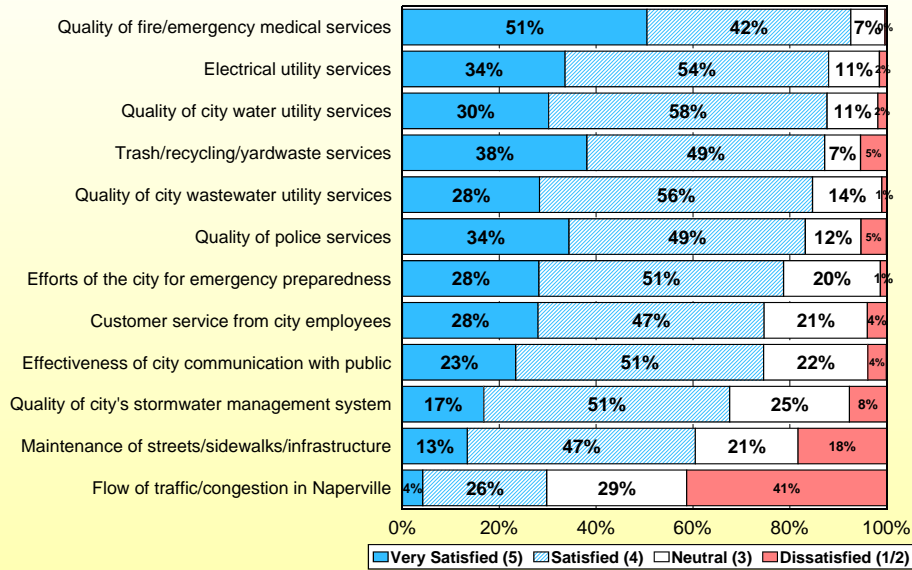


Section 1:
Charts and Graphs

Q1. Overall Satisfaction With City Services by Major Category

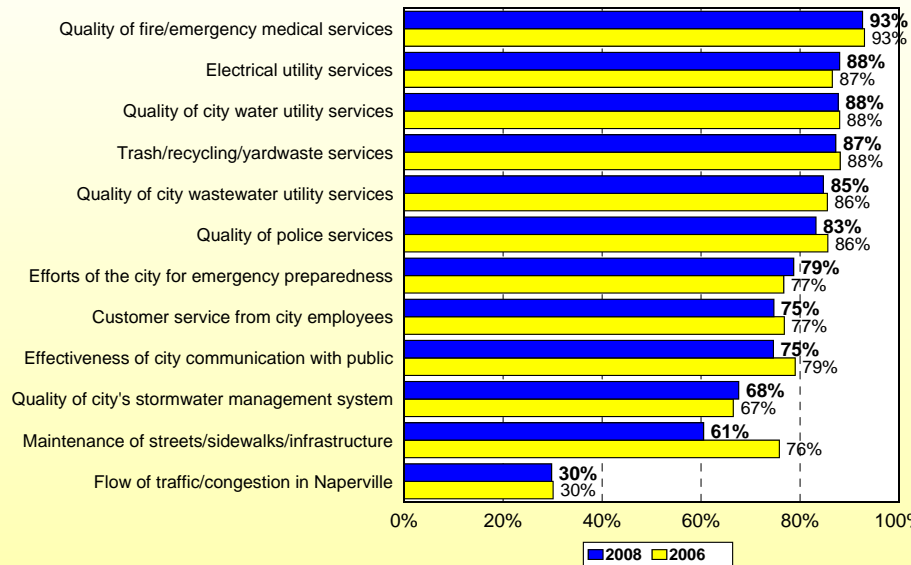
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

Q1. Overall Satisfaction With City Services by Major Category

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

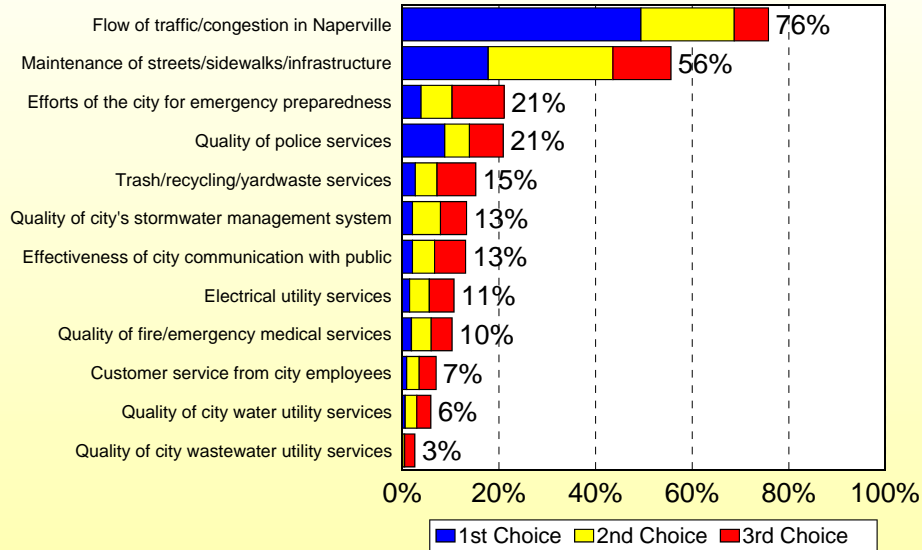


Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

TREND DATA

Q2. City Issues That Should Receive the Most Emphasis Over the Next Two Years

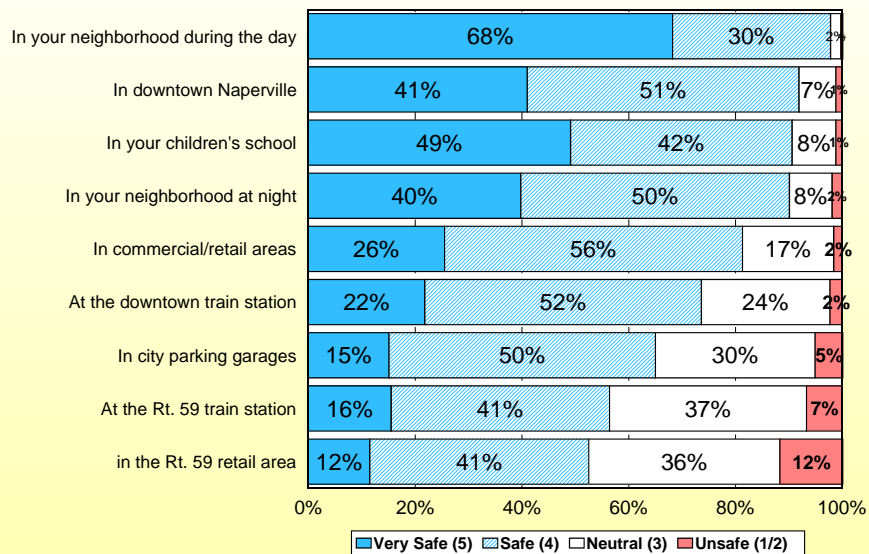
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

Q3. Satisfaction with Various Aspects of Perceived Safety in Naperville

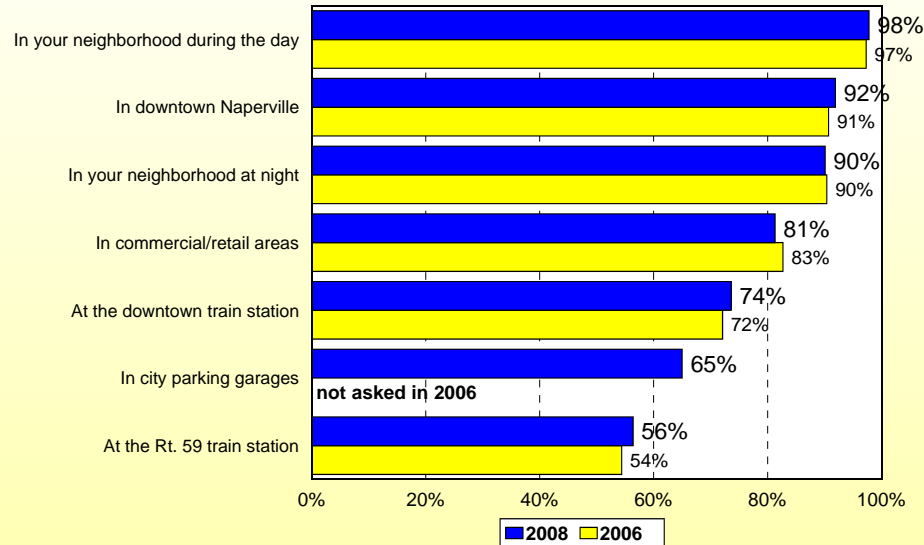
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

Q3. Satisfaction with Various Aspects of Perceived Safety in Naperville

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

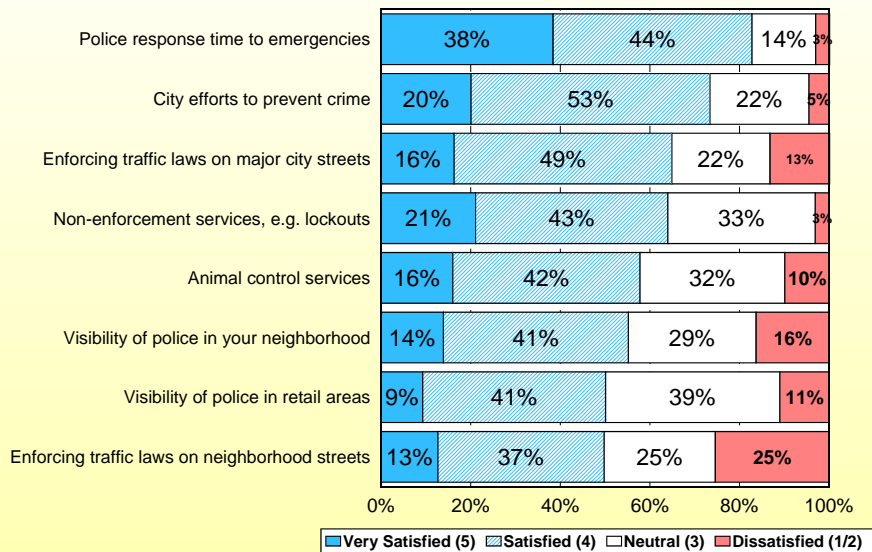


Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

TREND DATA

Q4. Satisfaction with Various Aspects of Police in Naperville

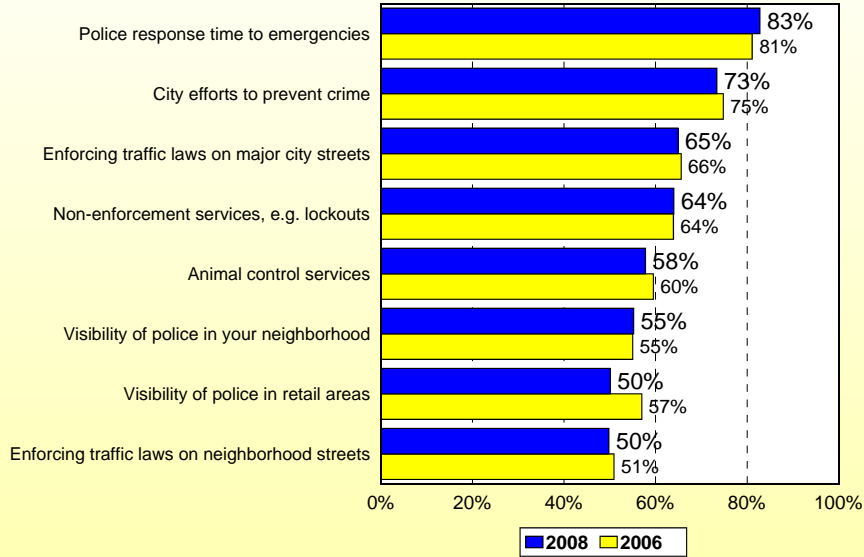
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

Q4. Satisfaction with Various Aspects of Police in Naperville

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

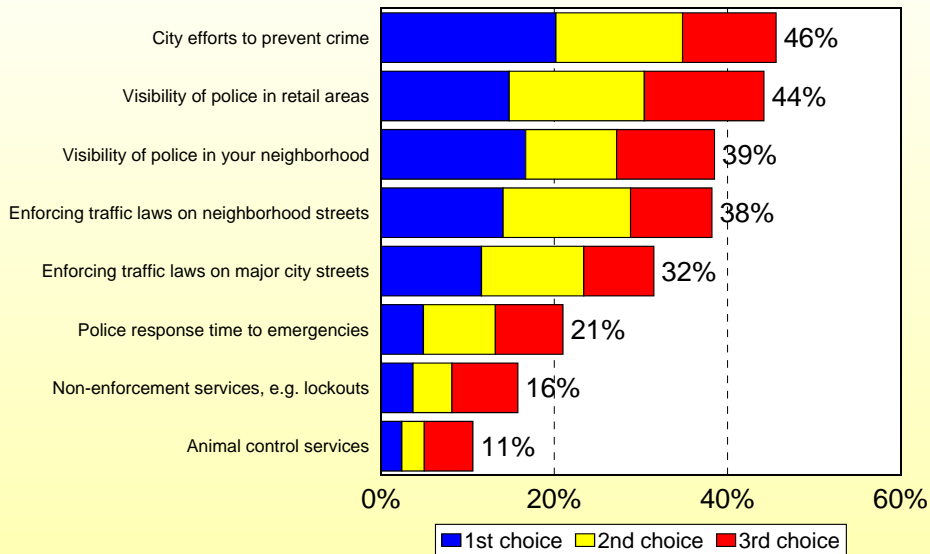


Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

TREND DATA

Q4. Police Related Issues That Should Receive the Most Emphasis Over the Next Two Years

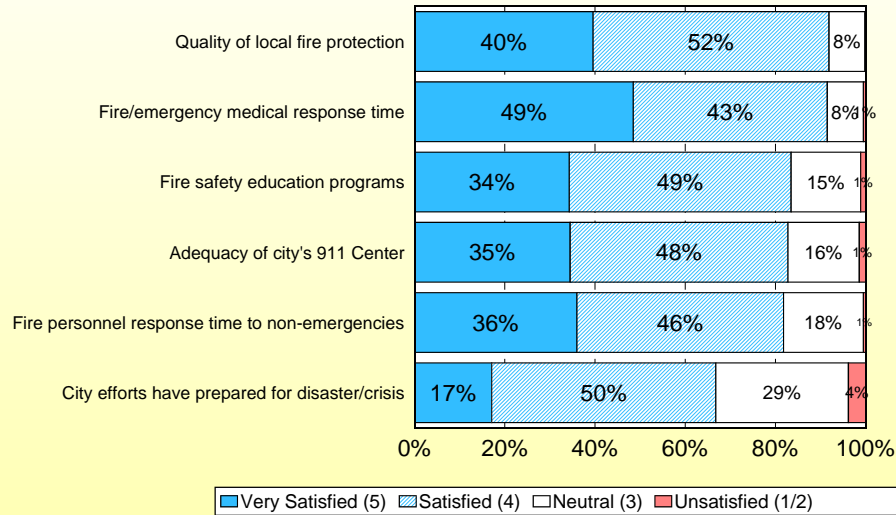
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

Q6. Satisfaction with Various Aspects of Fire and Other Emergency Services

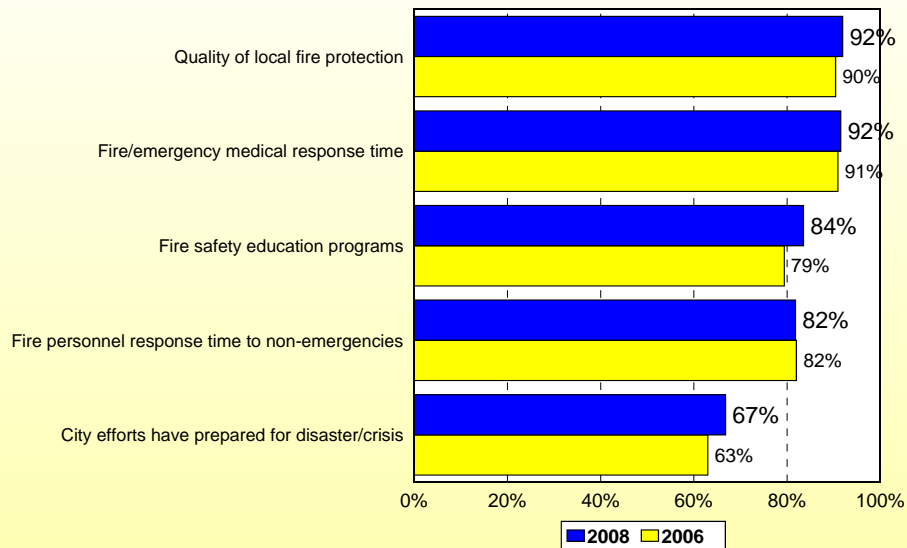
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

Q6. Satisfaction with Various Aspects of Fire and Other Emergency Services

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

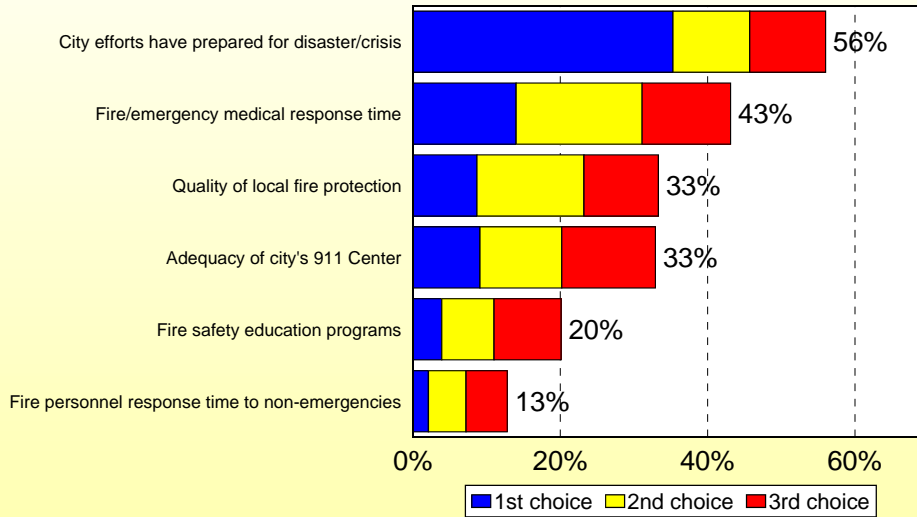


Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

TREND DATA

Q7. Fire and Other Emergency Medical Issues That Should Receive the Most Emphasis Over the Next Two Years

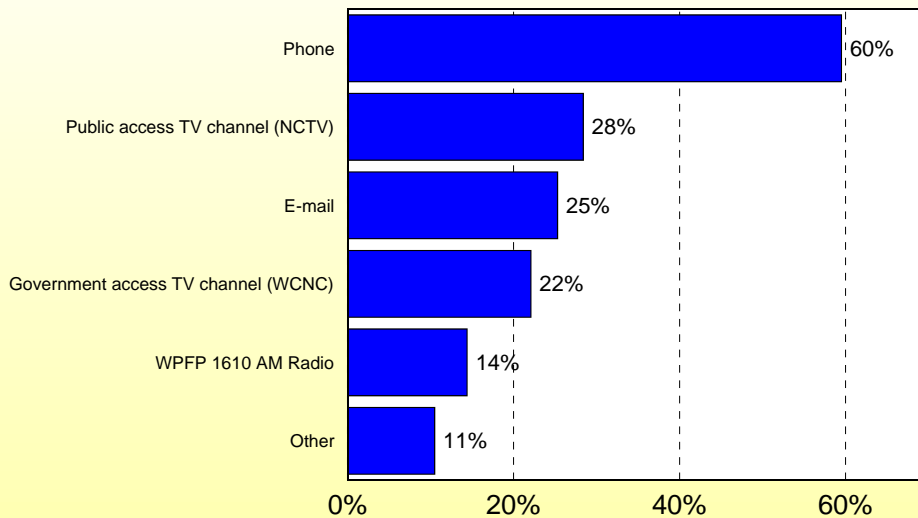
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

Q8. In case of an emergency or a natural disaster, which of the following methods of communication would you be most likely to receive?

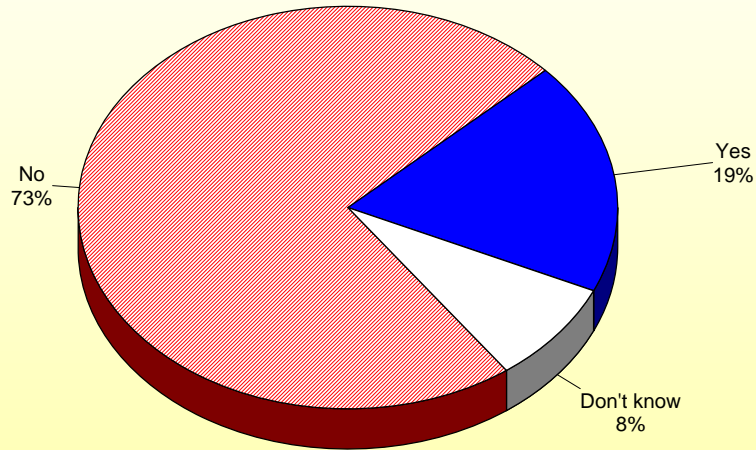
by percentage of respondents (multiple responses allowed)



Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

Q9. Do you have an emergency preparedness kit in your home?

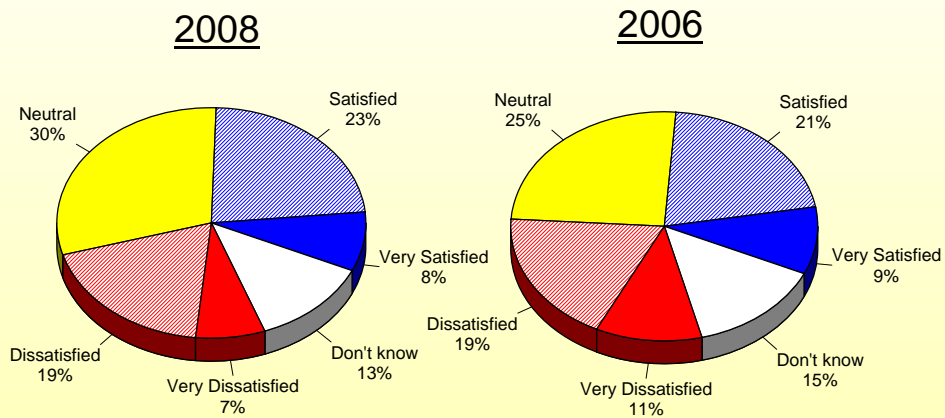
by percentage of respondents



Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

Q10. Satisfaction with the City's Efforts to Manage Teardown Development in the City?

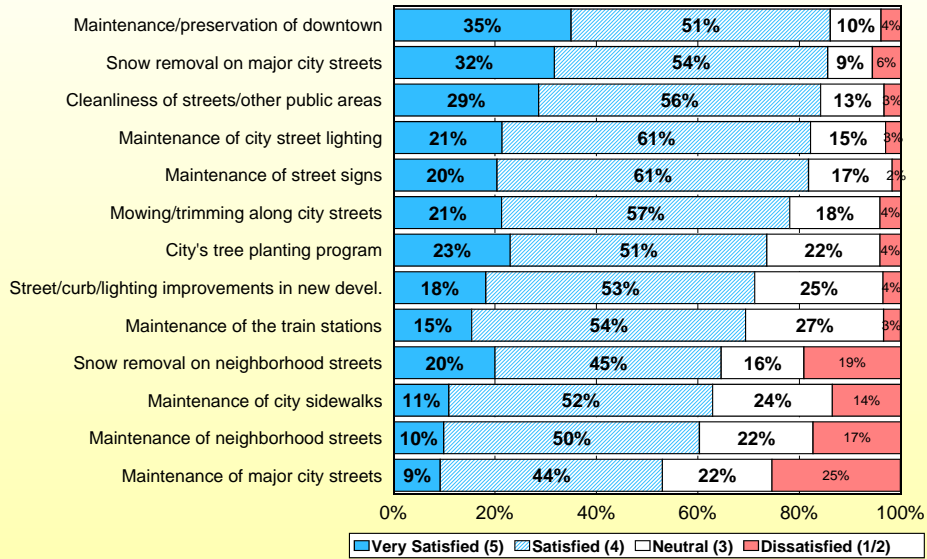
by percentage of respondents



Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

Q11. Satisfaction with Various Aspects of Public Works and Engineering

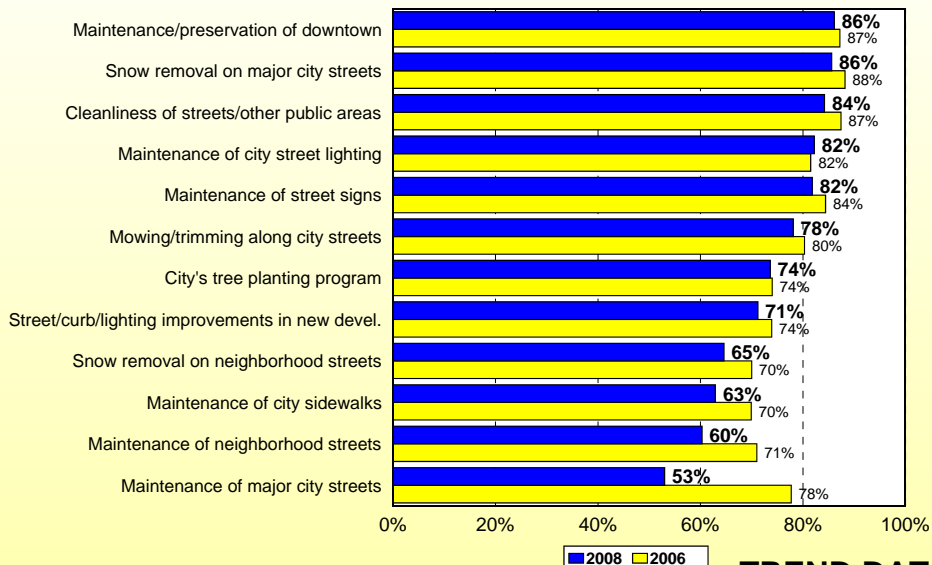
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

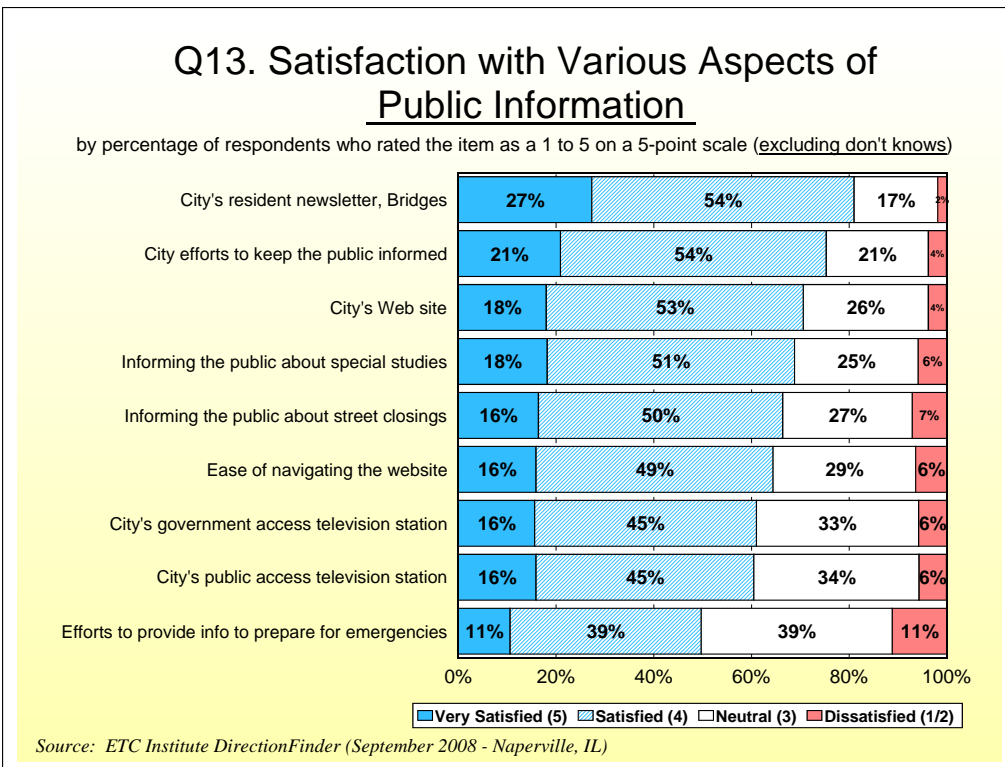
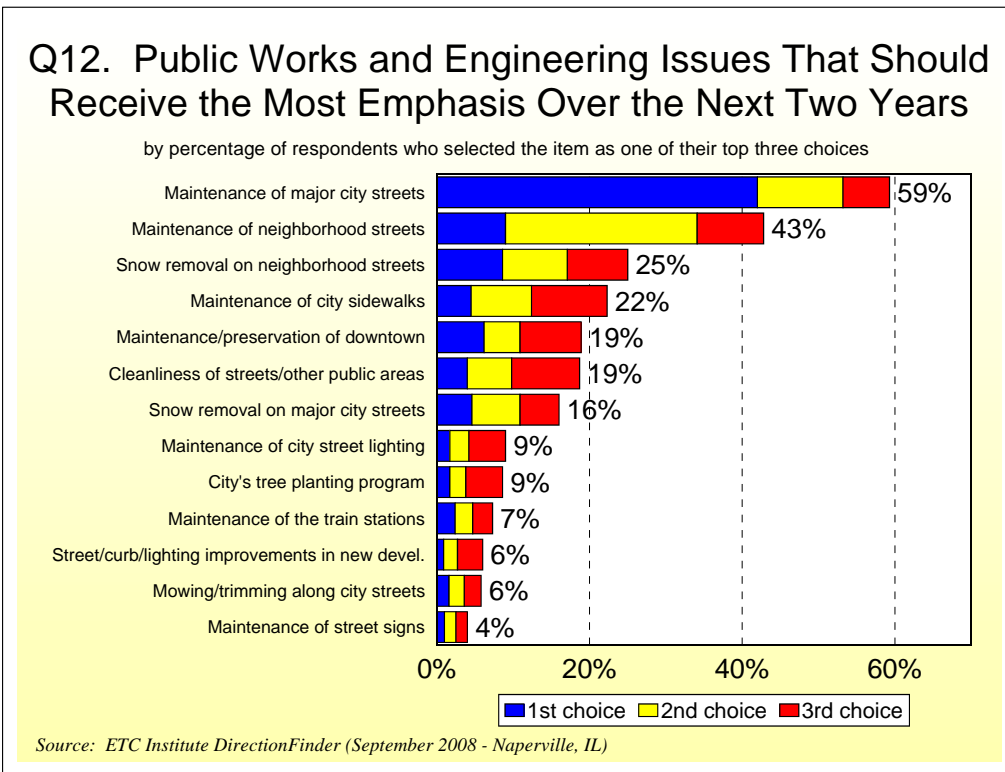
Q11. Satisfaction with Various Aspects of Public Works and Engineering

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



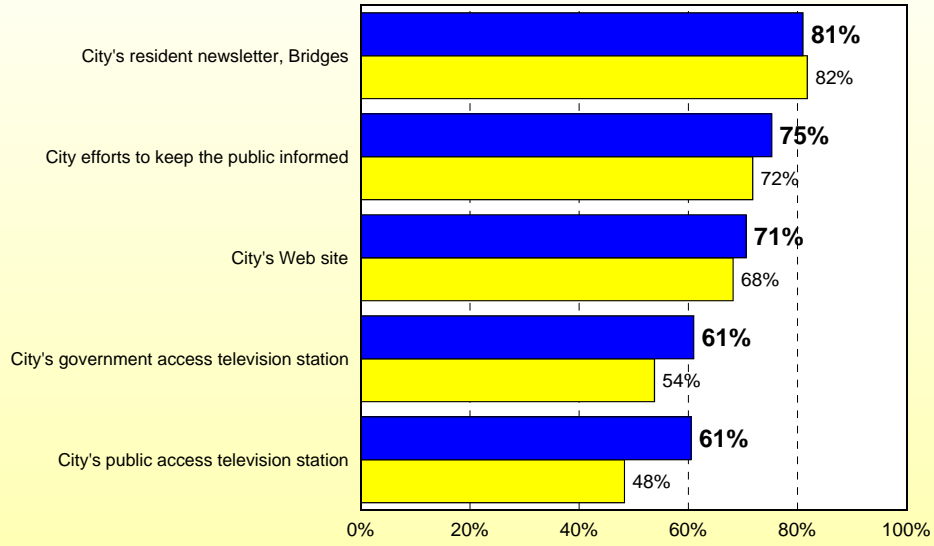
Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

TREND DATA



Q13. Satisfaction with Various Aspects of Public Information

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

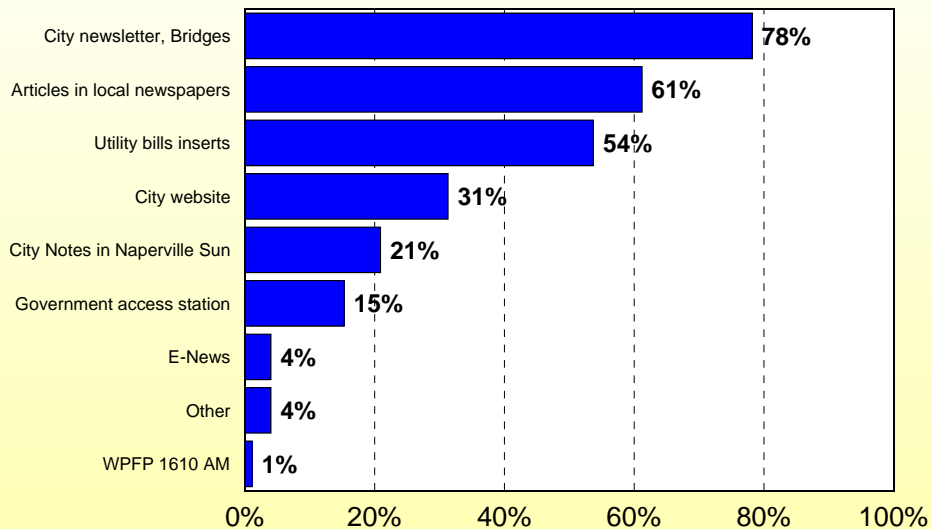


Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

TREND DATA

Q14. Primary Sources of Information on City Issues, Services, and Events

by percentage of respondents (multiple choices possible)



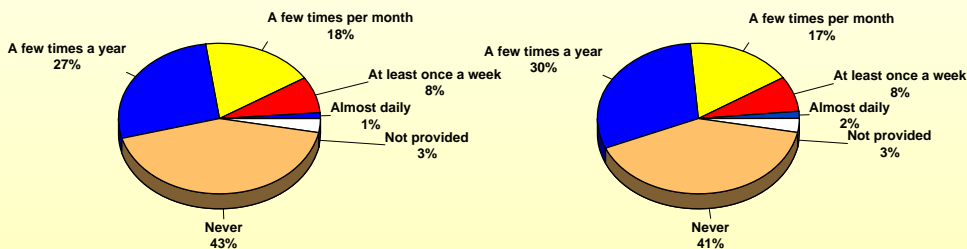
Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

Q15. How often do you watch the following cable television access stations?

by percentage of respondents

Q15a. Government access channel

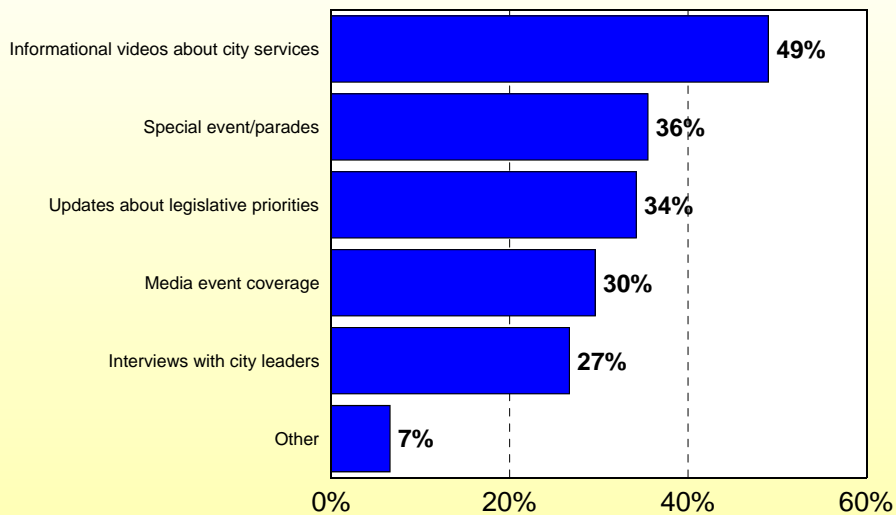
Q15b. Public access channel



Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

Q16. What types of programs would you like to see on the cable television access stations?

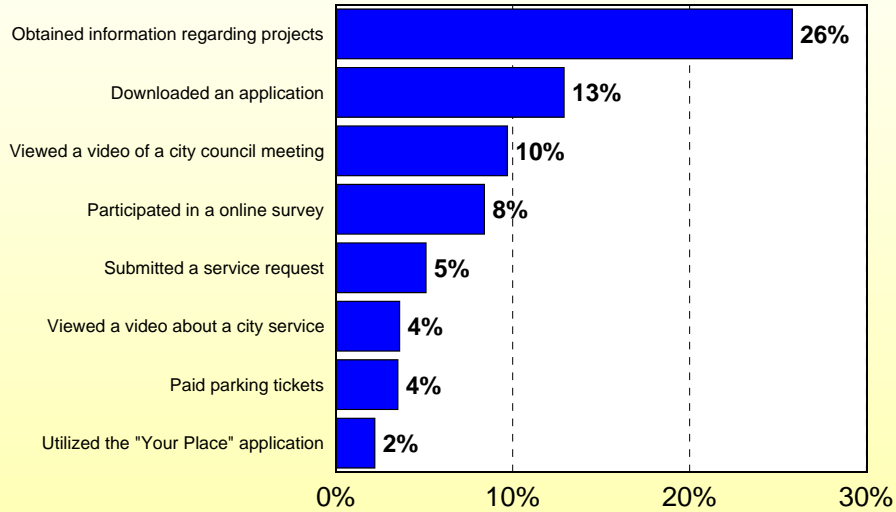
by percentage of respondents (multiple responses allowed)



Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

Q17. Services Provided on the Website that Residents Have Used

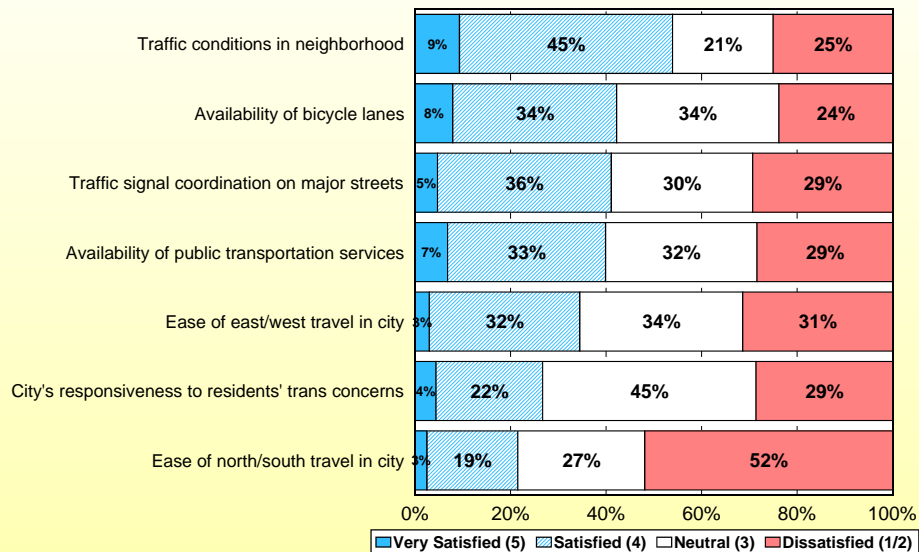
by percentage of respondents (multiple responses allowed)



Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

Q18. Satisfaction with Various Aspects of Transportation

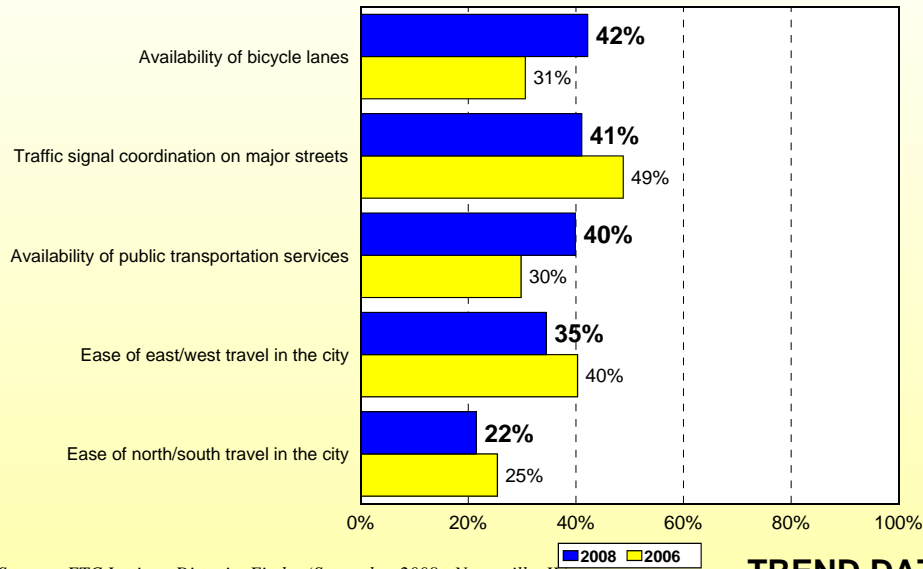
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

Q18. Satisfaction with Various Aspects of Transportation

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

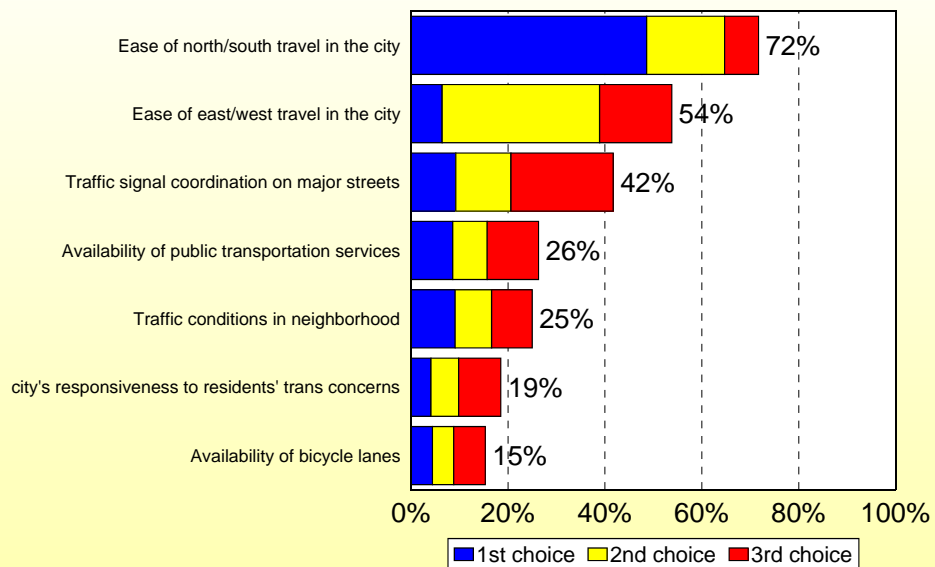


Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

TREND DATA

Q19. Transportation Issues That Should Receive the Most Emphasis Over the Next Two Years

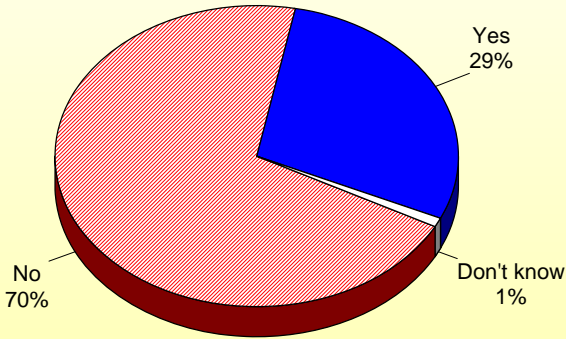
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

Q20. Have you visited the Rt. 59 train station in Naperville during the past year?

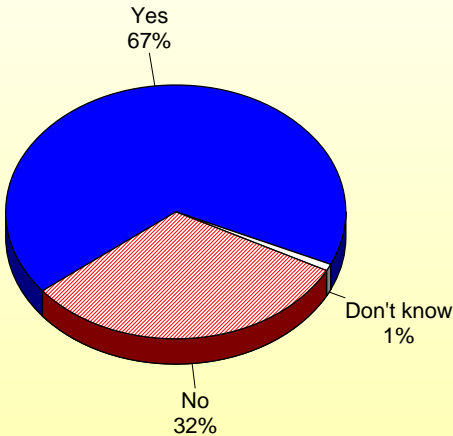
by percentage of respondents



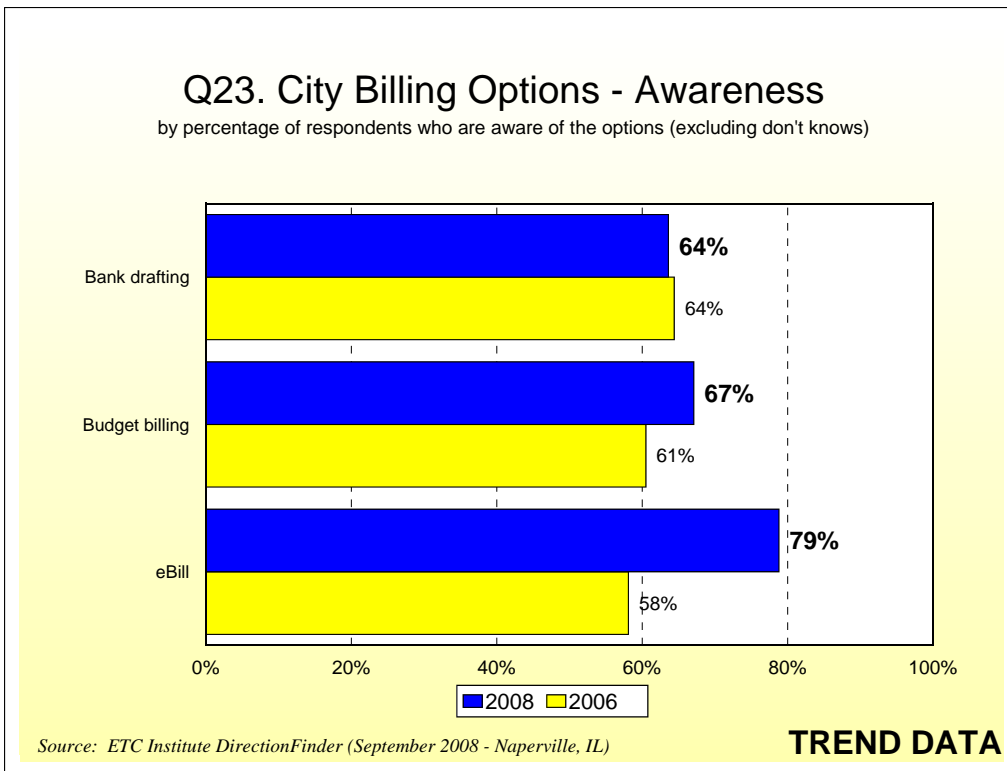
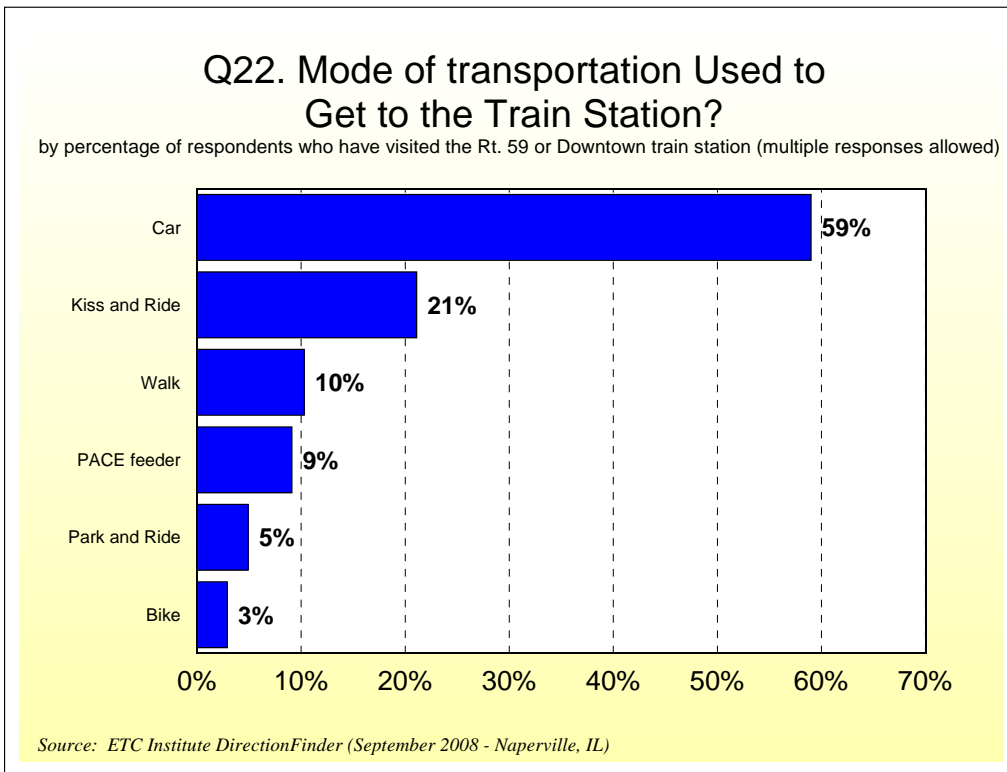
Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

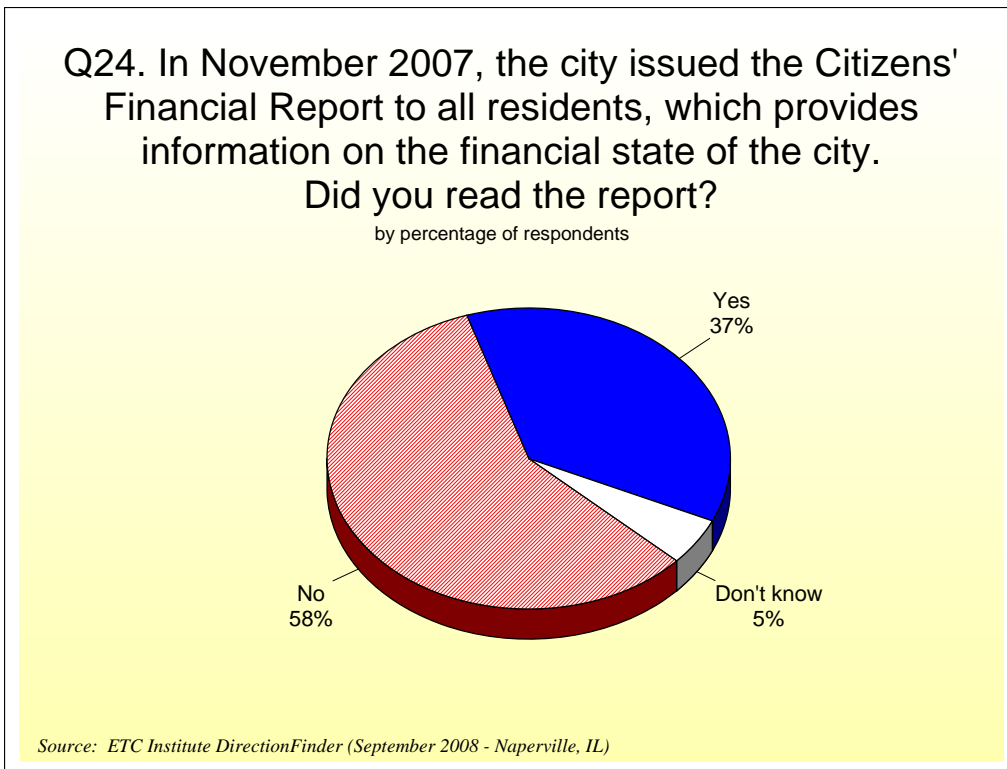
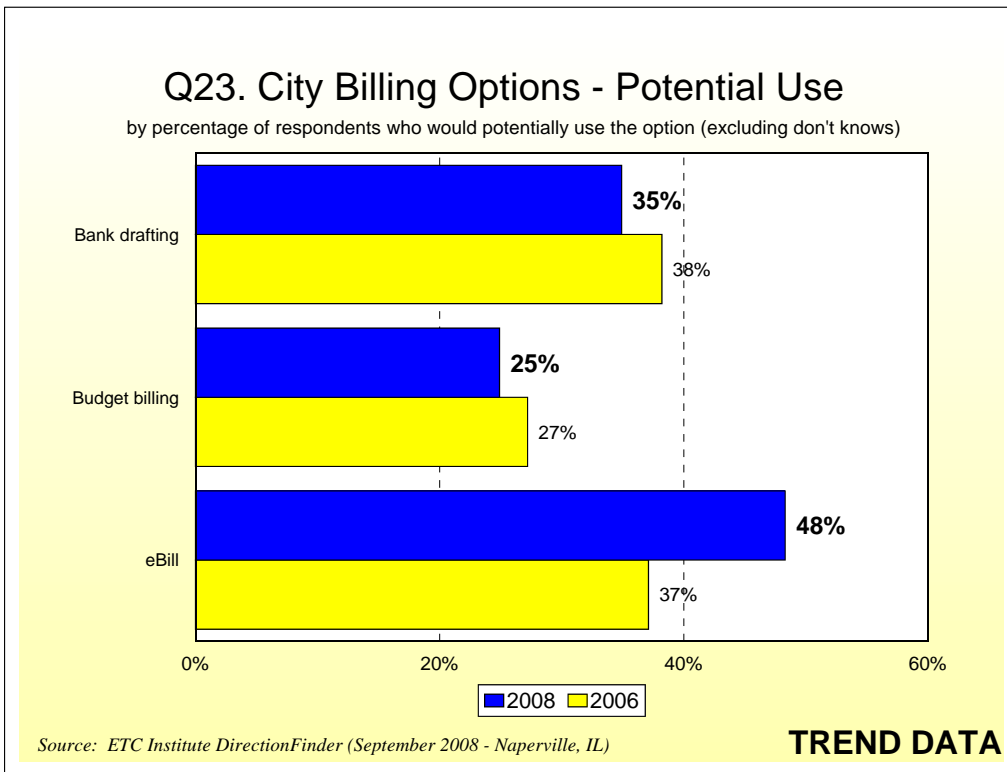
Q21. Have you visited the downtown train station in Naperville during the past year?

by percentage of respondents



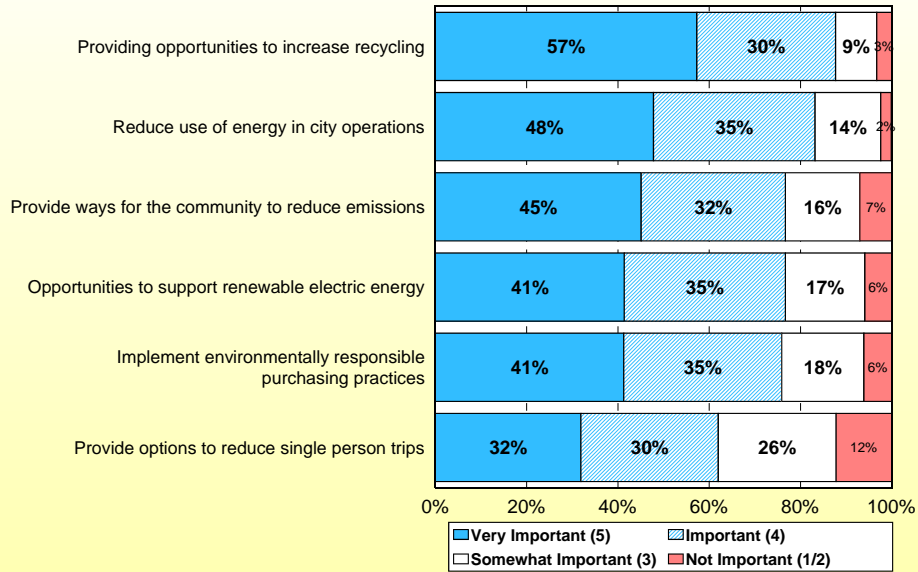
Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)





Q25. How Important Various Environmental Issues are to Residents

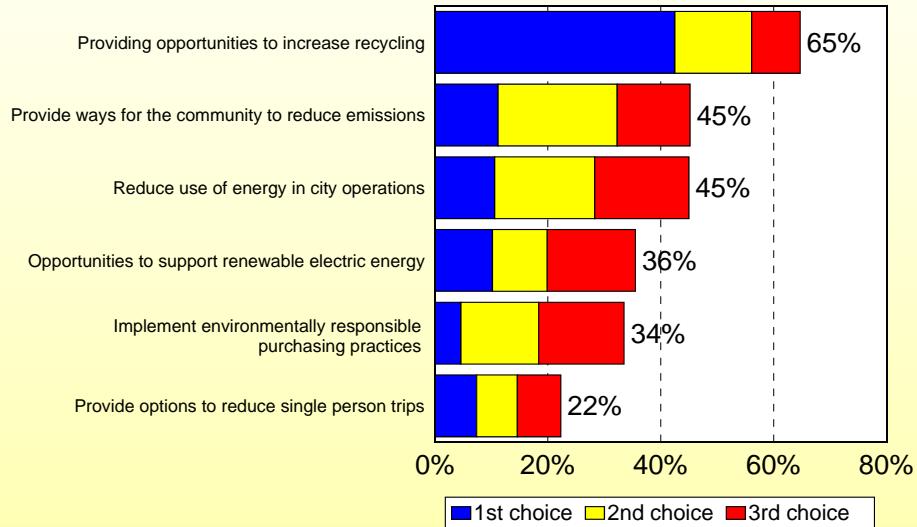
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

Q26. Environmental Services That Should Receive the Most Emphasis Over the Next Two Years by Major Category

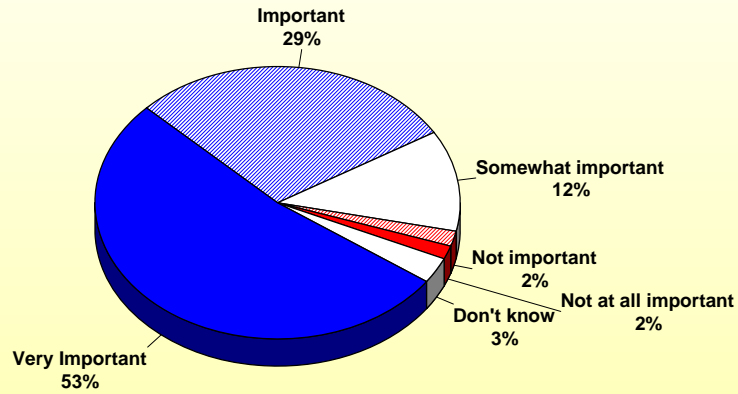
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

Q27. Overall, how important do you think it is for the City of Naperville to invest in initiatives that will help preserve the environment?

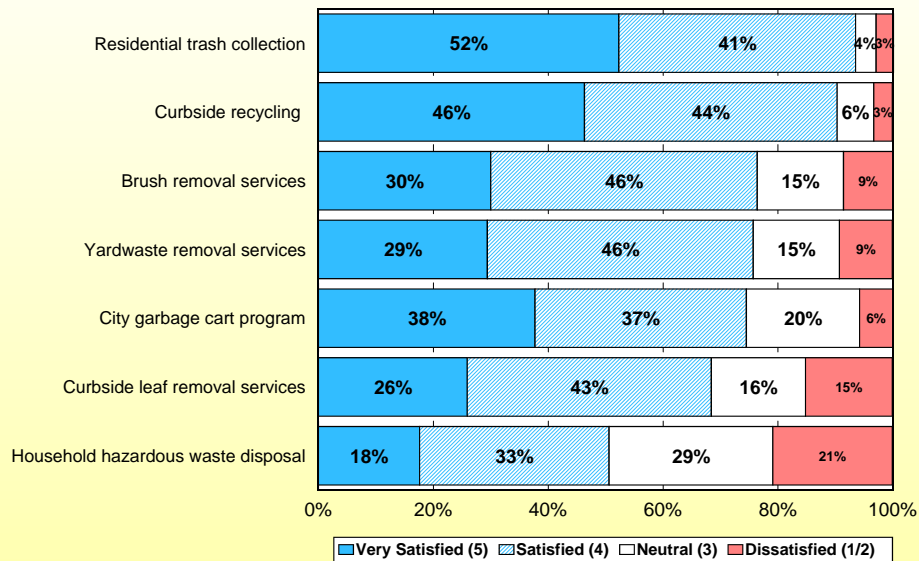
by percentage of respondents



Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

Q28. Satisfaction with Various Aspects of Waste Disposal Services

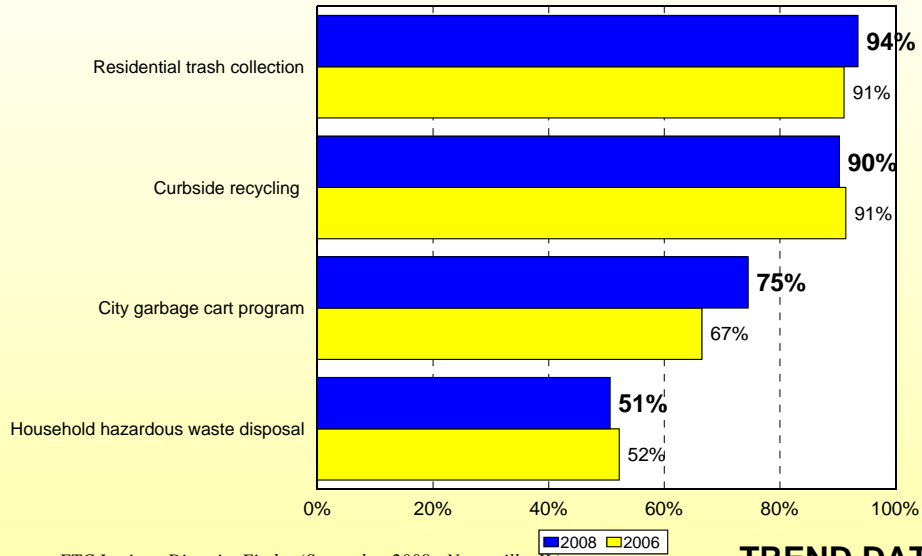
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

Q28. Satisfaction with Various Aspects of Waste Disposal Services

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

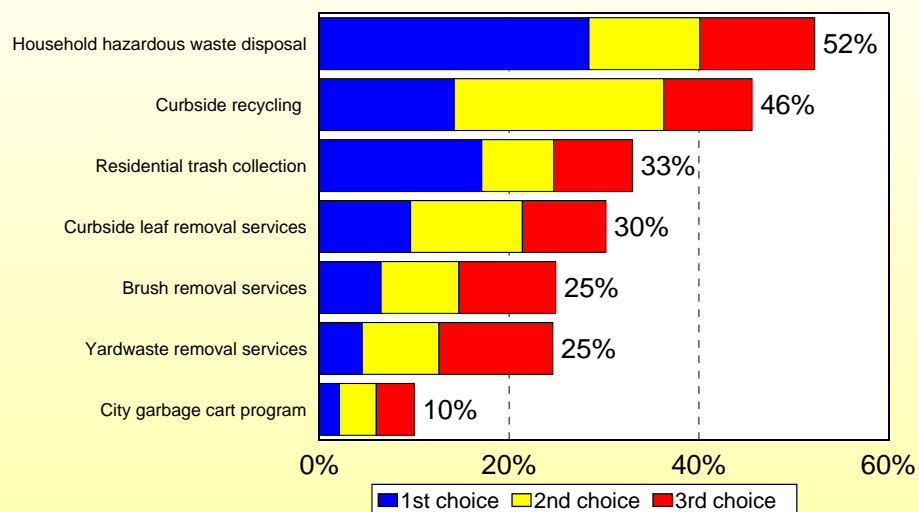


Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

TREND DATA

Q29. Waste Disposal Issues That Should Receive the Most Emphasis Over the Next Two Years by Major Category

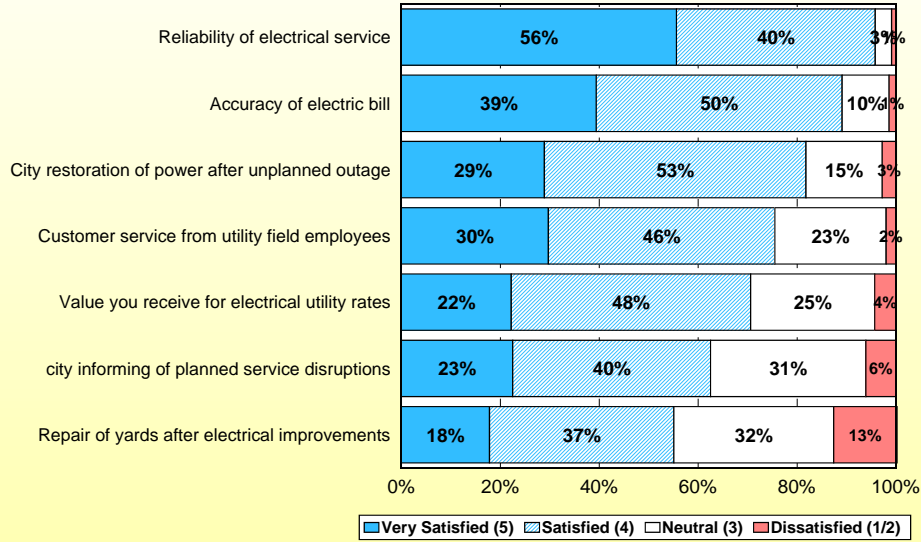
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

Q30. Satisfaction with Various Aspects of Electrical Utility Services

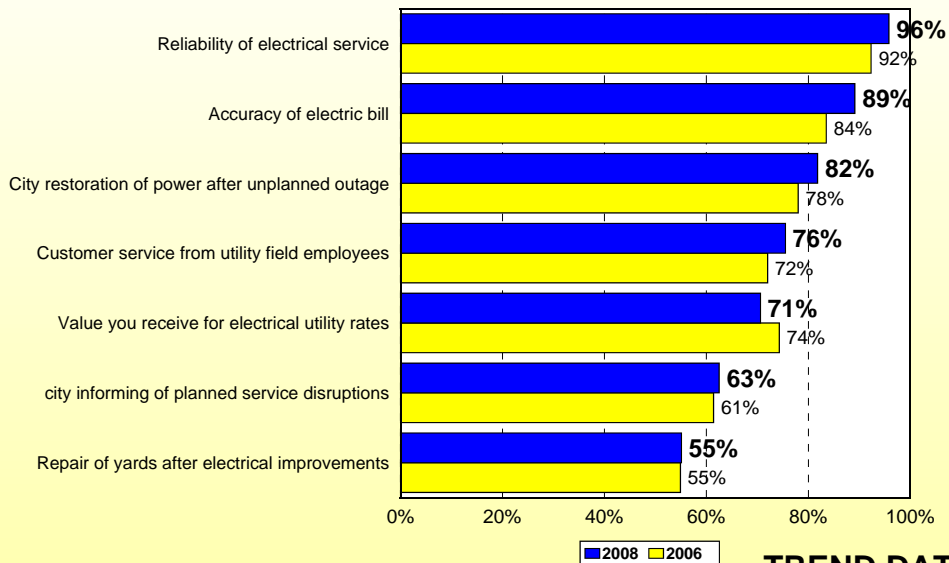
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

Q30. Satisfaction with Various Aspects of Electrical Utility Services

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

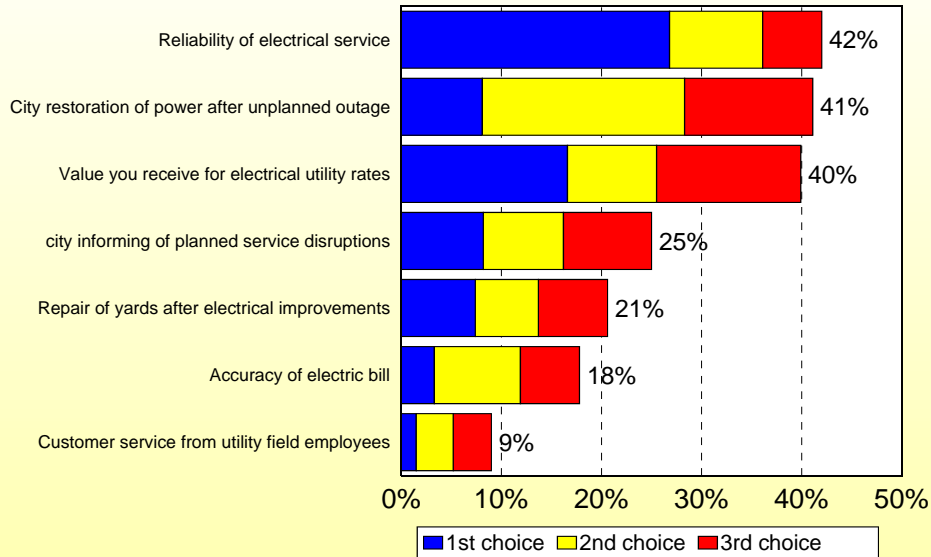


Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

TREND DATA

Q31. Electrical Utility Issues That Should Receive the Most Emphasis Over the Next Two Years

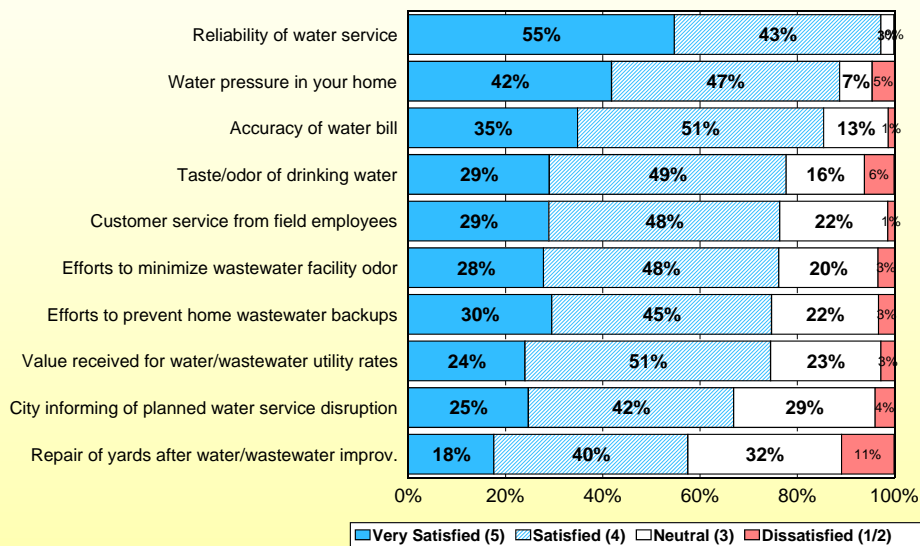
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

Q32. Satisfaction with Various Aspects of Water/Wastewater Utility Services

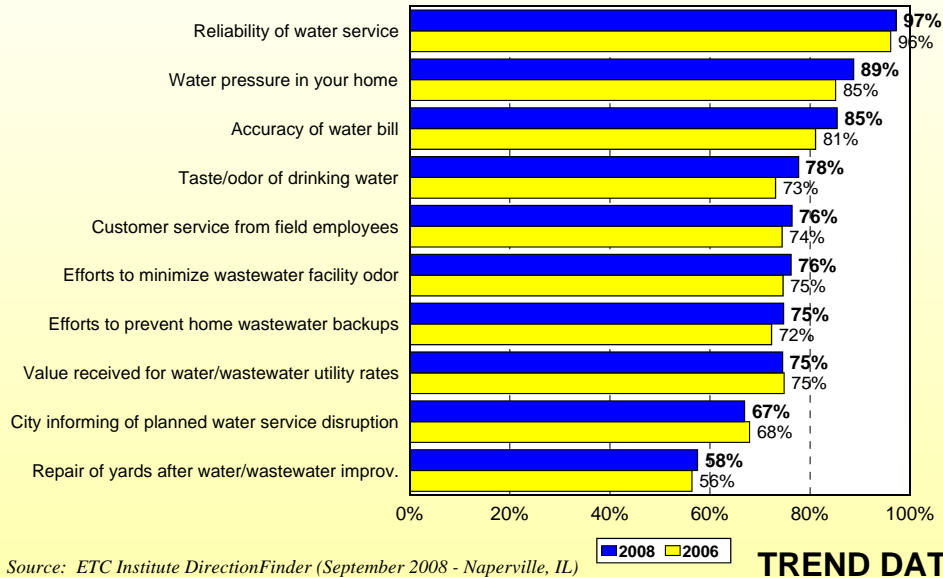
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

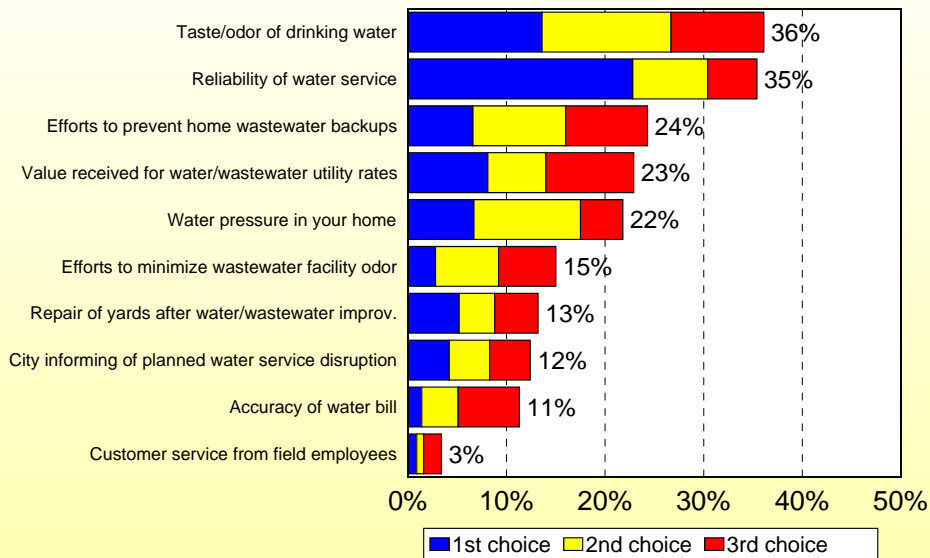
Q32. Satisfaction with Various Aspects of Water/Wastewater Utility Services

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



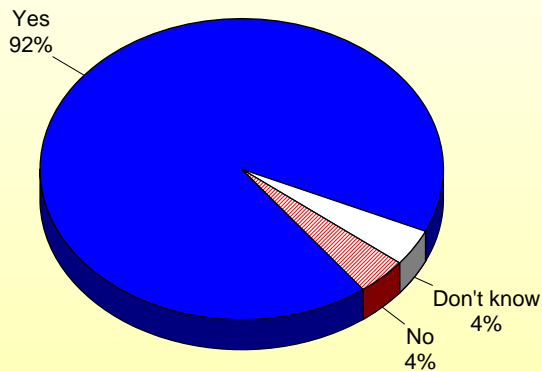
Q33. Water/Wastewater Issues That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



Q34. Do you think you have adequate access to city services, such as police, bill payment sites, utility services, and information about city meetings in the area where you live?

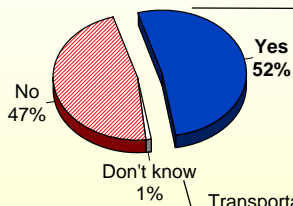
by percentage of respondents



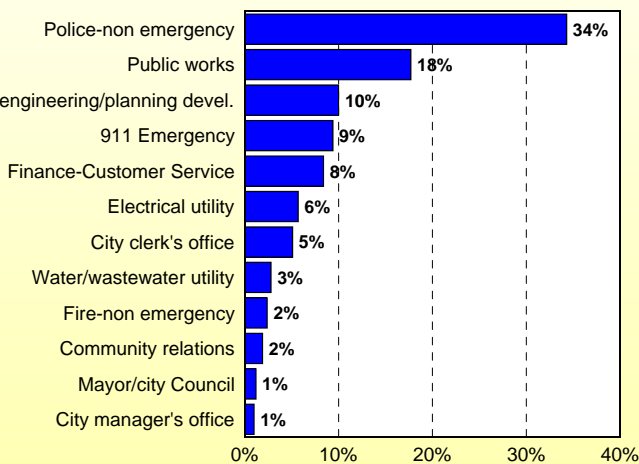
Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

Q35. Have you ever called or visited the city with a question, problem or complaint during the past year?

by percentage of respondents



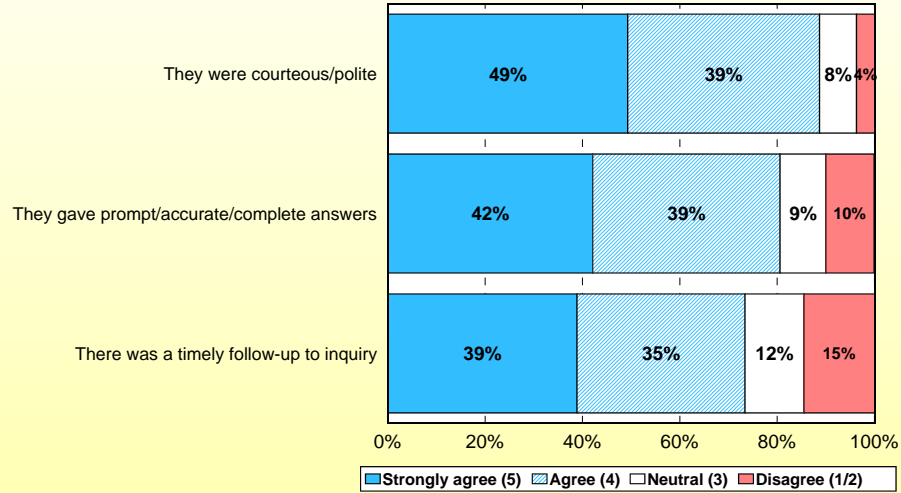
Q35a. If Yes, which department did you contact most recently?



Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

Q35b-d. Agreement with the Quality of Service Received from City Employees, by Those Who DID Contact the city

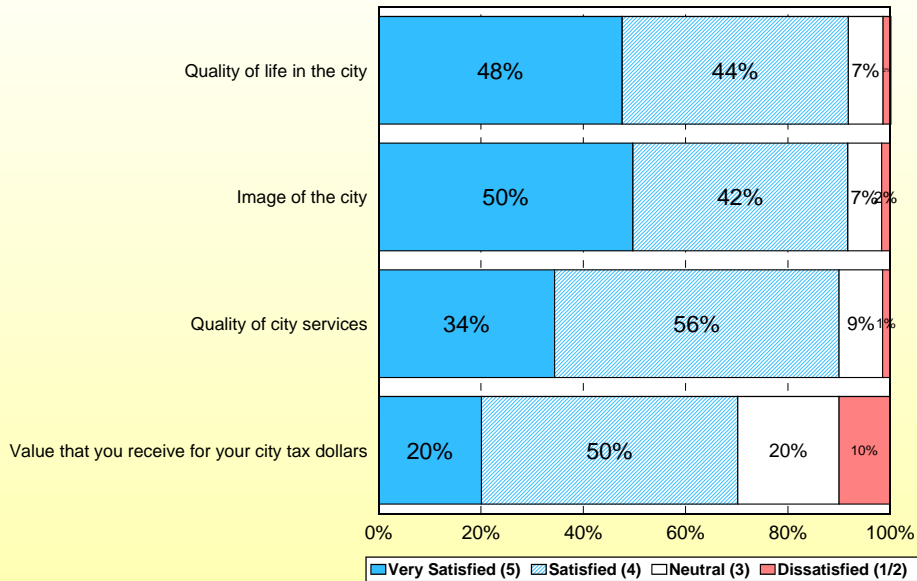
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

Q36. Satisfaction with Various Perceptions of Naperville

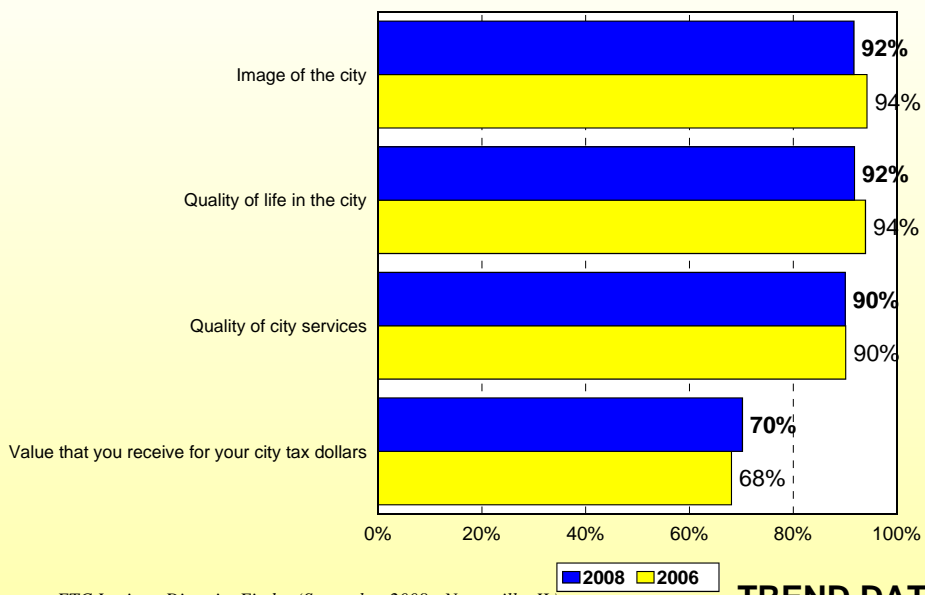
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

Q36. Satisfaction with Various Perceptions of Naperville

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

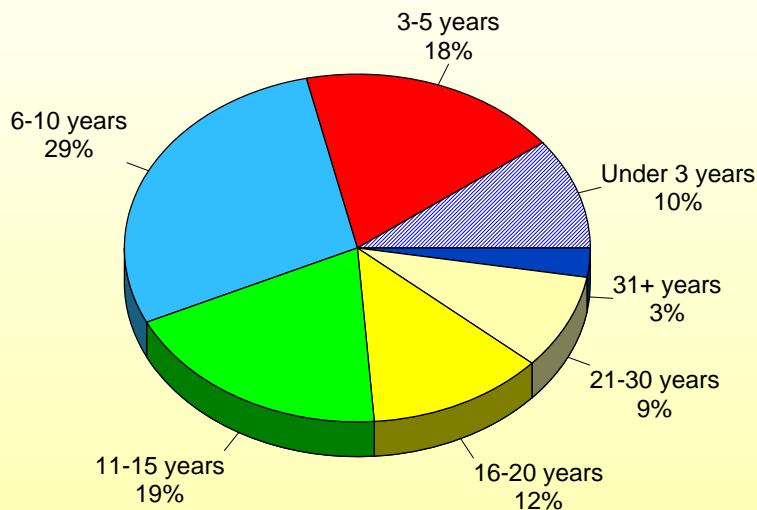


Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

TREND DATA

Q37. Demographics: How Many Years Have You Lived at Current Residence?

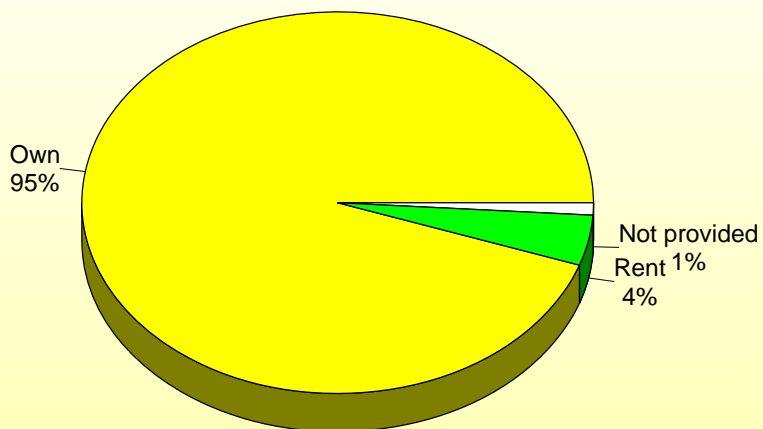
by percentage of respondents



Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

Q38. Demographics: Do You Own or Rent Your Current Residence?

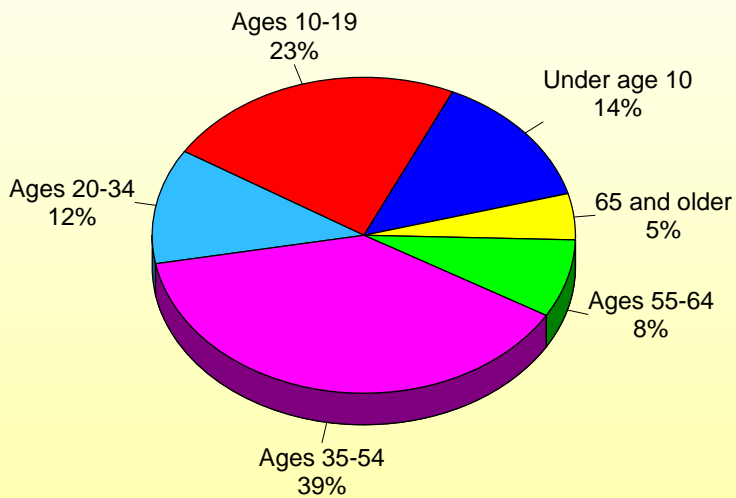
by percentage of respondents



Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

Q39. Demographics: Ages of People in Household

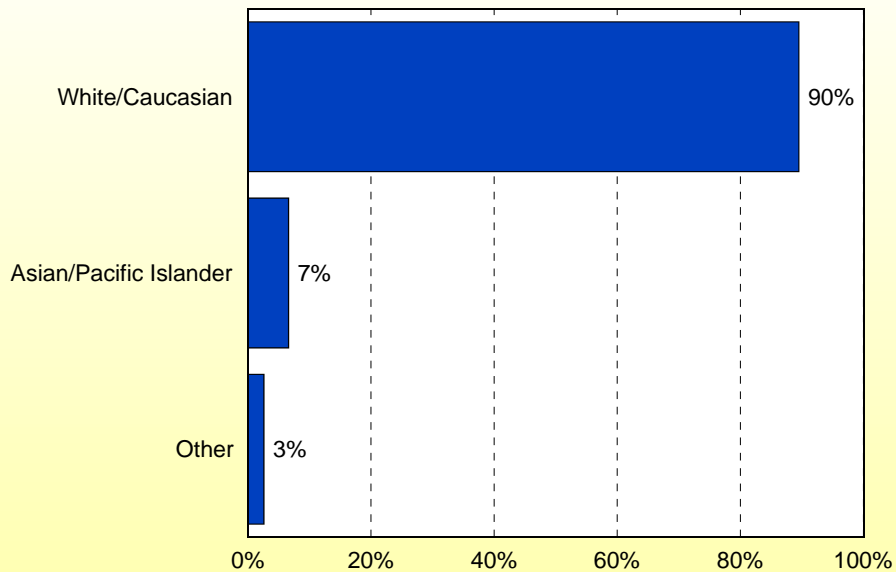
by percentage of persons in households



Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

Q40. Demographics: The Best Description of the Race/Ethnicity of Respondent

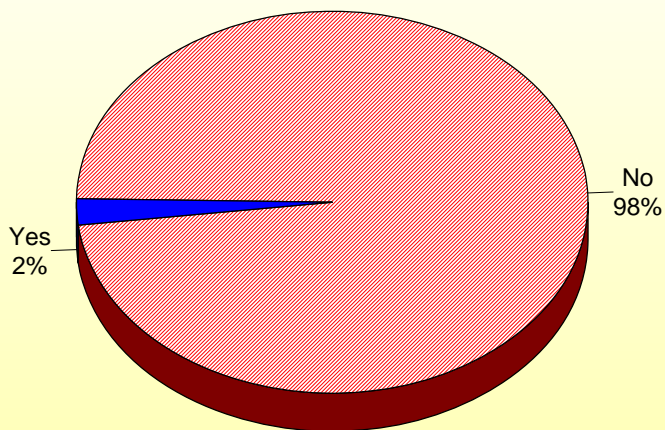
by percentage of respondents (multiple responses allowed)



Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

Q41. Demographics: Are members of your household of Spanish, Hispanic or Latino heritage?

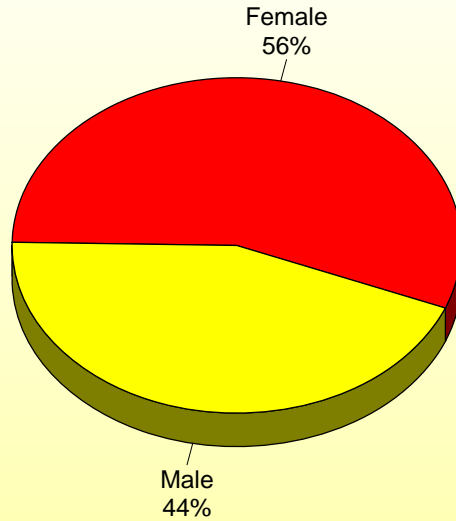
by percentage of respondents



Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

Q42. Demographics: Respondents Gender

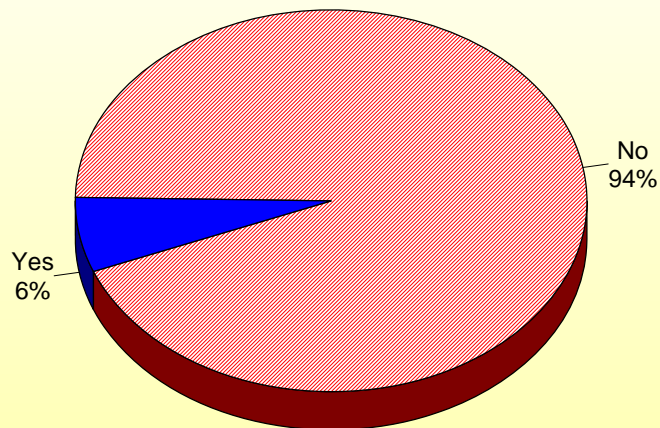
by percentage of respondents



Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

Q43. Demographics: Do you, or does someone in your household, have a disability as recognized in the Americans with Disabilities Act?

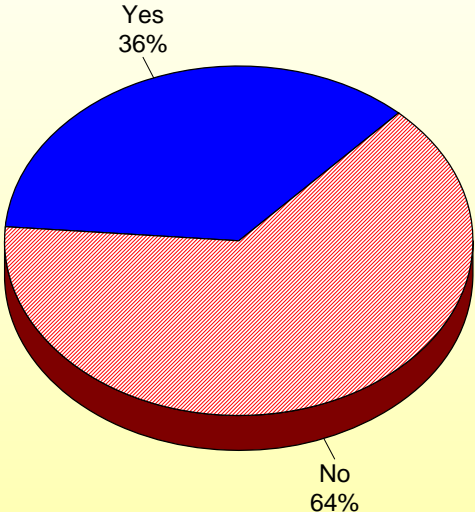
by percentage of respondents



Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)

Q44. Would you be willing to participate in follow-up surveys or focus groups for the city?

by percentage of respondents



Source: ETC Institute DirectionFinder (September 2008 - Naperville, IL)