt 53 extension should be removed from the strategic plan. All of the environmental groups that had supported the BRAC have removed their support. Long Grove, Hawthorn

Woods, and Mundelein have voted against the extension or against the EIS. Lake County Board Chair Aaron Lawlor has withdrawn his support. Lake County citizens overwhelming are against this extension when they find out about all of the tax increases and tolls to build this very expensive road, the loss of open lands, and all of the development planned along the corridor which will increase congestion. There is no consensus to build this road. It is time to decommission the corridor and start planning on reasonable improvements to existing roadways to help alleviate congestion. Also mass transit needs improvement to help reduce traffic congestion."

#### TRANSPORTATION: CAPACITY

"I am responding to an email I received for community input for Lake County Strategic Plan. I live east of Greenbay Road in Zion, and have noticed road improvements throughout Lake County the past Decade to increase better traffic flow. I don't understand Lake County when I drive on Greenbay Rd. north of Sunset Ave. where Greenbay Rd. converts from a 4 lane Rd. to a two lane Rd. and then when I get to Wisconsin it becomes a six lane Rd. It doesn't seem right to me that Wisc. had enough foresight to widen Greenbay Rd. but Lake County has failed us. This is heavily traveled Rd. that needs to be widened. It seems to me we who live east of Greenbay Rd. have been forgotten by our Lake County officials."

#### TRANSPORTATION: SIDEWALKS

"I work in a hospital and can't get to a phone for tonight's meetings. I would like to make a request via email, please. Can we discuss wider sidewalks along Butterfield Road between Rt 176 and Rt 137, both on the East and West sides of the street? I know there will be discussion on what to build on the property just south of the golf course, but regardless of what the final decision is, the sidewalk is far too narrow and unsafe for pedestrians. Traffic is too heavy and fast for the tiny area provided for pedestrian use. Additionally a traffic signal would be most helpful somewhere along that roadway. Thank you for taking my questions. I hope to be able to participate in the next meeting."

### FACEBOOK

#### TOPIC: TRANSPORTATION/ROUTE 53

"How about building Rt. 53 to bring much needed businesses to reduce property taxes. Why is it we have some of the highest property taxes in the state but some of the lowest paid teachers, firefighters, paramedics, and police? Why does all the south, southwest, and western counties around Chicago all have five major expressways each? We have one, at the Eastern most section. Western and Northern Lake County have squat. We need much needed shopping centers, movie theaters. We need revenue."

#### TOPIC: MISCELLANEOUS/NON-COUNTY

"A Healthy & Safe Police Dept in each Town, Village & City. Also a Happy and Safe Fire Dept in each Town. Reinforce Safety and Support for our First Responders! Add to their Safety! Support Knollwood Fire Dept!"



# Spanish Outreach

# SPANISH OUTREACH

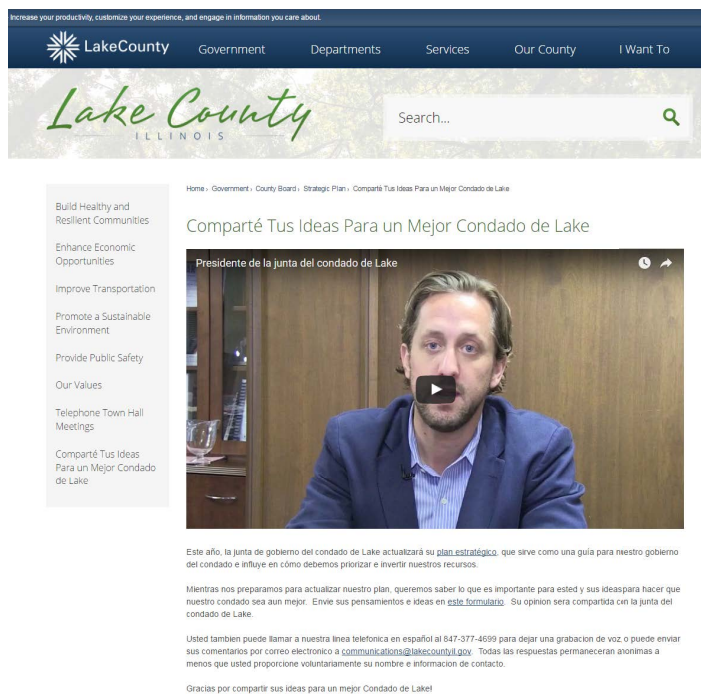
## DECEMBER 2016 - FEBRUARY 2017

Latinos make up 20% of Lake County's population. In order to get their input on our Strategic Plan, we did the following outreach:

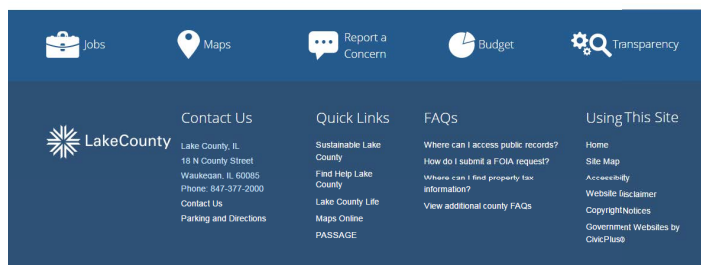
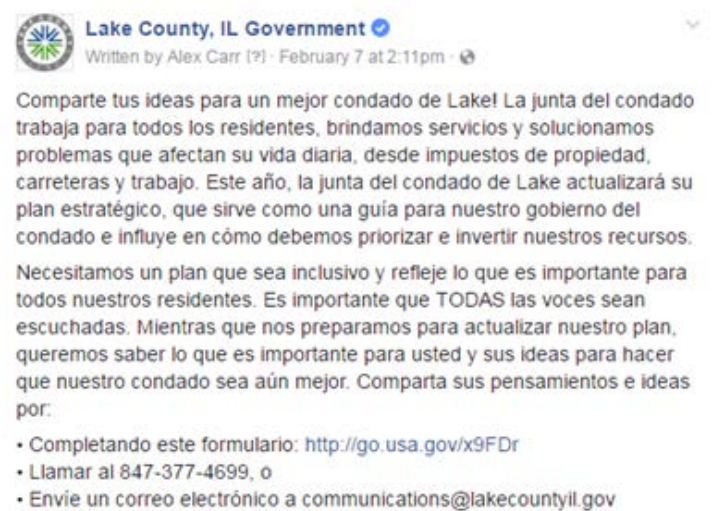
- Spanish simulcast of our first Telephone Town Hall
- Webpage/form in Spanish where users could submit feedback online (lakecountyil.gov/TusIdeas)
- Phone number where residents could call and leave input
- Spanish Facebook post where users could comment and give their opinions

Chairman Lawlor created a video and did a radio interview to promote the Spanish webpage. We also promoted through our website and social media. In addition we mailed out informational cards to community leaders with information on how to provide feedback.

Screenshot of webpage  
(116 pageviews)



Screenshot of Facebook post  
People reached: 9,312



# SPANISH OUTREACH

## FORM QUESTIONS & ANSWERS

### SPANISH FORM SUBMISSIONS (9)

#### QUESTION 1

What is the most important problem that faces Lake County?

#### ANSWERS (TRANSLATED TO ENGLISH)

"Security"

"There is no reliable mode of transportation for people to move around the county. We also need more workforce development, so people have the skills they need for jobs."

"There are no sidewalks for the pedestrians to walk, especially in Round Lake Beach, where high school children also drive like crazy and those who are walking are at risk of accidents due to lack of sidewalks."

"Lack of organic foods and restaurants, as well as a lack of awareness of organic foods vs. genetically modified foods and where they come from."

"Employment"

"Access to quality health services for people of low income. Strict regulations for homes providing child care. Continuing education programs more accessible."

"We need information on services here! There is no 2-1-1 when I need help like there is in other places."

#### QUESTION 2

There are a lot of transportation priorities that come with big price tags. What issue is most important to you?

#### ANSWERS (TRANSLATED TO ENGLISH)

"More bus stops and more hours of operation"

"Property taxes"

"Again, enforcement of sidewalks and how important they are. Also, more access for those who ride bikes."

"Access to quality health services for people of low income. Strict regulations for homes providing child care."

"Bringing renewable energy resources to help bring eco-friendly transportation"

#### QUESTION 3 & ANSWERS

Which of the following efforts to grow our local economy are most important to your career, family income or business?

- Preparing the next generation of the workforce to fill positions as older generations retire (selected by 4 people)
- Attracting new business (selected by 1 person)
- Working with existing businesses to address their needs
- All of the above (selected by 4 people)

#### QUESTION 4 & ANSWERS

Which of the following priorities would you want Lake County to continue to pay for if state funding is cut, even if it means relying more on your property taxes?

- Health Department Services (selected by 4 people)
- Public Safety (selected by 3 people)
- Investing in Transportation Infrastructure (selected by 2 people)
- Court Services
- Investments in Technology

### ADDITIONAL COMMENTS FROM SOCIAL MEDIA

"If you can please fix Walnut Street because there are many beaches. But, do it well."

"That we have better services for the community. That taxes go down a little more. That we can feel part of the community."

"Lower taxes"

"Property taxes could be lowered"

# Other

# LAKE COUNTY HEALTH DEPARTMENT COMMUNITY THEMES AND STRENGTHS ASSESSMENT

## SURVEY - METHODOLOGY

The Community Strengths Survey was conducted to understand the opinions and perceptions of Lake County residents regarding the quality of life and health in their community. The survey was developed through a CTSA workgroup that consisted of members of the Live Well Lake County Steering Committee and Lake County Health Department staff. A total of 14 survey questions were developed that focused on demographics, quality of life, health, and strengths in the community.

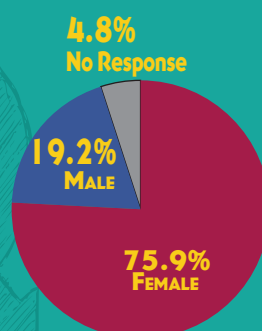
The survey was distributed online and through paper copies and was available in English and Spanish. The online survey link was distributed to community partners and organizations throughout Lake County through the Live Well Lake County Steering Committee and Lake County Health Department email lists, website posts, newsletters, flyers, and social media messages. The link was accompanied by a message that encouraged individuals to forward the link to others to increase the reach of the survey in the community.

The primary focus of distribution for the paper copies was organizations that are able to reach residents who may not have the opportunity to take the survey online. Paper copies were also distributed to organizations that normally have a large amount of residents who visit their location on a daily basis. The paper copies were given as a package, with a box for completed surveys, promotional material in English and Spanish, documents that explained how to distribute the survey, and answers to frequently asked questions. Paper surveys were distributed to all Lake County libraries, several coffee shops, and organizations with resident drop in points.

## SURVEY - DEMOGRAPHICS

A total of 2,370 Lake County residents over the age of 18 years responded to the survey. The demographics of the respondents are displayed by gender, age, educational attainment, annual household income, race, ethnicity, and zip code.

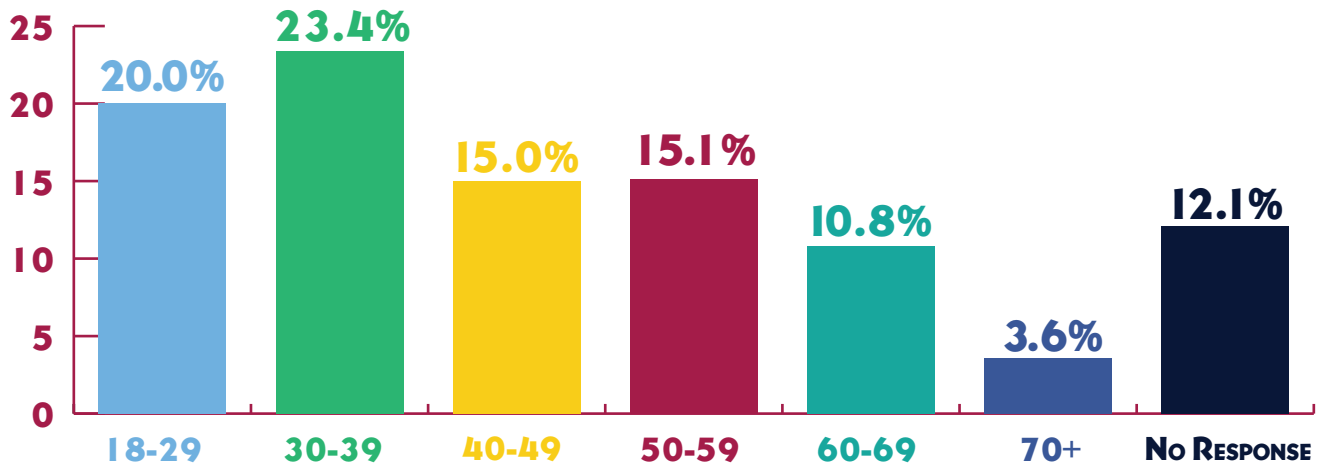
### PERCENT RESPONSES BY GENDER



**THE HIGHEST PERCENTAGE OF RESPONDENTS WERE FEMALE (75.9%).**

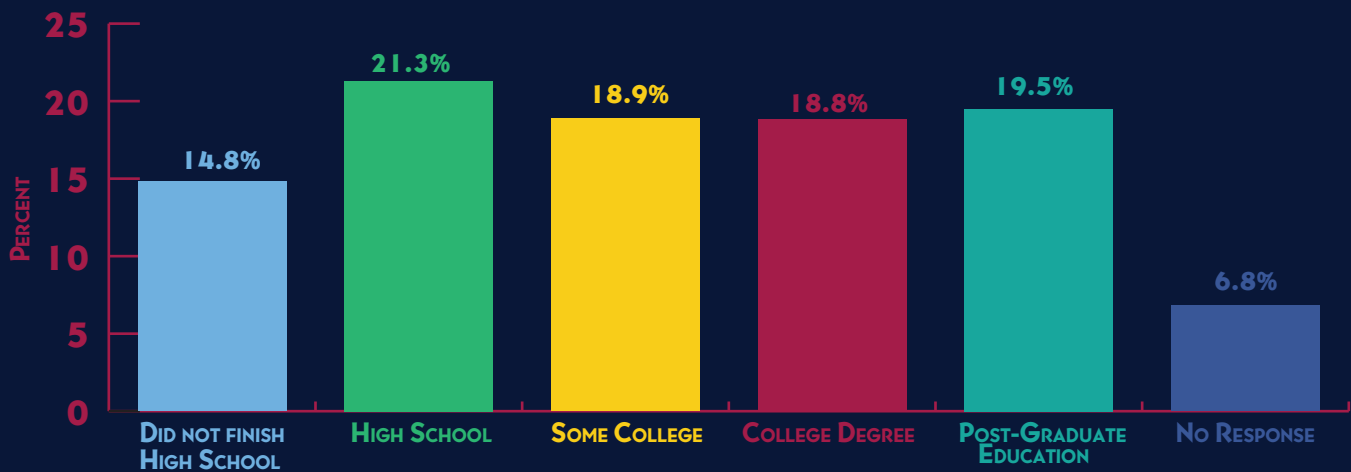


## PERCENT RESPONSES BY AGE



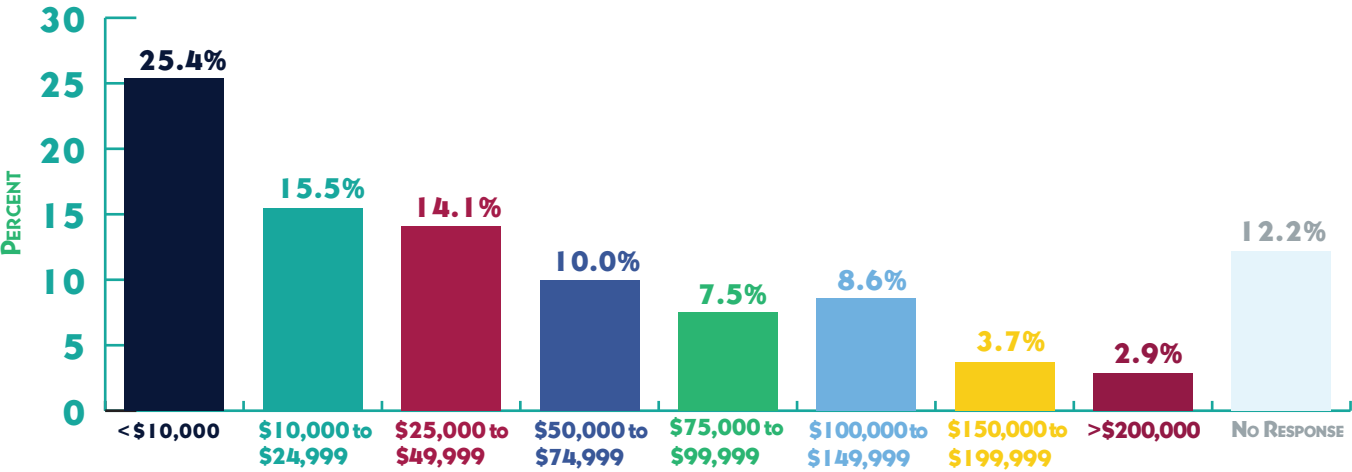
THE HIGHEST PERCENTAGE OF RESPONDENTS WERE IN THE 30-39 YEAR AGE GROUP (23.4%), FOLLOWED BY THE 18-29 YEAR AGE GROUP (20%).

## PERCENT RESPONSES BY EDUCATIONAL ATTAINMENT



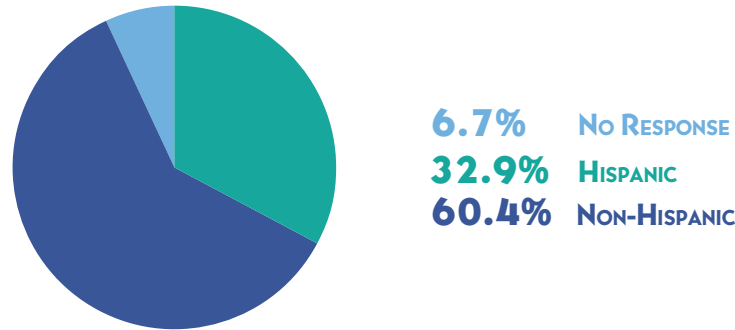
THE HIGHEST PERCENTAGE OF RESPONDENTS HAD COMPLETED SOME FORM OF POST-HIGH SCHOOL EDUCATION (57.2%).

# PERCENT RESPONSES BY ANNUAL HOUSEHOLD INCOME



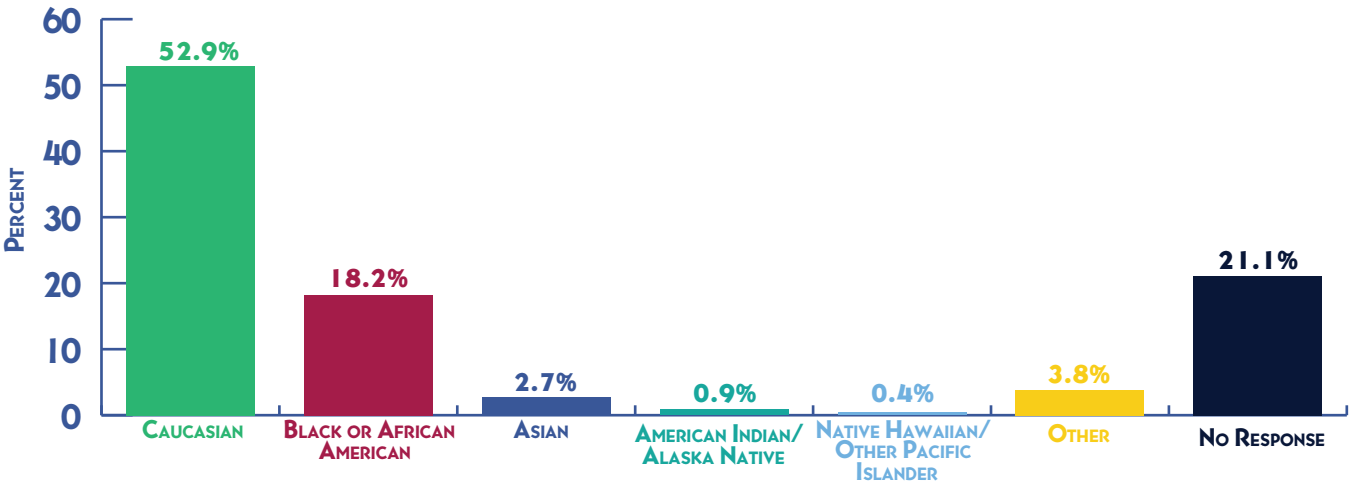
THE HIGHEST PERCENTAGE OF RESPONDENTS HAD AN ANNUAL HOUSEHOLD INCOME OF LESS THAN \$10,000 (25.4%).

# PERCENT RESPONSES BY ETHNICITY



THE HIGHEST PERCENTAGE OF RESPONDENTS WERE Non-Hispanic (60.4%).

# PERCENT RESPONSES BY RACE



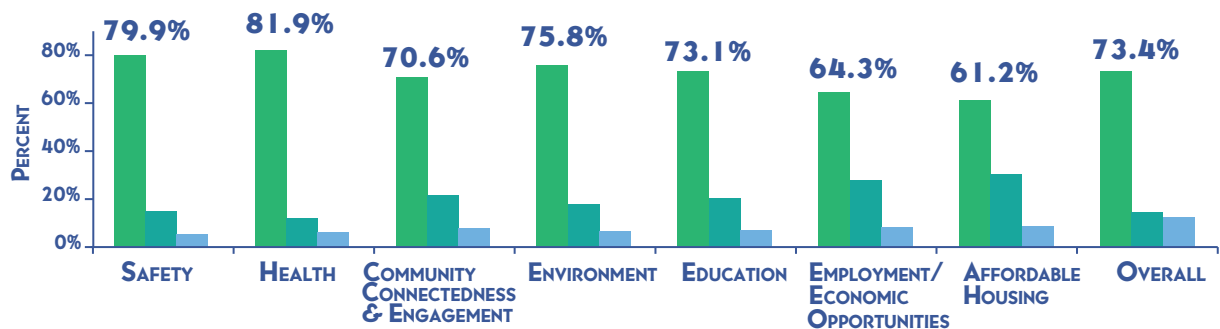
The highest percentage of respondents were Caucasian (52.9%), followed by Black/African American respondents (18.2%), and Asian respondents (2.7%). 21.1% of respondents chose not to reveal their race.

# SURVEY - RESULTS

The overall results are displayed along with stratified results by zip code, race, ethnicity, and educational attainment. To focus these results, only the highest percentage of respondents for each demographic have been included.

Respondents were asked to select their level of satisfaction for the following quality of life factors in the community: Safety; Health; Community Connectedness and Engagement; Environment; Education; Employment/Economic Opportunity; and Affordable Housing.

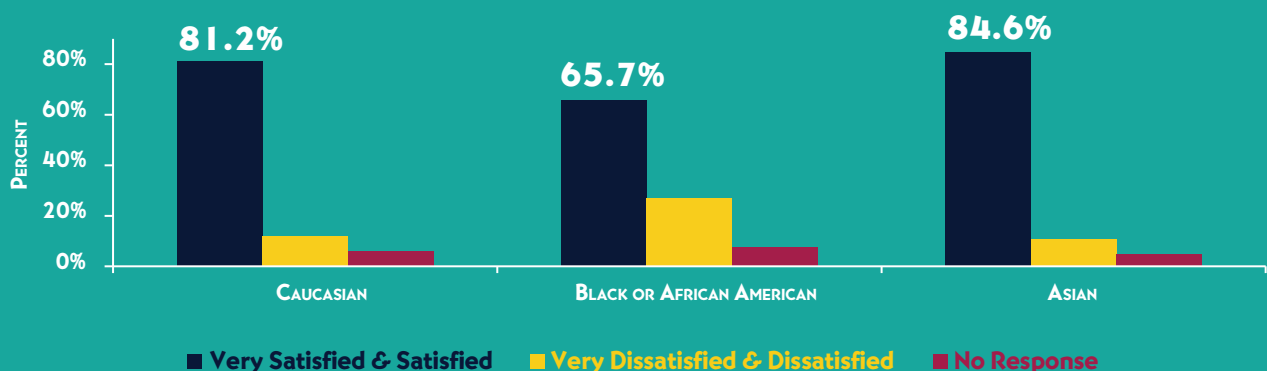
## SATISFACTION WITH QUALITY OF LIFE IN THE COMMUNITY - ALL RESPONDENTS



THE MAJORITY OF RESPONDENTS SELECTED "VERY SATISFIED" OR "SATISFIED" FOR EACH OF THE INDIVIDUAL QUALITY OF LIFE FACTORS AND FOR THE OVERALL SATISFACTION WITH THE QUALITY OF LIFE IN THEIR COMMUNITY.

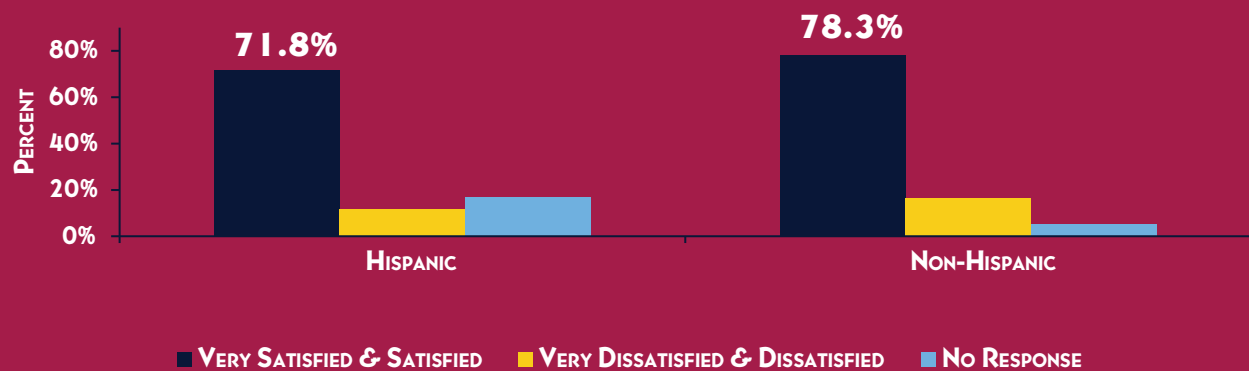
■ Very Satisfied & Satisfied  
■ Very Dissatisfied & Dissatisfied  
■ No Response

## OVERALL SATISFACTION WITH QUALITY OF LIFE IN THE COMMUNITY - RACE



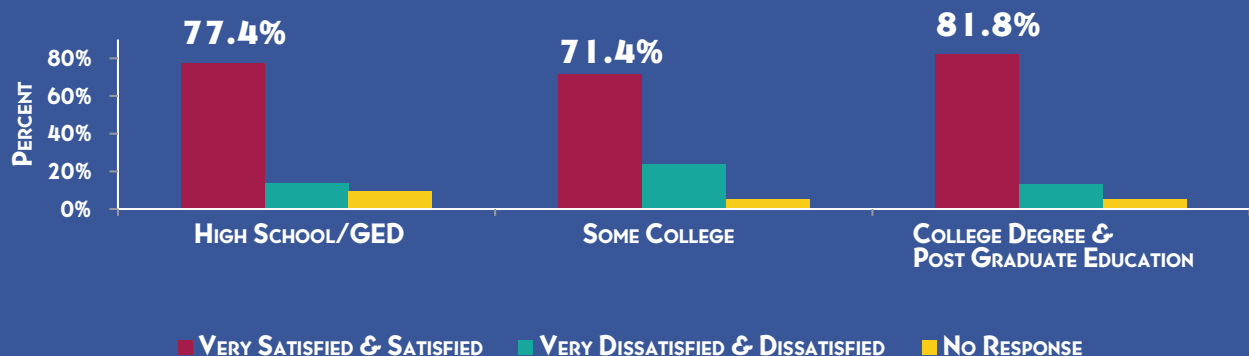
THE MAJORITY OF RESPONDENTS FROM THE THREE LARGEST REPRESENTED RACES SELECTED "VERY SATISFIED" OR "SATISFIED" FOR THE OVERALL QUALITY OF LIFE IN THEIR COMMUNITY.

## Overall Satisfaction with Quality of Life in the Community - Ethnicity



THE MAJORITY OF **HISPANIC** AND **Non-HISPANIC** RESPONDENTS SELECTED "VERY SATISFIED" OR "SATISFIED" FOR THE OVERALL QUALITY OF LIFE IN THEIR COMMUNITY.

## Overall Satisfaction with Quality of Life in the Community - Educational Attainment

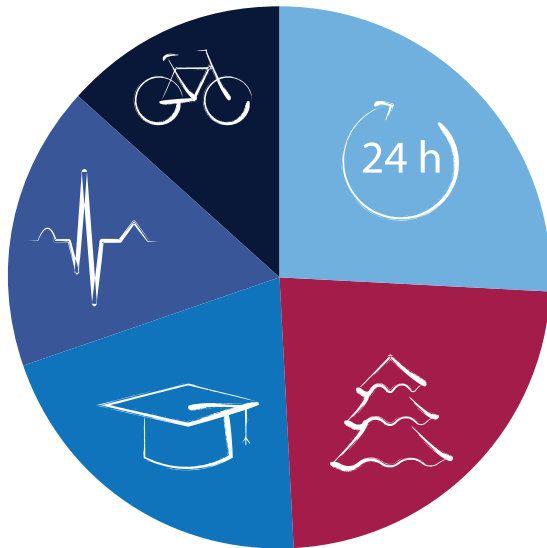


THE MAJORITY OF RESPONDENTS WHO COMPLETED **HIGH SCHOOL/GED** AND EDUCATION FOLLOWING HIGH SCHOOL SELECTED "VERY SATISFIED" OR "SATISFIED" AS THEIR LEVEL OF OVERALL SATISFACTION WITH THE QUALITY OF LIFE IN THE COMMUNITY.

# TOP 5 COMMUNITY STRENGTHS

Respondents were asked to pick no more than 5 of their greatest community strengths from a comprehensive list (found on page 40 of Appendix). By limiting the number to 5, respondents selected their most significant strengths. The top 5 community strengths selected by respondents were related to community safety, active living, health care, and education.

## TOP 5 COMMUNITY STRENGTHS - ALL RESPONDENTS



**56.4%** LOCAL 24-HOUR POLICE, FIRE, AND RESCUE SERVICES

**50.5%** PARKS AND RECREATION

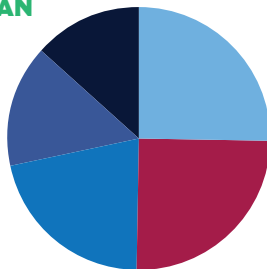
**44.5%** GOOD SCHOOLS

**36.5%** ACCESS TO HEALTH CARE

**28.8%** WALKABLE/BIKEABLE COMMUNITY

## TOP 5 COMMUNITY STRENGTHS BY RACE

### CAUCASIAN



**61%** PARKS AND RECREATION

**60%** LOCAL 24 HOUR POLICE, FIRE, AND RESCUE SERVICES

**51%** GOOD SCHOOLS

**36%** ACCESS TO HEALTH CARE

**32%** WALKABLE/BIKEABLE COMMUNITY

### BLACK OR AFRICAN AMERICAN

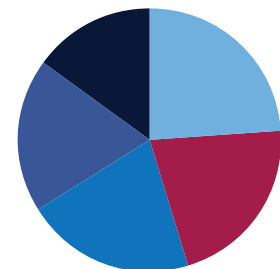
**48%** LOCAL 24-HOUR POLICE, FIRE, AND RESCUE SERVICES

**45%** PUBLIC TRANSPORTATION

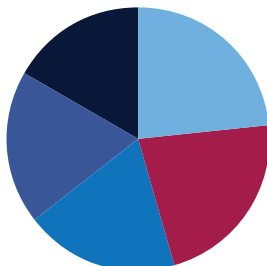
**39%** PARKS AND RECREATION

**38%** ACCESS TO HEALTH CARE

**34%** GOOD SCHOOLS



### ASIAN



**62%** PARKS AND RECREATION

**55%** CLEAN ENVIRONMENT

**54%** LOCAL 24-HOUR POLICE, FIRE, AND RESCUE SERVICES

**49%** GOOD SCHOOLS

**38%** WALKABLE/BIKEABLE COMMUNITY



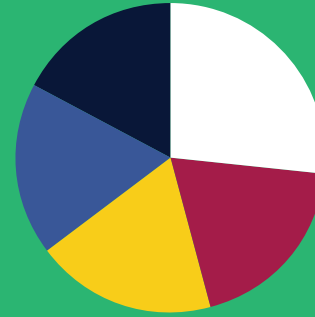
## TOP 5 STRENGTHS BY ETHNICITY

### HISPANIC



- 64%** LOCAL 24-HOUR POLICE, FIRE, AND RESCUE SERVICES
- 46%** GOOD SCHOOLS
- 45%** PARKS AND RECREATION
- 43%** ACCESS TO HEALTH CARE
- 41%** PUBLIC TRANSPORTATION

### NON-HISPANIC



- 57%** PARKS AND RECREATION
- 55%** LOCAL 24-HOUR POLICE, FIRE, AND RESCUE SERVICES
- 46%** GOOD SCHOOLS
- 36%** ACCESS TO HEALTH CARE
- 33%** WALKABLE/BIKEABLE COMMUNITY

HISPANIC AND NON-HISPANIC RESPONDENTS SELECTED SIMILAR TOP COMMUNITY STRENGTHS EXCEPT FOR PUBLIC TRANSPORTATION (HISPANIC RESPONDENTS) AND WALKABLE/BIKEABLE COMMUNITY (NON-HISPANIC RESPONDENTS).

## TOP 5 STRENGTHS BY EDUCATIONAL ATTAINMENT

### HIGH SCHOOL

### SOME COLLEGE

### COLLEGE & POST-GRADUATE DEGREES

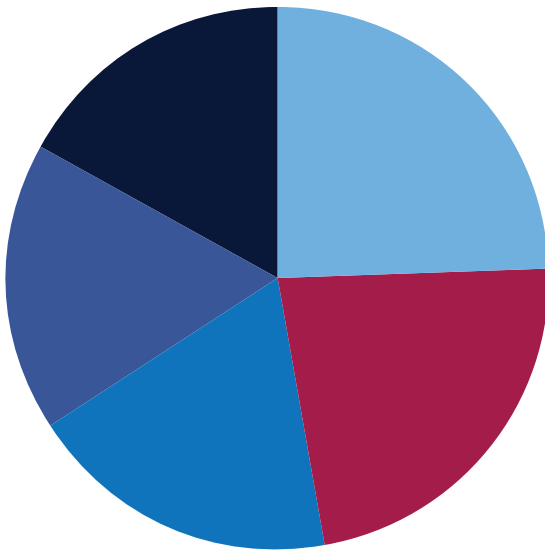
<b>1</b>	<b>57%</b> LOCAL 24-HOUR POLICE, FIRE, AND RESCUE SERVICES	<b>56%</b> LOCAL 24-HOUR POLICE, FIRE, AND RESCUE SERVICES	<b>64%</b> PARKS AND RECREATION
<b>2</b>	<b>46%</b> PARKS AND RECREATION	<b>50%</b> PARKS AND RECREATION	<b>55%</b> LOCAL 24-HOUR POLICE, FIRE, AND RESCUE SERVICES
<b>3</b>	<b>44%</b> PUBLIC TRANSPORTATION	<b>40%</b> ACCESS TO HEALTH CARE	<b>54%</b> GOOD SCHOOLS
<b>4</b>	<b>43%</b> GOOD SCHOOLS	<b>35%</b> PUBLIC TRANSPORTATION	<b>35%</b> WALKABLE/BIKEABLE COMMUNITY
<b>5</b>	<b>42%</b> ACCESS TO HEALTH CARE	<b>34%</b> WALKABLE/BIKEABLE COMMUNITY	<b>34%</b> CLEAN ENVIRONMENT

Educational attainment was selected for stratification as it is associated with socioeconomic status. The top community strengths by educational attainment were all very similar: parks and recreation; local 24-hour police, fire, and rescue service; and access to health care.

# TOP 5 IMPROVEMENTS FOR QUALITY OF LIFE

Respondents were asked to pick no more than five opportunities for improvement from a comprehensive list (found on pages 40 of Appendix). By limiting the number to five, respondents selected their most significant improvements. The top five community improvements selected by respondents were related to financial support, community safety, youth services, and education.

## TOP 5 COMMUNITY IMPROVEMENTS FOR QUALITY OF LIFE - ALL RESPONDENTS



39.5%

MORE JOBS AND A HEALTHIER ECONOMY

36.3%

LESS CRIME

29.8%

MORE PROGRAMS AND SUPPORT FOR YOUTH OUTSIDE OF SCHOOL

27.6%

ACCESS TO AFFORDABLE HOUSING FOR EVERYONE

26.8%

IMPROVED EDUCATION

## TOP 5 IMPROVEMENTS BY EDUCATIONAL ATTAINMENT



### HIGH SCHOOL

- 51% LESS CRIME
- 44% MORE JOBS AND HEALTHIER ECONOMY
- 41% LESS VIOLENCE
- 33% MORE PROGRAMS AND SUPPORT FOR YOUTH OUTSIDE OF SCHOOL
- 32% IMPROVED EDUCATION



### SOME COLLEGE

- 45% MORE JOBS AND HEALTHIER ECONOMY
- 42% LESS CRIME
- 37% MORE PROGRAMS AND SUPPORT FOR YOUTH OUTSIDE OF SCHOOL
- 34% ACCESS TO AFFORDABLE HOUSING FOR EVERYONE
- 33% IMPROVED EDUCATION



### COLLEGE & POST-GRADUATE DEGREES

- 36% MORE JOBS AND HEALTHIER ECONOMY
- 29% ACCESS TO AFFORDABLE HOUSING FOR EVERYONE
- 27% ACCESS TO PUBLIC TRANSPORTATION
- 26% MORE PROGRAMS AND SUPPORT FOR YOUTH OUTSIDE OF SCHOOL
- 26% MEET EVERYONE'S NEEDS OF FOOD, SHELTER, AND CLOTHING

The most common top community improvement selected by educational attainment was more jobs and a healthier economy and more programs and support for youth outside of school.

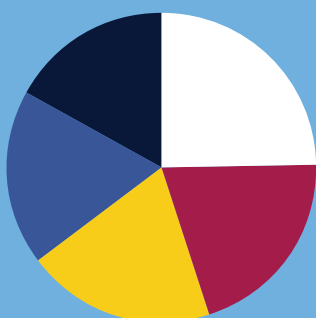
# TOP 5 COMMUNITY IMPROVEMENTS BY RACE

	1	2	3	4	5
CAUCASIAN	37% MORE JOBS AND HEALTHIER ECONOMY	31% ACCESS TO AFFORDABLE HOUSING FOR EVERYONE	29% LESS CRIME	27% MEET EVERYONE'S NEEDS OF FOOD, SHELTER, AND CLOTHING	26% MORE PROGRAMS AND SUPPORT FOR YOUTH OUTSIDE OF SCHOOL
BLACK OR AFRICAN AMERICAN	52% MORE JOBS AND HEALTHIER ECONOMY	49% LESS CRIME	39% MORE PROGRAMS AND SUPPORT FOR YOUTH OUTSIDE OF SCHOOL	36% LESS VIOLENCE	34% IMPROVED EDUCATION
ASIAN	45% MORE JOBS AND HEALTHIER ECONOMY	32% ACCESS TO HEALTH CARE FOR EVERYONE	28% ACCESS TO AFFORDABLE HOUSING FOR EVERYONE	26% MEET EVERYONE'S NEEDS OF FOOD, SHELTER, AND CLOTHING	25% ACCESS TO MENTAL HEALTH SERVICES FOR EVERYONE

The most common top community improvement selected by all three races was: more jobs and healthier economy. Improvements that were specific only to one race were: less violence and improved education (Black/African Americans respondents); and access to health care and access to mental health services (Asian respondents).

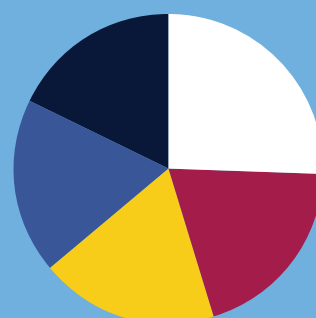
## TOP 5 COMMUNITY IMPROVEMENTS BY ETHNICITY

HISPANIC



49%	LESS CRIME
40%	MORE JOBS AND HEALTHIER ECONOMY
39%	LESS VIOLENCE
36%	MORE PROGRAMS AND SUPPORT FOR YOUTH OUTSIDE OF SCHOOL
33%	IMPROVED EDUCATION

NON-HISPANIC



41%	MORE JOBS AND HEALTHIER ECONOMY
31%	LESS CRIME
30%	ACCESS TO AFFORDABLE HOUSING FOR EVERYONE
29%	MEET EVERYONE'S NEEDS OF FOOD, SHELTER, AND CLOTHING
28%	MORE PROGRAMS AND SUPPORT FOR YOUTH OUTSIDE OF SCHOOL

The most common top community improvements selected by Hispanic and Non-Hispanic respondents were: less crime; more jobs and a healthier economy; and more programs for youth outside of school.

# LAKE COUNTY FOREST PRESERVE DISTRICT COUNTYWIDE SURVEY OF LAKE COUNTY RESIDENTS

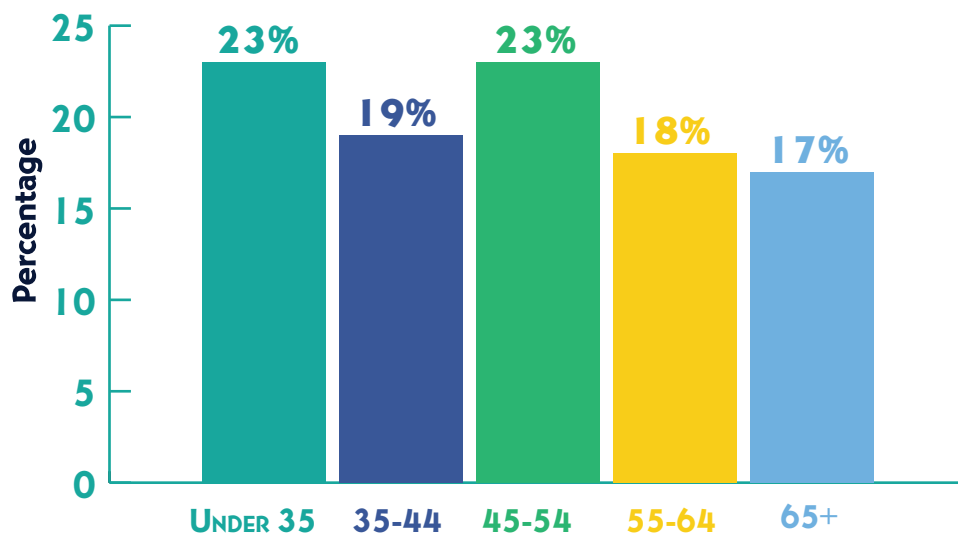
This report is based on a sample survey of 607 Lake County residents. Most respondents completed the survey online (529), and another 78 completed the survey via phone with a live interviewer. The dates of data collection were April 29 through May 26, 2016. The sample was weighted slightly to align it with the regional, gender, age, and race/ethnicity composition of Lake County residents overall.

## RESIDENTS' GENDER



**52%** FEMALE  
**48%** MALE

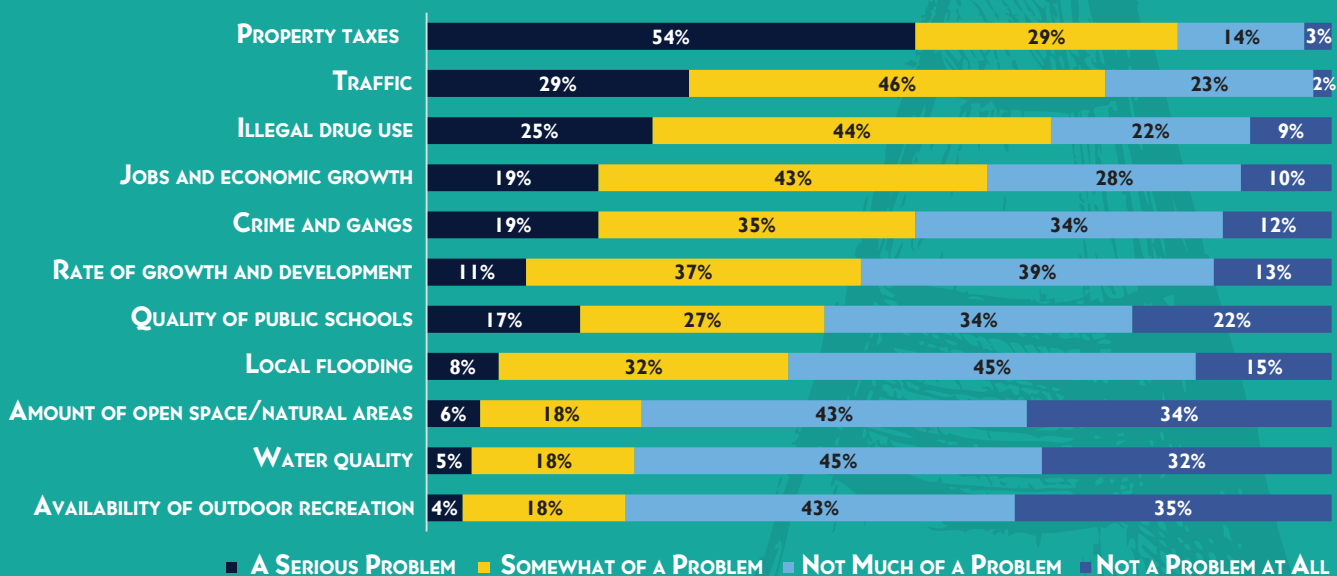
## AGES OF RESIDENTS



# LAKE COUNTY FOREST PRESERVE DISTRICT COUNTYWIDE SURVEY OF LAKE COUNTY RESIDENTS

Most residents (54%) report that property taxes are a “serious” problem, consistent with 2008 survey results. Traffic is the second top issue, but far fewer (29%) say it is a “serious” problem.

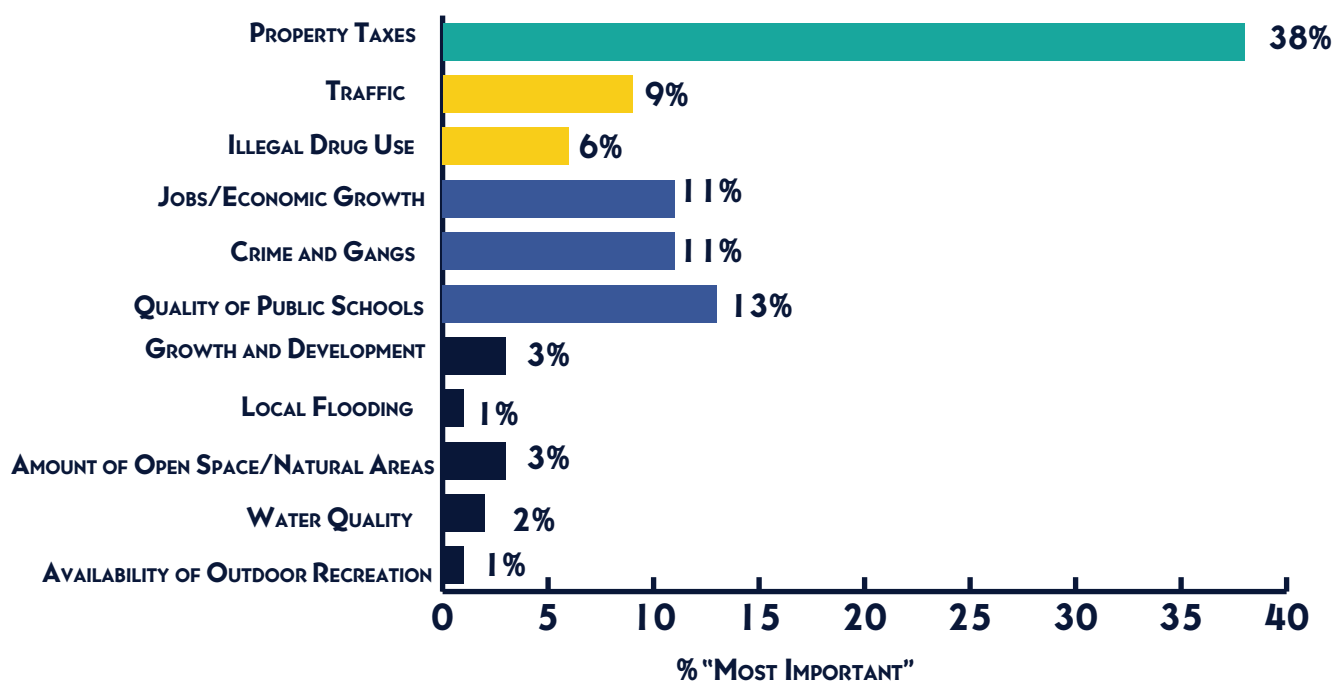
## SERIOUSNESS OF LOCAL ISSUES



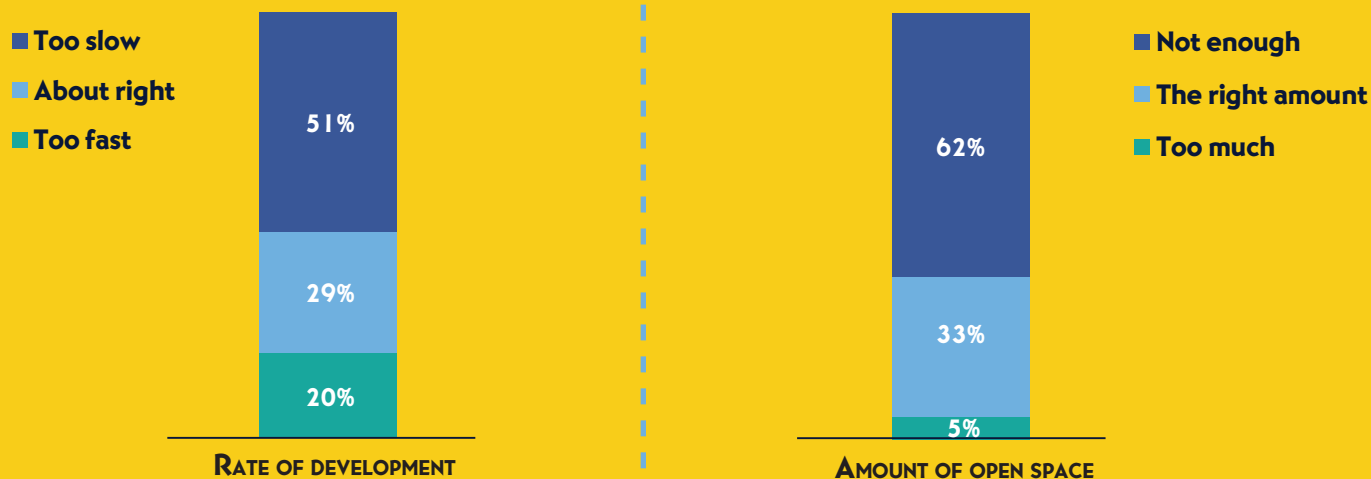


# LAKE COUNTY FOREST PRESERVE DISTRICT COUNTYWIDE SURVEY OF LAKE COUNTY RESIDENTS

Property taxes tend to be the top issue among older adults, while younger households deem schools and illegal drugs their top concerns.



Among those most concerned about the rate of development in Lake County, half feel the pace of growth is too slow.



# LAKE COUNTY FOREST PRESERVE DISTRICT COUNTYWIDE SURVEY OF LAKE COUNTY RESIDENTS

At the end of the survey, most (52%) were unable to offer any additional feedback or suggestions on how the District can serve them better. The rest gave a wide range of responses.

## THE MOST FREQUENT SUGGESTIONS INCLUDE:



**INCREASING AWARENESS  
AND COMMUNICATION**  
of what the District has to offer  
via newsletters, brochures,  
advertising, etc. (14% overall);



**PROVIDING MORE AMENITIES,**  
including trails (usually for biking),  
more organized events and activities,  
& nature/ecology educational programs;



**LOWER COSTS AND TAXES**  
(including more efficiency and less waste).

# Marketing & Promotion

# MARKETING & PROMOTION

## OCTOBER 2016 - FEBRUARY 2017

### SOCIAL MEDIA

TOTALS FOR ALL SOCIAL MEDIA POSTS:  
Reach/Impressions: 35,066  
Clicks: 899

### SAMPLE POSTS

 **Lake County, IL Government**  
October 5, 2016 · 🌐

Share your ideas for a better Lake County!

The Lake County Board will update its strategic plan next year. This plan serves as a road map for our county government and influences how we prioritize and invest our resources.

As we get ready to update our plan, we want to know what is important to you. Please submit your thoughts and ideas to make our county even better through our "Community Voice" forum. Participate Now 🗣️



**COMMUNITY VOICE** 🗣️

Share Your Ideas for a Better Lake County!

LAKECOUNTYIL.GOV

 **Lake County, IL Government**  
November 21, 2016 · 🌐

Residents often ask – what does the County do? The Lake County Board invests in 300 miles of county roads that you drive on every day, funds public safety and judicial agencies that work 24/7 to keep your family safe, and supports healthcare programs that contribute to the health and wellness of our residents and communities. All of these and many other vital services are funded with about 7% of your property tax bill and the County Board is working hard to stretch every penn... [See More](#)



**Telephone Town Hall**

Sign Up To Participate In Our Telephone Town Hall!

LAKECOUNTYIL.GOV

 **Lake County IL Gov**   
@LakeCountyIL

Share your [#ideas](#) for a better Lake County at our Telephone Town Hall Meeting! Sign up to receive a call: [go.usa.gov/x89Ab](https://go.usa.gov/x89Ab)



**Telephone Town Hall**

 **Lake County IL Gov**   
@LakeCountyIL

We want to know your thoughts and ideas to make our county even better. Submit them in our "Community Voice" forum. [go.usa.gov/xkUZf](https://go.usa.gov/xkUZf)



**COMMUNITY VOICE** 🗣️

# MARKETING & PROMOTION

## OCTOBER 2016 - FEBRUARY 2017

## WEBSITE Total Pageviews for Community Voice: 391

### Screenshot of Community voice

The screenshot shows the Lake County Community Voice website. At the top, there's a navigation bar with links for Home, Government, Departments, Services, Our County, and I Want To. Below this is a large banner with the Lake County logo and a search bar. The main content area is titled 'Community Voice' and features a large graphic with silhouettes of people and the text 'Lake County COMMUNITY VOICE'. Below the graphic, there's a section titled 'Share Your Ideas for a Better Lake County' with a text input field and a 'Sign In' button. To the right, there's a 'Search' bar and a 'Feature Overview' section. Below the main content, there's a list of 'Initiatives' with icons and brief descriptions. At the bottom, there's a 'Top Voices' section with a list of names and their respective scores.

### Screenshot of Telephone Town Hall page

The screenshot shows the Lake County Telephone Town Hall page. It features a large banner with the Lake County logo and a search bar. Below the banner, there's a section titled 'Telephone Town Hall Meetings' with a list of upcoming meetings. To the right, there's a 'Contact Us' section with a form and a 'Sign Up' button. Below the main content, there's a 'Featured Story' section with a large image and a headline.

The screenshot shows the Lake County homepage. It features a large banner with the Lake County logo and a search bar. Below the banner, there's a navigation bar with links for Home, Government, Departments, Services, Our County, and I Want To. To the right, there's a 'Contact Us' section with a form and a 'Sign Up' button. Below the main content, there's a 'Featured Story' section with a large image and a headline.

### Screenshot of Homepage Featured Story

The screenshot shows the Lake County homepage featured story. It features a large banner with the Lake County logo and a search bar. Below the banner, there's a section titled 'Featured Story' with a large image and a headline. To the right, there's a 'Sign Up' button. Below the main content, there's a 'News & Announcements' section with a list of recent news items.

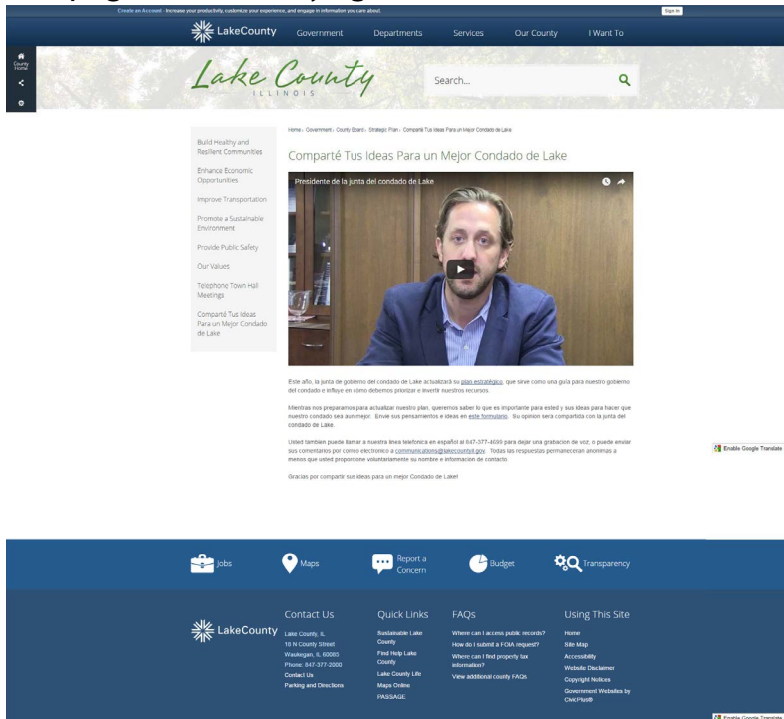


# MARKETING & PROMOTION

## OCTOBER 2016 - FEBRUARY 2017

### SPANISH PROMOTION

#### Webpage - lakecountyil.gov/TusIdeas



#### Postcard that was mailed out to Community Leaders

## Comparte Tus Ideas Para Un Mejor Condado de Lake

*El plan estratégico del condado de Lake sirve como una hoja de ruta para nuestro Gobierno del condado e influye en como priorizamos e invertimos nuestros recursos. Mientras el condado se prepara para actualizar su plan, queremos saber sus ideas para hacer nuestro condado aun mejor.*

*Es facil unirse a la conversacion! Visite [www.lakecountyil.gov/TusIdeas](http://www.lakecountyil.gov/TusIdeas) para leer nuestro plan estrategico y presentar tus ideas. Considere estas preguntas:*

- Que es el problema mas importante que enfrenta el condado de Lake?
- Que problemas de transporte son mas importante para usted?
- Que esfuerzos para hacer crecer nuestra economia local son mas importante para su carrera, ingresos de familia, o negocio?
- Que prioridades quiere que continúe pagando el condado de Lake, si se recorta el financiamiento estatal, aunque eso signifique confiar mas en sus impuestos de la propiedad?

Usted tambien puede llamar a nuestra linea telefonica en español al 847-377-4699 para dejar una grabacion de voz, o puede enviar sus comentarios por correo electronico a [communications@lakecountyil.gov](mailto:communications@lakecountyil.gov). Todas las respuestas permaneceran anonimas a menos que usted proporcione voluntariamente su nombre e informacion de contacto.

Gracias por compartir sus ideas para un mejor Condado de Lake!

[WWW.LAKECOUNTYIL.GOV/TUSIDEAS](http://WWW.LAKECOUNTYIL.GOV/TUSIDEAS)

#### Facebook Ad

**Lake County, IL Government**  
Written by Alex Carr [?] · February 7 at 2:11pm ·

Comparte tus ideas para un mejor condado de Lake! La junta del condado trabaja para todos los residentes, brindamos servicios y solucionamos problemas que afectan su vida diaria, desde impuestos de propiedad, carreteras y trabajo. Este año, la junta del condado de Lake actualizará su plan estratégico, que sirve como una guía para nuestro gobierno del condado e influye en cómo debemos priorizar e invertir nuestros recursos.

Necesitamos un plan que sea inclusivo y refleje lo que es importante para todos nuestros residentes. Es importante que **TODAS** las voces sean escuchadas. Mientras que nos preparamos para actualizar nuestro plan, queremos saber lo que es importante para usted y sus ideas para hacer que nuestro condado sea aún mejor. Comparta sus pensamientos e ideas por:

- Completando este formulario: <http://go.usa.gov/x9FDr>
- Llamar al 847-377-4699, o
- Envíe un correo electrónico a [communications@lakecountyil.gov](mailto:communications@lakecountyil.gov)



#### Radio interview with Chairman Lawlor

**Lake County, IL Government** shared Union Latina 1220 WKRS-AM's photo.  
Published by Jennie Khoen Vana [?] · February 4 at 10:35am ·

Latinos make up 20% of Lake County's population and it's important that we connect with Latino residents to share information and get their input. Aaron Lawlor - Lake County Board Chairman did an interview this morning in Spanish to send a message that Lake County is a diverse, inclusive community and he encouraged listeners to share their opinions and concerns at [www.lakecountyil.gov/tusideas](http://www.lakecountyil.gov/tusideas) or 847-377-4699.

# MARKETING & PROMOTION

## OCTOBER 2016 - FEBRUARY 2017

### NEWS COVERAGE

WEEKLY BILINGUAL PUBLICATION | January 18th to 24th, 2017 | Year 12 | No. 623 | [www.purofutbolonline.com](http://www.purofutbolonline.com) | Facebook: l



Autoridades del Condado de Lake desean que la comunidad hispana se integre al Plan Estratégico, que aporte ideas y sea parte importante del futuro crecimiento.

Local

# Buscan a hispanos

>Página 6



Lake County | updated: 12/2/2016 12:27 PM

# Lake County to hold next town hall by telephone



**Lake County Board Chairman Aaron Lawlor will host the county's first telephone town hall meeting with residents Dec. 13.**

*Courtesy of Lake County*



**Mick Zawislak**

Knowing residents are unlikely to travel at night to learn about government, Lake County officials plan to bring it to them.

Instead of holding open houses at various locations to explain what government does and seek opinions on how it can do better, Lake County on Dec 13 will hold its first telephone town hall.

As part of the process to gain input on future plans and priorities, officials hope to reach a larger and more diverse audience and narrow the gap between what government provides and what residents think it can or should do.

"Residents want us to be more efficient. The strategic plan is the vehicle for us to create a big picture, aspirational plan people can get behind," said county Board Chairman Aaron Lawlor, who will be the voice at the other end of the line.

Members of Congress commonly use this method to connect with residents as do some local legislators, especially during election season. Years ago, Lawlor coordinated such events as a staff member for then-U.S. Rep. Mark Kirk.

"It's a new thing we're doing and hopefully we're leveraging technology in a way that's much more effective," he said.

Per its own rules, a newly seated board must update the strategic plan by May. Part of that involves informing people what the county does (it is responsible for 300 miles of roads) and doesn't do (pick up your garbage) and seeking input on priorities and how tax dollars should be spent.

In 2008 and 2013, the process included a series of forums in the county. In 2008, 267 people attended six forums, and 198 people attended five forums in 2013. That doesn't include dozens of county employees who were on hand at each session to provide information as needed.

"A lot of effort and logistical planning goes into the forums," said Jennie Vana, county spokeswoman. "It takes a lot for people to come out in the evening and hear about the county (government) and give their input."

Technology can now bring the county to potential participants in their living rooms and reach a much bigger and more diverse audience.

The county will place calls to about 40,000 people whose numbers are publicly available. Anyone who answers will hear a message of introduction from Lawlor and instructions on how to participate. Research shows 15 percent to 20 percent of those contacted will listen for seven to eight minutes, Vana said. The session is expected to last an hour and will start with a "County 101" overview.

"We know people will drop off. But even if they stay on a few minutes, we think they'll learn something about Lake County," she said.

Lawlor said roads and transportation and furthering the mission of the new mental health task force are among the county's priorities.

He said taxpayers need relief and the county needs to focus on doing fewer things exceptionally well.

"We have to educate people what county services are. We have an important but limited role," Lawlor said. "Let's see what they think and see what we can do," he said.

To sign up, click [here](http://www.lakecountyil.gov/FormCenter/Communications-16/Lake-County-Hosts-First-Telephone-Town-H-157) (<http://www.lakecountyil.gov/FormCenter/Communications-16/Lake-County-Hosts-First-Telephone-Town-H-157>).

[@dhmickzawislak](https://twitter.com/dhMickZawislak?lang=en) (<https://twitter.com/dhMickZawislak?lang=en>)

# MARKETING & PROMOTION

## OCTOBER 2016 - FEBRUARY 2017

### NEWS RELEASES

Join the Conversation! Participate in our next Telephone Town Hall Meeting

Lake County Illinois sent this bulletin at 02/09/2017 08:30 AM CST

[view as a webpage](#)

## SIGN UP FOR OUR Telephone Town Hall Meeting



Share your ideas for a better Lake County by joining our next Telephone Town Hall meeting at **7 p.m. on Feb. 15!** During the Telephone Town Hall, Lake County Board Chairman Aaron Lawlor will discuss our current priorities, and you will be able to share your thoughts and ideas to make Lake County a better place to live, work, and play.

All input will be shared with the Lake County Board, as its getting ready to update its strategic plan.



**Sign Up To Participate**

### Can't make the Telephone Town Hall?



You can share your thoughts and ideas anytime in our Community Voice Forum. It's easy to join the conversation! Once you visit the forum, click the "Sign In" button in the top right corner of the page and create a profile to get started.



**Provide Input Now**

### Provide Input in Spanish

We need a strategic plan that is inclusive and reflects what is important to all of our residents. **It's important that ALL voices are heard.** We encourage our Spanish speaking residents to submit their thoughts and ideas on our Spanish web page.



**Provide Input in Spanish**

\*The strategic plan input period will close Feb. 28

POWERED BY

**GOVDELIVERY**




# MARKETING & PROMOTION

## OCTOBER 2016 - FEBRUARY 2017

## OTHER COMMUNITIES & AGENCIES


Lake County Town Hall Meeting

### LAKE COUNTY HOSTS FIRST! Telephone Town Hall Meeting!




Residents often ask - what does the County do? The Lake County Board invests in 300 miles of county roads that you drive on every day, funds public safety and judicial agencies that work 24/7 to keep your family safe, and supports healthcare programs that contribute to the health and wellness of our residents and communities. All of these and many other vital services are funded with about 7% of your property tax bill and the County Board is working hard to stretch every penny. And, YOU have a say in how we prioritize and invest your tax dollars.

You're invited to participate in our first-ever [Telephone Town Hall meeting Dec. 13 at 7 p.m.](#) with Lake County Board Chairman Aaron Laylor. As the county board gets ready to update its strategic plan next year, we want to know what is important to you. During the Telephone Town Hall, we will discuss our current priorities and you will be able to share your thoughts and ideas to make our county even better!



**Telephone Town Hall**

 [Sign Up To Participate](#)

VILLAGE OF Mundelein  
Incorporated in 1909

Search Customer Service (847) 949-3283

Home • Government • Village • Our Community • Economic Development • Quick Links • Election

HOME - LAKE COUNTY GOVERNMENT TO HOST FIRST-EVER TELEPHONE TOWN HALL MEETING

### Lake County Government to Host First-Ever Telephone Town Hall Meeting

Residents often ask - what does the County do? The Lake County Board invests in 300 miles of county roads that local residents traverse every day. Funds public safety and judicial agencies that work 24/7 to keep families safe, and supports healthcare programs that contribute to the health and well-being of all residents and communities. All of these and many other vital services are funded with about 7% of each resident's property tax bill. The County Board works diligently to stretch every penny, and, YOU have a say in how we prioritize and invest your tax dollars.

We are interested in your thoughts, observations, and opinions. We cordially invite you to participate in Lake County's first-ever on December 13 at 7 p.m. with Lake County Board Chairman Aaron Laylor. As the County Board prepares to update its strategic plan next year, we want to know what is important to you. During the Telephone Town Hall, we will discuss our current priorities and you will be able to share your thoughts and ideas to make Lake County even better!

To sign up click here:  
<http://www.lakecountyil.gov/FormCenter/Communications-16/Lake-County-Hos...>



Construction Updates  
Community Profile and Map  
Elected Officials  
FAQ  
Flood Insurance Rate Map (FIRM)  
Live Streaming - Board Meetings  
Public Notices



THE VOICE FOR LAKE COUNTY  
TRANSPORTATION ISSUES

### Share Your Thoughts on Transportation in Lake County!

Lake County will hold a Telephone Town Hall on **Wednesday, February 15th at 7 p.m.** to solicit input from the public on key issues including transportation. You can sign up to participate now through February 14th by [CLICKING HERE TO REGISTER](#).

The County is in the process of updating its **strategic plan**, and the Telephone Town Hall will provide a convenient opportunity for you to weigh in on future priorities over the phone. We encourage you to participate and advocate for transportation infrastructure in Lake County. You may wish to keep the following points in mind during the call:

- **It is important for Lake County to continue to invest in our transportation infrastructure.** Local projects sustain a high-quality of life and ensure continued economic development. Lake County should seek to incorporate non-motorized modes of transportation, such as sidewalk connections, bike paths and bike-friendly lanes, to the greatest extent possible.
- **There is continued support in Lake County for the proposed IL Route 53/120 extension.** The project will relieve congestion, reduce travel times, create regional connectivity and serve as a catalyst for future economic development. In December 2015, the Illinois Toll Highway Authority Board unanimously approved a resolution to authorize an Environmental Impact Statement (EIS) for the project. It was understood that the EIS would include a detailed study of alignment alternatives, environmental impacts, financial feasibility and a "no build" scenario. It would also include a robust public information and engagement program with multiple opportunities for public input. It's now incumbent upon the state leadership to initiate the EIS to provide the Lake County community with fact-based information on the project that can be used to inform future decisions, opinions and the long-term future of the project.
- **Transit access is an important factor for the business community.** Transportation plays a key role in retaining and attracting top companies and highly-skilled talent. Lake County must maximize reverse-commuting options to the greatest extent possible and ensure that there is adequate cross-county transit for workers in certain industries, such as manufacturing, who rely on public transportation in order to work.
- **Deferred infrastructure maintenance has a negative long-term economic impact.** It is imperative that all levels of government regularly prioritize and invest in the upkeep of transportation routes in Lake County, and throughout the state.

If you're unable to participate in the Telephone Town Hall, you can still submit your thoughts at any time through the County's online "**Community Voice**" forum, also available here in [Espanol](#).

We appreciate your time, and thank you for your support of Lake County's important transportation issues.

© 2016 Lake County Transportation Alliance  
[www.lcta1.com](http://www.lcta1.com)

[Edit your subscription](#) | [Unsubscribe](#)

January 17, 2017

Dear Members of the Ministers Alliance,

I truly value the relationships that we've built through your invitations to worship and opportunities to learn about the important issues facing your congregations and our communities. I'm writing to ask for your guidance and input as we shape Lake County's future.

The County Board is in the process of updating our strategic plan. It is the County's guiding document that defines our values, identifies the priorities we focus on, sets the goals we seek to achieve, and directs how we allocate funding. This year's plan is more important than ever. Unpredictability in Washington and fiscal insolvency in Springfield leave us with less funding and more of the burden to shoulder. The choices are tougher and we recognize that in these tough times the same old way of conducting county government business just doesn't cut it.

That's why your insight is critical as we work to craft a strategic plan that reflects both the diverse local needs of our communities and a bold countywide vision for our long-term prosperity. I look forward to hearing about your priorities and presenting your feedback in our report to the County Board. I am happy to attend an upcoming Ministers Alliance meeting, speak with you by phone or hear from you via email at [alawlor@lakecountyil.gov](mailto:alawlor@lakecountyil.gov).

There are also several ways for your congregants to provide their thoughts. They can:

- Submit your thoughts and ideas to make Lake County even better through the "[Community Voice](http://www.lakecountyil.gov/communityvoice)" forum available at [www.lakecountyil.gov/communityvoice](http://www.lakecountyil.gov/communityvoice).
- Participate in a future [telephone town hall meeting](#). The next one is scheduled for Feb. 15 at 7 p.m. [Sign up to receive a call](#) by visiting [www.lakecountyil.gov](http://www.lakecountyil.gov), or call 847-377-2550.
- Provide comments by emailing them to [communications@lakecountyil.gov](mailto:communications@lakecountyil.gov).

I have included some information cards for you to distribute. We are happy to provide more, if needed. Please consider sharing this information with your congregations. Again, thank you for your guidance and partnership as work towards a brighter future for everyone in Lake County.



Aaron Lawlor  
Lake County Board Chairman

# NIU Survey

March 9, 2017

## EXECUTIVE SUMMARY

This is a preliminary report and does not reflect analysis by demographics (age, gender, income, children in household) and location of household in the county. It is not representative of the population as 800 responses are needed to do a statistically valid analysis.

### Background and Purpose

At the request of the Lake County government, the Northern Illinois University's Center for Governmental Studies (CGS) is conducting a mixed-mode (mail, internet, and telephone) survey of Lake County residents to determine their opinions of the services and programs Lake County government provides and which areas should be a priority for the County. The survey findings will be used to assist the Lake County government with planning for the future.

### Methodology

A questionnaire was developed by CGS with input from the Lake County government. The questionnaire was designed to assess the following topics:

- residents' satisfaction with living in Lake County,
- perception of overall quality of services and programs provided by Lake County government,
- importance and satisfaction with services and programs provided by Lake County government,
- priority the County should place on seven areas in the next three years,
- Lake County services and program which are most important to protect if State cuts funding to Lake County,
- residents' level of concern with public health issues, and
- opinion of Lake County government's communication with residents.

A letter explaining the purpose of the survey, the web address of the survey, and a unique password to access the survey, as well as a description of the programs and services offered by the Lake County government was mailed to 4,000 randomly selected Lake County households. Two weeks later the questionnaire was mailed with a cover letter to the non-responding households. Ten days later, telephone calls were started to non-responding households to attempt to have them complete the survey over the telephone. Email reminders were also sent to those households for which we were able to obtain an email address.

To date, 351 households have completed the survey.

## Key Findings

- The majority (81.2%) of responding residents are satisfied living in Lake County, with 35.4% indicating they are very satisfied and 45.8% reporting they are somewhat satisfied.
- When the respondents were asked what is the **most** important issue currently facing Lake County, the most frequent responses were that the taxes are too high and there is a lot of traffic congestion (open-ended question).
- Seven out of ten (71.6%) of respondents rate the overall quality of services and programs provided by the Lake County government as excellent (15.9%) or good (55.7%).
- More than one-half of the respondents rate maintenance, repair, and infrastructure improvements of County roads (64.5%), water and sewer services (60.1%), reduction of traffic congestion (59.2%), and promotion and encouragement of economic development (56.7%) as very important to them and their household.
- Of the programs and services rated very important by the highest percentage of respondents, most respondents are satisfied with:
  - Water and sewer services (72.5%)
  - Maintenance, repair, and infrastructure improvements of County roads (66.7%)
- Of the programs and services rated very important by the highest percentage of respondents, less than one-half of respondents are satisfied with:
  - Promotion and encouragement of economic development (47.8%)
  - Reduction of traffic congestion (35.6%)
- The majority of respondents believe the Lake County government should place a high priority on the following areas in the next three years:
  - Public safety/crime reduction (69.2%)
  - Local economy (65.2%)
  - Transportation improvement (60.1%)
  - Environmental protection/sustainability (58.0%)



- When asked which of Lake County government provided services and programs are most important to protect if the State of Illinois cuts funding to Lake County government and not all current services and programs could be funded, the majority of respondents select public safety (80.0%) and transportation infrastructure (68.6%).
- One-fourth (24.7%) of residents believe lack of access to mental health services in Lake County is a major concern, slightly more than one-third (35.2%) think it is a moderate concern, 17.0% report it is a minor concern, 10.1% state it is not a concern, and 13.0% are unsure if it is a concern.
- Slightly more than one-fourth (28.4%) of residents think illegal use of prescribed medications, such as opiates, in Lake County is a major concern, one-third (32.3%) believe it is a moderate concern, 12.4% report it is a minor concern, 11.4% state it is not a concern, and 15.5% are unsure if it is a concern,
- Most (64.3%) respondents receive information about Lake County government from local newspapers, followed by family, friends, and neighbors (46.1%) and the County website (43.0%). Less than one-fifth of respondents receive information about Lake County government from an electronic newsletter (17.6%), County emails (16.6%), County Facebook page (9.8%), LCTV (3.5%), or County Twitter feed (0.9%).
- Respondents most preferred source for getting information about Lake County government is local newspapers (24.1%), County website (22.9%), and electronic newsletter from the County (21.3%).
- Two-thirds (65.0%) of respondents are very satisfied (12.0%) or somewhat satisfied (53.0%) with the job Lake Count government does in providing information to residents.

## Respondent Demographics

- The current respondents are primarily White/Caucasian (90.4%), 45 years of age or older (85.2%), and have lived in Lake County 20 years or more (64.2%). More males (59.0%) than females (41.0%) have completed the survey.
- The table below shows the town in which the respondents live.

Town	Percent
Antioch	5.6%
Bannockburn	0.0%
Barrington	0.0%
Barrington Hills	0.0%

Beach Park	2.1%
Buffalo Grove	9.1%
Deer Park	0.7%
Deerfield	1.4%
Fox Lake	2.8%
Fox River Grove	0.0%
Grayslake	4.9%
Green Oaks	0.0%
Gurnee	5.0%
Hainesville	2.8%
Hawthorn Woods	2.1%
Highland Park	1.4%
Highwood	1.4%
Indian Creek	0.0%
Island Lake	0.7%
Kildeer	1.4%
Lake Barrington	0.7%
Lake Bluff	2.1%
Lake Forest	0.7%
Lake Villa	3.5%
Lake Zurich	5.6%
Lakemoor	0.7%
Libertyville	7.0%
Lincolnshire	4.2%
Lindenhurst	2.1%
Long Grove	1.0%
Mettawa	0.0%
Mundelein	7.0%
North Barrington	0.0%
North Chicago	0.7%
Old Mill Creek	0.0%
Park City	0.0%
Port Barrington	0.7%
Riverwoods	1.4%
Round Lake	2.1%
Round Lake Beach	0.0%
Round Lake Heights	0.0%
Round Lake Park	0.0%
Third Lake	0.0%
Tower Lakes	0.0%
Vernon Hills	3.5%
Volo	1.4%
Wadsworth	0.7%
Wauconda	3.5%
Waukegan	3.5%
Wheeling	0.5%
Winthrop Harbor	2.0%
Zion	3.5%



## THE LAKE COUNTY CITIZEN SURVEY

Thank you for taking the time to complete this important survey. The Lake County government will use your input to help identify priorities for the County. **Please read the attached description of the programs and services the County government provides and does not provide before beginning the survey.**

### I. Residence Information

1. Do you live in Lake County?

Yes

No

Don't Know/Unsure

2. In which town do you live?

INSERT LIST OF TOWNS HERE

Other (PLEASE SPECIFY) \_\_\_\_\_

3. What is your zip code?

INSERT LIST OF ZIP CODES HERE

Other (PLEASE SPECIFY) \_\_\_\_\_

### II. Quality of Life in Lake County

4. How satisfied or dissatisfied are you living in Lake County?

Very Satisfied (**GO TO QUESTION 5a**)

Somewhat Satisfied (**GO TO QUESTION 5a**)

Somewhat Dissatisfied (**GO TO QUESTION 5b**)

Very Dissatisfied (**GO TO QUESTION 5b**)

Don't Know/Unsure (**GO TO QUESTION 6**)

- 5a. Why did you indicate you are very or somewhat satisfied living in Lake County?

---

- 5b. Why did you indicate you are very or somewhat dissatisfied living in Lake County?

---

6. What is the **most** important issue currently facing Lake County?

---

7. What should be done to address this issue?

---

**III. Lake County Government Services and Programs**

8. How would you rate the overall quality of services and programs provided by Lake County government?

Excellent (**GO TO QUESTION 10**)

Good (**GO TO QUESTION 10**)

Fair (**GO TO QUESTION 9**)

Poor (**GO TO QUESTION 9**)

Don't Know/Unsure (**GO TO QUESTION 10**)

9. Why did you rate the overall quality of services and programs provided by Lake County government fair or poor?

---

10. How important or unimportant to you and your household are each of the following County government provided services and programs?

	Very Important	Somewhat Important	Not Very Important	Not At All Important	Don't Know/Unsure
A. Maintenance, repair, and infrastructure improvements of County roads (County roads are identified by the 5-sided blue and gold route markers. Examples include: Peterson Road, Gilmer Road, Butterfield Road, Hunt Club Road, and Buffalo Grove Road)	4	3	2	1	9
B. Reduction of traffic congestion	4	3	2	1	9
C. Public health services	4	3	2	1	9
D. Sheriff highway patrol	4	3	2	1	9
E. Employment assistance and job training	4	3	2	1	9
F. Promotion of affordable housing	4	3	2	1	9
G. Flood mitigation and control	4	3	2	1	9
H. Water and sewer services	4	3	2	1	9
I. Bike path maintenance and development	4	3	2	1	9
J. Court functions (criminal, civil, juvenile, family, drug, mental health)	4	3	2	1	9
K. Enhancement and rehabilitation of lakes and wetlands	4	3	2	1	9
L. Support for sustainable initiatives (solar power, alternative fuel vehicles, green infrastructure development)	4	3	2	1	9
M. Promotion and encouragement of economic development	4	3	2	1	9



11. How satisfied or dissatisfied are you and your household with each of the following County government services and programs?

	<b>Very Satisfied</b>	<b>Somewhat Satisfied</b>	<b>Somewhat Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Don't Know/Unsure</b>
A. Maintenance, repair, and infrastructure improvements of County roads (County roads are identified by the 5-sided blue and gold route markers. Examples include: Peterson Road, Gilmer Road, Butterfield Road, Hunt Club Road, and Buffalo Grove Road)	4	3	2	1	9
B. Reduction of traffic congestion	4	3	2	1	9
C. Public health services	4	3	2	1	9
D. Sheriff highway patrol	4	3	2	1	9
E. Employment assistance and job training	4	3	2	1	9
F. Promotion of affordable housing	4	3	2	1	9
G. Flood mitigation and control	4	3	2	1	9
H. Water and sewer services	4	3	2	1	9
I. Bike path maintenance and development	4	3	2	1	9
J. Court functions (criminal, civil, juvenile, family, drug, mental health)	4	3	2	1	9
K. Enhancement and rehabilitation of lakes and wetlands	4	3	2	1	9
L. Support for sustainable initiatives (solar power, alternative fuel vehicles, green infrastructure development)	4	3	2	1	9
M. Promotion and encouragement of economic development	4	3	2	1	9

12. Please indicate how much of a priority the Lake County Board should place on each of the following areas in the next three years?

	High Priority	Medium Priority	Low Priority	Don't Know/Unsure
A. Public Safety/Crime Reduction	3	2	1	9
B. Public Health (e.g., alcohol and drug prevention, mental health services)	3	2	1	9
C. Transportation Improvements (e.g., reducing traffic congestion)	3	2	1	9
D. Local Economy (e.g., retaining and attracting businesses)	3	2	1	9
E. Promotion of Affordable Housing	3	2	1	9
F. Environmental Protection/Sustainability (e.g., preserve the health of natural resources, air quality, and drinking water)	3	2	1	9
G. Employment Assistance (e.g., job training)	3	2	1	9
H. Other (PLEASE SPECIFY)	3	2	1	9

13. Which of the following Lake County government provided services and programs do you think are **most** important to protect if the State of Illinois cuts funding to Lake County government and not all current services and programs could be funded? **[CHECK ALL THAT APPLY]**

- A. Public health services, such as mental health and addiction treatment programs
- B. Court services, such as divorce and civil services, probation and victim witness counselors
- C. Transportation infrastructure, including maintaining and expanding the county highway system
- D. Technology investments, including systems that improve online access to county services
- E. Public safety, which includes Sheriff's highway patrol and 911 dispatch
- F. Other (PLEASE SPECIFY) \_\_\_\_\_

#### IV. Public Health

14. How much of a concern is illegal use of prescribed medications, such as opiates, in Lake County?

- Major Concern
- Moderate Concern
- Minor Concern
- Not A Concern
- Don't Know/Unsure

15. How much of a concern is lack of access to mental health services in Lake County?

- Major Concern
- Moderate Concern
- Minor Concern
- Not A Concern
- Don't Know/Unsure

V. Lake County Communications

16. From which of the following sources do you receive information about Lake County government?  
**(CHECK ALL THAT APPLY)**

- County website
- Electronic newsletter from County
- Emails from County
- County Facebook page
- County Twitter feed
- LCTV (Lake County Cable Access Channel)
- YouTube
- Local newspapers
- Family, friends, neighbors
- None of the above
- Other (PLEASE SPECIFY) \_\_\_\_\_

17. Which of the following is your **most preferred** source for getting information about Lake County government?

- County website
- Electronic newsletter from County
- Emails from County
- County Facebook page
- County Twitter feed
- LCTV (Lake County Cable Access Channel)
- YouTube
- Local newspapers
- Family, friends, neighbors
- Do not want or need information about Lake County
- Other (PLEASE SPECIFY) \_\_\_\_\_

18. How satisfied or dissatisfied are you with the job Lake County government does in providing information to residents?

Very Satisfied (**GO TO QUESTION 19a**)

Somewhat Satisfied (**GO TO QUESTION 19a**)

Somewhat Dissatisfied (**GO TO QUESTION 19b**)

Very Dissatisfied (**GO TO QUESTION 19b**)

Don't Know/Unsure (**GO TO QUESTION 20**)

19a. Why are you satisfied with the job Lake County government does in providing information to residents?

---

19b. Why are you dissatisfied with the job Lake County government does in providing information to residents?

---

20. If you would like to receive electronic communications from Lake County government, please provide your email address below.

---

## **VI. You and Your Household Characteristics**

21. Are you ...?

Male

Female

Other

22. What is your age?

18-24

25-34

35-44

45-54

55-64

65-74

75+

23. How long have you lived in Lake County?

Less than 5 years  
5-19 years  
20 or more years

24. Do you own or rent your home?

Own  
Rent

25. Are there children under the age of 18 living in your household?

Yes  
No

26. Are there adults aged 65 or older living in your household?

Yes  
No

27. What is your race/ethnicity?




White  
Black or African American  
Hispanic or Latino  
Asian or Pacific Islander  
American Indian or Alaskan Native  
Other (PLEASE SPECIFY) \_\_\_\_\_

28a. Is English the primary language spoken in your home?

Yes  
No

 28b. What is the primary language? \_\_\_\_\_

29a. What is your employment status?

Employed full time   
Employed part time   
Self-employed   
Unemployed, looking for work  
Unemployed, not looking for work  
Stay at home mom or dad  
Retired  
Other (PLEASE SPECIFY) \_\_\_\_\_

29b. Do you work in Lake County?

Yes, outside the home  
Yes, from home  
No



30. What is your total annual household income?

Under \$15,000

\$15,000-\$24,999

\$25,000-\$34,999

\$35,000-\$49,999

\$50,000-\$74,999

\$75,000-\$99,999

\$100,000-\$149,999

\$150,000-\$199,999

\$200,000 or more

**Thank you for your participation.**