



MANAGER'S MEMORANDUM

Prepared for: **Naperville City Council**

By: City Manager's office

12/7/2023

A. MANAGER'S MEMORANDUM

Source:

1. Marcie Schatz,
Assistant to the City Manager

Subject:

2023 Community Survey
Comparison to 2016 results

Action:

FYI

**CITY OF NAPERVILLE
MEMORANDUM**

DATE: December 7, 2023
TO: Doug Krieger, City Manager
FROM: Marcie Schatz, Assistant to the City Manager
SUBJECT: 2023 Community Survey - Comparison to 2016 results

Purpose:

The purpose of this memo is to follow up on the question Community Survey workshop regarding comparisons to the previous community survey.

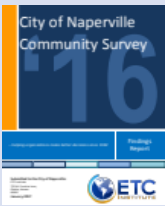
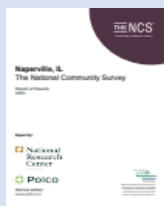
Discussion:

The 2023 Community Survey was completed by Polco using the National Community Survey (NCS), a standardized survey used by hundreds of communities across the country. Previously, the City had partnered with ETC Institute to administer the community survey using a different survey instrument. Previous community surveys had focused exclusively on city services while the NCS focuses on community livability, including services provided by other community partners and businesses.

While there is value in comparing the City to other communities, we also see value in comparing the results to previous Naperville surveys to understand how the community's opinion of city services has changed. Because the 2016 and 2023 surveys used different survey instruments and questions, staff is careful in comparing the current and previous surveys. Attached is a chart of those survey questions that were asked in both the 2016 and 2023 surveys and the results for each.

Recommendation:

Please include this in the Manager's Memorandum for distribution.

	2016 ETC Survey	2023 NCS Survey	Trend
			
Overall quality of city services	91	92	↑
Overall quality of life in the City	93	95	↑
Quality of customer service from City employees	79	92	↑
Overall image of the City	93	94	↑
Overall value of services for taxes paid	66	73	↑
Effectiveness of communication with the public	80	89	↑
Police			
Quality of police services	86	91	↑
Feeling of safety in your neighborhood during the day	98	98	↔
Feeling of safety in your neighborhood at night	88	93	↑
Feeling of safety in downtown during the day	96	98	↑
Feeling of safety in downtown at night	71	83	↑
Crime prevention	74	93	↑
Enforcement of traffic laws on major streets (1)	70	78	↑
Enforcement of traffic laws on neighborhood streets (1)	61	78	↑
Animal control services	67	89	↑
Fire			
Quality of fire services	94	97	↑
Emergency medical services	89	96	↑
Fire prevention and education	81	93	↑
Efforts for emergency preparedness	87	86	↓
Utilities/Infrastructure Maintenance			
Quality of stormwater management	71	86	↑
Quality of drinking water services (2)	84	93	↑
Quality of wastewater/sewer services (2)	84	92	↑
Quality of electrical utility services	87	93	↑
Maintenance of major city streets (3)	82	72	↓
Maintenance of neighborhood streets (3)	75	72	↓
Sidewalk maintenance	73	72	↓
Street lighting	82	85	↑
Transportation			
Flow of traffic and congestion management	47	54	↑
Traffic signal timing	47	65	↑
Parking in downtown Naperville	50	54	↑
Ease of bicycle travel	51	63	↑
Ease of pedestrian travel	68	81	↑
Other Public Works Services			
Snow removal on major city streets (4)	85	84	↓

Snow removal on neighborhood streets (4)	64	84	↑
Garbage collection	94	94	↔
Recycling	91	85	↓
Median			
Both surveys	82	88	↑

(1) - The 2023 NCS asked about traffic enforcement in general and not specific to major or neighborhood streets.

(2) - The 2016 ETC survey combined quality of water and wastewater services into one question.

(3) - The 2023 NCS asked about street repair in general and not specific to major or neighborhood streets.

(4) - The 2023 NCS asked about snow removal in general and not specific to major or neighborhood streets.