### Transparency Questions

1. **How often would you like a formal Village update?**
   - Quarterly: 15
   - Monthly: 8
   - Other: 2

2. **How would you like to receive these updates?**
   - Email: 19
   - Reg. Mail: 9

3. **What are you most interested in seeing documented in these communications?**
   - General updates like this one: 18
   - Road and Trail construction: 9
   - Financial status of the Village: 9
   - Social Events: 5
   - Weather Alerts: 4

4. **Pick your top metrics to judge the effectiveness of the Village Boards effectiveness each year**
   - Desirability of Village for homeowners: 11
   - Communication/openness on Board actions: 11
   - Ease of working with Village on issues: 8
   - No budget deficits for Village: 5
   - Low taxes: 5
   - Excellent infrastructure, roads, trails, etc: 4
   - Preserve rural environment & 5 acre zoning: 2
   - Tax Rebates: 1
   - Safeguard property rights of residents: 1

### Community & Government Questions

5. **How long did you wait to receive response to a problem/issue you reported to the Village?**
   - Several days: 3
   - Immediate service: 2
   - Days, but less than a week: 1
   - Not Applicable (never have made contact): 8

6. **How long did the Village/Contractor take to resolve your problem**
   - A reasonable amount of time: 3
   - Too long for this type of problem: 3

7. **How would you rate your experience with Village Attorney J. Zimmermann**
   - Poor response: 5
   - Friendly and helpful: 2
   - Very Costly/over charges: 2
   - Average: 2
   - Driven by what old board wanted: 1

8. **How would you rate your experience with Village Engineer - Anderson**
   - Friendly and helpful: 3
   - Poor response: 2
   - Average: 2
   - Driven by what old board wanted: 1
   - Not responsive: 1

### Resident Comments “pro and con”

- “Thank you for asking for feedback”
- “Jess your emails are very informative and to the point. Very helpful to me and my wife.”
- “I’m a big fan of the work you are doing. I know it is a largely thankless task and I appreciate your time and efforts.”
- “Work on Village Identity. It is time people know who and where Mettawa is. Signage possibly?”
- “To be effective we must have open communications …..”(cut off on fax)
- “Stop commercial development. We don’t need the extra dollars from Costco.”
- “Need a new Attorney”
- “Any Attorney that legally puts our Village in jeopardy should not be allowed to continue to represent us.”