



Village of Lake in the Hills
ILLINOIS

2020 Resident Satisfaction Survey

RESULTS SUMMARY

Village of Lake in the Hills
600 Harvest Gate
Lake in the Hills, IL 60156
847-960-7400

Lake in the Hills Public Works
9010 Haligus Road
Lake in the Hills, IL 60156
847-960-7500

Lake in the Hills Police Department
1115 Crystal Lake Road
Lake in the Hills, IL 60156
847-658-5676



“Yak-Yak” by Corey Armstrong

Contents

Background.....	3
Methodology.....	3
Timeline	3
Responses.....	3
Margin of Error	3
QUALITY OF LIFE.....	4
GOVERNMENT OPERATIONS.....	5
DEPARTMENTAL SERVICES.....	6
Police Department.....	6
Public Works Department.....	7
Community Development Department.....	8
Recreation Division.....	9
COMMUNICATIONS & CUSTOMER SERVICE.....	10
CONCLUSIONS AND NEXT STEPS.....	12
APPENDIX A – RESPONSE TABULATIONS.....	13
APPENDIX B – OPEN ENDED QUESTIONS.....	30

Background

The Village of Lake in the Hills has historically conducted community surveys to evaluate the municipal services provided to its citizens. Since 2011, survey results have provided valuable information on resident perceptions of service delivery. They are used to develop and improve programs and processes. The Village conducted resident surveys online from 2011 to 2016, before partnering with the National Research Center to conduct the National Citizen Survey in 2017. While the third-party survey produced the desired scientifically controlled results, the resident satisfaction survey was conducted in-house in 2020 to conserve costs.

Methodology

Village staff administered the 2020 Resident Satisfaction Survey to 1,500 households, selected at random. Households received three mailings from the Village:

- 1) A postcard announcement;
- 2) A letter from the Village President and a survey packet;
- 3) A follow-up letter and second survey packet.

Residents were provided a postage-paid return envelope and were given the opportunity to take the survey online.

The survey questions were modeled after the 2016 set and included multiple-choice and open-ended questions in five categories: quality of life, government operations, departmental services, customer service & communications, and general demographics. All acting department heads participated in the creation and review of the survey's questions. Village staff were responsible for the survey's design, assembly, distribution, tabulation, and reporting. Text recognition technologies were utilized for data extraction, and to automate portions of the data extraction process.

Timeline

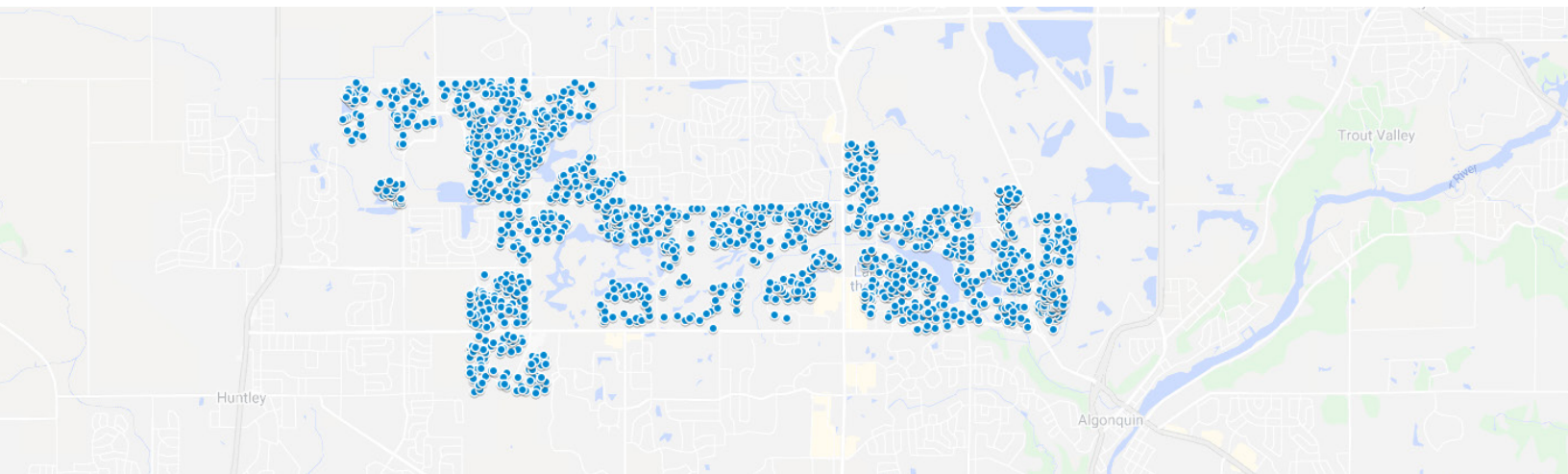
The Resident Satisfaction Survey was administered through September 2020, with a mailing postmarked in each of the month's first three weeks. Residents were asked to respond by September 30. Collection closed on October 30, and results were finalized and published on Friday, November 6, 2020.

Responses

The Village received a total of 436 responses to the survey for a response rate of 29%. Geographically, east of Randall Road represented 28% of responses, between Randall and Lakewood Road represented 38% of responses, and west of Lakewood Road represented 34% of responses.

Margin of Error

The Village conducted the 2020 Resident Satisfaction Survey with a 90% confidence level and a 5% margin error.



QUALITY OF LIFE

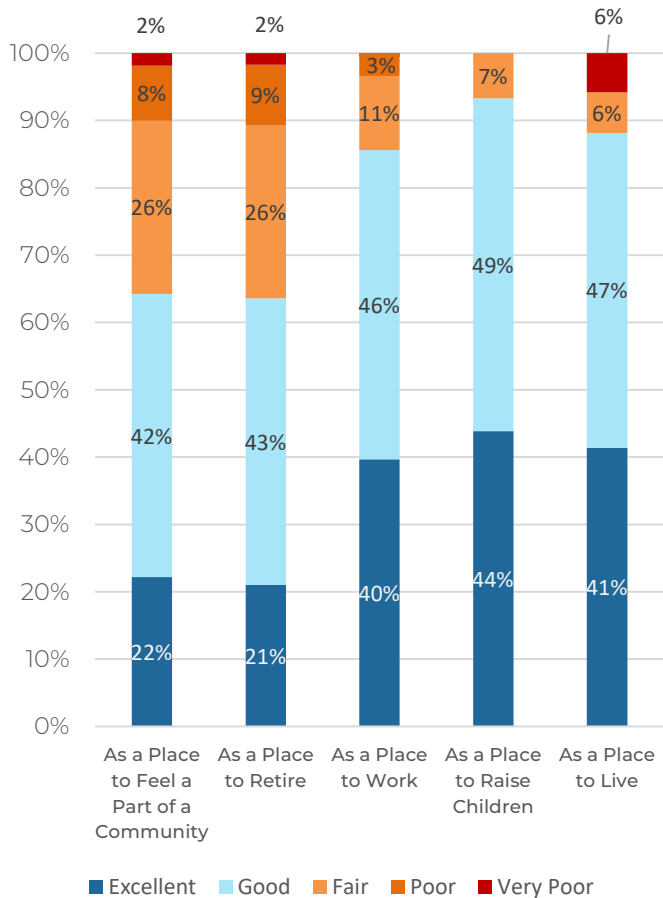
The 2020 survey asked Lake in the Hills residents a variety of questions relative to the Village's general quality of life. Overall, 94% of residents gave a positive rating of 'Excellent' (56%) or 'Good' (38%). This positive sentiment is consistent with responses from previous years, with a 2% increase from 2016.

Further questioning showed that residents identified Lake in the Hills as a place to raise children as the most favorable aspect of quality of life. When provided ten categories, residents ranked the social environment as the most important attribute of living in the Village, followed by housing and local retail and services.



OVERALL QUALITY OF LIFE

HOW WOULD YOU RATE THE VILLAGE ON THE FOLLOWING ASPECTS OF QUALITY OF LIFE?



RATING QUALITY OF LIFE ATTRIBUTES FROM MOST IMPORTANT TO LEAST IMPORTANT

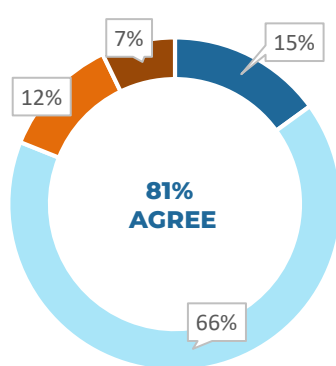
#1	SOCIAL ENVIRONMENT
#2	HOUSING
#3	LOCAL RETAIL & SERVICES
#4	HEALTHCARE
#5	NATURAL ENVIRONMENT & POLLUTION
#6	EDUCATION & SCHOOLS
#7	SAFETY / CRIME
#8	TAXES & THE POLITICAL ENVIRONMENT
#9	PUBLIC SERVICES & TRANSPORTATION
#10	RECREATION & THE CULTURAL ENVIRONMENT

GOVERNMENT OPERATIONS

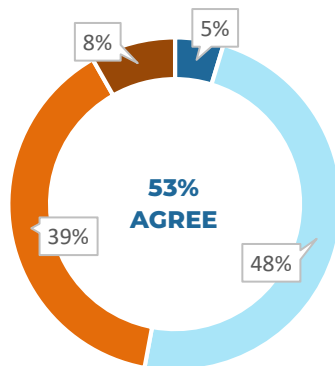
This section of the survey asked respondents to evaluate their agreement with select statements made about government operations. Overall, 94% of residents were pleased with the direction that the Village is taking. This is a +9.26% increase from 2016 (86% positive).

Of the six questions included in this set, just one showed a majority in disagreement. 52% of respondents indicated that they do not feel involved in the community's decision-making process.

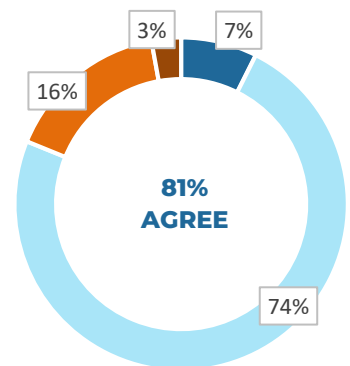
- Strongly Agree
- Agree
- Disagree
- Strongly Disagree



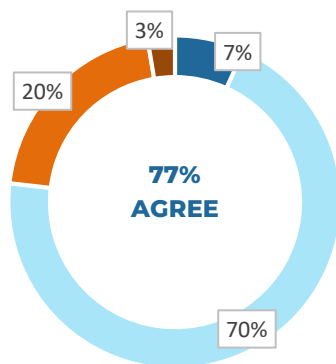
I am pleased with the overall direction the Village is taking.



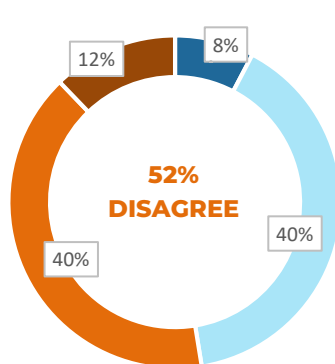
I am pleased with the overall performance of the Village Board



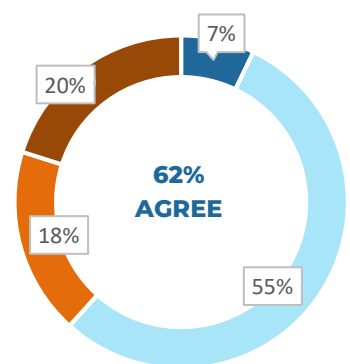
I believe the Village's local government does a good job running local government for the benefit of all people.



I feel informed about the decisions made by the local governing body about our community.



I feel involved in the decision making process for our community.



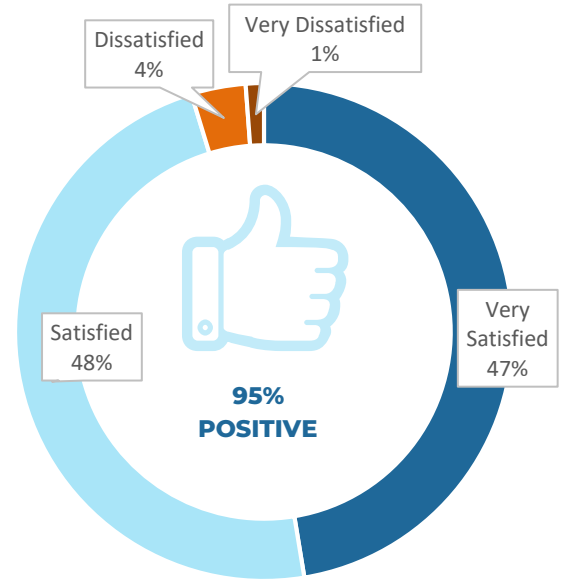
I believe the Village's operations are appropriately transparent.

DEPARTMENTAL SERVICES

POLICE DEPARTMENT

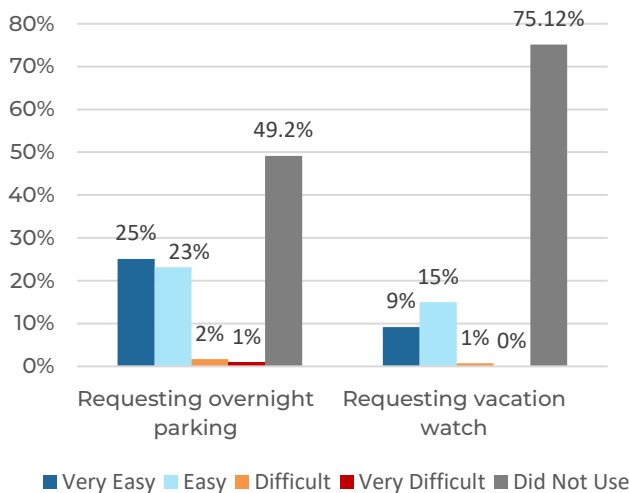
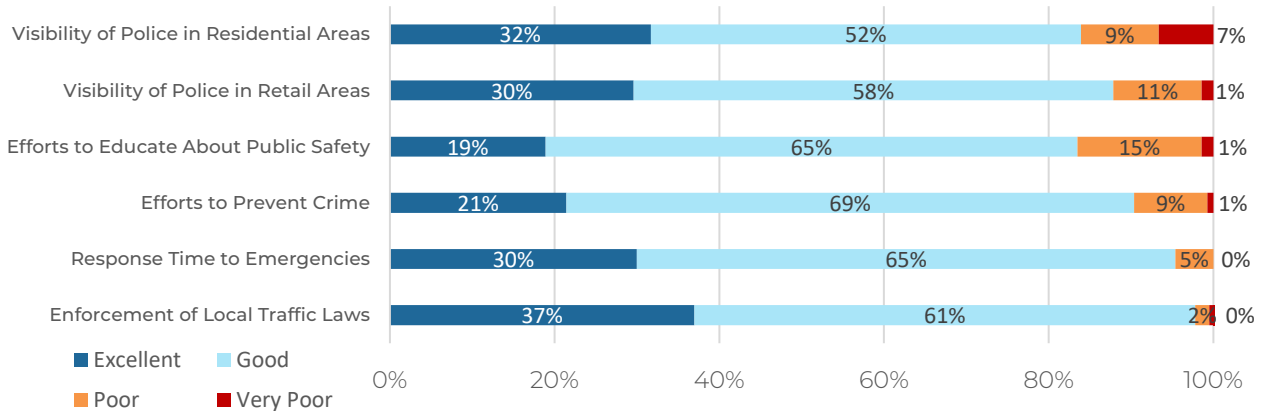
Public safety continues to be a top priority, and one of the most critical services the Village provides to the community. The 2020 resident satisfaction survey demonstrated that 95% of residents are very satisfied or satisfied with the overall quality of police services. This is consistent with the results from 2016 (95%)

More notable than the favorable rating for overall services is the department's customer service score. 98% of respondents gave the police department a positive rating. This is the highest the department has received for its ratings.

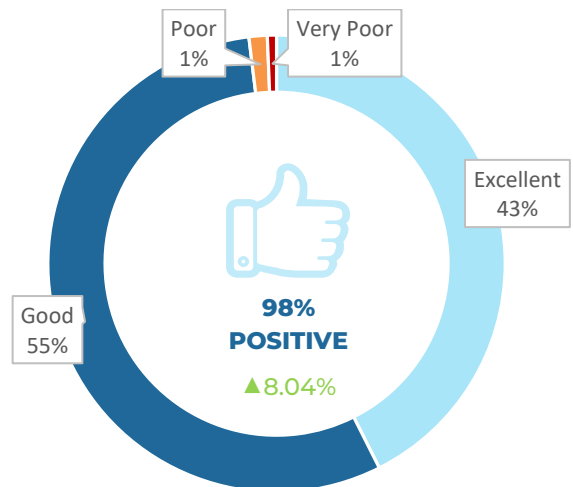


OVERALL QUALITY OF POLICE SERVICES

HOW WOULD YOU RATE THE FOLLOWING ELEMENTS OF PUBLIC SAFETY IN THE VILLAGE?



EASE OF USING ONLINE POLICE PORTALS



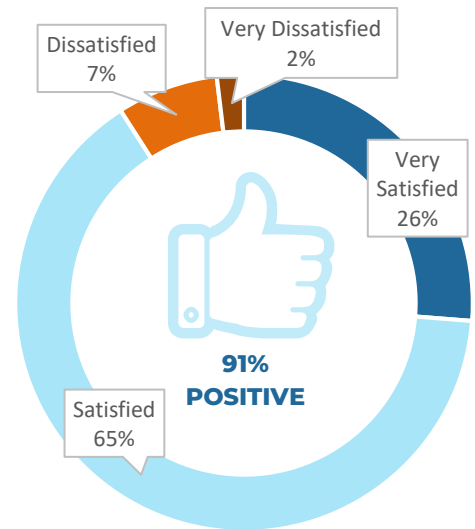
QUALITY OF POLICE CUSTOMER SERVICE

DEPARTMENTAL SERVICES

PUBLIC WORKS DEPARTMENT

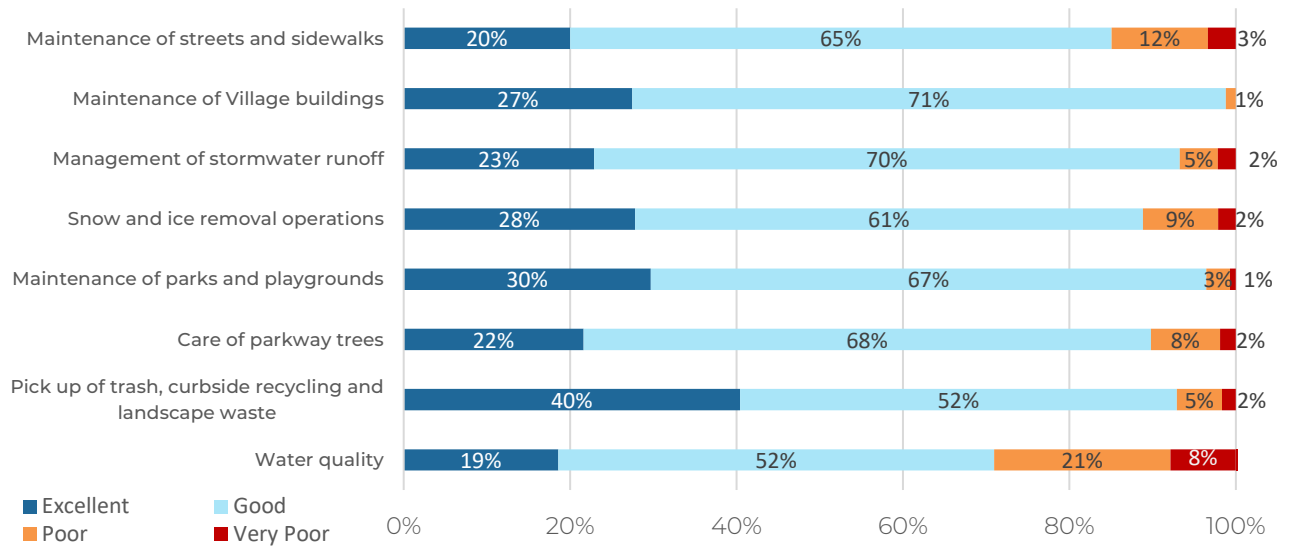
Residents were asked to rate the quality of Public Works and infrastructure-related services. The overall satisfaction with the department's services did not change from 2016 to 2020. The top-rated service was the maintenance of Village Buildings (98% positive), followed by the maintenance of parks and playgrounds (97%) and management of stormwater runoff (93%).

Water quality had the bottom-most rating of public works services, but the majority still gave an overall positive rating totaling 71%. This demonstrates a slight decrease from 2016's positive score of 73%.

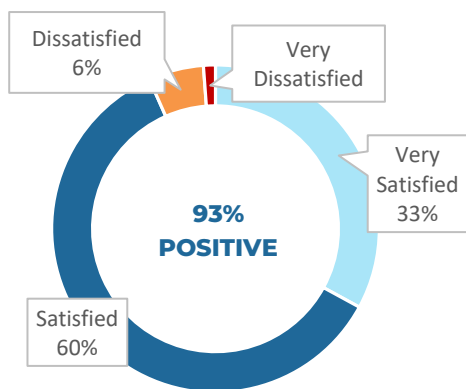


OVERALL QUALITY OF PUBLIC WORKS SERVICES

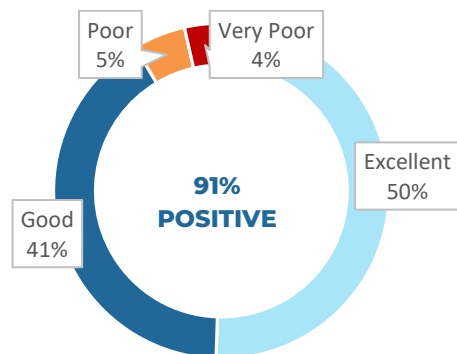
HOW WOULD YOU RATE THE FOLLOWING PUBLIC WORKS SERVICES?



■ Excellent ■ Good
■ Poor ■ Very Poor



OVERALL QUALITY OF PARKS AND FACILITIES



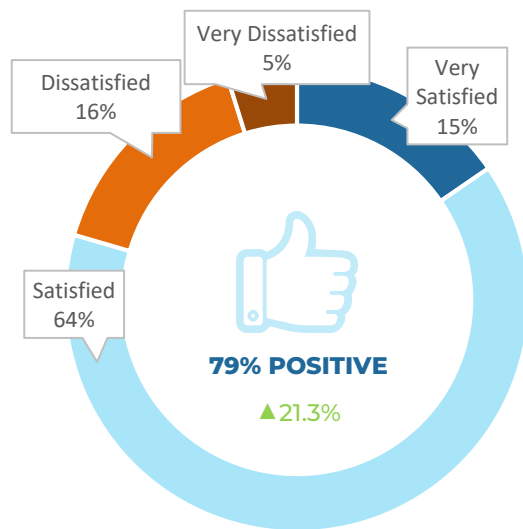
PUBLIC WORKS CUSTOMER SERVICE

DEPARTMENTAL SERVICES

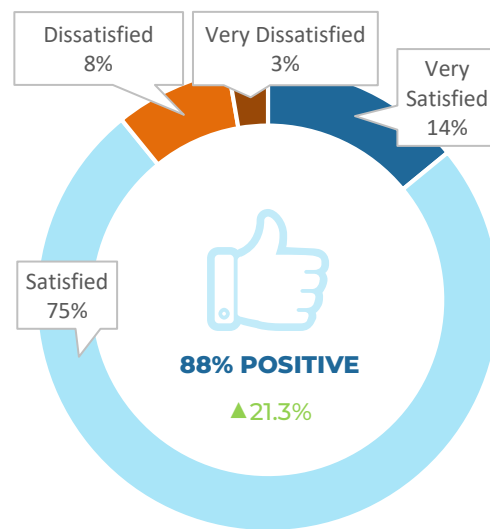
COMMUNITY DEVELOPMENT DEPARTMENT

For the Community Development Department, the majority of respondents gave positive ratings for both the overall efforts to enforce codes and ordinances (79%) and the overall process for building and inspection services (88%).

Mowing and trimming of lawns was the top rated code enforcement service (87%), and enforcing cleanup of litter and debris on private property was the bottom rated code enforcement service (80%).

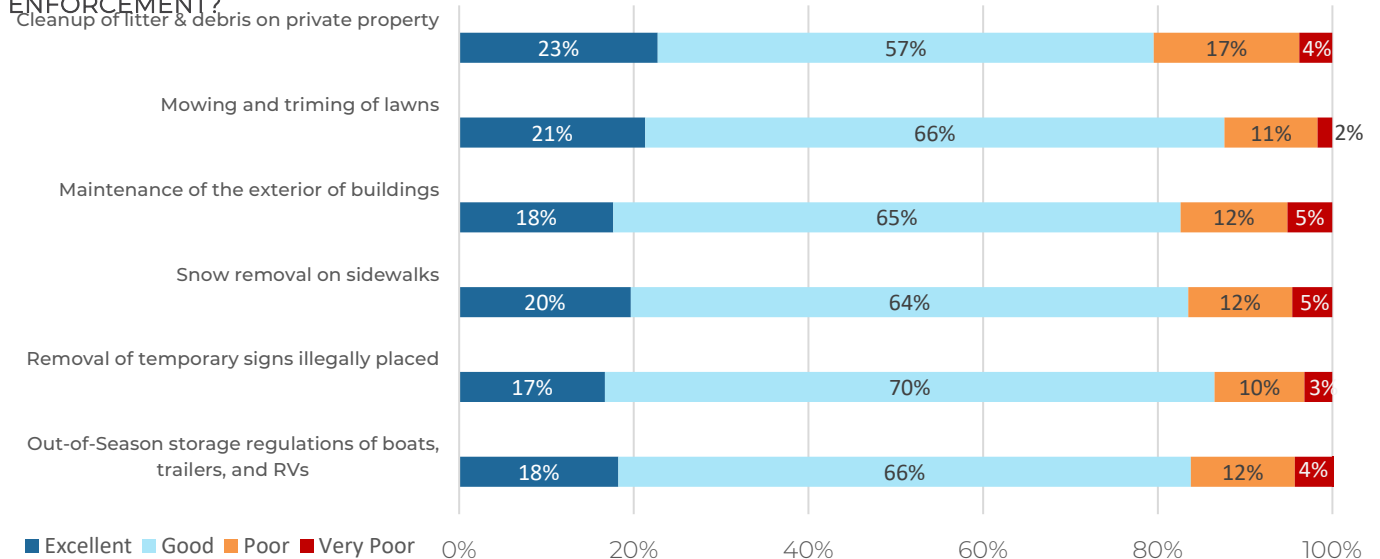


HOW SATISFIED ARE YOU WITH OVERALL EFFORTS TO ENFORCE CODES AND ORDINANCES?



HOW SATISFIED ARE YOU WITH THE OVERALL PROCESS FOR BUILDING AND INSPECTION SERVICES?

HOW WOULD YOU RATE THE VILLAGE'S EFFORTS IN THE FOLLOWING ASPECTS OF CODE ENFORCEMENT?

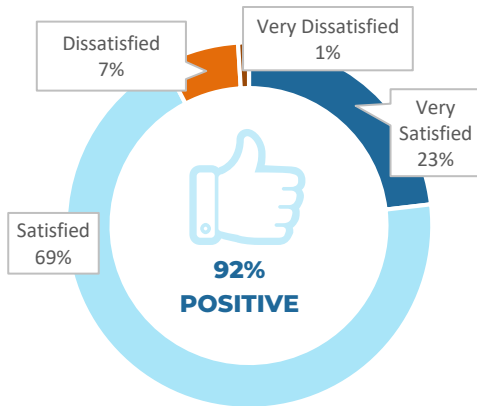


DEPARTMENTAL SERVICES

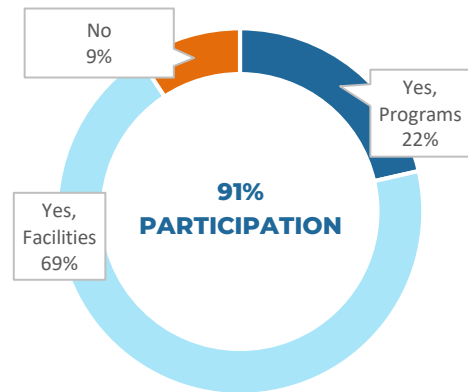
RECREATION DIVISION

The Recreation Division included questions on programming interest levels, participation, and overall quality of services. In a question set measuring interest in programs, nature-based programming was the top rated category (75% interested). This is consistent with a division survey conducted online earlier in the year, that also showed nature-based programs as the top-ranked program category.

Preschool (28%) and Early Childhood Programs (27%) were the bottom rated program categories. While this may represent respondent interest levels, it should be noted that 62% of respondents indicated they did not have anyone under the age of 18 living in their residence.

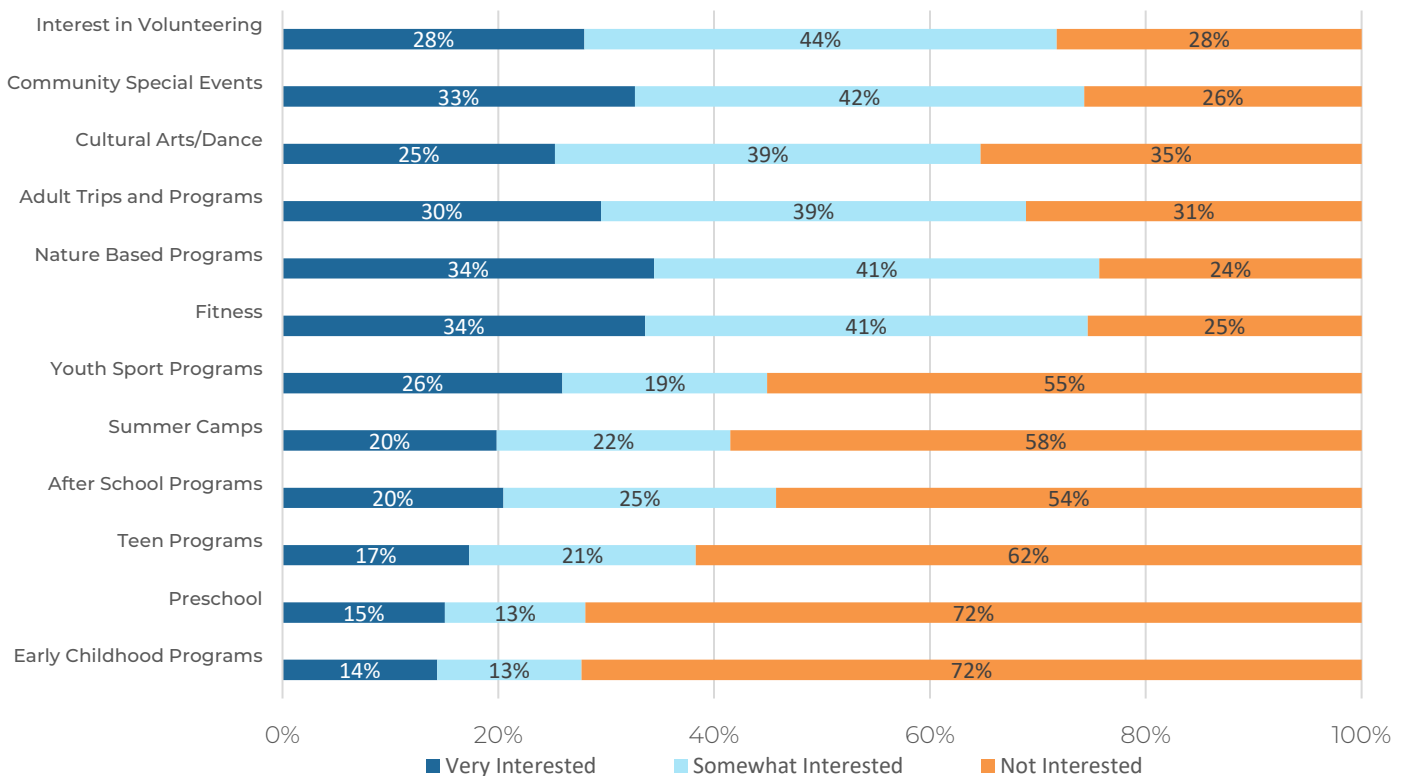


OVERALL QUALITY OF RECREATION PROGRAMS



PARTICIPATION IN PARKS AND RECREATION SERVICES OVER THE PAST 12 MONTHS

PLEASE INDICATE YOUR LEVEL OF INTEREST IN EACH OF THE FOLLOWING PROGRAMS AND ACTIVITIES



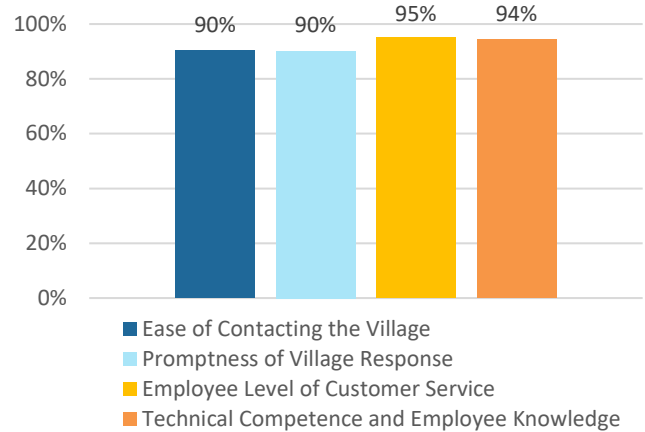
COMMUNICATIONS & CUSTOMER SERVICE

While the Administration Department and Police Department have designated communications staff, every interaction by the Village with a community member provides an opportunity for effective communication. The survey's question set measured communications in ways that they apply to all departments and government operations. Overall, Village communications with residents were viewed favorably, with a positive score of 88%. Residents also ranked the ease of contacting the Village (90%) and promptness of the Village's response positively (95%).

The top-rated communication method in regards to usefulness was a personal visit to a Village facility (91%), and the bottom-rated communication was Word of Mouth. However, it still showed an overall positive score (66%).

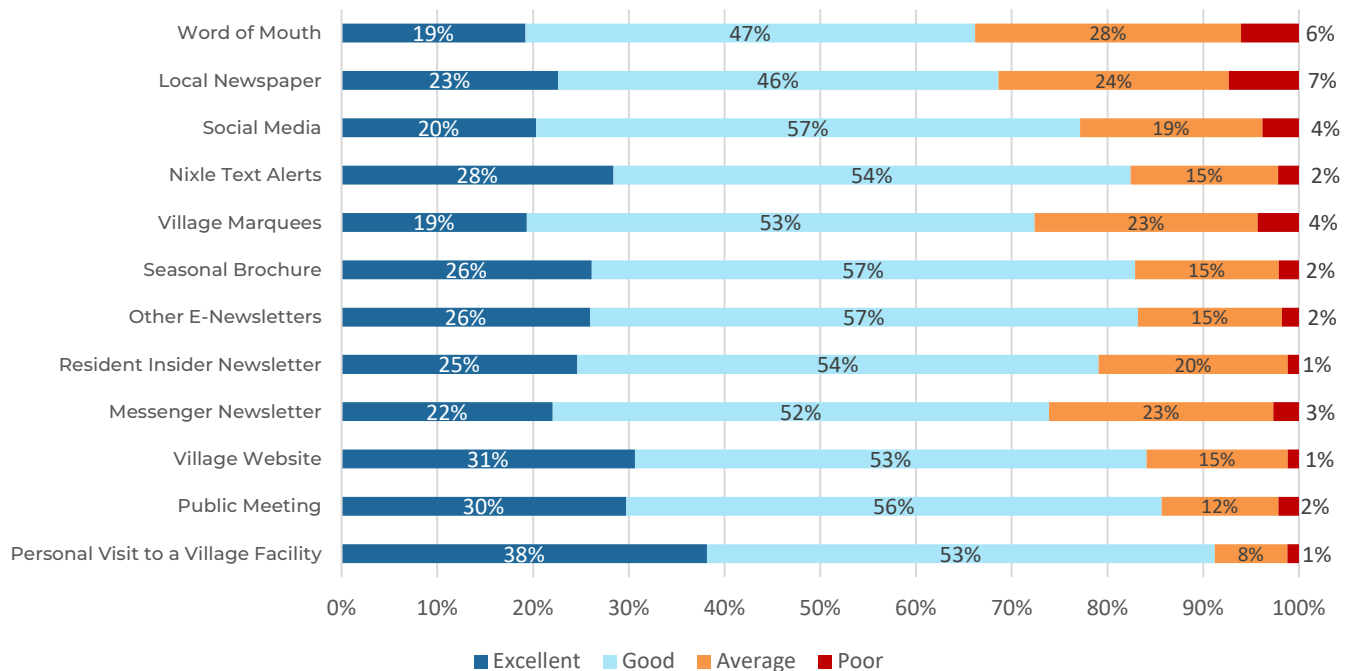


OVERALL EFFECTIVENESS OF VILLAGE COMMUNICATIONS WITH RESIDENTS



EFFECTIVENESS IN ELEMENTS OF COMMUNICATIONS

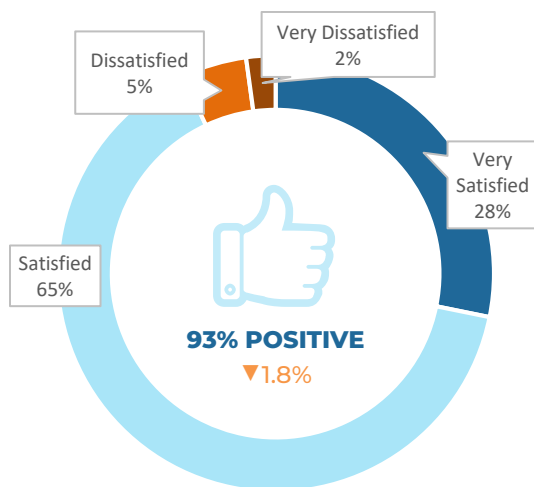
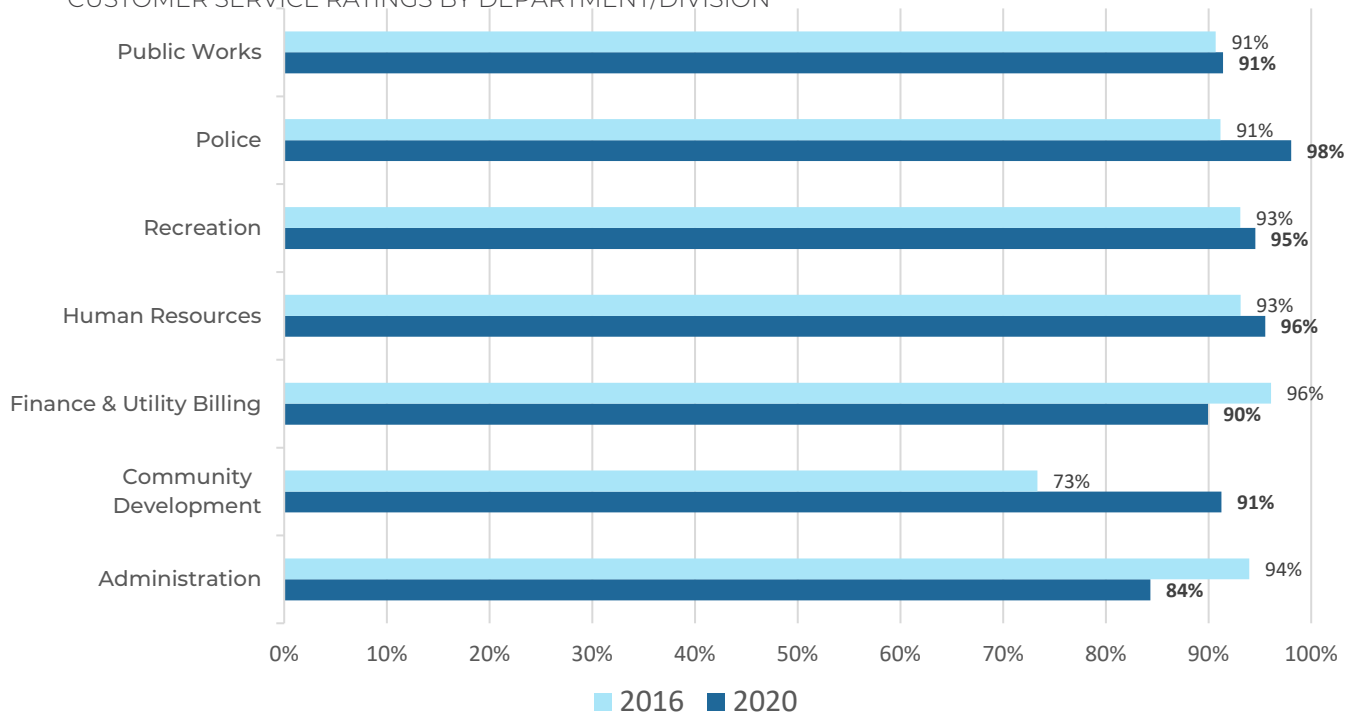
RATING THE USEFULNESS OF VILLAGE COMMUNICATION TOOLS



COMMUNICATIONS & CUSTOMER SERVICE

Customer service questions were included throughout the survey, giving residents an opportunity to rate individual departments or divisions. The Police Department had the highest positive customer service rating (98%), followed by Human Resources (96%) and Recreation (95%). Community Development showed the most significant increase in satisfaction levels, up +25% from 2016 (73%) to 2020 (91%). The Administration Department showed an -11% decrease from 2016 (94%) to 2020, though the majority rating was positive overall (84%).

CUSTOMER SERVICE RATINGS BY DEPARTMENT/DIVISION



The 2020 satisfaction level for the overall quality of customer service provided by Village employees was consistent with responses from 2016. In this year's survey, 93% of respondents offered a positive satisfaction rating, just a slight change of -1.8% from 2016 (95%).

OVERALL SATISFACTION OF CUSTOMER SERVICE PROVIDED BY EMPLOYEES

CONCLUSION AND NEXT STEPS

Residents are happy to live in Lake in the Hills. Overall, nine out of ten residents rated the quality of life in Lake in the Hills as an excellent or good place to live. The vast majority of residents also rated individual qualifiers positively, including Lake in the Hills as a place to raise children, work, retire, and feel a part of the community.

Residents are confident in the Village's services and operations. None of the municipal services surveyed received an overall negative rating. Some residents singled out specific services in open-ended comments, but the categories themselves received majority-positive ratings.

There is an opportunity to engage and involve residents in government operations. Residents indicated that they do not feel involved in the decision making process in the community. Additionally, roughly seven out of ten residents indicated they have an interest in volunteering.

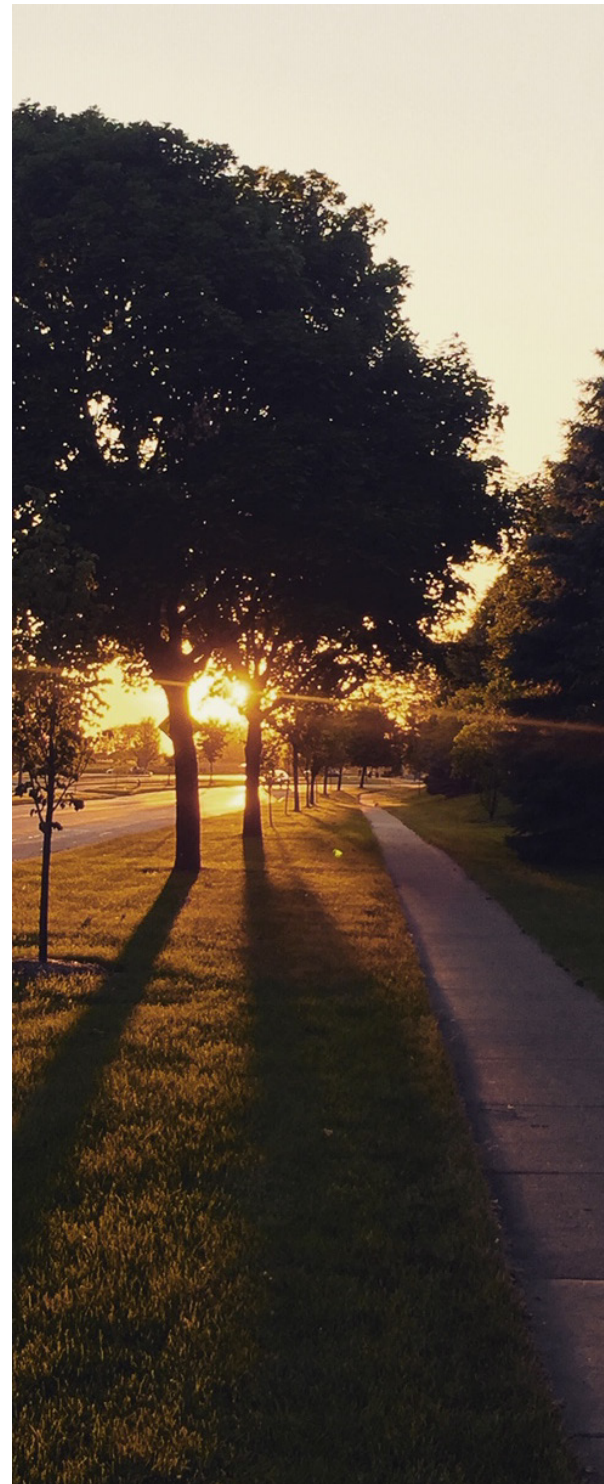
The social environment is important to residents. Notably outside of expectations, residents rated the social environment as the most important attribute of living in Lake in the Hills. In prior surveys, safety was the most important attribute. This may speak to the mindset of the community during a pandemic year where socialization opportunities have been limited.

NEXT STEPS: In the coming months, Village staff will continue the analysis of survey data, benchmarking against previous years, as well as against comparable communities. Staff will also complete demographic analysis and a geographic subgroup comparison to identify any divide of service needs between sections of the Village. Department heads will utilize data to inform decisions on the programs and services their departments provide.

ATTACHMENTS

Appendix A – Response Tabulations

Appendix B – Open Ended Questions



“Golden Hour” by Sarah Santoria

In general, how would you rate the quality of life in Lake in the Hills?		Excellent	Good	Fair	Poor	Very Poor	No response	Total
Count		159	235	27	1	0	14	422
%		37.68%	55.69%	6.40%	0.24%	0.00%		100.00%
% (including no response)		36.47%	53.90%	6.19%	0.23%	0.00%	3.21%	100.00%

How would you rate the Village on the following aspects of quality of life?		Excellent	Good	Fair	Poor	Very Poor	No response	Total
As a place to live	Count	178	201	26	0	25	6	430
	%	41.40%	46.74%	6.05%	0.00%	5.81%		100.00%
	% (including no response)	40.83%	46.10%	5.96%	0.00%	5.73%	1.38%	100.00%
As a place to raise children	Count	189	213	29	0	0	5	431
	%	43.85%	49.42%	6.73%	0.00%	0.00%		100.00%
	% (including no response)	43.35%	48.85%	6.65%	0.00%	0.00%	1.15%	100.00%
As a place to work	Count	165	191	46	12	2	20	416
	%	39.66%	45.91%	11.06%	2.88%	0.48%		100.00%
	% (including no response)	37.84%	43.81%	10.55%	2.75%	0.46%	4.59%	100.00%
As a place to retire	Count	86	174	105	37	7	27	409
	%	21.03%	42.54%	25.67%	9.05%	1.71%		100.00%
	% (including no response)	19.72%	39.91%	24.08%	8.49%	1.61%	6.19%	100.00%
As a place to feel a part of a community	Count	95	180	110	35	8	8	428
	%	22.20%	42.06%	25.70%	8.18%	1.87%		100.00%
	% (including no response)	21.79%	41.28%	25.23%	8.03%	1.83%	1.83%	100.00%

Please rank the following attributes to measure your quality of life (1 as least important, 10 as most important):		1	2	3	4	5	6	7	8	9	10	No response	Total
Education and Schools	Count	26	1	10	9	18	10	26	110	20	194	12	424
	%	6.13%	0.24%	2.36%	2.12%	4.25%	2.36%	6.13%	25.94%	4.72%	45.75%		100.00%
	% (including no response)	5.96%	0.23%	2.29%	2.06%	4.13%	2.29%	5.96%	25.23%	4.59%	44.50%	2.75%	100.00%
Healthcare	Count	21	4	6	6	22	12	33	67	74	179	12	424
	%	4.95%	0.94%	1.42%	1.42%	5.19%	2.83%	7.78%	15.80%	17.45%	42.22%		100.00%
	% (including no response)	4.82%	0.92%	1.38%	1.38%	5.05%	2.75%	7.57%	15.37%	16.97%	41.06%	2.75%	100.00%
Housing	Count	5	1	7	7	20	18	31	93	79	169	6	430
	%	1.16%	0.23%	1.63%	1.63%	4.65%	4.19%	7.21%	21.63%	18.37%	39.30%		100.00%
	% (including no response)	1.15%	0.23%	1.61%	1.61%	4.59%	4.13%	7.11%	21.33%	18.12%	38.76%	1.38%	100.00%
Local Retail and Services	Count	8	2	3	9	13	15	46	91	93	147	9	427
	%	1.87%	0.47%	0.70%	2.11%	3.04%	3.51%	10.77%	21.31%	21.78%	34.43%		100.00%
	% (including no response)	1.83%	0.46%	0.69%	2.06%	2.98%	3.44%	10.55%	20.87%	21.33%	33.72%	2.06%	100.00%
Natural Environment and Pollution	Count	6	2	5	14	23	23	59	91	86	118	9	427
	%	1.41%	0.47%	1.17%	3.28%	5.39%	5.39%	13.82%	21.31%	20.14%	27.63%		100.00%
	% (including no response)	1.38%	0.46%	1.15%	3.21%	5.28%	5.28%	13.53%	20.87%	19.72%	27.06%	2.06%	100.00%
Public Services and Transportation	Count	18	11	16	11	37	31	33	78	85	111	5	431
	%	4.18%	2.55%	3.71%	2.55%	8.58%	7.19%	7.66%	18.10%	19.72%	25.75%		100.00%
	% (including no response)	4.13%	2.52%	3.67%	2.52%	8.49%	7.11%	7.57%	17.89%	19.50%	25.46%	1.15%	100.00%
Recreation and the Cultural Environment	Count	25	16	21	18	49	47	59	71	59	66	5	431
	%	5.80%	3.71%	4.87%	4.18%	11.37%	10.90%	13.69%	16.47%	13.69%	15.31%		100.00%
	% (including no response)	5.73%	3.67%	4.82%	4.13%	11.24%	10.78%	13.53%	16.28%	13.53%	15.14%	1.15%	100.00%

Please rank the following attributes to measure your quality of life (1 as least important, 10 as most important):		1	2	3	4	5	6	7	8	9	10	No response	Total
Safety/Crime	Count	13	8	8	15	22	35	48	67	81	135	4	432
	%	3.01%	1.85%	1.85%	3.47%	5.09%	8.10%	11.11%	15.51%	18.75%	31.25%		100.00%
	% (including no response)	2.98%	1.83%	1.83%	3.44%	5.05%	8.03%	11.01%	15.37%	18.58%	30.96%	0.92%	100.00%
Social Environment	Count	9	6	6	6	22	13	19	69	93	186	7	429
	%	2.10%	1.40%	1.40%	1.40%	5.13%	3.03%	4.43%	16.08%	21.68%	43.36%		100.00%
	% (including no response)	2.06%	1.38%	1.38%	1.38%	5.05%	2.98%	4.36%	15.83%	21.33%	42.66%	1.61%	100.00%
Taxes and the Political Environment	Count	23	13	15	9	25	22	49	87	74	115	4	432
	%	5.32%	3.01%	3.47%	2.08%	5.79%	5.09%	11.34%	20.14%	17.13%	26.62%		100.00%
	% (including no response)	5.28%	2.98%	3.44%	2.06%	5.73%	5.05%	11.24%	19.95%	16.97%	26.38%	0.92%	100.00%

How important to your resident experience are Village-sponsored community events such as the Public Works Open House, National Night Out, Summer Sunset Festival, and Flurry Fest?	Very important	Important	Less important	Not at all important	No response	Total
Count	24	57	22	12	321	115
%	20.87%	49.57%	19.13%	10.43%		100.00%
% (including no response)	5.50%	13.07%	5.05%	2.75%	73.62%	100.00%

Please rate your agreement with the following statements:	Strongly Agree	Agree	Disagree	Strongly Disagree	No response	Total	
I feel involved in the decision making process for our community.	Count	12	62	63	19	280	156
	%	7.69%	39.74%	40.38%	12.18%		100.00%
	% (including no response)	2.75%	14.22%	14.45%	4.36%	64.22%	100.00%
I believe the Village's operations are appropriately transparent.	Count	11	84	28	4	309	127
	%	8.66%	66.14%	22.05%	3.15%		100.00%
	% (including no response)	2.52%	19.27%	6.42%	0.92%	70.87%	100.00%
I am pleased with the overall direction the Village is taking.	Count	65	286	51	13	21	415
	%	15.66%	68.92%	12.29%	3.13%		100.00%
	% (including no response)	14.91%	65.60%	11.70%	2.98%	4.82%	100.00%
I am pleased with the overall performance of the Village Board.	Count	20	205	165	35	11	425
	%	4.71%	48.24%	38.82%	8.24%		100.00%
	% (including no response)	4.59%	47.02%	37.84%	8.03%	2.52%	100.00%
I believe the Village's local government does a good job running local government for the benefit of all people.	Count	31	309	67	12	17	419
	%	7.40%	73.75%	15.99%	2.86%		100.00%
	% (including no response)	7.11%	70.87%	15.37%	2.75%	3.90%	100.00%
I feel informed about decisions made by the local governing body about our community.	Count	28	290	85	11	22	414
	%	6.76%	70.05%	20.53%	2.66%		100.00%
	% (including no response)	6.42%	66.51%	19.50%	2.52%	5.05%	100.00%

How satisfied are you with:	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No response	Total	
Overall quality of Police services	Count	201	203	15	5	12	424
	%	47.41%	47.88%	3.54%	1.18%		100.00%
	% (including no response)	46.10%	46.56%	3.44%	1.15%	2.75%	100.00%
Overall quality of Recreation programs	Count	97	290	28	4	17	419
	%	23.15%	69.21%	6.68%	0.95%		100.00%
	% (including no response)	22.25%	66.51%	6.42%	0.92%	3.90%	100.00%

How satisfied are you with:		Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No response	Total
Overall quality of Parks and Facilities	Count	139	255	23	5	14	422
	%	32.94%	60.43%	5.45%	1.18%		100.00%
	% (including no response)	31.88%	58.49%	5.28%	1.15%	3.21%	100.00%
Overall quality of Public Works Services	Count	110	271	30	8	17	419
	%	26.25%	64.68%	7.16%	1.91%		100.00%
	% (including no response)	25.23%	62.16%	6.88%	1.83%	3.90%	100.00%
Overall Economic Development efforts	Count	61	282	57	14	22	414
	%	14.73%	68.12%	13.77%	3.38%		100.00%
	% (including no response)	13.99%	64.68%	13.07%	3.21%	5.05%	100.00%
Overall efforts by the Village to enforce codes and ordinances	Count	64	266	65	20	21	415
	%	15.42%	64.10%	15.66%	4.82%		100.00%
	% (including no response)	14.68%	61.01%	14.91%	4.59%	4.82%	100.00%
Overall process for building and inspection services	Count	57	304	33	11	31	405
	%	14.07%	75.06%	8.15%	2.72%		100.00%
	% (including no response)	13.07%	69.72%	7.57%	2.52%	7.11%	100.00%
Overall quality of customer service provided by Village employees	Count	117	269	20	9	21	415
	%	28.19%	64.82%	4.82%	2.17%		100.00%
	% (including no response)	26.83%	61.70%	4.59%	2.06%	4.82%	100.00%
Overall effectiveness of Village communications with the public	Count	49	173	46	10	158	278
	%	17.63%	62.23%	16.55%	3.60%		100.00%
	% (including no response)	11.24%	39.68%	10.55%	2.29%	36.24%	100.00%

How satisfied are you with the ease of using the Village's online bill payment options?		Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Did Not Use	No response	Total
Count		76	134	24	8	180	14	422
%		18.01%	31.75%	5.69%	1.90%	42.65%		100.00%
% (including no response)		17.43%	30.73%	5.50%	1.83%	41.28%	3.21%	100.00%

Rank the ease of using the following services available through the portals on the Village's website.		Very Easy	Easy	Difficult	Very Difficult	Did Not Use	No response	Total
Applying for a building permit	Count	32	94	15	4	273	18	418
	%	7.66%	22.49%	3.59%	0.96%	65.31%		100.00%
	% (including no response)	7.34%	21.56%	3.44%	0.92%	62.61%	4.13%	100.00%
Reviewing status of a permit application	Count	26	81	15	4	286	24	412
	%	6.31%	19.66%	3.64%	0.97%	69.42%		100.00%
	% (including no response)	5.96%	18.58%	3.44%	0.92%	65.60%	5.50%	100.00%

Rank the ease of using the following services available through the portals on the Village's website.		Very Easy	Easy	Difficult	Very Difficult	Did Not Use	No response	Total
Requesting an inspection	Count	33	87	11	3	281	21	415
	%	7.95%	20.96%	2.65%	0.72%	67.71%		100.00%
	% (including no response)	7.57%	19.95%	2.52%	0.69%	64.45%	4.82%	100.00%
Reporting a Code Violation	Count	23	57	9	5	319	23	413
	%	5.57%	13.80%	2.18%	1.21%	77.24%		100.00%
	% (including no response)	5.28%	13.07%	2.06%	1.15%	73.17%	5.28%	100.00%

Rank the ease of using the following services available through the portals on the Village's website.		Very Easy	Easy	Difficult	Very Difficult	Did Not Use	No response	Total
Requesting overnight parking	Count	104	96	7	4	204	21	415
	%	25.06%	23.13%	1.69%	0.96%	49.16%		100.00%
	% (including no response)	23.85%	22.02%	1.61%	0.92%	46.79%	4.82%	100.00%
Requesting vacation watch	Count	38	62	3	0	311	22	414
	%	9.18%	14.98%	0.72%	0.00%	75.12%		100.00%
	% (including no response)	8.72%	14.22%	0.69%	0.00%	71.33%	5.05%	100.00%

How would you rate the following elements of public safety in the Village?		Excellent	Good	Poor	Very Poor	No response	Total
The visibility of police in residential areas	Count	134	221	40	28	13	423
	%	31.68%	52.25%	9.46%	6.62%		100.00%
	% (including no response)	30.73%	50.69%	9.17%	6.42%	2.98%	100.00%
The visibility of police in retail areas	Count	124	244	45	6	17	419
	%	29.59%	58.23%	10.74%	1.43%		100.00%
	% (including no response)	28.44%	55.96%	10.32%	1.38%	3.90%	100.00%
The Village's efforts to educate the community about public safety	Count	79	270	63	6	18	418
	%	18.90%	64.59%	15.07%	1.44%		100.00%
	% (including no response)	18.12%	61.93%	14.45%	1.38%	4.13%	100.00%
The Village's efforts to prevent crime	Count	89	286	37	3	21	415
	%	21.45%	68.92%	8.92%	0.72%		100.00%
	% (including no response)	20.41%	65.60%	8.49%	0.69%	4.82%	100.00%
How quickly police respond to emergencies	Count	123	268	19	0	26	410
	%	30.00%	65.37%	4.63%	0.00%		100.00%
	% (including no response)	28.21%	61.47%	4.36%	0.00%	5.96%	100.00%
Enforcement of local traffic laws	Count	152	250	7	2	25	411
	%	36.98%	60.83%	1.70%	0.49%		100.00%
	% (including no response)	34.86%	57.34%	1.61%	0.46%	5.73%	100.00%

Specifically, how would you rate the following public works services?		Excellent	Good	Poor	Very Poor	No response	Total
Maintenance of streets and sidewalks	Count	83	270	48	14	21	415
	%	20.00%	65.06%	11.57%	3.37%		100.00%
	% (including no response)	19.04%	61.93%	11.01%	3.21%	4.82%	100.00%
Maintenance of Village buildings	Count	114	296	5	0	21	415
	%	27.47%	71.33%	1.20%	0.00%		100.00%
	% (including no response)	26.15%	67.89%	1.15%	0.00%	4.82%	100.00%
Management of stormwater runoff	Count	95	292	19	9	21	415
	%	22.89%	70.36%	4.58%	2.17%		100.00%
	% (including no response)	21.79%	66.97%	4.36%	2.06%	4.82%	100.00%
Snow and ice removal operations	Count	117	257	38	9	15	421
	%	27.79%	61.05%	9.03%	2.14%		100.00%
	% (including no response)	26.83%	58.94%	8.72%	2.06%	3.44%	100.00%
Maintenance of parks and playgrounds	Count	125	281	12	3	15	421
	%	29.69%	66.75%	2.85%	0.71%		100.00%
	% (including no response)	28.67%	64.45%	2.75%	0.69%	3.44%	100.00%

Specifically, how would you rate the following public works services?		Excellent	Good	Poor	Very Poor	No response	Total
Care of parkway trees	Count	91	287	35	8	15	421
	%	21.62%	68.17%	8.31%	1.90%		100.00%
	% (including no response)	20.87%	65.83%	8.03%	1.83%	3.44%	100.00%
Pick up of trash, curbside recycling and landscape waste	Count	171	222	23	7	13	423
	%	40.43%	52.48%	5.44%	1.65%		100.00%
	% (including no response)	39.22%	50.92%	5.28%	1.61%	2.98%	100.00%
Water quality	Count	78	220	89	33	16	420
	%	18.57%	52.38%	21.19%	7.86%		100.00%
	% (including no response)	17.89%	50.46%	20.41%	7.57%	3.67%	100.00%

How satisfied are you with available modes of transportation within the Village?		Very Satisfied	Somewhat Satisfied	Not Satisfied	No response	Total
Cars and personal vehicles	Count	359	50	2	25	411
	%	87.35%	12.17%	0.49%		100.00%
	% (including no response)	82.34%	11.47%	0.46%	5.73%	100.00%
Bikes	Count	276	122	16	22	414
	%	66.67%	29.47%	3.86%		100.00%
	% (including no response)	63.30%	27.98%	3.67%	5.05%	100.00%
Walking	Count	223	149	38	26	410
	%	54.39%	36.34%	9.27%		100.00%
	% (including no response)	51.15%	34.17%	8.72%	5.96%	100.00%
Public Transportation	Count	199	154	60	23	413
	%	48.18%	37.29%	14.53%		100.00%
	% (including no response)	45.64%	35.32%	13.76%	5.28%	100.00%
Private Transportation (Taxis, Uber, Lyft, etc.)	Count	112	195	66	63	373
	%	30.03%	52.28%	17.69%		100.00%
	% (including no response)	25.69%	44.72%	15.14%	14.45%	100.00%

How would you rate the Village's efforts in the following aspects of code enforcement?		Excellent	Good	Poor	Very Poor	No response	Total
Enforcing the cleanup of litter and debris on private property	Count	30	75	22	5	304	132
	%	22.73%	56.82%	16.67%	3.79%		100.00%
	% (including no response)	6.88%	17.20%	5.05%	1.15%	69.72%	100.00%
Enforcing the mowing and trimming of lawns	Count	88	274	44	7	23	413
	%	21.31%	66.34%	10.65%	1.69%		100.00%
	% (including no response)	20.18%	62.84%	10.09%	1.61%	5.28%	100.00%
Enforcing the maintenance of the exterior of buildings	Count	72	265	50	21	28	408
	%	17.65%	64.95%	12.25%	5.15%		100.00%
	% (including no response)	16.51%	60.78%	11.47%	4.82%	6.42%	100.00%
Enforcing snow removal on sidewalks	Count	81	263	49	19	24	412
	%	19.66%	63.83%	11.89%	4.61%		100.00%
	% (including no response)	18.58%	60.32%	11.24%	4.36%	5.50%	100.00%
Enforcing the removal of temporary signs illegally placed	Count	68	284	42	13	29	407
	%	16.71%	69.78%	10.32%	3.19%		100.00%
	% (including no response)	15.60%	65.14%	9.63%	2.98%	6.65%	100.00%

How would you rate the Village's efforts in the following aspects of code enforcement?		Excellent	Good	Poor	Very Poor	No response	Total
Enforcing the out-of-season regulations for the storage of boats, trailers, and RVs at private property	Count	72	259	47	17	41	395
	%	18.23%	65.57%	11.90%	4.30%		100.00%
	% (including no response)	16.51%	59.40%	10.78%	3.90%	9.40%	100.00%

Have you/any member of your household used the Village's Parks and Recreation services in the past 12 months?	Yes, Programs (including preschool, camp, athletics, senior programs, events, etc.).	Yes, Facilities (including athletic fields, beaches, walking paths, parks, facility rentals, etc.).	No, but a member of my household has used programs or facilities from neighboring community's park districts or private recreation providers (Lifetime Fitness, Algonquin Academy of Dance, etc.).	No, no member of my household has used any programs or facilities.	No response	Total
Count	65	210	56	154	25	485
%	13.40%	43.30%	11.55%	31.75%		100.00%
% (including no response)	12.75%	41.18%	10.98%	30.20%	4.90%	100.00%

The following list contains programs and activities that are currently provided by Parks and Recreation or may be developed in the future. Please indicate your level of interest in each.		Very Interested	Somewhat Interested	Not Interested	No response	Total
Early Childhood Programs	Count	45	42	227	122	314
	%	14.33%	13.38%	72.29%		100.00%
	% (including no response)	10.32%	9.63%	52.06%	27.98%	100.00%
Preschool	Count	58	50	277	51	385
	%	15.06%	12.99%	71.95%		100.00%
	% (including no response)	13.30%	11.47%	63.53%	11.70%	100.00%
Teen Programs	Count	65	79	232	60	376
	%	17.29%	21.01%	61.70%		100.00%
	% (including no response)	14.91%	18.12%	53.21%	13.76%	100.00%
After School Programs	Count	77	95	204	60	376
	%	20.48%	25.27%	54.26%		100.00%
	% (including no response)	17.66%	21.79%	46.79%	13.76%	100.00%
Summer Camps	Count	76	83	224	53	383
	%	19.84%	21.67%	58.49%		100.00%
	% (including no response)	17.43%	19.04%	51.38%	12.16%	100.00%
Youth Sport Programs	Count	97	71	206	62	374
	%	25.94%	18.98%	55.08%		100.00%
	% (including no response)	22.25%	16.28%	47.25%	14.22%	100.00%
Fitness	Count	127	155	96	58	378
	%	33.60%	41.01%	25.40%		100.00%
	% (including no response)	29.13%	35.55%	22.02%	13.30%	100.00%
Nature Base Programs	Count	136	163	96	41	395
	%	34.43%	41.27%	24.30%		100.00%
	% (including no response)	31.19%	37.39%	22.02%	9.40%	100.00%
Adult Trips and Programs	Count	114	152	120	50	386
	%	29.53%	39.38%	31.09%		100.00%
	% (including no response)	26.15%	34.86%	27.52%	11.47%	100.00%
Cultural Arts/Dance	Count	98	153	137	48	388
	%	25.26%	39.43%	35.31%		100.00%
	% (including no response)	22.48%	35.09%	31.42%	11.01%	100.00%

The following list contains programs and activities that are currently provided by Parks and Recreation or may be developed in the future. Please indicate your level of interest in each.		Very Interested	Somewhat Interested	Not Interested	No response	Total
Community Special Events	Count	127	162	100	47	389
	%	32.65%	41.65%	25.71%		100.00%
	% (including no response)	29.13%	37.16%	22.94%	10.78%	100.00%
Interest in Volunteering	Count	110	172	111	43	393
	%	27.99%	43.77%	28.24%		100.00%
	% (including no response)	25.23%	39.45%	25.46%	9.86%	100.00%

If you have had an experience in the past 12 months with one of the following Village departments, please rate the level of customer service received by that department.		Excellent	Good	Poor	Very Poor	No response	Total
Administration	Count	57	94	3	25	257	179
	%	31.84%	52.51%	1.68%	13.97%		100.00%
	% (including no response)	13.07%	21.56%	0.69%	5.73%	58.94%	100.00%
Community Development (Permits/Property Maintenance Enforcement/Zoning)	Count	51	95	7	7	276	160
	%	31.88%	59.38%	4.38%	4.38%		100.00%
	% (including no response)	11.70%	21.79%	1.61%	1.61%	63.30%	100.00%
Finance and Utility Billing	Count	57	86	9	7	277	159
	%	35.85%	54.09%	5.66%	4.40%		100.00%
	% (including no response)	13.07%	19.72%	2.06%	1.61%	63.53%	100.00%
Human Resources	Count	54	95	3	4	280	156
	%	34.62%	60.90%	1.92%	2.56%		100.00%
	% (including no response)	12.39%	21.79%	0.69%	0.92%	64.22%	100.00%
Recreation	Count	36	68	5	1	326	110
	%	32.73%	61.82%	4.55%	0.91%		100.00%
	% (including no response)	8.26%	15.60%	1.15%	0.23%	74.77%	100.00%
Police	Count	66	86	2	1	281	155
	%	42.58%	55.48%	1.29%	0.65%		100.00%
	% (including no response)	15.14%	19.72%	0.46%	0.23%	64.45%	100.00%
Public Works	Count	100	81	10	7	238	198
	%	50.51%	40.91%	5.05%	3.54%		100.00%
	% (including no response)	22.94%	18.58%	2.29%	1.61%	54.59%	100.00%

Overall, how would you rate the Village's effectiveness in the following elements of communication?		Excellent	Good	Poor	Very Poor	No response	Total
Village communication to residents	Count	88	262	42	6	38	398
	%	22.11%	65.83%	10.55%	1.51%		100.00%
	% (including no response)	20.18%	60.09%	9.63%	1.38%	8.72%	100.00%
Ease of contacting the Village	Count	103	257	32	7	37	399
	%	25.81%	64.41%	8.02%	1.75%		100.00%
	% (including no response)	23.62%	58.94%	7.34%	1.61%	8.49%	100.00%
Promptness of the Village's response	Count	116	258	15	5	48	394
	%	29.44%	65.48%	3.81%	1.27%		100.00%
	% (including no response)	26.24%	58.37%	3.39%	1.13%	10.86%	100.00%
Employee level of Customer Service	Count	99	243	21	9	64	372
	%	26.61%	65.32%	5.65%	2.42%		100.00%
	% (including no response)	22.71%	55.73%	4.82%	2.06%	14.68%	100.00%

Overall, how would you rate the Village's effectiveness in the following elements of communication?		Excellent	Good	Poor	Very Poor	No response	Total
Technical competence and employee knowledge	Count	104	251	13	8	60	376
	%	27.66%	66.76%	3.46%	2.13%		100.00%
	%(including no response)	23.85%	57.57%	2.98%	1.83%	13.76%	100.00%

How would you rate the usefulness of the information provided by the following Village communication tools?		Excellent	Good	Average	Poor	No response	Total
Personal Visit to a Village Facility	Count	126	175	25	4	106	330
	%	38.18%	53.03%	7.58%	1.21%		100.00%
	%(including no response)	28.90%	40.14%	5.73%	0.92%	24.31%	100.00%
Public Meeting	Count	83	156	34	6	157	279
	%	29.75%	55.91%	12.19%	2.15%		100.00%
	%(including no response)	19.04%	35.78%	7.80%	1.38%	36.01%	100.00%
Village Website	Count	106	185	51	4	90	346
	%	30.64%	53.47%	14.74%	1.16%		100.00%
	%(including no response)	24.31%	42.43%	11.70%	0.92%	20.64%	100.00%
Messenger Newsletter	Count	66	155	70	8	137	299
	%	22.07%	51.84%	23.41%	2.68%		100.00%
	%(including no response)	15.14%	35.55%	16.06%	1.83%	31.42%	100.00%
Resident Insider Newsletter	Count	86	190	69	4	87	349
	%	24.64%	54.44%	19.77%	1.15%		100.00%
	%(including no response)	19.72%	43.58%	15.83%	0.92%	19.95%	100.00%
Other E-Newsletters	Count	88	194	51	6	97	339
	%	25.96%	57.23%	15.04%	1.77%		100.00%
	%(including no response)	20.18%	44.50%	11.70%	1.38%	22.25%	100.00%
Seasonal Brochure	Count	87	189	50	7	103	333
	%	26.13%	56.76%	15.02%	2.10%		100.00%
	%(including no response)	19.95%	43.35%	11.47%	1.61%	23.62%	100.00%
Village Marquees	Count	54	148	65	12	157	279
	%	19.35%	53.05%	23.30%	4.30%		100.00%
	%(including no response)	12.39%	33.94%	14.91%	2.75%	36.01%	100.00%
Nixle Text Alerts	Count	92	175	50	7	112	324
	%	28.40%	54.01%	15.43%	2.16%		100.00%
	%(including no response)	21.10%	40.14%	11.47%	1.61%	25.69%	100.00%
Social Media	Count	64	179	60	12	121	315
	%	20.32%	56.83%	19.05%	3.81%		100.00%
	%(including no response)	14.68%	41.06%	13.76%	2.75%	27.75%	100.00%
Local Newspaper	Count	62	126	66	20	162	274
	%	22.63%	45.99%	24.09%	7.30%		100.00%
	%(including no response)	14.22%	28.90%	15.14%	4.59%	37.16%	100.00%
Word of Mouth	Count	54	132	78	17	155	281
	%	19.22%	46.98%	27.76%	6.05%		100.00%
	%(including no response)	12.39%	30.28%	17.89%	3.90%	35.55%	100.00%

How many individuals reside in your household in the following age groups?		1	2	3	4	5 or More	No response	Total
Under 18 years old	Count	66	68	23	6	3	270	166
	%	39.76%	40.96%	13.86%	3.61%	1.81%		100.00%
	% (including no response)	15.14%	15.60%	5.28%	1.38%	0.69%	61.93%	100.00%
18 to 24 years old	Count	61	22	3	0	1	349	87
	%	70.11%	25.29%	3.45%	0.00%	1.15%		100.00%
	% (including no response)	13.99%	5.05%	0.69%	0.00%	0.23%	80.05%	100.00%
25 to 34 years old	Count	40	27	1	0	1	367	69
	%	57.97%	39.13%	1.45%	0.00%	1.45%		100.00%
	% (including no response)	9.17%	6.19%	0.23%	0.00%	0.23%	84.17%	100.00%
35 to 54 years old	Count	58	143	1	0	1	233	203
	%	28.57%	70.44%	0.49%	0.00%	0.49%		100.00%
	% (including no response)	13.30%	32.80%	0.23%	0.00%	0.23%	53.44%	100.00%
55 to 64 years old	Count	50	39	0	0	1	345	90
	%	55.56%	43.33%	0.00%	0.00%	1.11%		100.00%
	% (including no response)	11.49%	8.97%	0.00%	0.00%	0.23%	79.31%	100.00%
65 or older	Count	42	53	0	0	1	339	96
	%	43.75%	55.21%	0.00%	0.00%	1.04%		100.00%
	% (including no response)	9.66%	12.18%	0.00%	0.00%	0.23%	77.93%	100.00%

In which section of Lake in the Hills do you reside?	Section 1 (Between Route 47 and Lakewood Road)	Section 2 (Between Lakewood Road and Randall Road)	Section 3 (Between Randall Road and Route 31)	No response	Total
Count	139	158	116	23	413
%	33.66%	38.26%	28.09%		100.00%
% (including no response)	31.88%	36.24%	26.61%	5.28%	100.00%

Please provide any comments or feedback relative to the quality of life in Lake in the Hills.

Allows neighbors to interact with officers, fire, and paramedics. Also neighbor interaction is enhanced.

As a senior citizen, I don't experience the community events often, but I believe they are very important.

As our kids get older, we find ourselves not going.

Beautiful place to live and raise kids. Peaceful, quiet...beautiful parks and lake!

Better schools - reasonable taxes - we support our police - safety is a huge concern.

Building neighbor community units, like not one big town, but a group of small towns bonded together. Create neighbor festivals so neighbors meet neighbors.

Due to the fact that there aren't sidewalks along the main roads, that hinders the walk to and from stores. Not a lot of community interaction on a daily basis, if one does not have children or a dog to walk. In lieu of Chicago weather, it's an okay place to retire but winter will be an issue, unless in a resident facility with recreational directors, fitness room and pool.

Excellent and professional police dept.

For the most part, very good

Free Strong Public WiFi

Getting too expensive to stay in the area.

Given the layout of LITH it feels like I'm either a part of Huntley or Algonquin rather than our own village. I'd love to have more of a village feel as one community. The difference between the west side and east side is so drastic that it feels like a completely different town.

Good place to live, but property taxes and urban construction are downers.

good to have local events throughout the year sponsored by the Village and community groups.

Great area, increase police presence in local neighborhoods.

Has been a rash of nit-picking code enforcement warnings sited to residents for really dumb things. example that was sent to my home: Garbage cans can be seen from street. Is that really an issue?

Having strong sense of community is important. Events like the Summer sunset festival is one of the thing my family and I look forward to each year.

I feel safe with our police officers constantly patrolling

I feel that LITH is a very good place to live. Overall, I believe that Illinois has unacceptable high taxes & costs (ie; property taxes, tollway fees, etc)

I live by the water treatment plant and sometimes the odor is extremely bad.

I live in Lake in the Hills and go to school Crystal Lake. Taxes are very high.

I live on Clayton Marsh the traffic on Randall is ridiculous so is the fence the neighbor down the block has a burnt car with garbage all around it. Plus In understand McHenry County plans to move Randall closer to Clayton Marsh, why don't they just buy us out?

I love LITH. I feel the Village needs to do more for the community.

I love our open areas, lake, fen , parks, trails. Very important to keep clean & crime free!

I love Summer Sunset Festival

I rated "a place to retire" as poor because of the state not the the town.

I receive crime alerts via Ring. There have been numerous stolen cars and people looking in windows and cars. I have never seen police patrol the neighborhoods. We need a police presence.

I would like to see more police in the neighborhoods, at parks. 2 street lights is not enough.

I'm an elderly resident and don't go to many outings anymore

I'm new to Lake In The Hills. I know I loved festivals and any reason for the community to get together

Important

Important, but it is impossible to participate because handicapped accessible areas are non-existent (ie no paved walkways for any festivals, concerts, etc).

improving infrastructure

It is very important for community events - love Sunset Fest, Beer Fest, National Night Out, Movies in Park - Brings Community TOGETHER.

It would be nice to have a bike path on Lakewood. Kids ride their bikes on the shoulder and it's dangerous.

It would be really great to have Summer Sunest Fest with LESS=NO alcohol and more night activities for kids (flashlight tag?)

its a great community

It's a nice place to live.

Its been very good since 1971 before that since 1947

Please provide any comments or feedback relative to the quality of life in Lake in the Hills.

Lake in the hills is a wonderful place to live and raise children. My children are all grown now, but I was never afraid for my child here. It's friendly and peaceful and those things are extremely important to me.

Lake in the Hills quality of life and sense of community would be improved with a "town square" or an official downtown. The administration building area does not suffice.

LITH has high taxes theres a very slim chance I would retire here. School district 158 is great. Some rules regarding ordinances are ridiculous considering the taxes I pay & the purchase from my house. Its my property it should be my choice!

LITH is a great place for me and my family.

LITH Village does a good job to provide resident a good quality life.

Love community events. Supporting local business and meet new people in the area

Love the rustic feel of the neighborhood.

make the skate park quieter and cleaner

More affordable housing.

More gangs in neighborhoods. Run down houses and vacant businesses.

More senior activities. COmmunity pool!

My family and I have been residents of Lake In The Hills for the past 18 years. My wife and I had our two sons after we became residents of this town. We have had a wonderful experience and great memories of living and raising our kids in this town. Lake In The Hills with its numerous parks, playgrounds, and year-round activities, safe neighborhood and environment has been a great place to raise kids. For our kids this is home that they'll remember and cherish for the rest of their lives.

My family has had good experiences overall w/ village-sponsored events and felt they were well-run, clean and safe

n/a

Need effective mosquito deterrent.

Need electric crosswalk sign at Lakewood/Albrech. Dangerous crossing speeding cars, conditions ripe for fatality. Drivers blow off that crossing. Could be a lawsuit in the future. A walking sign is cheaper than an attorney settlement. Noridge and Niles have free bus. Village needs free bus service. A seionr center greared for younger senior activities other than card playing in a small room.

Need for more doctors, lawyers. Finish roadwork.

NO COMMENT

Not allowing solid vinyl fencing 6 foot tall does not provide privacy does not protect anyone from covid does not protect small children from neighbor dogs does not provide a way to [WORD]

Only resided here for one year, but enjoy the neighborhood and the wonderful dog park.

Our property taxes were raised beyond affordability. We will be leaving IL within the next year.

OUTDOOR CONCERTS, LIKE ALGONQUIN DOES WITH FIREWORKS WOULD BE NICE - POST COVID OF COURSE.

Outstanding police department!!!

Please don't build anymore homes. Let's make sure to leave any open spaces as parks.

Please put signs about dog poop on and no motor vehicles on paths 9along the paths) maybe paint it on the path!

Property Taxes are starting to concern me.

Property taxes are very high. We also miss the diversity in the community that we had closer to the city. Otherwise, we love the area and the great schools!

Property taxes too high!

PROPERTY TAXES TOO HIGH!!!

Public parking in cul de sacs, like Ronan Ct! Property taxpayers are getting tickets because strangers are taking our parking spots. We need OWNERS to have a spot!

Public transportation, sidewalks on major busy streets, & walk ways are needed.

Public works is awful. Fix all the driveways and learn to plow snow. Also, the Village President and Water Dept. are crooks.

Quality of life in LITH is very good!

Real estate taxes are TOO HIGH

Reduce the taxes or I have to move out. Cant retire here.

Road construction and water quality have been issues for the last 20 years.

Road construction is a nightmare in LITH at Algonquin & Randall Rd. Numerous accidents have occured.

Seasonal decorations might need to be updated.

Please provide any comments or feedback relative to the quality of life in Lake in the Hills.

seems to be more gangs empty businesses old structures unsightly should tear down

Sidewalks would be a major improvement. It is hard to walk or have small children ride bikes when people speed down the streets.

So many traffic lights - frontage roads would be great. Sidewalks needed in many parts of town.

Street parking should be more open on weekends.

Sunset Fest, Ribfest, Crat pub fest > we need more festivals at Sunset Park! Should consider St. Patricks Day, German/Oktobfest

Sunset Festival very important

Taxes are ridiculous!

Taxes are too high!

Taxes are very high as is the case in all of Illinois

TAXES ON PROPERTY/HOMES TOO HIGH

Taxes too high!

Taxes too high!

THANK YOU!

The community events are nice but I never attended one and feel as though I missed out.

THE CONDITION OF THE BLACKTOP ON PRINCETON LANE AND THE CURBS ARE TERRIBLE!

The festivals were all well run and bring a sense of community.

The high taxes are killing housing values while raising rental rates, forcing businesses to close or leave, preventing new job creating companies from coming. The population is moving to less affluent, more renters, and many are leaving.

The new Turtle Island is geared towards fishermen and we were disappointed to see this. In a previous survey we asked to please have a two seat swings where a couple could sit & swing & lookout at the lake.

The police and fire are great! Very responsive!

The training/community safety classes offered by the police department are really helpful. Same with their activities!

The Village does give great effort to offer events for us. I wish there was a viable downtown area here, but i feel the village does as well as they can with what's available.

There are no pedestrian street crossing lites for intersections and side streets and most streets have no sidewalks for kids.

There is no diversity here. No cultural events

There was a perfectly good building behind the theatre that could've been used for early learning instead of building a new one behind AutoZone that went defunct in less than a year.

These events bring communities together. I would like to see more, and more participation.

Those making decisions about technology needs to find out the health aspects, not just the dollars!

Too many apartments in process or planned, very irresponsible to build more high density housing given water table, socially, economically and environmentally irresponsible. Lots more loud people walking outside at all hours of the night and lots of loud muffler cars now due to too many transients moving in. Too many rentals where people don't maintain lawns lowering value of homes in village.

Too much construction!!!

Too much retail in Algonquin. We don't get revenue. Just traffic. Never attended a village event. The village is ok but I can't wait to escape taxes.

Town could use more retail business

Traffic and construction are a problem

Transportation for elderly is not available.

Walmart more closer would be very appreciated. I say some where near Randall/Lakewood or Lakewood/Ackman. Currently having 4 miles to Walmart from north of Sunset park is a bit far. We have to go shopping to Walmart at least every other day...

Water quality poo. No park district of our own. No post office four own. No library of our own. More upscale restaurants. Build a high school on Reed Road Campus.

Way past time to open, get rid of mask mandates!

WE ARE SO EXTREMELY DISGUSTED ABOUT HOW MANY LOW CLASS DEGENERATES YOU'VE HAVE ENABLED TO MOVE INTO THIS TOWN AND COMPLETELY DESTROY OUR QUALITY OF LIFE!!! THE VILLAGE IS INCREDIBLY GREEDY APPROVING ALL OF THE ENDLESS NEW HOUSING AND BUSINESSES CONSTANTLY BEING BUILT!!!

NOBODY CARES ABOUT OUR VERY QUICKLY DISAPPEARING PRECIOUS OPEN LAND, WETLANDS, AND FORESTS FOR THE POOR DEFENSELESS ANIMALS WHO HAVE NOWHERE ELSE TO GO AND BE SAFE FROM ANIMAL ABUSE AND GETTING RUN OVER BY CRUEL, NASTY RESIDENTS SPEEDING AND OVERCROWDING EVERYWHERE!!!! NOBODY EVEN HAS ANY DECENCY TO STOP AND LET THE POOR ANIMALS CROSS THE ROADS!!! MOST OF THE PEOPLE HERE AND THEIR KIDS HAVE ZERO REGARD FOR THE ENVIRONMENT AND TOSS THEIR FILTHY TRASH AND LITTER EVERYWHERE BUT THE TRASH OR RECYCLING BIN!!!!

Please provide any comments or feedback relative to the quality of life in Lake in the Hills.

ADDITIONALLY, WE HAVE NOTHING BUT NOISE POLLUTION FROM THEIR OBNOXIOUSLY LOUD CARS AND RADIOS BLASTING CONSTANTLY AS THEY SPEED THROUGH OUR NEIGHBORHOODS AND POLLUTE OUR PARKS!!!! YOU HAVE UTTERLY SACRIFICED ANY QUALITY OF LIFE WE HAD LEFT IN LAKE IN THE HILLS BY APPROVING WHAT USED TO BE A PEACEFUL SMALL TOWN TO GROW INTO A CRIME-RIDDEN, TRASH LADEN URBAN JUNGLE!!!! NOBODY HAS ANY MANNERS WHATSOEVER AND THE POOR POLICE CAN'T EVEN KEEP UP WITH ALL OF THE CRIME AND SCUMBAG CRIMINALS!!! WE DON'T NEED ALL THE STORES & RESTAURANTS YOU'VE ALLOWED TO BE BUILT IN LAKE IN THE HILLS/ALGONQUIN!!! WE DON'T NEED ANY MORE GAS STATIONS!!! AND WHAT'S WORSE, THERE'S A NEW FOR SALE SIGN ON EVERY SINGLE STREET WITH EVEN THE SMALLEST AREA OF OPEN LAND LEFT - DO YOU WANT ABSOLUTELY NO OPEN SPACES LEFT FOR THE POOR HELPLESS ANIMALS TO LIVE??!! ARE YOU THAT INCREDIBLY GREEDY THAT YOU WON'T STOP ALLOWING THESE LAST FEW PRECIOUS OPEN ACRES TO BE SOLD??!! STOP SELLING OUR OPEN LANDS, VILLAGE OF LAKE IN THE HILLS, AND HAVE SOME COMPASSION FOR THE POOR ANIMALS AS IF THEY WERE YOUR OWN PETS!!!!

We have been here since 1999 and have loved it. We have watched it grow and mature and all the while was a great place to live and raise our two children.

We like everything but the taxes.

We love living here!

Please provide any comments or feedback relative to government operations in the Village.

A concern I have is all of the road expansions...it is not good for animal crossings and environment.

Again, property taxes were raised to an extreme level; without any warning.

At one time I was involved in the village, but the family and work took over, I still care for my neighbors.

Beach issues! Little monitoring by police. Filthy. Non residents. No lifeguard. Unsafe.

Board meetings are open for all to attend. It is up to people to get involved.

Concerned about phone lines going down frequently at police with notifications on Facebook.

Difficult to evaluate - new to area and operations are run somewhat differently due to COVID-19

Doing a great job!

Don't hear enough about decisions, issues, discussions.

Don't know what's going to be on agenda so don't know when it was of interest.

Felt Village was/is not transparent regarding demolition of horse stables/future use.

Have local meeting or a web page to describe issues.

I admit that I am not aware of the Visage's operations and government running

I believe its my fault for not being more Informed because I'm not involved

I believe we have to many housing projects to not enough businesses to support the residents tax base.

I don't feel informed.

I don't feel that important decisions or involvement is always communicated. Not everyone is on social media so important things need to be communicated to residents in different ways.

I don't have any involvement in the village, so I don't know anything.

I don't have enough information to answer some of those questions, above. There should be an "unsure" or "neutral" option.

I don't really follow it much but seems good.

I have not researched on this. So, I have little information to make these judgements

I like the board outside of CITH police dept. - informative more info welcomed.

I never hear anything about any options, or choices here in LITH

In 2020 not allowing homeowners to have solid privacy fence made of vinyl and 6 feet in height is not acceptable

Information is available.

It seems important to ticket street parking overnight if not called in. Do they ticket just as much for blocking the sidewalks? It is a pain to go through the grass & down the curb while pushing a double stroller. Car block sidewalks all the time.

It would be nice for a mailing to go to remind people where to find everything in town and the monthly decisions the board makes.

it would be nice if the village could post things in

Lake in the Hills should be absorbed by Algonquin and Huntley. They provide more community services.

Please provide any comments or feedback relative to government operations in the Village.

Larsen Park used to be beautiful and we enjoyed visiting the horses. Now it is just a boring field. Whoever is making the decisions for the local parking is not doing a good job. They turned Turtle Island into a fisherman only spot and also ruined Larsen Park by not renewing the horse farm people's lease.

Local government letting too much low income and transient housing enter village lowering quality of life for longtime residents. Upset we have a relatively high sales tax so I buy outside the village as I refuse to pay even a half percent more to buy in my town because of greed and ineffective money management.

Love how the village posts about major things on social media or on the village website. It is great to see.

MCHENRY COUNTY PROPERTY TAXES ARE UNBELIEVABLE! THEY ARE CAUSING GREAT PRESSURE ON US SENIORS TO STILL LIVE HERE

MORE INFORMATION OF WHO PEOPLE ARE ON THE BOARD WITHOUT HAVING TO GO TO MEETINGS. WHO ARE OUR PRECINCT CAPTAINS IN AREAS

My disagrees are not negative towards the village. I am just not involved.

Need to inform us before something happens.

NIA

No comment

No follow up with ordinance violations -- ie. garbage cans still in front of some houses in subdivision; makeshift trailers in front of garages all the time.

None

Not crazy about Randall Rd being widen - more traffic - more problems.

our crime rate is low. (police)

Please remove the weed growth along the curbs @ the entrance of the Big Sky subdivision on Miller Rd and Half Moon Gate Rd

see previous comment

START CARING ABOUT OUR ENVIRONMENT AND OUR QUALITY OF LIFE BY STOPPING ANY MORE BUILDING AND OVERCROWDING IN LAKE IN THE HILLS!!! WE NEED TO PRESERVE THE WETLANDS AND OPEN SPACES AND SAVE THE LAND FOR THE POOR ANIMALS NOBODY CARES ABOUT!!! YOU NEED TO PENALIZE & FINE UNEDUCATED RESIDENTS AND CITIZENS WHO LITTER AND THROW THEIR TRASH WHEREVER THEY PLEASE WITHOUT ANY REGARD TO OUR DWINDLING LAND, ENVIRONMENT, LAWS, OR OTHER RESIDENTS!!!

Thank you to the police who found my runaway dog! :)

The appearance of Police seems like feast one famine in LITH. Sometimes we feel so safe and other times we go weeks without seeing police presence.

The elimination of the horse farm was very, very poorly handled.

The lack of parking for Village Creek Drive residents and the ridiculous tickets for overnight parking on the streets.

The majority of decisions made were determined long ago, according to the growth of population in the area. Decisions have a tendency to be acted upon and then the community is informed because of these prior decisions. I may not necessarily disagree, but there is no option to remain neutral on some questions.

THE POLICE NEED TO BE MORE RESPECTFUL OF THE WITH EITUWS AND Understood THEY ARE HERE TO SERVE AND PROTECT

There are some yards in the old section that are not kept up. They are not adhering to the lawn ordinances and apparently are not fined.

There needs to be more activities to get people interested in local government

TOO MUCH IMPORTANCE ON PARKS & RECREATION. WE NEED ECONOMIC GROWTH, NOT MORE PARKS.

Town needs more business's

very Good

Very Transparent

virtual newsletter?

We are unaware of the views and decisions made by the village's government.

We used to get a monthly newsletter to inform us of what is going on. Other towns have village meeting televised and We don't. Just posting on internet is a copout - many seniors in the area.

What happened to the proposal for consolidating

While I'm generally pleased with our local government, there's always room for improvement. I would like to see more by mail updates.

Would like to see more diversity and support of diversity.

Is there a service(s) you would like to see offered that is not?

A new system of parking for cul de sacs w/ less yards needed parking spots

A park or section of the existing dog park dedicated to little dogs

Anonymous ability to report ordinance violations

Anonymous tips

better water its very hard

Communication

Do snow removal in drive & steps. I'm handicapped

extend communication beyond official channels

I am not sure where to submit code violations online, however I have called them in and nothing was done about it. Not sure reasoning.

I would like to see more programs offered to middle aged adults. Currently the programs are geared towards kids, stay at home moms, and seniors.

Install outdoor lighting by basketball courts.

More handicapped accessible areas, including storefronts/door opening, closing; more handicapped parking

more recreation programs for programs for teens

Mosquito Control near parks

New resident welcome guide

No fees for senior citizens to pay online for water, especially due to COVID safety.

One municipal building such as Huntley has. There is a disproportionate amount of firehouses to police stations. LITH should have a post office and a park district with an Olympic sized pool facility.

Patrol Boulder Ridge greens! Kids on golf carts partying all over the roads.

People not in relationships getting together and do things they wouldn't do alone. Such as, going to a play, bowling, casino trip. Not a dating get together.

Pet notification for homes if they catch on fire.

Police patrol of neighborhoods.

Police services that deter speeding vehicles in my neighborhood.

Progress of village projects (such as sidewalk or street resurfacing projects)

Request a home visit for Elderly

Review your property surveys online for permits and fences.

stop ticketing Village Creek Dr residents for overnight parking

Swimming year round for the children is needed. Swim team with diving blocks, not just lessons.

Transportation

tried twice to use the portal & its constantly down

WE NEED SPEED CONTROLS IN OUR NEIGHBORHOODS AND RED LIGHT CAMERAS!!!

Welfare Check online for grandparents living done.

yes

Yes I would like nose control between Randall + Clayton Marsh. I know this is McHenry County Property but when I call no answer

Please provide any comments or feedback relative to the services provided by the Village.

More inspections poor lawn services. Long grass. Tall weeds. Garbage cans left out for 2 days by curb.

All good :)

cars blocking sidewalks make it very difficult to use the sidewalks to walk or bike ride with small kids

Clean up trees behind Stanton Circle near the pond. That area was to be maintained according to the developer that sold us the home. It is over grown and fallen trees have been rotting for years.

Crystal Lake allows homeowners the ability to install 6 foot solid private fencing on their properties. Lake in the Hills you have to jump through hoops to try to get a permit for one.

Please provide any comments or feedback relative to the services provided by the Village.

did not know about overnight Parking or vacation watch

From what I can see, all of these services I have used are done very well.

I do not use park or rec facilities. I use Huntley to work out.

I HAVE CALLED THE VILLAGE OF LAKEWOOD SEVERAL TIMES COMPLAINING ABOUT CARS AND MOTORCYCLES SPEEDING UP AND DOWN ACKMAN ROAD BEHIND OUR HOUSE! THE ROAD WAS BUILT FOR LARGE CONST TRUCKS AS A SHORTCUT. WE ALL KNOW THAT!

i have not used many of the services listed

i requested clarification on a code violation reported by a neighbor but never received the clarification

I think the reminder signs around town lawn care, trash recepticals are more cost effective than man hrs wasted doing the drive by warnings.

I wish the village would enforce codes more to keep our neighborhoods looking nice. parked card covering sidewalks and grass maintenance.

I wish there was an account setup for the water bill for me to just sign in.

I work in Algonquin and have offered to host free programming for recreation offerings to public and was repeatedly declined.

I would like a cement wall like Patton has in Crystal Lake. I would like to see this burnt car down the street removed along with bags and bags of garbage.

I would like for the water to be softened like it is in Huntley.

I would love to see a two seat swing put in at the main beach on Indian Trail. This would allow anyone to sit and swing, look out and enjoy the lake.

If you want people to utilize on-line bill paying options, get rid of the service fee.

It feels like most efforts are spent to enhance the west of Randall Road section of LITH

It is nice to know that these services are available.

It would be nice to have prescription drug drop off for disposal at the police station like they do in Huntley. They have a drop box there that you can bring in unused drugs at any time.

I've asked for a vacation watch years ago and I had to beg the dispatcher to help me out. Also, I was dissatisfied with the fireworks enforcement 3 years ago. Actual road violations were being committed, however police were too focused on fireworks to notice.

must remove snow everyday

My address doesn't show up in list to choose from in database.

Need public transportation

Only lived here for 1 year and have only had contact w/ LITH police for vandalism on property and I can say I think the LITH police are amazing!

Parks are not maintained, inspected, or policed. My grandson and I have to clear the street sewer in front of my house or the water pools there.

Please enforce fireworks laws with more police presence in the summer and on holidays

Please have the company that cuts the fields along the path to slow down, they drive their mowers very fast - too fast for safety.

Please provide any comments or feedback relative to the services provided by the Village.

POLICE DO NOT ENFORCE NOISE ORDINANCE, HAVE MANY EXCUSES WHY THEY WON'T. RUINS QUALITY OF LIFE IN VILLAGE!!

Public works is awful

Ronanr Ct: Public parking yet only 13 spaces. And 26 units. And most w/ 2 cars. And no parking on sidewalks? Please...

See above re garbage cans and wagons/trailers; makes the new section of LITH look cheap (Star Summit in Big Sky)

Skate park should be monitored b/c of frequent vandalism, littering, and use of profanity

Splash Pad ROCKS! Would love more bike trail through nature

Stop ticketing Village creek Dr residents for overnight parking

Streets department is horrible. Destroy good trees, install new trees improperly so they die or are crooked, trimming of trees destroying beautiful trees. Inspectors are worthless, allowed drainage changes to lots causing water issues for other residents so people can install a pool, required a resident change driveway design so it changed drainage improperly causing pooling of water in addition to safety hazard due to inspector required design, passed a job that was never started before causing contractor to demand services for work never performed as village okayed it...worthless hassle provides zero value. Never check village contractor work and defer to residents to take action with contractors the village contracts with, I find this fact insane, what value are they adding and why are they being paid? Just to had out contracts to friends?

The amount of city ordinances are ridiculous considering the Village doesn't pay my taxes or my mortgage payment. Its my property and home it should be my choice.

The amount of things we need to get a permit for is ridiculous.

The online link for scheduling an inspection doesn't work. My building permit had a link on it for scheduling, but I got an error message when I typed it in.

The village does a good job informing residents of current events through periodic mailings. Posting on the village signs are also helpful reminders of events and services.

Please provide any comments or feedback relative to the services provided by the Village.

The water is horrible- wish that could be improved!! It would be nice that if the village would enforce things such as cutting grass, shoveling sidewalks and trash cans being put out of sight. I see the signs but people do not follow the rules! Parking on the street is a pain to do with a mobile device, the online portion should be made more user friendly.

There are numerous empty buildings, however outlets are being built up. We should be utilizing the empty spaces before building, even if that means making alterations to existing facilities.

THERE WAS NO CHARGE TO PAY THE SANITARY Bill.

Ticket SPEEDERS / Keep Solicitors Away

Too many codes and inspections!

very good

Very satisfied.

Village inspectors can be rude and seem to forget who they work for.

Village office employees seem to always be at lunch or off. Very small window to talk to anyone. Took a while for permits.

We are still waiting for the permit to remove our deck.

We had a construction problem that was reviewed (or not) 15 years ago with a plote build. We went in person to the Village and process was not easy.

Why do we let truck (OTR Driver) park on the street by Lakewood and Algonquin by the storage place/CVS

Wish there was not a charge for online payments. Seems ridiculous compared to all of the other online transactions I have that do not have a "convenience fee" to process the payment.

Please provide any comments or feedback relative to public safety and police department services in the Village.

A lot of people roll through stop signs driving onto Albrecht a between Lakewood and Miller Rds in early morning

All of the no right on the red are a pain. Do people not know how to drive?

Blasting Exhaust & MOTORCYCLES Modified To INCREASE THE NOISE IS COMPLETELY IGNORED Though. Totally Illegal.

cars park on sidewalks on acorn

Emergency telephone booths

enforce speed limits near parks. More police presence on Albrect and Miller to reduce speed.

Even though I do not have any experiences to share, recent incidents nationwide have clearly shown, Police needs to be thoroughly trained on using absolute minimal force in apprehending suspects of violations of law, call for backup almost all the time when in such situations, so more man power is used rather than the lethal/not lethal weapon power to subdue a suspect. Police should give extra effort to de-escalate a situation with a suspect rather than trying to quickly over power a suspect. Bodycams should always be worn. Dashboard camera should always be rolling in a traffic stop. Police needs to understand it would be common for a suspect to resist an arrest, and in such situations not to discharge a weapon, unless the officer's life is CLEARLY in danger. De-escalation and back up should be the best approach. In a questionable encounter quick thorough transparency form police department is critically important to safeguard the trust on police department as well as for citizens to support the police department.

Had 2 police officers pounding at my door at 1:00am looking for someone who didn't live here - no explanation, no sorry for the disruption - nothing - very unhappy about this.

Have the police drive thru the neighborhoods more - get out of the car or roll down the window just to say hi. We know our UPS, Amazon, Mail people, yet we don't know our police officers. It would be nice to know them.

I don't see police cars too often in our neighborhood. I'm hoping that's because there is no need for them, however, it would be nice to see them patrol a bit more.

I have had a good relationship with police over the years

i have not called lith police but did call 911 for a medical emergency and the response time was excellen

I live in Section 3. The amount of traffic & driving at high speeds is not ok. There are so many little kids in this neighborhood

I love living close to a police dept. I feel very safe.

I think everyone should either follow LITH PD on Facebook or get the Nixle alerts. Maybe publicize those outlets more?

I think our police department is doing a good job, but I would like to see them cruising the streets (subdivisions) more.

I've gotten to know several members of LITH PD and am thankful for it. Knowing their operations is fantastic, however I think their presence on the west side is much less as opposed to the east side. Would like to see more patrol over on this side of town.

I've never seen police in my residential area.

Keep up the good work!

LITH Police DEPT IS THE BEST!

Please provide any comments or feedback relative to public safety and police department services in the Village.
LOSE THE ATTITUDE - especially towards Village residents
more police, law and order has never been more important!
My few interactions with the police have been professional and courteous. I really appreciate the tough jobs they do.
Need more street lights on our street. Also need a speed trap too many speeders on our short street.
Nothing but great experiences with police! They really do a lot to keep community informed and safe.
One doesn't exactly want to see the Police, but would like to know they are close by. I am not aware of the Village's effort to educate regarding public safety, but I grew up in a large city and know how to watch my back. Other than a few break-ins and stolen vehicles, I am not aware of any major crimes committed, therefore the Police must be doing a decent job. I have never called the Police to my home for an emergency and cannot comment as to whether they respond quickly or not.
Oops...I was a little premature. Speeding down Miller Rd is terrible, weaving cars on Randall is terrible.
Our police and first responders do a great job of responding and services
People are very courteous and quick response, every time we ask for them, keep it up!!!
PLEASE REMOVE ANY PHOTO RED LIGHTS, DON'T WORK FOR THE PUBLIC & NOT GOOD IMAGE
Police (officers) spread too thin.
Police are awesome. Back the blue.
Police are welcomed should enforce laws. I respect + appreciate police!
Police let speeding vehicles through residential streets.
Police seem to ignore customized very loud cars disturbing the peace and waking people up at night and early morning
Police should patrol Algonquin Rd., Reed Rd., and Lakewood Road (all east of Frank Road late at night to reduce "drag racing"
poor enforcement to ensure no parking over sidewalks
PUBLIC SAFETY SEEMS TO BE VERY LIMITED. ACKMAN ROAD BACKS UP TO OUR YARD. ITS A TOTAL NIGHTMARE.
public saftily programs ?
Rakow Road doesn't allow for policing
Reed Road, and Algonquin Road Lakewood west is a race course!
Should ticket sidewalk blocking before street overnight if not called in. Whats the problem if a car is on the street when the driveway is full of other cars.
Specifically, there is an issue with increased traffic due to construction on Randall/ Algonquin. This increased traffic is very often speeding through the residential areas to cut around traffic. They tend to not stop at the stop signs and drive way over the speed limit- making it almost impossible to go for walks through the neighborhood, since we don't have sidewalks. I have addressed concerns with the police department but I have not seen any action being taken, other than an electronic speed display on Crystal Lake Road. My concerns are with Oakleaf, Hunters Path, Acorn, Deer Path, Pheasant, Woody Way, Wander Way, etc.
speed zone not Enforced on Frank Road
Speeding and dangerous over taking can be seen too often
Speeding down west Miller Rd. and south Randall is insane at all hours of the night. I can hear it in my house in Big Sky/Star Summit! Speeding in subdivision is crazy also. We used to have good police presence about 20 years ago, but now, can't say we've seen a police car EVER anymore checking speeding. They always used to come by to talk with neighborhood kids.
Speeding on Randall and Algonquin Road is prevalent. More police presence would help.
Speeding on Rt 62/ its a race track
Stop the drug dealing that keeps happening on Hunters Path
Stop ticketing for overnight parking. A lot of us do not have the extra space to park our cars & the AMC parking lot is no longer available.
Thanks for all you do!.
Thanks for your hard work
The dept deserves A+ give them a luncheon at least
The few times I needed them, the police, and fire were quick & excellent!
The LITH PD does a good job trying to keep drivers aware of speed limits in residential areas. They are constantly moving portable radar stations to what I assume to be problem areas. What can be done by residents to help report or alert the PD of habitual speeders.
The noise of speeding Cars & bikes on N.62 is bad.
The phone operator does not know the rules for kids to be look, lamc, wrih themol How old do they have to be? TO walk or bike in neighborhood? W/O Parent?

Please provide any comments or feedback relative to public safety and police department services in the Village.

The police call me (as a senior over 65) during heat/cold emergencies to see if I need help. That is very impressive!

The Police Dept. Do an excellent job and deserve more recognition

THE POLICE TRY THEIR BEST BUT CAN'T POSSIBLY BE AROUND TO CATCH EVERYONE SPEEDING THROUGH OUR NEIGHBORHOODS AND ON OUR CITY STREETS!! THE VILLAGE NEEDS RED LIGHT CAMERAS TO CATCH DRIVERS SPEEDING, RUNNING RED LIGHTS, AND ENDANGERING OUR LIVES!!

The village does not address loud cars, Trucks & motorcycles on Algonquin Roud. My house is 0.2 miles away and I hear them gear-head in my house

TICKET SPEEDERS & PERSONS WHO TEXT & DRIVE

To Many Speeders

Too many cars parked on residential streets. Loud mufflers. Loud engines. Racing.

Too many wrong turns on Pyott south on Algonquin would like to see more visibility in neighborhoods

TRAFFIC on MCPHEE PR. IS NOT Following SPEED LIMIT .PHONE USE IN TRAFFIC is common on all STREETS

Traffic violations in Boulder ridge get unnoticed. Kids riding golf cards with friends around neighborhood.

Use to see them drive through the neighborhood and local stores. Don't see them in the stores anymore. No enforcing the mask rules in some stores.

Used Nixle. Reported neighbor's garbage sitting on curb for weeks at a time & nothing was done about it.

Utilized police and fire once, was very satisfied and prompt with services.

very happy with The police service.

We appreciate the police. But, we don't often see them. Why?

We are always glad to see the police and fire depts. We support and respect them 1008

WE ARE SAFE IN HERE WITH LITH POLICE !!!

We have always appreciated the visibility of law enforcement and all of the emergency services ability to respond when necessary.

We have noticed that since COVID, we have not seen as much police activity, don't see them at the parks, our neighborhood, or even on Algonquin or Randall RDs

We were VERY impressed with the open letter from Chief Brey, and appreciated the outreach and the time he took to answer our questions: <http://mchenrycountyblog.com/2020/06/12/open-letter-from-lake-in-the-hills-police-chief-david-brey/>

we would like to see more police in Boulder Ridge

We've had a drug dealer on our block for 20 years and the police wouldn't do anything about it. Now they're finally moving!!

when people park on no parking streets and near intersections nothing seems to get done. Also asked about a stop or yield sign added but nothing ever happened.

Would like to see better enforcement of ordinances and laws that doesn't require a resident call and actually ask for enforcement.

Please provide any comments or feedback relative to public works services in the Village.

H₂O too hard we've had to replace dishwasher, faucets continuously because of hard water

THE WOODS CREEK LAKE NEEDS TO BE DREDGED!!!

1. Culd-de-sac folks are left last for plowing after heavy snow fall. 1. Please protect the grass when hydrant flushing!!!

10 contaminants exceed EWG health guidelines

Although I would not drink the water unfiltered from the tap, the water quality is decent. I admire the fact that the Village allowed us to save the tree in our easement, since we picked up the cost of treatment. Only during a blizzard, did the snow removal lag just a bit, but totally understandable.

Clogged culvert pipes are said to be the responsibility of the home owner's. Some old people can't remove dirt and grass that stops water flow from storm water run off.

Common area our house backs to in Springlake Farms (south) is a mess. Trees were removed and not replaced. Grass was charred this summer and there is regularly garbage in the water.

Cunat ct. Buildings aren't cleaned properly. Very lazily cleaned

Drainage of water from easement is a problem. Snow plows always push extra snow from other streets to the bottom of my driveway and I end up shoveling it 2 or 3 times.

Fix All the Driveways Damaged by curb replacement

Flood Brothers has provided excellent service and are extremely friendly and reasonable.

Flood Brothers is ATROCIOUS! Garbage is left all over the streets after they come through. I have even seen full bags of garbage in the middle of the residential streets. PLEASE go to another service!

Please provide any comments or feedback relative to public works services in the Village.

Fluoride in water not healthy

Garbage can storage rules are outdated since the use of large cans for automation. Enforcement is unfair.

Get more trucks out sooner! AND DONT PLOW THE SNOW BACK INTO SOMEONES DRIVEWAY! You've got 80+ old men having to go out and shovel that off their driveway entrance. SOMEONE FIX THAT!

Had a drainage problem. Very Prompt. Fixed next day.

HARD WATER

Hard water remains an issue.

Hard water while Huntley has good water.

Have to use filtered water because of taste and smell.

I am always seeing public works in my neighborhood maintaining public areas

I feel our water is poor but I understand its hard water.

I feel there is an opportunity to improve the maintenance of the parkway trees and bushes. especially when it comes to removing and replacing the dead ones. If they remove a tree or bush expectations would be to replace them immediately, one for one. Our taxes are high so expectations of good schools, roads, sidewalks and parkways are expected. Home owners should not have to trim parkway trees the village should be maintaining on a regular basis.

I had to say very poor for streets and sidewalks because in the process of getting new street and curbs this summer they defaced our driveway (outer portion).

I have lived here since 1996. The quality of water was very bad back then, it is still bad, I CANNOT drink the water from the kitchen faucet. I have had a water softener since 1996

I have no sidewalks. My subdivision does it's own maintenance. I question what happened to the regular water report we used to receive. I'm a little leery.

I have to have a water softener and reverse osmosis. Water tastes terrible.

I know the cost is the reason, but the village streets in subdivisions are not resurfaced enough. I've been in LITH for 16 years and my street has not been resurfaced. I'm not expecting the village increase spending on this, but a 5-10 year street resurfacing plan available via the web site so we can at least see our street, segment and approx date of resurfacing. Not just in text form, but a map would be great. The LITH newsletter describes the streets being resurfaced for that year only, but without a map, its difficult to figure out where it stops and ends.

I like that there is electronic waste pick up every other month. The water here is terrible. We moved here from Huntley where we did not need a water softener. I also thing separating water and sewer departments is a waste of money.

I pay high taxes, but the streets and sidewalks are my responsibility

I use Nixle. I reported neighbors garbage sitting on curb for weeks at a time and nothing was done.

I very much appreciate keeping the roads clear in winter, It's not easy but you do an excellent job of it.

I wish more odor could be removed from the tap water without having to replace household water filters so frequently.

Improve on services above.

Improve water quality.

Increased maintenance on bike trails needed. Trim trees etc. Fill pot holes. How about a bike trail on Cary Algonquin to Huntley

INDIAN TRAIL NEEDS SPEED BUMPS AND SPEED METERS!

It has been disappointing and surprising that our neighboring street (Pride Run) has been patched and repaved in the 10 years we've lived here but our street (Starwood Pass) has not. Pride Run isn't any more of a main street but seems to get more attention.

Its frustrating during the winter when the village when plowing the walkway and go through my driveway doesn't make sure that they are not leaving small snow banks in my driveway that then can freeze and be a hazard when I'm trying to pull in and out of my driveway.

LIVED HERE 26 YEARS. NOTHING HAS EVER BEEN DONE TO OURS STREETS OR CURBS.

Lots of hardwater in running tap water. Please address this. I have lived in Huntley and the water supplied by Huntley has very little hard water elements compared to LITH supplied water. Water bill is also high.

Many sidewalks need repairs. Would not drink the water because of all the added chemicals.

more trees needed along with sidewalks.

My association provides snow and garbage removal.

N/A

Need To Improve WATER MUCH BETTER Quality

Need to treat the water better. Trash is expensive.

No problems here

Please provide any comments or feedback relative to public works services in the Village.

None

Not happy that Echo Park was out of use in Aug when I had grand kids from out of state. It was taken out and not put in for almost a month. What was wrong with the old park? Although I must say, now that the new one is in, so many kids are using it. More than I have ever seen in the 16 years I have been here.

Not happy with garbage company. They have left our cans filled. We called, said they would pick up and never did.

OFFER HOME DELIVERY FOR WATER PURIFIERS/ SALT INSTALLATION

Our snow removal in Boulder ridge should be part of the Village. Our taxes are ridiculously high & our snow removal is horrible. A neighbor was in an accident because of snow on the roads.

Overall Good

Overall, I feel that Lake in the Hills is a safe, clean, friendly place to raise a family. We raised our kids here since they were babies, they are now in their 20's and have been very happy

Parkway trees in the sumner glen subdivision have been neglected.

Please watch how much snow is piled next to fences. It can cause damage.

Please, for the love of God, finish Randall/Algonquin Rd. Intersection mess. Might not even be LITH, but just saying.

Plow drivers in cul de sacs need training on how to not put 3' of snow in driveways, also plow drivers need to find the curb and drains.

Poor water. Hard like.

PUSHING SNOW TICE INTO DRIVEWAY APER IT WAS SHOVELED

Rebuilt parks to a smaller play area. Kids get bored and don't play. No one is regularly maintaining trees, sidewalks, streets, park sidewalks not shoveled when there is snow & ice.

School kids need sidewalks cleared - many residents cannot clear them in time for kids to walk to bus stops - please clear the sidewalks instead of the paths, of snow.

seeing yellow/orange in our water again. Water Quality has gone down

Sidewalks in many areas are not safe. Curbs installed improperly by contractors and public works failed to hold them accountable telling residents to call them vs. them holding them accountable. Parkway trees installed improperly and butchered by staff without oversight by an arborist.

Snow Removal is terrible. I see a lot of damage on my street every year.

Snow removal places all the snow at the end of my driveway and it is very difficult at times to shovel ice and 3 to 4 feet of snow. In addition, I would love it if you offered snow shovel for residents if they can't shovel.

Snow removal quick. Pot holes around take a while to get fixed

Some streets are better maintained than others.

Still getting red stains in toilet bowl. Been here years!

Suspected city water problem (metallic, hard, rusty). Trash pickup needs to be more consistent.

thanks for updating the so many parks

The amount of rust and corrosion from the water here is very poor.

The corner of Albrecht and Lakewood has a lot of rocks/gravel that is always being kicked up by the cars that turn the corner (towards Impressions Dr.). This poses issues to motorcycles being able to cross that intersection. Also, there is a pot hole right at that corner which seems to get filled by the rocks/gravel every once in a while, yet is a hole again within a few weeks from cars cutting that corner. It would be great if we could get that permanently filled and do away with the rocks/gravel.

The hard water is a big turn off of Lake in the Hills.

The hardness and smell of the water all throughout LITH is absolutely horrible. Moved here from Huntley and simply cannot drink the water here. We purchases cases of water bottles because we cannot afford to install a water softner and home filter, and quite frankly I think we shouldn't have to pay for that. The water supply here needs major work, I know that it does, but now that we've had the hard water come to damage several appliances, clog several faucets and shower heads, and based on conversations with neighbors and visitors, I know that we aren't the only family that has this issue.

The lights on our streets may be LED but light up nothing. I do not feel safe walking my dogs at night. The old lights were better and lit up more areas - I now carry a large flashlight for safety. Snow removal in the courts needs to be better. If you can take a swipe on the road connected to a court then make a swipe. We all have to work to pay the taxes.

The snowplows need to plow closer to the curb. In many cases, they leave a three foot swatch from the curb to the street, thus requiring homeowners to shovel the street.

The trash bins are often turned over and dropped (mine was cracked), there is always trash all over the streets and roads. It's gross!

The trash pick up needs to improve. There are times when the service doesn't come until 2 or 3pm and garbage has been blowing all around the neighborhood for half the day. Also, tree maintenance needs to improve. Trees in the higher income houses are kept nice, but the side streets in my neighborhood are neglected.

the water is a problem. had to get a water softener unit. very hard water.

The water is hard, but not sure how much can really be done about that.

The water is the worst water I have ever had. It has ruined my dishwasher. When it rains many of the sidewalks are flooded in my neighborhood

The water quality has gotten worse over the last few years. It has a very strong moldy/musty odor.

Please provide any comments or feedback relative to public works services in the Village.

The water quality is terrible. Appliances have a short lifespan, along with water softeners. The water often has an odor.

There is no safe way to get to LaBuy Park parents and children have to walk on Hilltop with all the traffic. Also kid coming Hilltop on all kinds of wheeled apparatus. I have been run off the road twice and helped children who have fallen and hurt

Trash pick up is messy. Cans occasional tossed all over, dumping leftover debris back into the yard/street.

Tree belonging to the Village in front of my house is mostly dead, was supposed to be removed every year for the past 7 years. I wish there was a bus stop at Miller and Randall to get to Metra.

Tree removal needs to be improved. Specifically behind Stanton Circle by pond.

Trees on parkways need trimming. I've lived 17yrs in community and I haven't seen no one trimming. I'm a walker and see a lot hanging over sidewalk - CADBURY!

TREES WERE TRIMMED LAST YEAR in our NEIGHBORHOOD BUT IT LOOKED LIKE THEY DIDN'T Know How to TRIM THEM MAYBE LACK OF KNOWLEDGE OR EXPERIENCE

TRIM THE BRANCHES OVERHANGING SIDEWALKS & STREETS

unable to drink the water. I have to drink bottled water, had to purchase a water softener to better myself.

very good. Thank you for the service

Very hard water still

Very poor on sidewalks compare with Huntly and Crystal Lake another west side of the village no side walks at all. Example Agonquin Rd. between Randal and 47 OR lakewood between algonquin and akman

Very satisfied with public works.

Village repairing curbs unnecessarily. Mess during walk, large chunks of debris left. Poorly marked missing sidewalks. Snowplow removes grass.

Water additives are horrible. Water is full of residue on my dishes, sinks, etc.

Water is full of calcium and other minerals, we have a high end softener and still get tons of buildup on appliances and in shower. The parkway needs to be cared for and maintained better. Often I see long ignored grass and weeds, looks awful.

Water is horrible, ruins everything in the house!!

Water is horrible.

Water is terrible. Had water tested and the results were poor.

Water needs more upgrading.

Water not good.

Water quality hard and bad taste. Bought water sftener to alleviate problems.

Water quality has improved substantially in the 20+ years we have lived here.

Water quality isn't always great, sometimes has a strong well-water smell even with filtration

Water supply fee is too high compared to adjacent villages.

We apparently have very hard water per water filter

We do not have sidewalks yet our taxes were outrageously increased! Extremely unhappy - what are we paying for?!

WE HAVE A TREE PLANTED IN SPRING AND IT IS NOW DEAD. WATERING PROGRAM FOR PARKWAY TREES NEEDS TO BE CONDUCTED MORE OFTEN.

We live a few blocks off Algonquin Rd. Our water pressure used to be great but, the last couple of months our water pressure has gotten terrible I wish the water pressure would return.

We need a sidewalk on Lakewood or Ackman to connect Cheswick and townhomes between Ackman and Lakewood to downtown Lake in the Hills area.

WE NEED THE VILLAGE TO SEND CREWS OUT TO PICK UP ALL OF THE TRASH ALONG SO MANY OF OUR STREETS/ROADS WHICH WERE LITTERED BY THOUGHTLESS RESIDENTS!! LKTTTER ESPECIALLY NEEDS TO BE CLEANED IN THE PARKS WHERE ANIMALS CAN CHOKe FROM SWALLOWING PLASTICS & TRASH!!!! The street sweepers who periodically clean the streets/curbs aren't nearly enough!!!

WE SPOKE TO PUBLIC WORKS LAS YEAR, AND THEY INDICATED A BURN WAS SCHEDULED FOR 2020 TO THE NATIVE PLANTINGS TO THE RETNETION POND BEHIND OVERVIEW PARK (MEADOWBROOK - UNIT 26) TO DATE THIS HAS NOT OCCURED.

When it is trash day w/out fail there ends up being trash all over when they dump the loader into the truck. Also we have had a truck on multiple times blow their hydraulic hose and spray the fluid all over the street & driveways.

When the Village removes snow from area, I would like to have them remove snow from curb area by driveways. Sometimes large chunks of ice accumulate and its hard/heavy to remove.

With the road building going on cars are more and more confused with the changes in lanes and people are not being safe. They need more people in the high traffic areas watching.

Would like to see an increase in road resurfacing

Would like to see weed treatment better applied / applied at all to pump house property

Please provide any comments or feedback relative to transportation services in the Village.

A bike path/walking path the length of Lakewood would be nice. Bikers and walkers often struggle down gravelly and uneven trek.

1 Please provide any comments or feedback relative to transportation services in the Village.

As a Metra user (pre-pandemic), I would've liked some public option (say, a shuttle) to get to and from either CL or Pingree train stations. Short of that, maybe a rideshare sign-up system on the LITH website would be cheap to set up and very useful.

Bike lane (path) should be extended from Reed to Miller on Lakewood Road

Bike lanes should be provided for the idiots in the road! + should be ticketed for breaking rules of the road i.e, going thru lights!!!

Bike path on Lakewood Road.

Bike trails should connect to neighboring neighborhoods. There are multiple trails throughout the area that do not connect.

Cars still parking over side walks

Continued construction is a nightmare. Bike paths often end or lead to nowhere. What public transportation??

Crossing areas on foot in many areas is hazardous. My granddaughter rode an electric scooter across Randall Rd. and someone threw a drinking cup of liquid at her. There is no regard for pedestrians on the streets.

Crystal Lake is more bike friendly

DO NOT USE PUBLIC TRANS. OR PRIVATE

Do NOT USE Public TRANSPORTATION

Don't use any of the above modes of transportation. Drive my own car.

Don't use public transport in LITH, but recognize that some stops are in town up Randall Rd

Free transportation to seniors.

From the month we have been here my biggest complaint is traffic. I mean theres construction EVERYWHERE. Hard to get out of LITH w/o running into it. Other than that, everything seems rather nice.

Frontage roads needed - way too many stop lights.

I am happy to see a sidewalk has been incorporated on the west side of Randall!

I do not have to use services such as Pace. However, for the elderly, it would be important to have more stops available.

I don't use public transportation

I don't use public transportation.

I have multiple sclerosis and the sidewalks are horrible. I have fallen numerous times walking in the street now. People drive too fast in hidden valley subdivision. Need a light at Pyott and Willow!!

I like all of the bike paths. I know how to get around by avoiding Randall as much as possible so traffic isn't too bad.

I like how "Public Transit" is listed on here when realistically there is none.. Now it probably wouldn't be super necessary for our village but if any form of public transit were to come here, I guess it wouldn't be bad to have something similar to divvy bikes or scooter rentals in parks and around public locations?

I walk in my subdivision, don't use bike trails, don't use public transportation, of course I can hire my own transportation.

I would like to see more crosswalks so the option of walking is safer, and more buses. Life happens, and some may not be able to afford a car.

It can be difficult to cross Miller Rd. Maybe a lower speed limit or a pedestrian cross walk?

Is there a car or van ride service available for elderly or younger teens whom don't have a ride to cross Randall Rd areas. Not uber or taxi.

It would be nice to have a labeled walking lane for pedestrians in the original section that was labeled. Many times it's difficult for people walking or cars driving everyone is all over the road. Having a walk in labeled lane would help people stay separate

It's okay.

I've never used public transportation. I think there should be more areas to walk along busy streets.

Keep buses out. Bus brings ghetto.

Like to bike trails routes although several could use repair and/or resurfacing.

Like to see less construction, more bike paths, sidewalks on west side of Village

lots of speeding cars in residential areas

Love the blacktop walking trails in sunset park. Also nice for kids to use skate park and bark park. I feel like I live in the country (except for traffic!)

Lyft Coverage is low. More bike paths or bigger sidewalks

More bike & walk paths

Please provide any comments or feedback relative to transportation services in the Village.
More public transport. Need shelters & benches at stops.
Need bike path or sidewalks on Lakewood Road
Need bridges or underground tunnel to get across randall road for walking or biking.
Need more busses, taxis, uber/lyft
Never used private transporation
No comment
None
not always available
Not enough sidewalks, pedestrian walkways. Bridges needed to connect bike paths, instead of having to ride in the streets to the bike path.
Not enough sidewalks/trails on main roads - Lakewood, Ackman, Algonquin, Randall
Pace is always available.
Please continue to make bike paths along the roads.
Public buses should be available to locals.
Public Rental Bikes? (Have them in Chicago)
Randall & 62 Continue to be a nightmare
Randall road SUCKS. Wisconsin can finish roadwork faster than Illinois
Road construction takes longer than it could
Road project at Algonquin and Randall Roads ist taking way too long to complete.
Side walk for bik and wlaking on Algonquin Rd. West of Randall and Lakewood rd between Algonquin and Akman
Sidewalk on Lakewood and Ackman would assist people who walk to be able to walk south from certain neighborhoods.
Sidewalks & walk ways are not available on major streets for pedestrians and bikers
Some areas lack of bike lanes
SPEEDING/GOOD MOTORCYCLES, 40 FT TRACTOR TRAILERS, ZOOMING DOWN ACKMAN ROAD. 50 MPH SPEED LIMIT. WHERE ARE THE COPS? WHY ISN'T THE SPEED LIMIT ENFORCED? IT SHOULD BE LOWERED TO 40MPH. THIS IS A RESIDENTIAL NEIGHBORHOOD! OUR KIDS AND GRANDKIDS PLAY IN OUR BACK YARD WITH CARS AND TRUCKS AND MOTORCYCLES SPEEDING UP TO 100MPH!!! EVERY DAY!! THIS IS A HUGE SAFETY CONCERN!
There are no sidewalks in our area so hard to walk or have kids ride their bikes
There are not bike paths, sidewalks and there isn't any public transportation
THERE ARE TOO MANY VEHICLES ON OUR STREETS FROM OVERCROWDING!!!!
There should be more side walks connections
Too long for road work to complete. They should work around the clock as in E
Too much public transportation will clog roadways and rush hour is already rough enough. Less public transportation leads to less influx of undesirable crimes. More sidewalks along the main roads would give bikes a bit more security to move away from speeding vehicles. I do not utilize taxis, etc., can't comment on that.
Traffic flows well. Just not crazy about Randall Rd being widen - more traffic. more problems. more accidents. higher speeds. Should've just kept using Frontage Road to get to local retailers
Uber service is not available most of the time.
Very satisfied with transportation except would like to see disability transportation to doctor appts. made available to all LITH residents.
We don't need buses here!!!! We are not Chicago and don't want to be.
We really wish we had more sidewalks connecting our neighborhood to parks and other cycle paths in the area. There ARE cycle paths but to get to them requires crossing busy roads or driving to a parking lot by the park to pick them up. We wish there was better connections along Ackman, for example. Our neighborhood is across from the golf park off Ackman, and there's no good way to get to the cycle paths that are down the street. There is no good way to walk to the local preserve areas (i.e., Exner Marsh), either without having to walk along the side of the road (no sidewalks) on Lakewood.
We should have paved paths from Algonquin to Miller Rds and from Lakewood Rd west to link with Huntley and Haligus
When walking my dog there are no sidewalks. Can't go to other sidewalk on Miller I have to pass burnt car/garbage Rodent mostly food in garbage bags has been there 3 weeks I've seen the Village come down the street see the mess and keep going
Why are empty school buses traveling about daily? Waste of mileage, fuel added pollution

Please provide any comments or feedback relative to transportation services in the Village.
Wish there were more sidewalks in my neighborhood
wish there were sidewalks on Lakewood to get
would like to see all the construction done
Would like to see more bike/walking paths and less traffic
Would love more places - walking paths - bike paths in more outdoor areas
You need to add sidewalks to the areas by the old lake in the hills, cars pass by too fast, even cops, making it unsafe fothe people that have to walk on the street. Especially the top of the hills.
You need to get with Huntley and Algonquin to put a continuous bikepath/sidewalk on the entire stretch of Algonquin Rd. Also a question: There is public transportation? I've never seen a bus or train in the village.

Please provide any comments or feedback relative to code enforcement in the Village.
Again, feast or famine. No village presence for months and then a slew of fines and warnings once a year or so. More consistency would be nice.
Again, parking blocking sidewalks
Around/near Stanton Circle has several homes that are in disarray. One person painted their home GOLD! It's disgusting!
Can't park trailer on my own driveway. Why?
Clean up on property Its Bad cause my neighbor property looks like an episode OF Hoarders
Does not apply. HOA takes care of that.
DON'T KNOW
Don't know about code enforcement as I don't observe problems frequently, so can't tell if people do their jobs to clean their own stuff after enforcement. Campaign signs!!
Email persons who are violating.
Enforcing clean up of debris and litter...
Get the Burnt Car to a dump along with Garbage, Remove that raggedy Ass Fence between Randall +Clayton Marsh put up something of substance Im going deaf from the traffic No sleep 2-3am cause of traffic
Has been a rash of nit-picking code enforcement warnings sited to residents for really dumb things. example that was sent to my home: Garbage cans can be seen from street. Is that really an issue? All of these complaints are posted on various FB community pages.
Have seen some neighbors not shovel their snow the whole season and usually those same neighbors let there grass/weeds grow a foot high before mowing.
Have you/any member of your household used the Village's Parks and Recreation services in the past 12 months? Yes, Programs (including preschool, camp, athletics, senior programs, events, etc.).
Hold people accountable for shoveling and grass / weed removal
I believe a properly maintained house and yard is important to keep surrounding property values up. Doing so also shows pride of ownership and attracts like minded people. There is a house on Oak which I believe is abandoned. I recently saw a notice from the town to request the lawn to be cut. While appreciate the effort by the city I think this should have been taken care of much sooner. I understand these are trying times for some but there must be another way to help people who are having reoccurring problems.
I didn't exactly care for receiving a citation for my grass being too long and having three neighbors with grass that was longer, who did not receive a citation. Apparently, just doing one was enough for my block. I say, be fair and do everyone or none.
I don't believe if you are unable to pay for a fee for a recreational vehicle not being removed on time - that it should effect getting your state tax return! Too strict - not enough communication
I have no clue on how good you are at enforcing Village codes. Never had an issue nor w/ my neighbors.
I live in Meadowbrook on Fairfax Lane. This neighborhood has SO MANY properties that are not maintained by homeowners. Fairfax Lane has an RV, many homes with multiple vehicles. Homes look horrible and are not maintained.
I rated all categories good because over the years we have had no issues with any thing mentioned
I think if a resident has RV or boat they should be able to keep on their driveway all year long.
I think your code enforcements are ridiculous. We pay taxes and mortgage payments on our properties. We don't need someone to tell us where to put garbage cans & etc.
I wish the storage of out-of-season equipment would be more lenient on private property.
I would like to see the Village help clear sidewalks of snow in storms.
It seems like the village is aggressive and inconsistent about taking down posted signs. We've posted professionally printed signs for official high-school events that were taken down right away while hand drawn yard sale signs or negative/divisive political signs stand in public areas untouched. The standards and/or reasoning for taking down signs seems unclear.

Please provide any comments or feedback relative to code enforcement in the Village.

KENWORTH TRUCK PARKED DOWN THE STREET FOR 2 WEEKS, POLIICE OFFICER LIVES DOWN THE STREET, DROVE Past it AND NEVER DID ANYTHING ABOUT IT FOR 2 WEEKS, HAD TO CALL POLICE CHIEF TO GET IT TAKEN Care OF !!

Live in association. More public signs needed on rules/regs. Not all info should be on computer websites.

Need to enforce more above

Neighbor has a homemade wagon/trailer on driveway all the time.

No enforcement of trash put out too early.

No idea how they enforce. I had a code violation once and when called for clarification, no one returned call! I fixed what I thought was a problem, but no further action.

Not familiar with it.

Our neighborhoods are up to code.

People are constantly littering in park parking lots and along residential roadways

Removal of snow should be better.

RVS or car parts in driveways or yards for too long in neighborhoods.

Some backyards look like junkyards. Why no enforcement?

The neighbors behind me have had grass grow till the point that it's up to your knees and they never got any citation. They never maintain their backyard and I've Seen no enforcement of the code for them.

The village needs more vigilance on enforcing the parking over village sidewalks.

There are definitely some areas of the village that need more attention regarding the upkeep of individuals' property.

There are signs in peoples yards stating law & order Trump. What about Black Lives Matter signs. No enforcement of property maintenance beyond a sign posted to shovel in winter. Signs posted for pet waste removal and people don't remove the waste.

THERE ARE So Many PROPERTIES not following COdES & upkeep.

There should be a limit as to how many signs a property can have. And should not be able to place a sign facing a neighbor's yard

This summer a Few older homes near us are going through Foreclosures or were for sale and the grass in the Front yards was waist high. I do not feel like anyone from the Village was looking into making sure the grass was cut.

Tired of looking at boats in front of peoples homes. Example impressions drive/ronan corner. If you can afford a boat don't put it on your residence keep it at a storage facility. Keep work trailers off the streets overnight. That is not enforced.

Too many folks Are putting their trash out too early!

Too many political signs and put out before 60 day allowance

very good

Village needs to be more proactive on residents removing dead trees & controlling out of control weeds.

We have our own rules in the Lakes of Boulder Ridge and we don't have sidewalks. I do walk in some other neighborhoods and they seem okay, though there must be a problem with dog poop in some neighborhoods as there are signs about it.

Would like to see village allow storage of rv or boat on property if covered and on side of house on driveway. Would like to see zero cars parked over sidewalks or within 25' of stop signs. Would like to see zero business trucks and semis sitting in residential driveways (owned or operated by resident vs. a service doing work there). Would like to see zero trucks with trailers parked on residential streets blocking streets so they can mow a residential home lawn as it presents a safety hazard for bikers, walkers and drivers. Would like to see trash cans removed by end of day of trash pick up and not out more than a day before pick up as it allows trash flying around neighborhood. Would like to see people cited for not leaving trash out that blows around neighborhood (reasonably bound or weighted vs. loose to blow in wind). Would like to not see junk or project cars without an engine sitting in driveways in front of homes.

Please provide any comments or feedback relative to the Recreation Division in the Village.

after the current situation is over

Any even that highlights local businesses would be great.

Area to volunteer?

as stated previously, I am a senior citizen and healthwise can't do too many of these things.

Better fishing environment on the lakes. Main lake has no fish habitat in it. Too much weed control used. Stock lakes again.

Covid has kept us from the programs we enjoy through parks & Rec. very excited to get back involved when it's safe.

Please provide any comments or feedback relative to the Recreation Division in the Village.

Definitely needed. Maybe park district?

If you have had an experience in the past 12 months with one of the following Village departments, please rate the level

Get something going w/ golf. Have a village league and cut a deal w/ one of 3 local courses. Seniors as well. My dad is 101 years old and still playing in crystal lake league.

Haunted Halloween House on Annandale brings too many people to LITH. Noise, garbage, difficult driving & parking.

Have lived here 22 years. Have used some programs when I had toddlers. Not so much anymore. Am retired and moving in the future.

I have not used any recreation programs. Hopefully after the COVID 19 disappears I will be more involved.

I have offered to host/provide professional education seminars at no charge thru the rec division only to be rebuffed because the volume of offerings was being downsized. I live & work in the area.

I like all there but I'm 83 and Handicap

I love all the events LITH offers.

I may not use some of the programs but I feel they are important for a healthy community.

I would like to see more youth sports programs offered.

If my daughter decides to stay here + raise family, then early school/Childhood programs would be useful.

I'm kind of in a stance of "the more the merrier"

Implement LITH Park District with pool. Implement visibility program within park district.

KEEPING KIDS BUSY AND ACTIVE KEEPS THEM OUT OF TROUBLE

Let's add some programs that are geared to middle-aged couples. Examples could be couples cooking classes, couples yoga, couples movie night at the beach. These classes be offered on the weekends when working adults have the time.

Love the new Edward Hynes park. So updated. My granddaughter is in love with it.

Maybe some time of "singles" event. Single parents to seniors.

More cultural and community events

More programs for seniors, and online programs for seniors.

More programs for young adults-

More teen and adult programs please!

MY WIFE AND I ARE RETIRED IN OUR 70S. WE PRETTY MUCH SPEND THE SPRING AND SUMMER ON OUR BOAT UP ON THE CHAIN OF LAKES.

N/A

Need springboard diving classes. These are available in multiple other communities.

No comment.

no kids in my house

No small children in household.

No small children or teenagers in the home, but do believe that it is definitely the right thing to offer these programs and keep them busy. Children benefit from early learning programs, so they should be continued or added, whichever one of those is correct. Allergies keep me from too many outdoor ventures but a Nature Based program would be a nice addition to the program list for some. Also, the community special events would be a welcome addition for many who need to get out and about.

None

not at this time

Noticing over last couple yrs this division no longer offers any adult sports as it always had. As a result, am forced to seek neighboring town(s) athletics programming services...at non-resident fees. Very unfortunate! Pls. consider re-instating such programs (basketball, flag football, softball, etc.). As a retired P+R professional, I am willing to volunteer my time to administer such sports programs.

programs for kids w/ special needs and disabilities would be great.

Retired

retired

Teen sports programs

Tend to utilize Huntley's park district because of better programs/facilities.

Tennis programs for teens

Please provide any comments or feedback relative to the Recreation Division in the Village.

The dog park is a great asset. I don't have children anymore so I don't need all those programs. Maybe a pickle ball court at one of the parks. The one in Crystal Lake looks like it's always crowded with pickle ball players. I have yet to get to the beach but one of these days I'm going to see it.

The programs are great but a lot of single moms & dads and people in general can't afford the high costs.

There are no activities for children and many get cancelled. Our household uses Huntley Park Districts for sports and events for the 20 years due to no programs in LITH. One time my grandson was signed up for hockey with LITH and it was canceled without us being notified.

This is a young Village. Taxes are too high now. Implement programs as you can without raising taxes.

Trips to the Casino / Trips to farmers Markets / Trips to numerous Garage Sales / PUB CRAWL / Bus Stop at Randall

Very difficult to consider in a COVID time.

Very disappointed village removed Provence subdivision trail, gazebo, trash can, etc. and then was so bold to want to put in bike path on street which would require no parking for residents in street. Horrible, village took away all the amenities builder put in and reason I moved to this subdivision, real unjustified move and lowered my home value to me.

very Good

Way too expensive. Look at Huntley's prices.

We don't use the beach we need a pool on the west side. Taxes go to Huntley so have to use Stingray and that is far from Miller & Frank

We have no children.

We love Ribfest and Labor Day weekend Carnival. ♡

WE LOVE SUMMER CAMP IN LITH

We need an aquatic center. Huntley's is too small

We participated in Huntley Crystal lake as they had more to offer & School district peers.

We used some of the youth programs when our kids were younger and were very pleased with the options.

We used to get beach tags but stopped because the beaches are not good and water not conducive to swimming. Walking and bike paths exist but basically dead-end and one must navigate to get back to a path. We also need a flashing crosswalk light at Miller and Golf Course. Obviously that goes into Crystal Lake but connecting bike/walking paths gets dangerous there.

What about exercise for specific handicaps, such as MS, with swimming programs at Lifetime or Healthbridge

Would like to volunteer but unable.

YOU NEED MORE PROGRAMS TO TEACH ADULTS AND THEIR KIDS TO RESPECT ALL ANIMALS, NATURE, AND OUR ENVIRONMENT!!!!

You should consider rental boats with trolling motors at the lake.

You should offer basketball for any age.

If you described an experience above as "poor" or "very poor," please describe your experience.

Administration - never has an answer, Community development - not enforcing ordinances regarding lawn mowing and upkeep of properties such as rentals and homes for sale and where drainage has been changed, Human Resources - not helpful when trying to apply for jobs in village, Public works - do not keep appointments causing residents wasted time and money, not holding contractors paid for by village accountable for work they are doing and telling residents to call contractor to resolve issues. This is absolutely unacceptable as a contractor has zero incentive to address their mistakes.

Again, contacted them about the outer driveways on our street getting defaced. I haven't heard back. Many on my street complained about this!

As a senior, I appreciate the "checking in" system.

Bad experience when I used a rental facility at the rec center. Not cleaned or stocked.

Burnt car with garbage surrounding it. Animals tearing into it and eating it in street / Replacement for the ragged fence between Randall + Clayton Marsh. I'm going deaf from the noise of Randall or purchase our property for real value.

Everything Good.

Feel confident in everything LITH offers.

Generally the customer service experience with the building department is poor.

Had a question on one of my utility bills-person on phone very odd-no compassion. I was confused - didn't feel any sense of help

Have not needed to use.

Horrendous delays and run-around with permits

If you described an experience above as "poor" or "very poor," please describe your experience.

HR has a problem ghosting employment applicants and posting open positions that are already filled but probably only posting because village is a public entity.

I HAD TO CUT WEEDS GROWING OUT OF PUBLIC TREES IN MY BACKYARD. A VILLAGE SNOWPLOW TOOK OUT A HUGE CHUNK OF CONCRETE OUT OF THE CURB IN FRONT OF MY DRIVE-WAY! IVE CALLED THE VILLAGE SEVERAL TIMES COMPLAINING ABOUT IT.

I HAVE LIVED NEXT TO A VACANT HOME for almost 10 YEARS. The House HAS FALLEN APART The Village WAS NOT HELPFUL until This PAST Summer after I CONTACTED THE VILLAGE PRESIDENT,

I haven't had any interactions in the last 12 months.

It did take permit person a long time to get back to us but when she did she was helpful.

Just didn't like being singled out for grass length, while others on the same block did not receive citations.

Kids forgot to put away cans. The photo copy warning/reminder. Just seemed silly the next week reminder signs up was more pleasant of a reminder.

Laura Pekovic is amazing.

Not enforcing garbage left on curbs. Neighbor leaves garbage on curbs for WEEKS!

Permits required for too many things. Often overpriced for Size of project or events

Police Always professional

Public Works made me cut down a tree then inform me they made a mistake. Then made me cut the other tree down. Police - they never return calls or inform you what happened.

Side walks need on Oak Street. Removal of abandoned items on site. lawn care and tree maintenance

Since Covid-19 I have had no contact with village services.

Thank you!

The Randall Rd construction is not done. Our permit still not approved since a month ago.

We asked for the trees around the pond to be cleaned up and no one ever showed up.

We had a new roof done last November and we were told by the roofing company that a final inspection would be done the next day. We noticed problems with the roof and contacted the roofing company. No inspection was done the next day (we were home the entire day). An inspection note didn't show up until days later and was backdated to a date that we know it wasn't completed on. Our roofing issues never got solved and the final inspection was a joke.

We need more pools & playgrounds for tweens/teens. "All the parks around us dad are for babies" Again, west side, Lynn Dillow - plenty of room there. Maybe a pool.

Well and Pump problem for my house.

Your permit fees are INSANE to build a home, robbery.

Please provide any other means of communication that you believe the Village should consider when sharing information with residents.

announcements and phone calls

Been here 20 yrs, when new neighbors move in, they need to be more CONSIDERATE of their neighbors. Unreal! (ignorant people)

Charity events, which become very important/significant (except during covid) - should be advertised on Village marquee and social media. Example - Brian Krueger Memorial Baseball tournament. These events make Village look good.

Communication by the Village is generally good.

Didn't even know about the nixle alerts until I received this survey. Good to know.

Do monitor or participate in Nextdoor.com? There's quite a lot of local activity on this neighborhood group chat site including chatter about strange people or stray animals in neighborhoods, concerns about police/fire activity, downed trees, reports of loud music or cars racing down streets, etc. It would be a great place to hear about problems early or reach out to the community.

Don't know what "Resident Insider Newsletter" is

Never removed E-Newsletters

Don't Use Nixle or Social Media

Don't know!

Fix all the driveways damaged by curb repairs. The entire driveway cracks all the time.

I believe that you have given residents enough options.

I do not receive emails, brochures, or texts.

i don't go to computer or social media - I'm old!

Please provide any other means of communication that you believe the Village should consider when sharing information with residents.

I don't utilize social media

I look to Patch, Northwest Herald for LITH updates.

I think the most effective way to communicate with residents is by sending us letters to inform us about what's going on in the Village. The average middle aged working adult doesn't have time for social media or the website.

I think you have it all covered. I like the weekly newsletter via email.

Include bicycle and walking path maps with the seasonal brochures. Include paths through our parks, fens, etc. There should be a constant reminder of the availability and locations of these paths and plans to expand.

It would be nice if a village newsletter was sent out more frequently. The newsletter that is sent out is helpful, but it needs to be sent out more than twice a year. I don't use social media, so e-newsletters and postings aren't helpful.

I've never been to a public meeting and never heard of "Resident Insider Newsletter" I get most of my Village info from the Northwest Herald.

Love Nixle alerts

Mail in newsletter/emails

Mail out a news letter

Messenger newsletter should be MONTHLY. Please put voting info on marquees ASAP (polling info)

More mailers I don't always follow social media. I usually only hear from local residents in conversation.

New resident welcome guide.

Newsletter is very informative

Newsletters: better written

Please provide any other means of communication that you believe the Village should consider when haring information with residents.

Please use newsletters again as well as televised board meetings.

postings in public market areas. kiosks at events, minor as well as high-traffic.

Really like the e-newsletter to be kept up to date on Village news, communications, and activities.

Seasonal happenings via postcard?

TTY

Utilize Nextdoor

We read all mail from the Village.

Marquess are good.

When I called to complain about the unsightly driveways I was told it was in talks but then I heard nothing.

When there are violations, area residents should get a mail reminder.

Please provide any comments or feedback relative to the Village's customer service and/or communication methods.

All LITH Village staff are always courteous & professional & informative.

Communication by the Village is generally good.

Get back to us.

Have not had much interaction.

I have only spoken with a receptionist when calling the Village Hall and those experiences have been perfectly fine.

I like reading marquees in front of police station + others.

I think honestly -- the social media modes of communication are the easiest for us to consume. Emails get filtered out, and snail mail is not timely or easy to find later for reference. I like how LITH is adopting and expanding online presence for both just-in-time communications (social media posts, text alerts etc) as well as self service (great, easy to navigate website).

I think the Village is missing the boat when it comes to the parks & beaches. Gearing things towards fishermen and little kids is not the majority of people who live in the original section. If you put in the two swings at indian trail beach adults, couples, seniors, everyone could enjoy them.

I would like to see an electronic newsletter. The current newsletter should be distributed more often.

Please provide any comments or feedback relative to the Village's customer service and/or communication methods.

In regards to the village website, the ONLY reason I give it a poor rating is because in the eyes of search engines like Google, Bing, and Yahoo, the old "m.lith.org" still shows up in search results but the links don't work. I'd suggest having your webmaster look into fixing these things via the webmaster tools available from these search engines. As users try to click these old links, they'll think the village site is broken when it really isn't. It's important as most traffic to the website probably comes from a quick search, resulting in people not finding the information they need.

lease provide any comments or feedback relative to the Village's customer service and/or communication methods.

Please provide any comments or feedback relative to the Village's customer service and/or communication methods,

response times to emails with questions, ideas, and concerns

THE VILLAGE NEEDS TO COMMUNICATE WITH EVERYONE ABOUT OBEYING LAWS AND TO STOP SPEEDING AND PROTECT OUR ENVIRONMENT & STOP LITTERING!!!!

The village website looks like it was developed by a group of middle schoolers who worked independently and threw it all together. The format is different for each departments, the search does not find anything specific to the site, and a lot of things that should be online are not or are in a format not easy to navigate. And some pages don't optimize for mobile devices.

There is no communication.

We read all mail from the Village. Marquee are good

Your service and communication has been prompt. Love it!

Do you have any other comments, questions, or concerns?

1. PROTECT GRASS WHEN HYDRANT FLUSHING
2. ENFORCE NO PARKING ON/OVER SIDEWALKS
3. ACKMAN RD HAS WAY TOO MANY SPEEDERS!

All in all, the Village is very well run. And the events to participate help residents come together and brings in people who look at our village and say they want to move here which I think speaks highly for Lake in the Hills.

As I have referred to in my comments, I would like to see the Village take a more active role in encouraging homeowners to maintain their properties. It effects our property values. I have contacted the Village about this in the past.

As multi-cultural as the village is, it just seems to be a one note place. There are no cultural celebrations except the typical ones. No recognition of other ethnicity

At the start of Spring, maybe send the reminder about trash, mowing and watering that is separate to the newsletter that many may ignore.

Better public transportation. Firework shows.

Both household members work the night shift, but the interactions we've had with the village were pleasant

cars still go speeding down Miller right. past Haligus going westbound. My house backs up to Miller & often the road is like a race track!!

Choices should have a column that includes a "NA" area. I hate to have to make a choice if I haven't used something

community events despite COVID-19 issue

Consider tunnels gravel pit filled with water into recreation area like three oak in crystal lake. Lakes in town are too tiny to swim in

Disappointed no mention of our great fire dept. without a strong police and FIRE dept. we wouldn't have this great town to live in.

Don't really use much of what the Village offers. Golf a lot in summer and plan on Arizona in winter. Won't be hear much longer.

Extra police patrols in November 2020 after the election for home owners

Final inspections by the Village need to be better handled. I recently needed a final inspection done and when I scheduled the appointment I was given a 3 hr window for someone to show for something that took 2 minutes. Give residents a specific time so they don't waste half a day waiting for nothing. If you're only going to spend 2 minutes looking at something, then there's no reason specific, timed appointments can't be set up.

Fix the Driveways , LEARN to Plow Snow

for the health of people that leave in LTH please we need good sidewalks and acces to bike sides

Garbage pick up is a Joke & they leave garbage all over when they dump into the truck, they should pick up if they r

Great place to live keep taxes in check keep public safety priority and open up everything. This is now month 6 of the 3 week quarantine to slow the spike.

Great town taxes, Like all great towns it takes taxes, more Business and manufac. Business to help residential taxes.

I have an RV and am not happy that I can't keep in in my driveway year round.

I have had to contact police & fire SEVERAL TIMES, Both arrived immediately and each time were extremely helpful I PRAY For The Police + Fire Depts.

Do you have any other comments, questions, or concerns?

I have lived in Lake in the Hills since I was 8 years old. I'm now 41 years old. So over 30 years. Here is my list of things that would improve the original section of LITH:

- Put in two seat swings at Indian Trail Beach for adult couple to enjoy the view of the lake.
- Gear some programs to middle aged adults and offer these classes on the weekends. Couples cooking classes, couples yoga, a running club, etc.
- Better water pressure restored to original section homes off Algonquin Rd.
- The roads are in terrible shape in the original section near Algonquin Rd. We need new, repaved roads with walking near the lake where it is very hilly. The roads used to be so nice in the original section. I don't know why they haven't been redone in years.

I have put a "no Soliciting Sign on my door, yet I STILL get flyers from landscaping companies and others. I do not want these people leaving their flyers at my door. Please do NOT allow them to do so. Gonzales Landscaping is one. Attached is another. I ahve tried calling these companies that left their flyers...they were not happy with me.

I just don't like the water because Its so hard,

I LOVE BE THERE, My KIDS LOVES SUMMER CAMP - THEY ARE USE IT FROM 3 YEARS

I prefer Village resources be utilized for infrastructure including roads(repair, maint., cleaning), landscape, police, and fire. Upkeep of parks, even expanding them, rather than programs.

I think more attention to adding stop or yield signs in town and also having areas cleared out when you stop at signs you can not set clearly when looking both ways because of trees and bushes

I THINK YOU GUYS ARE DOING AN EXCELLENT JOB WITH THE VILLAGE, LIKE THE COMMENT I WROTE ABOUT THE POLICE DEPT. KEEP IT UP.

I would like for the City to enforce removal of random abandoned items on visible roads and areas.

- Creating side wall paths or bike paths

I'm thinking cul-de-sac should be for visitors not for residents to monopolize. This cul-de-sac is taken over. When people have company there is little areas to park. People living in culdesac use their spaces so their own driveways can be used for lawn chairs and be kept empty. I thought backyards were for gathering. Spaces are constantly filled.

In parks, instead of using wood chips need to look into putting cushion or rubber padding seen in some parks. Better for kids.

Is there any date available as to when the roadwork will be done? Will there be early voting?

It would be nice to see a more diverse group of people in your offices. All the years I've lived in LITH, I haven't see 1.

Just feedback on the survey itself Some things did not apply so you should add N/A

just online billing to be easier.

Just perking. Make it easy, possible, fair to have property tax payers get a parking spot. W/O an HOA. I've heard of getting stickers for the only members. Or parking in your # only parking spot. PLEASE.

Just re-enforcing how important it is for you to look into the water situation, it is absolutely terrible and I think is a project that needs to be addressed ASAP.

Keep our governing honest and respectful. Thank you.

Keep up the good work!

LaBuy was not, designed for young children under 5. A lot of the Children are under that age that come. A light needs to be added to light the play area because we hear thing going on but to dark to see. Some type of walk needs to be added to Hilltop so people do not have to walk

Lake in the Hills always had that laid back, easy going, at home feel Lets keep that home town charm and keep the city issues and problems in the city of Chicago

LITH is a great community. I am happy here!

Lower Property Tax Too High for Seniors

Lower taxes

More residential development without increasing Law Enforcement, Postal services, a New Park District, a library, does not allow for healthy growth of a village. Taxes are not proportional the services and facilities this village provides. Thus, more residents will leave and congestion on roads will become more unbearable.

Moved here from Park Ridge. Absolutely love our place in the Villas of Boulder Ridge. Great view of McHenry County water front preserve.

My biggest complaint about this area is traffic flow. So many red lights. Short trips take longer than they should. Please consider flashing lights at some intersections at off times.

Need to lower taxes if people are going to be able to stay in LITH and McHenry County

No, keep up the good work! Anything you can do to help lower our taxes is about the only thing I have.

Non stop road construction at 62/Randall is taking too long to complete. I realize a state issue likely, but tearing up multiple routes in the same area at the same time is very inconvenient.

Only about the lack of walkways to get to other areas from where I live. There are many great, winding paths and walkways and where I am, we cannot get there. I would like to be able to walk on Ackman to other paths, walk to the path on Miller w/o having to walk on the side of the road. I would like LITH to work with surrounding communities to make it safer for bike riding, running, and walking with families.

Overall with is a nice place to live. Very disappointed we still don't have more bike paths on main roads! Also-water isn't the best quality.

Please consider shortening trick or treat house like other towns. 8PM is too late and dark. This year- ?? If I had a little one I would not take them to strangers' houses anymore. We need new traditions.

please do something about construction. It really is just a mess of a situation.

Do you have any other comments, questions, or concerns?

Please note, there is no map shown below. I used the paper map sent. Using Microsoft Edge which is based on Chrome.

PRINCETON LANE IS A WASH BOARD! YOU REPAIR ONLY A SHORT AMOUNT OF PRINCETON LANE EACH EAR! WHY CAN'T THE ENTIRE STREET BE DONE AT ONE TIME? ITS A MAIN THOROGARE! I WOULD ALSO LIKE TO "THANK" THE WORKER WHO PLANTED THE SMALLEST TREE IN FRONT OF MY HOUSE. ACKMAN ROD 50MPH SOEED LIMIT! CARS & MOTORCYCLES SPEED UP TO 100 MPH EACH DAY! THIS IS WRONG!!! WHY ARE 40 FOOT TRUCKS, TRACTOR TRAILERS ALLOWED ON ACKMAN ROAD? THIS IS A RESIDENTIAL NEIGHBORHOOD! LOWER THE SPEED LIMIT AND ENFORCE THE LAW!

Really love the dog park its the best I've ever seen anywhere

Reduce McHenry County taxes so I can retire in Illinois in my house.

Road construction needs to be expedited, Massive delays occur during Rush Hour 45 milos speed limits not enorced.

Sate community to live in

STOP SIGNS ON YOUR LAWN IS CONSIDERED YARD ART?? BULLSHIT.

Taxes too high. No way anyone could retire here and it's sad that I'll have to move for that reason.

The isn't much for seniors to do in Lake in the Hills. THankful we live in a community that has its own activities.

The lack of police presence on the roads. Cars and trucks are constantly speeding in the old section of the village. I can't remember the last time I saw a car stopped. Also life guards need to be back at the beaches and ordinances enforced.

The parking on streets is becoming a safety issue. Cars on both sides of the street leaving only a small lane in the center. It makes passage difficult and a danger to children on the weekend.

The taxes here are outrageous! Every time someone improves their property, someone comes in and jacks up their assessment! Also, the village needs to bring in a better corporate and business tax base. Homeowners shouldn't be required to foot the entire bill for village operations. Whomever is in charge of community development shouldn't have a job.

Think about cleaning up businesses on Algonquin Rd. east of Pyott. Horrible sight with those junk cars and not kept up businesses. Randall is not the only important street.

Traffic light timing need adjustment: TIMING

- Miller & Randall = MILLER WAY TOO SHORT

- Algonquin Road & Crystal Lake Rd. = Left off of Algonquin onto Crystal Lake Rd. WAY too short.

Try to mind my business cause no problems live life

Try to promote being better citizens to improve quality of life in LITH. Like follow laws, be courteous to neighbors not rude & inconsiderate.

very happy with the village of Lith Thank you.

Water is a big concern. Can not drink this water.

Water quality is always a problem. We have to soften and filter the water. Sometimes the quality is very low when they put up signs indicating hydrants will be flushed but it doesn't seem to help as if they don't do it at all or not for long enough.

Water quality! It is awful. The Village received an "F" after testing the water through a water test. This should be the #1 priority.

We are thinking of moving, only because now that we are older we want a larger lot, we would considre staying in the village because we have been very happy here. Keep up the great work!!

We are very happy to reside in Lake in the Hills. This community gives my children a good place for an excellent education and to raise my family.

We have a excellent police/fire dept. without these 2 none of our other programs will work. I have always felt safe and knew where to get help if need.

We live in the village creek. We love it. However, the board of our HOA wants to raise our assessments by 58.8%!! We can't afford that and it will make resale value tremble. Is there anything you can do?

We only moved to LITH recently, so I do not feel We have enough experience to rate Items. However, so far, we are very happy here! We live near Sunset park and it provides so much leisure opportunities. Neighbors are nice, parkways are mowed,

We would love to see something unique happen with the old horse farm on Pyott road. Maybe half the property to build an indoor track for people to walk in the community during the winter, and/or some small shops like coffee, donut, or place to get lunch. The other half should be an outdoor park, or rope course would be a lot of fun.

We've enjoyed living here but our only consistent complaint (besides high taxes) is the lack of reciprocal park/swimming privileges w/ local towns (CL, Huntley, Algonquin, etc) similar to our ability to use their libraries. Coming from Chicago, we were initially shocked to have to pay high fees to to visit Crystal Lake or swim in Huntley, etc. The other "step down" from Chicago was the surprising lack of water fountains in local parks.

what is happening with the old Larsen farm land where the barn and house were torn down, That was a selling point for my property will our taxes be adjusted?

When is next election and how does one run for village board or president? Be transparent about how to run and get on the ballot.

When we moved here, we were 60102. Big move separating from Algonquin and it takes time to build a strong village. Efforts are good. More consistency would be better.

when will dredging be done?

Why did the assessor increase our taxes so much in one year?

Will we recieve feedback from filling this form.

would like to see with stop development of houses. I worry about it turnng into Schaumburg where there is traffic everywhere. Rather see untouched land stay the way it is

would love to see A "LITH" Pool Lynn Dillow Park or sunset but sunset too busy - lakes on East Side Splash pad on Sunset. Lynn Dillow Has Tons of space for it!

Do you have any other comments, questions, or concerns?

Yes have burnt car removed along with all garbage been 3 weeks put cement wall between Randall + Clayton Marsh why are we the only street with a raggety ass fence all other streets which need barrier get cement why not us

Yes, why the speed limit is 40 m. at Pyott Rd. S/B 40 all thru until Barbara Key Pk. (Not 50) This road is not attend by police on speed.