



Naperville Connected

2023 Community Survey Results

The City of Naperville surveyed residents this summer to assess perspectives on the quality of City services and quality of life in the community. Polco, a social science research firm specializing in gathering and analyzing information for public sector entities, conducted the survey. The key findings of the survey, as determined by survey researchers at Polco, include:

- **Quality of Life:** At least 95% of residents positively rated the overall quality of life in Naperville.
- **Education, Arts and Culture:** 94% of residents gave excellent or good marks to the City's overall opportunities for education, arts and culture.
- **Economy:** Over nine in 10 residents offered high marks for the City's overall economic health.
- **Local Government Performance:** All survey questions relating to local government performance received ratings that exceeded national averages: around eight in 10 residents gave excellent or good marks to the Naperville government.
- **Natural Environment and Recreation:** About nine in 10 residents rated the City's natural environment and parks and recreation opportunities as high in quality, and about eight in 10 rated them as high in importance.

Notably, Naperville ranked first out of 310 communities in the national benchmarking group for the overall quality of business and service establishments. This survey was a part of Naperville's Bridge to 2023 Priorities Plan, which recommended that a statistically significant resident survey be conducted every two to three years for feedback on City services and critical issues. The survey data provides insights for decision-making and informs discussions about setting future priorities.

The City last completed a community survey in 2016. Naperville also conducted surveys in 2012, 2008 and 2006. Residents can learn more about the survey and view the full report at naperville.il.us/communitysurvey.

Commuter Parking Transition Moves Forward

At its Sept. 5 meeting, the City Council approved an ordinance to eliminate quarterly commuter parking permits and transition all spaces at the Naperville and Route 59 train station lots to daily fee parking on Dec. 31. This transition is in progress and includes the following changes:

- Commuters at both station lots started paying for daily parking using their license plate number instead of a parking space number.
- The Kroehler Lot at the Naperville Station is now available for daily fee parking.
- The Burlington Lot will be reserved for permit holders through the end of the year. All Burlington and Kroehler permit holders should park in the Burlington Lot.

The next phase of commuter parking changes will occur just before Jan. 1, when all lots will transition to daily fee parking. All spaces will cost \$3 as of Jan. 1, with discounts available for paying by the week or month. Reserved parking spaces for seniors and expectant mothers will also be available at that time. For more information, please visit the daily fee parking webpage at naperville.il.us/park.

Free Bagged Yard Waste Collection

Collection of bagged yard waste is free for the final six weeks of the season, from Nov. 6 through Dec. 15, as a complement to the City's bulk curbside leaf collection program. During this free period residents can dispose of yard waste on their normal garbage day in 32-gallon bags or cans that are clearly labeled as "yard waste only." Branches and bundled yard waste, however, always require a sticker. Collection of all yard waste and brush ends for the year on Dec. 15 and will resume on March 18, 2024.

After the third and final curbside leaf collection cycle has taken place in your neighborhood, please do not rake leaves into the street. Instead, please bag them for free collection. Leaves remaining after curbside collection has concluded can contribute to drainage issues and create icing problems during winter.

Repurpose Your Yard Waste: Instead of putting yard waste out for collection, using it in your landscaping can provide a more natural appearance, help keep waterways and storm drains clean and save you time and money. For resources on environmentally friendly ways to reuse your yard waste, visit naperville.il.us/yardwaste.

Lead Service Line Replacement Program

The City of Naperville is committed to providing all customers with clean, safe and reliable drinking water. As a part of this commitment, the Lead Service Line Replacement Program is a City initiative scheduled to start in 2024 to replace all known lead service lines. Through this program, City contractors will replace all known lead service lines, which are the pipes that connect a residence to the water main – at no cost to the homeowner.

Less than one percent of all water service lines in Naperville are known to be made of lead. Naperville's water meets all Illinois Environmental Protection Agency (IEPA) standards, including those for lead. If a property contains a water service line made from lead, the Water Utilities sent a letter to those property owners in September about the Lead Water Service Replacement Program containing a Lead Service Line Replacement Agreement.

There is no lead situation affecting the quality of Naperville's water supply, which is regularly treated to prevent lead from the pipes from leaching into the water. If you believe your property may have lead service lines – and the Naperville Water Utilities has not contacted you – email leadreplacements@naperville.il.us to request an assessment. For more information about the program and to access a searchable lead service line inventory map, visit naperville.il.us/leadreplacement.

Celebrate the holidays in Naperville. It's a busy time of year for holiday events in Naperville! The Event Info webpage is a hub year-round for traffic control plans, race routes and links to a calendar full of special events for all interests. Check it out at naperville.il.us/eventinfo.

GOVERNMENT MEETINGS: Meeting locations and how to listen and participate are noted on each upcoming meeting's agenda. Please refer to the Government Meetings calendar at naperville.il.us or scan the QR code below to access the calendar directly and for any changes or meeting cancellations. Watch City Council, Planning and Zoning Commission and Transportation Advisory Board meetings on WCNC (Astound – Ch. 6, AT&T U-verse – Ch. 99, or Comcast – Ch. 10) or stream at naperville.legistar.com/Calendar.

City Council: 7 p.m. | Nov. 7 & 21, Dec. 5 & 19, Jan. 16
City Council Budget Workshop: 6 p.m. | Nov. 14
Planning & Zoning Commission: 7 p.m. | Nov. 15, Dec. 6 & 20, Jan. 17
Transportation Advisory Board: 7 p.m. | Nov. 2, Dec. 7, Jan. 4

**Government Meetings
At-a-Glance:**
Point your phone's camera at this QR code to go straight to our board and commissions meeting calendar!



A Safer Naper: Shop Smart This Holiday Season

Whether you choose to shop online or in person this holiday season, the Naperville Police Department wants to remind everyone how to do so safely with this month's Safer Naper campaign.

Tips for safe online shopping include using familiar websites, using credit cards instead of debit cards to make purchases and making sure to complete transactions on secure nonpublic Wi-Fi. When shopping in stores, be aware of your surroundings, guard your purse or wallet and be smart with cash and credit cards.

Once the package arrives at your doorstep, take additional precautions to avoid package theft by getting the package as soon as possible after delivery, enlisting a trusted neighbor to assist or having the package delivered to another location such as a workplace or family member's home.

Learn more about shopping smart at naperville.il.us/ASaferNaper.

Save Energy (and Money!) at Home This Winter

While the change in seasons means we're heating and lighting our homes more than usual, by creating an energy efficient home, you can enjoy holiday festivities while keeping utility costs down and reducing emissions contributing to climate change.

Check out the tips and linked resources below to save energy and stay cozy and comfortable in your home all winter long. For more tips visit naperville.il.us/what-can-i-do.

- **Find and seal leaks.** Stop cold-air infiltration to your home by adding caulk or weatherstripping to seal air leaks. Pay particular attention to the areas around the outside of windows, doors, hose faucets and where the siding overlaps the foundation. Nicor customers can order up to two free weatherization kits at nicorgas.com/residential/ways-to-save/free-products-and-services.html.
- **Add attic insulation.** Look for a minimum of R-49 insulation, which is about 15 inches deep. Naperville has a rebate program for adding attic insulation at naperville.il.us/residential-energy-efficiency-rebates.
- **Install storm windows.** Old single-pane windows can let in a lot of cold air. Storm windows mount to the exterior of existing windows and provide an extra layer of protection against cold weather. Naperville has a rebate program for single pane window replacement at naperville.il.us/residential-energy-efficiency-rebates.
- **Install a programmable thermostat.** With a smart programmable thermostat, you can control your heating and cooling from anywhere in the world using your phone or tablet. Naperville has a rebate program for smart programmable thermostats at naperville.il.us/residential-energy-efficiency-rebates.
- **Decorate with LED lights.** LED lightbulbs consume less energy than incandescent bulbs, and decorative LED light strings are no different. Indoor and outdoor LED lights last longer and are more energy efficient, so you'll spend less replacing and using them. Recycle your old holiday lights at the Electronics Recycling Center (156 Fort Hill Drive Monday through Friday from 7 a.m. to 3 p.m.). Learn more at naperville.il.us/holidaylights.

Coming Soon: Winter Operations

Naperville's Public Works team is committed to keeping motorists safe on the roadways throughout the year. During winter events, residents can get updates about winter operations, such as snow removal progress and weather-related service changes, on the City's website at naperville.il.us/winterupdates. Updates are also posted on the City's Facebook and X (formerly known as Twitter) channels at facebook.com/NapervilleIL and twitter.com/NapervilleIL. Residents can also receive notifications about snow removal operations by phone call, email, text message or push notification by signing up for the Naper Notify Winter Operations community notification category at napernotify.com.

Residents can help with plowing efforts during winter weather by moving their cars off the street until snow removal is complete and shoveling snow from driveways onto the parkways. It is a City code violation to shovel snow into the street, and by shoveling snow away from the street, you'll help prevent dangerously slippery conditions.

A winter reminder from Code Enforcement: The City requires property owners to remove snow and ice on any public sidewalk adjacent to their lot when snow exceeds two inches or ice accumulates. Additionally, sidewalks should be cleared of snow and ice within 48 hours following a weather event.

Temporary Residential Lock Box Program

The Naperville Fire Department's Temporary Residential Lock Box Program provides a secure way for emergency responders to enter a home during emergencies. Using a lockbox saves responders valuable time and minimizes the risk of property damage that can occur when responders use force to gain entry.

Lock boxes are safe, secure and UL tested, and easily attach to your front door without drilling. With this box in place, emergency responders can remove the entrance key stored inside, provide medical assistance and relock your door when they leave.

The program caters to residents who have a history of medical problems and live alone, are recuperating at home from a hospital stay or have a medical alert pendant or home medical alert system.

A limited number of lock boxes are available for short-term use and are provided for free. To learn more about the program and application process, visit naperville.il.us/NFD-lock-box.

November is Adopt a Senior Pet Month. In celebration of Adopt a Senior Pet Month, Animal Control urges you to consider adopting a senior pet. These animals offer wisdom, gratitude and unique companionship but are often overlooked in shelters. If you're seeking a new pet, visit naperville.il.us/animalservices for a list of local animal service agencies.

Official City Website: naperville.il.us
Naper Notify: napernotify.com
Meetings: naperville.legistar.com/Calendar
Facebook: facebook.com/NapervilleIL
X, formerly known as Twitter: twitter.com/NapervilleIL
YouTube: youtube.com/OfficialNapervilleIL
eNews: naperville.il.us/enews
Naperville Connected Editor: 630-420-6707

General City Phone Number: 630-420-6111
Office of the Mayor: 630-420-6018
Office of the City Council: 630-548-2983
City Manager's Office: 630-420-6031
Emergency Ambulance, Fire and Police: 9-1-1
Non-Emergency Police: 630-420-6666
Non-Emergency Fire: 630-305-5900
Electric, Street Light, Water & Sewer Problems: 630-420-6187

WCNC Government Access TV:
Astound – Ch. 6, Comcast – Ch. 10, AT&T U-verse – Ch. 99
Mayor: Scott A. Wehrli
City Council: Jennifer Bruzan Taylor, Ian Holzhauser, Patrick Kelly, Paul Leong, Allison Longenbaugh, Josh McBroom, Dr. Benjamin M. White and Nate Wilson
City Manager: Doug Krieger