# Mettawa Resident Survey

11/13/2012

<table>
<thead>
<tr>
<th>Fielded</th>
<th>9/25/12-11/10/12</th>
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</thead>
<tbody>
<tr>
<td>Village residents</td>
<td>550</td>
</tr>
<tr>
<td>Email invitations sent</td>
<td>203 (37%)</td>
</tr>
<tr>
<td>Surveys viewed</td>
<td>135 (25%)</td>
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<tr>
<td>Surveys begun</td>
<td>111 (20%)</td>
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<tr>
<td>Surveys completed</td>
<td>87 (16%)</td>
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<tr>
<td>Completion Rate</td>
<td>78%</td>
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<tr>
<td>Average time to complete</td>
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1. Some Mettawa officials have stated that they now spend an excessive amount of volunteer time on Village business because of the increasingly complex operations and issues facing the Village. Which of the following best characterizes your feelings about this?

- We should contract for professional help as needed to substantially assist volunteer elected officials with Village operations without permanent changes to Village government.
  - 24.7%

- We should change our Village government structure to include a Village Manager, Administrator or other full-time or part-time Village employees to address this issue.
  - 24.7%

- Officials should be prepared to make this kind of commitment if they choose to run for office - Don’t change anything.
  - 23.5%

- Other
  - 17.6%

- We should appropriately compensate Mettawa elected officials for time they spend on Village business.
  - 9.4%

- I have no opinion on the topic.
  - 0.0%
Question 1

1. Can we learn nothing from what's going on nationally? You have to be kidding me that we would consider paying elected officials for anything. Let's not get into Empire building let's not add more government officials to the payroll. Curiously what are these time consuming issues and what's their immediate need?

2. Officials seem to make things far more difficult than they should be. If it takes them too much time, they either need to become better at it, or not run for office. NOBODY voted for trustees to create legacy costs.

3. The mayor and others should have an exec assistant. I also support paying the officers

4. No salary; professional help; Village Manager

5. Elected officials should ask for volunteers for some work. I don't think officials should be paid. We already pay for an engineer and permits are expensive and a pain to obtain.

6. Possibly some combination of the 3rd and 4th choices. I would need to have more info on theses 2 choices.

7. Additional information on the specific professional resources and time frame (billable hours) is needed.

8. Hire an administrator only if this will decrease the excessive workload on the officials. To be an official, you have to be involved and it requires a substantial amount of time. There needs to be some sort of balance between the officials, and perhaps a part time administrator would allow for this.

9. Contract for professional help until the village can justify full time employees

10. We should not compensate elected village officials; if additional help is needed, we should go with a village manager (although that was tried relatively recently) and/or additional professional help. One might consider whether the Village has moved too far from its roots if there is now too much "government" to be handled by a volunteer board as it always has been.

11. In order to maintain ethical behavior contract professional help as long as there is no nepotistic tie to an official on the board. Transparency is very important. Examples of corruption in government - Chicago, Niles, Des Plaines and Rosemont. If it has not been done yet I would like to see a Code of Conduct, Ethics and Compliance to be instituted to avoid any corruption.

12. My opinion would be a combination of answers 2 and 3. Contract for professional help as needed, but I also feel that it is only fair to compensate elected officials for time spent on Village business.

13. A combination of #2 (compensate officials, particularly mayor), #4 (hire professional help) best characterizes my views.

14. Reduce the bureaucracy and have fewer meetings

15. Prefer volunteer, no pay, keeping things simple rural & rustic with paid staff, consultant, advisor when necessary.
2. Mettawa currently has no Village Hall. Mettawa officials meet in rented facilities, and store Village files in a rented location. Because of the lack of a dedicated office, Village business is often conducted at officials' residences. Which best describes your views about this?

- This is how Mettawa should operate... now, and in the future: 34.5%
- The Village should convert existing structures or construct an inexpensive, new Village Hall on the Korhumel property (or other property within the Village): 29.9%
- The Village should arrange to lease appropriate office space in the Village: 20.7%
- Other: 11.5%
- I have no opinion on the topic: 3.4%
1. Not enough information to make a call...issue I see with building Town Hall is cost and upkeep.

2. Meetings in rented facilities is more than adequate...Having a space for village records and other minimal needs should also be in rented space. There is no need for a Village Hall.

3. I would like to see us explore the cost and feasibility of utilizing the Korhumel property. Something will have to be done with the property. It might not be much more expensive to convert one of the structures than it will be to demolish it. I don't know as I am not in that business but it is just a suggestion.

4. I would lease space for office and storage until we are sure of our needs and financial security. An opportunity like the Korhumel buildings might change my opinion if that opportunity was time critical.

5. We used to meet at the hotel?

6. We are relatively new to Mettawa (less than 2 years in the village). I don't have a strong opinion on this issue, but I kind of like the way the village operates with meetings in officials' residences, and I would hate to see the village give up all the things that make it different than every other surrounding community.

7. Covert Korhumel house, not barn as office space.

8. If you have a full time staff you need an office. Otherwise residences work, especially if they are just volunteers.

9. Lease appropriate space where meetings and files can be stored in one location. Perhaps at CDW or HSBC?

10. Look for a small office space to rent in or close to the Village.
3. Mettawa currently enjoys a significant cash-flow surplus, largely the result of substantial sales tax revenues. Some of this surplus is retained in a Village contingency fund, and some is distributed to residents as a tax rebate. Which best characterizes your feelings about this?

- I'd like to see the current practice continued without change. 44.2%
- I'd like to see more of the operating surplus returned to residents. 30.2%
- Other 14.0%
- I'd prefer to see these funds directed toward Village improvements or amenities (trails, parks, open space, etc.) 10.5%
- I have no opinion on this topic. 1.2%
We are all to be on 5 acres or more why would we leave our homes to go to a park. A Park will be nothing more than an invitation to Non Mettawa residents to come and enjoy our Village.

Best to return as much as possible to residents, but have a limited contingency fund.

I’d like to see the surplus returned to residents as is currently done as long as the village does not need it for anything else. We already have so many amenities here in the form of our own trails and extensive forest preserves that we all enjoy. It would be hard to beat the beauty and recreational opportunities these already provide. Parks present a whole new set of problems: upkeep, additional security, insurance and other liability issues, etc. that I don’t think we need any more new space for recreation. We do need to keep enough funds for the upkeep of what we have and to pay for other things that might come up. Possibly help for the officials, legal issues infrastructure improvements that we will probably have to make going forward (more water and sewers as are needed). So many things can come up. We need to be prepared as we are now.

I support the idea of spending adequate money on parks and road improvements and acquiring open space, as long as we don’t go nuts. A significant portion of the surplus should still be returned to residents as a rebate.

I would like to see any bonds paid back ASAP and a combination of #2 and #3.

I would prefer to see a balance between three things in order of how I would prioritize them: 1. Return money to residents. 2. Maintain a contingency fund. 3. Improvements and amenities.

Continue rebate if we still have available funds after increasing staff and operating an office.

If it goes to what we need we should do it except our taxes or mine are going way up because of the water line.

I’d like to see current practice continued. Additionally, use appropriate amount of funds to pay off existing bonds.

I’m assuming the contingency fund has an agreed to balance that the village feels it should maintain. If that balance is at that level, then the funds can be distributed to residents, if not only part of the surplus will be distributed. If that is the way it works, then I’d leave it.

needs to be assessed on a yearly basis.

Buy and preserve open lands, residents with land conservation easements don’t receive rebates - discuss fairer rebate structure.
4. Please rate your level of agreement with the following statements about Mettawa currently:

A through D.

(Mean) N=86

A. The Village is heading in the right direction.

B. Mettawa Village government functions with a high degree of transparency.

C. Mettawa is being operated with a high degree of fiscal responsibility.

D. Mettawa government is responsive to the needs and priorities of residents.
5. Please rate the importance of the following, as future priorities for Mettawa.
   A through G.

(Mean) \( N=86 \)

- Preventing future higher density residential development: 4.36
- Preventing future commercial development: 4.09
- Elevating property values: 4.08
- Providing preferred pricing for utilities and nearby businesses: 3.39
- Improving landscaping around the Village: 3.18
- Adding or enhancing Village trails: 3.05
- Adding or enhancing Village parks: 2.67
1. Enhancing EXISTING parks, trails I consider routine. Adding is what I personally have failed to see any need to create. And I honestly don't understand the final item about preferred pricing, and don't wish to offer an opinion.

2. What can village do to my property values Parks are a waste of money and an invitation to nonresidents to enjoy and an invitation to criminals’ burglars to scope out the homes?

3. We need to work towards a cohesive school district...many families are put off by the many different districts - neighbors next door and across the street attend different schools in a majority areas - this hurts the sale prices of our homes, not being marketable to families with school age children.

4. I would like to see us create bike lanes and enhancing the shoulders so we can walk

5. "re: future higher density development: Where would the density be? Do we have any land left for high density residential development? re: landscaping: This is a country setting?“

6. Village Hall while revenues are high (I think the Korhumel stable has a great 'feel' for the Village

7. Water and sewer would be nice. Lower property taxes - the whole village should protest

8. It is very important that the village must do whatever it takes to keep seeing the property values keep elevated.

9. Excellent new trails from Bradley and along route 60 have been built. Excellent job to the Mayor! However, I resent horse droppings when dog owners are asked to pick theirs. It would be nice to be able to walk on these trails without hesitation of walking on horse dropping.

10. I am particularly concerned about preventing future higher density residential development. I feel it only results in decreasing the value of our 5 acre community.

11. I like the idea of resident coffees. It is an open forum to discuss village issues without the constraints of an official village meeting.

12. still waiting for roads to be resurfaced

13. As new residents we are unable to fully answer many of these questions b/ c of lack of experience

Continued.............
Question 5

14 "The Village has to take a realistic attitude towards commercial development. What I mean is that the fact of the matter is that commercial development helps keep taxes low, and without the commercial development property taxes would go through the roof and the rebates that we currently enjoy would not exist. One simply has to look over at Lake Forest at how that town scared away businesses resulting in higher taxes and fees for its residents. The reality is that Mettawa is no longer a completely rural community and is sandwiched between some pretty well established suburbs. As long as commercial development is put along major highways and roadways, then that will not hurt the Village. For example, if development wants to open up along Illinois 60, then that should not be a problem especially since there already is quite a bit of traffic and development along that road. It is far better to get tax dollars from out-of- Towner’s than for residents to pick up the slack when it comes to taxes.

As for residential development, the Village has to tread very carefully. There should be a minimum standard in terms of housing in the Village, and high density housing should be avoided if possible. If there is going to be a housing development, then it should follow the pattern of Forest Haven with the houses mixed in with a natural setting so that one does not see the traditional open area such as by Hamilton Estates. Developers should be held to the highest standards in terms of ensuring they are providing strong infrastructure (roads, sewer, water) and that they are building houses properly. There is no sense in allowing development in if a developer has had major issues in other places or has had issues in the past with building substandard housing. Also, developers should be held responsible for litter and keeping their work sites clean so that the Village does not end up having to clean up after them. New developments should be forced to include parkland areas, too, so that the burden does not fall upon the Village to provide recreation. For example, if a development has twenty lots, then one of those lots should be set aside as a park area. Developers should bear the cost of new development which includes infrastructure, parklands, roadways, etc. If developers are held to a high standard, then the Village will only have quality developments and not have to worry about McMansions. Finally, the Village has to make sure that housing is not put up in areas that could potentially be troublesome such as areas that are prone to flooding or natural problems. It will only hurt the Village in the long-term if housing is put up in such areas because the developers will skip town once the development is done, and the buyers in those areas will be stuck with problematic homes and will show up to the Village with upturned hats looking for assistance when that could have been avoided by preventing the construction in trouble zones in the first place."

15 Where I reside house sales have been negligent. Property values have decreased somewhat yet our taxes are very high because of our location in the Vernon township. I find it difficult to see our family remain in Mettawa since the property taxes continue to escalate. In my opinion it is these high taxes along with the lack of village amenities such as sewer and city water that keep people from purchasing houses.

16 To elevate property values we need to raise the ground along the highway and removing the wall.

17 I know that the village has no control over the speed limits on Lake County roads, specifically St. Mary's Rd. However, if there is anything that the village could to in assisting in speed enforcement on this road, such as contracting for more time spent here by the Lake County Police, would be helpful.
18 The insane drivers on Bradley are going to Kill someone someday. Also the tollway noise is getting worse all the time.
19 I love living here...of the land..my issue will be the waterline....I think it's good about the line but I'm a resident that will have a very hard time about what the tax increase will be for it....it's going to be a financial issue for me...I'm not a rich resident of Mettawa..and my house for the worth of it now which is 30 percent down from what I paid and the taxes I pay for that and then adding another 3000 a year to my bill....I will feel like looking into a tax assessment on my house...to try to reduce my taxes...that's my only issue of living here..other than that I love it here
20 Keep minimal village property and its maintenance at low or no cost.
21 Please, no more parks for us to maintain. Let us pay as little as possible on maintenance of Village property but not let it become derelict.
22 Define status of Korhumel property. Do we have a comprehensive plan for demolition and construction of an inexpensive city hall, at what cost for all? If this is a priority, we need to reconsider how many excess funds to rebate to residents.
23 Don't like the word Park - implies developed rural land. Prefer rustic untouched my human hand look.
1. Why the necessity of no turns on/off Old School Rd & St Mary's Road? Has not lowered traffic flow in front of my house, and prevents me from considering utilizing Libertyville restaurants or other services in the morning or late afternoon!

2. Enjoy living in this great community and appreciate the work that is being done to improve things.

3. The coffee hosted by the Lys was a wonderful example of focusing interest residents on specific and long range issues. Their hospitality and leadership were greatly appreciated.

4. Police ticketing I thing I is shocking the way the police are instructed by the Village (Police Officers Words) to ticket everyone resident or not No extenuating circumstances o Warning Tickets!!! This is not fair Lincolnshire residents are allow to make turns off and on hwy 22 why aren't we?

5. Please note previous comments regarding school district consolidation. We feel strongly this will affect our property values and sales and hence future prosperity.. we are basically the last house in the Stevenson district, children in our house could have a science partner in the far corner of Buffalo Grove.. Conversely the children directly across the street would attend Vernon Hills High. It’s so wrong!!!!!!

6. Thanks for doing this [survey]

7. Surveys like this are preferable to get-togethers. The assumedly reach everyone, and thus are far more likely to be representative of the citizenry. Thanks for doing this.

8. Overall, as a Mattawan, I am happy with the performance of the village Administration. Efforts should be continued to make sure that the village has good means of commercial income without changing the image of the village too much so as to be in good financial health. The other most important thing is to keep working to enhance our property values. To add beauty to our village, enhance the landscaping and parks for the young families

9. Speed bumps on Bradley would reduce the non-residence traffic flow. Please consider.

10. Many residents are discarding of garbage several days to a week before pick up on the road way. The resident(s) are not taking their trash/recycling containers away from the road side after pick up day. What can be done to remind or enforce timely disposal of refuse/recycling containers. The concern is the container or large items are a blind spot to drivers and show a lack of respect for garbage collection.

11. We must maintain the rural and equestrian character of this fine Village of Mettawa

12. With young children in our family we would really love to see a park built in the area. We would also really love to see a restaurant built in that space across from CDW and HSBC - I realize this is somewhat out of our control but it would be wonderful to have a restaurant within walking distance and I have to believe business would be good with those two large corporations right there. Thank you for all the work you do!

13. Thank you for all your hard work and dedication to our small but wonderful Village!

Continued......
"The Village needs to strike a balance between being a rural suburb while also realizing it is part of the greater Chicagoland area. There needs to be some development in the Village ensuring that the tax burden is not solely put upon residents, but development needs to be regulated so that the Village is not left holding the bag for infrastructure costs. The Village should not get the reputation as being difficult with which to work, but it does need to ensure that developers and businesses do not walk all over us pushing obligations that are rightfully theirs onto the taxpayers. Because of the complexity of running the Village there is no question there needs to be a Village Hall as well as the need for a professional Village Manager. The fact that major corporations are located in the Village means that those organizations need a full-time liaison with whom to interact which simply cannot be done by the current volunteer system. With so many issues being very complex such as storm water management, government regulations, and a myriad of legal issues a Village manager is a must, and having a full time staff member to assist said Village Manager is going to be a fact of life. The volunteers who run the village simply are going to be overwhelmed as time goes on, and professionals are needed nowadays. After all, having professionals on staff to ensure that Village interests are met is hardly tax and spend. Much like how any of us would hire a professional for tasks we cannot do ourselves (legal, accounting, trades, etc.), the same applies to the complex machinery of government."

"Would love to know how to reduce property taxes! Every year we try to fight the Vernon Township assessor, but to no avail. House value goes down, taxes keep going up! I think the village board and all the committees have been working hard and doing an outstanding job for our community, and the only way I know that is through the quarterly newsletter and the mailings which keep the residents updated on all that is being done behind the scenes. Mayor Ray’s promise of transparency was definitely kept. He will be a tough act to follow."

Encourage Jess Ray to run for another term!

Surveys are A Great Idea!

Really sorry Jess decided not to run again. Big shoes to fill!

lowering of property taxes is an issue and it needs to be addressed.

I don’t understand the logic behind clearing the field- oasis park. I thought the point was to move the trail over from being so close on Bradley rd. People drive like lunatics on that road; I’ve almost been hit twice while on the trail. Also, did anyone think about the safety or lack thereof by having a park right next to a truck stop?

Thanks for seeking input. Please remember we are small community of about 250 families. Just because we have money coming in does not mean we need to spend it on meaningless things. Keep some for protecting the village and rebate the rest to residents.

Thank you for asking.

Just would like to thank Jess Ray for the good job he did..sorry to see him go but understand his reasons. Hope to get someone to take his office that is as dedicated, concerned, and capable as he has been.

Continued........
I live south of Highway 60 on St. Marys Road. Is there any evaluation regarding providing water to this area? I have not been contacted or made aware of any activity.

We don’t want to burden the Village with property and maintenance of that property. Thanks.

Please keep the costs of operating the Village to a minimum.

Just Thank you!

Please keep in mind that I just moved to the village.

More US Mail, less email. Extensive thanks to Mayor and Board for their contribution to our life in Mettawa.
Thanks you for your participation