

# Lake County Citizen Survey Report

**May 2017**



Northern Illinois University • Center for Governmental Studies • 148 North Third Street •  
DeKalb, IL 60115-2828  
(815) 753-0039

## TABLE OF CONTENTS

Executive Summary.....	3
Introduction.....	7
Background and Purpose.....	7
Methodology.....	7
Analysis.....	8
Key Findings.....	9
Quality of Life in Lake County.....	9
Lake County Government Services and Programs.....	12
Public Health.....	22
Lake County Communications.....	24
Respondent Characteristics.....	27
Conclusions.....	31
Appendix A: Letters and Questionnaire.....	32
Appendix B: Verbatim Comments.....	42

# EXECUTIVE SUMMARY

## Introduction

### Background and Purpose

At the request of the Lake County government, the Northern Illinois University's Center for Governmental Studies (CGS) conducted 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. Up to five email reminders were also sent to households.

A total of 823 households completed the survey.

## Key Findings

- The majority (80.1%) of responding residents are satisfied living in Lake County, with 35.7% indicating they are very satisfied and 44.4% 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 (40.5%) and there is a lot of traffic congestion and road improvements are needed (18.9%).
- More than seven out of ten (76.3%) respondents rate the overall quality of services and programs provided by the Lake County government as excellent (14.9%) or good (61.4%).
- More than one-half of the respondents rate water and sewer services (66.5%), employment assistance and job training (65.3%), maintenance, repair, and infrastructure improvements of County roads (59.3%), promotion of affordable housing (59.1%), promotion and encouragement of economic development (57.0%), and reduction of traffic congestion (56.9%) 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 (75.4%)
  - Maintenance, repair, and infrastructure improvements of County roads (66.5%)
- 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 (51.5%)
  - Reduction of traffic congestion (47.2%)
  - Promotion of affordable housing (41.8%)
  - Employment assistance and job training (40.1%)
- 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 (71.0%)

- Local economy (64.5%)
  - Environmental protection/sustainability (60.6%)
  - Transportation improvement (56.9%)
- 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 (81.8%), transportation infrastructure (69.7%), and public health services (59.7%).
  - One-fourth (26.0%) of residents believe lack of access to mental health services in Lake County is a major concern, slightly more than one-third (31.8%) think it is a moderate concern, 14.0% report it is a minor concern, 10.1% state it is not a concern, and 18.1% are unsure if it is a concern.
  - Three out of ten (30.4%) 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, 9.5% state it is not a concern, and 15.4% are unsure if it is a concern.
  - Most (60.0%) respondents receive information about Lake County government from local newspapers, followed by family, friends, and neighbors (50.3%) and the County website (41.7%). Less than one-fifth of respondents receive information about Lake County government from County emails (17.2%), an electronic newsletter (17.2%), County Facebook page (11.8%), LCTV (10.5%), or County Twitter feed (1.4%).
  - Respondents most preferred source for getting information about Lake County government is local newspapers (25.4%), County website (21.5%), electronic newsletter from the County (15.0%), and emails from the County (10.1%).
  - The majority (69.1%) of respondents are very satisfied (13.1%) or somewhat satisfied (56.0%) with the job Lake County government does in providing information to residents.
  - Slightly more than one-half (52.9%) of the respondents are male and slightly less than one-half (46.7%) of the respondents are female. One fifth (19.1%) of respondents are less than 45 years of age, more than one-half (55.9%) of respondents are between 45 and 64 years of age, and 25.1% of respondents are 65 years of age or more. The plurality (60.4%)

of the respondents have lived in Lake County for 20 or more years. The majority (80.2%) of the respondents are Whites/Caucasians. The plurality (54.7%) of the respondents are employed full time. More than one-fourth (28.2%) of respondents have annual household incomes of \$150,000 or more, while one-fifth (21.3%) of respondents have annual household incomes of less than \$50,000. Survey responses were received from individuals living in all the towns in Lake County.

## **Introduction**

### **Background and Purpose**

At the request of the Lake County government, the Northern Illinois University's Center for Governmental Studies (CGS) conducted 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 (See Appendix A). The questionnaire and other materials were translated into Spanish. 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.

The questionnaire was programmed in CGS' online survey software and telephone interviewing software and was formatted for mailing.

The households to be surveyed were obtained from the Marketing Systems Group (MSG), a survey research sampling firm. A total of 3,000 households were randomly selected. Additionally 500 households identified as Hispanic/Latino and 500 households identified as African American were randomly selected. For each household MSG provided a mailing address, telephone number, and email address.

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 on January 23, 2017 (See Appendix A). Two weeks later the questionnaire was mailed with a cover

letter to the non-responding households (See Appendix A). Ten days later, telephone calls were started to non-responding households to attempt to have them complete the survey over the telephone. Up to five email reminders were also sent to households. The survey was conducted from late January to early April.

A total of 823 households completed the survey. A total of 386 internet surveys were completed, 182 telephone interviews were completed, and 255 mail surveys were completed.

During telephone interviewing a total of 15,415 calls were made. The average length of a completed telephone survey was 23.86 minutes.

### Analysis

The demographics of the survey respondents were compared to the demographics of the population. The survey responses were then weighted using the American Community Survey data so that the respondents reflect the population.

Frequencies of responses for all questions were produced overall, as well as crosstabs of geographic location and demographic variables. Chi-square tests were conducted to determine statistically significant differences between groups. Only statistically significant differences at the  $p < .05$  level are included in the report.



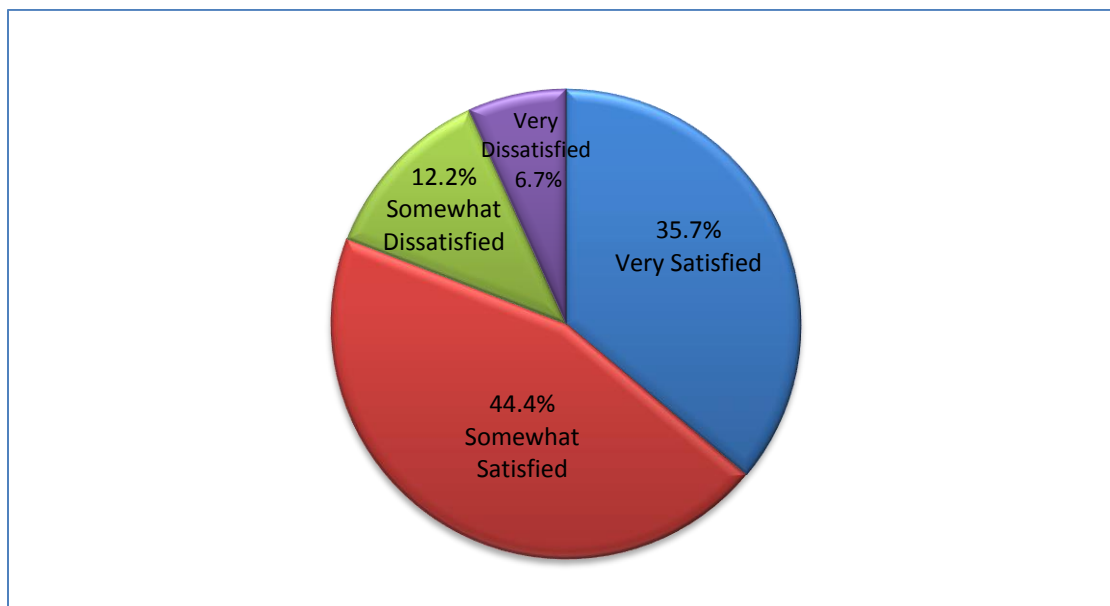
## Key Findings

### Quality of Life in Lake County

The survey began with a set of questions about residents' perceptions of the quality of life in Lake County. The residents were asked to rate their satisfaction with living in Lake County and indicate what is the most important issue facing Lake County.

The majority (80.1%) of responding residents are satisfied living in Lake County, with 35.7% indicating they are very satisfied and 44.4% reporting they are somewhat satisfied (Figure 1).

**Figure 1: Satisfaction with Living in Lake County**  
How satisfied or dissatisfied are you living in Lake County?



Those respondents who live in the southeast section of the County (48.4%) or southwest section of the County (45.0%) are more likely than those respondents who live in the northeast section of the County (25.2%) or northwest section of the County (22.7%) to be very satisfied with living in Lake County. Satisfaction with living in Lake County decreases with length of time respondent has lived in Lake County, from 48.5% of respondents living in Lake County for less than 5 years being very satisfied to 37.5% of respondents living in Lake County for 20 or more years being very satisfied. Females (43.7%) are more likely than males (30.7%) to be very satisfied with living in Lake County. A higher percentage of respondents aged 65 or older (51.1%) than respondents aged less than 65 (31.6%) are very satisfied with living in Lake County. A total of 15.4% of

Blacks/African Americans compared with 38.1% of all other races/ethnicities are very satisfied with living in Lake County.

No statistically significant differences are found for satisfaction with living in Lake County by whether the respondent owns or rents their home, whether there are children under the age of 18 living in the household, whether English is the primary language spoken in the household, the respondent's employment status, and total annual household income.

Those respondents who indicated they are very or somewhat satisfied living in Lake County were asked why. The main reasons reported were that they like the area/nice place to live (28.0%) and that they feel safe (10.5%). However, a large percentage of respondents mention that the property taxes are too high (21.3%) (Table 1) (See Appendix B).

**Table 1: Reasons for Being Very or Somewhat Satisfied Living in Lake County**

<b>Reasons</b>	<b>Percent</b>
Like the area/nice place to live	28.0
Property taxes too high	21.3
Feel safe	10.5
Good County services	8.6
Good school system	8.4
Good forest preserve/open spaces	7.3
Too much traffic	5.0
Good amenities/close to amenities	5.0
Good parks/park district	3.9
Needs infrastructure improvements	3.6
Good location	3.1
Rural feel	2.0
High crime rate	2.0
Too crowded	1.1
Other	8.4

Those respondents who indicated they are very or somewhat dissatisfied living in Lake County were asked why. The main reason reported was that the property taxes are too high (76.7%) (Table 2) (See Appendix B).

**Table 2: Reasons for Being Very or Somewhat Dissatisfied Living in Lake County**

Reasons	Percent
Property taxes too high	76.7
Infrastructure repairs needed	8.1
Corrupt County government	8.1
Traffic congestion is a problem	5.8
Wasteful spending of tax dollars by County government	4.7
Housing is not affordable	3.5
Crime rate is increasing	3.5
Poor service from County government	3.5
More equal distribution of funds/services/programs across County	2.3
Schools are poor	2.3
Other	12.8

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 (40.5%) and there is a lot of traffic congestion and road improvements are needed (18.9%) (Table 3) (See Appendix B).

**Table 3: Most Important Issue Currently Facing Lake County**

Issue	Percent
High taxes/high property taxes	40.5
Traffic congestion/road improvements	18.9
Public safety/crime	9.6
Education improvements	7.9
Balanced budget/greater fiscal responsibility by County	5.5
Public transportation	3.1
Infrastructure improvements	2.2
Economic development	1.9
Poverty/homeless	1.9
Environmental sustainability/protection	1.7
Employment/job opportunities	1.4
Other	21.1

Suggestions on what should be done to address the high taxes include freezing the property taxes, reducing the property taxes, and capping the property taxes.

Suggestions on what should be done to address the traffic congestion include build the Route 53 extension, develop east-west routes, widen existing roads such as Route 120, Route 176, Route 22, Old McHenry Road, and Quentin, and add more secondary roads to move traffic off the main roads (See Appendix B).

### Lake County Government Services and Programs

The next series of questions regarded Lake County government services and programs. The first question was a rating of the overall quality of services and programs provided by Lake County government. Then the respondents were asked about the importance and satisfaction with 13 County government services and programs and the level of priority the Lake County government should place on seven areas in the next three years. Lastly, the respondents were asked which of five Lake County government provided services and programs they 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.

More than seven out of ten (76.3%) of respondents rate the overall quality of services and programs provided by the Lake County government as excellent (14.9%) or good (61.4%) (Figure 2).

**Figure 2: Rating of Overall Quality of Services and Programs Provided by Lake County Government**

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



The percentage of respondents rating the overall quality of services and programs provided by Lake County excellent varies by geographic location in the County (southeast, 23.4%; southwest, 15.1%; northeast, 9.6%; northwest, 8.7%). No statistically significant differences are found for any of the other demographic characteristics of the respondents.

Those respondents who rated the overall quality of services and programs “fair” or “poor” were asked why they gave that rating. The most frequent comments were:

- The quality/amount of services provided is not equal to the amount of taxes paid (14.1%),
- The County does not listen to their constituents/does not care about constituents (10.8%),
- Roads need repair (7.2%),
- County employees provide poor customer service (7.2%),
- County services/programs are limited (7.2%),
- County lacks funding to accomplish what is needed (4.8%), and
- Slow response time by County departments (3.8%) (See Appendix B).

More than one-half of the respondents rate water and sewer services (66.5%), employment assistance and job training (65.3%), maintenance, repair, and infrastructure improvements of County roads (59.3%), promotion of affordable housing (59.1%), promotion and encouragement of economic development (57.0%), and reduction of traffic congestion (56.9%) 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 (75.4%)
- Maintenance, repair, and infrastructure improvements of County roads (66.5%)

Of the programs and services rated very important by the highest percentage of respondents, approximately one-half or less of respondents are satisfied with:

- Promotion and encouragement of economic development (51.5%)
- Reduction of traffic congestion (47.2%)
- Promotion of affordable housing (41.8%)
- Employment assistance and job training (40.1%) (Table 3)

**Table 3: Importance and Satisfaction with County Government Services and Programs**

	Percent Very Important	Percent Satisfied
Water and sewer services	66.5	75.4
Employment assistance and job training	65.3	40.1
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)	59.3	66.5
Promotion of affordable housing	59.1	41.8
Promotion and encouragement of economic development	57.0	51.5
Reduction of traffic congestion	56.9	47.2
Court functions (criminal, civil, juvenile, family, drug, mental health)	48.1	57.0
Public health services	44.1	56.4
Flood mitigation and control	42.9	63.3
Sheriff highway patrol	42.6	74.7
Enhancement and rehabilitation of lakes and wetlands	39.3	64.3
Support for sustainable initiatives (solar power, alternative fuel vehicles, green infrastructure development)	34.6	42.2
Bike path maintenance and development	32.0	66.5

No statistically significant differences are found for importance or satisfaction with ***water and sewer services*** by demographic characteristics of the respondents.

Statistically significant differences found for ***employment assistance and job training*** by demographic characteristics of the respondents are:

- Blacks/African Americans (65.4%) are more likely than other races/ethnicities (30.6%) to indicate employment assistance and job training services provided by the Lake County government are very important. However, Blacks/African Americans (50.0%) are less likely than other races/ethnicities (74.3%) to be satisfied with the employment assistance and job training services provided by the Lake County government.
- Hispanics/Latinos (62.5%) are more likely than other races/ethnicities (30.6%) to indicate employment assistance and job training services provided by the Lake County government are very important.

- Respondents whose primary language is not English (50.0%) are more likely than respondents whose primary language is English (32.1%) to report employment assistance and job training services provided by the Lake County government are very important.
- Respondents whose total annual household income is less than \$50,000 (48.8%) are more likely than respondents whose total annual household income is \$50,000 or more (28.2%) to think employment assistance and job training services provided by the Lake County government are very important.
- Respondents located in the northeast section of the County (53.0%) are more likely than respondents located in the northwest section of the County (34.4%), the southwest section of the County (29.5%), and the southeast section of the County (21.6%) to indicate employment assistance and job training services provided by the Lake County government are very important.

No statistically significant differences are found for importance or satisfaction with ***maintenance, repair, and infrastructure improvements of County roads*** by demographic characteristics of the respondents.

No statistically significant differences are found for satisfaction with ***promotion of affordable housing*** by demographics characteristics of the respondents. Statistically significant differences found for importance of promotion of affordable housing by demographic characteristics of the respondents are:

- Blacks/African Americans (61.5%) are more likely than other races/ethnicities (26.1%) to indicate promotion of affordable housing by the Lake County government is very important.
- Hispanics/Latinos (50.0%) are more likely than other races/ethnicities (26.1%) to indicate promotion of affordable housing by the Lake County government is very important.
- Respondents who rent their home (50.0%) are more likely than respondents who own their home (25.3%) to report promotion of affordable housing by the Lake County government is very important.
- Respondents whose total annual household income is less than \$50,000 (53.8%) are more likely than respondents whose total annual household income is \$50,000 or more (23.1%) to think promotion of affordable housing by the Lake County government is very important.
- Respondents located in the northeast section of the County (43.3%) are more likely than respondents located in the northwest section of the County (32.8%), the southwest section of the County (21.9%), and the southeast section of the County (19.5%) to indicate promotion of affordable housing by the Lake County government is very important.

Statistically significant differences found for ***promotion and encouragement of economic development*** by demographic characteristics of the respondents are:

- Respondents with children in the household (69.2%) are more likely than respondents without children in the household (51.3%) to report the promotion and encouragement of economic development by the Lake County government is very important.
- Respondents located in the southeast section of the County (78.9%) are more likely than respondents located in the southwest section of the County (64.2%), the northeast section of the County (59.7%), and the northwest section of the County (58.7) to indicate they are satisfied with the promotion and encourage of economic development by the Lake County government.

Respondents located in the southwest section of the County (68.0%) and northwest section of the County (66.1%) are more likely than respondents located in the southeast section of the County (49.4%) and northeast section of the County (46.1%) to indicate ***reduction of traffic congestion*** by the Lake County government is very important. However, respondents located in the southeast section of the County (49.7%), the southwest section of the County (45.8%), and the northwest section of the County (41.6%) are less likely than respondents located in the northeast section of the County (68.3%) to be satisfied with the reduction of traffic congestion by the Lake County government.

Respondents whose primary language is not English (75.0%) are more likely than respondents whose primary language is English (47.3%) to believe ***court functions*** provided by the Lake County government are important. No statistically significant differences are found for satisfaction with court functions by demographic characteristics of the respondents.

Statistically significant differences found for ***public health services*** by demographic characteristics of the respondents are:

- Blacks/African Americans (80.8%) are more likely than other races/ethnicities (42.3%) to indicate public health services provided by the Lake County government are very important.
- Hispanics/Latinos (72.7%) are more likely than other races/ethnicities (42.3%) to believe public health services provided by the Lake County government are very important.
- Respondents located in the northeast section of the County (60.0%) are more likely than respondents located in the northwest section of the County (42.9%), the southwest section of the County (42.6%), and the southeast section of the County (35.5%) to think public health services provided by the Lake County government are very important.



- Respondents who are unemployed (73.3%) and employed part-time (73.7%) are less likely than respondents who are employed full-time (81.8%), self-employed (88.2%), and retired (87.9%) to be satisfied with the public health services provided by the Lake County government.

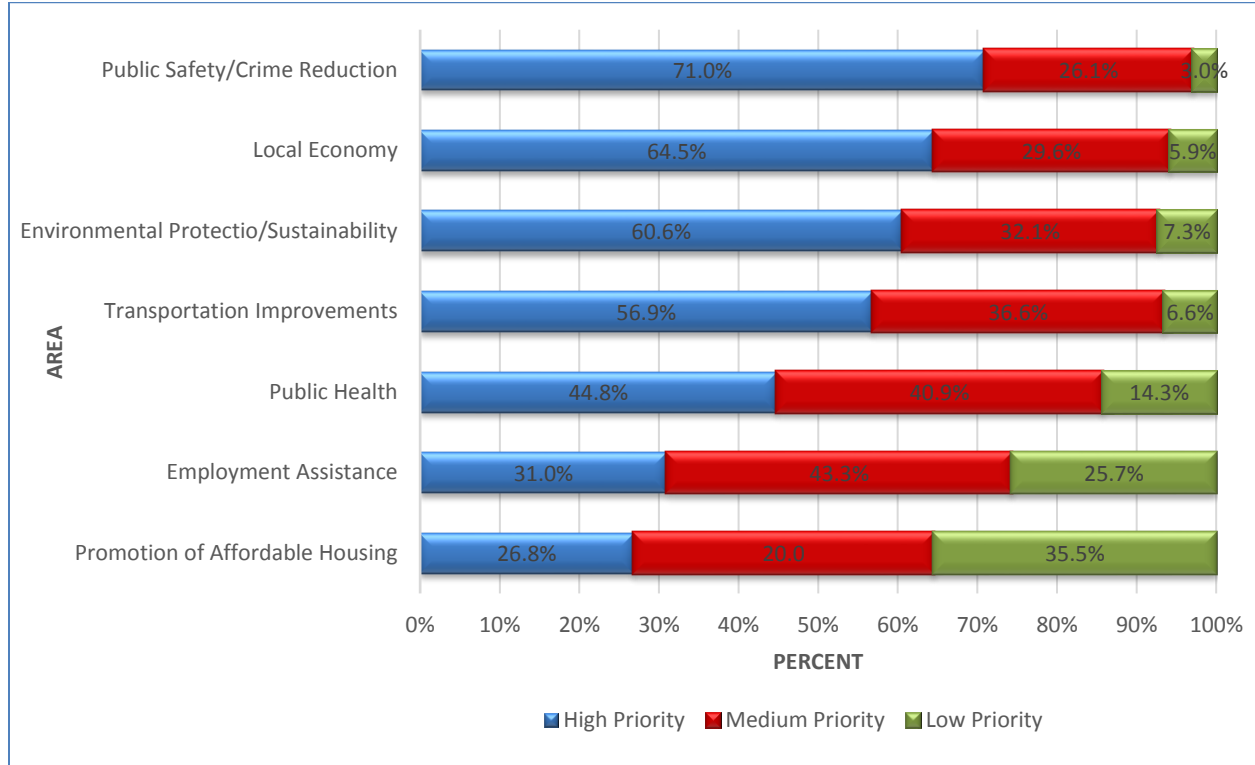
No statistically significant differences are found for importance or satisfaction with ***flood mitigation and control, sheriff highway patrol, enhancement and rehabilitation of lakes and wetlands, support for sustainable initiatives, and bike path maintenance and development*** by demographic characteristics of the respondents.

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 (71.0%)
- Local economy (64.5%)
- Environmental protection/sustainability (60.6%)
- Transportation improvement (56.9%) (Figure 3)

**Figure 3: Level of Priority Lake County Government Should Place on Areas in the Next Three Years**

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



Statistically significant differences found for **public safety/crime reduction** by demographic characteristics of the respondents are:

- Females (77.8%) are more likely than males (65.4%) to indicate public safety/crime reduction should be a high priority for Lake County government in the next three years.
- Blacks/African Americans (88.5%) and Hispanics/Latinos (87.1%) are more likely than other races/ethnicities (69.4%) to think public safety/crime reduction should be a high priority for Lake County government in the next three years.

No statistically significant differences are found for **local economy and environmental protection/sustainability reduction** by demographic characteristics of the respondents.

A statistically significant difference is found for rating **transportation improvements** a high priority by geographic location in the County (southwest, 67.0%; northwest, 63.2%; southeast, 56.2%; northeast, 39.8%).

Statistically significant differences found for **public health** by demographic characteristics of the respondents are:

- Respondents located in the northeast section of the County (60.2%) are more likely than respondents located in the southwest section of the County (45.9%), the southeast section of the County (39.3%), and the northwest section of the County (38.2%) to indicate public health should be a high priority for Lake County government in the next three years.
- Blacks/African Americans (69.2%) and Hispanics/Latinos (68.8%) are more likely than other races/ethnicities (42.5%) to think public health should be a high priority for Lake County government in the next three years.
- Households with adults 65 or older (55.2%) are more likely than households without adults 65 or older (39.3%) to believe public health should be a high priority for Lake County government in the next three years.
- Respondents who are employed part-time (57.7%), retired (55.4%), or self-employed (50.0%) are more likely than other respondents (37.9%) to indicate public health should be a high priority for Lake County government in the next three years.

Statistically significant differences found for **employment assistance** by demographic characteristics of the respondents are:

- Respondents located in the northeast section of the County (51.1%) are more likely than respondents located in the northwest section of the County (30.8%), the southeast section of the County (24.0%), and the southwest section of the County (21.7%) to indicate employment assistance should be a high priority for Lake County government in the next three years.
- Respondents less than 35 years of age (51.5%) are more likely than respondents 35 years of age or older (28.5%) to believe employment assistance should be a high priority for Lake County government in the next three years.
- Blacks/African Americans (69.2%) and Hispanics/Latinos (66.7%) are more likely than other races/ethnicities (27.4%) to think employment assistance should be a high priority for Lake County government in the next three years.
- Respondents whose primary language is English (54.2%) are more likely than respondents whose primary language is another language (24.0%) to indicate employment assistance should be a high priority for Lake County government in the next three years.
- Respondents whose total annual household income is less than \$50,000 (55.8%) are more likely than respondents whose total annual household income is \$50,000 or more (25.0%) to believe employment assistance should be a high priority for Lake County government in the next three years.

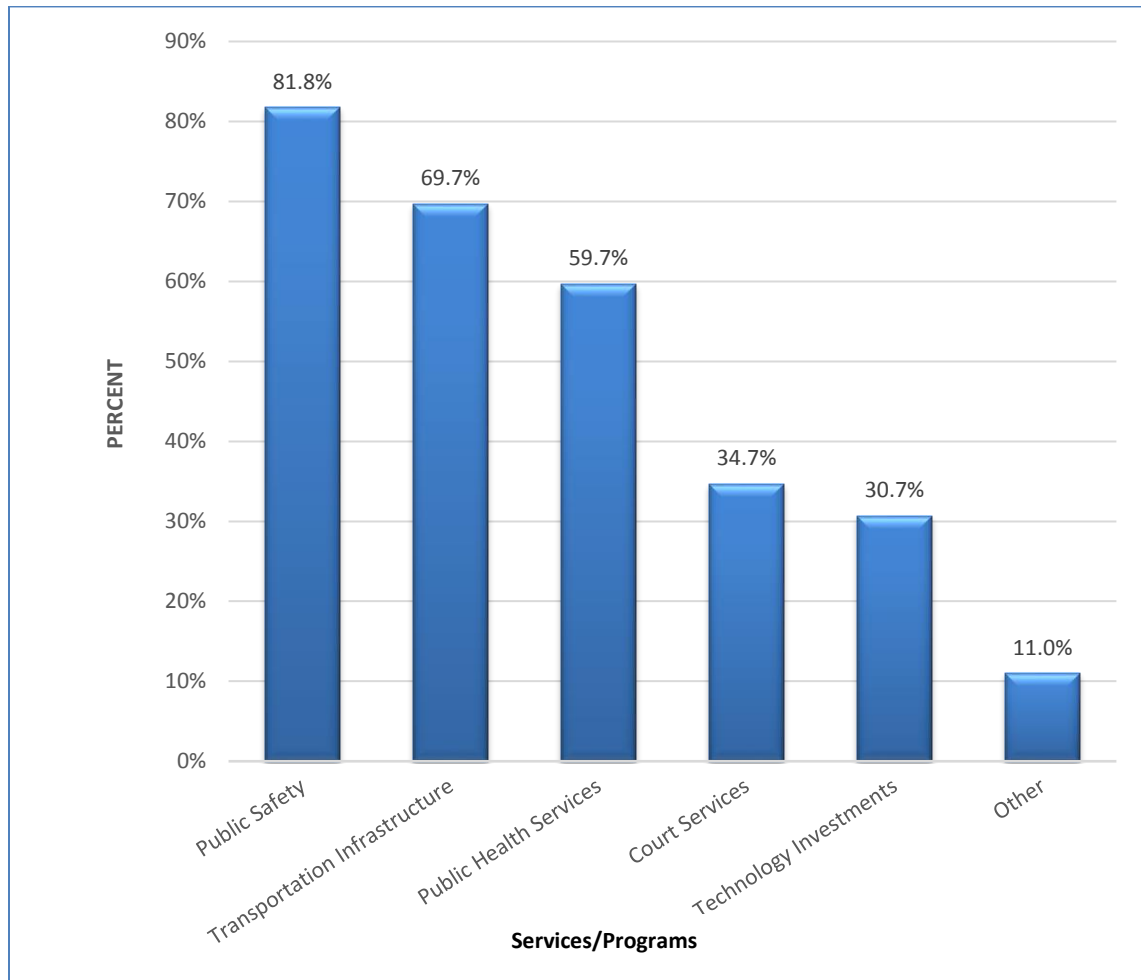
Statistically significant differences found for ***promotion of affordable housing*** by demographic characteristics of the respondents are:

- Respondents located in the northeast section of the County (39.2%) are more likely than respondents located in the northwest section of the County (28.2%), the southwest section of the County (22.0%), and the southeast section of the County (20.5%) to indicate promotion of affordable housing should be a high priority for Lake County government in the next three years.
- Respondents less than 35 years of age (43.8%) are more likely than respondents 35 years of age or older (25.2%) to believe promotion of affordable housing should be a high priority for Lake County government in the next three years.
- Respondents who rent their home (56.8%) are more likely than respondents who own their home (22.8%) to think promotion of affordable housing should be a high priority for Lake County government in the next three years.

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 (81.8%), transportation infrastructure (69.7%), and public health services (59.7%) (Figure 4).

**Figure 4: Lake County Government Provided Services and Programs That Should be Protected if the State of Illinois Cuts Funding to the County**

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)**



Other services and programs mentioned that are important to protect are:

- Environmental protection,
- Forest preserves, and
- Education (See Appendix B)

No statistically significant differences are found for ***public safety and technology investments*** by demographic characteristics of the respondents.

Respondents located in the southwest section of the County (77.8%) and northwest section of the County (73.2%) are more likely than respondents located in the southeast section of the County (68.6%) and the northeast section of the County (68.6) to indicate **transportation infrastructure** as most important to protect.

Statistically significant differences found for **public health services** by demographic characteristics of the respondents are:

- Blacks/African Americans (88.5%) are more likely than other races/ethnicities (58.5%) to believe that public health services are important to protect.
- Households with adults 65 or older (69.2%) are more likely than households without adults 65 or older (55.1%) to indicate public health services are important to protect.
- Respondents who rent their home (79.5%) are more likely than respondents who own their home (57.1%) to think that public health services are important to protect.

Statistically significant differences found for **court services** by demographic characteristics of the respondents are:

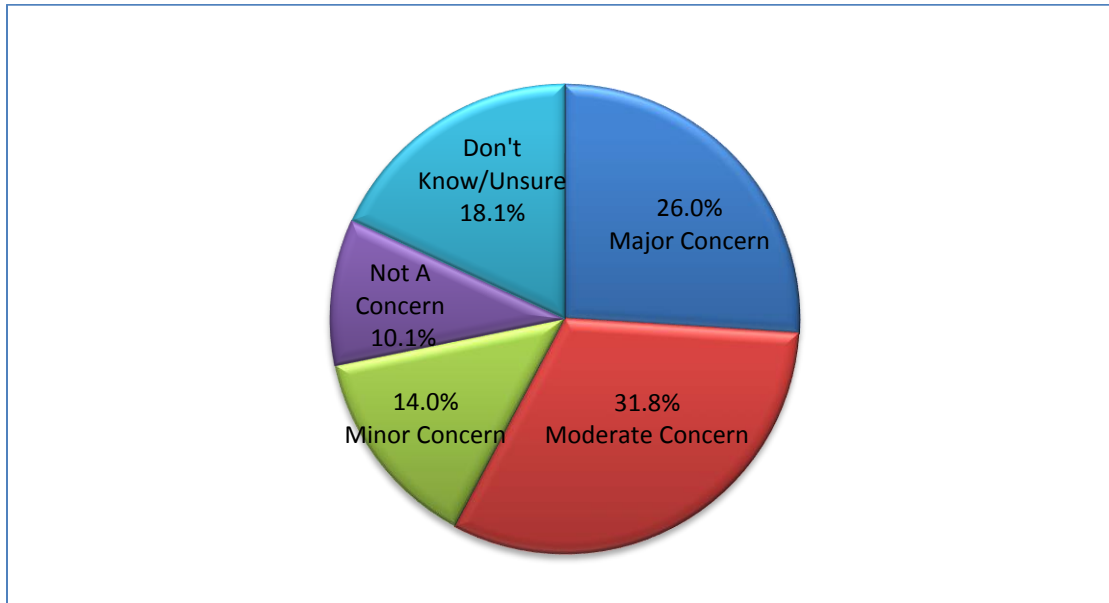
- Respondents located in the northeast section of the County (47.4%) are more likely than respondents located in the northwest section of the County (37.4%), the southeast section of the County (31.4%), and the southwest section of the County (24.2%) to indicate court services are most important to protect.
- Blacks/African Americans (57.5%) are more likely than other races/ethnicities (33.5%) to believe that court services are important to protect.
- Respondents with total annual household incomes of less than \$50,000 (47.6%) are more likely than respondents with total annual household incomes of \$50,000 or more (31.3%) to think court services are important to protect.

## **Public Health**

Two questions were asked about public health in Lake County. The questions were regarding level of concern about the lack of access to mental health services in Lake County and level of concern about illegal use of prescribed medications in Lake County.

One-fourth (26.0%) of residents believe lack of access to mental health services in Lake County is a major concern, slightly less than one-third (31.8%) think it is a moderate concern, 14.0% report it is a minor concern, 10.1% state it is not a concern, and 18.1% are unsure if it is a concern (Figure 5).

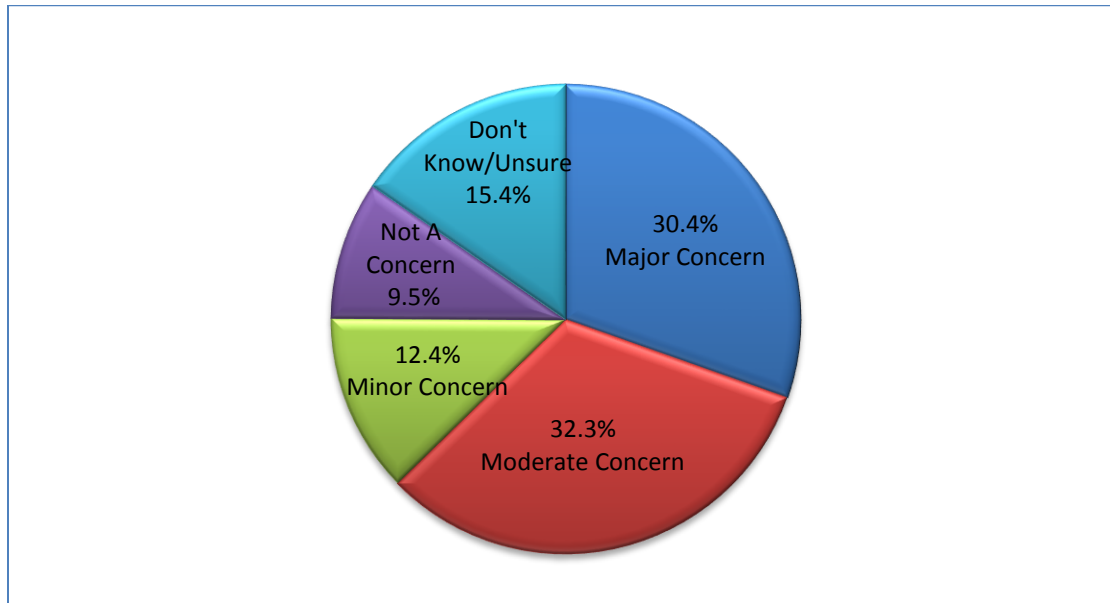
**Figure 5: Level of Concern Regarding Lack of Access to Mental Health Services in Lake County**  
How much of a concern is lack of access to mental health services in Lake County?



Those respondents who live in the northeast section of the County (51.1%) are more likely than those respondents who live in the southeast section of the County (29.7%), southwest section of the County (25.0%), and northwest section of the County (23.1%) to think lack of access to mental health services in Lake County is a major concern. No statistically significant differences are found for any of the other demographic characteristics of the respondents.

Three out of ten (30.4%) 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, 9.5% state it is not a concern, and 15.4% are unsure if it is a concern (Figure 6).

**Figure 6: Level of Concern Regarding Illegal Use of Prescribed Medication in Lake County**  
How much of a concern is illegal use of prescribed medications, such as opiates, in Lake County?



No statistically significant differences are found by the demographic characteristics of the respondents.

### Lake County Communications

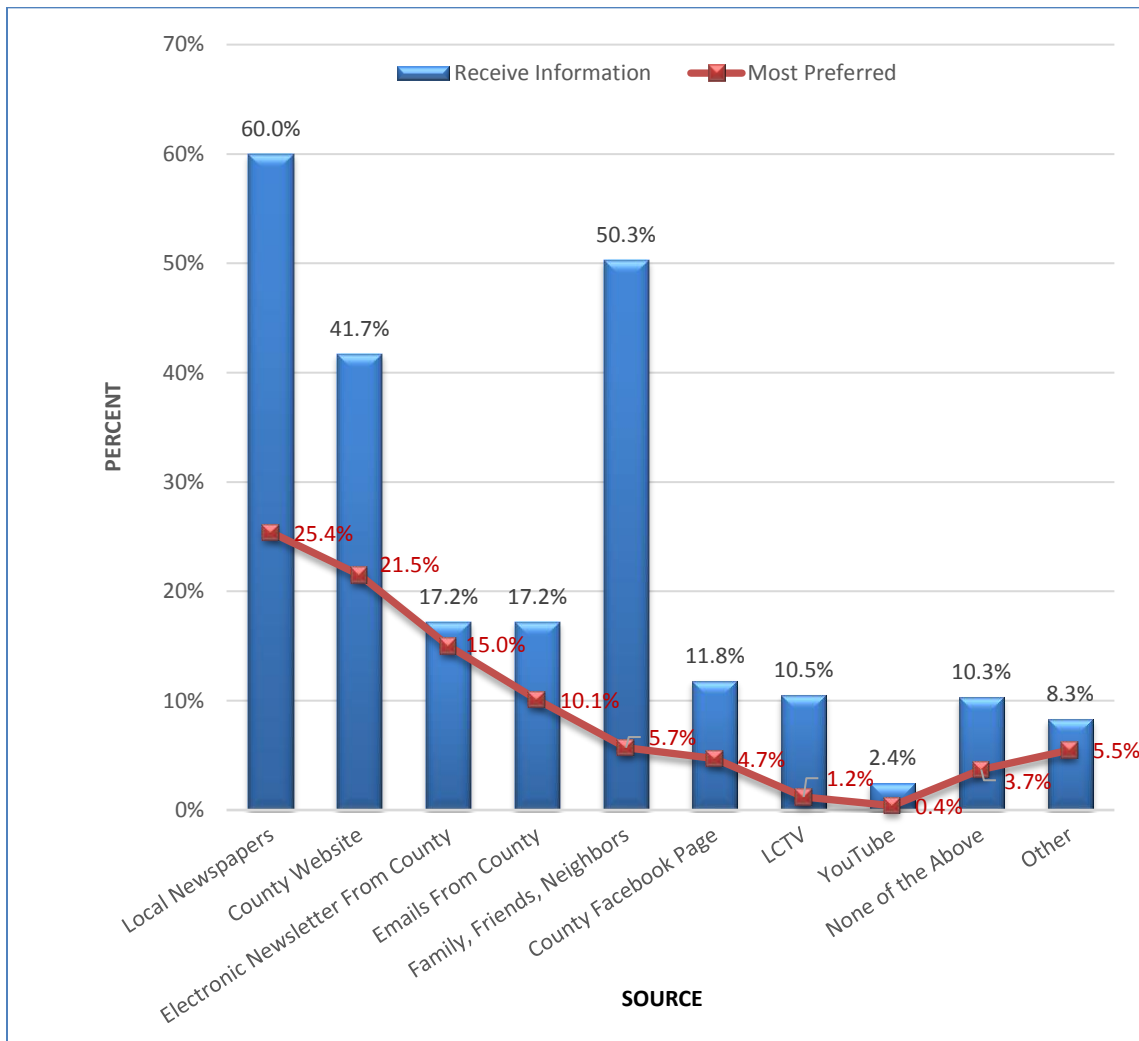
Next several questions were asked about the communications received about Lake County government. The first question asked from which sources they receive information about Lake County government and a follow-up question asked of those which is their most preferred source for receiving information about Lake County government. Then a question was asked about satisfaction with the job Lake County government does in providing information to residents.

Most (60.0%) respondents receive information about Lake County government from local newspapers, followed by family, friends, and neighbors (50.3%) and the County website (41.7%). Less than one-fifth of respondents receive information about Lake County government from the County emails (17.2%), County's electronic newsletter (17.2%), County Facebook page (11.8%), LCTV (10.5%), or County Twitter feed (1.4%). Respondents most preferred source for getting information about Lake County government is local newspapers (25.4%), County website (21.5%), electronic newsletter from the County (15.0%), and emails from the County (10.1%) (Figure 7).



**Figure 7: Sources of Information About Lake County Government**

From which of the following sources do you receive information about Lake County government? (CHECK ALL THAT APPLY) Which of the following is your **most preferred** source for getting information about Lake County government? (CHECK ONE RESPONSE ONLY)



Other sources of information about Lake County government mentioned include:

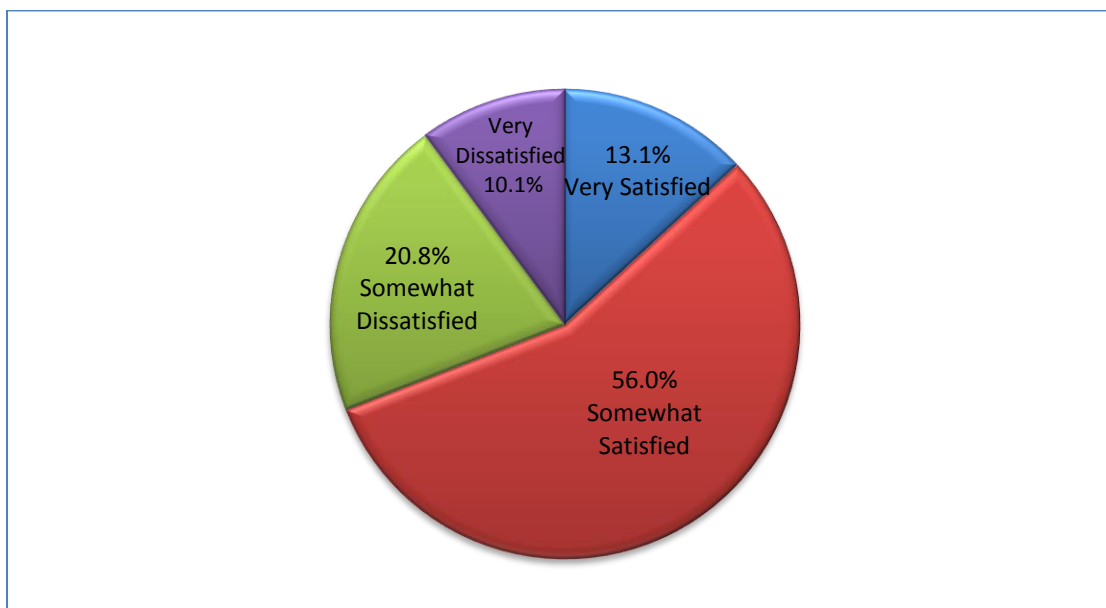
- print publications sent by mail,
- town or village newsletters and meetings,
- internet news,
- television news, and
- radio (See Appendix B).

No statistically significant differences are found by the demographic characteristics of the respondents.

The majority (69.1%) of respondents are very satisfied (13.1%) or somewhat satisfied (56.0%) with the job Lake County government does in providing information to residents (Figure 8).

**Figure 8: Satisfaction with Job Lake County Government Does in Providing Information to Residents**

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



No statistically significant differences are found by the demographic characteristics of the respondents.

The most frequent reasons given for why respondents are very or somewhat satisfied with the job Lake County government does in providing information to residents are they get the information they need or want (39.7%), they can find information on the County website if needed or wanted (14.8%), and the information they receive is adequate (10.5%). Also, the respondents comment that the County website is helpful and easy to use (7.4%) (See Appendix B).

The most frequent reasons given for why respondents are very or somewhat dissatisfied with the job Lake County government does in providing information to residents are they:

- do not receive any information from the County and they have to seek it out (48.6%),
- are not aware of where to find information about the County (16.2%),
- are not aware of the services provided by the County (11.7%),
- would like more frequent updates from the County (12.7%), and

- would like to be informed before decisions are made by the County and to have input (8.1%) (See Appendix B).

### **Respondent Characteristics**

As shown in Table 4, slightly more than one-half (52.9%) of the respondents are male and slightly less than one-half (46.7%) of the respondents are female. One fifth (19.1%) of respondents are less than 45 years of age, more than one-half (55.9%) of respondents are between 45 and 64 years of age, and 25.1% of respondents are 65 years of age or more. The plurality (60.4%) of the respondents have lived in Lake County for 20 or more years. The majority (90.3%) of respondents own their home. Most (68.2%) respondents do not have any children under the age of 18 living in their household. The majority (68.3%) of respondents do not have any adults aged 65 or older in their household. The majority (80.2%) of the respondents are Whites/Caucasians. The primary language spoken by most (94.2%) respondents is English. The plurality (54.7%) of the respondents are employed full time. Two-thirds (66.0%) of the respondents work in Lake County. More than one-fourth (28.2%) of respondents have annual household incomes of \$150,000 or more, while one- fifth (21.3%) of respondents have annual household incomes of less than \$50,000. Survey responses were received from individuals living in all the towns in Lake County.

**Table 4: Respondent Characteristics**

<b><u>Gender</u></b>	<b>Percent</b>
Male	52.9
Female	46.7
Other	0.4
<b><u>Age</u></b>	
18-24	2.2
25-34	5.2
35-44	11.7
45-54	27.0
55-64	28.9
65-74	20.3
75+	4.8
<b><u>Length of Time Living in Lake County</u></b>	
Less than 5 years	7.3
5-19 years	32.3
20 or more years	60.4
<b><u>Own/Rent Home</u></b>	
Own	90.3
Rent	9.7

<b><u>Children Under 18 in Household</u></b>	
Yes	31.8
No	68.2
<b><u>Adults Aged 65 or Older in Household</u></b>	
Yes	31.7
No	68.3
<b><u>Race/Ethnicity</u></b>	
White/Caucasian	80.2
Black/African American	5.7
Hispanic/Latino	7.4
Asian	4.1
Native Hawaiian or Pacific Islander	0.2
American Indian or Alaskan Native	0.7
Other	1.7
<b><u>Primary Language Spoken</u></b>	
English	94.2
Other Language	5.8
<b><u>Employment Status</u></b>	
Employed full time	54.7
Employed part time	6.0
Self-employed	6.3
Unemployed, looking for work	3.0
Unemployed, not looking for work	1.1
Retired	22.4
Stay at home mom or dad	4.1
Other	2.4
<b><u>Work in Lake County</u></b>	
Yes, outside the home	57.8
Yes, from home	8.2
No	34.0
<b><u>Annual Household Income</u></b>	
Under \$15,000	3.3
\$15,000-\$24,999	1.8
\$25,000-\$34,999	5.6
\$35,000-\$49,999	10.5
\$50,000-\$74,999	13.8
\$75,000-\$99,999	12.1
\$100,000-\$149,999	24.6
\$150,000-\$199,999	10.0
\$200,000 or more	18.2

<b><u>Town</u></b>	
Antioch	4.4
Barrington	1.2
Beach Park	2.0
Buffalo Grove	4.6
Deer Park	1.2
Deerfield	3.9
Fox Lake	2.4
Grayslake	4.9
Green Oaks	0.8
Gurnee	4.9
Hainesville	1.1
Hawthorn Woods	1.8
Highland Park	3.8
Highwood	0.8
Island Lake	0.8
Kildeer	1.4
Lake Barrington	0.5
Lake Bluff	1.4
Lake Forest	1.8
Lake Villa	3.0
Lake Zurich	3.4
Lakemoor	0.2
Libertyville	5.7
Lincolnshire	2.6
Lindenhurst	2.0
Long Grove	1.3
Mundelein	5.9
North Chicago	2.0
Park City	0.3
Port Barrington	0.3
Riverwoods	1.0
Round Lake	2.0
Round Lake Beach	1.8
Round Lake Heights	0.3
Round Lake Park	0.5
Third Lake	0.5
Tower Lakes	0.3
Vernon Hills	4.5
Volo	1.0

Wadsworth	0.3
Wauconda	2.8
Waukegan	7.5
Winthrop Harbor	2.2
Zion	4.0

## Conclusions

Most of the Lake County residents who responded to the survey are satisfied with living in Lake County. The residents like the area and think it is a nice place to live and they feel safe. However, a large percentage of respondents mention that the property taxes are too high and there is a lot of traffic congestion.

The majority of Lake County residents who responded to the survey believe the overall quality of services and programs provided by the Lake County government are excellent or good.

Priorities for Lake County government should be promotion and encouragement of economic development, reduction of traffic congestion, promotion of affordable housing, and employment assistance and job training. These four services were rated high importance, but low satisfaction. Lake County government should also place a high priority on public safety and crime reduction. The residents' priorities for Lake County government differ by geographic location and demographics.

Public safety, transportation infrastructure, and public health services should be protected if the State of Illinois cuts funding to Lake County government and not all current services and programs could be funded.

Most residents who responded to the survey receive information about Lake County government from local newspapers, followed by family, friends, and neighbors rather than from the Lake County government directly except for the website which is used frequently by residents and is thought to be helpful and easy to use. Residents would like to be informed about the other Lake County government sources of information available.

APPENDIX A  
LETTERS AND QUESTIONNAIRE





**Northern Illinois  
University**

Dear Lake County Resident,

We would like your opinions! Lake County government has contracted with the Center for Governmental Studies at Northern Illinois University to conduct a survey of residents. The survey will determine residents' opinions of County government provided services and programs and identify the highest priority service areas. The findings of the survey will help the County Board plan for the future.

Your household is one of a limited number of households that has been selected to participate, so your responses to the survey are very important to us. Your responses will be confidential. All information provided will be reported in summary form only. No information will be reported that will identify individual survey respondents.

You may complete the survey online at:

<https://www.research.net/r/lakecountyilsurvey>

You will need to enter your passcode included in the top right hand corner of this letter to access the online survey. Please complete the survey before February 28, 2017.

If you have any questions about the survey please call 1-800-874-1990 and ask for Mindy Schneiderman, Assistant Director, Center for Governmental Studies.

Thank you for your participation.

Sincerely,

A handwritten signature in black ink that reads "Barry Burton".

Barry Burton  
Lake County Administrator

A handwritten signature in black ink that reads "Aaron Lawlor".

Aaron Lawlor  
Lake County Board Chairman



**Northern Illinois  
University**

Dear Lake County Resident,

We would like your opinions! Lake County government has contracted with the Center for Governmental Studies at Northern Illinois University to conduct a survey of residents. The survey will determine residents' opinions of County government provided services and programs and identify the highest priority service areas. The findings of the survey will help the County Board plan for the future.

Your household is one of a limited number of households that has been selected to participate, so your responses to the survey are very important to us. Your responses will be confidential. All information provided will be reported in summary form only. No information will be reported that will identify individual survey respondents.

You may complete the enclosed survey and return it to the Center for Governmental Studies in the postage-paid envelope provided or you may complete the survey online at:

<https://www.research.net/r/lakecountyilsurvey>

You will need to enter your passcode included in the top right hand corner of this letter to access the online survey. Please complete the survey before April 9, 2017.

If you have any questions about the survey please call 1-800-874-1990 and ask for Mindy Schneiderman, Assistant Director, Center for Governmental Studies.

Thank you for your participation.

Sincerely,

A handwritten signature in black ink that reads "Barry Burton".

A handwritten signature in black ink that reads "Aaron Lawlor".

Barry Burton  
Lake County Administrator

Aaron Lawlor  
Lake County Board Chairman

## 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**

### I. Residence Information

1. Do you live in Lake County?

Yes  
No (TERMINATE)  
Don't Know/Unsure

2. In which town do you live?

INSERT LIST OF TOWNS HERE  
Other (TERMINATE)

3. What is your zip code?

INSERT LIST OF ZIP CODES HERE  
Other (TERMINATE)

### 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 Services and Programs

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

Excellent (**GO TO QUESTION 10**)

Good (**GO TO QUESTION 10**)

Fair

Poor

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

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

---

10. How important or unimportant to you and your household are each of the following County provided services and programs? [**RANDOMIZE LIST**]

	<b>Very Important</b>	<b>Somewhat Important</b>	<b>Not Very Important</b>	<b>Not At All Important</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, Washington Street, Deerfield Roads, and Butterfield 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. Promote and encourage economic development	4	3	2	1	9

11. How satisfied or dissatisfied are you and your household with each of the following County services and programs? **[RANDOMIZE LIST]**

	<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, Washington Street, Deerfield Roads, and Butterfield 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. Promote and encourage economic development	4	3	2	1	9

12. Please indicate how much of a priority Lake County government should place on each of the following areas in the next three years? **[RANDOMIZE LIST]**

	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 provided services and programs do you think are **most** important to protect if the State of Illinois cuts funding to Lake County and not all current services and programs could be funded? **[RANDOMIZE LIST] [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? (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?

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 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 does in providing information to residents?

---

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

---

20. If you would like to receive electronic communications from Lake County, 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

APPENDIX B  
VERBATIM COMMENTS

**Why did you indicate you are very or somewhat satisfied living in Lake County?**

- 120 rail crossing in Grayslake is a huge deterrent. Train stop on tracks dissecting Grayslake in half a couple times a day. Moving to Gurnee this year. Closer to 94.
- Accessible to groceries and hospitals.
- All of the towns seem to be up and coming. There is open land and space but it slowly seems like buildings are being put up everywhere.
- All the county services provided are excellent. They are very responsive with any questions and needs. Their attention to protecting wildlife and county parks and recreation areas.
- Always lived here.
- Area.
- Beautiful natural surroundings.
- Because I am happy living here.
- Because I am satisfied. That's why.
- Because it's a whole lot better than Cook County.
- Because of its communities and job opportunities.
- Because of the taxes.
- Because there are lots of forest preserves with walking and bike paths to help people stay healthy and happy.
- Been a resident my whole life.
- Better than surrounding counties.
- Chicago differences.
- Close to Chicago, but rural as well. Scenic, hospitable, and diverse.
- Close to work.
- County is very responsive to our requests and snow removal is top notch!
- County roads, maintenance, and snow removal.
- Delightful place to live, cooperative township government, nice neighbors.
- Density of population.
- District 60 just gave a raise to the superintendent of the school. It's not where we live, but it's close to Lake County. Our real estate taxes are high.
- Don't know.
- Easy to commute to ORD and city, plus area has good parks.
- Enjoy living here, but property tax assessments always seem high. Local assessor blames it on the county rules.
- Enjoy my location. Services are good.
- Everything is fine over here.
- Everything is OK.
- Everything seems to be great.
- Family, friends, schools, and community are all very nice.

- Forest preserve district (the best!), health department, parks and recreation, police, and waste management.
- Generally safe place to live.
- Good area. Low crime.
- Good neighborhoods good schools very scenic.
- Good quality area. Property taxes are way too high.
- Good schools, low crime, good parks.
- Good schools, nice communities and great forest preserves.
- Good schools, safe community, and a great place to raise a family.
- Good services.
- Government seems to be running along fine. I have no issues at present.
- Great community and schools. High housing costs and cost of living.
- Great community services.
- Great community.
- Great community. Feel safe.
- Great neighbors and services.
- Great park district and forest preserves. Good local library and fire and police departments.
- Great parks. Love the area with great shopping.
- Great people, services provided, housing is affordable.
- Great place to live with excellent standard of living.
- Great place to live, good schools, but taxes are too high.
- Great quality of life.
- Great schools, diversity, recreational parks, and safety.
- Great schools.
- Gurnee is very well run. Taxes are low.
- Happy with the services, facilities, and outdoor recreation opportunities.
- Haven't lived here long, but so far no issues.
- High taxes but safe location with opportunities for recreation and shopping.
- High taxes. (3)
- High taxes. Congested roads. We need Route 53 now. Fear in town of deportations.
- I am happy with the school system.
- I am very satisfied because everything is in order.
- I came from Chicago. Anything other than Chicago is a big plus.
- I don't have any complaints, but I believe there's always room for improvement.
- I don't know any better. I've never lived anywhere else. We've been around and been to different places. We were born in Lake County.
- I don't pay attention to everything that's going on.
- I enjoy all Lake County has to offer.
- I enjoy all that Lake County offers.

- I enjoy living here.
- I enjoy the area.
- I enjoy the parks, the malls, and the village I live in.
- I feel safe here. Open space.
- I feel safe. (2)
- I feel that some laws or policies are not enforced.
- I feel very safe, and the majority is very clean and well kept.
- I find everything we need in the surrounding areas.
- I get decent services.
- I grew up in Lake County. Other than going to college, I have always been in Lake County. I have never had an issue.
- I have lived here for 22 years and raised my family here. I think it is a wonderful place.
- I have lived in Lake County most of my life. I like the forest preserves. I feel that, in most places, the way of life is more laid back than in Cook County.
- I have lived in North Chicago for over ten years and haven't had any issues.
- I have no complaints.
- I have no problems with Lake County.
- I have no real problems or complaints at this time.
- I have not experienced any issues or problems with Lake County. I don't know what I don't know.
- I have very little with them.
- I haven't had any problems. Thank God!
- I like being near commerce but secluded enough for a peaceful home life, but the traffic, roads, and taxes are horrendous.
- I like being unincorporated.
- I like it very much, but I never know if there is something I would like better.
- I like Lake County but there are some negatives to living here.
- I like living here. I wish more land would remain undeveloped. I also wish we had more preserve areas and less mattress stores, honestly. I do enjoy the downtown districts like Libertyville and Grayslake and such. I wish for better public transportation.
- I like living in Lake County.
- I like my neighborhood. Everyone is very friendly. Also the parks and stores very close to home.
- I like my neighborhood. I don't like Illinois government in general.
- I like the area roads.
- I like the area.
- I like the community (safe and clean). However, the taxes are extremely high.
- I like the county.
- I like the geography. I like the weather and the art compared to other counties.

- I like the location I'm in, but I don't like the road structure.
- I like the nature trails near where I live and enjoy the feel of my community.
- I like the open area.
- I like town of Wauconda.
- I like what Deerfield has to offer.
- I like where I live. Feel safe. The cost of certain items very hard. Water and sewer in my area went very high in past year. \$75 to \$80 per month for 2 people. It used to be \$40 to \$50.00 every three months.
- I live in a very safe town, although taxes can be onerous.
- I live in North Chicago. We have no grocery stores. I must shop in Waukegan.
- I lived here since I was 25 years old. I'm past retirement age now. I've had two husbands, too, and they were both satisfied it.
- I lived in Winnetka, Illinois for 43 years.
- I love it here. Lots to do. Close, but not too close, to the cities.
- I love my life style and environment. I bought my house here with the intent of staying the rest of my life. Unfortunately, the property taxes have risen so much that I may have to move elsewhere :(
- I love my sense of belonging, the parks, the people, the shopping, and the convenience of the roads which let me go anywhere.
- I love our home and the area we live in. The location is great too, and we're near good shopping and eating venues.
- I love the neighborhoods (beautiful homes on large lots), the amenities (shopping, dining, and forest preserves), and less traffic than Cook County.
- I love the open lands and Forest Preserves, bike paths, and space.
- I really love the Forest Preserve district, low crime rate, and great restaurants, entertainment options, and shopping.
- I retired from the military, and now this is where I'm at.
- I see what's going on. The politicians are making laws, and police are not ticketing, so there are no teeth to enforce the laws.
- I think it has to do with the town where I live.
- I think the county is getting crowded and services and roads are not up to date.
- I totally dislike the amount of taxes I have to pay to live here.
- I use some of the basic services available through the county but not all of them. I'm hesitant to say very satisfied, because I think there is always room for improvement.
- I value our Lake County forest preserves.
- I was born and raised in Waukegan. The majority of my family also lives in Lake County.
- I'm a part of the government.
- I'm pretty sure I'd rather live in DuPage County, but don't want anything to do with Cook County.

- I'm satisfied with the fire department and the police department.
- I'm under-paid and over-worked. Taxes are too high and the cost of living is too high.
- I've lived here a long time.
- I've never lived anywhere else. I'm used to living here, I guess. I am used to the area, and it is fairly safe.
- I'm not 100% satisfied. I'm somewhat satisfied.
- I've actually lived here my entire life. Working there, I've known how valuable services are.
- I've had no problems here. Everything's run pretty smoothly.
- I've lived here for over 30 years.
- I've lived here many years.
- I've lived here most of my life. I like it. I lived other places, but I like Lake County better.
- Income taxes are too high.
- It has everything I need; e.g. stores, restaurants, etc.
- It is a comfortable and pleasant county.
- It is a great community, great schools, great resources.
- It is a great county but the real estate taxes are outrageous.
- It is a nice place to live, but taxes are too high.
- It is a safe, friendly place to raise a family. We have good schools, fine arts, and wonderful natural spaces.
- It is an OK place to live, but could be better.
- It is better than Cook County, but resources seem to be given to the wealthier communities. Zion has the most section 8 housing, compared to the other communities.
- It is just OK.
- It is quiet and open land.
- It is safe.
- It is so much nicer than where I moved from.
- It seems like our taxes increase but things don't appear to improve. The school district in Waukegan is not what it should be, sidewalks go unplowed, and nobody seems to pay attention to the overpopulated houses. In the end, this affects my house value. With higher taxes, I may be forced to move.
- It's a beautiful area with many amenities.
- It's a good place to live. Everything I need is close by.
- It's a nice place but taxes are high.
- It's awesome.
- It's better than Cook County.
- It's my home. Less costly than Cook or DuPage.
- It's a good area. Some parts, I feel, are unsafe.
- It's a good county with low taxes.

- It's a great metro area within close proximity to Wisconsin and other areas. Plenty of shopping, parks, and things to do.
- It's a great place to live.
- It's a great place to live. No issues.
- It's a nice place to live.
- It's a really nice county to live in. I've never experienced anything like crime. It's a very safe county to live in.
- It's a very calm place with a lot of job opportunities.
- It's better than living in Chicago.
- It's currently where I live and work.
- It's fine. There could be improvements.
- It's not a bad place to live.
- It's not my perfect dream place to retire.
- It's not where I used to live. Too right.
- It's safer.
- Lake County has a lot of to offer from parks to schools, and all of those are fantastic.
- Lake County has some benefits, but there are some serious draw backs. The urban sprawl from Chicago brings with it some bad politics (Duckworth co-opting Joe Walsh was sleazy), and its corruption and crime.
- Lake County is a beautiful area, but here in Fox Lake, the crime is going up, drug use is high, homelessness is on the rise, and we have no park district for children.
- Lake County is a good place to raise children, even with the extremely high taxes.
- Lake County is fine. It's the weather I complain about!
- Lake County is nice. The state of the state is of major concern.
- Language barrier in Highwood. Otherwise, enjoy the town.
- Less crime would be nice.
- Less violence.
- Life is good, but many things are needed, such as roads, infrastructure, commerce, and jobs.
- Lifestyle and amenities.
- Like living here, but don't like the taxes.
- Like the green spaces and trees, but think the road infrastructure is inadequate for the amount of development, both existing and new.
- Like the lower taxes and more rural environment. Growth seems unchecked and lack of sidewalks or bike lanes is disappointing, though I know there are plans.
- Live close to work.
- Live in southern Lake County so traffic not too bad.
- Lived here all my life and call it home!
- Lived here all my life.
- Lived here for 28 years.



- Living here since 1987. Very happy.
- Living in Riverwoods, there's a sense of living off the beaten path. There is talk about widening Deerfield Road. That's what Lake Cook Road is for. The speed limit is also too high for the section between Saunders and Milwaukee.
- Located near the tollway, shopping, schools, and health care.
- Location is good, violence not extremely high.
- Long Grove is a crippled bedroom community with no fiscally competent government management.
- Looking for more businesses and restaurants.
- Love all the lakes, hiking trails, and sense of community.
- Love living here. Property taxes are a bit high.
- Love Long Grove's country feel.
- Love my town, but property taxes on my townhome are extremely high.
- Love the education that Vernon Hills offers.
- Love the forest preserve and the quality of schools. Hate the high tax rate.
- Love the wilderness, forest, wild life.
- Low crime rate, reasonable taxes.
- Meets our needs, comfortable, lived here all our lives.
- Mundelein is a safe place to live and I love my city. Lake County for me and my family is the best place to live in US.
- My alley has pot holes that need fixing. The school's educational system needs improvement.
- My children received a wonderful education and Buffalo Grove is a very well managed village.
- N/A.
- Need better roads less pot holes.
- Need lower taxes.
- Nice area and good schools.
- Nice area, easy access to stores.
- Nice community with proximity to highways.
- Nice park districts and downtown business area, but the Ravinia area lacks businesses.
- Nice place to live but property taxes are way beyond what they should be.
- Nice place to live.
- Not enough recreation areas for our kids. Or activities.
- Not too congested, good school, good neighborhoods.
- Open spaces, forest preserves, and large lots.
- Our area in The Ponds is beautiful and we are close to everything.
- Our county provides many great services. I particularly like our green spaces and the wonderful forest preserves.
- Our large property in Hawthorn Woods.

- Our last two neighborhoods have been working on environmental causes, so we've had people plant trees, lights, and stuff.
- Our property taxes are too high.
- Overall feeling.
- Overall it's a great quality of life, but my property taxes are an ever-increasing issue.
- Park systems, Libertyville school district, lots of activities for kids.
- Parks. Generally well kept.
- Plenty of access to amenities like College of Lake County, businesses and industry, retail, and restaurants.
- Property taxes and traffic issues.
- Property taxes are a little high.
- Property taxes are a little lower than DuPage County. I am close to Wisconsin and do a lot of my shopping there. Antioch has a small town feel.
- Property taxes are becoming unrealistic. More people are moving out of the state daily.
- Property taxes are higher than expected.
- Property taxes are too high otherwise I love it here. Especially the forest preserves.
- Property taxes are too high.
- Property taxes are too high. Everything else is just fine.
- Property taxes are very high. Infrastructure is poor. Reactive vs. proactive planning for the county. Too much/duplicate education administration.
- Property taxes have become absurd.
- Property taxes too high on those living on the lake compared to others.
- Quality of life is good.
- Quality of roads, services, and schools. Safe community.
- Quality of services, excellent schools, etc.
- Quiet area. Low crime.
- Real estate taxes are too high.
- Relatively safe area with basic services I expect.
- Renting is cheap.
- Responsive officials and employees.
- Road work and upkeep is not done until it is well past the due and becomes a major inconvenience. Zoning regulations are not properly enforced, with multiple families living in single family homes, overloading the systems, forcing people that live by following the rules to have to pay much more in taxes and fees than they should have to.
- Roads are taken care of well, both maintenance and repair.
- Roads need lots of work.
- Roads terrible shape.
- Run pretty well.

- Rural community, reasonable taxes, close to family, close to work, and close proximity to Chain o' Lakes State Park.
- Rural feel of Lake County rather than urban feel of Cook County.
- Safe and quiet county atmosphere. If only traffic was better.
- Safe environment. Traffic and congestion deteriorated. Real estate taxes are excessive.
- Safe neighborhoods. Great schools.
- Safe, value of homes.
- Safety and being close to amenities.
- School.
- Schools and parks.
- See #6. (Property taxes are absurd in relation to property value.)
- Services (snow plowing, leaf pick-up, police and fire department) are excellent. Help with building codes, etc. Through the town, food pantry, recycling places.
- Services, school systems, library, police, and fire.
- Shopping and neighbors. No Indian restaurant.
- Sidewalks for walking are missing. Cycle paths are missing. There are not many parks. Lake Michigan water is not available.
- Specifically, as respects the County, I have no significant objections or problems.
- Strong county government, fiscally responsible. Quality of and safe forest preserves. Good schools.
- Taxation is too high. A lot of roads need improvement. Infrastructure. There is not enough street lighting on main roads.
- Taxes and road traffic.
- Taxes are a bit high but services are all good.
- Taxes are better than Cook. Nice communities and park friendly.
- Taxes are extremely high and I have had difficulty obtaining permits and approvals for property improvements.
- Taxes are extremely high.
- Taxes are high. (2)
- Taxes are high. Too much goes to schools.
- Taxes are higher than surrounding counties.
- Taxes are now way too high and no one can sell their house in our subdivision because of this. As soon as my children graduate high school, I look forward to moving out because of the excessive and expensive taxes. Lake County will lose a lot of good residents because of this.
- Taxes are out of control.
- Taxes are too high!
- Taxes are too high! And too much road noise.
- Taxes are too high. (6)
- Taxes are too high. Too many bifurcated taxing bodies.

- Taxes are very high, and infrastructure (roads, public transportation) is mediocre. Building and zoning are horrible. On the other hand, it's a pleasant place. The forest preserves are good, and other services are ok.
- Taxes in this particular area are high.
- Taxes should be cheaper.
- Taxes.
- That's how I feel.
- That's my home. I have a beautiful home here, and I feel safe here. I'm thinking about changing it only because of the high taxes.
- That's what I feel.
- The community and the services are excellent. It's a wonderful place for raising a family.
- The crime rate is rapidly increasing but as long as I'm not at the wrong place, at the wrong time, I am very satisfied living here.
- The facilities, parks, and road maintenance, overall.
- The forest preserve system is great. But taxes are too high for what I get from them.
- The high property taxes are some of the crime.
- The land.
- The nature and forest preserves. I am disappointed that they are cutting trees to build new stores like Whole Foods and Menards. The school systems are also nice.
- The people. The prices are not cheap, but that's reasonable because of the area we live in.
- The property taxes are ridiculously high.
- The quality of life, education, public services, and the cost of living.
- The redevelopment of Lake Zurich is slow. The project has been going on for about 20 years.
- The school systems; mainly the elementary schools.
- The schools are good, but there are some issues with the upkeep of the roads.
- The schools are good, the public services are good, and the roads are good.
- The schools are good. We pay a lot for them.
- The services needed are provided; the county is not overcrowded, and I like the forest preserves.
- The taxes and housing costs are very high. Also, there are no affordable housing options for retired folks not ready for senior living.
- The taxes are high; the majority goes to schools. We have to pay even more tax for a library card in Riverwoods even though all school taxes go to Deerfield.
- The taxes are high.
- The taxes are more reasonable in Lake County. Still too high, as is this whole area. The only dissatisfaction is that there are simply not enough roads. Traveling in Lake County is too slow, considering it is more rural.
- The taxes are too high.
- The taxes in Grayslake are crazy high. I had to sell my house because it was unaffordable.

- There are things that could be done and haven't been done. Although I have lived here all my life, I like it.
- There is less crime in this area. There are more residential homes and more middle to upper middle class in this area. It's a safe area that we live in. The school district. My husband and I both taught in the school system, and now my child teaches there. We do a lot community work and church as well. We have sightings of deer. We have the birds that fly through, like ducks. We've had a couple of cougar sightings. We have wolves and wildlife.
- There is not much crime.
- There's a lot to like: lakefront, several labor groups, history--Ray Bradbury, libraries, nature trails, the Metra trains. But there could always be improvement. Development is often big box instead of community based, and jobs are often not paying a living wage and require long commutes with little public transit options.
- There's not a lot of crime, but at the same time, there is some crime.
- There's not a particular thing that I'm aware of that I like or dislike.
- There's ups and downs. You get used to it.
- Things need to be done to fix the issues and roads here in northeast Illinois.
- Too crowded.
- Too high of a property tax for mediocre services and facilities.
- Too many major roads are two lanes. Many of them seem to me to be decades behind the times.
- Too much economic segregation. Probably nothing that county government can do about that.
- Too much forest preserve land.
- Too much traffic for the infrastructure.
- Traffic is a big concern. East/west travel is a nightmare, as well as the overall condition of roads, which aren't ever really fixed merely patched over and over.
- Traffic, road construction.
- Usually when I call the village, they take care of what I want.
- Very high taxes and intense congestion on the highways along with residential.
- Wauconda is a small town. It's very nice. People are friendly. I can walk to places. I'm 80 years old, so it makes a difference to me to get around without driving.
- We don't have sky high taxes like Cook County.
- We get all the services we need.
- We have lived in one location for 47 years.
- We like Lake County very much except for the very high taxes and the increasingly heavier traffic.
- We like the area.
- We've been living here for four years. It's very peaceful, and the police do a very good staying on top of crimes and keeping peace in the neighborhood.
- Well maintained and safe.

- When I have a question, they are good getting back to you.
- Wonderful area, good services, great people.
- Would have been very satisfied but the property taxes are outrageous and will leave Illinois once kids finish high school and let someone else pick up the ridiculous tax tab which simply lines the pockets of bureaucrats in Springfield.
- You are unable to get 53 built.
- You asked me to answer this questioner honestly and I am being honest with you. I have lived in this county since 1972 and really enjoy living here.
- You offer a variety of services and good schools.
- Zion has some very rough areas. I have been victim to car break-ins and quite a bit of stolen property. Lawn mowers, bikes, etc. I pride myself on taking care of my home and caring about my neighbors and community. However, it is frustrating that, when I am vandalized with spray paint, the city right away says they will fine me if I don't have it removed in so many days. Then I wonder how other homes don't mow their lawns, shovel their sidewalk, park vehicles, and trash all over their lawns.
- Zion needs a lot of improvements.

**Quality2b: Why did you indicate you are very or somewhat dissatisfied living in Lake County?**

- At first it was a lack of originality for shops and restaurants, but now the struggle is worse. Part of this is an Illinois problem, but the property tax situation is out of hand. I understand about schools, however, Illinois has the highest property taxes in the US and Lake County is at the top of the list. When I move, it will likely be out of Illinois. Then on top of it, Lake County has a ton of middle class families, double income and working hard. Then we fall into AMT and we get to pay tax on our tax, so our actual cost is significantly greater. It is to a point where I would certainly be better off renting.
- Cost of housing and living too high.
- Crime is rising and I don't feel safe. Poor response from police when called.
- During the wintertime, the roads are not cleaned after the snow fall.
- High property taxes. (3)
- High real estate taxes.
- High taxes and no faith in the State of Illinois government.
- High taxes.
- I feel that some communities work for the good of a few rather than the entire community. There is a lot of wasteful spending. We keep seeing our politicians becoming corrupt.
- I have done this type of survey in the past and feel that it is an utter waste of my time, so I will not be participating in the future, if it is business as usual. What does business as usual mean? The poorer cities of Lake County, e.g. Zion where I currently reside, pay the most in taxes—21.46% property tax—and we never see politicians in our community until it's reelection time. Then, post-election, it's another survey, to which we never see the posted results of the survey, nor do we get any actionable outcomes post-survey. That being said, what's different this time?
- I would like to sell my house and move, but still unable to sell without losing money on sale. Yet property taxes continue to go up each year, which only adds to the pain.
- It seems that there are more funds and assets (roads, parks, etc.) allocated to the more affluent areas of the county, such as Lake Forest, Libertyville, Lake Bluff, etc.
- It stinks.
- Lake County has done little to mitigate a growing traffic congestion problem which only gets worse.
- Lake County is good, but unfortunately is in the state of Illinois.
- Major traffic problems that were allowed to develop without a realistic solution. It's a significant quality of life issue. Only collar county without any continuous 4-lane east-west roads.
- Many of the attractions to which I was accustomed in Chicago are not available in this county. The transportation is poor, and the services are not the same countywide. They differ drastically according to the community where you reside. Not all of the county board representatives are available (or known) to all the citizens. Not all services which are available to the community are advertised so that those who need it can acquire them. Affordable

housing is at a premium. Infrastructure repairs are greatly needed to insure incidents, such as the flooding of residents' home due to sewer issues, are not repeated.

- My property taxes.
- My tax dollars are not being used correctly, in my view.
- Oppressive taxation and fees.
- Outrageous real estate taxes and terrible law enforcement response time.
- Prices for housing are ridiculously high. I can go across the state line and save \$250 a month.
- Property tax and not able to rent my house while am there. I live in my house less than three months a year.
- Property tax is very high. Roads conditions are very poor, and many office and retail places are vacant.
- Property tax rate is too high.
- Property tax. (2)
- Property taxes are incredibly high. Most are going to the schools. I don't even have children. The taxes are royally screwed up and expensive.
- Property taxes are outrageously high. Too many redundant government bodies creating a higher tax burden.
- Property taxes are too high and significantly impacting property values.
- Property taxes are too high, given equals.
- Property taxes are too high. (2)
- Property taxes are way too high.
- Property taxes, sales tax, lack of businesses in Lindenhurst supporting school tax base, and traffic—lack of extension of 53.
- Property taxes. (3)
- Property taxes. Wasteful spending of tax dollars.
- Roads need repairs. Taxes are very high.
- School taxes, Illinois lawmakers' dysfunction, and the same representative for too long.
- Tax dollars are too high for the services received.
- Tax high, property tax high, and not good service from city.
- Tax in property out control.
- Taxes are high and extremely congested.
- Taxes are high for the services provided.
- Taxes are high.
- Taxes are too high and quality of life is decreasing.
- Taxes are too high, politics are sorrowful, and I don't like ice and snow.
- Taxes are too high.
- Taxes are very high.
- Taxes are way too high for the community we reside in.
- Taxes are way too high.



- Taxes are way too high. Worse in state. For the work that is done, wages are way too high. Need new people in positions.
- Taxes too high for what service you receive.
- Taxes too high, schools poor, no commercial tax base to help my location, limited things to do, expensive to live here, poor roads, no jobs, and no growth.
- Taxes too high. Services not satisfactory. Potential Illinois budget fallout will force us to move out of state.
- Taxes too high. Traffic issues.
- Taxes. (3)
- The cost of houses vs. the average household income.
- The government and judicial system.
- The housing is horrible. They don't follow any regulations, and no one follows up on the properties to make sure that all the units are cared for, not just the ones they pick to show.
- The infrastructure in the area. There are a lot of roads that need to be repaired.
- The property taxes are too high.
- The property taxes are very high.
- The property taxes in Lake County.
- The property taxes.
- The real estate taxes are too high. Property values are going down, yet real estate taxes are rising.
- The road conditions are bad. Lack of care.
- The schools.
- The tax base is too high. Almost makes it unaffordable to live.
- The tax basis and politics of this county and Illinois are among the worst in the country. The villages have way too much power to act without the approval of the citizens.
- The taxes are extremely high.
- The taxes are really high.
- The taxes, crime, very few career opportunities, and poor morale.
- The traffic is horrendous and it takes forever to get anywhere in the county. The roads suck and are always filled with road construction that costs millions of dollars, which is way overpriced. Our government officials do not budget and regulate for what the real costs of things are. They just keep spending millions like it's nothing. There's wasted money on all the county vehicles. Our taxes are ridiculous. We pay more and more real estate taxes, no matter what the true value of our home may be. It's a crooked county, just like the rest of Illinois. I can't wait until I can move in two years.
- There is a decline in the growth of the community and its services.
- Too much taxes.
- Traffic, condition of roads, and safety concerns of forest preserves.
- Very dirty and rundown in some areas.

- Very high property tax.
- Very high property taxes and still rising.
- Very high property taxes that are raised every year by huge amount.
- Very high property taxes.
- We pay way too much in taxes to the schools for education that doesn't benefit. They have a poor education and can't add, subtract, multiply, read, or speak or write proper English. We don't get service. We have sheriff's deputies that don't respond within an hour.

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

- 53 extension.
- 53 not getting extended!
- Absurd property taxes.
- Affordability. Virtually no county programs. Everything is city programs.
- Affordable housing for retired citizens.
- Allocating money properly.
- Balance budget.
- Balancing budget and expense management. I have seen lots of unreasonable numbers of labor workers for public works and construction that are spending money from taxpayers.
- Balancing the expansion in Vernon Hills. There is a tremendous growth of expected students, taxing the school system. Land being used for Menards was highly contested by the residents.
- Balancing their budget without raising taxes.
- Beggars.
- Better and bigger roads. Extend 53.
- Bring employment to depressed communities.
- Bring in new businesses to offset the property tax base.
- Budget. (3)
- Business lost.
- Cleaning up the waterfront in Zion and Waukegan.
- Costs.
- Crime and education.
- Crime and gangs.
- Crime and lack of community resources for people. Many have to go to Gurnee or other cities for services.
- Crime and taxes. (2)
- Crime has gone up. Businesses are being robbed as well as banks and individual citizens.
- Crime in northeast Lake County.
- Crime, burglary, robberies, drugs. I don't plan on living here longer. The other day, there were six robberies in less than 14 minutes during the day at gunpoint. Sometimes you call the police and they never show up. Let it be one guy with a DUI and the whole squad shows up. The police are also racist. I got rear-ended and was asked if we were legal. I'm a US Marine.
- Crime, infrastructure; take your pick.
- Crime. (5)
- Crime. It's not as high as Cook County, but there is some crime in certain areas of Lake County as a whole.
- Cultural and ethnic integration.
- Developing in a controlled and sustainable way.
- Don't know. (27)

- Donald Trump.
- Drug use and crime.
- Drugs and violence.
- Drugs.
- East-west traffic congestion.
- EAV, crime.
- Economic development.
- Educating our youth and lowering our property taxes.
- Education, in general in Illinois.
- Education. (2)
- Elected officials should have more diversity to reflect the population.
- Ensuring the safety of Lake County residents.
- Environmental issues and over-development.
- Environmental sustainability.
- Equal education of all its students.
- Equality of the schools.
- Everything.
- Excessive taxes going into poorly controlled schools.
- Excessive taxes.
- Fear of new taxes that are unnecessary.
- Finances are always the most important issue.
- Financial insecurity and less EPA funding.
- Financial responsibility. Continued services with a shrinking tax base. What is the plan?
- Focusing on schools. Some schools there are pretty poor. They receive little funding.
- Foreclosure homes and empty lots.
- Funding for schools and roads.
- Gang crime.
- Government spending is too high.
- Governor Rauner.
- Growing crime from large cities spreading outward and increasing taxes.
- Growth and infrastructure.
- Growth in crime.
- Growth. (2)
- High property tax and Illinois state tax are very high.
- High property tax rates.
- High property tax. (2)
- High property taxes driving people out of the county and state, making it impossible for young people or first time buyers to live here.
- High property taxes. (7)

- High real estate taxes and not extending Route 53.
- High real estate taxes.
- High tax dollars.
- High taxes, traffic on Route 120, and drug use.
- High taxes. (10)
- Highest taxes in the country.
- Homeless and children needing beds.
- Homelessness.
- Housing market and property taxes.
- I believe that the Lake County forest preserve spends too much money and owns way too much land. I very much enjoy the forest preserve and use it regularly.
- I don't have enough facts to reliably answer this.
- I think it is becoming more dangerous in some areas. Security might become a main concern.
- I want more money. I'm broke now.
- I would say cost of living.
- I'm a college student, so construction around the roads and college stuff.
- I'm always going to say jobs, but they can't just be any job. They have to be jobs that pay well, have union protections, and provide for community development and enrichment. Education is closely related to this; the need for quality public schools and serious investment in them. Affordable housing is also important.
- I'm not having any issues, but I'm concerned about the safety of the county.
- Illegal immigrants.
- Illinois is broke and taxes are high.
- Illinois. Dysfunctional lawmakers.
- Incompetency and corruption.
- Increase in crime.
- Increases in crime.
- Increasing gangs and robbery in Waukegan, North Chicago and Round Lake Beach.
- Increasing the tax base.
- Infrastructure needs to be reinforced.
- Infrastructure renewal including roads.
- Infrastructure: roads, bridges, and water facilities.
- Infrastructure.
- Infrastructure. County roads and county parks.
- Insufficient roadways and transportation infrastructure.
- Interfacing with a broad and diverse ethnic representation.
- It's high taxes.
- Jobs should be easier for the public to get.
- Jobs. (2)

- Keeping taxes down.
- Lack of good paying jobs. Foreclosure related to high property taxes.
- Lack of growth in western Lake County.
- Lack of money to pay for services.
- Land use and transportation.
- Like the state, I would imagine having enough capital to maintain and improve Lake County services.
- Local growth.
- Low-achieving schools in low-income areas.
- Maintain low sales taxes.
- Maintaining educational services, scholarships for students, and help for those in need.
- Maintenance of roads, sewers, and water issues.
- Maintaining infrastructure and services.
- Maintaining native land (plants and animals) while developing and progressing to improve our local economy and job prospects.
- Making sure that every resident's needs are met.
- Managing the budget.
- Many residents, areas, and towns are facing economic hardship. Taxes are high.
- Money or the budget.
- Money.
- Multi-families living in single family homes.
- Needing more money.
- None. (7)
- North-south roads.
- North/south corridor.
- Not following through with laws.
- Not sure about the issues in Lake County.
- On my side of the county, it's traffic.
- Outside of property taxes being too high, I would say that the most important [future] issue is watching out for a couple things that the Federal HUD and former Obama Administration have implemented regarding immigration and Section 8 zoning. Please ensure that the federal government does not drop any amount of refugees from the middle east or swaths of illegal aliens in or around our towns. There are many reports that the Federal HUD—as they have done since the 1970's—plan to strong-arm local cities and towns into establishing more zones for Section 8 housing in their more affluent (suburbs) districts, which all data and studies show that will increase crime and drop property values.
- Overcrowding in schools.
- Overlapping services.
- Population growing.

- Potential of people leaving Lake County and Illinois because of high taxes and the state of the economy in Illinois. Get rid of Madigan so Rauner can do his job and get Illinois back on its feet. Get rid of pensions.
- Potholes and thugs hanging out in front of business establishments.
- Potholes.
- Poverty and health availability. Health care access for poor people.
- Poverty levels in certain communities.
- Poverty. Taking care of people with problems. Affordable housing for people with poverty problems. The cost of living.
- Preserving the forests.
- Probably crime. Possibly jobs, but mostly crime.
- Probably tax revenues.
- Proper funding for schools.
- Property tax assessments are high. The local assessor always blames it on rules set by the county.
- Property tax increases.
- Property tax levels.
- Property tax rate is too high. Keep losing residents.
- Property tax. (2)
- Property taxes and crime.
- Property taxes are absurd in relation to property value.
- Property taxes are higher than in other nearby counties, like Cook.
- Property taxes are rising.
- Property taxes are too high.
- Property taxes being too high.
- Property taxes increase.
- Property taxes! Lake County, Illinois has (among) the highest property taxes in the nation. I think another big issue facing Lake County residents is the cost of living.
- Property taxes. (19)
- Property taxes. A lot of people are leaving, in general, in Illinois.
- Property taxes. Control government cost. Get rid of government waste and fraud. Means test all welfare programs.
- Property taxes. Everything else, like public services, is ok.
- Property taxes. We're broke. Immigration.
- Property values are low, much lower than when we purchased in 2006. There are many panhandlers.
- Property values.
- Providing quality education for all.
- Public pensions.

- Public safety.
- Public transportation.
- Quality and width of existing roads.
- Real estate taxes and lack of development.
- Real estate taxes are too high, compared to Cook County.
- Real estate taxes. (5)
- Real estate values are going down and taxes going up. No one in their right mind wants to live here anymore. Why are more people leaving the Chicago area than any other area in the country?
- Reducing property taxes.
- Redundancy of services.
- Right now, District 112 seems to be a hot mess, but not within the county's oversight.
- Rising real estate tax.
- Rising real estate taxes.
- Road conditions.
- Road congestion.
- Road construction.
- Road improvement.
- Road maintenance.
- Roads and bridges. Business.
- Roads and crime.
- Roads and education.
- Roads and high taxes.
- Roads and transportation.
- Roads have always been a problem, but are getting better. They've done quite a good job through the years. The taxes are high.
- Roads repair annually. Sometimes the same roads.
- Roads, violence, and law enforcement doing their jobs.
- Roads. (3)
- Route 53.
- Route 53. The costly study for Route 53. High taxes. It sounds crazy, but we need some sidewalks and bus transportation that meets the needs, as well as bus stops. I see so many people waiting and walking in the road. Let's attend to the people's needs.
- Safety. (2)
- Schedule of public buses.
- School funding.
- Schools. (5)
- Schools. Education.
- Sidewalks are needed. More recreation centers are needed.



- Sky high property taxes.
- Spending is out of control.
- Spread of the political divisiveness and contentions fomented from the 2016 election.
- State budgets and infrastructure.
- State funding for schools.
- State roads are undersized for the population and workforce in the area.
- Street are too dark and it's not safe to walk after sunset.
- Tax increases.
- Tax rate.
- Tax.
- Taxes and congested roads.
- Taxes and cost of the schools.
- Taxes and no money to improve roads, structures, and schools.
- Taxes and schools.
- Taxes and traffic.
- Taxes are high.
- Taxes are ridiculous.
- Taxes are the worst. For example, tract house and my block, according to the record, the taxes are higher.
- Taxes are too high. Long Grove snobs won't allow Route 53 extension to be built.
- Taxes have been increasing year after year. When you have to consider moving because property taxes are too high, something has to be done.
- Taxes high.
- Taxes too high.
- Taxes, elder services.
- Taxes, fiscal state of the State.
- Taxes, state budget.
- Taxes, taxes, taxes.
- Taxes, transportation (roads, Metra).
- Taxes!
- Taxes. (40)
- Taxes. Highest in the state.
- Taxes. I probably will be forced to move. Not enough help for seniors. More consideration.
- Taxes. If there is any one issue that will make me move, it is the taxes.
- Taxes. That is why there are five houses on our block alone for sale.
- Taxes. That's what we all seem to talk about around here.
- That they stay within their budget for their expenses.
- The big three are jobs, education, and affordable housing.
- The city politics.

- The cost of living.
- The cost of school and public service pensions is a drain on our tax dollar.
- The current system for para-transit riders is inadequate. Cooperative projects with governmental agencies on all levels is lacking.
- The growing population.
- The high real estate taxes.
- The Highway 53 expansion.
- The large number of low income residents living in a small number of communities.
- The level of education kids are getting.
- The number of municipalities and the related costs to maintain them.
- The number of people leaving the county and state due to lack of a balanced budget and high taxes is a big concern.
- The pollution from sitting in traffic and the time spent getting to work.
- The public schools.
- The recent election.
- The rise in property taxes.
- The roads are not in good condition. Always, Lake Cook Road is damaged.
- The roads.
- The school systems do not fall directly under the county jurisdiction; however, there is duplication of school administration, leading to increased school expenditures.
- The schools don't get funded enough. If we don't get budgets, the government of Illinois doesn't provide us with anything we need.
- The smell.
- The state budget.
- The taxes are possible, that they don't get any deeper or much deeper. That the taxes stay close to the same.
- The taxes are very high.
- The taxes. You are going to tax people right out of here.
- The traffic jam. It is impossible to use certain roads to go west on rush hour: 120, Lake Cook, and Route 60. Route 22 is worse in some hours than the highway.
- The transportation problems.
- The village of Long Grove is a ghost town.
- Theft.
- There are not enough roads for the people that live here.
- There are some places where the kids can't cross for school.
- There's no community camaraderie.
- There's not a lot of business out here.
- To me, it's traffic issues.
- Too many new houses. Destroying natural habitats for the diverse wildlife we have here.

- Too many red light cameras.
- Too much government.
- Too much taxes.
- Too much urban development and destruction of the environment.
- Traffic and construction.
- Traffic and roads.
- Traffic bottlenecks.
- Traffic congestion. (5)
- Traffic delays.
- Traffic flow. (2)
- Traffic in the west-east direction.
- Traffic. (8)
- Traffic. Also is very difficult to access Evanston or areas east of Lake County without spending hours in traffic.
- Traffic. The Route 120 corridor is a mess.
- Traffic. There are not enough large roads to move traffic especially if a road is closed. Cap and stop raising property taxes.
- Transportation and senior services.
- Transportation and taxation.
- Transportation for me.
- Transportation; specifically traffic.
- Transportation. (3)
- Travel times.
- Trump. (2)
- Trump's immigration policy.
- Underdeveloped.
- Unfunded pensions.
- Vacant houses, bad streets, alleys and sidewalks.
- Very high taxes.
- Violence.
- Voting rights, immigration, education, and school funding.
- Waste and inefficiencies.
- Wasteful spending.
- We don't have city stickers or any of that stuff.
- We have an election coming up. There are always more things to be done than there is money to do them. I'm pleased with how the government is working. I don't have any personal contact with the Lake County government.
- We're beginning to have robberies like we didn't have before.
- Welfare aid cheating and public aid funding cheating for undocumented residents.



### **What should be done to address this problem?**

- 60/83 through Diamond Lake needs to be widened to four lanes.
- A flat tax system where everyone pays their fair share, as opposed to the current system that penalizes you for being poor or disadvantaged, while the wealthy pay nothing. Real and relevant educational content that prepares current and future citizens for sustainable employment opportunities. Lastly, the government bailed out the banks and big business, but left millions of seniors and veterans homeless out in the cold. Oh, that's right, you sent me, a homeless Illinois veteran, another survey asking me what you should do. What a bargain.
- A lot of more property taxes. It's more than my mortgage.
- A lot of work needs to be done on the highways.
- A more comprehensive Illinois budget and pension reform issues. When you look at our property tax bill, the amount that goes to pensions and unfunded pensions is overwhelming. Until that gets corrected, and the other budgetary and corruption in Illinois get remedied, it's going to continue this property tax spiraling result.
- A road maintenance program.
- A supreme effort should be made to bring in new businesses.
- A way should be found to make it happen.
- ADA rides on weekends. Make it easier to get to appointments outside Lake County. It is really hard or impossible. We need a solution, please.
- Additional lanes can be added to address the traffic.
- Address defective surfaces.
- Allow the assessor more autonomy.
- An audit.
- An incentive plan.
- Annex more land into the forest preserve system.
- Appeal to investors.
- Appropriate resources, equitable distribution, and assistance to communities who need it.
- As a former teacher, it's hard to write this. Seeing that 69% of my property taxes go to the schools, I wonder about accountability for that money, as well as how much of that money goes to non-public schools?
- Assessments are too high compared to actual value on the market.
- Balance the budget.
- Begin the process to consolidate taxing districts, school districts, library districts, and policing.
- Being smart about money being spent. Avoid the temptation to increase taxes, but consider charging for specific services or activities.
- Better budgeting and spending by the elected officials. Salaries and costs are out of control and should be properly handled, but none of the folks in office seem to be able to actually take charge and make that happen for the better of all the citizens.
- Better budgeting.

- Better consideration for seniors. The tax freeze limit should be raised. I get \$36,000, but the rest is investments that I don't get income from. I don't take income from them because I need to have them available for unexpected medical expenses if I were to have a major health issue, but I get taxed on them, which raises my taxes.
- Better control over spending for unnecessary things. Take corruption out of our system.
- Better education.
- Better leadership with solid financial rationale.
- Better management and execution system for spending the county budget.
- Better planning of housing development.
- Better police and tougher sentences.
- Bring down the cost of living and raise the wages.
- Bring in business to create jobs that pay the cost of living wage.
- Bring in more business and stop building new houses.
- Bring in new business to the area to offset taxes.
- Bring in new businesses.
- Bring more business and manufacturing to reduce residential property taxes.
- Budget funding. Finding the schools more money. Getting ways to get the schools more money.
- Build 53.
- Build and extend bigger roads. Stop the forest preserve from spending money.
- Build Route 53. (2)
- Build Route 53. Your fault for not getting it done, not Illinois'.
- Cap them.
- Caring better.
- Change the way schools are funded.
- Chase them out by not giving them money.
- Clean up areas.
- Close townships and roll those into villages and cities.
- Combine governmental units to reduce costs. We really don't need townships, do we? There is way too much wasteful overlapping of governmental services.
- Combine schools into larger districts with centralized administration.
- Combine smaller school districts. Combine local police districts, such as Round Lake, Round Lake Park, Round Lake Heights, and Round Lake Beach. Lower forest preserve funding. Tighten the budgets.
- Community involvement.
- Consider all the people when doing massive changes such as housing, stores, roads, etc.
- Consider opening 53 or building overpasses. I don't know if is possible, but in other counties, they have managed to do it. The problem of traffic is going to get worse.
- Consider opening more roads.

- Consolidate education administration. Consolidate human service, county, and township administration.
- Consolidation.
- Construction of more major roadways.
- Continue to invest in all levels of education, from pre-school through high school.
- Control costs of governmental agencies, retirement funds, and pensions.
- Could they be lowered?
- Counties could work together to save money.
- Crackdown on gangs, drugs, and illegal immigrants.
- Create more higher paying jobs.
- Curtail spending.
- Cut costs.
- Cut expenses. People that don't have kids in schools should not pay school taxes. Seniors should not pay school tax.
- Cut government programs.
- Cut most of the politicizing of issues when selecting representation to the County Board.
- Cut ridiculous pensions of bad school teachers and other government employees, reducing the tax burden. Hold public employees accountable, rather than ensure their jobs for life, regardless of performance.
- Cut spending and self-fund retirement, like the private sector.
- Cut the unnecessary expenses.
- Decrease taxes.
- Do a good job once.
- Do everything to keep them.
- Do not cooperate. Provide sanctuary.
- Do not raise them!
- Do something to attract people to stay in Lake County and Illinois because they will be leaving.
- Don't know. (30)
- Drain the swamp, as Trump would say. Create more jobs and make property taxes more affordable. I am currently paying a few dollars less than \$9,000 a year for property taxes, and my house value has decreased.
- Easing access from 94 to western area of county. Making areas like Fox Lake easier to get to from 94. Extending 53 northbound.
- East-west routes should be developed and improved. The Route 53 project should be implemented.
- Educate parents on how to parent.
- Efficient use of the money.
- Elect conservative politicians.
- Elect official people who work for a living.

- Elect officials who know what they are doing.
- Eliminate politicians.
- Ensure county board members are properly elected.
- Establish and publicize community forums for multiple, civil discussions.
- Every town has different stuff going on, so it's hard to say.
- Examine expenses and eliminate unnecessary spending.
- Expand major roads completely along routes.
- Explanation to citizens of why it is so much higher than Cook.
- Extend 53 to open up opportunities and relieve traffic congestion.
- Extend the road past Lake Cook Road.
- Extension of Route 53.
- Fair property assessment. Now overly-assessed.
- Find a way to lower them.
- Find other solutions to reduce spending.
- Find ways of lowering budgets along with finding other avenues for economic growth.
- Find ways to reduce expenses and reduce taxes.
- Fined and potholes should be addressed in timely manner.
- Fix more roads. Lower taxes.
- Fix roads and continue to fund education.
- Fix roads.
- Fix the potholes.
- Fix the roads in a timely manner.
- Fix them. (2)
- Forum. Literature being sent.
- Freeze the property tax for a few years.
- Freeze the property taxes.
- Get a new governor to approve the budget.
- Get businesses and churches more engaged in the solutions.
- Get more funding from Illinois government.
- Get rid of Mike Madigan, the Speaker of the House in Springfield.
- Get state budgets enacted.
- Get the right people elected to run the village.
- Get the school budget separated from property tax increases, especially for the elderly people that cannot afford those raises and do not have any school age residents.
- Get the state to cut pensions and develop a budget.
- Give the seniors a tax break.
- Government entities must be mindful that all development is well planned out, discussed with stakeholders, and sustainable.
- Grass roots programs and education.



- Gun control, parents, and upbringing.
- Have more police around the area.
- Have the section 8 housing evenly distributed over the county. Not allowing the wealthy communities get away with not having affordable housing.
- Have these people pay into their pension as all other people do and eliminate our tax dollars paying them.
- Help law-enforcement providers.
- Help people in our county. You give, we give.
- Higher taxes for the uber-wealthy and more tax breaks for middle-class families with children.
- Hire more law officials with diversity.
- Hire or have someone on the board who specializes in finance.
- How about building Route 53 and maybe widening some roads?
- I am not sure what can be done.
- I am not sure. Raising taxes will not be popular. Neither will falling behind.
- I am sorry but I don't know the answer.
- I assume you would go to a board meeting and bring up what's bothering you.
- I believe it should be left alone, but I come from the New England and, according to my husband, that's the way we are.
- I believe our tax dollars need be fairly distributed.
- I believe that much of the land they own should be sold and that money set aside to maintain what the preserve already has, or improving what it has.
- I don't know why they have the issue that they have. Maybe they can't agree and that impacts the money that they receive.
- I don't know, at this point. Something needs to be done to find a way to improve commute times, but I really don't know what resources and means are realistic.
- I don't know.
- I have MS, so I am limited in what I can do.
- I have no idea, but it is difficult to sell real estate because taxes are so high.
- I hope it's a smooth transition.
- I think about this all the time, but the only thing I can do is move.
- I think the we should consider repealing pensions.
- I understand that 53 is a state highway, but Lake County has been the road block from getting this done. If this can pass, Lake County would benefit tremendously. Improving infrastructure will improve economic growth. Highly congested areas would be cut down as well. This expansion needs to happen.
- I'm not going to drive to Waukegan. The taxes are outrageous. There should be someone with in each community where you can make a complaint within a five-mile radius. This is hurting a lot of residents. We haven't had kids in school for 45 years. Our taxes have not been

properly reviewed. There should be a different way to tax those who no longer have kids in school. They've already contributed.

- If I knew how to do this quickly and with less money, you would hire me.
- If you are elected to do a job, then do it. I'm sick of hearing about sanctuary cities. Crime is up and nothing, at times, seems to be done.
- Impeachment. (2)
- Improve and widen the arterial roads as well as determine a workaround for the CN railroad.
- Improve local roads and expand public transportation options.
- Improved infrastructure.
- In certain areas where I live, the roads should widen.
- In Gurnee for example, everything can be improved on. Enrollment is down. Close a building and consolidate to cut operational expenses. It is time to make changes so the town can continue to afford to live there. Plus, all of the 55 and older communities seems like a mistake. There are way too many. A lack of new families coming in to fill the pipeline of enrollment and registration revenue, etc. I think adding so many 55+ communities will hurt the rate of new families that choose Gurnee. I also believe that a lot of the communities that have households with older children maybe can't move based on high costs all around.
- Increase lanes on roads.
- Increase police presence.
- Increase revenue to afford better maintenance.
- Increase the number of years to vest in the pension. Better yet, get rid of the pensions and move to a 401(k) like the rest of us have to live on. Go through each department and eliminate positions that are not necessary. Do more with less. Work like a business and hold people accountable.
- Increase the tax loan for residents and decrease for residents.
- Invest in our lakefront and in our real estate. We sit in a prime location in Illinois and it is underdeveloped.
- Invest more into our police departments to help with the rising crime in the area.
- Invest more on the police.
- Involve families.
- Is that not for the \*\*\*\* on the county board to do? How about establishing the plan and sticking to it?
- It's already being done. The construction on the school is already being dealt with. They are close to finished.
- It's important to pursue development that doesn't require outside investors. Too often, large companies will demand tax breaks, have low wage jobs that won't enrich the community, and dismiss environmental and cultural concerns. It's important that local government invest not only in government functions, but in helping small businesses, and in encouraging publicly owned enterprises and services. It's time that local government stopped looking for outside saviors and started investing in our own communities in an environmentally sustainable way.

Fundamentally, do we want more casinos and Walmarts? Or do we want more participatory and engaging development like libraries, community groceries, craft breweries, etc.

- It's expensive, especially for householders. For people who no longer have children, an assessment should be done.
- Keep an eye on the schools.
- Keep politics out of it and get the job done.
- Keep the drugs out.
- Keep truthful. Watch for conflict of interest vs. citizens. Impeach.
- Keep working at improving schools and enlarging them.
- Lake County cops should come here more often to patrol more. A lot of cars speed down these roads a lot, especially down 59 to come into the subdivision. I've had two cars smashed because of that. They should really watch that.
- Less county workers.
- Less government spending.
- Less talking, more doing.
- Let citizens be able to defend themselves without the worry of having to go to jail themselves.
- Lights on the street.
- Limit unnecessary spending.
- Look at how other counties use their tax money and compare their expenditures to ours. Determine why our county has higher tax and decide if it's justifiable or if our taxes should be reduced.
- Look at spending and try to make sure that what money is being spent on is what it's really needed to be spent on.
- Look at the taxes they need to be lowered.
- Lower or freeze property tax.
- Lower property taxes and stop increases indefinitely.
- Lower property taxes, fund schools differently, and reduce inflated salaries.
- Lower property taxes. (5)
- Lower taxation.
- Lower taxes and improve education.
- Lower taxes and increase commercial development in the area.
- Lower taxes by reducing wasteful spending.
- Lower taxes, widen the road on Route 120, and have more treatment programs.
- Lower taxes. (4)
- Lower the money going to schools that are supported by neighborhoods where the pupils are renters, or in some cases not even Illinois residents.
- Lower the property tax rate.
- Lower the taxes so they're reasonable.
- Lower the taxes.

- Lower them or freeze them. Build the Route 53 extension and tell the Long Grove snobs to go to \*\*\*\*.
- Lower them to what the home and property is really worth.
- Lower them, and get rid of the political crooks.
- Lower them. (9)
- Lower.
- Make getting a job easier for the public.
- Make it more available for people to work in those locations and help small businesses.
- Make police more visible. More and stronger background checks on renters. Create more jobs. Attract more businesses to create these jobs.
- Make sure all kids have the same educational opportunities. Zion has the highest property taxes in Lake County. Why?
- Make sure public safety offices are well-funded and prioritized.
- Make them less.
- Make them more equitable.
- Many empty buildings, so continued work to attract business and factories to maintain tax base.
- Metra more often to Buffalo Grove.
- Monitor spending more closely.
- More alternate tax resources other than property tax. Better and more frugal use of revenue.
- More efficient government.
- More efficient road system.
- More emphasis on multilingual education, especially in secondary education. Emphasis on the arts and humanities instead of constant emphasis on STEM.
- More industry.
- More local safe events.
- More of the same. We're satisfied with it. Going on, we want this to continue.
- More people on the Lake County deputy sheriffs.
- More police. (2)
- More policing in the county.
- More preserve areas, stricter regulations on environmental care, and better traffic flow.
- More programs and better schools.
- More services for seniors.
- More services to help those in need. Better paying jobs so people aren't forced to commit crimes to survive. The police need to do their jobs as well and get drug dealers off the streets. I have witnessed more drug deals out in the open than I would like and it doesn't seem like the police are doing anything. Homeless people beg me for money in downtown Fox Lake all the time. It's turning into a town that I don't want to raise my son in, which is sad.
- More signs so the kids can cross safely and the drivers will be more responsible.

- More tax revenue, efficient use of money, and repair of infrastructure. All the park purchases are nice, but we need to make sure we have good roads to get to them.
- More transparency.
- Move more business to downtown Lake Zurich.
- Need more and better secondary roads to move some traffic off main roads.
- New business.
- No more liberal policies is a start.
- None. (9)
- Not Route 53 grade separated intersections.
- Not sure what should be done.
- Not sure, but it seems that unincorporated areas pay more property taxes than regular areas. Why is that?
- Not sure, but not raising them more would be a start. Look at how the 69% of property taxes going to schools is used.
- Not sure.
- Not sure. Enforce existing laws, and actually have people looking around neighborhoods so this is discouraged.
- Not sure. Maybe in the short term, encourage businesses to stagger business hours more.
- Not vote for them to go higher. Keep them the same.
- Nothing enforced is working.
- Nothing.
- Pass a state budget.
- Pass local laws or legislation forbidding any such attempt—whether by secrecy in the dark of night or by coercion—to place international refugees or domestic classes of people by any state or federal body.
- Pay attention more.
- People who are in charge needs to check what needs to be done to lower property taxes.
- Point out that they're unnecessary and get the people higher up to identify that and keep them out of Lake County.
- Prenatal care and parenting classes for young parents. Find a better anonymous way for community members to give information to police departments. Develop Lake County community pride events like cook-offs, garden awards, or awards for neighborhoods with watch programs that work.
- Preserve natural areas.
- Prevail upon Springfield to pass comprehensive pension reform and fund pensions.
- Protected lands should remain protected. New developments should make every effort to minimize environmental impacts. Residents and businesses should be incentivized for taking measures to reduce environmental impacts to waterways, animals, and plants. Tax incentives for rain gardens and creating wildlife habitats can encourage residents and business owners

to help mitigate impacts. New businesses should have native plants in their landscaping, recycle, and receive tax deductions for leaving part of their property as native landscape.

- Provide ample investment incentives for new jobs.
- Provide assistance and more task forces to the local police forces.
- Public transit options, repair roads, and add sidewalks and bike paths.
- Push our state politicians to get funding to this area.
- Put a freeze on property taxes, or, better yet, reduce them by 5% per year.
- Put more buses or be on time.
- Put the money in the important areas for better living.
- Reassess the situation. Forensic accounting.
- Redistribution of taxes based on priorities.
- Redraft public pensions for future workers so that they mimic those received through social security. While there may have been a time when public service jobs were underpaid versus the private sector, that is no longer the case. As such, there is no justification for the outsized pensions that public workers receive.
- Reduce both!
- Reduce budgets so property tax assessments can be brought to more reasonable levels.
- Reduce government and combine agencies, especially school districts.
- Reduce property taxes.
- Reduce real estate taxes and extend Route 53.
- Reduce residential taxes.
- Reduce restrictions on bus.
- Reduce school administrative overhead. Reduce the number of governmental units (township).
- Reduce spending for all taxing authorities.
- Reduce spending.
- Reduce taxes. (2)
- Reduce the number of board members.
- Reduce them.
- Reduce wasteful government spending. Put term limits on the time elected officials can serve.
- Reevaluate government income benefits and congestion.
- Reevaluate how the property taxes in Lake County are calculated compared to other counties. My friends living in St. Charles in a 2,500 square foot home on an acre lot pay \$6,000 in taxes.
- Reevaluate.
- Regarding panhandlers, offer helpful services (PADS). If they do not accept help, they should not be allowed to panhandle. Regarding property values, I am not sure. I know keeping our schools well managed and funded is critical.
- Remove them.
- Repair and build.

- Repair.
- Replace the governor.
- Replace the system and all of its elected officials.
- Responsibility. Balance with money coming in.
- Retain and develop more business.
- Review and make the assessments less.
- Review other counties' tax structures to achieve parity, commensurate with Lake County services.
- Review the tax rates to ensure they are properly placed.
- Road improvements.
- Roads are in need of repair or replacement. Additional train lines would be beneficial. Property taxes should be assessed according to household use; i.e., schools, and water and sewer impact.
- Roads should be updated and Route 53 should be extended to help alleviate some of this and provide economic growth to the area.
- Route 120 is a mess when trains come through, and it is often. Grayslake crossings are impossible, especially when Grayslake Central High School lets out. I admit the work on Rollins and Washington is wonderful. Maybe that will help 120. 120 is a mess seven days a week.
- Same.
- School districts are taking too much of taxes collected. Kildeer Countryside 96 has 183% reserve to expenses.
- School funding. They have to recognize the constitution. Check the student population and update the funding. Immigration county. Ensure people who are here and living in this area are granted their legal rights, and we won't need to need to be a police state.
- See the big picture.
- Seniors need access to Medicare outreach specialists to help seniors decide on best options! More support groups. Support services to enable them to stay in their homes and not move to nursing homes.
- Should limit them.
- Sidewalks are needed. More recreation centers are needed.
- Solicit builders interested in building more DelWebb-like options for over 55.
- Some kind of limits have to be put in place. People are getting to the point now that their taxes are more than their mortgage. 80-90% goes to schools and it has to, but state employees have to realize that they're better off than everyone else. Everything else has been downsized. Now it's their turn to do it.
- Some need to be redone. Keeping them up.
- Some progress on road improvements have been made (Petersen, Rollins, Washington). More of that. I know 94/53 is not Lake County, but whatever you can do to support that would help. Metra upgrades with bike and walking paths is also crucial to move beyond road taxes.

Who knows. But we will leave Lake County when we retire, since we cannot justify the tax rate.

- Someone needs to go in and reset the matrix? If I had the answer I would be a hero.
- Stagger starting and ending work hours.
- Stop any idea of Route 53. It's a political hotbed that the residents will end up paying for. See what people need. It's what politicians want.
- Stop building new housing complexes.
- Stop having crooks in government which costs the taxpayers money only to benefit them as individuals.
- Stop politicians from thinking they have an open checkbook for whatever they want.
- Stop Route 53 Allow villages to live their independent lifestyle to foster diversity of housing choices.
- Stronger checks and balances on who receives free stuff at taxpayers' expense.
- Take better care of roads and school system.
- Tax adjustment.
- Taxes are very high.
- Term limits. (2)
- The County must begin synchronization of traffic lights along major arteries, especially US12 Rand Road. The County should create and publish annually an analysis of traffic flows, automobile hours lost per month at major intersections, and review situation with local communities. Someone has to take charge of the traffic situation. The villages are not and will not. Kildeer and Deer Park appear interested only in maximizing commercial property sales taxes. New development entrances and exits are resulting in a gross proliferation of new stop-and-wait traffic lights.
- The government must work together, Democrats and Republicans, to get things going.
- The health department is very well, but the grant funding is being cut.
- The Menards in Vernon Hills is not needed. There is a Lowe's and Home Depot nearby. Tax breaks for the business such as Whole Foods and Menards. Property tax are not properly addressed for business.
- The politicians in Springfield have big heads, in regards to both parties. Neither one wants want to give.
- The politicians need to stop stealing from the coffers.
- The problem for North Chicago is money.
- The roads need substantial repair and cannot be ripped up for a year at a time as has happened in Deerfield.
- The schools should set standards for the teachers and follow up when parents have concerns about their children.
- The state needs to create new boundaries for neighborhoods.
- There should be additional fiscal responsibility by the government to make sure money is being spent efficiently.



- They are basing the curriculum off kids who speak Spanish and English. Language dilemma.
- They have to get a grip on the budget.
- They need to revisit how they spend the money and reduce the government spending.
- They should be lowered or stop raising them.
- They should have a cap on it. So far, every year they seem to go up and up. If you're not getting enough bang for your buck, either make it cheaper or provide services that are top notch, if you're paying that much for your taxes.
- They shouldn't go up.
- This is a government issue that includes Lake County and Springfield. All must be fixed there first. State's a mess!
- Tough question. Wish I knew.
- Traffic signal timing.
- Training young people.
- Try to figure out more jobs for people.
- Use abandoned buildings and businesses.
- Use our taxes properly.
- Waste less money.
- Waukegan students should be shipped to Lake Forest and Lake Forest students come to Waukegan District 60. Wow, our scores will zoom.
- We are taxed so high that it is making people like me, who are retired or senior citizens, very hard to do the taxes every year. They are very high compared to the rest of the country.
- We need to better understand how to distribute money for education. I strongly believe in public education. The schools in Lake County are amazing. However, how can we better allocate funding for schools across the state? I believe this should be top priority. Education is the foundation to a smart, educated society.
- We need to have more awareness made of programs that are available. More permanent housing for people that have nothing here.
- We need to lower them or help singles and the elderly better afford to stay here.
- We really need more space for the schools and more actual building space.
- We should have more officers doing their job. There are cops where they don't need to be; where there's no crime, like in parks, or stores. Now Lake County is building a jail, which only means more bad people around our community. The jail is just for women that we pay for.
- What they normally do is look at their budget and see what services they can cut and which ones they need to keep.
- Widen Quentin and Route 22. Stop kicking the can. Find budget money. Build 53 extension.
- Widen roads like Route 176 and old McHenry Road and lower property taxes.
- Widen roads, end bottlenecks, and use smart technology to better control flow of traffic.
- Widen the roads to accommodate the amount of cars that are here.
- Work on one project at a time, not 15 at once.

- Work with Pace to improve the availability of transportation across the county. Collaborative efforts with state, local, and federal entities to improve the roadways. Better coordination with law enforcement agencies throughout the county. Services which are available in this county vary according to one's ZIP code. That needs to be addressed. The para-transit program is not widely publicized and many who need it have no means of getting the needed information or completing the application process.
- You must reduce spending and reduce property tax by 50%.

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

- A lack of proactive emphasis on cross-cultural issues and engagement. We have an increasingly diverse population that, quite often, does not have a voice.
- A lot of road construction could be done.
- Again, I don't think they provide what they should for the tax revenues that they bring in.
- Ask GI Joe.
- Children programs and children's doctors. Vista Hospital needs a lot of improvement.
- Difficulty in obtaining building permits. One use of sheriff's services was useless. It appears most benefits go to the affluent communities.
- Don't know.
- Don't offer much.
- Extremely difficult to reach any branch by phone. The website is difficult at best to maneuver. It seems government just doesn't care to associate with plain old citizens. For example, we live in a building with an elevator that is out of service approximately once per month. We have no idea who to call or how to reach them.
- Fair.
- Had a horrible experience with the assessor's office, not because I didn't get the answer I wanted, but rather how I was treated as a tax payer.
- Hands are tied, due to lack of money.
- I believe in government look out for themselves and not for the poor.
- I do not think they are exceptional.
- I don't know of anything they do that goes above and beyond any of county.
- I don't know what services are offered. They don't do a good job. Secondly, programs that may be important to residents may not be important to government leaders.
- I don't pay attention, so it's kind of hard to have an opinion.
- I don't see that I'm getting anything from my property taxes. Illinois is a joke.
- I don't use them.
- I don't know. I don't use them.
- I know there are a lot of services, but could use more.
- I see no county effort.
- I'm not too informed on all programs. The ones I'm aware of are all right.
- In other counties, they can get better insurance coverage.
- It is impossible to get over the phone with a government office. We get these computer generated people. We need to wait for a long time. I would like to have access to a living human being, and not wait for more than an hour, sometimes more. I leave the speaker phone on.
- It is obvious that our government elite, politicians, care little, if at all, about those that they are supposed to represent. For instance, the property taxes in Zion Illinois are currently 21.46%, which means that every five years, you get to buy your house all over again. This in

a community where approximately 90% of the school age children are either on free or reduced lunch, which means that 90% of the residents with school-age children are either at or below the poverty level. This is an epic fail.

- It seems that if you are not considered a minority, that you are not treated with the same consideration as those who are.
- It's ok.
- It's the government. It's not run like a business. There's no incentive to do better or to decrease costs of services to stay in business. Need to get out of tax and spend mentality.
- Just be crazy at times?
- Lack funding to do the most good.
- Limited offering and reduced from what we had.
- Limited.
- Lived in Morton Grove for 30 years. Services are superior. Tax rates are lower.
- Local roads are in poor condition, given the taxes paid.
- Long Grove has a very small and limited parks department. We are always paying out of residence fees for activities as a result.
- My mother goes to several programs through the state. She says it's worthless because they never take care of you. Mom doesn't think it's right that underqualified people with no experience or education are stuck in those jobs.
- Needs improvement.
- None that benefit me, a non-Hispanic.
- Not enough tax relief for seniors. Roads are in bad shape.
- Not impressive. Slow responding.
- Overpriced services, failure to account appropriately, misuse of funds, inappropriate priorities, and overpaid and underworked officials and staff.
- Poor experiences with children's behavioral health unit and child protection.
- Poor response time of Lake County sheriff's department.
- Poor.
- Programs are limited. Only appeals to certain populations.
- Put them as fair because the few things I notice are the homes next door to me are so much cheaper in taxes than mine are.
- Really no concern about people.
- Roads are in poor shape. Roads require improvements to reduce traffic.
- Roads condition are poor and this year they don't clean the streets very often. Everything is deteriorating big time.
- Schools could be better.
- Seems like the government has its own agenda.

- Services are not equal countywide. Transportation in the county is not adequate. Not all board members are known by their constituents and they are not in tune with their communities and the county in general.
- Tax rate.
- Taxes and traffic.
- Taxes.
- The board doesn't make fair decision for tax appeal.
- The cost of services is too high.
- The only services I like are the forest preserves, which are great.
- The programs need more money and do absolutely nothing to help the people.
- The quality of service doesn't match property tax rates.
- The Village of Deerfield doesn't seem to want to help middle class residents. My personal experience: there is a new storm sewer down my street and they won't give me a connection. I will need to dig open the street and connect myself, even though they are going to install a new main down the whole street. Yard waste pickup is too expensive. They won't listen or vote on putting it in our refuse bill every three months.
- The way things have gone down in recent years.
- There appears to be little attention to issues of concern to residents.
- There are minimal services provided to persons with disabilities once they exit high school and that has to do with the state/county budget.
- There's a lot that can be done yet in the government.
- There's help needed for police response. They do the police response really well.
- They are average compared to other counties and, for the cost, not outstanding.
- They are organized. The Grayslake Library has programs for kids. The lights put up during the winter season are nice. The activities they have during the summer are great.
- They are poor by Zion. No quality of programs at all.
- They could be running better with less cost.
- They don't respond very fast to fixing roads.
- They don't quite measure up too well, but relative to others, they are good.
- They get done what needs to be done, but they don't go above and beyond. I have a streetlight here in Winthrop Village that has been broken for years. They have codes to follow, but they don't even follow them. The stop signs aren't even the same height.
- They got a library and a pool. I say that's a fair use of my tax dollars. A police department in these little communities. They should make it one large community and combine it into one city hall.
- They stink.
- This is my feelings.
- Too many agencies. Employees are not motivated.
- Too much bureaucracy. Too many employees that don't do enough work.

- Waukegan needs better schools.
- We need better services.
- When I had to use them, I found them to be poor, inept, and corrupt.
- You look around and there are a lot of things that can be done that aren't being done.

**Are there any other programs that should be placed as a high priority in the next three years?**

- 53 extension.
- 53 needs expansion. I understand that it's a state road, but it's been Lake County that has been the road block to getting this done. Lake County needs it.
- Anything for the kids to do after school. After school programs keep kids off the street.
- Assist in finding sustainable funding for RTA.
- Bike trails.
- Clinics for cats and dogs. Without it, people won't do it. We don't need rabies.
- Determining other avenues to raise money for public school in conjunction with property taxes.
- Don't know. (3)
- Drug counseling.
- Drug prevention and awareness.
- Easing the tax burden.
- Education. (4)
- Enforcing or eliminating laws.
- Get 53 built.
- Increasing online accessibility of county, including court, records.
- It's valuable to have dual language programs in schools. It is good for the community. It promotes harmony and cultural appreciation with the non- native and native speakers.
- Lake County forest preserve development.
- Less bars.
- Limit the destruction of forests with the Deerfield Road project.
- Lower my taxes.
- Lower property taxes and improve the schools. Education has been forgotten.
- Lowering taxes. (2)
- Making people want to live in Lake County.
- Mental health.
- Middle class families' scholarships.
- More assistance for the handicapped.
- More consideration given for seniors, from a tax standpoint.
- More rehabilitative facilities for ex-drug users for rehabilitation from drugs.
- Need more elder living assistance, such as Winchester House.
- Noise reduction in areas where housing and industry are in close proximity.
- None. (61)
- Our nature parks and bike path developments.
- Priority to the children with disabilities.
- Promoting and accommodating local community gardens. The positive effects of gardening would positively affect all of the above categories: crime reduction, sustainability, local

economy, public health (improves mental health and reduces substance abuse, promotes community integration), and traffic reduction.

- Protecting the environment.
- Reduce property taxes.
- Reduce taxes.
- Reducing expenses.
- Reducing property tax.
- Reducing property taxes.
- Reducing taxes and wasteful spending.
- Refugee resettlement. Education and the whole gamut of programs that come with that. Education, integration, etc. Care and job training for primarily low income families and single parent households.
- Road repairs, especially in the residential areas.
- Roads and business development.
- Safety around schools.
- Safety.
- Senior care.
- Senior medical services.
- Services for mentally handicapped adults.
- Study computer aided control.
- Take people off public aid that don't need it. If they do have it, make them work for it. Don't give it to them for free. Also, have drug tests and not be able to buy junk food. If they have the Link, they should buy healthy food. We struggle and I've never been on public aid or any of that.
- Tax assistance. If someone is having trouble with house tax, they should have someone to call to help out.
- Tax reduction.
- Tax reductions for the residents of Lake County, especially real estate taxes.
- Taxes.
- Term limits.
- The safety and security regarding immigration.
- The tax assessor's office.
- They have to do something about reducing the taxes. Some sort of tax reduction program for property taxes.
- Traffic congestion on Rand Road. Way too many businesses allowed to build.
- Vocational schooling and training.
- We need more early intervention for small children that are at risk, and programs for at-risk parents, like mothers that have babies at 16.



- We need programs to assist our veterans and senior citizens, rather than discarding them as though they are useless trash. In my opinion, the way that a society cares for its veterans and senior citizens is an indication of the advancement or deterioration of the society. My, how far we've fallen!
- Wildlife control.
- Zion nuclear plant shutdown. Lakefront redevelopment. Kenosha Road-29th Street-131 intersection redesign.

**Are there any other programs that should be placed as a medium priority in the next three years?**

- Activities for senior citizens. The main thing is taxes. Go to a governmental body to give a complaint.
- Bars.
- Childhood education.
- Don't know. (5)
- I would like to see more adult education classes that are free, especially ESL.
- Lake Michigan water
- Math and science.
- None. (80)
- Opioid problem. Building a behavioral hospital at Vernon Hills. Local politics was covered more in the media. It's a way to discover more to learn about the candidates.
- Outpace other things.
- Public employees on their own 401(k)s and retirement plans. No public funding.
- Roads.
- Terminal invitations for employees.
- The roads.
- The schools.
- The senior people. I don't mind giving taxes for schools, because we've had five kids of my own. Older people shouldn't be paying taxes for the schools and stuff. When you live on Social Security, it's kind of hard. Don't keep raising the senior citizens' taxes. People should help police, firefighters, and military out more. I try to give out to them mostly.
- They should more bus services and transportation, and things for seniors. In Wauconda, you have to go to Barrington to get the train, and there isn't much in terms of taxi services, so it's not easy getting around as a senior.
- Upgrading roads and resurfacing.
- Veteran assistance.
- We already got roads and stuff, but planting of new trees.
- Wetlands.

**Are there any other programs that should be placed as a low priority in the next three years?**

- Bike paths, parks, and parks department.
- Building bike paths for the forest.
- Business expansion, as it creates an environmental issue.
- Deficit taxes.
- Don't know. (6)
- I don't like unions; specifically, the police and teacher unions.
- I don't think anything is a low priority. The county is a wreck.
- I have a lot of people that are looking to rent. The rents are too high, so they need to be more affordable.
- Improvement of facilities in Lake County parks, like the bathrooms there. They're kind of deteriorating over the years.
- None. (85)
- Regular license plates.
- Sustainability.
- The bike path. It's not very essential to life.
- Two lands.

**Which 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?**

- Accessibility to speak with someone about problems with taxes and so on.
- Assistance for elders.
- Clean and drinking water.
- Continued funding for health department services.
- Economic growth in the poorer communities. The rest will follow.
- Education. (3)
- Education. Make sure primary and secondary education continues to thrive, especially with arts and humanities.
- Educational opportunities for minority neighborhoods.
- Employ more real competent people in the county offices.
- Employment for the public.
- EMT, fire, and police.
- Environment.
- Environmental and employment.
- Environmental oversight of Lake Michigan.
- Environmental programs.
- Environmental protection.
- Flood prevention.
- Forest Preserves.
- Hire people to answer calls instead of robots.
- Housing.
- Improve existing east-west roadways.
- Infrastructure.
- Job creation.
- Lake County animal control.
- Land conservation.
- Link.
- Low income housing.
- Maintenance of forest preserves.
- Mental health.
- None.
- Our nature and drinking water.
- Protect open spaces and parks.
- Protecting environment with sustainable resources like solar and wind power.
- Protecting the forest preserves.
- Protection of parks and wildlife.
- Public schools. (2)

- Road maintenance.
- School and education.
- School programs.
- Schools. (2)
- Tax relief.
- The environmental programs and services.
- Upkeep and improvement of school systems.
- We need programs to assist our veterans and senior citizens, rather than discarding them as though they are useless trash. In my opinion, the way that a society cares for its veterans and senior citizens is an indication of the advancement or deterioration of the society. My, how far we've fallen!
- Why do you bundle 911 dispatch with the Sheriff's highway? While we need to have 911 (who's going to say that's not important?), we don't really use the sheriff's highway patrol that I'm aware of, so I don't put that in the same category as 911.

**From which sources do you receive information about Lake County government?**

- Ann Maine.
- Board meetings.
- Cable in general, and local radio stations.
- Chicago Tribune.
- Church affiliation.
- County board newsletter.
- Email from Aaron Lawlor.
- Email newsletter from Chuck Bartels.
- Government employees.
- I am a Paralegal who deals directly with many county agencies.
- Internet news.
- Internet, newspapers.
- Lake County government office and the materials provided there. The people at the help desk. The county government is pretty accessible.
- Local news. (2)
- Local village letter.
- Mail. (2)
- Mailing.
- Mailings.
- Meetings at village.
- Municipal.
- My job. I'm a nurse.
- News.
- Newsletter from town.
- Newsletter, mail.
- Newsletter.
- Newsletters in the mail.
- Physical newsletter.
- Publications by the county.
- Quarterly print in mail.
- Recorder of deeds office.
- Senior centers.
- Telephone, newsletter.
- Television. (2)
- The Patch, emailed to you on a daily basis.
- TV.
- Village of Buffalo Grove and Vernon Township newsletters.
- WRLR 98.3.

- You have a Twitter feed?

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

- Ann Maine.
- Board meetings.
- Direct mailing.
- Email would be best.
- Email. (2)
- I don't really receive any information in regards to the county.
- I would love to receive more information about the county.
- IM.
- Internet newspaper.
- Local news. I also read newspapers like the Herald.
- Local newspapers and online news.
- Local TV news programs.
- Mail.
- Mailing letters.
- Mailing to home.
- News periodical that comes in the mail.
- News.
- Newsletter mailed.
- Newsletter.
- No preferred method.
- Radio.
- Really not sure.
- Television.
- The newsletter.
- The Patch.
- US Mail.



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

- A lot of information on the website, though not all residents have access to it like older residents.
- Adequacy.
- Awesome website. Easy to use.
- Because when I go the various websites, they are very clear. I'm able to get the information I need. Also, whenever I've needed to call, the county employees have been very helpful, knowledgeable, and nice.
- Board member newsletter.
- Communications are consistent and detailed.
- Despite not having a Facebook page, and working full time, I feel that I have pretty good information about some of the services provided by the county.
- Diane O'Kelly's newsletter is always spot on.
- Don't know. (9)
- Don't.
- Easily accessible website and easy to find important information on the site.
- Everything I have searched the website for, I have found easily.
- For the most part, any services someone needs can be offered through networking.
- From the website, I get newsletters and emails.
- How to get extra services and requests. I am satisfied with snow removal and garbage pickup. Safety. I feel safe here and that is important.
- I am given all information that is important to me. It's easy to obtain.
- I am not the perfect judge of this, but from what I have seen, it appears the county believes in disclosure and does provide information. The elections department is very good at this.
- I am satisfied that the Lake County government provides information on its website and that one can phone the government and find answers to questions that one may have concern regarding.
- I believe I receive adequate information.
- I can find it if I want it.
- I can find out what I need to know from the website.
- I can usually find information if I need it.
- I don't always get all the information.
- I don't feel that I'm missing out on information.
- I don't get any information, I don't want any information, and I don't want them to spend money sending information.
- I don't have any other source of finding out, so I'm somewhat satisfied with what they're doing.
- I don't hear a lot, so not a lot of complaints. It would be nice to be able to get more information by email or through social media.

- I don't need much information, but I have been able to find most of what I do need on the website. Then a phone call if necessary.
- I don't pay attention.
- I don't pay much attention to it.
- I don't really reach out to them, and I don't know what they've done, so I can't blame them.
- I don't think I'm as aware as much as I should be, because I don't receive as much information.
- I don't hear a lot.
- I feel I do not miss important information.
- I feel like I have the information I need.
- I feel like I'm not missing anything important to me.
- I feel up to date.
- I find what I need to know.
- I get information over the phone when there is danger, and also information about town hall meetings.
- I get information via the Daily Herald, but not well covered. I am unaware of a newsletter, either email or postal mail, by the Lake County government.
- I get information. I hear from the different places. No need to investigate myself.
- I get informed daily of job openings.
- I get it from the newspaper and home. They do a good job putting it out there and letting us know.
- I get my information from newspapers. I don't know if I get any mail.
- I get the information I need regarding Lake County. I like to stay informed, so I search for information when I need it.
- I get the information I need.
- I get what I need when I need it.
- I get what I need. (2)
- I have access to information I want to know about.
- I have never used any county services or had any dealings with the county. If I needed to know something I would go to the Lake County website or ingest local County news from local papers, so my official opinion is neither here nor there because it doesn't affect or make a difference in my life now. In the future, that might change or be different, but for now it doesn't really matter one way or the other and that's not a bad thing.
- I have no major issues. Things seem to be OK, and priorities are being done on a good timetable.
- I have not had extreme problems while living in the County, and feel I have had the information I need, other than property tax assessment logic.
- I haven't had any issue with not getting important information.
- I know that they are trying to work on better items for residents.
- I know what I need to know.

- I know what is going on with the government, and that it gets out to the public.
- I like emails.
- I like Lake County, but it could use improvements.
- I like the website for information.
- I live in Fremont Township. The County Officials are excellent on keeping the people aware of all the good and bad things happening.
- I love Craig Taylor's emails with the activities, events, and items of interest to Lake County.
- I only read the newspaper. I don't use the computer.
- I read the Daily Herald, so I feel I am connected to information.
- I read the newspaper and Facebook, so if I want to find something out, I know where to go.
- I read the papers.
- I receive all I have time and interest in pursuing.
- I receive important information from the county and not useless mail, like the forest preserve sends.
- I receive the information.
- I see it in the paper.
- I see they send out emails. Local newspapers are always sharing information about Lake County.
- I seem to get the information.
- I think communication is fairly thorough and consistent.
- I think they are providing accurate information.
- I think they make information available through a variety of sources.
- I use the website.
- I'm aware of what is going on.
- I'm not overloaded with emails and can easily get the information when and if I need it.
- I'm happy, healthy, and comfortable in my home in Vernon Hills. The county government is very important part of making that possible.
- If I have to search for it. It is not user friendly.
- If there is a problem, I know it. If there isn't, I don't get bombarded by them.
- If you are signed up for emails, they are good at sending those out on a timely basis.
- Information appears after a while in the paper.
- Information is available when needed.
- Information is important.
- Information is readily accessible on the website and when you go personally to their office, so you don't even have to talk to someone to get information.
- Information is readily available and communicated clearly in all forms of communication.
- It doesn't seem to be consistent on email, newsletter, or postings online.
- It helps the community know about what's going on, and nobody is complaining.
- It helps the people around me.

- It is adequate. (2)
- It is available when you want it.
- It is made available, but not shared with you. You have to go find it.
- It seems like everything is out in the open. The website's very good information. If I have questions, I get a very good response. It's not always what I want but very timely response.
- It seems to be a sufficient amount of information.
- It's acceptable.
- It's could come clearly from the same sender each time.
- It's adequate.
- It's good for the residents. Helps people out looking for jobs.
- It's quick when it's out there, but sometimes it can be a little vague.
- Keep local media informed and let them cover the news.
- Lake County has a wonderful government. Unfortunately, they're in Illinois. I am very proud of the Lake County government, but unfortunately their hands are tied because they're in the state of Illinois.
- Love the forest preserve newsletters. Email is key to reaching everyone. Not everyone is going to constantly check the website.
- Meh.
- More information provided via newspapers.
- Most of the information seems pretty good.
- My county board representative is very forthcoming in providing email information on a regular basis.
- Newsletters are very informative and deliver information in a timely manner.
- Newspapers cover all important Lake County government activities.
- Newspapers talk about the issues.
- None. (2)
- Not overly done.
- Periodic emails.
- Printed in newspaper.
- Property tax information online.
- Provides what we need to know in a timely fashion.
- Road updates, crime.
- Robocalls of concerns.
- Satisfied.
- Seems to be a waste of money and funds employing too many people to work on this.
- Seems to be getting better.
- Since there is no local television station, which would be ideal (evening news), I feel there are multiple outlets available to get needed information.
- So far I have not missed any needed information.

- Sometimes the website is hard to navigate. It's not the easiest user interface.
- Stuff is generally available on the website when I need to find it.
- Television and website updates.
- The county board accepts input from its residents.
- The county can always do more, but I feel like we're getting the basic information and updates.
- The county seems to have been very proactive. I will subscribe to the Twitter feed and the newsletter.
- The county uses many resources to provide information.
- The government holds public hearings on things that are going on. Very informative.
- The information is there for us to review. Society has grown lazy and doesn't work to get it.
- The information on the website is sufficient for my needs.
- The information that has been provided helps me to make educated decisions.
- The information that I need is usually in the paper. I will sign up for electronic updates now that I realize they are available.
- The local news makes me aware of things that I might not have known about. The website helps me when I have questions.
- The public is informed.
- The website has all the information that we need on it.
- The website is very thorough. Also from the other websites.
- The website works well enough for my needs.
- Their website is slightly above average.
- There are many ways to receive information.
- There are multiple avenues of communication to share the information.
- There is a lot of information on the website. I didn't know there was an electronic newsletter. I'll look into getting it now instead of relying on newspapers that have potential bias.
- There is a vehicle for accessing information.
- There is always job offerings and opportunities for everyone, whether through internet search or social media feeds.
- There is always room for improvement.
- There were many times when I wish I knew something was planned, like an event, etc., that we did not know about ahead of time. This is especially bad in the school system, but also with the county government. Signing up for programs can be tricky sometimes too, especially between townships.
- They are politicians.
- They broadcast committees on TV, articles, and many things on Facebook. They are very aware to the public.
- They could put a little more information in the newspapers for those who don't use email, like my mother.

- They do a decent job with limited funding.
- They do a good job providing for residents, but I get so much garbage from the county.
- They do a satisfactory job.
- They do an adequate job of getting news out.
- They do it. I get information.
- They do let you know what they are going to do.
- They filter down to what we need to know.
- They get the information out there pretty well. I would be able to do more, but I don't have a computer at home and don't want one.
- They give enough information before doing any kind of improvement work, for example, like tree removal, road work, or any renovation project.
- They have multiple avenues to gather information.
- They keep you in the loop of what's going on. There's no last minute stuff.
- They put everything on the website, but not everyone has access to the internet, so those people have to rely on getting it from like a neighbor.
- They seem to provide adequate information.
- They try their hardest to get news out to their people.
- They try to keep us informed.
- They usually send stuff around. We get a lot of stuff in our mailbox, a lot of literature.
- They're pretty transparent if you know where to look.
- They're slow to give information.
- This survey is a good start.
- This survey seems as if they are looking for resident input. I also received a notice, so was informed before receiving the email.
- Timely.
- To method for public interaction between residents and government officials.
- Too much information is withheld.
- Usually it is late, but within some time frame.
- Usually, I am able to find information in a short amount of time, by calling someone or getting information from website.
- Very informative.
- Very satisfied.
- We are usually informed in advance about anything that would affect our household.
- We are well informed.
- We get enough information about what they're doing, but sometimes we don't get enough.
- We get it from our representatives, as well as the newspapers and television.
- We get some updates on a routine basis.
- We have newsletters and meetings.

- We receive a number of mailers, as well as the local newspaper. If we are looking for information, we have access to it.
- We receive fliers at times about information, and we could also easily go to the web site.
- Website information.
- Website is pretty good.
- Website seems adequate.
- Website.
- Websites are helpful.
- Weekly county board newsletter is informative.
- What needs to be known is published.
- What they provide is comprehensive and what the public needs.
- When I have needed information, I have been able to find it.
- When they share something on Facebook, I'm likely to see it.
- When you know what is going on in your area, you can pass it on to elderly and friend. This helps us to be as one.
- X.
- You can access it if you want to find it.
- You can find many useful information on the Lake County site.
- You can pretty much find anything on the internet.

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

- Awareness of where can be found.
- Because I don't get any information. I get it from my village and the neighboring libraries.
- Could get better information.
- County government sends no literature to home.
- Do not see much information.
- Don't hear much from county with updates.
- Don't see enough in the media. Have to search for it.
- Experiences with local agencies.
- Haven't seen much from the government since we moved here.
- I am not aware of the different platforms where I can receive that information. I don't know where to sign up or where to go.
- I am not receiving a lot. A paper newsletter which I never read. I only read online newsletters. I just checked your Facebook page and that does not give any real information at all.
- I am not receiving any information, except from the forest preserve.
- I am not sure how the communications are sent. I have not received anything except for recycling programs.
- I am not sure if there is a complete newsletter that I could sign up to receive as an email. Local events, entertainment.
- I am not sure what the best news is. Lack of promotion leads to a lot of word of mouth news and is not reliable.
- I can't recall getting any information.
- I cannot honestly remember getting any information about county events or general information.
- I didn't know all the options existed.
- I didn't know there were other resources for information.
- I didn't know half of those sources existed, especially the social media sources.
- I do not get enough information. I moved back from Europe 1.5 years ago, and I am not seeing many improvements in the area.
- I do not seem to see much information in the local newspapers. Postal mailings seem to be irregular or not very often.
- I don't feel they provide the real information citizens are worried about. It's always fluff information that no one cares about. Tell us about the issues we care about.
- I don't get any information from Lake County government at all.
- I don't get any notifications from them.
- I don't get any. (2)
- I don't get information, unless it's from neighbors or I request it.
- I don't get it.
- I don't know how to get information.



- I don't recall getting any information from the Lake County government.
- I don't recall receiving any information from Lake County. Admittedly, I have not been proactive in seeking it out.
- I don't receive any information except weather. It's hard to locate on the internet.
- I don't receive any information.
- I don't receive any Lake County government news. I would only want this information if it didn't add to my already high taxes.
- I don't receive much.
- I don't see much information at all.
- I don't think I realized how ignorant I am of the services until completing this survey. I didn't know there was an electronic email, for example. I think you need to do more outreach to advise of your communications and therefore to educate on your efforts.
- I don't know. I never thought about county governments.
- I don't think Lake County government is very proactive in communicating with residents on some of the most important issues that affect residents' everyday lives, like traffic, health, and taxes.
- I feel there isn't enough public say-so in the decisions the board makes.
- I find I get very little information on county government and the information I do get is chosen very carefully by government officials. I feel we get information on a need to know basis.
- I found it inconvenient to dig around information for candidates on the ballot; for instance, the board of trustees and the mayor. That information should be easier for consumers.
- I have been living in Lake County for the past 11 years and I don't know anything about Lake County government, except when it's time to pay my property, they send me a bill.
- I have no idea what they're doing.
- I have not received any information from the county, except election information.
- I have spoken to many government officials, and almost immediately they dismiss anything we bring up, such as public safety, roads, education.
- I know how to find it if I need it but I rarely see anything that publicizes its existence.
- I must look up news, it does not come to me.
- I never hear about anything unless it is mailed.
- I never hear any feedback.
- I never realized that there was a newsletter or website. I usually get my news from the newspaper or Facebook. In the past, most of my information has come from Diana O'Kelly's newsletter so I have never sought out another source for county news.
- I obviously don't get enough of it.
- I only receive electronic newsletters from my town. I would like to have an electronic newsletter sent to me from the county.
- I receive information via other Lake County residents, but don't know how to receive it directly.
- I want to know more about what Lake County officials see as pressing issues.

- I would like to receive updates either by mail or electronically about what's going on.
- I'm not aware of how you distribute news.
- I'm really not sure what's occurring with government on a regular basis.
- If you don't seek out the information, you won't hear about it.
- In my opinion they only share what they want you to know and nothing more. There appears to be a hidden agenda. Truly, I no longer trust our local government—they haven't earned it!
- In some ways, I think it's not their fault. We used to have a weekly newspaper that was very good in watching the local government. That seems to have gone away. There are other publications that come out, but they have vested interests. I miss the local newspaper. Most of other newspaper publications come from political figures with their own message to impart. It amounts mostly to propaganda, rather than delivering news.
- Information gets to us almost after it happens.
- Information is not communicated.
- It doesn't seem that it is easy enough to see what is being done or is being considered to be done.
- It stinks.
- It's like a mystery. They just do what they want to do. They don't care what we think. The whole government of Illinois are crooks. We've had many more government leaders go to jail than any other state.
- It's not that I'm dissatisfied, I just don't use all the media available.
- It's up to me to find information. Very little communications come to me.
- Lake County didn't inform me.
- Lake County rarely communicates.
- Last to know.
- Limited or no information is pushed to me.
- Major projects costing millions of dollars are put in place with little or no notification to the citizens. This, in my eyes, is almost criminal and should be put in front of higher courts.
- Many people I know do not receive county mail with information and are not knowledgeable of how or where to find information, so they are ignorant of what goes on in Lake County.
- Most of those things I didn't even know existed, so their methods of first reaching out to residents is failing as to what's out there.
- Most residents are unaware of the widespread use of drugs, especially opiates and related in Lake County.
- Need a newsletter.
- Need more up to date information.
- Needs better promotion and a better job to promote programs and help for the residents.
- Never enough communication.
- No.
- Not enough information disseminated.

- Only place I get this news is the Pioneer Press, which I had to cancel due to delivery issues. Now I don't know where to get the news.
- Personally, I have little knowledge or interest in my county government. Never been on website. I think a big part of the problem is that I am unaware of what is available from the county.
- Poor communication to all residents.
- Poor communications.
- Read previous comments and you would know.
- Seems random to me. Lots of information is available around election time, though.
- Services do exist, although limited in scope, but they serve no real purpose because citizens have no knowledge of their existence.
- Sometimes the people working are very rude.
- Taxes.
- The lack there of information at one's disposal. Lake County government seems like a fraternity and residents are not members!
- There is not much direct information from the county.
- There is very little communication between the county and the public. Perhaps the county could include a blurb in the village newsletter.
- There was a cop who committed suicide when \*\*\*\* gave his own personal opinion. He's the doctor, so he's supposed to do that.
- There's not detail information about where the tax money goes.
- There's not much information available easily accessible.
- They are slow to update online information.
- They don't know what's going on in my community.
- They don't provide information.
- They need to hire more people that were born here and not in other countries. Take care of the Americans first.
- This survey request is the first piece of information I have received from Lake County, aside from my tax bill, in years.
- Unable to go get a newspaper.
- We have to search out the information actively. Lake County should have an emailed monthly newsletter sent to all residents who enroll.
- We haven't received much information.
- We should embrace the initiative of getting everyone informed about jobs.
- Website is OK, but older residents may not be able to know where to go and how to find the website.
- What does he/she do for me and the people in the community? I don't even know who the government is.
- When do we hear this stuff? Only when it has happened. Nothing to prevent it.

- Would like to see more or more that stands out.