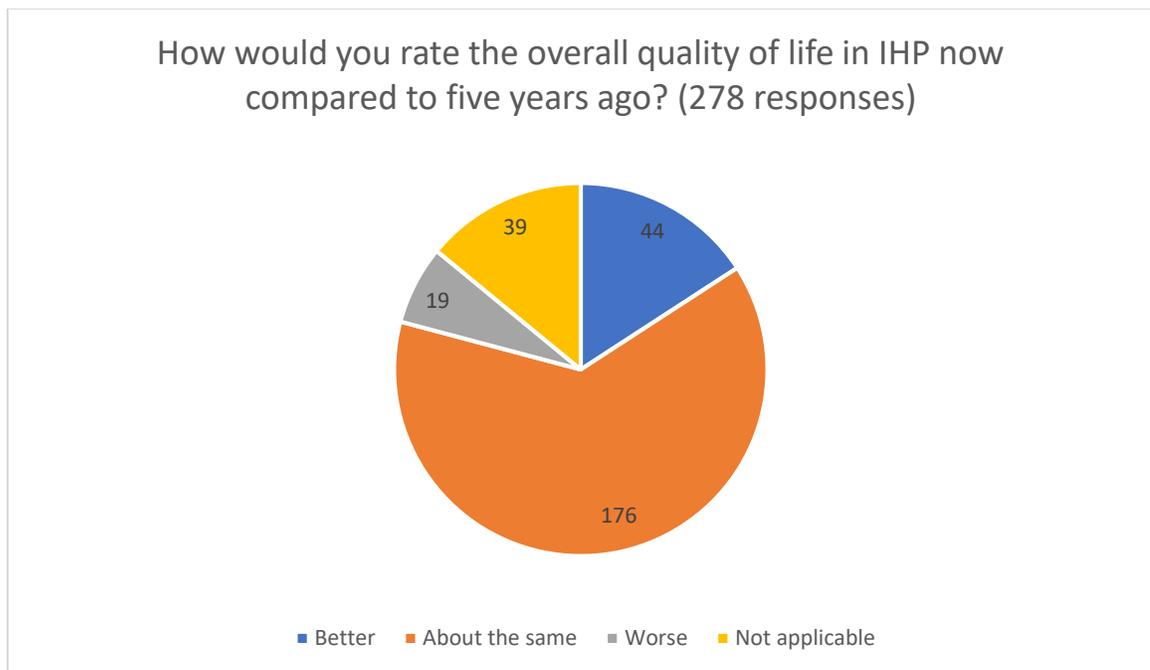
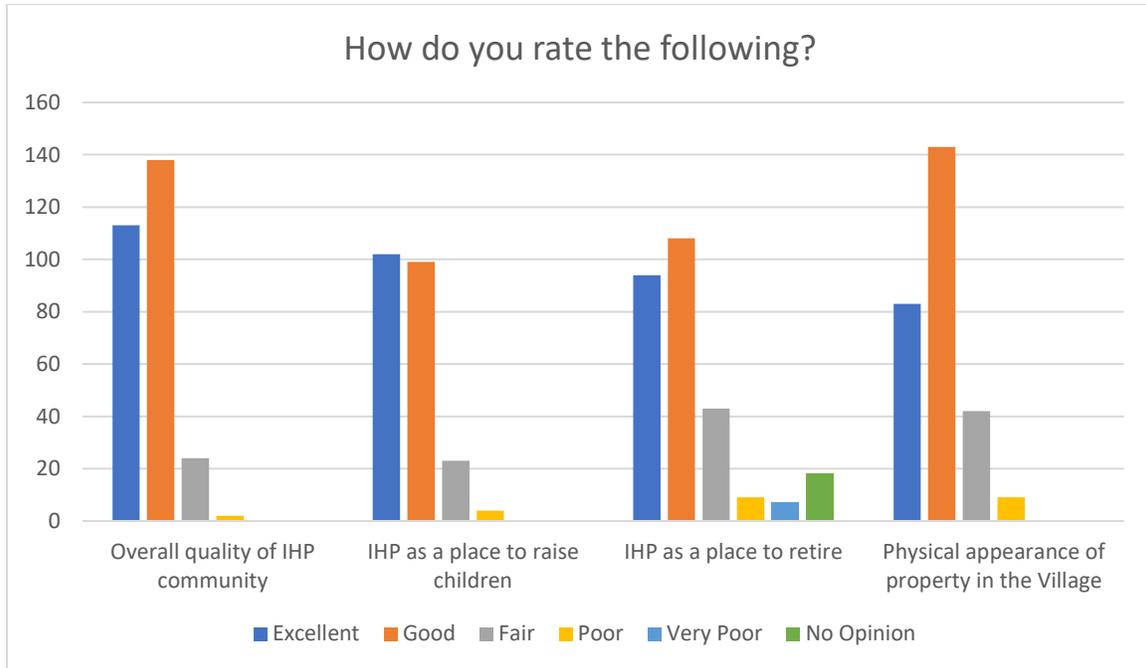
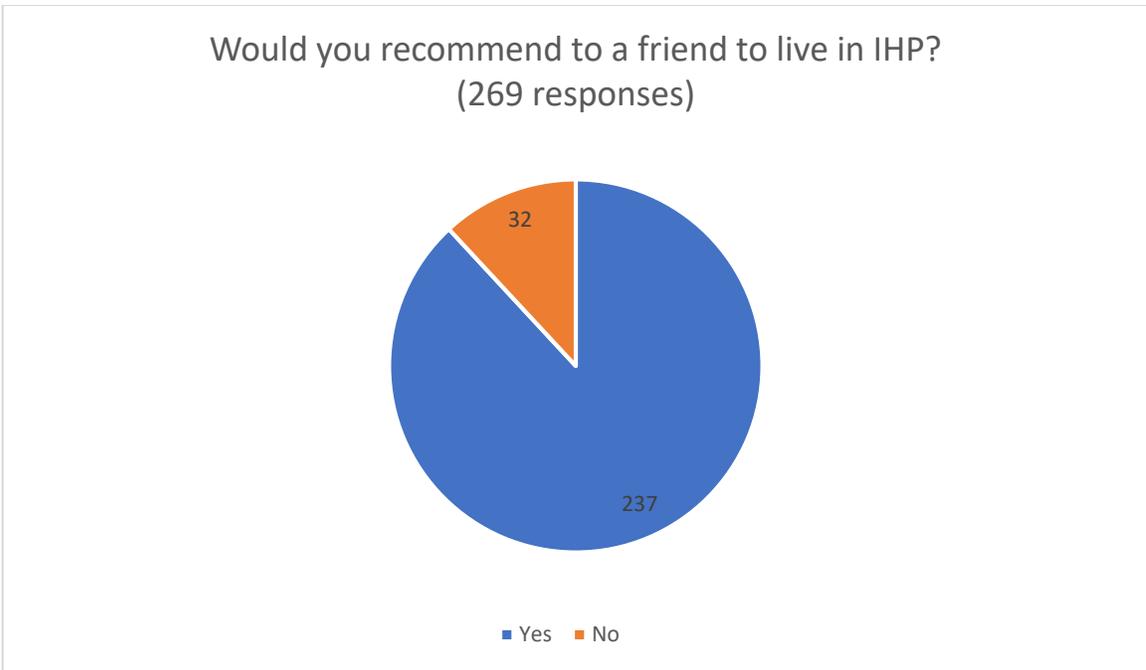


2021 Village of Indian Head Park Community Survey Results





Comments and suggestions:

- Although I love the openness and beauty of our neighborhood, I desperately want a fence. We have a puppy and it would be incredible to let my pup run in his yard without having to devour time on a leash. Some of the rules are a bit dated and could use a nice refresh.
- Taxes are too high. The village has minimal income making town to ease taking a resident hit. - Neighbors are snobby and no fences allowed., way too many rules compared to higher income neighboring towns
- I appreciate the level of communication from the Village.
- Really not the villages issue, but property taxes have gotten out of control and make this too expensive a place to live long term (with the prospects of ongoing increases). Also, crime is rising all around us due to the ineptitude of county and city politicians, and that unfortunately impacts IHP.
- Very good
- Place to retire: too cold in the winter!
- I live in the Chestnut on the Green neighborhood. We are frequent visitors to Walker Park on Wolf Rd but do not have the easiest path to get there. Is there any way that the land between the park and our neighborhood could be made into a safe walking path? It would be much more comforting to have a safer way to access Walker Park than walking on the outskirts of Wolf Rd. I'm not even sure if it's possible, but just a wish!
- The vehicle sticker every year is so expensive. There are so many non village residents using the park all the time . Can't use the tennis court and certain areas if the park at times because of this.

-Street ditch/wayside and salt creek cleanup would help. Leashed dogs allowed at park and sidewalks on both sides of wolf road. Dog Restrictions could be limited to the playground and field areas where the kids play. As a townhome owner near the school, there's few places to go on walks unless mostly in the street or on small stretches of sidewalk. I enjoy the new walking path at the field but can't bring my dog. The park does look fabulous and offers a lot to the community. Well done!! Revamp of the commercial area buildings off Joliet and wolf road. It's underdeveloped and dated. It is a prime location with potential for a quaint downtown community retail area, which we lack. It could be extended even further south to the bridge. The new commercial property being developed further west on Joliet is great but doesn't seem to offer much in terms of the community. The Burr ridge commons area has the right idea. Residential units could even go above. This would help our taxes too. Thanks for all you do as a whole with passion and care of the people here! I equally appreciate the excellent police and fire support we have in making our community safe.

-No Fences and Sheds is really restrictive

-Top 3 priorities: 1. The village should allow fences. 2. Build more sidewalks and bike travel paths along Wolf Road 3. Enforce speed limits on Wolf Road with an electronic speed sign (commuters passing through drive 50mph)

-No sidewalks, curbs or park on east side. Too much flack over sheds and fences. New trash pickup service is terrible.

-Would like a small downtown area, post office, a couple of small stores and a restaurant.

-Lower property taxes

-Having children without a safe route to walk to schools needs to be addressed. Sidewalks on the major streets are needed, it is unsafe to walk along Wolf Road.

-Wolf road needs repair

-During the last housing crisis, I feel many homes sold for low prices and some of the new owners are not committed to keeping up the outside appearance of their homes including house maintenance and landscaping.

-Water prices are too high. Residents aren't listened to.

-I live in Acacia, and I would like to see improvements regarding the houses and the appearance of the houses outside. Acacia could be beautiful and the prices of the houses could go up if we did some renovation outside. Right now, the houses look old and not very attractive.

-Do not put any more sidewalks in Indian Head Park. There is too much concrete in our environment already.

-Too many rules in Acacia - outdated and not child friendly. Basketball hoops should be allowed. -

-Acacia - Trash cans!

-Roads need work - Some look atrocious with ribbons of patchwork.

-Please fix the part of the Wolf Rd next to the 294 exit over the bridge. We are destroying our cars crossing that 5x a day! Thank you

-Tax high - will need to move. Accessibility - none on streets.

-I feel that not being a part of the Suburban Library System is something lacking in IHP

-Very limited sidewalks.

-New sidewalks need soil filled in on both sides so no one miss steps in dark and falls.

-1.2 - No park district, out of district Pleasantdale is great. Join them? 1.3 - Limited senior services

-Village needs a social center independent of Acacia. Should be considered when vacancies open up in offices at Plaza.

-WATER BILL TOO HIGH

-IHP has been diligent in upgrading and repairing streets, water mains - utilities - much appreciated.

-New garbage company service isn't very good - limited recyclables

-I am a relatively new resident and have no children.

-Need sidewalks on Wolf Rd. and a pathway between 45 acres and old town.

-I love the sidewalks! My family has lived in Indian Head Park for years and I recently moved in and LOVE IT

-Nothing much has changed in this village in the last 38 years except raising prices. Raising sticker fees and eliminating senior discount. Raising the cost of water to an incredibly high amount. What property is there but for the park to judge appearance. Not a single person I have spoken with is not extremely angry over the sidewalk project. There has never been a serious accident in Acacia. With all the other things that we feel overcharged for, why could that money not have been used to manage some of the high fees that effect all residents. MOST importantly - where was there never a vote by resident for what we feel is a non-essential expenditure of funds, state and local funds, for a project that does not truly benefit the village.

-Garbage and leaf pick up timing and consistency in pricing is my biggest concern. Would also like a bit more lighting on streets by the expressway.

Indian Head Park is a great place to raise a family except for the lack of sidewalks for children on the West side of Wolf and lack of crosswalk to get across Wolf. Biking/walking to school and friends' homes is dangerous.

-Our village buildings are very dated looking and could benefit from improvements. This also applies to our restaurants and stores.

-We don't have children, but it would be a good place to raise them.

-Prices too high police not senior friendly, village not in real world.

-No downtown, commerce is not centralized, no parks, no greenspace area

-Needs more community facilities - access to suburban library, more "safe" sidewalks

-We have lived here for seven months and couldn't be happier

-Taxes are high and difficult to afford when retired.

-Walkway behind my unit (also front lawn) has many bald spots, not animal related. I think there is some infestation possibly carpenter ants. Makes it look ugly on the whole, grounds crew does a good job.

-1.2 - Poor d/t no "town" as such for children to hang out. No library - can't walk to town to gather as there is no city center. 1.3 -Can't give a "5" as older people who can't drive are sort of stuck.

-I describe IHP as a small sleepy town. Very quiet, great place to raise our kids.

-I found IHP Police to be the most helpful and considerate of any police in my experience. Thank you IHP PD!

-Great then, great now

-Streets are very poor. They look like a patchwork. Not good for retirees due to high income taxes and inability to move throughout the Village, can't walk to meaningful retail, biking unsafe. Some of the commercial properties are only average.

-The Village sold a very large parcel of forest land from behind my home without even consulting me. This sale has disrupted wildlife and caused my property value to decrease. My view is now ruined. I used to look into woodland and now I see a hideous concrete wall. The quietness is gone. It is very loud now and there is too much light pollution. Very angry with Village Officials and Board.

-Water Bills too high.

-We need sidewalks on Wolf so the kids can walk or bike to school and/or just walk safely outside out immediate subdivision.

-I like living here, it's almost like being on vacation

-I feel like the situation with the sidewalks (Acacia, Wolf Road) and and Plainfield Road expansion is decided without resident input.

-The state of IL quality of living has consistently gone down. The city of Chicago is one of the most dangerous cities in the country.

-Poor walking no sidewalks. Need to annex park district activities especially for seniors

-Walkability (and safety of walking) are the reasons for less than "excellent" in the "raising children" and "retirement" categories. Sidewalks and better crossing areas (esp. for Wolf and Plainfield Roads) to get to schools and shopping would make the village much better.

-No fences and no sheds. Residents with children and pets have a hard time with these rules.

-No sidewalks to Joliet Rd along Wolf Rd!!

-It's too political on simple things like permits, sheds, fences, and too expensive to live in. Since the highway expansion the noise and no sound barriers is super loud.

-Feel that the improvements to village property has been positive. Village signage at Plainfield and Wolf and the Heritage Center are property improvements! Cutting the grass & brush back at Wolf & Joliet is also a plus.

-1.3 - Fair because expensive to live here - high water bills! 1.4 - removal of trees in Acacia. 1.5 - Village board does not listen to views of the residents, respects positions. 1.5 - worse because our town is torn up for sidewalks which the majority did not want - signed petitions.

sewer drainage systems could improve in Acacia and high water bills could be eased a bit

-Red Fences on Cascade/Acacia Drive. Looks like a constant construction site. The mayor, the administrator and the "transparent" trustees don't listen to the citizens and are not competent. It's the homeowners west of Wolf Road that get the attention and the homeowners east of Wolf Road that get ignored. I suggest that the mayor resign because he has a conflict of interest with being a real estate agent in the area.

-No industry. Water bills outrageous! No sidewalks. No town center. Nothing to draw familys.

-Lots of clutter in some yards - it would be nice to see some of it cleaned up.

-Removing Trees in the parkways was a terrible decision. the main street in Acacia looks awful

-I have been a resident for 30 years and am very happy with the village.

-Too many rules- should allow fences and sheds- do not have any perks like a library, chipper for branches, high taxes, no public pool

-Better care of yards - remove Buckthorn & Honeysuckle. Keep trailers, boats, campers off site.

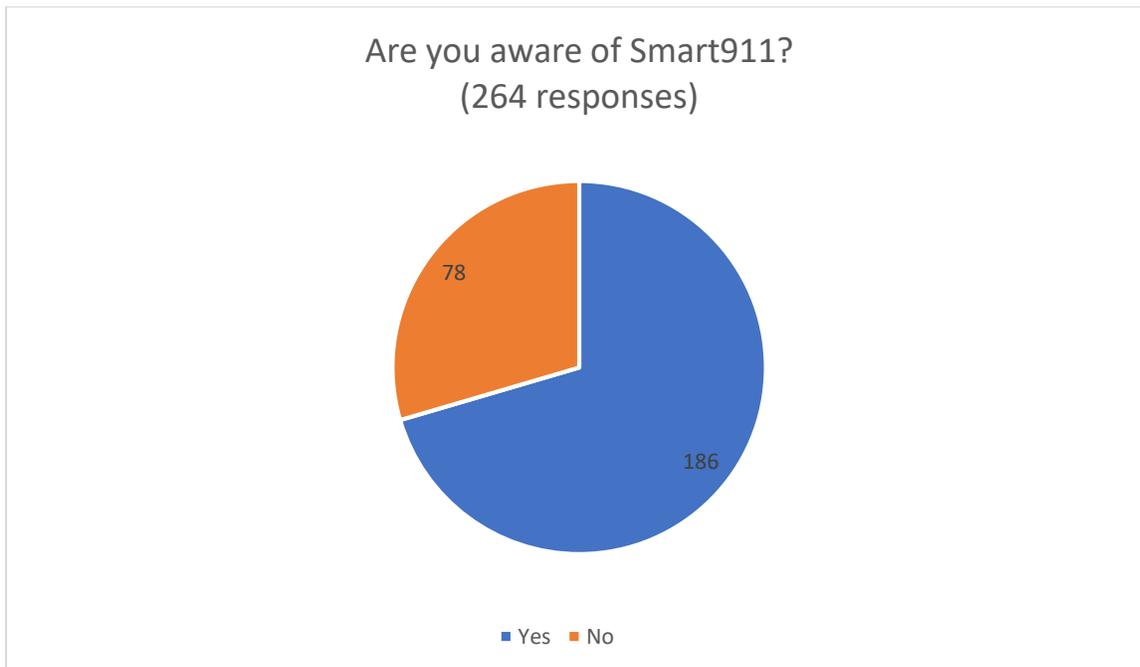
-I wish some property owners would consider facelifts to the exterior of their properties - Village Hall, Acacia, Indian Head Plaza, homes generally are in far better condition and updated, maintained than these properties.

-The sidewalks being installed on Acacia Drive are a waste of money and other resources. As a long time walker/runner, I have never felt endangered walking on Acacia Dr. That money would have been much better used toward a sidewalk along Wolf Road between Ashbrook and Joliet Road.

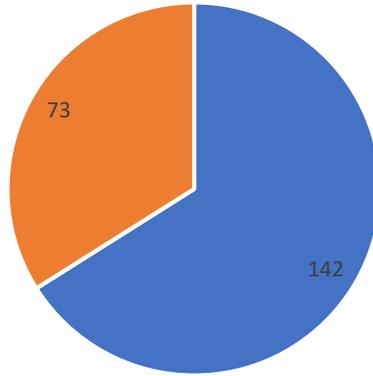
-Poor commercial zoning/planning in regards to the triangle at Wolf & Joliet Roads. Poor enforcement of crowds at public businesses - ie Driftwood

-Lived here three years. Poor access to senior activities/reasonably priced Illinois taxes are a killer. I am not sure public employees understand.

Police Department:

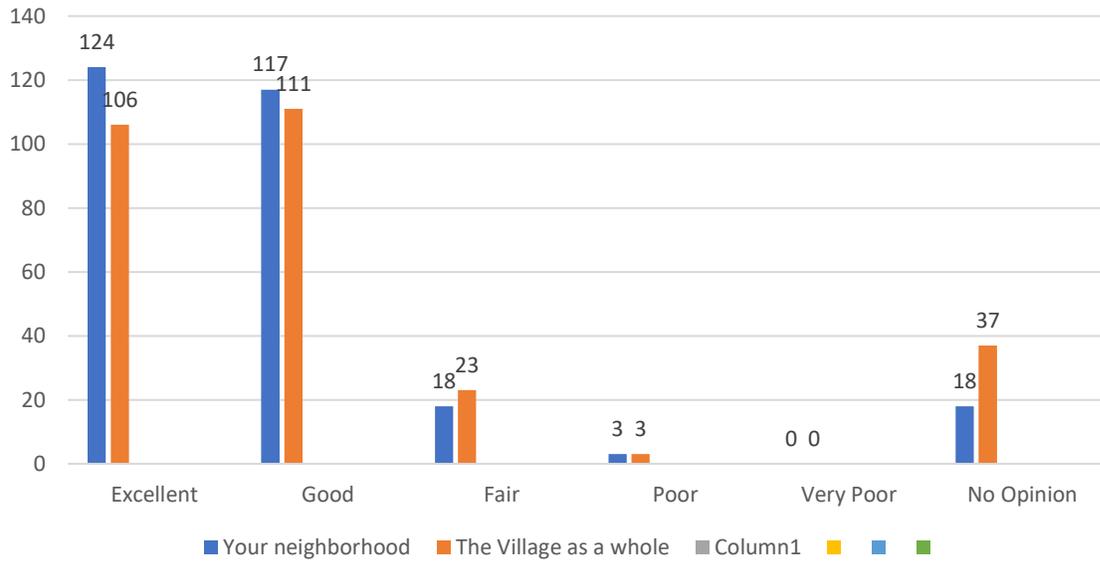


If "yes" have you signed up for Smart911?
(215 responses)

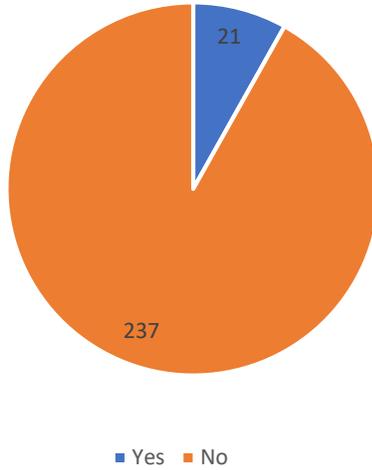


■ Yes ■ No

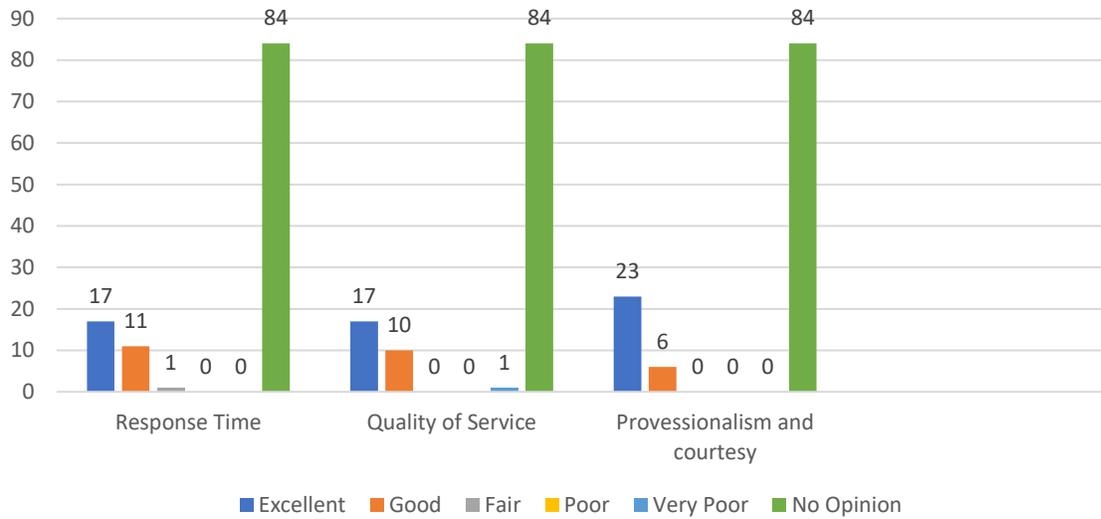
How do you rate the overall visibility of Police in...



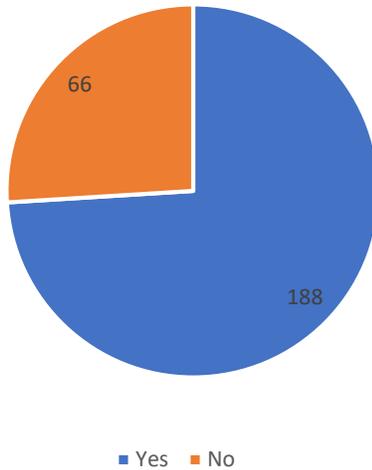
Have you called 911 for a Police emergency in the last 12 months? (258 responses)



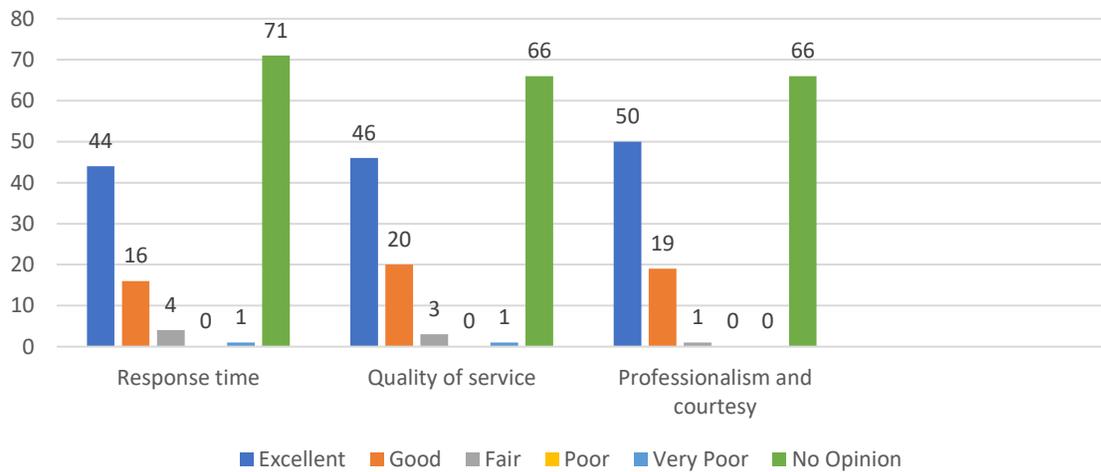
If you have used the Police Department in an emergency in the last 12 months, please rate the following:

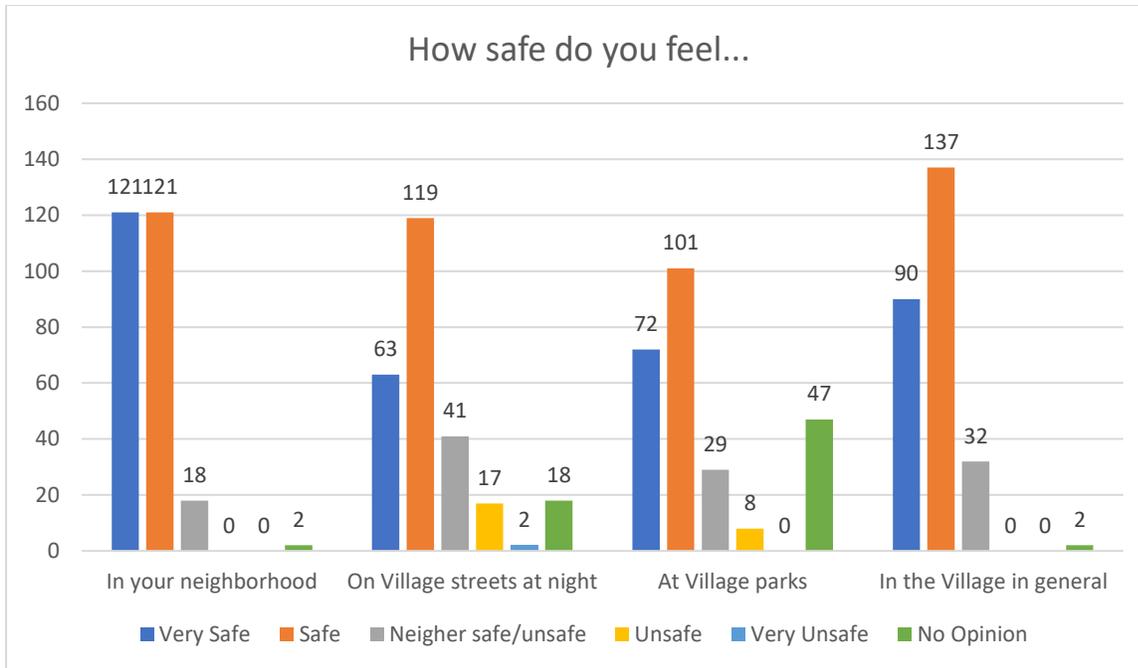


Have you called the Police for a non-emergency situation in the last 12 months? (254 responses)



If you have used the Police Department in a non-emergency situation in the past 12 months, please rate the following:





Comments and suggestions:

- No sidewalks in our neighborhood and not enough street lights
- We have a high degree of trust in our police dept.
- 2:10, 2:11, 2:12: Never received follow up on what suspicious activity I reported. There is no safe neighborhood. Residents need to be vigilant and keep their eyes open - whatever happened to neighborhood watch volunteer program
- I always wonder why the police hide behind the library?
- Most of our police officers are kind and helpful. Occasionally I do not see them complying with the mask policies and it's frustrating. In that regard, it shows little respect for others.
- Please fix the part of the Wolf Rd next to the 294 exit over the bridge. We are destroying our cars crossing that 5x a day! Thank you
- We see squad cars sitting in various places in the village yet, every time I am on Wolf or Joliet roads there are drivers exceeding the speed limit and others even passing in no-passing zones. I have always thought most of the police work is supporting other towns. I don't see a crime summary on the IHP website that delineates the stops, arrests, responses to 911 call, etc. Western Springs has a weekly arrest and crime summary and LaGrange has reports of past, present and annual incidents. In 38 years I have called the police for 3 incidents and all the officers were very courteous and helpful.
- When a car was parked in our driveway we were concerned and wanted the police to come and check on what this man was doing. Instead they drove down our street and passed our driveway. So they didn't check this out at all. We were scared.
- Feeling relatively safe but never totally safe in Illinois as long as Kim Foxx or Jim Evans are in office. Not an IHP problem. Government problem

- Not many parks or greenspace
- I don't Go out at night, and the cops just sit in parking lots and library
- 2.14 - Not enough lights. 2.15 - Not enough light or post to warn the police.
- very dark in 65th place, have to walk in streets because of no sidewalks
- Would love more lights in Old Town area.
- I think street lighting should be better. Very dark out there at night.
- Need sidewalks on Wolf rd. and pathway between 45 acres and old town.
- Depending on how late it is, I wouldn't feel safe on any streets anywhere.
- Lighting after dark is uneven
- More lights are needed. It's creepy at night and no lighted street signs
- It is obvious crime is everywhere. Our location hurts safety
- Three cheers for the police! They are doing an incredible job!
- More lights if possible.
- Safety is diminished in light of car breakins, catalytic converter thefts, carjackings and recent thefts in the area
- I feel as safe in the area as I do anywhere else. There is random crime in the area and IHP is not immune.
- Street lighting is poor
- We see the police on patrol everyday. We support our police.
- I did email to make police aware of situation in my building, my email is madboomer1313@hotmail.com. Per request of my condo management and board president, email sent 11/18 at 7:33pm I emailed re: situation in 111 unit 408 grow lights can be seen from outside unit at night (southeast corner of the 111 building). I think the PD does an excellent job! I even was able to take my car over one day and Marty looked at it because I have symbols/#s being written on my vehicle. Found out it is happening in my work parking lot in Chicago. Staff is always willing to assist and very professional.
- We need better lighting at entrances
- The streets in Acacia are very dark and we need more street lights.
- No poor ratings, but I feel the police do good work with the resources they have. We should be planning for additional resources in the future as we will be impacted by the issues of cook county and Chicago more in the future.
- We've used 911 for paramedics, supplied by fire EMTs when my husband has fallen and can't get up. We are very appreciative. A police vehicle usually follows the fire vehicle.
- We could use more enforcement of stop signs in Acacia Drive and Circle.
- I live on a perimeter road so I guess that is the reason for the lack of visibility of the police.
- Police are very responsive when called. Need more speed control from police at night. Especially on Blackhawk & Pontiac! These would be easy apprehension!
- No sidewalks, poor lighting
- No sidewalks and minimal street lights make traveling a challenge for walkers and drivers trying to see them!
- Need more lights

-Sidewalks. I saw a teenager almost hit a pedestrian w/a car last night. Street was dark and pedestrian was in dark clothing on the road b/c no sidewalks. It was a village street not Wolf Road.

-I don't think I've called for non-emergency in last 12 mos, but when I have called, the PD has been excellent - very responsive and professional.

-We aren't out much at night but the lack of sidewalks is a major concern for us. We have small children and walking is challenging as it is.

-Too dark - no sidewalks (Acacia)

-I wish we had more street lights. Gets very dark when walking dog at night.

-When I am walking and the police drive by, they often stop to say "hello." I appreciate that.

-I thank the village for feeling safe and for the plan to install cameras in our neighborhood. Hope this will happen soon.

-When Acacia re-paves our driveways, don't feel the need to call police to ask permission to park on the street overnite.

-Police need to enforce speed limit on streets. It's an accident or person getting hit in waiting.

-Poor street lighting! No sidewalks

-Lately, I've been feeling less safe because crime in the western suburbs is way up.

-Lighting in Acacia at night could be improved

-Am only aware of Acacia (in my responses)! I don't see P.D. as being super friendly.

-Police lay in wait in places in Village and give speeding tickets. Let's give people warnings.

-We need street lights!

-Our police are wonderful

-The police are excellent and friendly and easy to approach. We are very happy to have a great police force in the neighborhood. Having both expressways in the area the police do a great job keeping cars and traffic in line. Since we live on the far south side of town, it's nice to see the police make the rounds down our cul de sac multiple times a day.

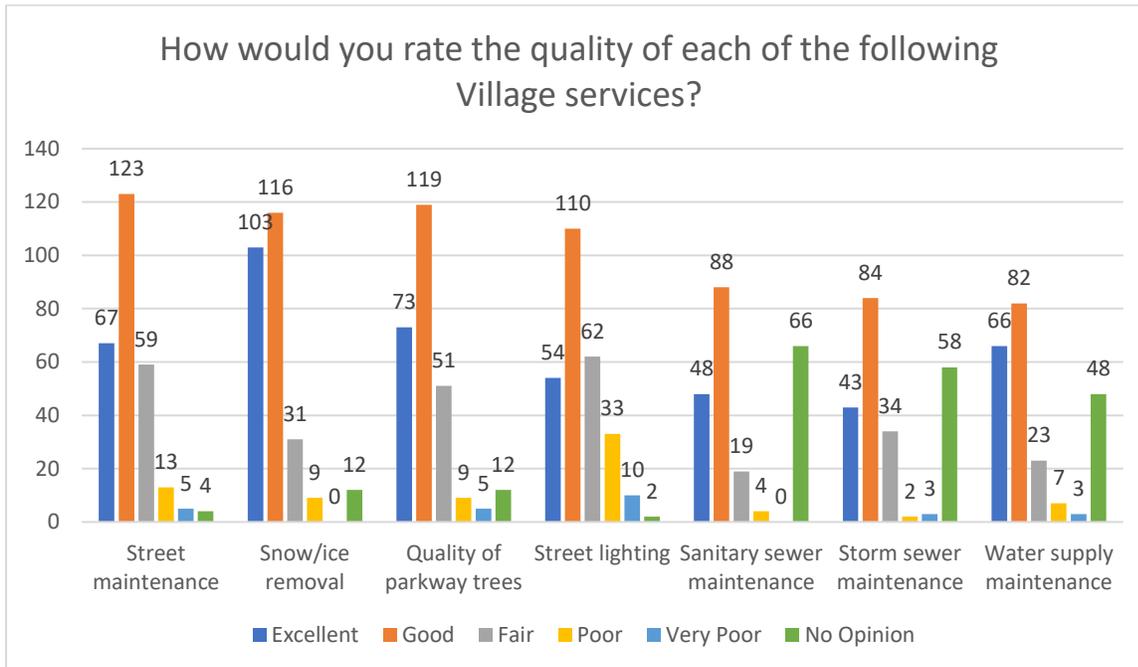
-Safety is a topic on everyone's mind. Police presence on Joliet Rd is important particularly at the various strip centers - has neighborhood watch's been discussed?

-Considering how small the village is, and the number of police and vehicles, I don't see them patrolling very much. I like to see them on Wolf during the walk time to/from school.

-Adding sidewalks and bike lanes on Wolf would really improve safety. Also it is exceptionally dark in the neighborhood and hard to see walkers and dogs.

-We support law enforcement. Village Police should patrol as often as necessary.

Public Works:



Comments and suggestions:

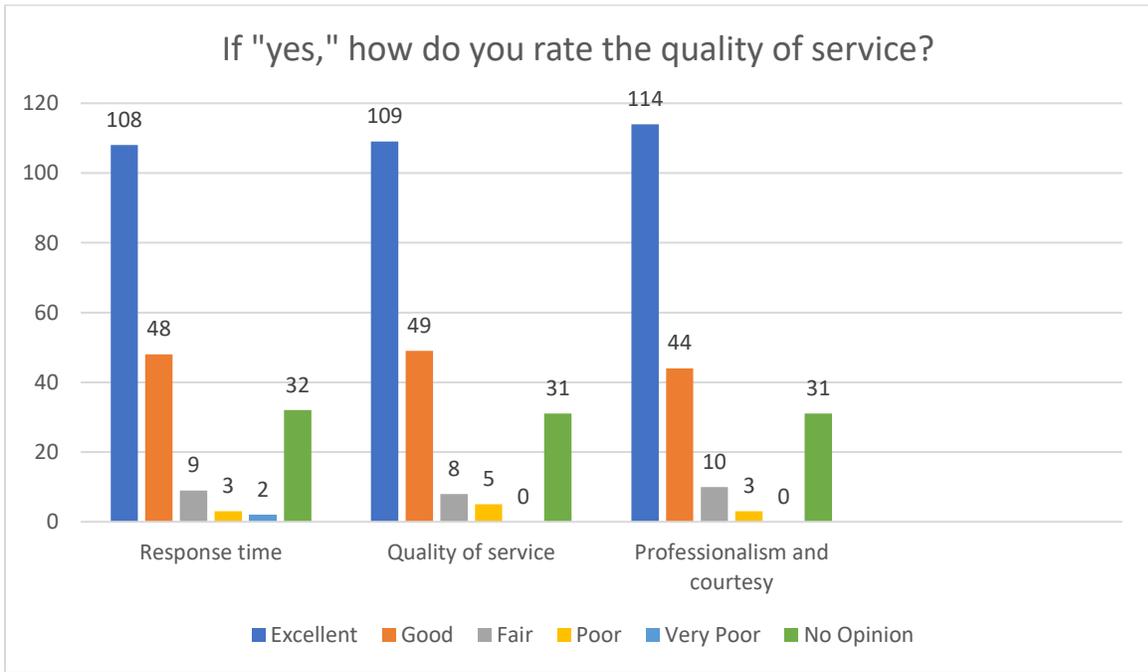
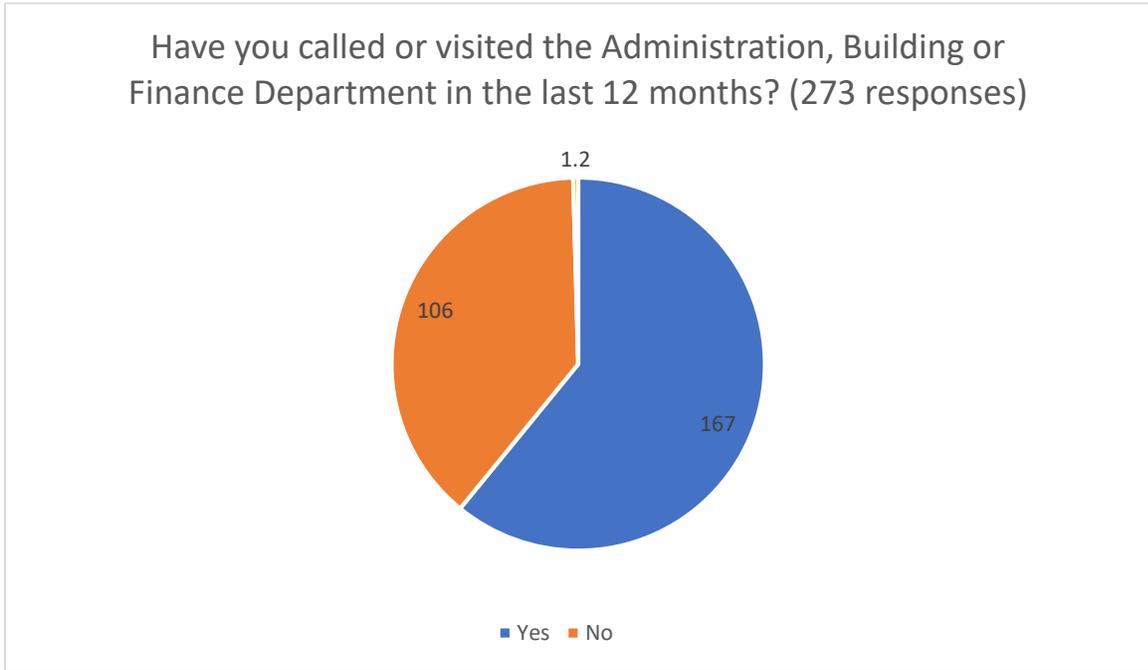
- Does our water pressure fluctuate?
- Our sewer drain (rain/water overflow) issue has still not been resolved. It has ruined our driveway.
- 3.7: Too expensive
- Please fix the Wolf Rd. next to the 294 exit! Thank you
- Streets are too dark at night.
- Two points Re Street lighting: 1) many poles are in need of repair; and 2) night sky light pollution consider full cutoff shields.
- I wish the Village would address the edges of the roads - always left dirt and turn into mud. more attention to how its left after roadwork
- Price of water and sewer is too damn high. Whoever is in charge should be fired.
- Street names are difficult to see. Could some reflective paint be painted on the names? We don't have many lights on Indian Wood Lane
- Where is the parkway?
- Let the customer know when the water bill goes over what it should be.
- Wolf Road is in bad condition, lots of lights out on Acacia Drive, and Plowing needs to be better when there is more than 3 inches
- We need to look at the once a year flooding on the west side of Wolf Road mostly in the 45 Acres and Old Town.
- 3.1 a lots of holes - 3.4 not enough lights

- Street lighting: There should be much more street lighting.
- Need to have street sweepers on occasion lots of debris in the street. Noticed because we walk daily and walking is in streets.
- The fall is difficult with all the trees, our sewers always get blocked and occasionally floods our basement. The snow piles up in our cul de sac as well. Quality of trees aren't great, a lot our dead but we're forced to keep them.
- POLICE DON'T NEED NEW VEHICLES EVERY YEAR. WATER BILL TO HIGH
- Sidewalks to Joliet Road and along Joliet Road are ESSENTIAL! Safety 1st & more walkers, bikers to protect.
- Streets need to be brighter lit at night.
- Streets don't get cleaned that we noticed neighbors dirt all over our driveway and sewer.
- Storm sewer drains/embankments are uneven
- We need new storm water management, new catch basins and drainage
- Emphasis is on clearing snow on major streets, but our cul-de-sacs (Acacia) are not cleared properly - only middle of road, leaving lots of snow on sides which we have to shovel which is very difficult for older residents.
- Water/sewer costs seem excessive for 1 person who showers 50% of the time 0 lifetime. /Rust!
- Maintenance at Blackhawk Park was rather lacking around the gazebo until recently. The new landscaping looks very nice, hope it survives.
- Streets are too dark, more lights please
- Condition of shrubs and trees along Wolf Road are very bad. Conditions south of Joliet near overpasses is overgrown with weeds and needs routine attention. I have to call the county every few months to cut the grass and weeds near 73rd| Wolf. I shouldn't have to do that.
- There is a street light out at the corner of Algonquin and Acacia Drive
- What street lighting? The trees on Wolf Road are a mess.
- See previous comment about roads
- N/A - I love it!
- Horrible storm water management. New drainage, drains and care needs to be given to certain areas.
- The only reason I feel unsafe in Acacia is because of the lack of street lighting
- Village plows streets and blocks end of driveway
- our water bill is too high! the village needs this out!!!
- Village personnel addressed need for water main replacement on Blackhawk Trail. Excellent!
- Streets are well lit but poorly signed. When you approach 90% of the street signs you cannot see the name of the cross street as it is behind the plaque for the street you are currently on. All of these signs just need to be rotated 180 degrees! My 87 year old dad pointed this out to me!!
- Clear debris from sewers so water can flow unimpaired.
- I have asked for 3 years for empty flag pole to be removed from the light post at the corner of Algonquin & Wolf Roads to NO Avail!
- Justin, Don, Pepe & Pedro should be recognized for their performance. Since the new administration took over, PW has been excellent.
- I live at 6427 Pontiac and the storm sewer is always bubbling over.
- Water costs are too high. We need to merge with another town.

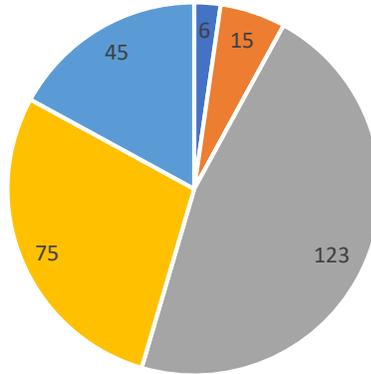
- Not enough street lights
- Corner of Plainfield & Wolf (East on Plainfield turning R on Wolf - too dark poor lights. Broken streets - need better lighting.
- The black crack sealing, while necessary, makes our streets look terrible. We live on a cul de sac. When the plow starts the circle the snow is removed to the curb. When it finishes the circle there is often 3-4 feet of unplowed street in front of our driveway. Orange street lights should someday be replaced with warm white LED lights that direct light down and not sideways into bedrooms. Considering how small our public works department is, they do a good job and get a lot of work done.
- 3.3: What trees? They're all gone. So far this year the Village has allowed the destruction of an entire forest behind my home and all but 5 or so trees on the Plainfield entrance. This is very disturbing.
- Water is too expensive.
- Need for street sweeping once in a while. Portions of residential streets are very dark.
- Very responsive to water supply issues. The sewer in front of house is full of leaves and debris - could use a cleaning.
- Too dark-
- Our water bill is going up every year. Why is that? I would like a lower bill.
- See my previous comment - a few more street lights would be great!
- Flowers and plants near IHP sign are less than attractive
- I wish we had a better sewer system for rain water. My yard is wet much of the spring until late May. I would not have bought here if I had known how inadequate the sewers were for storm water.
- Street lighting - very dark in 45 acres subdivision
- Disappointed trees were cut down for the sidewalk street lights are falling down leaning.
- 3.2 - like to check excellent but sometimes a "great wall of snow" is created when removing snow leaves a wall at the end of my driveway! I am unable to lift the snow can't leave house. 3.3 Parkway trees - beautiful trees were removed for sidewalk - especially north entrance! Removing trees on Wolf Rd in the future will be horrible. How does this take into consideration climate change?
- South entrance to Acacia is poorly lit. Needs a light!!
- Water pressure on Mondays is poor. Sanitary sewer infrastructure falling apart. Doesn't seem to be any replacement projects for a new sewer system in our area. Just worried about sidewalks. - Police don't seem to respond to dog problems or smaller problems.
- Roads cracking after new paving. Need to plant new trees.
- The lighting is few and brightness is very low which makes it difficult to read the small street signs.
- Plows speed along streets - don't clear curb to curb. Too many street lights out - need to push - ComEd to replace them.
- We are not a dedicated street therefore reap no benefits from village. We approached village to become a dedicated street, but never responded.
- Driving in Acacia at night is very dark, hard to see. Water pressure on Mondays is very low.
- I live in Wilshire Green Condominium. They take care of sewer/water issues.

- Public Works truck driving around too much
- Now that Acacia Circle has sidewalks how about some street lights! Can't see the entrance at night!
- Unexpected water rate increases were not a pleasant event
- When snowplowing they always leave a huge amount of snow at the end of my driveway making it impossible to get out. Clean storm drains more.
- Our streets are too dark - with no sidewalks it is so dangerous.
- Snow removal is good but salt is spread too far into the yards resulting in dead grass - I reseed yearly can route be changed so that salt is spread to non residential areas?
- Lot of potholes and cracks.
- Water rates are to high!
- Resident of Indian Woods Subdivision and we do our own streets, trees, etc. Not serviced by the Village for these items. 3.7 - Would like online access to usage and not just be surprised when amount of autopay received. Wish Village provided online access for water billing to see usage last time we looked no such item was available to view - just had to wait for billing.
- Water price is far above the average price. It is very, very expensive.
- Sidewalks and curbs will provide a added measure of safety and enhance the appearance of the Village.
- The trees along Cochise drive by the expressway were thinned out in necessarily without communication to residents. Now it is bare especially with the ongoing construction.
- There has been no maintenance/repaving repairs on cul de sac where I live. As far as snow plowing in Ashbrook, village does terrible job on de-icing after multiple snow incidents.
- It would be nice if the village owned and used a street sweeper/cleaner. The detention drain behind my house is often clogged and overflows during times of heavy rain. Due to the grading of my yard, the overflow ends up going into my neighbors yard (as opposed to my basement) but it is still a little unnerving each time the detention area fills up.
- Continue to upgrade Village street lighting. Please plant more trees to replace ones cut down.

Administration, Building and Finance Departments:

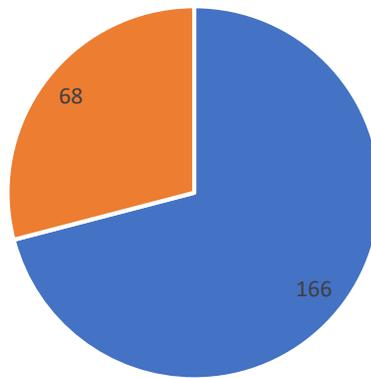


How many times in the past 12 months have you visited Village Hall? (264 responses)



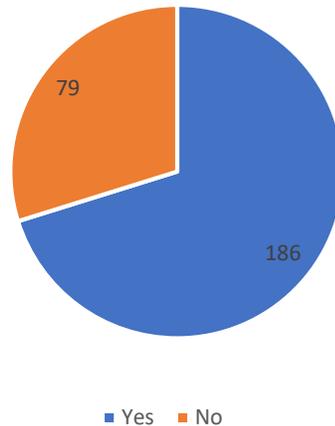
■ 10+ ■ Between 6-10 ■ Between 2-5 ■ 1 ■ Not at all

Are you aware of the direct debit automatic payment system for water billing? (234 responses)



■ Yes ■ No

Are you aware that you can purchase your vehicle sticker and pay your water bill or parking ticket on the Village website? (265 responses)



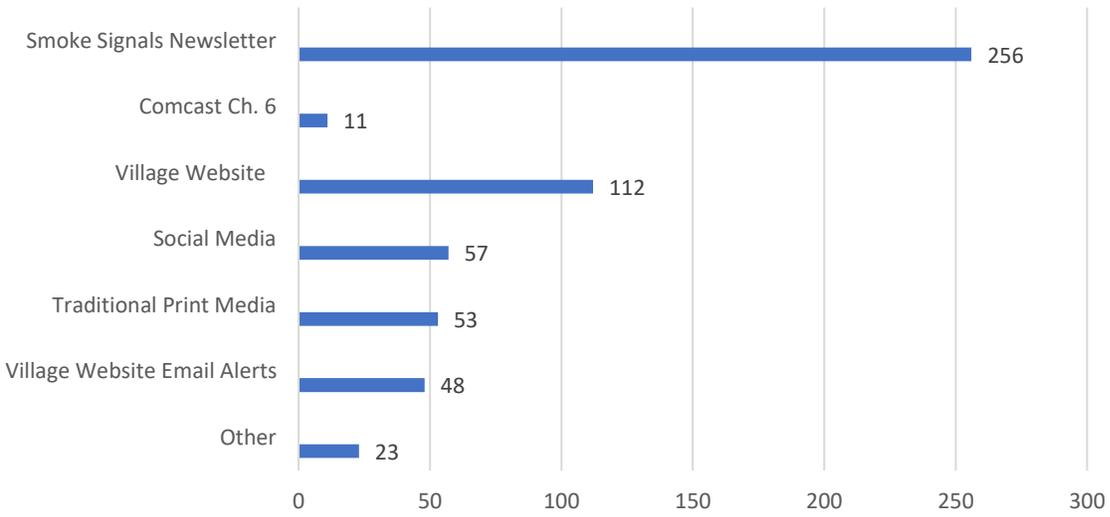
Comments and suggestions:

- I did not like paying a 100% late fee when purchasing my auto stickers.
- 4.6, 4.7: not interested, thanks. Office staff have attitude How about a smile?
- It's not worth extra fees for me to pay these items online.
- I tried to do direct payment for water from my bank's payment option and couldn't pull up IHP
- 4.6 - 4.7 - cumbersome. Please make this system/process easier.
- Could stand to be modernized a bit.
- Village workers - administrative and public works and police are very pleasant to work with.
- Why is the news in the village newsletter "late" (after the fact)
- Please provide more information regarding increases in water consumption
- No opinion at this time with roads work going on now.
- We should start to email the Village newsletter to those who sign up.
- On line payment costs dollar more. Why have extra cost?
- Costs for water and city sticker are ridiculously high. My water bill more than doubled after moving here from La Grange. The sticker is higher than La Grange as well.
- WATER BILL TO HIGH
- We have not had to utilize building permits in 8 years don't know how smoothly it works today.
- Shady fees and difficulty accessing ordinances and codes. Village isn't keeping up with the times.
- When paying bills have to wait for person to finish phone call before attending -
- I am not very confident that village ordinances are enforced. Unleashed pets run at the park, homeowners perform maint. without permits trash dumpsters sit on driveways without village permits. I have not noticed tickets on commercial vehicles parked overnight for days in a row. Why have any rules if they aren't going to be enforced?
- The website to purchase vehicle stickers was cumbersome. I chose to purchase one in person.

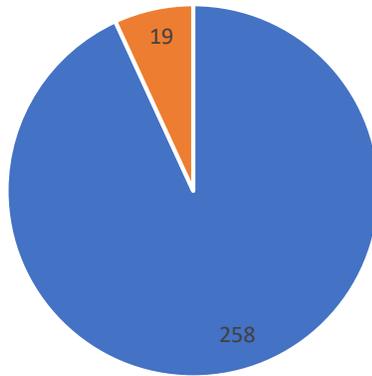
- Street work "time" - not planned well
- We have experienced really excellent support from both our Mayor and Village Administrator!! Over several recent years.
- I am aware of it now, thanks!
- Unhappy we can't do auto pay water &/or there is a charge to do so.
- The auto payment system needs improvement. I can only pay online if I already know my account number and amount owed. The village should have all that information tied to my account so I can easily pay. Every other village that I have lived in has that ability. IHP needs to improve technology
- When I first moved into the village, I called to verify if I received water from the village and to set up an account of I did. There was no answer, so I left a message but never received a call back.
- See above comment regarding failure to remove flag pole on light post at the corner of Algonquin & Wolf Roads.
- Don't trust sharing bank info with Village.
- We won't use [the online payment system] again because of C.C. fee
- Love the village hall staff! I've never had a bad experience. They're extremely helpful and friendly always and it's nice to be in a community where staff actually enjoys their jobs! It shows!
- I tried paying the h20 bill online and there was a \$7 convenience fee!
- Pushing snow in front of driveway instead of away or to end of cul-de-sac
- Village team is friendly & professional - very helpful.
- The Village sticker went up in price and there was a senior discount in the past. Can we seniors have a break?
- Staff is great. Really miss Linda! :(
- Village Hall employees are courteous and helpful.
- I think it would be convenient to mail out vehicle stickers
- I worry about climate change therefore I am against removing the beautiful trees. Sec. 3.3 it will take years for new trees to grow.
- Not interested in paying on website
- Village stickers are too expensive. People at Village Hall are rarely friendly.
- All residential & parkway dead trees should be removed. Dead evergreen at first entrance off of Wolf Rd are tagged for removal
- Village employees are very professional and helpful.
- Possibly team with Boy Scouts or similar to host trash clean up along Flag Creek Banks and Woods.

Communications:

From what sources do you get information about the Village? (266 responses)

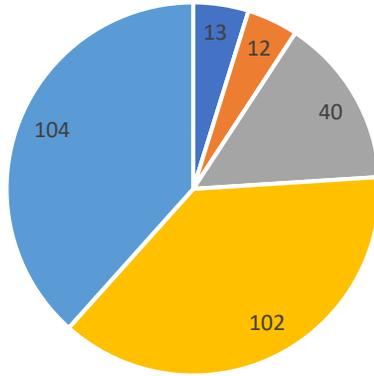


Do you use the internet? (277 responses)



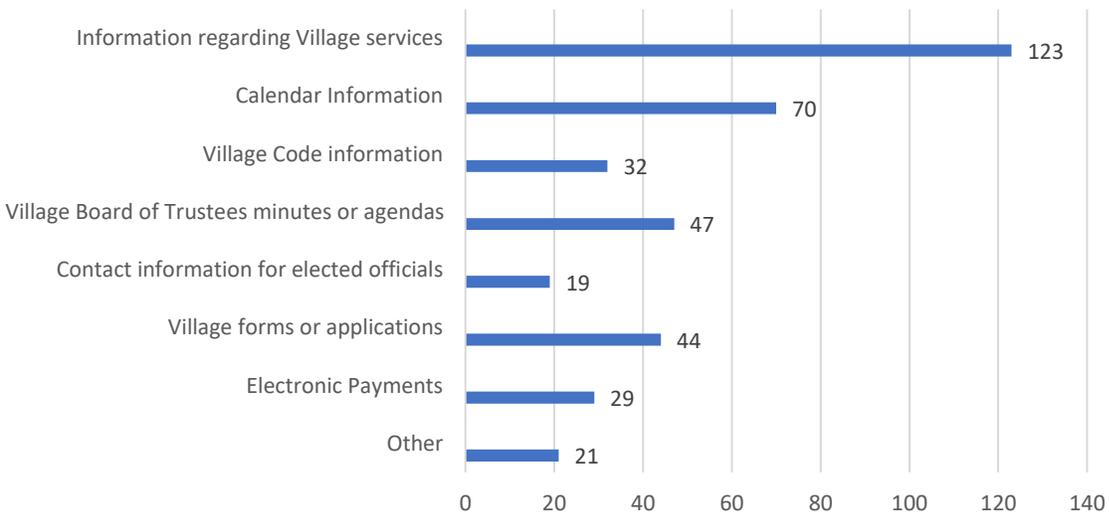
■ Yes ■ No

How many times in the past 6 months have you used the Village website? (271 responses)

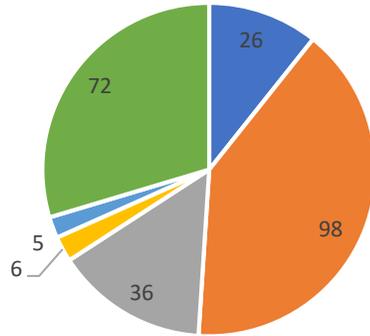


■ 10+ ■ Between 7-10 ■ Between 4-6 ■ Between 1-3 ■ Not at all

If you have visited the Village website, what was the reason for your visit? (173 responses)

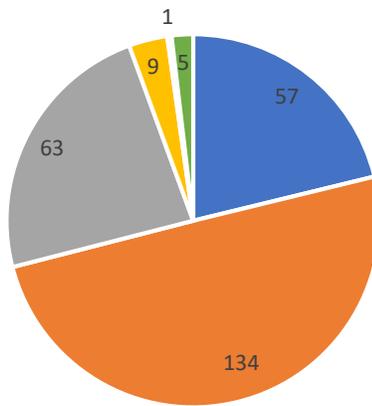


How would you rate the Village website in terms of its ability to solve your problem/get the information you were looking for? (243 responses)



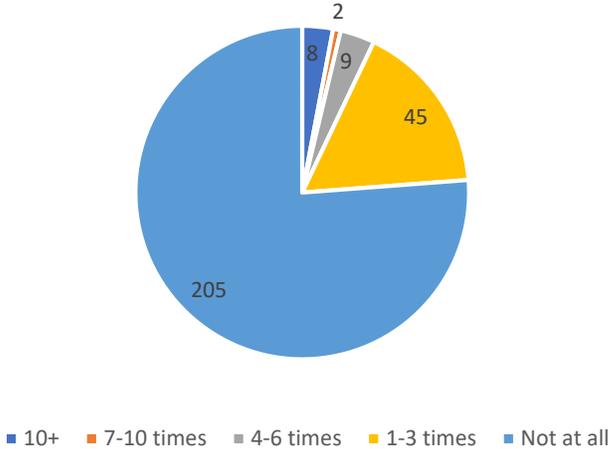
■ Excellent ■ Good ■ Fair ■ Poor ■ Very Poor ■ No Opinion

How would you rate the quality of the Village's Smoke Signals newsletter? (269 responses)

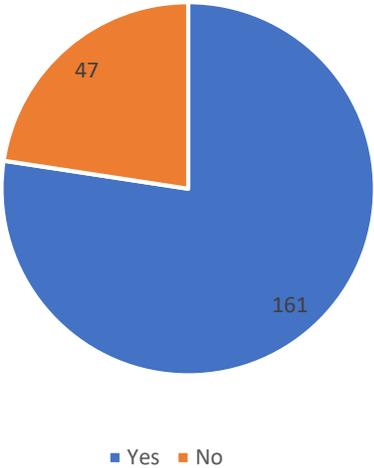


■ Excellent ■ Good ■ Fair ■ Poor ■ Very Poor ■ No Opinion

How many times in the past 12 months have you watched a Village Board of Trustees meeting (including in-person, TV or online)? (269 responses)



Do you believe that the Village does enough to communicate with the residents? (208 responses)



If yes, please specify where you get your information regarding what is going on in the Village. If no, please specify what the Village could do to improve communications?

- Smoke Signals
- Newsletter
- Social Media
- See section 5

-The VBT did nothing to inform, contact or ask the several residents on Pontiac Drive who have suffered greatly from the VBT's decision to not sell the triangle to the tollway which was the tollway's first choice to build detention pond/ponds to contain the additional water flow caused by the expansion of the tollway. The VBT, without informing any residents who would be affected by this change of the tollway's plans made the decision to have the detention pond/ponds built in the backyards of the residents on Pontiac Drive. The VBT knew what our reaction would be. 30, 40 and 50 year old trees were pulled and removed and the tollway noise increased a great deal. The habitat of many wild animals that had inhabited this area fled and went somewhere else. Many of us really enjoyed our backyards and the frequent visits of many wild animals. The VBT did this because they thought this would attract new retail in the triangle. We have lived here for 26 years and have seen no increase in retail. One of the attendees of our residents meetings stated that she had seen no increase in retail in 35 years that she has lived here. The decision by the VBT has been very troubling to the resident on Pontiac Drive affected by the decision

-Email, Smoke Signals

-Smoke Signals, website, social media

-They seem to offer relevant and timely information

-Need police reporting

-No, send notifications to affected residents (tollway)

-I think more specific emails/alerts can be sent - timely

-Online and Smoke Signals

-Yes, yard signs, FB posts and Smoke Signals are helpful.

-Website Smoke Signals

-At Village Office & Smoke Signals

-Smoke Signals could use some new formatting to look more current and present the Board - minutes in a readable-format. In general, I think communication can be improved. Increased social media sharing about important topics like 294 wall-demolition, potential lane-widening on Plainfield, THIS Survey, etc. I appreciate that you post when there is a board meeting and when Santa/Easter Bunny are coming, but keep us posted on the other important information too please.

-When we get the Smoke Signals delivered to us

-Residents are able to communicate. The government leaders do not listen.

-Continue providing Facebook updates. Do more often

-Can always have more communications. Maybe email reminders of pages of event and deadlines.

-Smoke Signals & Newspaper

-Talking to neighbors

-Direct Mail

-Acacia Newsletter

-Smoke Signals Newsletter

-See answers to 5.1

-It's a small town, there's not much happening. And that is ok with me! If you need information, the website has it. If you can't find it, the wonderful ladies in the office can help!

-Signals

-Smoke Signals - they are coming out more often. We hold on to them because of the important information in them.

-Newsletter, neighbors.

-Newspaper. Let the resident know if something is out of the ordinary

-Local paper, neighbors, Smoke Signals

-Village Hall

-From Smoke Signals news letter

-I support a newsletter via e-mail on a weekly/monthly basis.

-See 5.4

-watch meetings, smoke signals

-Facebook or Nextdoor comments

-Newsletter, social media

-No. Listen.

-The website is not good. It's confusing and seems out of date. Pushing out more notifications via email would be helpful, and making the website a destination would help.

-No, keep us better informed on the Acacia Drive road project.

-No opinion as not sure how communications is needed/typical

-Mostly Smoke Signals or Facebook

-Tollway & Plainfield bridge/road has never been clearly spelled out.

-Even though I've signed up for email notifications, I don't receive any. I believe email is a very useful tool that the village should use more frequently to augment other forms of communication. People don't automatically turn to the web site unless they're looking for specific information. - Emails fill in information gaps.

-More frequent newsletters.

-Village Meetings

-Yes, it's fine.

-Yes, Smoke Signals, Board Meetings

-If there is a facebook page, let citizens know, if not a facebook page, create one.

-Info received at Acacia Bd meetings

-Smoke Signals, Facebook, Village website

-Primarily Smoke Signals and neighbors (word of mouth)

-One of us sees website and gets email.

-Smoke signals/Facebook

-Larger issues need to be notified, timeline and voting to address concerns.

-Newsletter and friends

-Smoke Signals and email alerts. Website on occasion. I stopped using all social media other than Nextdoor. Village could use that a bit more.

-Newsletter or phone calls

-I don't need much information, but I know it's there if I need it.

-Smoke Signals - signage

-Facebook and village emails.

-Smoke Signals, telephone alerts and the village online site

-Smoke Signals & Neighbors

- Smoke Signals and Acacia Newsletter
- Village Website
- I like getting the newsletter.
- Smoke Signals - mailings.
- Mailing besides Smoke Signals
- We get most information from Smoke Signals
- See answers to section 5.1
- Signals and website
- There needs to be more detailed information about what is happening in the Village in the Smoke Signals. If I had been asked and I should have, about the sale of the forest behind my home, I would have absolutely done everything in my power to stop it.
- Facebook posts, newsletter, email notifications
- newsletters, website
- Website/Smoke Signals
- Website & Smoke Signals
- website, email notifications
- Between Smoke Signals and the Acacia eblasts, we are well informed.
- Smoke signals and web
- Facebook, Smoke Signals
- Yes - residents have an obligation to stay informed. Get info from: Website and meetings
- Website and smoke signals.
- Yes. Text messages for emergencies
- Let residents vote on major issues
- Yes, minutes from board meetings. No, listen to the voices of the residents! You may listen but vote without any regard to the voices other residents
- website and smoke signals
- If I were able I'd to go meetings. Smoke Signals was better years ago, more inclusive.
- Promte website, use temporary signs, email Smoke Signals - drop hard copy (save \$)
- The recent widening of I-294 was a shock. Yes the project was announced in advance but the impact (giant tree removal, highway noise, loss of wildlife) was not adequately conveyed to the impacted residents on Pontiac Dr. The significance to the effected homes was understated. A special meeting should be convened in such situations where a few families have a major impact to the quality of their existence. On a positive note the major did speak and answer questions at a neighborhood gathering on this subject but that was after the project was underway.
- Yes - Smoke Signals
- Smoke Signals and village website, also word of mouth.
- Keeps me well informed
- Because we are not a dedicated street the village has no interest in us.
- Website, text
- No, never see trustee in village.
- I stop by the clubhouse in Acacia now and then and read smoke signals
- The changing of waste pick-up companies was without communication. We were just told the change was made. I feel someone got something personal from the change. I might be wrong!

-Text messages and phone calls (automated)

Comments and Suggestions:

-CHANGE THE NAME OF THE NEWSLETTER!! In this day and age, Indian Head Park and Smoke Signals are offensive to some people and not changing the name is an insult to some people. How much money is spent on printing and mailing Smoke Signals??? Why is this not emailed?? If someone does not have email, which is likely very few, have a few paper copies, which can be copied on the copy machine, available at the office.

-Based on my response to 5.9b, I propose an ordinance establishing a mechanism for the recall of the president and/or village trustees.

-Newsletter - very vague. Website - not user friendly

-Water Dept.

-Continue to explore new ways to communicate to the residents.

-Information during and after water delivery upgrades was only fair. Yard repairs to disturbed areas was poor, some areas still not brought up to pre-construction conditions.

-Big issues should be surfaced in a notice that could be worth a vote.

-I rated Smoke Signals as "Fair" rather than "Poor" because very recently an effort has been made to increase frequently of publication, making information more timely. Having said that, the editor needs to think about copy before it's published. For instance, recently an update was provided about work on the village streets, but it obviously was written during the summer months and in the present tense; the information was published in the fall after much of the work had already been done. A good editor would have updated the copy to reflect the time of publication. In addition, it's a good idea to provide information on actions taken at board of trustees meetings. However, I would guess that less than 1% of our residents actually even try to read the minutes that are published in the newsletter because of the way the information is presented. In other words, using small type and running all sentences in one big block of copy is very off-putting. It would make far more sense for someone to provide just a summary of discussion items and action items addressed during meetings. Frankly, we don't need to know which trustee attended the meeting and who didn't and other details that are appropriate for official meetings but not necessary for public dissemination. Finally, the masthead for the newsletter is horrible and makes the publication look like it's from the '50s. That issue should be addressed when possible.

-Was not happy about waste pick-up issues

-Smoke Signals should be 6 times per year, every other month.

-My fault for not visiting the village website for more information.

-The copy and paste of text doesn't work. The code and ordinance search is impossible.

-I think our bylaws (certain sections) need to be rewritten so residents are aware of exact rules. Too many fines for frivolous things are given.

-Smoke Signals is a very racial name for our communication. Even our village name is racial. We should look at renaming

-I've received responses to any questions or concerns. Thank you.

-I wish we could have a dialogue on renaming the Village - deleting the offensive "Indian Head"

-Put up signs to state what they are doing when street are dug up or blocked off.
communications regarding street reconstruction has been extremely limited. No one seems to be able to provide answers

-I feel like the residents voices should be heard when adding sidewalks(Wolf and Acacia), lanes on Plainfield. The first part (Acacia sidewalks) went through with a majority of Acacia Residents opposed to it.

-I hope the village will continue printing and mailing the Smoke Signals. Every other month is sufficient.

-Someone from the Village should have come door to door along the creek to notify us of the Village thinking of selling the land to the tollway. This action was despicable and has forever changed my life here in IHP. I was one of the first to build here. My husband and I bought the plot in 1953 and moved into our home in November of 1957.

-Smoke Signals

-Would be nice if some of street signs are fixed.

-Major issues that effect residents financially are passed by the board without a vote per water bill increases and sidewalks to nowhere.

-5.9 - One board meeting was filled with residents, even college students opposed to selling marijuana in IHP Board voted yes to sell it. Over 85% of residents signed petitions opposing sidewalks. Board voted for sidewalks.

-Website is difficult to navigate - takes too long to post meeting information - hard to find things.

-Again, we are not a dedicated street therefore the village has no interest in us.

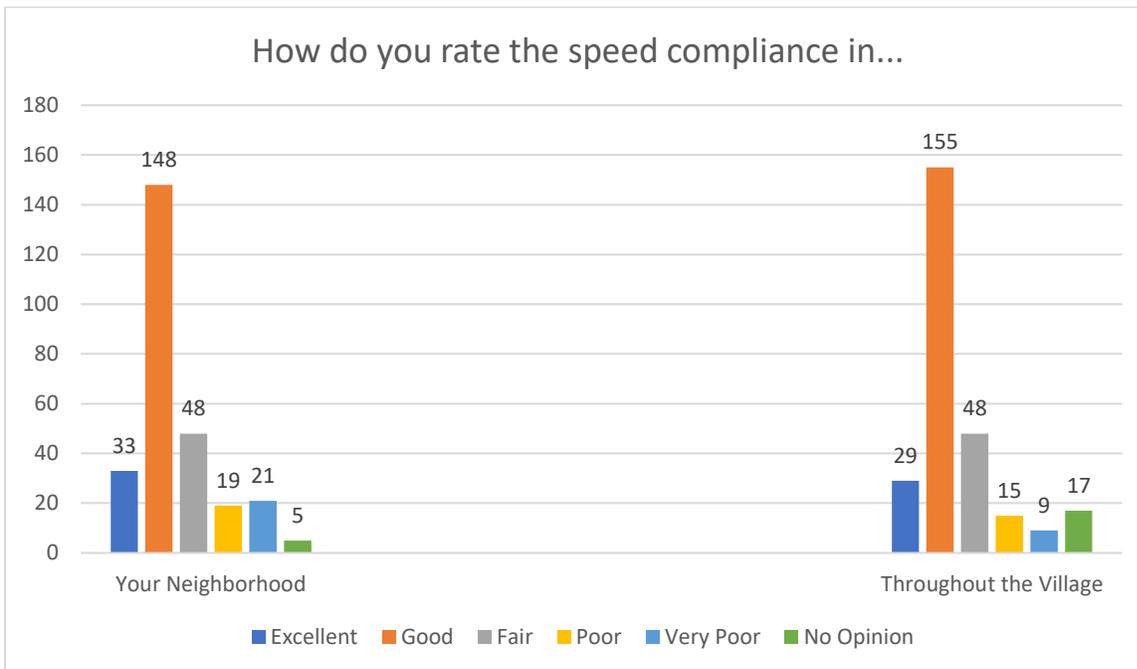
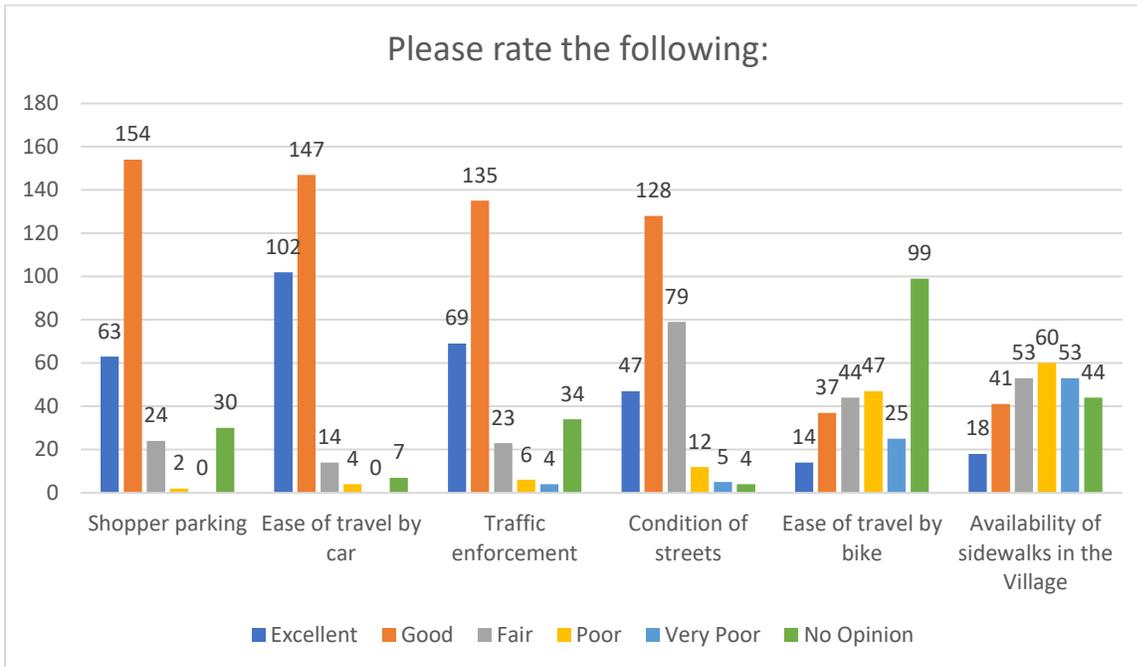
-They need to find out what the residents want and listen to their suggestions.

-Senior activities. Mail comes late so I miss some village events

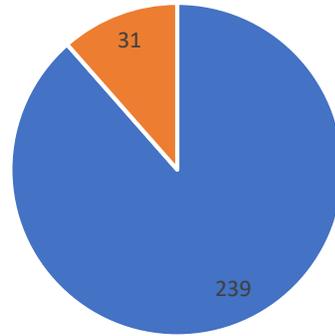
-Smoke Signals - getting better - thank you.

-Add police blotter info on website

Traffic & Transportation:

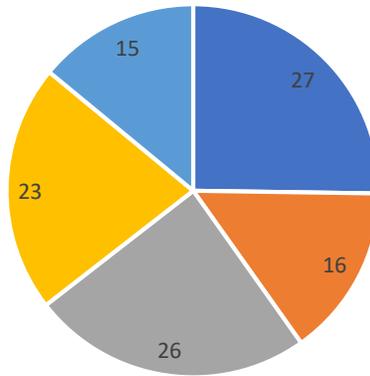


Are you aware of the 25 miles per hour (unless otherwise posted) speed limit on IHP residential streets?
(270 responses)



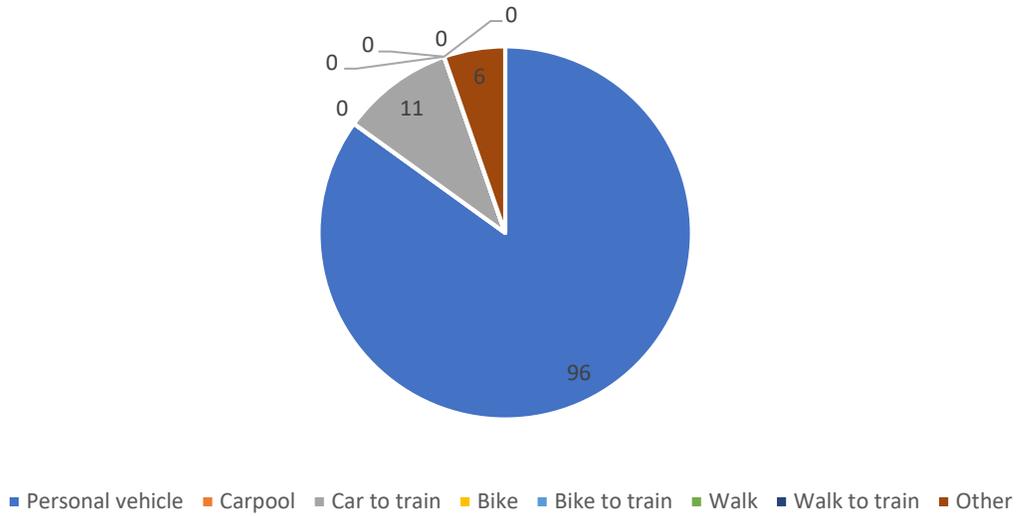
■ Yes ■ No

If you work outside the home, how far do you normally commute to work? (107 responses)

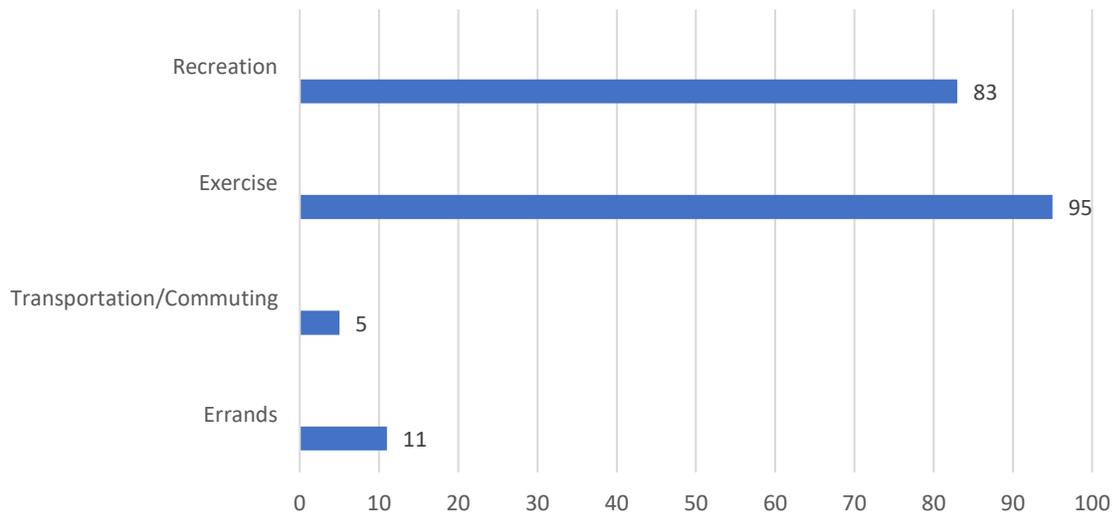


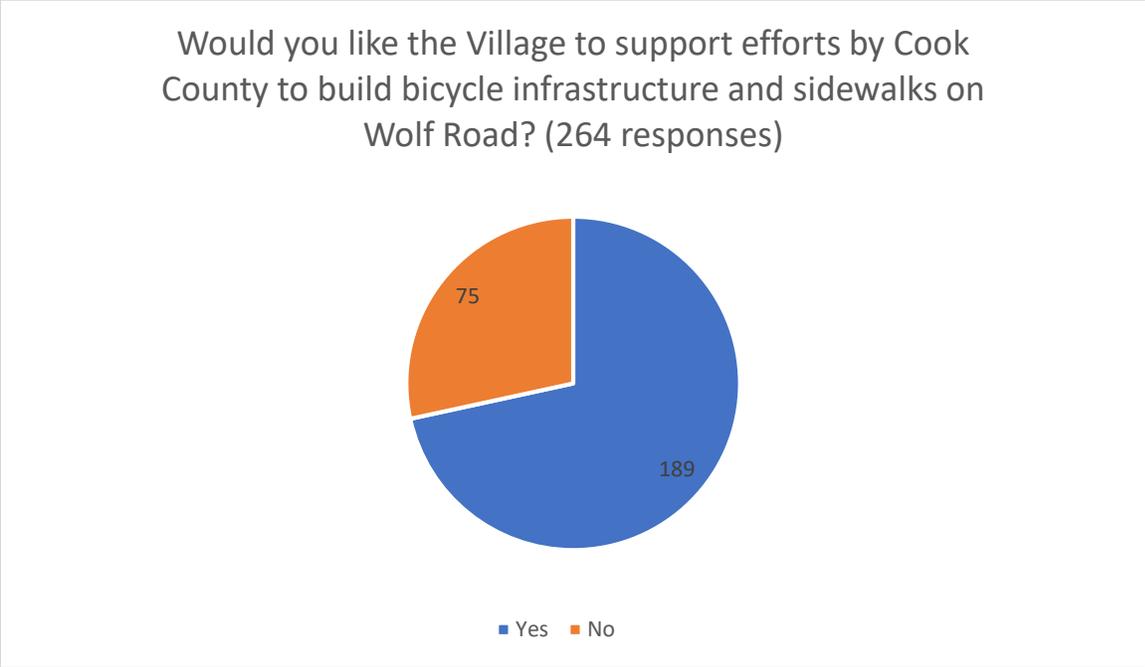
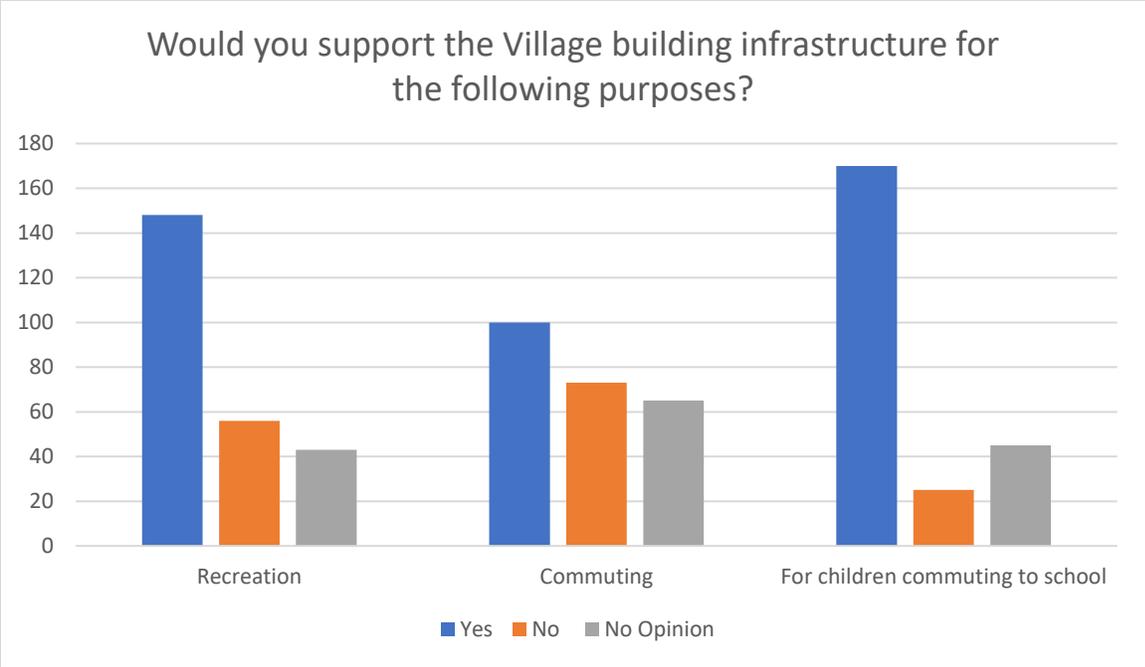
■ 20+ miles ■ 16-19 miles ■ 11-15 miles ■ 6-10 miles ■ Less than 5 miles

If you work outside the home, how do you normally commute to work? (113 responses)



For what purposes do you ride your bicycle? (122 responses)





Comments and suggestions:

- Also people walking on streets need to learn to walk facing traffic
- DRIVING OVER SPEED LIMIT
- My main concern are walkers and bicyclists on Wolf Rd. We didn't need a sidewalk in Acacia
- The speed and lack of sidewalks on Wolf Rd. I believe is a problem and a danger. I would like to be able to walk along Wolf but don't feel safe.
- Build the bicycle infrastructure! :)

-6.16 Absolutely Not!

-Again, parks and amenities on west side - nothing on east side.

-Please advocate for pedestrian crosswalks at Joliet/Wolf and Joliet/Willow Springs. Very dangerous to bike/walk to Tony's or IH Plaza.

-Bike lanes would be great especially on Wolf near the schools and park district.

-Bicycle use is somewhat dangerous because there is no bike trails. The use of sidewalks and streets, especially Wolf Road and Plainfield can be dangerous.

-Nobody follows the speed limit

-Building sidewalks on Wolf Rd would be a waste of funds

-Wolf Road is dangerous for walking or even riding a bike.

-Please in addition to biking, make IHP a walkable city. The lack of sidewalks is dangerous.

-Need sidewalks. Inform residents that when walking in street to walk opposite traffic.

-Too many speeders on Tecumseh & Pontiac. We have A LOT of children living here. We also several disabled children. HUGE PROBLEM!

-Sidewalks on Wolf Road: Absolutely support - Super important

-Don't like the sidewalks.

-Need sidewalks on Wolf Road and a pathway between 45 acres and old town

-Riding a bike and walking in some areas dangerous due to traffic

-Biking & sidewalks is imperative on Wolf, Joliet, Willow Sp. Changing width of Village Roads a poor idea. We moved here with eyes wide open. Aprons at road side would be a very big visual improvement similar to Clarendon Hills.

-Wolf Road between Plainfield and Joliet has a strong police presence but speeders are not getting pulled over - some are driving 55 mph +!

-The village should give very serious consideration to putting in speed bumps on Blackhawk Trail. People drive down the street like it's a race track, which is very dangerous for residents who are walking or walking their dogs, and it's terribly dangerous for children. Every once in a while an electronic speed sign has been placed on the street, but that doesn't seem to do any good. I have noticed that the police are patrolling our streets more frequently, but they can't be on Blackhawk all day long. I realize that constructing speed bumps would be an expense, but they work really well on the frontage road heading over to the Burr Ridge mall. That is the type of thing we need if we're every going to have people slow down, be responsible drivers, and consider the safety of their neighbors. The current situation is a tragedy waiting to happen.

-Speed limit is not enforced in Acacia. When walking cars speed past us going over 25+. More signs of police enforcement needed.

-There is NO ROOM to enlarge Wolf Road. It will also adversely affect the atmosphere of the road - and likely increase speeding

-Please do not add sidewalks to Wolf Road. Reducing Greenery will be detrimental to the look of IHP.

-I'd love to see sidewalks in Ashbrook

-speeding, loud motors

-I like the sidewalks on Acacia Drive and look forward to more in the future.

-Wolf Road does not need sidewalks. Save the money for the parks.

-Need to be careful on the East Side as those homes are very close to the street!

- We desperately need a sidewalk along Wolf Road and along Plainfield Road.
- Yes, yes & yes! Many individuals will do "destination walks/rides" to get groceries, go to eat, etc.
- There are not any sidewalks or safe passage way down Wolf Rd or Joliet Rd. Sidewalks or paths (like the one on Brainard) would be wonderful. Especially when we have children, individuals with disabilities (hearing impaired, wheelchair bound, etc.) It would allow a safe commute without interruption/worry of vehicles.
- I would like better lighting on our streets and sidewalks so people don't walk on dark streets at night.
- Bicycle riding on Wolf Rd. is currently dangerous to rider and car driver.
- Why is this being asked now? Construction is already underway with additional sidewalks in Acacia
- Bathrooms are needed at Blackhawk Park
- When driving when bikers use Wolf Road, I do see a need for bike lanes - but would not like losing healthy and valuable trees, Buckthorn and/or honeysuckle can go, but not Osage Orange or Oaks.
- I HATE the mess it will cause, and I fear loss of trees, but I do think it should be done - for safety and convenience.
- Do not cut down trees for biker paths or sidewalks. Trees take in CO2 and produce O2, we need that.
- Poor enforcement of speed limit in Acacia
- Sidewalks especially!
- Streets are narrow as it is!
- 6.9: The people who drive on Pontiac Dr. absolutely do not follow the 20 mph signs. Speeding tickets should be and could be easily doled out everyday! Here's your revenue stream, you can park in my driveway and catch all of them.
- Continuous sidewalks along Wolf Rd on both sides are not necessary. A multi-use path on one side with safe marked crossings in a few key locations would suffice.
- Speeding on Cascade Drive in Acacia
- Walking and biking throughout the Village is difficult. Lack of Sidewalks. Streets need cleaning.
- Lack of sidewalks can be an issue, but I also would be concerned about loss of trees and widening roads that get too close to homes
- YES - MOST IMPORTANT TO US -> SIDEWALKS. No sidewalks on Wolf Rd between Joliet and Plainfield makes it dangerous for kids and adults to walk or bike. This would be an extremely valuable addition to IHP. Safer to walk and bike, encourages exercise, and would reduce car traffic on Plainfield when Highlands Middle School starts/ends each day because kids would be able to safely bike to school. Would also improve the overall beauty of the neighborhood, and is a good selling point for families looking to live in IHP. Also need crosswalk at intersection of Wolf and Joliet. Way too dangerous to walk.
- Would like to be able to go east out of Acacia without going west to Wolf road first. Would like to see better way for bikes to go East as well.
- Please do not take away buffer land for an unused sidewalk. Note the sidewalk on Brainard from Joliet Road to 55th.
- 6.16 - I fear all of this will lead to the destruction of more beautiful trees on Wolf Road

-Wolf road - 3 lane with left turn lane - sidewalk on one side - take care to not decrease drainage and to not destroy backyards on east side of road.

-6.15 - only in certain areas. 6.16 - No, Wolf Rd. is busy

-Speeding on Wolf Road is not enforced hard to turn on (and off) without taking risks.

-There are areas with no sidewalks at all. You have to walk on grass.

-We need sidewalks on Wolf Rd. for children to walk to school. Also would like sidewalks along Rt. 66 for shopping to Tony's & Walgreen's & golf course Wolf's Head - etc.

-If speed limits were enforced it would be safer. Hate the idea that just one residential area has to have sidewalks that go nowhere. What a huge waste of money for putting them in and ongoing maintenance.

-I would support this if sidewalk were implemented south of Joliet Rd. The section from Joliet Rd south to 79th is terrible!

-Wolf road would need to be widened, add street lights and lower speed limit. Wolf is narrow - should not be 35 mph - s/b 30. Plainfield needs work - already known

-Something needs to be done. Wolf Rd is not wide or safe enough for the bike riders, especially on the weekend. Danger for both drivers and bikers! Wouldn't dream of letting kids ride their bikes!

-Also fix the bridge over the creek just south of the over pass. Terrible bumps on both sides of it. The pavement has a ridge. Police make traffic stops which create bigger traffic problems. They should have violators pull into an area where traffic flow is not challenged. Sometimes this is just a few feet. Plain comment sense. You get the feeling police officers are show off their power, but they are really creating situation which may lead to worse conditions than the reason for the stop.

-Keep bicycles off Wolf in packs! It's an accident waiting to happen.

-Condition of Village streets is great. Cook County needs to improve conditions on Wolf Road. More can be done to improve the appearance of property at Southwest corner of Wolf & Joliet

-I chose poor ratings for biking as there are no bike trails in the village, also poor availability of sidewalks in the village. I believe that adding sidewalks on the village streets (Wolf, Willow springs and Plainfield roads) and narrowing streets in Acacia subdivision would make place more walkable, more desirable for the residents, also narrower streets would slow down traffic and save village money for road cleaning in winter and maintenance in general

-bus the kids

-Definitely need sidewalks on Wolf Road all the way to the Burr Ridge sidewalks on the east side of Wolf to access park south of 71st St!!! Also definitely need to get with the times and offer bicycle infrastructure thats missing everywhere south of 55th!!!

-Please build bicycle and pedestrian infrastructure. It is possible to send kid to walk to school, since there is almost no pedestrian on Wolf Road.

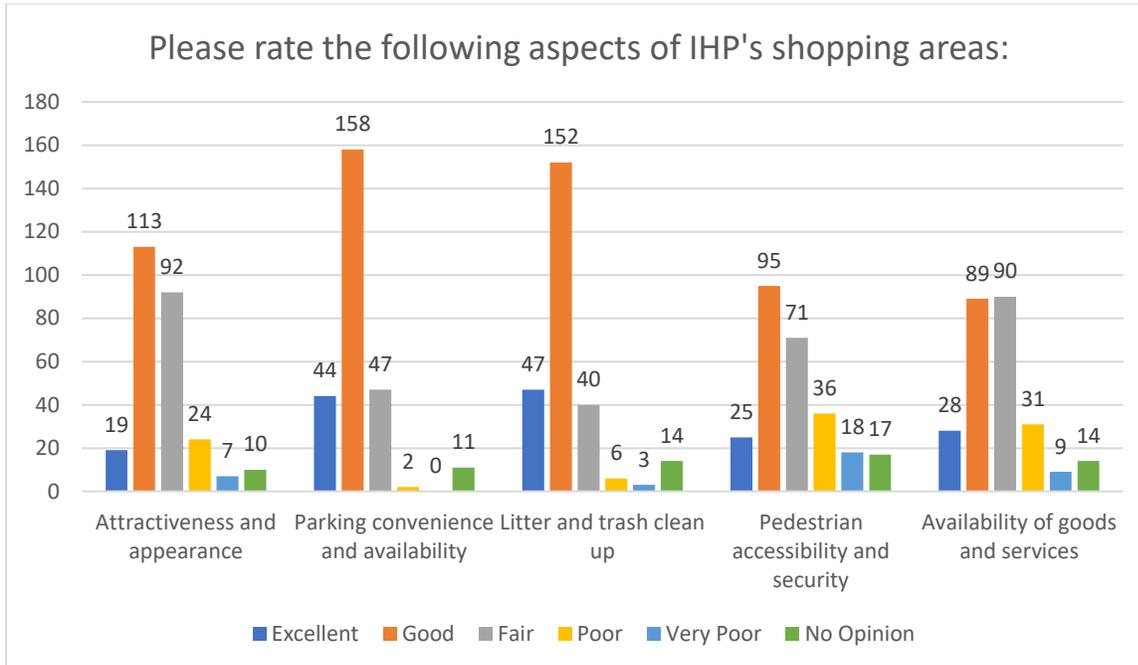
-I ride on wolf road all the time and between dodging pot holes and glass an upgrade for a bike lane on each side of wold would be an excellent welcome.

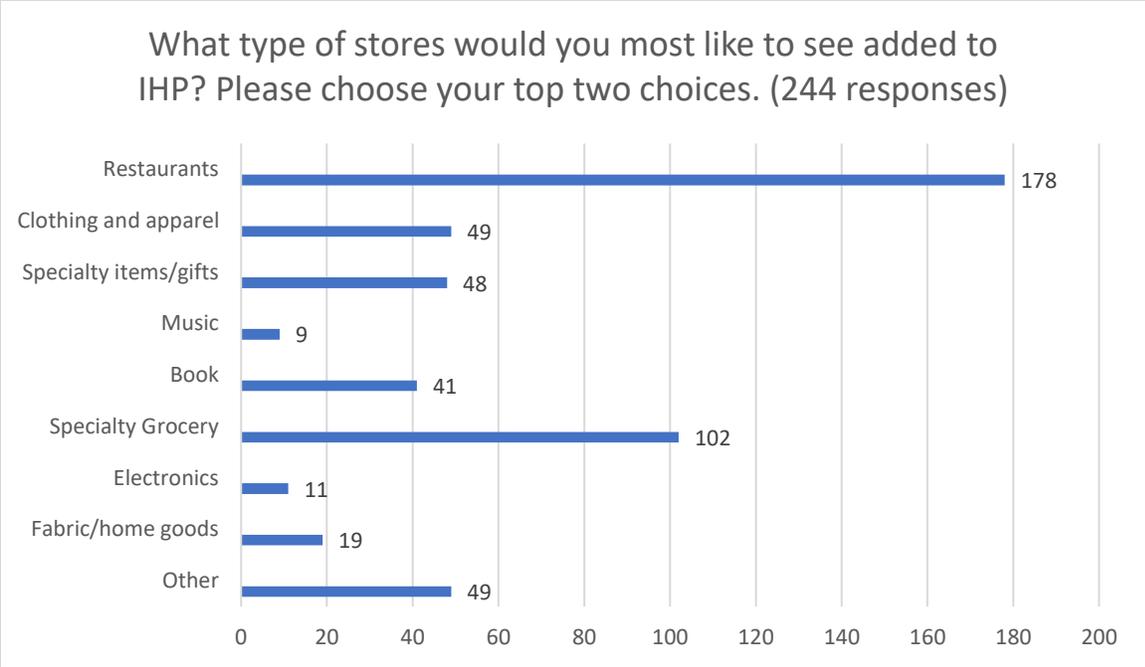
-Wolf, Plainfield, Joliet Roads make it difficult to walk or ride a bicycle. The lack of sidewalks and crosswalks also has an impact. I support the village working towards more sidewalks, crosswalks, and pedestrian improvements to the village.

-Support efforts by Cook County to build infrastructure on Wolf Road "But seems impossible without widening, which seems unlikely"

-Look Forward to side walks. I love to walk but looking out for traffic is no fun
 -Sidewalks on Wolf Road is excellent idea. Crossing Wolf Road with children is hard. Please improve crossing over to Acacia from Old Town section.

Shopping, Recreation and Village Sponsored Events:



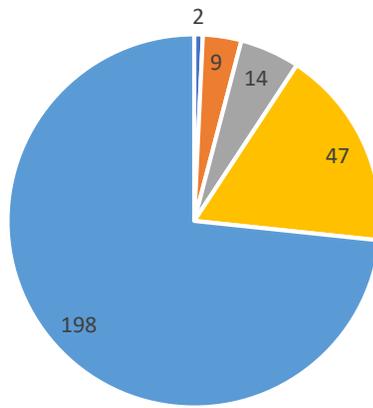


If you selected “other” please specify:

- No opinion
- Coffee shop
- Gas station with reasonable gas prices
- Coffee Shop
- No more slots or convenience stores. Live music in restaurants or good coffee shop.
- Florist
- Shoes, Athletic apparel
- Hardware store, coffee shop, library
- coffee shop/ milkshakes - hamburger restaurant
- ? don't drive - any type store is ok
- There is a lot of retail close by already - a nice seafood type restaurant
- Cannabis sales
- It would be nice to have businesses in our village. There is very few businesses need to have more
- Coffee shop, cleaners
- Hot dog stand
- Yoga/low impact studio
- Restaurants
- Hardware
- High End Restaurants
- General retail; not gambling/gaming.
- Would like to see a good quality Fast Food drive-thru
- The plaza needs a facade refresh regardless of future development.
- Dentist Office

- McDonalds
- Middle Eastern Food
- Yoga studio? Bike shop?
- wine shop, vintage charm, ice cream, coffee shop
- We like it kept simple, no big boxes.
- The nice part about IHP is that there are NOT a lot of stores. Stores would change the atmosphere. Where would you put any stores? I can go elsewhere for stores....Countryside!
- Hobby Lobby type store
- Coffee House
- Any or all of the above.
- Cannabis
- Hotel with banquet facilities
- No bars!! ie Driftwood NO tents - outdoor music in bars or restaurants
- Trader Joe's
- Hair salon
- NONE - This is a Village, leave the ugly shops for Countryside. Nobody moves here because they want more shopping. We move here to be in a quiet village.
- Coffee cafe
- None
- satisfied as is.
- none
- coffee shop (small business owned, NO big chain)
- High end stores with curb appeal
- Dispensary
- Anything is better than nothing.
- I wish there was an "Olive Garden' around.
- Upscale resale or antique shop to benefit a non-profit.
- Nothing. Enough near by.
- Hardware store like an Ace or TrueValue
- non-specific on retail types.
- Arts & Crafts
- Coffee shop, ice cream, pet supply

How often do you or members of your family visit the Heritage Center Library? (270 responses)

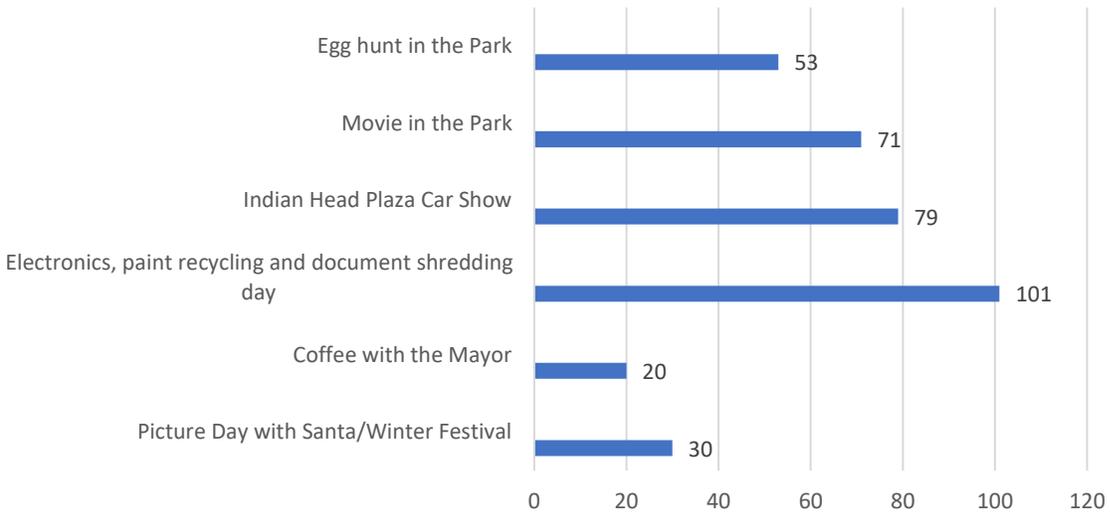


■ At least once a week ■ At least once a month ■ Every few months ■ 1-2 times per year ■ Not at all

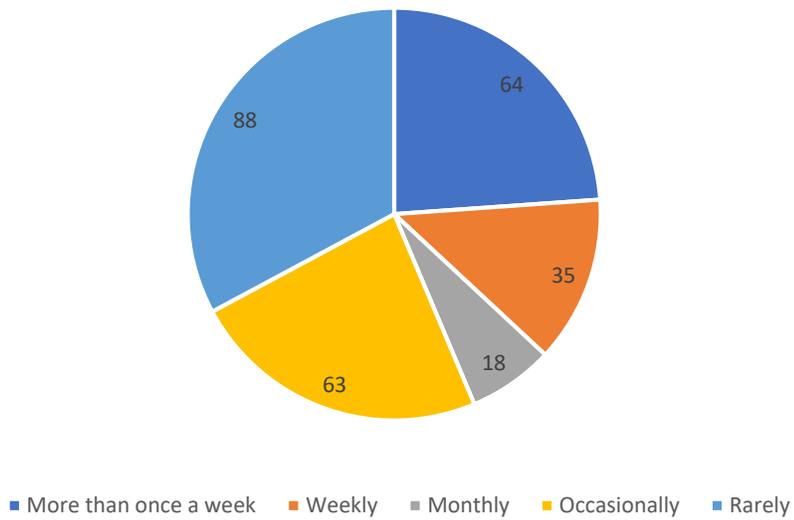
How many of these Village sponsored events are you aware of? (264 responses)

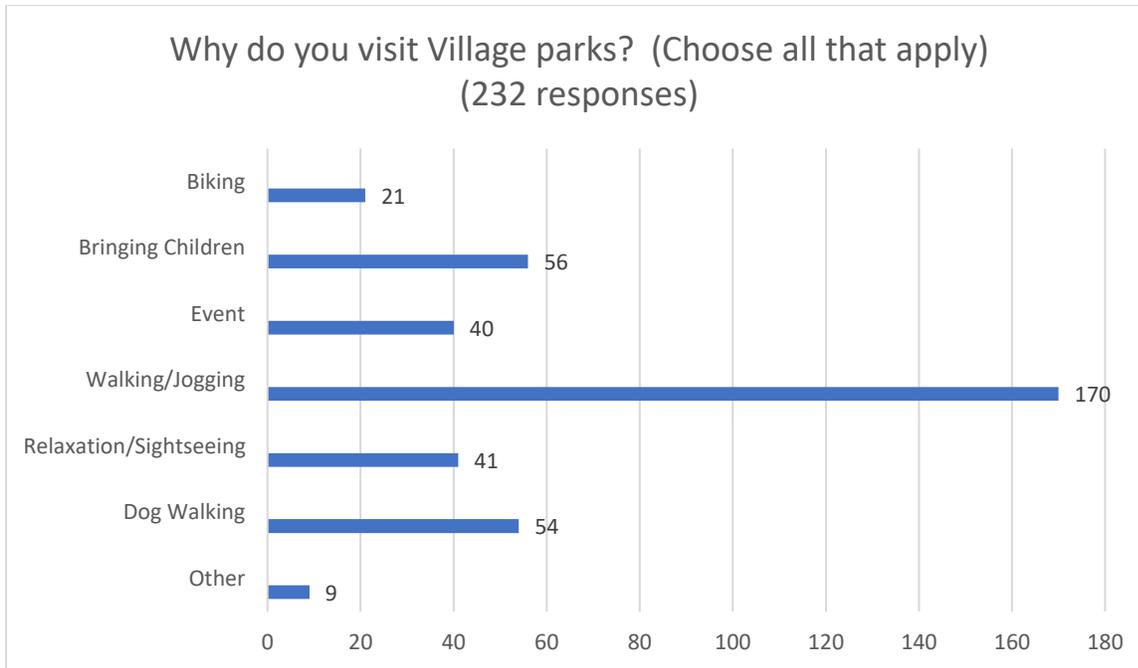


How many of these Village sponsored events have you or a family member attended? (180 responses)



How often do you visit Village Parks? (268 responses)



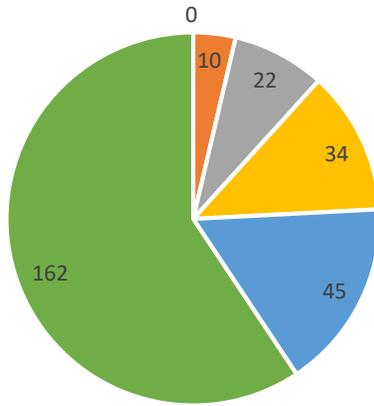


If you chose “other” please specify:

- Roads in Acacia look nice. Just wish there was a way for kids on the West side of Wolf to walk to school.
- No park. There is no park on the east side.
- NEVER
- Block Party
- No place to sit - no benches
- We visit Walker Park whenever the grandchildren visit and for the fireworks on the 4th of July. I have to walk my dog outside of the park area which is unfortunate because there’s really no where else to go
- Use the outdoor gym
- What parks? Acacia?
- Curiosity
- Safe place for children to run around.
- No reason to visit.
- Event
- Where are they?

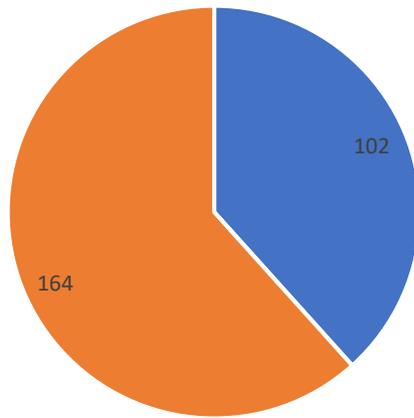
Demographic Information (Optional)

Which category best reflects your age?
(273 responses)



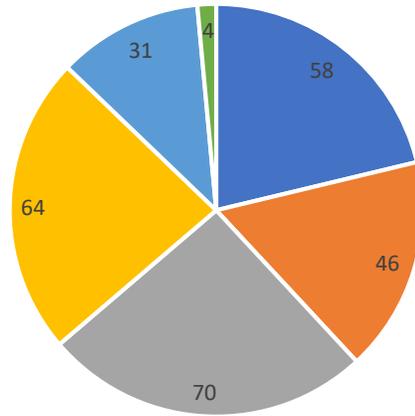
■ 18-25 Years ■ 26-35 Years ■ 36-45 Years ■ 46-55 Years ■ 56-65 Years ■ Over 65 Years

What is your sex? (266 responses)



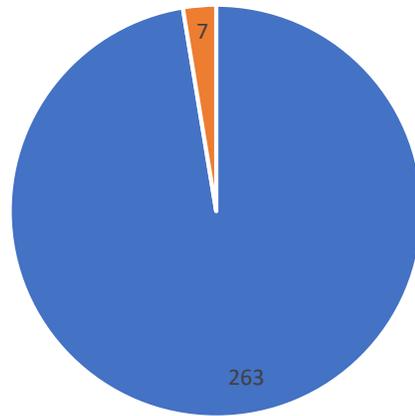
■ Male ■ Female

How long have you lived in IHP? (273 responses)



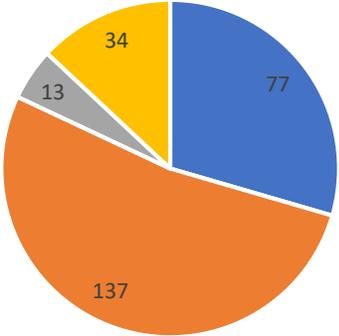
■ 5 years or less ■ 6-10 years ■ 11-20 years ■ 21-35 years ■ 36-50 years ■ Over 50 years

Do you own or rent your residence? (270 responses)



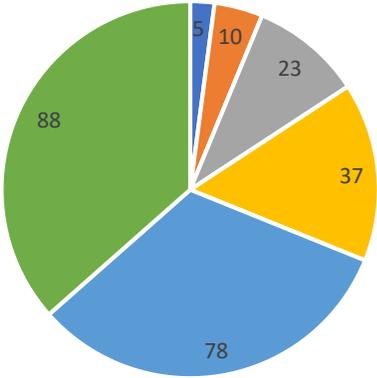
■ Own ■ Rent

Please identify the area of the Village in which you live.
(261 responses)



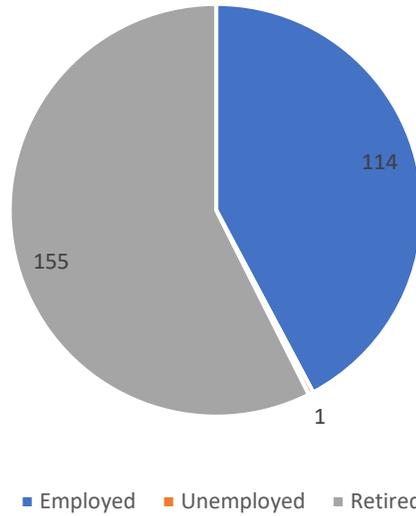
■ North of Joliet Road & West of Wolf Road ■ North of Joliet Road & East of Wolf Road
■ South of Joliet Road and West of Wolf Road ■ South of Joliet Road and East of Wolf Road

What is your household income? (262 responses)

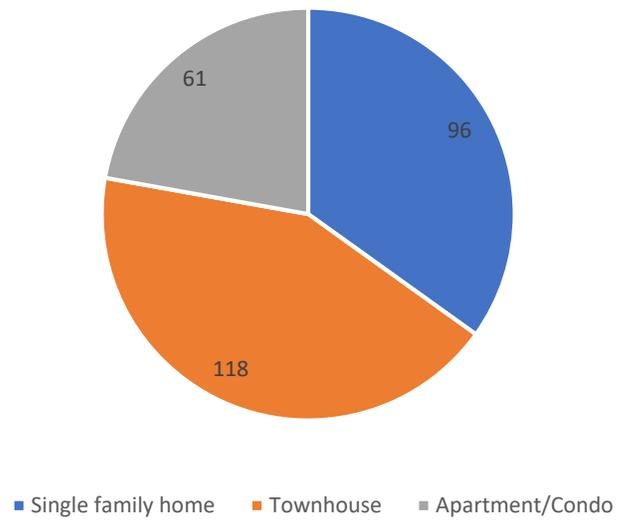


■ Less than \$30,000 ■ \$30,000-\$50,000 ■ \$50,000-\$70,000
■ \$70,000-\$100,000 ■ Over \$100,000 ■ Prefer not to say

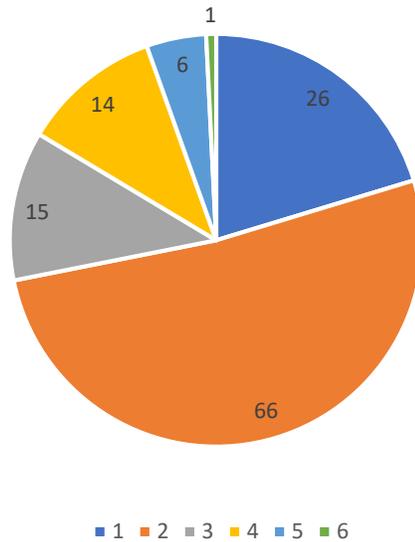
What is your current employment status?



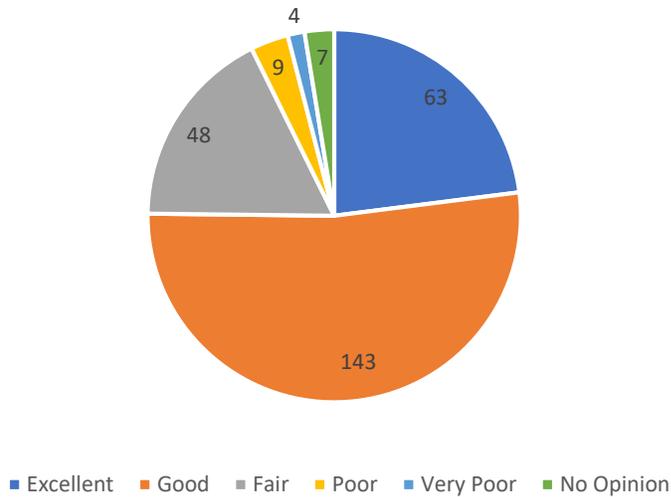
What type of housing do you live in? (275 responses)



How many people live in your household? (128 responses)



In general, how do you rate the Village of Indian Head Park government operations? (274 responses)



Final comments and suggestions:

- People use Blackhawk as a cut through street, need speed bumps. We need speed bumps in areas at small children
- Residents voting on infrastructure projects. No "Jake" "Breaking" of trucks on tollway (excessive noise) (Post Signs)
- Surprised it's still called Indian Head Park. Some people take offense to the name. My guess is someday it will change. Also, I think my street can use blacktop.

-I appreciate the trustees and mayor who are doing this as volunteers.

-Future President! Rewards One more time: Please consider to update, fix the part of Wolf Rd. by the 294 exit, over the bridge. We are destroying our cars crossing that part every single day!!

-Change the name of the newsletter!

-Consider renaming the town now that we know that our Native American population doesn't appreciate being called Indian. Also why Indian Head? It seems offensive. You would never call something Irish Head or Polish Head so why use that term? Now that we know better, let's do better. I find myself apologizing to people when I tell them where I live.

-In printing this questionnaire shows the Village that you care and want feedback for any improvements

-Thank you for all you do! Sincerely!

-The police and ambulance is excellent

-Communication has improved in last five years. Given limited financial resources we would like more emphasis on infrastructure first - less waste on non-essentials like Heritage Center and landscaping. Roads are an embarrassment.

-The water is too dam high! :)

-Isn't our street Indian Wood Lane (3 words on the street sign or is it really Indianwood Lane?) This confused companies from which we purchase products, etc. Please let us know! Getting into our subdivision off of Plainfield is so dangerous. The turn lane from the east narrows so much just at the point of where we have to turn. We are especially worried when there is snow and the turn lane is not cleaned well, we are afraid of sliding into oncoming traffic. From the West the turn is tight and when people/cars are leaving IHP that makes it worse. Can anything be done about this now that the work* is being done? We did write to the "group that is considering 5 lanes" explaining this trouble spot. You are aware of this difficulty since the wooden fencing has been destroyed there at least 3x in recent years and there is none now where we turn in. We are not 100% happy with SBC. Recent example: our pick up day was the day after Thanksgiving. We put out our trash Thursday night because we weren't sure there was to be a pickup after the holiday on Friday. I called SBC, was told trash would be picked up on Monday. Nothing picked up Monday, I called Tuesday and I was told by a male there that a supervisor would be called to arrange a pickup. On Wen. when our trash was still there I was told no one could come on Wed or Thurs but they would get someone to pick it up Friday! I told them not to bother with a Friday pick-up (special) because that was our regular pick-up day! This has happened before with them but not to this extreme!

-Better Communication

-Since I live in the Indian Ridge Lakes condos on Joliet Rd., several of these issues aren't part of my daily life, but I tried to be thoughtful and honest.

-I was very disappointed in the way it was pushed through to have sidewalks on Acacia Drive. The people were against it and it was still put through.

-Overall I like to live here. I miss more sidewalks in Acacia Dr and in Acacia subdivision. I miss a little downtown, outdoor cafes or resting areas. I don't see stores in IHP if there are, WHERE ARE THEY?

-Please make IHP walkable. Please develop a campaign to increase the number of trees in village. Thanks!!!

-I do not like SBC Garbage. I don't trust that they recycle the right way. I did like the paint and paper collection. I would rather pay more and have Groot

-WATER BILL TOO HIGH. DO NOT NEED TO BUY NEW POLICE VEHICLES EVERY YEAR

-My only comment was the decision to use asphalt rather than concrete for the Acacia Drive reconstruction I may be incorrect, but the long-term cost of concrete roads are significantly lower than asphalt. I hope that future road reconstruction not already contracted for will address this concern.

-I live in Wilshire Green, very little consideration is given to residents of condos. The permit process has delayed our generator for 2 years. Unacceptable when we lose power, there is no light in the hallways and the elevators don't work. There are many old people that could not exit the building under these circumstances.

-Need sidewalks on Wolf Rd and pathway between 45 acres and old town. Need a good park accessible easily and safely by kids in 45 acres

-Listen to residents. Don't force projects. Fight crime.

-Frontage road at Plainfield egress is dangerous - waiting for a serious accident is not good planning. The now closed intersection of Indian Woods & Plainfield should be a stop light. Unfortunately Indian Wood is a very pleasant st. As it is now - steep embankment at new bridge will entice kid to sled when there is snow.

-Our water bill is very high - enforcement of illegally parked vehicles is not done as well as allowing vehicles with no village sticker to park for months without ticket or towing.

-Would like to see a clean up day along the Flag Creek from Plainfield Rd to Joliet Road after the construction along 294 wraps up. Village Volunteers can walk the bank and make piles for pick-up.

-Water bills seem excessive, I like the Village and feel the city does a good job. I would suggest maybe adding no more gambling machines, we have enough.

-Residents are NOT listened to. Virtually NO ONE wanted sidewalks in Acacia. Letters were written and still sidewalks were forced upon us when there was NO justification, no injuries, no complaints. Acacia is treated like the stepchild. I'd love to see you force sidewalks on the West side of Wolf. You wouldn't.

-Overall, communication could improve. Many residents are unaware when major issues involving quality of life (marijuana) or zoning issues are going to be discussed. Resident wishes are often overlooked. You must value your senior community. It's in the village's best interest to remain a safe bedroom community—it's what the majority of clients I've sold homes to liked about IHP. They preferred a clean, safe neighborhood surrounded by natural beauty. Most are not in favor of losing land for wider streets or sidewalks for the few who would actually use them. Unless there's some undisclosed, positive and family-centric development at the triangle, sidewalks are not needed. The majority of residents drive everywhere. There is no destination right now where sidewalks would be a benefit. Plus loss of land, and sidewalks deter from the natural beauty of our tree city. Please stick to the original triangle development plan. That can be a true asset to IHP.

-Street lighting is poor. St. Maint & Snow removal is outstanding. Village crews keep area neat and clean - debris pickup etc.

-The new trash collection does not serve our community well. Ashbrook has to see garbage cans out twice a week because SBC does not have the resources to collect trash on one day. The trash cans it out in front of our homes all day long. Go back to the old vendor. Can we get a discount at Indian Prairie Library?

-We believe that IHP should change Village regulations to allow tasteful well designed garden sheds. Most IHP houses have inadequate garage space to store gardening tools and supplies.

-You do a wonderful job and thank you for making this a wonderful place to call home!

-Dislike dictation by city as to garbage haulers allowed.

-Money isn't spent wisely. It's spent to maintain a library that isn't used instead of sidewalks. It's spent on plants for a park yet storm sewers need expanding. The government system is old and antiquated. Policies and ordinances don't make sense, they conflict and they don't enforce their own rules like losing fences for those that have them. They can't price out inspections correctly, and they need a better mix of ages on the board and much better inclusion and diversity. All the middle age white men looks bad.

-The Acacia subdivision streets are too dark and make walking at night very dangerous. We need more/better lighting on our streets. I also think the Acacia entrance needs to be updated. New Acacia sign and nice landscaping would make a big difference.

-I feel IHP residents in Acacia did not have an opportunity to have input and decision making regarding sidewalks. IHP board members made the decision.

-Acacia Townhome Assoc. locks basketball and tennis courts from Nov. to Apr. maybe the village can take over these courts and let people use it all year round.

-We love our home and life in IHP. Retired and growing older! Great to be here.

-I didn't appreciate the Village Meeting where the Village wasted our time by inviting us to talk for 2 hours - everyone against the proposed changes - and then the officers concluded the meeting revealing they had already made up their minds, and the project would be done. Don't add stores - just make the shopping area at the corner of Wolf and Joliet ATTRACTIVE. Thanks for this opportunity to express our views.

-reported crime to IHP police and never got police report (3 1/2 yrs ago)

-There must have been problems with prior administrations in trustworthiness.

-Thank you for your service. We have a great place to live. Consistant street lighting that is effective w/o blinding is my #1. Bike paths would be welcome.

-Good, and improving

-Never go to Heritage Center - waste of \$ and Space. S.W. corner of Wolf & Joliet and the empty areas are an eyesore for years!!

-This is not really a fair question because the honest affairs were no provided to me.

-Thanks you for this outreach effort. Very helpful especially if newer and younger residents respond!

-Best since I've moved in

-Ensure the triangle has development that will improve the village. Communication with village is excellent. Several of trustees appear self serving, very frustrating.

-Would like to fence my yard. I reject opinions that it would lower property values. Look at Timber Trails. Many are fenced and have very high property values.

-1. Sidewalks - see comments section 6. 2. Street lighting - see comments in 3. 3. Add a question about receiving this survey online. It would save trees, you can still choose to be anonymous and it will save Village Officials a ton of time reconciling the data.

-All the petitions against the sidewalk were ignored. The Village is responsible for 30% of the cost. How much is that???

-Things are getting better but there have been times when the majority of board members are from the same area of the Village; I would like to see the village divided into 5 or 6 voting districts for trustees so that residents are really representative by the Village. Mayor could come from any district. I am very concerned that the beauty of IHP will be gone if we make all these changes to Wolf Road. As Pres. Franklin Roosevelt said "Trees, forests are the lungs of our land, purifying the air and giving strength to the people." Planting new trees are not a substitute. I do thank the village for the plan to install cameras in our neighborhood.

-Entrance to Acacia on Acacia Drive needs better lighting at night.

-Listen to the residents, scrap the sidewalk project, keep the look of how the village in the past.

-Thank you Mayor Hinshaw and also Justin Fuller and Don Lorenzen from Public Works

-Wolf Road rehab with Bike Lanes, lights and sidewalks with security railings.

-Nothing seems to get done quickly. Always discussing!

-We really need a dog run in Blackhawk Park. Because of the lease law, dogs cannot be off leash and can't run, which they really need to do to stay healthy. I would like to see a fenced in dog run with a lock on the gate. Residents can rent/buy a key to use the dog run. It would make it more controlled and safe. Many of my Acacia neighbors also want this.

-Our Village needs retail, restaurant and a park district.

-High water bills should be eased

-More traffic control. Streets crowded with trucks (gardeners, workers, etc.) are parked. Common sense snow removal.

-The appearance of IHP could be greatly improved at the entrances, common areas an Heritage Center with much needed landscaping, flowers shrubs, etc. The Welcome sign at Wolf & Plainfield is lovely and that type of look should be carried out throughout the village. Don't we have a garden club? Beautification says a lot about the residents, the government, etc. and would attract others to IHP

-We need more pedestrian walks, bicycle trails, and more street lights.

-My sense is the Village is trying hard to enhance and improve IHP. It's hard to enhance the overall community experience while maintaining the residential charm of IHP.

-Taxes are high, available services low. Entire village needs to be part of Pleasantdale part district to partake at resident rates. Village should consider merging with other surrounding towns/villages to allow for more resident friendly options.

-The village should think about changing its name. Regardless of what people think of the history of the name, it just doesn't sound right in these modern times.

-Very pleased to live here in Wilshire Green, suggest Village doesn't overreach with its programs, population and geography. Suggest you keep it simple but adequate.

-Crossing Joliet Rd with children is difficult please make intersection safer. Please improve Triangle Shopping Center. I would gladly walk there for coffee or ice cream, etc.