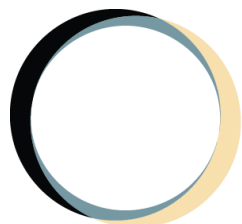




THE NCSTM
The National Citizen SurveyTM

Western Springs, IL

Open Ended Responses
2015



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The National Citizen Survey™
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The NCS™ is presented by NRC in collaboration with ICMA.

NRC is a proud member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. This report includes the verbatim responses to an open ended question included on The 2015 NCS survey for Western Springs. Additional reports and the technical appendices are available under separate cover.

Respondents were asked to record their opinions about living in Western Springs in the following question:

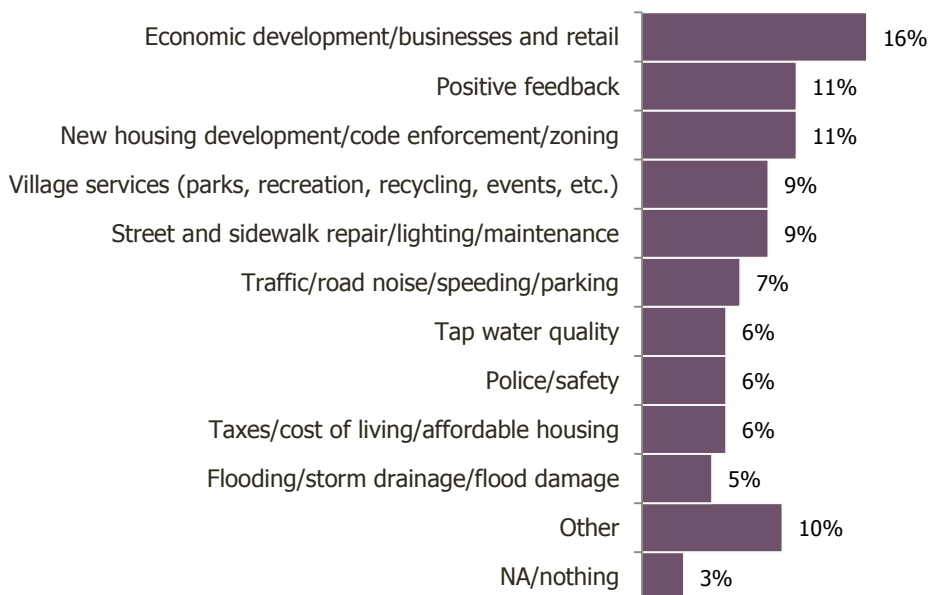
- Do you have any comments that you would like to share about living in the Village of Western Springs?

The verbatim responses were categorized by topic area and those topics are reported in the following chart with the percent of responses given in each category. Because some comments from residents covered more than a single topic, those verbatim responses are grouped by the first topic listed in each comment whenever a respondent mentioned more than a single topic.

Results from the open-ended question are best understood by reviewing the frequencies that summarize responses as well as the actual verbatim responses themselves. A total of 1,312 surveys were completed by Western Springs' residents; of these, 663 respondents wrote in responses for the open-ended question.

When asked to provide comments about living in Western Springs, the most common concerns, cited by 16% of residents, related to economic development and business/retail development in the village. About 1 in 10 gave positive feedback about living in the village and around 1 in 10 mentioned concerns relating to housing development/code enforcement/zoning, Village services, or street and sidewalk repair and maintenance. Seven percent or fewer residents made comments about traffic or parking issues, tap water quality, police/safety issues, taxes/cost of living or flooding and storm drainage. About 1 in 10 residents gave a comment related to a topic outside of the categories listed below.

Figure 1: Comments about Living in Western Springs
Do you have any comments that you would like to share about living in the Village of Western Springs?



Verbatim Responses to Open Ended Question

The following pages contain the respondents' verbatim responses as written on the survey and entered in the web survey and have not been edited for spelling or grammar. Responses have been organized by coded topic areas.

Do you have any comments that you would like to share about living in the Village of Western Springs?

Economic development/businesses and retail

- (1)Too much delay on Breen/Tischlers property redevelopment- empty way too long. (2) A Smallish fountain near the tower "would be nice" on tower green??
- (1)We need advice plan for entering business to the village no more real estate office, beauty parlors, or banks (2)we need a plan to make our sidewalks on the shopping areas safer (cars over curbs aren't acceptable (3) we need some kid friendly eating places.
- 1. would you really like to see continued development of downtown(SE & SN corner of Wolf & tracts)2. Put red light instead of yellow at pedestrian crossing to Bemis at Ogden and woodland.
- Bring in restaurants that are reasonably priced a neighborhood for feel- not trendy or over priced.
- Bring more food options to downtown. A family friendly sports bar too!
- Business/downtown needs family type restaurants for breakfast, lunch & dinner reasonable priced & card/gift shop.
- Continue to develop the downtown w/out the addition of more banks, insurance companies, etc.
- continue to work on appearance of downtown building and attract new businesses/restaurants.
- Current administration and department heads need to resign or retire. Esp economic development & Martin Scott, there are at least 5 major properties that have been vacant in business district for 10 plus years.
- Developing our downtown area is essential. Leaving empty buildings for years will not keep or attract new residents. Housing costs are mostly beyond starter home buyers and retirees. Development near the train to attract new residents and keep retirees.
- Do something about the vacant stores in town!
- Downtown development has been a disaster bordering on criminal \$ spent on studies should be investigated specifically the old Tischler site.
- downtown development should be a priority .Lagrange is a good example...restaurant etc, western spring is a wonderful place to live and noise a family. i perceive that and our fire, police, and healthcare is excellent but i fortunately have not had the experience of needing the service.
- Downtown development should be priority. Significantly looking compared to La Grange & Hinsdale.
- Downtown is under developed. Empty Tischlers & dry cleaners has been way too long. W.S. was very late in the game of issuing liquor licenses. Now same with high density housing.
- Draw in more businesses & restaurants like La Grange & Burr Ridge.
- Enjoy living in Western Springs need more downtown development. Shopping & dining opportunities will generate tax revenue & provide residents a more enjoyable quality of life in town.
- Get going on the town development rather than further upgrades to water tower.
- Get more stores and restaurants downtown.
- Get rid of the empty Odegaards building. Its an eyesore.
- Great community! Village needs to build on Tischlers/Breens land, it's been empty for over 10 yrs. Put in a nice condo development! It's long overdue!!
- Great place to live and our business is here, too need more events to attract young, upwardly mobile homeowners. How about 1-2 places that would offer music in the evening.
- Great place to live, but the downtown and lack of entertainment is disappointing economic development is needed to improve tax base.
- Great village. We need more businesses like Hinsdale & La Grange. Not inform of new rental units on Burlington & Wolf. Could bring more crime to area, lower our standard of living (noise, etc) Very disappointed in the zoning change.
- Have lived in the village for almost 47 years at are time the 800 & 900 hosts of Burlington had everything one needed, now era can't purchase gum candy bar, cigarette nothing, tooth paste etc. One has to go to Garland

market which can't the BD something should be done to this situation. Do not reinvent the wheel on the other re-cycle bags are great! Leave them alone!!!

- I just feel we are a bit backwards and that is why I hesitate to tell people to move here. Our downtown has some great restaurants and shops but its very important to keep that momentum going I hope the new development at Tischlers picks up the pace of the downtown as it needs more foot traffic & economic development. Keep the village moving forward & spend money in the downtown to make it look more up to date and nicer.
- I love it here! Although it would be nice to have a restaurant available in downtown with a price point similar to Honey bee cafe, or a cosi/some sort of place for nice, but affordable casual lots. I'm also depressed to see the closed Tischlers & cleaners for the past decade. Let's get something in those buildings!!
- I want to ensure that the downtown area get more businesses and the development although new maintain the "small town" acquaint feel.
- i wish we could do more with our downtown.
- I would like to see the downtown area grow in the coming years with more shops and restaurants and less vacant buildings!
- It concern is a more vibrant downtown! Redevelop Odegards, bring in a bar & grill.
- It is hard to think about living any place else as it relates to village services- we are all well taken care of by the public services, police, fire, water departments and many other services recreation, the acts - I wish our downtown was more vibrant and attracted better business and commerce.
- It's time to do something affect the vacant Tischlers site.
- Knock down some dry cleaners and banks and build up more fun places like in La Grange and Hinsdale!
- Love Western Springs, but enough with the small businesses/restaurants. Time to bring in a chain or two/higher end. And if not that then some kind of reliable food options (in town).
- More diversity in shopping better controls on size of houses- overall loss of open space is open space is contributing to flooding changes in micro-environments due to oversize building obviously affect buildings nearby & drainage.
- More restaurant and bar options downtown food and drink to appeal to local evenings.
- Need a good moderate price restaurant near the train station.
- Need more bar/restaurants.
- Need more business's that will draw people from neighboring suburbs (restaurants, bars w/ entertainment). This will relieve some of the exorbitant taxes.
- Need more restaurants in downtown W.S. no going to La Grange.
- Need more than one line here!!I am a village supporter but I am dumbfounded at the villages complacency with empty building (For years) in the downtown area. I am stumped by the few question on public transport. There is no bus service here between suburbs etc.
- Need to be more business/restaurant friendly the amount of vacant space down town is stupid lost revenue!
- Need to build Tischler property and Odegards asap.
- Need to develop both downtown & 47th street north side corridor.
- Need to develop more retail & business & restaurants downtown.
- Need to develop the down town area (eg. Tischlers).
- Need to get some business in the vacant block between Lawn & Wolf. Would also support additional condo & apartment development options for younger residents & retirees.
- No businesses or restaurants for middle class people. Way to expensive, kids have no where to hangout. We thought the rec. center was to be used for that. Instead you have to pay to use it!
- No signs of economic development (restaurants, stores, shopping). Not attracting any people to downtown.
- Not as progressive as La Grange & Hinsdale- dining & shopping are poor. Tischler & Breens have been an eye sore since we moved here 13 yrs. ago- takes too long to get anything done-too bad.
- Not enough to do downtown always go to La Grange. Not much "community" feel, but nice place to live.
- Our business community is a big disappointment. Lived here for 29 years and it's decline is sad and makes us less attractive than our neighbors in LG & Hinsdale.
- Overace, W.S. is an amazing little village. I'm so happy I'm raising my kids here. Areas for improvement commercial development, more affordable housing, no diversity in population, paving streets that need it, some streets still don't have sidewalks, streets are very dark at night- need more street lights, water mains are always breaking.

- Overall, its great. Could use more downtown. More restaurants and more open in the evening. Water pressure & water quality is sub-par to other suburbs nearby.
- Pat some downtown life in the area.
- Please do what you can to encourage/allow redevelopment of the building @ the south west corner of Burlington & Wolf road (brick with flag poles) marks!
- Please focus on development of downtown (other than banks and dentists).
- Please, please need new retail businesses & updating of much of commercial especially north of tracks i.e. old 7-11 building that houses tropical sho, etc.Also, better, more architecturally appearing & street townships!!
- Poor economic development.
- Retail shopping district is too small, limited shops, short hours.
- Re-vamp economic development downtown! Please no more banks, real estate offices or insurance companies! The town is not a destination.
- Revitalize vacant buildings in downtown West. Spring increase public transportation- have to go to La Grange rd to access bus.
- Sadly, 1- The french market is a bust- too few vendors- please discontinue. More personnel at the stop signs at the RR crossings- people don't stop!! Dangerous. 3- Traffic light at Hampton & Ogden needed.
- Some of my rankings were influenced by our downtown. I know that changes are coming, but I don't know if they will help or hurt.
- Something needs to be done about the vacant stores downtown, it has gone on far too long. Allow some chain restaurants and get downtown new!
- The business growth needs to be improved & get rid of Tischlers, Odegaards!
- The downtown area is an eye sore and should be developed as soon as possible (i.e. Wolf and Burlington).
- The downtown area needs updating. The store fronts are old. Need some new stores downtown, like downtown Naperville. New stores & kid friendly restaurants.
- The economic development is abysmal.
- The former Tischler property needs to be redeveloped. Business needs to be encouraged in W.S. please lengthen the time for the left turn arrow on Wolf (northbound) at Ogden, only 5-6 cars can get through in early evening.
- The village boards for the past 35 years have had an apparent total disinterest/disregard for the economic development of the downtown commercial/business opportunities which could the interest of the residents thereby increasing our sales tax revenue.
- There are very few employment or entertainment opportunities for college-age persons.
- To many empty businesses.
- Truly excellent place to live in our 9 months here. Would really like to see more business development in downtown area where empty spots exist.
- Very disappointed with lack of redevelopment on Wolf & tracks- tax monies missed. Policing around Springdale park very bad on game nights Hinsdale wannabe's think they are very important.
- Very nice community-business environment downtown needs facelift.
- We have lived here many years and watched this town decline economically. What does it say when a major movie uses it because it looks like a ghost town! Speakers volumes! Our public officials, namely chief church seem to feel imposed upon when left a message and having one of her officers return a call. She clearly doesn't remix.
- We love it- great schools, nice people. Just wish there were more dining & shopping options. Also a fountain or playground near the tower? A gathering spot.
- We need a good food more in town & we also need bus services.
- We need more reasonably priced restaurants with take out service other than pizza.
- We need more restaurants and nice stores- our downtown does not reflect the wonderful community we have! It looks shabby. I am happy to see a focus on improvements!
- We need new restaurants in downtown W.S. just like La Grange.
- We need retail! Would love to see old while hen @ 55th & Wolf occupied. Also, more dining options, a cafe would do well @ 55th & Wolf any non-fast food place would be greatly welcome.
- We need to fill vacant businesses.

- We wish there were more options for dining/shopping in town. It would live the town up & create more community. What's going on with the soccer field at Spring Rock? That seems like an unnecessary speed and is how a complete disappointment that the park is ripped up & unfinished.
- Western Springs needs to develop its "identity" and develop the economic base accordingly. We could be a lively village if we promoted quality evening and restaurant opportunities to complement the theater of W.S. and viz; perhaps a jazz or high-end night club to bring people in at night/weekends. Also, create wonderful environmental opportunities for hiking, birdwatching. Etc. cycling.
- What's up with downtown- these vacant buildings are bad & should have occupants!
- When is the Tischlers property going to be developed?
- Why has it taken the board sooooo long to reach on agreement on use of properties on Wolf & Burlington. This looks like a ghost town when visitors enter on Wolf could new restaurants they encouraged a different shops to interest ghost town visitors.
- Wonderful yet frustrating. Village is slow to okay then improve our uptown. I wish they would be more open minded. Born & raised here since 1962. Very loyal citizen, but disapprove of village politics.
- Would love a more active downtown area to meet more W.S. residents.
- Would love to see downtown continue to grow, to improve places to socialize locally. Library is awesome. Would love to see sports/music/etc classes for children that accommodate working families (night of Woodlands).
- Would love to see old Odegard's corner turned into something-empty too long.

Positive feedback

- "City of trees", queen of suburbs. Loveable, beautiful, shining, god's grace "St. John of the cross" all our children went high school too. I am with Western Springs Rotary club 30 years.
- "Great place to live" Thanks!!
- "Wonderful, heaven on earth place".
- 40 year residents who raised 4 children & now 4 grand children visit to enjoy our wonderful village and town.
- 46 years-love it- best move ever.
- A major reason for having chosen W.S. was the ability to commute via BNSF.
- A very good place.
- As a 40 yr, W. Springs resident, I am still satisfied with this beautiful, friendly community.
- Basically, quite content.
- Best community to live in and raise a family! Great fortune to live in Western Springs!!
- Easy place to live and convenient to get places.
- Enjoyable, safe and comfortable.
- Excellent community to live in.
- Excellent place to raise children & reside.
- Family oriented, quiet community, good location.
- Fine town to live in.
- Good place to live keep up the good work, which expertises.
- Great location for Chicago land (close to city & airports) great education system great property values.
- Great place to call home
- Great place to live for families.
- Great place to live!
- Great place to live!
- Great place to raise 4 family, downtown development is working.
- Great village I served 4 years on plan commission of 2 yrs zoning board of appeal in another town (bad) Western Springs is great.
- Had a home there since the early 60's.
- Have lived it here since 1974!
- I am 85 years old and have lived in Western Springs for 53 years- I am happy we moved here.
- I am a resident of Western Springs since 1960. I am retired now and I m still loving my home and living in Western Springs.
- I am happy here.

- I am proud to live here over 50 years.
- I consider it a privilege to live here.
- I couldn't think of a better place for our family to have "grown up" in.
- I have lived here 50 years and love it.
- I have lived here since 1960 don't plan to move.
- I like it here.
- I love it! Moved here in 1966 -feel very blessed to be able to live here!
- I love living here. The neighbors are very nice. The residents are friendly. The education k-12 is good. The tap water is not great overly chlorinated.
- I love living in Western Springs.
- I love my community.
- I love Western Springs.
- I taken pride in living in W Springs-(moved from Hinsdale).
- I think it is a fantastic village. I love it. I am very impressed with the rec programs offered by Seaspar. Pooling funds & resources to offer opportunities for the disabled is incredibly great. I' m so grateful because I have a disabled adult son. It has really enriched his life .
- I think it is a wonderful place to live.
- I'm new here and I love the walkability and feeling of community been here 1 year.
- I'm retired, 80 yrs old, don't participate in many activities. Have not lived in Western Springs for very long.
- It has been a nice experience for me as a senior and raising my family. I was late sending it in because I had to wait for my grand daughter to help me fill it out.
- It is a great place to live!
- It is a great, safe, with fabulous neighbors place to live. We love it.
- It's a great place to live!
- It's a great place to live!
- Its a great place to live.
- It's a great place to raise a family- good schools, sports, wonderful neighborhoods, a wonderful street!
- It's great! Lots of sidewalks.
- Just a great place to live forever!
- Keep up the good work! I do not support elected officials being re-elected.
- Lived 40 years is W.S. This is my 3rd home in same area as my needs changed. I like W.S.
- lived here for 36 yrs. raised our children. Have great neighbors, friends over the years.
- Lived here for almost 30years-love it!!! Keep it simple & small community.
- Lived in Hinsdale for 50 years before moving to W.S. We find this town lovely with good people, good shop keepers, clean & smooth roads & traffic that is not so heavily laden with large land rovers racing & doing you- turns in front of us for parking places! We find it very civilized here!
- Living in W.S is wonderful- some say our downtown doesn't offer enough but as a parent of 3 under 11 years o/w that's what I like about it. I prefer people visit La Grange of Hinsdale on evenings and our town is safe and quiet.
- Love living there very involved in our church feel village generally does a great job
- Loved it for 65 years.
- Lovely quiet.
- Most desirable place to live/family oriented.
- My wife and I have enjoyed our year in Western Springs and we plan on remaining here for the rest of our lives. It is a great place to live.
- Nice place to live and raise family I also plan to retire here.
- Nice place to live.
- Overall a very nice place to live! Hard to bear & I've looked around the world!
- Overall good experience little bit uppity for the country boy.
- Peaceful community.
- Quite content, happy to be here.
- Thanks for your hard work to make W.S. a wonderful place to live!
- This is a great (not perfect) place to live and raise a family!

- Very good living.
- Very happy!
- Very happy.
- W.Springs is a friendly community when neighbor look out for each other. It's important to be in contact with neighbor and the village.
- We enjoy Commonwealth area & love the downtown area!
- We feel W S has been an excellent place to live or raise our children.
- We love it here and plan on staying for the foreseeable future.(My wife grew up here!)
- We love it here! Great place to raise kids.
- We love it!
- We love it. Quaint, lovely and friendly.
- We love living here...all 41 years.
- We love living in W.S!
- We love Western Springs!
- We raised 4 children in a 3 bedroom ranch with one bath. All college educated! All happy! 10 grandchildren! Home needs to be filled with love
- Western Springs is very special in most ways.
- We've made friends with the nicest families I have remained close for over 30 years. We love Western Springs!
- What is a "stronger" (more dramatic) word instead of excellent? Would you "all" consider super duper.
- Wonderful place to live!
- Wonderful town to live in.
- Would like to see it stay basically the same.

New housing development/code enforcement/zoning

- 1)Tear downs mega mansions/sale of public access walkways diminish sense of community & walking access.2)Disrespectful treatment of residents by public employees, I have to unnecessarily defeat my request to get help (The community feeling in the village has diminished since we moved here!)
- 1. Western Springs zoning code seems to have how relaxed or modified to suit the contractor's wishes.2. The future plans for downtown Western Springs appears it will take away the small town "character". That's what makes families want to live and raise their children in a small town atmosphere.3. The four story structure to be built on the Tischler site will create a traffic problem.4. The tearing down of smaller homes, ranch homes, etc, and replacing with "large" 2 story mansions that cover the entire lot, looks like Chicago were homes are close to each other. Very little green space between homes.
- A great little town, just sorry to see so many Mc Mansions being built again it's slowly taking all the charm out the town.
- A wonderful place to live- wish Tischler's was bad- sorry to hear of such a large edifice to be constructed there.
- Aesthetics are important to me- would hate to see 4 story development in the village, 2+ story would be great-maintain charm.
- As homes are added to the south, the village feels less integrated. New homes in forest hills too big.
- Be supportive of residents concerns regarding new construction consequences. Village employees need to be more friendly and accommodation. Police need to be more friendly and less threatening to residents. Sidewalks.
- Beautiful, safe community to raise our 4 kids. Worry that there are too many tear downs & new homes that look so similar. We were drawn to this community because of the character of homes- some of that is lost.
- Better code enforcement: vacant lots, real estate signs sidewalk maintenance.
- Building large homes & allowing large built in pools and patios hurts neighborhoods because of drainage. Some are allowed to build whatever they want because they have clout.
- Code enforcement is absolutely, run like Cicero!
- Code violations are frequent. Where are the village inspectors?? They need to drive through town.
- Concern about all the new construction- i.e. size of new homes \$ becoming another Hinsdale also would like to see more retail-(not services) esp on Burlington & Hillgrove.
- Concern for the aesthetic look of the proposed new construction in downtown it should reflect the building architecture of what is there unlike 800 W. Hillgrove that has character.

- Concerns: (1) Code enforcement on new residential construction.2 Need for affordable housing for seniors and small families.3. Need for retail in downtown to replace empty spaces.
- Current zoning change (max) will change character of the village for the worse.
- Don't like development approved for Tischler property Odegard property needs developing W.S. may have to pay for EPA cleanup as opposed to leaving it vacant.
- Don't like zoning that lets a builder built structures up to 31 of lot line.
- Enforce existing ordinances- do not pick & choose.
- Facilitate the process of obtaining bldg/construction permits more easily.
- Few options for moderate housing/as huge houses directly encouragement of new business in town.
- Grew up here & moved back 23 years ago. Love it don't like new big houses & snotty people.
- Home never liked the huge new houses. we love the library.
- Houses being built too large for lot sizes do not absorb share of rain water.
- I am concerned about new developments increasing density and decreasing parking.
- I am extremely disappointed that new homes are allowed to take up the majority of lot space, causing poor drainage problems and building density which is an attractive to the eye.
- I am very concerned with the amount of construction of large homes. This is decreasing the amount of affordable housing in W.S.
- I don't understand why they allows housing that is clearly inappropriate for the lot size.
- I feel many of the new houses are much too large for the lot size & create drainage problems for surrounding neighbors and the whole village.
- I have concerns that the housing market will be unbalanced due to the number of small & mid-sized home tear downs.
- I live next to a vacant lot owned by Harte construction. It is always in disarray I wish the village would hold the owner accountable and force them to make it a green space or build in it. It's obvious the village doesn't care how the owner has managed the land.
- I strongly recommend more restrictions on tear downs.
- I think that the building to land ratio needs to be reviewed. Houses are being built that are far too big for their lots.
- I was disappointed that the board amended existing height, density, parking capacity restrictions for the Breen project. I was one of many that campaigned to not increase height & density. I feel we were totally ignored.
- I would rather see Tischlers or a vacant lot than build a building that is too big for that corner- just like the survey indicated was the feeling of most citizens.
- I'm concerned about the size (large) of new homes.
- In general I truly enjoy living here. I am disappointed in the lack of control of the house size & height control vs the lot size.
- it did seem that the Fay more [Tischler's/Bruns re development] project was a "done deal" and went though without significant consideration of residents concern . Really 52 parking spots for 52 limits Bare workable. The now it seems to be written.
- It's a great town to live in, but there are too many new houses being built that don't fit in with the character of the village.
- Keep working on downtown development more apartments to single family homes, condos, etc.
- Lots are too small for new construction and too many trees are being lost.
- Need more apt. or condo for people living alone.
- Need more condo construction.
- Need to create quality living for people who wish to downsize along the trades, this allows people to live here with no car!
- New housing leading to water basement issues to existing homes.
- No apartments in W.S.-condos o.k.-get businesses into the open locations!-Even if they have to be "chain" stores. K-8 education is great- if we leave the community it will be for a better high school.
- No building in Western Springs should be taller then Oak land mark water tower. On my block there are many singles living in homes. The present garbage of recycle need better stores & restaurants grocery stores works restaurants- not high end open after 3pm- I work to 3:30pm. No carts to blow around all day,

- Not happy about height and density of development at Tischler site. I wish we had Michigan water. I'm tired of plumbing problems.
- Not happy with all the tear downs & Mc Mansions. The disruption of sidewalks and mess. No code enforcement of broken rules- early garbage, tall glass, won't like plans for old Fischlets
- On new construction that fills more safe, consideration should be given to drain yard water to storm sewers, I reside in forest hills.
- Our seniors cannot relocate or live in this town. You keep tearing down our ranch homes & replacing them with 743 story homes, for the young, who can climb all of those stairs, building constructors are having a wonderful time here at the expense of our seniors.
- Outstanding place to live, friendly, concerned about drainage with so much new construction want Tischler's/Breen's property developed.
- Over sized houses, fenced-in yards, concrete backyards, etc. are destroying Western Springs. I wonder who is getting paid off unethically!!!
- Pay attention to the density of population you are willing to allow in the new multi-use buildings on vacant sites down town. Less is more. Houses are getting too big not enough green space.
- Please consider consideration for remodels vs tear downs. The limitations on my modest remodel vs the Subres of overbuilt pseudo crafts mans is ruining the character of the village.
- Please develop not only Tischlers/breens but Odegard's condo retail stop mess... just do.
- Please don't overbuild downtown. Apartments are a bad idea. Condos are better.
- Please stop building these huge homes!
- Please work hard to keep this a quaint, charming village. Very worried about the size and scope of Tischler development- traffic at that intersection not safe! Don't like apartment option.
- Real problem with new construction creating major water issues there should have been a plan before construction began-now that it is complete - new construction should pay for drainage solutions.
- Restrict the amount of building on land (lots). Drainage problems are being caused by over building. Make builders get water to the streets not neighbors yards. Encourage small homes for older residents.
- That Tischler's & Breen's etc. are still sitting vacant white downtown developing thrives in Hinsdale, La Grange & C. hills is a disgrace.
- The continuation of tear downs limits potential 1st time homeowners able to afford buying in W.S.
- The empty commercial property on Wolf road by the tracks is an eye sore and going on 10 years of being empty- knock it down already- looks bad!
- The fact that Tischler's & Odegard's have been vacant & undeveloped for going on a decade is an embarrassment to the community.
- The Spring Rock park rehab, Breens, Tischlers and odegard's items are negatives. Otherwise, I have mostly positive things to say.
- The village needs to be more strict in granting permits for building large homes/garages on these small lots. Drainage is a severe problem for the residents in older homes next to these lots. Become more conscious of what these homes are doing to our environment. Lived here 47 yrs & backyards floods every heavy rains & becomes a lake because of surroundings large garages!
- The villages lines need to be buried. They are becoming bigger & more of them are being poor. You cannot keep taxing our homes and put utility wires around our homes. Decreases our value!
- There needs to be a stop to the destruction of modest homes to make way for huge new construction, W.S. will no longer be a mixed community (either economically or age wise).
- Tired of huge homes on small lots- no "starter" homes anymore one giant home on 3 small lots doesn't look better either.
- Too many homeowners let their shrubs and trees overgrow into sidewalks creating safety hazards for kids on bicycles and people walking. Please enforce the code.
- Too many super-sized houses going up not enough retail in town.
- Very enjoyable-great place to raise a family object to "tear-downs" making it difficult for new families let home purchases.
- Very glad to hear decisions have been made on the Tischlers & Breens site. Hope that the Odegards site does not take much longer. We are losing too much of tax base!
- Watching more closely of houses or people not following building. Codes or remodeling w/o permits, and illegal dumping and poor visual curbside appeal.

- We are concerned about over building downtown.
- We are long time residents & love, it here. One disappointment is how long the Tischler/Breens corner has remained unused. Glad to see some progress being made. We especially love the people & resources at Thomas ford library!
- We need condos/apartments downtown. Older folks can't maintain houses and still want to live here.
- we would like to see action taken as soon as possible to develop the area where the Tishlers/Breens used to be (10 yrs ago) also, we would like to see additional restaurants in town so that we don't always have to go to La Grange to eat.
- We would like to see the abandoned home demolished on the 4300 block of Howard. We also would like the village to address the traffic & parking issues of Field Park School, including Yellow striping (enforcing), one way consideration & overall enforcement.
- Why was the zoning changed?
- Wonderful place to raise a family. Wish they were more options for housing for empty nesters. Also downtown commercial needs help.
- Would like to see some development for seniors who would like to stay but no longer want to maintain large homes a [?]-develop something for Tischler & Breens-(long overdue).
- Would like to sub divide our lot.(108x187) neighbor can w/52 feet but I can not because I have 108.
- Yes! Stop the knock downs! Surely contributing to water problems.
- Yes, I am very troubled by all the architecturally significant homes that are being torn down. There seems to be little regard for the history of Western Springs. Moreover many of the large homes built in place of them are so close to the prospect line. It seems like there are different rules for new builds and renovations.
- Yes-generally unresponsive to requests to enforce slum land lord violating. Seems to be a lack of interest in citizens who aren't personal friends of the village(AKA corruption?).

Village services (parks, recreation, recycling, events, etc.)

- A welcome addition to Western Springs would be a selection of events targeted for younger (late 20s to 50s) residents. That are not completely kid-activity -related. (Examples: wine bar night, adults-only swim at pool night).
- As a renter, I think I missed at or some incorporation activities which is a shame. I wish the metro ran more on weekends/evenings.
- Curbside stickers create trash everywhere when animals break the bags open. Also, I often feel that W.S. has no regard for the families that attend highlands for school. This includes both Springdale & Rigewood and yet many people have "no idea" that is also a W.S. school. Its not even included on the website.
- Don't think our parks dept is run very well. No clue on what the community really wants. The money spent on the soccer fields is out of hand. The people on the board are not professionals. Their inexperience and self interest failed our community.
- Find a way to recycle paper without requiring paper bags. Tear downs are wasteful; I wish they would stop. New houses too big for lots. I wish the village were more diverse.
- Here more college students for park care instead of burring out! A & B landscaping do a horrible job as they "race" they lawn mowers through the park! They actually tear up the grass when making turns.
- I believe Western Springs is the only town that charges their seniors to belong to the senior center!
- I love everything except disposing of yard waste. There has to be a better way for those of us that don't use a lawn service getting everything into an awkward, cheap paper bag is crazy. Love most everything but this.
- I think, the youth recreation dept programs could be better the highway noise is louder than I'd like I wish there were more sophisticated/interesting after school programs for elementary age children and working parents.
- Keep the blue bags some of us in apartments can not use the carts.
- Love it here!! I hate the garbage rules & restrictions.
- Love it! Improve parks.
- Maintain and improve parks; bike paths; more restaurants.
- More awareness on activities that are happening around town. We need more blue bags for recycling. Need to feel more comfortable letting kids in front yard to play. More excitement in the downtown area, better stores!! Clothing, boutiques. More kid safety classes/monthly fun activities on safety. Danger strangers, fires, drugs etc.

- More tree trimming on parkways & more street cleaning.
- Need a dog park.
- No dog park. Park money spent on 2 soccer fields for elite club players (\$200,000?)
- Online system for reporting issues does not work smoothly; it can be difficult to get village to respond to issues. My husband commented on this to a former trustee, and her response was that she didn't have any difficulty getting a timely response. She was a trustee, Duh!
- Our recreation center was a waste of money. I was embarrassed when I visited there looking for adult exercise classes. I now go to West Mont's facility as it is how W.S. should be with the taxes we already pay.
- Our recreational department opportunities are very limited compared to Pleasantdale. Offer more summer activities for working parents. Most of the activities now are during the middle of the day. How can we sign up our kids if we can't even take them?
- Overall Western Springs experience has been wonderful. More needs to be done re: refuse/ recycling- our recycling could be easier/ more efficient with carts that don't require renovation. The debris all over the roads on stormy windy days is embarrassing and horrible for the environment.
- Plan more activities for adults in Spring Rock & other parks- not everyone has over-indulged kids. Plan better music events, art fairs, etc like Hinsdale. Don't be so afraid, that people may actually participate.
- Please no garbage carts at curb. older folks can't handle, water tastes like bleach, tear down activity is ruining character, drainage and roads. Need all day kindergarten, need traffic control @ Woltlittlgrove
- Public works very nice to work with.
- Recreation department program i.e. tennis are almost as expensive as a tennis club! Village could do snow removal on major sidewalks i.e. Wolf Rd, 47th street!
- Recycling program visited speed bumps on streets near high school w/o sidewalks better update technology for rec center.
- Refuse pick up is very expensive, inconsistent sidewalks makes walking dangerous at times, not enough street lights.
- Remove the blue bag recycling program. We are creating more garbage each year with the blue plastic bags. Recycling can be put in bins & all of the blue bags would not need to be added to land fills each year.
- Republic should be more respectful of backdoor service garbage companies, seen excessive.
- The garbage collection & recycling programs are difficult, expensive & ineffective. I've never lived in a community that requires trash separation into so many categories- it should be simpler (e.g. 1 bin for recycling, the rest is trash). The sticker system is expensive & actually discourages environmentally responsible behavior- many residents stuff large drum liner bags with multiple kitchen bags. Bags inside of bags take longer to decompose in a landfill.
- The parks could be better- maybe add water features for kids in the summer.
- The public works contracting out the tree trimming and removal is terrible! Every time these private contractors come through the neighborhood looks like it was vandalized/ for the most part only dead branches and trees should be removed, not healthy ones.
- This community could be great but there is a lack of social activities for teens. There is also a lack of businesses.
- Too many employees (police & parks) for size of town.
- Very pleased with emergency service received this year- pain muscle!
- Village employees are extremely rude.
- W.S. is a great place to live. I would be careful with the park dist. BD which is not great. Our parks are sub-par and I regret the residents did not approve a turf field. Err on side of being progressive.
- We love living in Western Springs but the garbage and recycling program needs to be completely revamped.
- Web site is difficult to use, not organized well.
- We've beautiful churches in town. It'd be nice to offer free concerts to community. Cost of living is too high. Let's get more W.S. people at Spring Rock park...not out of towners.
- Wonderful town- hate to see them wasting so much money on Spring Rock park.
- Work on staff attitudes and have them return phone calls you should have provided more space for comments.
- would like to see curbside compost pick up- would pay for service. Would like to see continued road improvements/paving.

Street and sidewalk repair/lighting/maintenance

- (1) Sidewalks or lawn ave-safety issue.(2) Limited restaurants in town & things for preteens & teens in town.
- 1. Concerns! Lack of residential street lighting; over building, having W.S. with little diverse housing & styles; footprint of new housing for lot size-> flooding & crowding; downtown area looks tired and haphazard (planters/trees/christmas decorations).
- 1. Roads and flooding issues needs to be dealt with without raising taxes. Our street is horrible.2. Allow more restaurants in town that are fast casual (i.e. panera chipotle).3. Fill vacant stores in downtown and at 55th & Wolf.
- 1.How often are streets clean?1. No second chances on phone stop by police I consider being a good person- I see people on phones all the time- I guess it was my unlucky day! Thanks for the lights in front! It the best thing happen in years!
- 5100 block of Johnson street has been awful for over 4 years- need sidewalk repairs due to flooding as well!
- Access to 47th st & 55th st (4 lane roads) is dangerous because of poor visibility from hedges and bushes. Turning on side streets from 47th st & 55th st. Is dangerous because cars park too close to intersection.
- Curbs cuts need better maintenance.
- Feel we should charge builders of how construction homes for street repairs -their trucks do most of the damage to streets & curb.
- Finish the sidewalks on mostly completed blocks especially walk to pool.
- Focus on street repairs and lighting.
- For such a family friendly town-the inconsistency of sidewalks is shocking! Should not be any place where kids have to walk on streets.
- Forest hills needs sidewalks! On all streets, especially ones that lead directly to forest hills school. The village also needs more street lights.
- Great place to live-street congestion/construction issues area concern, also rail road tanker flow.
- I feel the village should improve the platforms and landscaping of the metra platforms between Lawn and Wolf rd. They are falling apart and weekly.
- I like of a lot but the sidewalk patching is really bad the asphalt in cracks & the cheaply done concrete. Also the led lights during holidays are too blue! Otherwise-all good.
- I think having residents pay for their own sidewalks in front of their homes is crazy. It would look much better if it was one continuous sidewalk.
- I wish the village would complete the sidewalks form 55th st to 52nd st in forest hills.
- If there was a sidewalk program I think it should be 50% resident 50% village.
- Improve crosswalk to access Bemis forest preserve. Although flashing sign at Wood Lawn and Ogden is an improvement, drivers still do not always stop. Need a push button stop light or sidewalk on other side of Ogden so people can cross at Wolf. Very dangerous and I am scared to cross as I have seen people nearly run down.
- Increased use of 53rd st. as major access to Commonwealth has increased road disrepair. Street requires repaving/regarding in many sections to improve drainage to corner sewer drains.
- It is an eye sore coming from Hinsdale to W.S. on Chicago 147th street, over 294. The weeds are always high and it's dirty. We need a pathway to have bikers walkers and runners to use. It is so unsafe for the kids.
- Love it. Some sidewalks are a problem for those of us who love to walk.
- Major issue: sidewalks in all residential areas.
- Making sidewalks mandatory for new construction is going through the back door. Not nice.
- Many sidewalks are in very poor condition.
- More street lights-lighted street signs-reducing % of build able property from 70% coverage to 60% increasing distance between houses.
- My area has no sidewalks & my water is stinky.
- My family loves Western Springs. Feels like a small town in the midst of Chicago land please keep it like that. Friendly and charming- we don't need to be La Grange. Street scape project for downtown is good idea. Also, big far of better road maintenance (glad you are re-paving Harvey- it needs it!) Hoping that foxford is a success but nervous it will change character of town & negatively impact traffic on Wolf.
- My street (Fair Elms) is atrocious. I am not ever drive it anymore. It is full of crack, potholes & my car takes a beating! Really pathetic for the taxes I pay & I fear it will greatly reduce the value of my home.

- Need more sidewalks, get government funding. Air quality is poor due to 294 possibly. Sewers, water run off causes major problems on street.
- Need street lights appear to be only on main roads & neighborhoods are too dark, esp in winter months.
- Need to complete sidewalks.
- Our electricity goes out every time there is a major storm is there any way to correct this? It goes out every year also Wolf & Burlington ave should have a stoplight.
- Our street in old town (Rose ave) is an eyesore as surface has been lost with holes in many areas, I have called village about issue and work letter in last year but no action has been taken.
- Our street is in dire need of resurfacing 5100 block of Johnson it has been a mess for years.
- Our streets need resurfacing but we pay enough taxes already to do repair. The lawn on the sidewalks is always too long, maintenance is terrible.
- Poor sidewalk policy in forest hills.
- Put in sidewalks; improve public transportation options. The safety of pedestrians is compromised by the lack of sidewalks, particularly in Ridge wood.
- Road maintenance is poor. Speeding on 47th st not enforced in W.S. (La Grange does enforce).
- Sidewalks or lack there of in forest hills is a major safety concern.
- Sidewalks! It's crazy that some streets don't have them and residents have to pay to install existing sidewalks are a mess in many places too.
- Sidewalks. It is unacceptable that we do not have sidewalk on all blocks!
- Snow plows knock down mailbox and bury my sidewalks.
- Some streets are in very poor condition also, there are too many stop signs in town.
- The allocation of roadway repair focus has missed several streets that needed it for more than some streets that were resurfaced.
- The lighting near St. John of the cross is an accident waiting to happen. There is no light by Rugeley Rd. & Caroline & no stop sign. With the school & church entrance right there, there needs to be more adequate lighting!
- The pedestrian crossing to Bemis Woods F.P. needs to be addressed! Now! Along w/ zoning that limits development of over sized homes on small lots.
- The street I live on is in bad shape. The top surface has disintegrated.
- There should be more sidewalks.
- Very poor pothole repair bad law regarding "smoky pits" in backyards too much smoke air pollution benefits some who use hurts neighbors who cant stand smoke!
- We are generally very happy & excited to have our kids attend the schools. We love the parks, library, and village events. Our street has lots of potholes so we'd like it repaved, but doesn't seem like that should require a tax increase. The downtown area could be revitalized (see page 3).
- We moved here 5 months ago and I am extremely disappointed by the sidewalks & lack of pride by house holders. Weeds everywhere (1+ foot high) I am also disappointed by the red light violations unnecessary.
- we need street lights and sidewalks on every street. IT is unacceptable to not move these with the amount of outdoor walkers commuter for safety.
- We need tasteful street lights placed closer together in neighborhoods. We should also have sidewalks every where the lack of sidewalks is extremely unsafe, I also would prefer 4 way stops at all intersections in neighborhoods.
- When roads are broken up for utility work, the road is usually left in poor condition after the project is completed.

Traffic/road noise/speeding/parking

- "Danger at Ogden & Hampton ave intersection must be corrected accident waiting to happen.
- after being nearly hit with my young son at the Tru Value in May (and known it has happened 3 times in 18 months). I will not be sitting on bench in town until barriers are put. This is a major problem that need a solution
- After the project at Wolf and Burlington was approved unanimously through the village board despite a 77%-80% opposition by Western Springs residents, I lost trust and confidence in our village government. (Will create a traffic nightmare).

- As a pedestrian often, drivers have little regard for stop signs and cross walks, especially young woman on cell phones.
- As a resident of Grand ave (between Elm & 47th) It is hard to maneuver traffic when other residents leave their cars in the street, causing traffic to backup.
- Bad intersection at Hampton & Ogden. I usually go to Wolf Rd. to turn left onto Ogden where there is a left turn light, but sometimes Wolf is backed up during rush hours.
- Build the under pass by Spring Rock park!!!
- Congestion around tracks backs up to 47th street frequently in the morning. Be nice to figure out a better system.
- Easy travel to highways to anywhere without dealing with heavy traffic in residential area- (a pocket of peace).
- Enforce rules of the road on bicycles, cyclists are out of control. Pedestrian "right of way" is out of control in downtown area, especially @ RR crossings. "Right of way" advocates are a menace!
- For questions on traffic- the only issues are crossing the train tracks, and the confusing nature of 6 way stop signs at Burlington/Hillgrove/Wolf.
- Generally speaking very happy. The Tischler decision I think was wrong and will drive up congestion and drive down family and property values. Bring trouble to town w/ interest paid services. The police showing focus on something other than tickets or resident.
- Get rid of the stupid red light cameras. Offer online billing for water/sewer.
- I love lived in Western Springs things for thirty years and have been very happy here. Two concerns packing to use library is very inconvenience and housing for a retired couple is very difficult to come by.
- I wish there could be an underpass on Hampton ave between the theater and the swimming pool to lessen traffic bottlenecks when long trains come through on the "bnsf" tracks!
- Improve speed signs & stop signs on roads where sidewalks do not exist. Also, roads need repair.
- Improve traffic on Burlington from Lawn to Grand improve traffic on Hillgrove from Wolf to Lawn. Enforce stop sign violation at corner of Lawn Walnut and Hillgrove.
- Lots of tollway noise & increasing flooding every year.
- More speed enforcement on Ogden Ave and at stop signs enforce state laws that require 2 license plates on a car.
- Need a hway stop @ Grove ave & Oak.
- Need more speed limit signs on side streets vehicles drive way to fast especially (between acc) 53 rd- 51 streets Hendrick north or south.
- Need more stop signs in field park (or police enforcement). People speed and roll through stops despite all the little kids.
- Need much better speed enforcement of trucks on 55th street, especially the stone trucks!
- Need parking close to library.
- Not enough handicap access to parking in downtown area- actually there's home. And in winter, the snow plowing & clearing of snow to curb is terrible- one has to navigate 10-12 of snow and or frozen ice from street to sidewalk! And the historical museum in the water tower is not handicap accessible! Older residents of W.S. would most likely be the ones to enjoy visiting!
- Not happy about the possible multi-use bldg. on SE corner of Burlington & Wolf- will present traffic headaches & pedestrian congestion, especially during rush hour- during school year green space would be more enticing.
- Parking in town and at library is challenging. This forces some to make other choices.
- Parking on both sides of Grand Ave 47th st to Burlington. Street lighting on Grand Ave. 47th st south foot print of new construction is too large for lot size.
- Pedestrians don't look to cross especially at train tracks when car is already on tracks trying to cross forcing car to stop on tracks, adult cyclers ignore rules of the road pedestrian light on Ogden is very dangerous no warning.
- People drive too fast through neighborhoods set up some way to track this, please.
- Please check traffic options at Ogden Ave & Hampton-dangerous to turn west or east (in facing north).
- Please look seriously at the following: 1) A viaduct to avoid trains in rush hour scenarios, 2) A complete network of sidewalks so knucklehead will not jog in the middle of the streets- with & without children, 3)Public notices reinforcing bicyclists to obey stop signs & stop lights- this is getting ridiculous.
- Please work with ill. Tollway authority to put in a sound wall for Plainfield Rd north to the oasis.

- Raised five children in a community we love. Sometimes a hassle 100 car trains going through village.
- Reduce speed limit on 47th st to 30 mph or enforce 35 limit mph.
- Speeding trucks and volume of trucks needs to be reduced on Wolf road.
- Teach pedestrians how to cross streets at train tracks signs: Pedestrians do not have right of way.
- The crossing on Ogden & Woodland into the forest preserve is a significant issue.
- The new concrete roads are quite loud. It's an excellent place to live please make sure all municipal retirement funds are taken care of and not left to future residents. No need to "overbuild" Western Springs. A quaint village is great!
- There is a need to stop speeding cars on lawn ave between sisi stth street occurs all day.
- This town is run by a bunch of s*** heads who think red light cameras are a good idea.
- Too many fresher trains go through at peak traffic hours.
- Traffic on my street very heavy during rush hour (Lawn ave).
- Very few opportunities for children when both parents work intersection of wolf and train tracks a nightmare as is Ogden and Woodland. Need more all day train parking.
- Western Springs has a lot of assets that are valuable to home owners. Schools, parks & the business district are all very good. Getting around W S is painful though. Wolf road from Hillgrove to Ogden is always difficult. The endless trains wreak havoc. And the police need to stop harassing kids. Last, we need to lower our taxes.- Cont'd on p3 of insert.
- Wonderful town poor to no communication from W.S. government. Police don't believe in traffic control on speeding and use of stop signs.
- Would like to see Northbound Willow Springs and Wolf roads entry onto Ogden reconfigured to allow for faster exit of W.S. during rush hour- it always backs up a block or more.

Tap water quality

- Better testing water -years ago it was excellent today not so much.
- Continue to be concerned about the water-smell and incidences of cancers continue to be concerned about water main breaks running our streets. Ridiculous !
- Disappointed in result of reverse osmosis- water quality affected price for usage going up.
- Fix the water.
- Fix water?
- Hard well water hard on pipes and appliances.
- I always worry that our drinking water is not safe. At random times-it tastes bad-even when there rent a water main break.
- I am glad Western Springs spent the money for our water system.
- I have heard only negative comments from neighbors regarding the recent changes the village made to the water source. They should go back to water from Lake Michigan.
- I like that we have our own water, but sometimes it doesn't taste or smell as good as it should.
- I've lived here 71 years. It's a wonderful village water is not good. Would like to see downtown more vital. New construction hurts roads.
- Lots of sediment in water system. Changed pipes, faucets, shower heads, when water change in 2013-14. Take a chance on changing Tischlers/Breens eye sore downtown W.S.
- Love living in W.S. but the water still is the best. Amazed at what shows up in my pure water filter container on a daily basis.
- Love this town and the people!! Drinking water quality huge issue. Would like confirmation that everyone has quality water!
- Officials should be honest about cost overruns/efficiency/design problems with the reverse osmosis water plant!!!
- Our water in forest hills still smells and is off color at times, we do not drink it often, remains a serious concern.
- Our water is loaded with calcium.
- Tap water quality is poor.
- Taste of the water is not as good as prior to install of osmosis system. Need to fill those empty buildings downtown. Very happy with the street replacement in my neighborhood.
- Terrible water pressure!

- The amount of mineral deposits caused by our water is unacceptable- it damages pipes, faucets & appliances that use water- dishwashers, ice makers, coffee makers.
- The only thing that decreases quality of life here is the water, we used to have somewhat decent water, now after the "upgrade" the water is sure of chemicals, it is extremely hard and I hope enough people complain so they check into this.
- The quality of tap water is bad, iron taste, red rings in sink/toilet I assume form iron. We live in new subdivision so it's not our pipes.
- The water does not taste good.
- The water has improved. Our street was rebuilt, and it is wonderful!
- The water quality is horrible. Rust is in the water. We will not drink tap water, nor give to pets. Shower heads/faucets are clogged w/rust. Very dissatisfied.
- The water still tastes terrible old town north; road repairs are poor. Otherwise, it's a good place to live overall!
- The water used to be awesome. It's terrible now fix it!
- Very disappointed with the water quality and how very hard it is on my appliances. I have had to replace multiple appliances at a large cost.
- Very pleasant overall. Quality of drinking water in Ridge wood has deteriorated. Chemical odor. Unpleasant taste. Brita filter required.
- W.S. is a great place to live. However, I don't think the water quality is as good as the village as the village had made it out to be.
- W.S. tap water continues to be cloudy. Businessmen in town continue to struggle, It would be nice to see some improvement.
- Water is a disgrace. Don't always feel that my family is given fair access to public service for which I pay taxes- primarily educational/gifted program & sporting activities-primarily soccer. While I understand LTSC is a pri soccer club- it should have no affiliation with our public school-not by name or otherwise bc it caters to developing talent from outside the Lyons township district. The community would be better served by a program that is aimed at developing skills of those in Lyons township.
- Water is poor street repair always sinking (underground cables etc?)
- Water is too hard & discolors laundry.
- Water seems to have a lot of chlorine smell/texture, love the classic old- style businesses. Casey's kirschbaum's true value, etc. Would like to see posted results of survey.
- Water taste terrible, chlorine smell, police unfriendly, drive very fast.
- Worst water on the planet. Residents south of 59th are always ignored.
- You seem to put a bandaid on an open wound. The water is a major problem. No by pass- big problem store fronts need a complete over haul.

Police/safety

- 1)Please have the police more & visible.2)Develop Tischler area.3)Only time we hear from police when soliciting.4) Do something w/ fire station on 55 street why is it empty.
- 1-Need improved police protection (2 bank robberies within 1000 ft. of my home).2-Street and yard flooding is a problem. Village needs better sewers & building codes. Village appears to be allowing too large homes for greater tax revenue. 3-Downtown Western Springs needs more diverse businesses, more restaurants and places for people to meet & recreate. Much of downtown buildings need to be renovated.
- As a retired career law enforcement officer and chief of police, the quality of police/community reactions is sadly missing, law enforcement should serve the public need, no vice versa. Need P.O. to identify more with constituents.
- Calls to village sewer line back-up, took multiple calls. Police can be unfriendly at times. (I am retired law enforcement). Called village for questions no one calls back.
- Cops harass my kids. They are horrible and having nothing to do. Yes, its a safe place to live but boring with very few restaurants or nothing to do. Also, to get tax \$, village allows enormous homes to be built without regard to zoning.
- Don't appreciate police denying the fact that there was a burglary attempts in our neighborhood. This has happened more than once. Need to make people park on one side or the street. Landscapers also have violated the noise ordinance frequently.

- Get a new chief of police or have her to re-train "Some" officers, including herself and deputy chief. To be less racist as well.
- Great community. Police arrogant and unsupportive and talk on cellphones.- Great schools.
- I feel the police dept. Focus on ticketing teenagers-I witness adults cut-off, speed down my street, illegally cross RR tracks every day but know personally and from friends that many teenagers, not adults are ticketed- a wasted opportunity to teach our youth they end up ridiculing police.
- I have found the interactions with the police dept and some village(paid) officials to be ineffective due to their exhibited arrogance and lack of acceptance. Why do I live here? I have too much invested in my house.
- I think the police are rude. There is a constant turn over in officers leading once to think it is not a good place to work.
- I would like to not see police officers on their cell phone while driving!!!
- Lack of courtesy, poor driving and lack of common sense of police force.
- Love the village. I feel like a better job could be done with patrolling streets to ensure drivers safety. People often speed, use cell phones etc and I only see patrols on Ogden.
- Need more traffic policing drivers coming off 294 at high speeds on Ogden. Many drivers don't even stop at stop signs. More tickets- more revenue.
- Nice village. Police presence is too much like an armed occupying army in this little village. Heavily armed, always new vehicles, speed trap on Ogden, way too much. Sewer system is awful. Always major flooding on my block.
- Not enough police at rush hour. Too many cars trying to beat the red road gates.
- Please keep it safe. The criminals now expanding to Eastern La Grange cannot come here if they do we will move west. we love this town
- Police department look to write tickets, red light canvas are a noisy grab.
- Police men are arrogant and never willing to give you a break. They are almost all a bunch of egotistical asses, especially Ashmore who likes to hassle the children. Many people share this perspective.
- Police officers could be a bit more friendly & accommodating.
- Police: don't give tickets to residents parking on street @ night.
- Some of the police are intimidating and unkind.
- Thank you for doing survey. Like to see friendlier police all bike rules enforced. Bike rides ride 2 or more across in traffic. Bikers do not look out for walkers. They never seem to get stopped or warned.
- The general police act threatening/abuse not part of the community- esp with young people.
- The police are not friendly and don't maintain a sense of community. They are excellent at their job but not nice.
- The police attitude is horrible, two females always yelling all officers seem to have a "badge complex" always driving way too fast as discussed with all neighbors who are afraid to report it.
- The police dept & paramedic dept, need to be much more careful about who they hire and the general population needs to put forward a great effort to care about others not only their own.
- The police force needs to focus less on teens walking the street innocently and more on crime response.
- The recent (2013?) murder of the high school girl in Indian Head park continues to weigh heavily on concerns for our safety. The village should inform us of police & crime prevention services and how W.S. performs vs "best practices" in this area. How does W.S. Rank? Unknown.
- Too many responders when calling ambulance 7 is too many & not necessary to transport to hospital.
- Very good place to live, however, the police Dept. is in total disarray. All officers recently voted "no confidence" for the chief and deputy chief. They need to go.
- Vote of "no confidence" about police chief doesn't make me very confident about the Pd. Garbage collection currently is a mess. No garbage cans allowed? Only garbage in bags on the curb. Animals make a mess when they get in bags. Recycling separation is unnecessary recycles puts both paper & now paper in truck.
- We hope that the village remains vigilant combating the crime that continues to move west. We specifically close to buy in WS for the safety of our children.
- When we had the noah of burglaries in January/Feb 2014, I would have appreciated a "red" alert instead of hearing about it from neighbors.
- Youth vandalism to property by kids walking down Clausen from Lyons west. Speeding on Burlington: Wolf to Willow Springs.

Taxes/cost of living/affordable housing

- "Crook county" taxes and government are bleeding us.
- (1) Cost of refuge stored is too high.(2) Cost to redo Spring Rock park is too high.(3) Not enough availability to play tennis at Spring Rock park.
- Becoming way too costly. Time to move.
- Great community/high taxes/sluggish business development.
- High taxes, lack of food establishments- always going to La Grange & spending money there.
- Housing is too expensive, need more condos, apartments. Tear downs are taking away entry level housing. Get the downtown going! More shops/restaurants. Don't want to be La Grange but would love more options in this area.
- I have lived in W.S. on and off for 67 years it is getting too expensive to continue living here. Property taxes are too much for me to continue living here. Houses are so expensive.
- I have loved it, and do not want to leave when I down size. We need more affordable senior options.
- I think the Spring Rock turf is a ridiculous waste of money and a project that has gone on too long.- Our rec center has very little programming. Would like to see it more like La Grange.
- I think you should be able to walk your dog in a park on the paths in Spring Rock. Property taxes are so high - Something needs to be done with the Tischler building- looks bad- Grove (3900 block) needs more street lights- in winter too dark to walk.
- In general, Western Springs is a wonderful place to live, but it is very expensive.
- It has not been a good experience! Too expensive unless wealthy. Police uncaring. Self importance, village responds but not helpful, restaurants expensive, no good teen programs. Left to roam.
- It would be nice to have affordable housing for teachers, single parents, etc.
- Its getting harder on a set income (ss).
- Lovely community lived here since 1990 but taxes are too high.
- Main issues ! ridiculously high property taxes, not enough moderate homes, poor service re. Street flooding sewer work, street repair. boring, downtown, shops too expensive, takes too long to see any significant changes occur .poor water has damaged many appliances.
- Major reason for leaving W.S. are property taxes way too high.
- Many consumers are due to my age (88 1/2).I am a widow-living alone. May have to sell and move next 2 years. We've lived here over 50 years.
- Nice village but taxes are not of control. And i have a small home. (2200 Sq ft home)
- Our taxes are too high, please do not raise us again. We need more bus stop services.
- Please, do not raise property taxes! (Including Tif districts).
- property tax is killing older residents.
- Property taxes are making it difficult people to stay in their home after retiring.
- Property taxes are too high.
- Real estate taxes are high enough as it is. provide better notice of when local elections are held and who is running.
- Since I've moved here, W.S. has become more and more snobby, exclusive, & unaffordable.
- Taxes are exorbitant.
- Taxes are too high!! Too many 'monster' houses being built. Lack of businesses in 'downtown' area (hair salons-banks-nothing else). Train is the only public transportation. Re paved streets. Then tore them up-waste of \$\$\$\$. Poor planning!
- Tear downs have made it so affluent that it has become a hard place to raise a family or retire.
- The costs and loss of diversity are sad to us. Increased social economic similarity, need for high income to live here.
- The property tax rate rises every year. Public officials need to reduce spending and lower taxes.
- The property taxes continue to escalate and being retired is difficult to remain in this beautiful community.
- The taxes are way too high. Easy to raise family but then need to move.
- Too many contractors flying houses makes housing unaffordable for many.
- We are over taxed; feeling pinched by state, local, federal taxes.
- We need more affordable housing so people can stay in the village!

Flooding/storm drainage/flood damage

- (1) My street is very prone to flooding for over 20 years (Clausen).(2) Empty buildings in downtown area should be dealt with (Tischler's and Odegard space).
- Awesome place to live, but we should be getting more results with roadways & water (flooding) problems than we have. Water is also winning appliances in our home.
- Backyard flooding issues are a problem. Have called village & they did not offer help or advise.
- Concerned about storm sewers in Springdale.
- Drainage (or lack thereof) is a significant problem on Hampton (at about 3920 but on the east side). The sidewalks are very low. Kids going to school go around the water on the street. Hampton is too busy for that. Please fix. This is also a problem in there.
- Fix the flooding on my street (Johnson ave 5400).
- Flooding is outrageous. Police not friendly. Retirement is great.
- For years, the building staff has not sufficiently focused on draining when new or larger(renovated) houses are approved. Failure to require enhanced drainage other homes were up sized or torn down and built new contributed to neighborhood flooding. Although rebuilding street sewers appears to have helped also.
- Forest hills water issues must be fixed. Power outages happens all the time in forest hills. Fix the old infrastructure in forest hills. The new downtown development was terrible!!! Mercy vote to owner of property. Ridiculous.
- Generally positive. Sewer issues on lawn and people speeding on Lawn Ave as alternative to Wolf are main gripes (speeding a concern w/ Grand ave school right there and young children.
- Great place to live! However, drainage is a major issue. Feel this needs to be addressed before other projects are started.
- I believe the development department needs to work more closely with the department that manages water drainage from new building developments. I found the legal comment from city official that a new developer had the right to drain water and cause flooding in my back yard.
- I don't think the new development dept works well with the team in charge of water and water flow-engineering. I also think the water engineering team is "passive"- they see the issues that residents have brought to them for 10(+) years and they do not actively act upon issues, to resolve them. "Nothing I can do" seems to be the attitude which is wrong. If something is not working, they have been elected to bring about the necessary changes.
- I feel that the village should make every home owner responsible for proper drainage not to relay on neighbors for water problems that they have!
- I think code enforcement is weak for flooding, both new a existing construction.
- Improve sewer system update b-box's. Insist on good looking houses. Make a path along 47th street to Hinsdale. Look at moving power lines below ground. Trim trees on street needing it. Do an electronic recycle.
- Improve storm/flood control.
- Need to address drainage issues. Village collects (increases) taxes on the new, large houses, but does nothing to protect from flooding. Major expense for now taxpaying, home owner fix drainage!
- Need to do something about storm water in our backyard.
- Old commercial buildings in downtown area an eyesore; too much money spent on projects desired by only a few citizens instead of benefiting village. Water main breaks a constant problem- why? mega houses on small lots replacing older homes look out of place instead of historic look village is looking like a small city, look alike subdivision. Care of lawns and [?] is poor- weeds.
- Old town north desperately needs a rain storm system. Current codes that allow increased home sizes are not accounting for water run off and the problems are increasing!
- Our street and curbs are disintegrating. We need the newer curb type sewer drainage not able to stop the constant blocking and flooding of the street- Woodland ave.
- Poor street & backyard drainage during heavy rains. New- safety village & new landscaping is beautiful! But the recr center & gyms have always been dirty! Please take down our parkway tree (ash disease) it has been 3/4 dead for 3-years. I have called the village on this tree many times.
- Property drainage allowed on new construction is strongly affecting neighbors. The village is not responsive and instead places the burden on the home over taking the run off. there is much room for improvement!!!

- Rain water problems are terrible. I'm moving because of the water issues in W.S. Drinking water is the worst. Water cost me thousands in repairs to appliances in my home. Home taxes are ridiculous. Not affordable to live here any longer.
- Storm drainage big pattern.
- Storm water drainage.
- Street is in bad repair. Need newer curb sewer system & end street flooding. Street flooding is a real issue in this town.
- The backyard flooding is a huge problem. All of these new houses have permits and it's supposed to be checked(the grading),but it's obviously not.
- The backyard flooding on homes or Harry and Gilbert needs to be addressed.
- These huge homes going up are causing water/ flooding for other but due to the & that the village receives from new builds they don't seem to be addressing the flooding problems.
- Too many storm, water issues, suggest looking at changing engineering first Benes doesn't appear to be able to address the issues.
- Village employees and officials have been almost totally unresponsive to issues of backyard flooding after allowing tear down and building of two very large houses behind our home.
- Water issues on block & backyard worse since new builds in area. Been here 19 years love this village!
- We are very disappointed with the response we got when Ridgewood flooded for the first time ever basically the village hired a consultant to tell us to spend money to fix our problem. And the lack of sidewalks is comical.
- We have lived here 21 years and have been very happy overall. We are in Ridgewood and are disappointed/frustrated/disgusted with the flooding that has gone on in here only the last few years after the retention [?] and fire station have been put in!!

Other

- Affluent bedroom community, not really expected to be vibrant a diverse, or affordable.
- After attending and viewing village meetings via television, I have noticed a complete disregard for the residents concerns. People pay a lot to live here and to be ignored is unacceptable.
- Already did.
- Area geared for families with young children only.
- Disappointed in half-day kindergarten & redevelopment at Wolf & Burlington ave with rezoning.
- Dog owners let dogs bark incessantly. Also dog owners let dogs off leash (on sidewalks and in parks! No enforcement. (We are dog lovers also).
- Employ more college kids in the community-park/landscaping etc.
- -Environment quality not good- air (RR & Toll rd) poor-Built environment is for betterment of developers & building fees- not for aesthetics, good planning or natural environment, or income diversity.-Police are not part of community- more like non-interl
- Excellent place to raise children- unfortunately not retire as we are a [?].
- Excellent place to raise children; not as good for older/retired people. Community needs to encourage more diversity.
- Force the clean up at the south end of Commonwealth ave.
- Govt is less responsive-residents are less friendly. Many people seem to cheat on garbage collection -what is garbage and what is recycle.
- Have people keep animals at home.
- I find questions about race and lifestyle/eating habits to be offensive.
- I have rented in Western Springs for 12 years and have never been treated well by village, police, or some neighbors.
- I'd like to see the Highland's kids be able to go to school in W.S.! Also, they have no bus service! Highlands & Ridgewood seem to be second class citizen.
- Is ok, a lot of people are very pretentious though.
- It's a shame that certain individuals have an "in" with someone in a dept. that allows that neighbor to always burn their yard waste- if I had asthma I'd be dead. Speed lights should be put up instead of red light cameras. Any & all cyclists should observe road regulations.
- It's sad to see what will happen at Wolf South of the tracks.

- It's still the 1950's.
- Lack of diversity.
- Lacks diversity, feels like a white flight suburbs. No health club would like community be more welcoming to GLBT.
- Lots of mosquito in certain parks.
- Love the trees & grass- too bad they cut down a lot of trees in forest!! It will take longer than us to regrow.
- Minimal ethnic diversity. culture of entitlement.
- Much of the village is run by a clique that seems to have no vision for the aesthetic (size of planned new apt. bldg) or practical (water drainage, enforcing existing zoning) but seem personally honest.
- Need a tree cutting ordinance/fees for replacement on new construction sites.
- Need full day kindergarten to help working moms-urgent!
- Nice community. Lot of community pride. But, zero diversity hurts. not close to a real world. Improvement for kids to grow up. Question nos, D13 and D14 not needed!
- No Bus services is ridiculous for kids in winter.
- Noisy, inconsiderate neighbors. The acceptance/prevalence of OUTDOOR audio speakers has become a nuisance. Even my with windows closed, I am forced to listen to the playlists of others, constantly!!!
- on Thursdays for the french market, they ought to serve beer and wine on the tower greens. this would create a fun environment and meeting place and drive business. the current french market is boring.
- Our many years, I have seen the sense of community diminish. We often don't know our neighbor or feel connected to them. Though we aren't. We don't attend the church of our choice. The service organizations are going or gone. Most mothers work away from houses, etc. etc. etc. How do we develop safest community?
- Over rated L.A.D.S.E. is the only reason we stayed, and LTHS. Area is dominated by the 1% crowd, a me first mentality, Hinsdale wanna-bees!
- People could be a little friendlier.
- plant more trees
- Plant more trees downtown!!! It used to be much more attractive. Also, water quality is very disappointing.
- Please reconsider your ordinance & regarding garage sales our neighbors lost weekly sales/stock their garages with and contingent w/weather lost a sale at least once or twice weekly during summer. Dangerous & unsafe.
- Please see comments on additional sheet: The number next to the comment refers to the section on the survey. 1) Nice place to visit. W.S. is not a destination town. Empty store fronts for a long period of time. Moderately priced restaurants. Cute shops. There is some of this, but right down the road in LG you have your choice of so much 5) The sidewalks in winter make for hazardous walking. 7) code violations. Dogs are always in the parks, tennis courts and school yards (we have a dog and wish we could do the same). The Village could make great amounts of money on the violation of crossing the tracks when gates are going down-it's dangerous and happens all the time. Disregard for use of power equipment on the weekend hours. 10) again the traffic enforcement for trains, stop signs, YIELD signs near train!!! 12) Downtown buildings!! We love W.S. and have lived here a long time, overall, it's great-but could be better especially regarding the downtown. Improvements have been "under construction" forever. It's past time to move on them!! Thank you
- Questionnaire too long.
- Raising children in a community, while welcoming, but is not racially diverse, does not present an authentic depiction of the world today and is not beneficial on many levels and challenging in trying to instill virtues such as empathy and understanding.
- Replace the planter boxes that were removed(?) in the downtown area.
- Safe place to live, but not retire.
- See attached: -It is no wonder that Tischler's and Odegaard's have not been developed. The Village puts anyone who wants to do anything through so many hoops they give up, go bankrupt or don't bother to begin with. You would think the Village would learn after what they did with the Timber Trails developer. The process for getting Tischler's even close to building is abysmal. It is an eyesore and the Village should have helped get this going in a fast paced manner. What is being done with old White Hen property? Is it even on the Village's radar screen? Is anything being done to find a business that is interested in the property and then FAST pace it to fruition. Or, is it the Village just waiting and hoping someone will come into the space. The bias should be on speed! -The Police Officers seem very unfriendly and not helpful. Are they told not to smile or say anything that is remotely friendly? Their stern looks and their demeanor seem to imply, "You better watch out." My interactions with them have all been rather benign, I would hate to have been stopped or been involved in any other manner with them. Even if one of my grandchildren waves at them as they drive by one

is not assured of a wave back. On several occasions they have just looked like “What’s with you?” -Trees: -The Village prides itself on being a Tree City but has done little to be proactive about the removal and replacement of the trees affected by the ash borer. It seems there is little planning as to what trees are removed and when. 3-4 trees are removed in one area rather than taking one or two and planting new ones so that 2-3 homes in a row are not left without any trees. What about offering homeowners the chance to buy trees at the same price the Village pays to get ahead of this? Homeowners might be very interested in doing this especially if they know their tree is due for removal in a year or two. The Village could even make a profit on it if they added a modest fee over the price they pay for it. -The trees are planted and no one knows what we should do? Should we water them? What is the purpose of the green bag? Is it supposed to protect the tree, hold water or what? Why not communicate with us and tell us what we should do to help them grow. -There does not seem to be any rhyme or reason to what parkway trees are trimmed. Many of them have low hanging branches that should be lifted or huge dead limbs cut. If the trimmers are out on the street, why not do all of them rather than a few? -The homes that have built up the soil around a parkway tree are asking for problems, but many think this is beautification rather than a danger. Why doesn't the Village contact those specific homes and tell them they are killing the tree and ask them to remove it. A notice in the Village Topics is not enough. A notification to these homeowners could be easy and cost efficient. Our Village is not that big. -Why not spread out the Christmas trees in the Water Tower Park during December? The trees are all bunched together wouldn't they look even nicer if they were spread throughout the walk ways or green space in the open area? Thanks for listening.

- Serious attention needs to be given to the elementary schools, especially Laidlaw. We are removing our children from Laidlaw like many other families. We are not happy about this considering how much we pay in taxes.
- Solicitors have been an issue even with the "no soliciting" sign from W.Springs P.D.
- Springdale residents and Ridgewood should be more included in W.S.- they are not in same school dist, little league, and more. All W.S. should be '01'.
- Survey too long.
- The Metro platform West of Wolf needs repair.
- This is a great place to live, but it is in a state that has many problems people are leaving it and that will hurt W.S.
- Too many power failures (localized).
- Too much time & money spent on these surveys that accomplish nothing. Everyone I know feels the same way!
- Train station, and surrounding platform is a poor reflection of the community weeds are always prevalent and station others no real amenities.
- Uncontrolled dogs. No enforcement of leash law.
- Village board is not responsive to citizen input. Village should explore outsourcing more services to reduce costs.
- Village officials need to be more accountable 2 fire houses was a complete waste of tax payer money. The people was pushed that through were way off. It is ridiculous!! And expensive!!
- W.S. needs to immediately freeze all public employee defined benefit person plans and convert all plans and future public employees to defined contribution person plans.
- We have a neighbor that burns leaves in a fire pit. I would like that to stop. Also, some neighbors let their cats use other backyards as a restroom. Very unfair.
- We live south of 55th st and on Wolf Rd frequently feel not included as part of the village.
- We love our community because of the tight knit nature and small community feeling. If there was one comment, public works is a mess. Pipes are always breaking & communication lacks between pworks & the community. Otherwise we are so pleased living here & will never leave!
- We moved here a little over 2yrs ago.
- We need full day kindergarten.
- We need more racial diversity both for residents and staff also there are more "sexes" than male and female.
- Why do we need two fire houses? Can't we share services with other close communities?
- Wonderful place to raise a family. Getting more difficult to remain once retired.
- Would like dog owners to obey no pets in parks signs & stop dogs from barking @ night.
- Younger families prejudice, gossipers.

NA/nothing

- N/A.
- N/A.
- No
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