

Section 5:
Tabular Data

Q1. Major categories of services provided by the City of Naperville are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1401)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5	Don't Know 9
Q1a Quality of police services	1.4%	3.4%	10.7%	45.3%	31.9%	7.3%
Q1b Quality of fire & emergency medical services	0.0%	0.3%	6.1%	36.3%	43.6%	13.7%
Q1c Efforts for emergency preparedness	0.2%	0.7%	14.3%	36.1%	20.1%	28.6%
Q1d Maintenance of city streets, sidewalks and infrastructure	3.0%	15.2%	21.1%	46.9%	13.3%	0.5%
Q1e Effectiveness of city communication with the public	0.4%	3.4%	20.9%	49.8%	22.8%	2.7%
Q1f Quality of customer service	0.6%	3.0%	18.8%	41.4%	24.8%	11.4%
Q1g Flow of traffic & congestion management	9.8%	31.3%	28.8%	25.5%	4.2%	0.4%
Q1h Quality of city's stormwater management system	1.3%	5.7%	22.3%	46.0%	15.2%	9.4%
Q1i Quality of water utility services	0.2%	1.5%	10.1%	55.3%	29.1%	3.8%
Q1j Quality of city wastewater utility	0.4%	0.6%	13.3%	52.2%	26.2%	7.4%
Q1k City electrical utility services	0.4%	1.1%	10.3%	53.2%	32.8%	2.3%
Q1l Garbage, recycling, & yardwaste services	0.8%	4.5%	7.3%	48.5%	37.6%	1.4%

Q1. Major categories of services provided by the City of Naperville are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(Excluding "Don't Know")

(N=1401)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5
Q1a Quality of police services	1.5%	3.7%	11.5%	48.8%	34.4%
Q1b Quality of fire & emergency medical services	0.0%	0.3%	7.0%	42.1%	50.5%
Q1c Efforts for emergency preparedness	0.3%	1.0%	20.0%	50.5%	28.2%
Q1d Maintenance of city streets, sidewalks and infrastructure	3.0%	15.3%	21.2%	47.1%	13.4%
Q1e Effectiveness of city communication with the public	0.4%	3.4%	21.5%	51.2%	23.4%
Q1f Quality of customer service	0.6%	3.4%	21.3%	46.7%	28.0%
Q1g Flow of traffic & congestion management	9.8%	31.5%	28.9%	25.6%	4.2%
Q1h Quality of city's stormwater management	1.4%	6.3%	24.7%	50.8%	16.8%
Q1i Quality of city water utility services	0.2%	1.6%	10.5%	57.5%	30.2%
Q1j Quality of city wastewater utility services	0.4%	0.6%	14.3%	56.4%	28.3%
Q1k City electrical utility services	0.4%	1.1%	10.5%	54.4%	33.6%
Q1l Garbage, recycling & yardwaste services	0.8%	4.6%	7.4%	49.1%	38.1%

Q2. Which THREE of the items listed above do you think should receive the most emphasis from city leaders over the next two years?

<u>Q2 1st choice</u>	<u>Number</u>	<u>Percent</u>
A=Police services	123	8.8 %
B=Fire & emergency medical services	26	1.9 %
C=Emergency preparedness	54	3.9 %
D=Streets, sidewalks and infrastructure	249	17.8 %
E=Communication with public	29	2.1 %
F=Customer service	12	0.9 %
G=Flow of traffic and congestion	692	49.4 %
H=Stormwater management system	30	2.1 %
I=Water utility services	8	0.6 %
J=Wastewater services	2	0.1 %
K=Electrical utility services	21	1.5 %
L=Garbage, recycling and yardwaste	38	2.7 %
Z=None chosen	117	8.4 %
Total	1401	100.0 %

Q2. Which THREE of the items listed above do you think should receive the most emphasis from city leaders over the next two years?

<u>Q2 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=Police services	71	5.1 %
B=Fire & emergency services	57	4.1 %
C=Emergency preparedness	89	6.4 %
D=Streets, sidewalks and infrastructure	362	25.8 %
E=Communication with public	65	4.6 %
F=Customer service	36	2.6 %
G=Flow of traffic and congestion	270	19.3 %
H=Stormwater management system	81	5.8 %
I=Water utility services	34	2.4 %
J=Wastewater services	5	0.4 %
K=Electrical utility services	58	4.1 %
L=Garbage, recycling and yardwaste	63	4.5 %
Z=None chosen	210	15.0 %
Total	1401	100.0 %

Q2. Which THREE of the items listed above do you think should receive the most emphasis from city leaders over the next two years? 3rd choice

Q2 3 rd choice	Number	Percent
A=Police services	98	7.0 %
B=Fire & emergency services	60	4.3 %
C=Emergency preparedness	152	10.8 %
D=Streets, sidewalks and infrastructure	168	12.0 %
E=Communication with public	90	6.4 %
F=Customer service	49	3.5 %
G=Flow of traffic and congestion	100	7.1 %
H=Stormwater management system	75	5.4 %
I=Water utility services	40	2.9 %
J=Wastewater services	30	2.1 %
K=Electrical utility services	72	5.1 %
L=Garbage, recycling and yardwaste	112	8.0 %
Z=None chosen	355	25.3 %
Total	1401	100.0 %

Q2. Which THREE of the items listed above do you think should receive the most emphasis from city leaders over the next two years?

Q2 all three choices combined	Number	Percent
A=Police services	292	20.8 %
B=Fire & emergency services	143	10.2 %
C=Emergency preparedness	295	21.1 %
D=Streets, sidewalks and infrastructure	779	55.6 %
E=Communication with public	184	13.1 %
F=Customer service	97	6.9 %
G=Flow of traffic and congestion	1062	75.8 %
H=Stormwater management system	186	13.3 %
I=Water utility services	82	5.9 %
J=Wastewater services	37	2.6 %
K=Electrical utility services	151	10.8 %
L=Garbage, recycling and yardwaste	213	15.2 %
Z=None chosen	682	48.7 %
Total	4203	

Q3. PERCEPTIONS OF SAFETY. Using a scale of 1 to 5 where 5 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations:

(N=1401)

	Very Unsafe 1	Unsafe 2	Neutral 3	Safe 4	Very Safe 5	Don't Know/NA 9
Q3a In your neighborhood during the day	0.0%	0.4%	1.9%	29.4%	67.9%	0.4%
Q3b In your neighborhood at night	0.2%	1.7%	7.9%	50.1%	39.6%	0.4%
Q3c In downtown Naperville	0.1%	1.0%	6.8%	49.8%	40.2%	2.1%
Q3d In commercial & retail areas	0.0%	1.6%	16.8%	55.0%	25.1%	1.5%
Q3e At the Route 59 train station	0.4%	2.4%	15.6%	17.3%	6.6%	57.6%
Q3f At the downtown train station	0.0%	1.6%	17.1%	36.8%	15.5%	29.1%
Q3g In city parking garages	0.1%	4.7%	27.8%	46.4%	14.0%	7.1%
Q3h In your children's school	0.2%	0.6%	5.9%	29.9%	35.4%	27.9%
Q3i In the Route 59 retail area	1.1%	10.0%	33.8%	38.7%	10.8%	5.6%

Q3. PERCEPTIONS OF SAFETY. Using a scale of 1 to 5 where 5 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations:

(Excluding "Don't Know")

(N=1401)

	Very Unsafe 1	Unsafe 2	Neutral 3	Safe 4	Very Safe 5
Q3a In your neighborhood during the day	0.0%	0.4%	1.9%	29.6%	68.2%
Q3b In your neighborhood at night	0.2%	1.7%	8.0%	50.3%	39.8%
Q3c In downtown Naperville	0.1%	1.0%	6.9%	50.9%	41.0%
Q3d In commercial & retail areas	0.0%	1.6%	17.1%	55.8%	25.5%
Q3e At the Route 59 train station	1.0%	5.7%	36.9%	40.9%	15.5%
Q3f At the downtown train station	0.0%	2.2%	24.1%	51.8%	21.8%
Q3g In city parking garages	0.1%	5.1%	29.9%	49.9%	15.1%
Q3h In your children's school	0.3%	0.9%	8.2%	41.5%	49.1%
Q3i In the Route 59 retail area	1.2%	10.6%	35.8%	41.0%	11.5%

Q4. POLICE. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1401)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5	Don't Know/NA 9
Q4a Visibility of police in neighborhoods	2.9%	13.1%	28.2%	40.9%	13.8%	1.1%
Q4b Visibility of police in retail areas	0.9%	9.8%	37.6%	39.5%	9.0%	3.3%
Q4c City efforts to prevent crime	0.6%	3.6%	20.5%	49.3%	18.6%	7.4%
Q4d Enforcement of traffic laws on major streets	3.1%	9.8%	21.3%	47.3%	15.8%	2.7%
Q4e Enforcement of traffic laws on neighborhood streets	7.1%	17.8%	24.3%	36.4%	12.4%	2.0%
Q4f How quickly police respond to emergencies	0.4%	1.8%	10.1%	31.7%	27.4%	28.6%
Q4g Quality of non-enforcement services	0.1%	1.4%	16.8%	21.9%	10.8%	49.0%
Q4h Animal control services	1.6%	4.7%	20.8%	26.9%	10.3%	35.7%

Q4. POLICE. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(Excluding "Don't Know")

(N=1401)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5
Q4a Visibility of police in neighborhoods	3.0%	13.3%	28.5%	41.3%	13.9%
Q4b Visibility of police in retail areas	0.9%	10.1%	38.9%	40.8%	9.3%
Q4c City efforts to prevent crime	0.6%	3.9%	22.1%	53.3%	20.1%
Q4d Enforcement of traffic laws on major city streets	3.2%	10.1%	21.9%	48.6%	16.3%
Q4e Enforcement of traffic laws in neighborhoods	7.2%	18.1%	24.8%	37.1%	12.7%
Q4f How quickly police respond to emergencies	0.6%	2.5%	14.2%	44.4%	38.4%
Q4g Quality of non-enforcement services	0.3%	2.8%	32.9%	42.9%	21.1%
Q4h Animal control services	2.6%	7.3%	32.3%	41.8%	16.0%

Q5. Which THREE of the services listed above do you think should receive the most emphasis from city leaders over the next two years?

<u>Q5 1st choice</u>	<u>Number</u>	<u>Percent</u>
A=Visibility of police in neighborhoods	234	16.7 %
B= Visibility of police in retail areas	207	14.8 %
C=Efforts to prevent crime	283	20.2 %
D= Enforcement of traffic laws on major streets	163	11.6 %
E= Enforcement of traffic laws in neighborhoods	198	14.1 %
F=Police response to emergencies	69	4.9 %
G=Non-enforcement services	52	3.7 %
H=Animal control	33	2.4 %
<u>Z=None chosen</u>	<u>162</u>	<u>11.6 %</u>
Total	1401	100.0 %

Q5. Which THREE of the services listed above do you think should receive the most emphasis from city leaders over the next two years?

<u>Q5 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A= Visibility of police in neighborhoods	147	10.5 %
B= Visibility of police in retail areas	218	15.6 %
C= Efforts to prevent crime	205	14.6 %
D= Enforcement of traffic laws on major streets	165	11.8 %
E= Enforcement of traffic laws in neighborhoods	206	14.7 %
F= Police response to emergencies	116	8.3 %
G=Non-enforcement services	63	4.5 %
H=Animal control	37	2.6 %
<u>Z=None chosen</u>	<u>244</u>	<u>17.4 %</u>
Total	1401	100.0 %

Q5. Which THREE of the services listed above do you think should receive the most emphasis from city leaders over the next two years?

<u>Q5 3rd choice</u>	<u>Number</u>	<u>Percent</u>
A= Visibility of police in neighborhoods	159	11.3 %
B= Visibility of police in retail areas	194	13.8 %
C= Efforts to prevent crime	151	10.8 %
D= Enforcement of traffic laws on major streets	113	8.1 %
E= Enforcement of traffic laws in neighborhoods	131	9.4 %
F= Police response to emergencies	109	7.8 %
G=Non-enforcement services	106	7.6 %
H=Animal control	78	5.6 %
<u>Z=None chosen</u>	<u>360</u>	<u>25.7 %</u>
Total	1401	100.0 %

Q5. Which THREE of the services listed above do you think should receive the most emphasis from city leaders over the next two years?

<u>Q5 all three choices combined</u>	<u>Number</u>	<u>Percent</u>
A= Visibility of police in neighborhoods	540	38.5 %
B=Visibility of police in retail areas	619	44.2 %
C= Efforts to prevent crime	639	45.6 %
D=Enforcement of traffic laws on major streets	441	31.5 %
E= Enforcement of traffic laws in neighborhoods	535	38.2 %
F=Police response to emergencies	294	21.0 %
G=Non-enforcement services	221	15.8 %
H=Animal control	148	10.6 %
<u>Z=None chosen</u>	<u>766</u>	<u>54.7 %</u>
Total	4203	

Q6. FIRE AND OTHER EMERGENCY SERVICES. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1401)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5	Don't Know/NA 9
Q6a Efforts to ensure community is prepared for a disaster/crisis	0.4%	2.3%	20.6%	34.8%	12.0%	29.9%
Q6b Quality of local fire protection	0.0%	0.0%	7.0%	45.6%	34.5%	12.8%
Q6c How quickly fire and emergency personnel respond to emergencies	0.0%	0.4%	6.0%	32.4%	36.5%	24.7%
Q6d How quickly fire personnel respond to non-emergencies	0.1%	0.2%	10.8%	28.1%	22.1%	38.7%
Q6e City fire safety education programs	0.0%	0.8%	10.3%	33.0%	23.1%	32.8%
Q6f Adequacy of city's 911 Center	0.4%	0.5%	10.1%	30.7%	21.9%	36.5%

Q6. FIRE AND OTHER EMERGENCY SERVICES. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(Excluding "Don't Know")

(N=1401)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5
Q6a Efforts to ensure community is prepared for a disaster/crisis	0.5%	3.3%	29.4%	49.7%	17.1%
Q6b Quality of local fire protection	0.0%	0.0%	8.0%	52.3%	39.6%
Q6c How quickly fire and emergency personnel respond to emergencies	0.0%	0.5%	8.0%	43.0%	48.5%
Q6d How quickly fire personnel respond to non-emergencies	0.2%	0.3%	17.7%	45.8%	36.0%
Q6e City fire safety education programs	0.0%	1.2%	15.4%	49.2%	34.3%
Q6f Adequacy of city's 911 Center	0.6%	0.8%	15.8%	48.3%	34.5%

Q7. Which THREE of the services listed above do you think should receive the most emphasis from city leaders over the next two years?

<u>Q7 1st choice</u>	<u>Number</u>	<u>Percent</u>
A=Disaster or crisis preparedness	494	35.3 %
B=Fire protection	122	8.7 %
C= Emergency medical response	196	14.0 %
D=Response to non-emergencies	29	2.1 %
E=Safety education programs	54	3.9 %
F=911 Center	128	9.1 %
Z=None chosen	378	27.0 %
Total	1401	100.0 %

Q7. Which THREE of the services listed above do you think should receive the most emphasis from city leaders over the next two years? 2nd choice

<u>Q7 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A= Disaster or crisis preparedness	146	10.4 %
B=Fire protection	203	14.5 %
C= Emergency medical response	239	17.1 %
D= Response to non-emergencies	71	5.1 %
E=Safety education programs	99	7.1 %
F=911 Center	156	11.1 %
Z=None chosen	487	34.8 %
Total	1401	100.0 %

Q7. Which THREE of the services listed above do you think should receive the most emphasis from city leaders over the next two years?

<u>Q7 3rd choice</u>	<u>Number</u>	<u>Percent</u>
A= Disaster or crisis preparedness	144	10.3 %
B=Fire protection	142	10.1 %
C= Emergency medical response	168	12.0 %
D= Response to non-emergencies	78	5.6 %
E=Safety education programs	128	9.1 %
F=911 Center	178	12.7 %
Z=None chosen	563	40.2 %
Total	1401	100.0 %

Q7. Which THREE of the services listed above do you think should receive the most emphasis from city leaders over the next two years?

<u>Q7 all three choices combined</u>	<u>Number</u>	<u>Percent</u>
A= Disaster or crisis preparedness	784	56.0 %
B=Fire protection	467	33.3 %
C=Emergency medical response	603	43.0 %
D= Response to non-emergencies	178	12.7 %
E=Safety education programs	281	20.1 %
F=911 Center	462	33.0 %
Z=None chosen	378	27.0 %
Total	3153	

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

<u>Q8 Method of communication</u>	<u>Number</u>	<u>Percent</u>
1=Email	354	25.3 %
2=Phone	833	59.5 %
3=WPFP 1610 AM	202	14.4 %
4=Government TV	309	22.1 %
5=Public access	398	28.4 %
6=Other	147	10.5 %
Total	2243	

Q8. Other:

<u>Q8 Other</u>	<u>Number</u>
EMERGENCY SIREN	35
TEXT MESSAGES	16
WORD OF MOUTH/NEIGHBORS	03
RADIO	37
LOCAL TV STATIONS	33
TV DISH NETWORK	01
INTERNET/WEBSITE	15
LOUD SPEAKER SYSTEM	01
VEHICLES IN NEIGHBORHOOD	01
SOUND SYSTEM THRU CITY	01
GENERAL ANNOUNCEMENT	02
WORK CORRESPONDENCE	01
REVERSE 911	01

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

<u>Q9 Have emergency preparedness kit</u>	<u>Number</u>	<u>Percent</u>
1=Yes	260	18.6 %
2=No	1024	73.1 %
9=Don't Know	117	8.4 %
Total	1401	100.0 %

Q10. How satisfied are you with the City of Naperville's efforts to manage teardown development in the city?

<u>Q10 Satisfaction of development</u>	<u>Number</u>	<u>Percent</u>
1=Very Dissatisfied	99	7.1 %
2=Dissatisfied	269	19.2 %
3=Neutral	412	29.4 %
4=Satisfied	325	23.2 %
5=Very Satisfied	115	8.2 %
9=Don't Know	181	12.9 %
Total	1401	100.0 %

Q11. PUBLIC WORKS AND ENGINEERING. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1401)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5	Don't Know/NA 9
Q11a Maintenance of major city streets	3.7%	21.4%	21.4%	43.4%	9.1%	0.9%
Q11b Maintenance of neighborhood streets	2.9%	14.3%	22.2%	50.0%	9.8%	0.9%
Q11c Maintenance of city sidewalks	2.1%	11.2%	23.3%	51.2%	10.8%	1.4%
Q11d Maintenance of street signs	0.3%	1.4%	16.3%	60.7%	20.1%	1.1%
Q11e Maintenance of city street lighting	0.4%	2.6%	14.6%	60.0%	21.1%	1.2%
Q11f Maintenance/preservations of downtown Naperville	0.9%	3.0%	9.8%	50.2%	34.3%	1.8%
Q11g Snow removal on major city streets	1.2%	4.4%	8.7%	53.5%	31.5%	0.7%
Q11h Snow removal on neighborhood streets	5.1%	13.8%	16.1%	44.2%	19.8%	0.9%
Q11i Mowing & trimming along city streets	0.9%	3.1%	17.3%	55.2%	20.7%	2.9%
Q11j Cleanliness of streets & public areas	0.5%	2.8%	12.4%	55.1%	28.3%	0.9%
Q11k Timeliness of improvements in new developments	0.6%	1.9%	17.9%	37.6%	12.9%	29.1%
Q11l City's tree planting program	0.6%	2.8%	18.3%	41.5%	18.8%	17.9%
Q11m Maintenance of train stations	0.4%	1.9%	18.3%	36.5%	10.4%	32.5%

Q11. PUBLIC WORKS AND ENGINEERING. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(Excluding "Don't Know")

(N=1401)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5
Q11a Maintenance of major city streets	3.7%	21.6%	21.6%	43.8%	9.2%
Q11b Maintenance of neighborhood streets	2.9%	14.5%	22.4%	50.4%	9.9%
Q11c Maintenance of city sidewalks	2.2%	11.4%	23.6%	52.0%	10.9%
Q11d Maintenance of street signs	0.3%	1.4%	16.5%	61.4%	20.4%
Q11e Maintenance of city street lighting	0.4%	2.7%	14.8%	60.8%	21.4%
Q11f Maintenance/preservations of downtown Naperville	0.9%	3.1%	10.0%	51.1%	35.0%
Q11g Snow removal on major city streets	1.2%	4.4%	8.8%	53.9%	31.7%
Q11h Snow removal on neighborhood streets	5.2%	13.9%	16.3%	44.6%	20.0%
Q11i Mowing & trimming along city street	1.0%	3.2%	17.8%	56.8%	21.3%
Q11j Cleanliness of streets & public areas	0.5%	2.8%	12.5%	55.6%	28.6%
Q11k Timeliness of improvements to new developments	0.8%	2.7%	25.3%	53.0%	18.2%
Q11l City's tree planting program	0.7%	3.4%	22.3%	50.6%	23.0%
Q11m Maintenance of train stations	0.6%	2.7%	27.2%	54.0%	15.4%

Q12. Which THREE of the services listed above do you think should receive the most emphasis from city leaders over the next two years?

Q12 1 st choice	Number	Percent
A=Maintenance of major streets	588	42.0 %
B= Maintenance of neighborhood streets	126	9.0 %
C=Maintenance of city sidewalks	63	4.5 %
D= Maintenance of street signs	14	1.0 %
E=Maintenance of street lighting	24	1.7 %
F= Maintenance/preservation of downtown	87	6.2 %
G=Snow removal on major streets	64	4.6 %
H= Snow removal on neighborhood streets	120	8.6 %
I=Mowing & trimming along city streets	22	1.6 %
J= Cleanliness of streets/public areas	56	4.0 %
K=Timeliness of improvements to new developments	12	0.9 %
L=Tree planting program	24	1.7 %
M= Maintenance of train stations	33	2.4 %
Z=None chosen	168	12.0 %
Total	1401	100.0 %

Q12. Which THREE of the services listed above do you think should receive the most emphasis from city leaders over the next two years?

Q12 2 nd choice	Number	Percent
A= Maintenance of major streets	157	11.2 %
B= Maintenance of neighborhood streets	352	25.1 %
C= Maintenance of city sidewalks	111	7.9 %
D= Maintenance of street signs	21	1.5 %
E= Maintenance of street lighting	35	2.5 %
F= Maintenance/preservation of downtown	66	4.7 %
G= Snow removal on major streets	88	6.3 %
H= Snow removal on neighborhood streets	119	8.5 %
I= Mowing & trimming along city streets	28	2.0 %
J= Cleanliness of streets/public areas	81	5.8 %
K= Timeliness of improvements to new developments	25	1.8 %
L=Tree planting program	30	2.1 %
M= Maintenance of train stations	32	2.3 %
Z=None chosen	256	18.3 %
Total	1401	100.0 %

Q12. Which THREE of the services listed above do you think should receive the most emphasis from city leaders over the next two years?

<u>Q12 3rd choice</u>	<u>Number</u>	<u>Percent</u>
A= Maintenance of major streets	86	6.1 %
B= Maintenance of neighborhood streets	122	8.7 %
C= Maintenance of city sidewalks	138	9.9 %
D= Maintenance of street signs	21	1.5 %
E= Maintenance of street lighting	67	4.8 %
F= Maintenance/preservation of downtown	112	8.0 %
G= Snow removal on major streets	72	5.1 %
H= Snow removal on neighborhood streets	110	7.9 %
I= Mowing & trimming along city streets	31	2.2 %
J= Cleanliness of streets/public areas	125	8.9 %
K= Timeliness of improvements to new developments	46	3.3 %
L=Tree planting program	67	4.8 %
M= Maintenance of train stations	36	2.6 %
Z=None chosen	368	26.3 %
Total	1401	100.0 %

Q12. Which THREE of the services listed above do you think should receive the most emphasis from city leaders over the next two years?

<u>Q12 all three choices combined</u>	<u>Number</u>	<u>Percent</u>
A= Maintenance of major streets	831	59.3 %
B=Maintenance of neighborhood streets	600	42.8 %
C= Maintenance of city sidewalks	312	22.3 %
D=Maintenance of street signs	56	4.0 %
E= Maintenance of street lighting	126	9.0 %
F=Maintenance/preservation of downtown	265	18.9 %
G= Snow removal on major streets	224	16.0 %
H=Snow removal on neighborhood streets	349	24.9 %
I= Mowing & trimming along city streets	81	5.8 %
J=Cleanliness of streets/public areas	262	18.7 %
K= Timeliness of improvements to new developments	83	5.9 %
L=Tree planting program	121	8.6 %
M=Maintenance of train stations	101	7.2 %
Z=None chosen	792	56.5 %
Total	4203	

Q13. PUBLIC INFORMATION. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1401)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5	Don't Know/NA 9
Q13a City efforts to keep you informed	0.5%	3.1%	20.3%	52.7%	20.3%	3.1%
Q13b Efforts to keep you informed of special studies/projects/initiatives	0.6%	4.9%	23.5%	47.0%	16.9%	7.1%
Q13c Efforts to keep you informed about street closures	0.7%	6.1%	25.3%	47.8%	15.7%	4.4%
Q13d Quality of city access television station	0.9%	2.9%	21.8%	29.9%	10.3%	34.1%
Q13e Quality of public access television station	1.2%	2.5%	22.3%	29.3%	10.5%	34.2%
Q13f Quality of city's web site	0.5%	2.4%	19.8%	40.6%	13.9%	22.8%
Q13g Ease of navigating city web site	1.1%	3.7%	22.1%	36.6%	12.0%	24.5%
Q13h Quality of resident newsletter	0.3%	1.5%	15.8%	49.8%	25.3%	7.2%
Q13i City efforts to provide information on emergencies	1.6%	7.5%	31.7%	31.8%	8.6%	18.8%

Q13. PUBLIC INFORMATION. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(Excluding "Don't Know")

(N=1401)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5
Q13a City efforts to keep you informed	0.5%	3.2%	20.9%	54.4%	20.9%
Q13b Efforts to keep you informed of special studies/projects/initiatives	0.6%	5.3%	25.3%	50.6%	18.2%
Q13c Efforts to keep you informed about street closures	0.7%	6.3%	26.5%	50.0%	16.4%
Q13d Quality of city access television station	1.4%	4.4%	33.2%	45.4%	15.6%
Q13e Quality of public access television station	1.8%	3.8%	33.8%	44.6%	15.9%
Q13f Quality of city's web site	0.6%	3.1%	25.6%	52.6%	18.0%
Q13g Ease of navigating web site	1.5%	4.9%	29.2%	48.5%	15.9%
Q13h Quality of resident newsletter	0.3%	1.6%	17.1%	53.7%	27.3%
Q13i City efforts to provide information on emergencies	2.0%	9.2%	39.1%	39.1%	10.6%

Q14. Which of the following are your primary sources of information about city issues, services, and events?

<u>Q14 Primary sources of information</u>	<u>Number</u>	<u>Percent</u>
1=City newsletter	1096	78.2 %
2=City web site	438	31.3 %
3=Utility bill	753	53.7 %
4=WCNC government access station	214	15.3 %
5=Newspaper articles	858	61.2 %
6=City Notes	293	20.9 %
7=E-News	56	4.0 %
8=WFPF 1610 AM	16	1.1 %
9=Other	56	4.0 %
Total	3780	

Q14. Other:

<u>Q14 Other</u>	
FRIENDS/NEIGHBORS	15
WORD OF MOUTH	08
BILLBOARDS & SIGNS	04
NAPERVILLE GLANCER	04
WEB SITE/INTERNET	04
NCTV-17	06
STARBUCKS	01
CHAMBER OF COMMERCE	02
NAPERVILLE SUN	03
WBBM	01
LOCAL MAGAZINES	01
CITY COUNCIL MEETS ON TV	01
LIBRARY SENT INFO	01
SCHOOLS	01
TOWN PLANNER	01
WHITE EAGLE NEWSPAPERS	01
FLYERS DOWNTOWN	01
INFO BOOK ON CITY SVCS	01

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

(N=1401)

	Never 1	Few Times A Year 2	Few times A Month 3	Once A Week 4	Almost Daily 5	Don't Know 9
Q15a Government Access Channel	43.0%	27.0%	18.1%	7.8%	1.2%	2.9%
Q15b Public Access Channel	40.8%	30.1%	17.1%	7.6%	1.5%	2.9%

Q15. How often do you watch the following cable television access stations?**(Excluding "Don't Know")**

(N=1401)

	Never 1	Few Times A Year 2	Few times A Month 3	Once A Week 4	Almost Daily 5
Q15a Government Access Channel	44.3%	27.8%	18.7%	8.0%	1.2%
Q15b Public Access Channel	42.0%	31.0%	17.6%	7.9%	1.5%

Q16. Which of the following types of programs would you like to see on these channels?

<u>Q16 Programs would like to see</u>	<u>Number</u>	<u>Percent</u>
1=Interviews with city leaders	374	26.7 %
2=Media event coverage	414	29.6 %
3=Special event/parade coverage	497	35.5 %
4=Informational videos	686	49.0 %
5=Updates about legislative priorities	479	34.2 %
6=Other	92	6.6 %
9=None chosen	1	0.1 %
Total	2543	

Q16. Other:Q16 Other

HIGH SCHOOL ACTIVITIES/LOCAL SPORTS	22
SCHOOL BOARD MEETINGS	12
EMERGENCY PREPAREDNESS	7
CITY MEETINGS	7
CITY PROJECTS/PLANS	6
HISTORICAL PROGRAMS	5
CHURCH	3
HOMEOWNER ASSN MTG INFO	2
INFORMATION ON OUR TOWN	2
SAFETY PREVENTION	2
WHATS NEW IN NAPERVILLE	2
CALENDAR OF EVENTS	1
CANCEL LET THE MARKET WRK	1
COMMUN LEADER INTERVIEWS	1
CONSTRUCING/HOUSING UPDTS	1
DAILY LOCAL NEWS PROGRAM	1
EXPEND NEWS COVERAGE	1
FUTURE PLANS FOR DEVELOPMENT	1
GREEN INITIATIVES	1
INVESTIGATE CITY CORRUPTN	1
KIDS SPORTS HIGHLIGHTS	1
LOCAL ENTERTAINMENT	1
NPD INFO	1
PARENT NEWS, TIPS	1
POPULATION MGMT	1
QUALITY NAPER-BASED PRGMS	1

Q16. Other:

Q16 Other

RESTAURANT REVIEW	1
SCHEDULE OF EVENTS	1
SHOW HIGHLIGHTING RESIDENT	1
STORY ON RIVERWALK	1
STREET & LANE CLOSURES	1
TAPED PROGRAMS FROM SCHLS	1
YOUTH/ELDERLY PROGRAMS	1

Q17. Please indicate if you have used any of the following services that are provided on the city's Web site.

<u>Q17 Services have used on web site</u>	<u>Number</u>	<u>Percent</u>
1=Viewed a video of a city council meeting	136	9.7 %
2=Viewed video about a city service	50	3.6 %
3=Paid parking tickets	49	3.5 %
4=Service request	71	5.1 %
5=Application for permit/service to return by mail	181	12.9 %
6=Project and studies information	361	25.8 %
7=On-line survey	118	8.4 %
8=Your Place application	31	2.2 %
9=None chosen	6	0.4 %
Total	1003	

Q18. TRANSPORTATION. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1401)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5	Don't Know 9
Q18a Ease of north/south travel	13.3%	37.6%	26.1%	18.7%	2.5%	1.7%
Q18b Ease of east/west travel	6.9%	24.0%	33.5%	31.0%	2.9%	1.7%
Q18c Traffic signal timing and coordination on streets	7.7%	20.9%	28.9%	35.5%	4.6%	2.4%
Q18d Traffic conditions in neighborhoods relative to speed and volume	6.6%	18.1%	20.8%	44.0%	9.2%	1.2%
Q18e Availability of public transportation services	6.3%	15.6%	24.3%	25.4%	5.2%	23.2%
Q18f Availability of bicycle facilities	3.9%	12.2%	23.1%	23.3%	5.4%	32.0%
Q18g Responsiveness to transportation concerns	5.9%	12.2%	28.3%	14.1%	2.8%	36.8%

Q18. TRANSPORTATION. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(Excluding "Don't Know")

(N=1401)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5
Q18a Ease of north/south travel	13.6%	38.3%	26.6%	19.0%	2.5%
Q18b Ease of east/west travel	7.0%	24.4%	34.1%	31.5%	3.0%
Q18c Traffic signal timing and coordination on streets	7.9%	21.4%	29.6%	36.4%	4.7%
Q18d Traffic conditions in neighborhoods relative to speed and volume	6.7%	18.3%	21.1%	44.6%	9.3%
Q18e Availability of public transportation services	8.2%	20.3%	31.7%	33.1%	6.8%
Q18f Availability of bicycle facilities	5.8%	18.0%	34.0%	34.3%	7.9%
Q18g Responsiveness to transportation concerns	9.3%	19.3%	44.7%	22.3%	4.4%

Q19. Which THREE of the items listed above do you think should receive the most emphasis from city leaders over the next two years?

Q19 1 st choice	Number	Percent
A=North/south	681	48.6 %
B=East/west	90	6.4 %
C=Signal timing/coordination	129	9.2 %
D=Neighborhood traffic relative to speed and volume	128	9.1 %
E=Pubic transportation services	121	8.6 %
F=Bicycle facilities	61	4.4 %
G= Responsiveness to transportation concerns	58	4.1 %
Z=None chosen	133	9.5 %
Total	1401	100.0 %

Q19. Which THREE of the items listed above do you think should receive the most emphasis from city leaders over the next two years?

Q19 2 nd choice	Number	Percent
A=North/south	226	16.1 %
B=East/west	456	32.5 %
C=Signal timing/coordination	160	11.4 %
D= Neighborhood traffic relative to speed and volume	105	7.5 %
E= Pubic transportation services	100	7.1 %
F=Bicycle facilities	61	4.4 %
G= Responsiveness to transportation concerns	80	5.7 %
Z=None chosen	213	15.2 %
Total	1401	100.0 %

Q19. Which THREE of the items listed above do you think should receive the most emphasis from city leaders over the next two years?

<u>Q19 3rd choice</u>	<u>Number</u>	<u>Percent</u>
A=North/south	98	7.0 %
B=East/west	209	14.9 %
C=Signal timing/coordination	295	21.1 %
D= Neighborhood traffic relative to speed and volume	118	8.4 %
E= Pubic transportation services	148	10.6 %
F=Bicycle facilities	91	6.5 %
G= Responsiveness to transportation concerns	122	8.7 %
<u>Z=None chosen</u>	<u>320</u>	<u>22.8 %</u>
Total	1401	100.0 %

Q19. Which THREE of the items listed above do you think should receive the most emphasis from city leaders over the next two years?

<u>Q19 all three choices combined</u>	<u>Number</u>	<u>Percent</u>
A=North/south	1005	71.7 %
B=East/west	755	53.9 %
C=Signal timing/coordination	584	41.7 %
D= Neighborhood traffic relative to speed and volume	351	25.1 %
E= Pubic transportation services	369	26.3 %
F=Bicycle facilities	213	15.2 %
G=Responsiveness to transportation concerns	260	18.6 %
<u>Z=None chosen</u>	<u>133</u>	<u>9.5 %</u>
Total	3670	

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

<u>Q20 Visited Rt. 59 train station</u>	<u>Number</u>	<u>Percent</u>
1=Yes	402	28.7 %
2=No	985	70.3 %
9=Don't Know	14	1.0 %
Total	1401	100.0 %

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

<u>Q21 Visited downtown train station</u>	<u>Number</u>	<u>Percent</u>
1=Yes	942	67.3 %
2=No	445	31.8 %
9=Don't Know	13	0.9 %
Total	1401	100.0 %

Q22. What mode of transportation do you use to get to the train station?

<u>Q22 What mode of transportation used</u>	<u>Number</u>	<u>Percent</u>
1=Car	826	59.0 %
2=PACE feeder route	127	9.1 %
3=Bike	41	2.9 %
4=Walk	145	10.3 %
5=Kiss & Ride	295	21.1 %
6=Park & Ride	69	4.9 %
9=Not provided	1	0.1 %
Total	1504	

Q23. FINANCE. The City of Naperville has several utility billing options available to residents. For each of the options listed below, please indicate whether you were aware that the option is available before receiving this survey.

(N=1401)

Aware	Yes 1	No 2	Not Provided 9
Q23a Bank Drafting	61.0%	34.9%	4.1%
Q23b Utility Services Budget Billing	64.4%	31.5%	4.1%
Q23c eBill	75.6%	20.3%	4.1%

Q23. FINANCE. The City of Naperville has several utility billing options available to residents. For each of the options listed below, please indicate whether you were aware that the option is available before receiving this survey.

(Excluding “Don’t Know”)

(N=1401)

Aware	Yes 1	No 2
Q23a Bank Drafting	63.6%	36.4%
Q23b Utility Services Budget Billing	67.1%	32.9%
Q23c eBill	78.8%	21.2%

Q23. FINANCE. Would you use this option?

(N=1401)

Use	Yes 1	No 2	Not Provided 9
Q23a-Bank Drafting	32.5%	60.5%	7.0%
Q23b-Utility Services Budget Billing	23.3%	70.2%	6.4%
Q23c-eBill	45.9%	49.0%	5.1%

Q23. FINANCE. Would you use this option?**(Excluding "Don't Know")**

(N=1401)

Use	Yes 1	No 2
Q23a-Bank Drafting	34.9%	65.1%
Q23b-Utility Services Budget Billing	24.9%	75.1%
Q23c-eBill	48.3%	51.7%

Q24. In November 2007, the city issued the Citizens' Financial Report to all residents, which provides information on the financial state of the city. Did you read the report?

Q24 Read Citizens' Financial Report	Number	Percent
1=Yes	512	36.5 %
2=No	816	58.2 %
9=Not Provided	73	5.2 %
Total	1401	100.0 %

Q25. ENVIRONMENTAL SERVICES. Please indicate how important it is for the City of Naperville to do the following actions to support environmental sustainability on our community.

(N=1401)

	Not At All 1	Not Important 2	Somewhat 3	Important 4	Very Important 5	Don't Know/NA 9
Q25a Opportunities to increase recycling	1.1%	2.1%	8.9%	29.9%	56.4%	1.6%
Q25b Provide ways reduce greenhouse gas emissions	2.5%	4.4%	15.8%	30.7%	43.8%	2.8%
Q25c Implement environmentally responsible purchasing practices	1.9%	3.9%	17.3%	33.3%	39.8%	3.8%
Q25d Reduce use of energy in city operations	0.5%	1.7%	14.0%	34.3%	46.3%	3.1%
Q25e Options to reduce single automobile trips	3.0%	8.7%	24.8%	29.0%	30.7%	3.8%
Q25f Opportunities to support renewable electric energy	1.9%	3.7%	16.8%	34.0%	39.8%	3.8%

Q25. ENVIRONMENTAL SERVICES. Please indicate how important it is for the City of Naperville to do the following actions to support environmental sustainability on our community.

(Excluding “Don’t Know”)

(N=1401)

	Not At All 1	Not Important 2	Somewhat 3	Important 4	Very Important 5
Q25a Opportunities to increase recycling	1.2%	2.1%	9.0%	30.4%	57.3%
Q25b Provide ways reduce greenhouse gas emissions	2.6%	4.5%	16.3%	31.6%	45.1%
Q25c Implement environmentally responsible purchasing practices	2.0%	4.1%	18.0%	34.6%	41.3%
Q25d Reduce use of energy in city operations	0.5%	1.8%	14.4%	35.4%	47.8%
Q25e Options to reduce single automobile trips	3.1%	9.1%	25.8%	30.1%	31.9%
Q25f Opportunities to support renewable electric energy	2.0%	3.9%	17.4%	35.3%	41.4%

Q26. Which THREE of the items listed above do you think are most important for the city to do over the next two years?

<u>Q26 1st choice</u>	<u>Number</u>	<u>Percent</u>
A=Increase recycle opportunities	595	42.5 %
B=Reduce greenhouse gas emissions	157	11.2 %
C= Responsible purchasing practices	64	4.6 %
D= Reduce energy in city operations	149	10.6 %
E= Reduce single occupant automobile trips	104	7.4 %
F= Support renewable electric energy	143	10.2 %
Z=None chosen	189	13.5 %
Total	1401	100.0 %

Q26. Which THREE of the items listed above do you think are most important for the city to do over the next two years?

<u>Q26 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=Increase recycle opportunities	190	13.6 %
B= Reduce greenhouse gas emissions	296	21.1 %
C= Responsible purchasing practices	193	13.8 %
D= Reduce energy in city operations	248	17.7 %
E= Reduce single occupant automobile trips	101	7.2 %
F= Support renewable electric energy	136	9.7 %
Z=None chosen	237	16.9 %
Total	1401	100.0 %

Q26. Which THREE of the items listed above do you think are most important for the city to do over the next two years?

<u>Q26 3rd choice</u>	<u>Number</u>	<u>Percent</u>
A=Increase recycle opportunities	121	8.6 %
B= Reduce greenhouse gas emissions	181	12.9 %
C= Responsible purchasing practices	211	15.1 %
D= Reduce energy in city operations	234	16.7 %
E= Reduce single occupant automobile trips	108	7.7 %
F= Support renewable electric energy	219	15.6 %
Z=None chosen	327	23.3 %
Total	1401	100.0 %

Q26. Which THREE of the items listed above do you think are most important for the city to do over the next two years?

<u>Q26 all three choices combined</u>	<u>Number</u>	<u>Percent</u>
A=Increase recycle opportunities	906	64.7 %
B= Reduce greenhouse gas emissions	634	45.3 %
C=Responsible purchasing practices	468	33.4 %
D=Reduce energy in city operations	631	45.0 %
E=Reduce single occupant automobile trips	313	22.3 %
F=Support renewable electric energy	498	35.5 %
Z=None chosen	753	53.7 %
Total	4203	

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

Q27 Important to invest in initiatives	Number	Percent
1=Not important at all	23	1.6 %
2=Not important	25	1.8 %
3=Somewhat important	166	11.8 %
4=Important	409	29.2 %
5=Very important	735	52.5 %
9=Don't know	43	3.1 %
Total	1401	100.0 %

Q28. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1401)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5	Don't Know/NA 9
Q28a Residential garbage collection	0.4%	2.6%	3.5%	40.2%	51.1%	2.3%
Q28b Curbside recycling services	0.4%	2.7%	6.2%	42.3%	44.6%	3.7%
Q28c City garbage cart program	1.3%	3.4%	15.6%	29.1%	29.8%	20.8%
Q28d Brush removal services	1.3%	6.5%	13.6%	42.1%	27.2%	9.3%
Q28e Curbside leaf removal services	3.4%	10.1%	14.7%	38.0%	23.2%	10.6%
Q28f Yardwaste removal services	1.5%	6.8%	13.5%	41.7%	26.5%	10.1%
Q28g Household hazardous waste service	3.7%	13.1%	23.0%	26.6%	14.2%	19.5%

Q28. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(Excluding "Don't Know")

(N=1401)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5
Q28a Residential garbage collection	0.4%	2.6%	3.6%	41.2%	52.3%
Q28b Curbside recycling services	0.4%	2.8%	6.4%	44.0%	46.3%
Q28c City garbage cart program	1.6%	4.2%	19.7%	36.8%	37.7%
Q28d Brush removal services	1.4%	7.2%	15.0%	46.4%	30.0%
Q28e Curbside leaf removal services	3.8%	11.3%	16.4%	42.5%	25.9%
Q28f Yardwaste removal services	1.7%	7.5%	15.0%	46.3%	29.4%
Q28g Household hazardous waste service	4.6%	16.2%	28.5%	33.0%	17.6%

Q29. Which THREE of the services listed above do you think should receive the most emphasis from city leaders over the next two years?

<u>Q29 1st choice</u>	<u>Number</u>	<u>Percent</u>
A=Garbage collection	240	17.1 %
B=Curbside recycling	199	14.2 %
C=Garbage cart program	30	2.1 %
D=Brush removal	91	6.5 %
E=Curbside leaf removal	135	9.6 %
F=Yardwaste removal	63	4.5 %
G=Household hazardous waste disposal	398	28.4 %
Z=None chosen	245	17.5 %
Total	1401	100.0 %

Q29. Which THREE of the services listed above do you think should receive the most emphasis from city leaders over the next two years?

<u>Q29 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=Garbage collection	107	7.6 %
B=Curbside recycling	309	22.1 %
C=Garbage cart program	55	3.9 %
D=Brush removal	115	8.2 %
E=Curbside leaf removal	166	11.8 %
F=Yardwaste removal	114	8.1 %
G=Household hazardous waste disposal	164	11.7 %
Z=None chosen	371	26.5 %
Total	1401	100.0 %

Q29. Which THREE of the services listed above do you think should receive the most emphasis from city leaders over the next two years?

<u>Q29 3rd choice</u>	<u>Number</u>	<u>Percent</u>
A=Garbage collection	116	8.3 %
B=Curbside recycling	130	9.3 %
C=Garbage cart program	56	4.0 %
D=Brush removal	143	10.2 %
E=Curbside leaf removal	123	8.8 %
F=Yardwaste removal	168	12.0 %
G=Household hazardous waste	169	12.1 %
<u>Z=None chosen</u>	<u>496</u>	<u>35.4 %</u>
Total	1401	100.0 %

Q29. Which THREE of the services listed above do you think should receive the most emphasis from city leaders over the next two years?

<u>Q29 all three choices combined</u>	<u>Number</u>	<u>Percent</u>
A=Garbage collection	463	33.0 %
B=Curbside recycling	638	45.5 %
C=Garbage cart program	141	10.1 %
D=Brush removal	349	24.9 %
E=Curbside leaf removal	424	30.3 %
F=Yardwaste removal	345	24.6 %
G=Household hazardous waste	731	52.2 %
<u>Z=None chosen</u>	<u>245</u>	<u>17.5 %</u>
Total	3336	

Q30. ELECTRIC UTILITY SERVICE. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1401)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5	Don't Know/NA 9
Q30a Reliability of electrical service	0.3%	0.6%	3.2%	39.6%	54.8%	1.4%
Q30b Accuracy of your electric bill	0.2%	1.1%	8.7%	45.6%	36.2%	8.2%
Q30c How well you are informed about service disruptions	0.7%	4.1%	24.6%	31.4%	17.6%	21.6%
Q30d Quality of customer service	0.2%	1.1%	14.4%	29.3%	19.1%	35.9%
Q30e How quickly restores power after unplanned outage	0.4%	2.1%	12.9%	44.3%	24.2%	16.1%
Q30f Efforts to repair yards/landscape after improvements	1.9%	5.4%	18.4%	21.3%	10.1%	42.9%
Q30g Value received for rates	0.5%	3.6%	24.0%	46.3%	21.2%	4.4%

Q30. ELECTRIC UTILITY SERVICE. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(Excluding "Don't Know")

(N=1401)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5
Q30a Reliability of electrical service	0.3%	0.7%	3.3%	40.2%	55.6%
Q30b Accuracy of your electric bill	0.2%	1.2%	9.5%	49.7%	39.4%
Q30c How well you are informed about service disruptions	0.9%	5.2%	31.4%	40.0%	22.5%
Q30d Quality of customer service	0.3%	1.7%	22.5%	45.8%	29.7%
Q30e How quickly city restores power after unplanned outage	0.4%	2.5%	15.4%	52.9%	28.9%
Q30f Efforts to repair yards/landscape after improvements	3.3%	9.5%	32.3%	37.3%	17.8%
Q30g Value received for rates	0.5%	3.8%	25.1%	48.4%	22.2%

Q31. Which THREE of the services listed above do you think should receive the most emphasis from city leaders over the next two years?

<u>Q31 1st choice</u>	<u>Number</u>	<u>Percent</u>
A=Reliability of electrical service	375	26.8 %
B=Accuracy of bill	46	3.3 %
C=How informed you are about service disruptions	115	8.2 %
D=Customer service	21	1.5 %
E=How quickly city restores power	113	8.1 %
F=Repair yards/landscape after improvements	104	7.4 %
G=Value for rates	232	16.6 %
Z=None chosen	395	28.2 %
Total	1401	100.0 %

Q31. Which THREE of the services listed above do you think should receive the most emphasis from city leaders over the next two years?

<u>Q31 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=Reliability of electrical service	130	9.3 %
B=Accuracy of your bill	120	8.6 %
C=How informed you are about service disruptions	112	8.0 %
D=Customer service	52	3.7 %
E=How quickly city restores power	283	20.2 %
F=Repair yards/landscape after improvements	88	6.3 %
G=Value for rates	125	8.9 %
Z=None chosen	491	35.0 %
Total	1401	100.0 %

Q31. Which THREE of the services listed above do you think should receive the most emphasis from city leaders over the next two years?

<u>Q31 3rd choice</u>	<u>Number</u>	<u>Percent</u>
A=Reliability of electrical service	83	5.9 %
B=Accuracy of bill	82	5.9 %
C=How informed you are about service disruptions	123	8.8 %
D=Customer service	53	3.8 %
E=How quickly city restores power	180	12.8 %
F=Repair yards/landscape after improvements	96	6.9 %
G=Value for rates	202	14.4 %
Z=None chosen	582	41.5 %
Total	1401	100.0 %

Q31. Which THREE of the services listed above do you think should receive the most emphasis from city leaders over the next two years?

<u>Q31 all three choices combined</u>	<u>Number</u>	<u>Percent</u>
A=Reliability of electrical service	588	42.0 %
B=Accuracy of bill	248	17.7 %
C=How informed you are about service disruptions	350	25.0 %
D=Customer service	126	9.0 %
E=How quickly city restores power	576	41.1 %
F=Repair yards/landscape after improvements	288	20.6 %
G=Value for rates	559	39.9 %
Z=None chosen	395	28.2 %
Total	3130	

Q32. WATER/WASTEWATER. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1401)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5	Don't Know/NA 9
Q32a Reliability of your water service	0.0%	0.1%	2.6%	41.8%	53.8%	1.6%
Q32b Water pressure in your home	0.7%	3.9%	6.6%	46.3%	41.3%	1.2%
Q32c Accuracy of water bill	0.2%	0.9%	11.4%	43.3%	29.8%	14.4%
Q32d How well you are informed about service disruptions	0.6%	2.2%	20.3%	29.5%	17.3%	30.1%
Q32e Taste/odor of your drinking water	1.1%	4.9%	15.8%	47.6%	28.3%	2.3%
Q32f City efforts to prevent backups	0.9%	1.5%	16.1%	33.0%	21.6%	27.0%
Q32g City efforts to minimize odor from wastewater treatment facilities	0.6%	1.8%	14.6%	34.6%	19.9%	28.5%
Q32h City efforts to repair yards/landscapes after improvements	1.8%	4.1%	17.1%	21.6%	9.5%	46.0%
Q32i Value received for water utility rates	0.4%	2.3%	21.1%	46.8%	22.3%	7.2%
Q32j Quality of customer service	0.2%	0.6%	12.9%	27.7%	16.8%	41.8%

Q32. WATER/WASTEWATER. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(Excluding "Don't Know")

(N=1401)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5
Q32a Reliability of your water service	0.0%	0.1%	2.7%	42.5%	54.7%
Q32b Water pressure in your home	0.7%	3.9%	6.7%	46.9%	41.8%
Q32c Accuracy of water bill	0.3%	1.0%	13.3%	50.6%	34.8%
Q32d How well informed about service disruptions	0.8%	3.2%	29.1%	42.2%	24.7%
Q32e Taste/odor of your drinking water	1.1%	5.0%	16.1%	48.7%	29.0%
Q32f City efforts to prevent backups	1.3%	2.1%	22.0%	45.2%	29.5%
Q32g City efforts to minimize odor from wastewater treatment facilities	0.9%	2.5%	20.4%	48.4%	27.8%
Q32h City efforts to repair yards/landscapes after improvements	3.3%	7.5%	31.6%	39.9%	17.6%
Q32i Value received for water utility rates	0.4%	2.5%	22.7%	50.5%	24.0%
Q32j Quality of customer service	0.4%	1.0%	22.2%	47.5%	28.9%

Q33. Which THREE of the services listed above do you think should receive the most emphasis from city leaders over the next two years?

Q33 1 st choice	Number	Percent
A=Reliability	319	22.8 %
B=Water pressure in your home	94	6.7 %
C=Accuracy of bill	20	1.4 %
D=How well kept informed about service disruptions	59	4.2 %
E=Taste/odor	191	13.6 %
F=Prevent backups	92	6.6 %
G=Minimize odor from treatment facilities	39	2.8 %
H=Repair yards/landscapes after improvements	73	5.2 %
I=Value for rates	113	8.1 %
J=Customer service	13	0.9 %
Z=None chosen	388	27.7 %
Total	1401	100.0 %

Q33. Which THREE of the services listed above do you think should receive the most emphasis from city leaders over the next two years?

Q33 2 nd choice	Number	Percent
A=Reliability	106	7.6 %
B=Water pressure in your home	151	10.8 %
C=Accuracy of bill	52	3.7 %
D=How well kept informed about service disruptions	58	4.1 %
E=Taste/odor	183	13.1 %
F=Prevent backups	131	9.4 %
G=Minimize odor from treatment facilities	89	6.4 %
H=Repair yards/landscapes after improvements	50	3.6 %
I=Value for rates	82	5.9 %
J=Customer service	10	0.7 %
Z=None chosen	489	34.9 %
Total	1401	100.0 %

Q33. Which THREE of the services listed above do you think should receive the most emphasis from city leaders over the next two years?

Q33 3 rd choice	Number	Percent
A=Reliability	70	5.0 %
B=Water pressure in your home	60	4.3 %
C=Accuracy of bill	87	6.2 %
D=How well kept informed about service disruptions	57	4.1 %
E=Taste/odor	131	9.4 %
F=Prevent backups	116	8.3 %
G=Minimize odor from treatment facilities	81	5.8 %
H=Repair yards/landscapes after improvements	61	4.4 %
I=Value for rates	124	8.9 %
J=Customer service	25	1.8 %
Z=None chosen	589	42.0 %
Total	1401	100.0 %

Q33. Which THREE of the services listed above do you think should receive the most emphasis from city leaders over the next two years?

Q33 all three choices combined	Number	Percent
A=Reliability	495	35.3 %
B=Water pressure in your home	305	21.8 %
C=Accuracy of bill	159	11.3 %
D=How well kept informed about service disruptions	174	12.4 %
E=Taste/odor	505	36.0 %
F=Prevent backups	339	24.2 %
G=Minimize odor from treatment facilities	209	14.9 %
H=Repair yards/landscapes after improvements	184	13.1 %
I=Value for rates	319	22.8 %
J=Customer service	48	3.4 %
Z=None chosen	1466	104.6 %
Total	4203	

Q34. CUSTOMER SERVICE. 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?

<u>Q34 Have adequate access to services</u>	<u>Number</u>	<u>Percent</u>
1=Yes	1287	91.9 %
2=No	58	4.1 %
9=Don't Know	56	4.0 %
Total	1401	100.0 %

Q35. CUSTOMER SERVICE. Have you called or visited the city with a question, problem, or comment during the past year?

<u>Q35 Called or visited city</u>	<u>Number</u>	<u>Percent</u>
1=Yes	731	52.2 %
2=No	660	47.1 %
9=Not Provided	10	0.7 %
Total	1401	100.0 %

Q35a. CUSTOMER SERVICE. Which department did you contact most recently?

<u>Q35a Which department</u>	<u>Number</u>	<u>Percent</u>
01=911 Emergency	68	9.4 %
02=Police-non emergency	248	34.3 %
03=Fire-non emergency	17	2.4 %
04=Public Works	128	17.7 %
05=Water/Wastewater Utility	20	2.8 %
06=Electric Utility	41	5.7 %
07=Finance-Customer Service/Cashiers	61	8.4 %
08=City Clerk's Office	37	5.1 %
09=Mayor/City Council	9	1.2 %
10=Transportation/Engineering/Planning/Development	72	10.0 %
11=City Manager's Office	7	1.0 %
12=Community Relations	14	1.9 %
Total	722	100.0 %

Q35b-d. CUSTOMER SERVICE. Please indicate your level of agreement with the following statements about the quality of service you received from city employees in the department you listed above by circling the corresponding number below.

(N=731)

	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5	Don't Know/NA 9
Q35b They were courteous & polite	1.0%	2.7%	7.5%	39.0%	48.8%	1.0%
Q35c Gave prompt accurate & complete answers	3.0%	6.8%	9.3%	38.2%	41.7%	1.0%
Q35d Timely follow up to your inquiry	7.0%	5.7%	10.5%	30.1%	33.9%	12.7%

Q35b-d. CUSTOMER SERVICE. Please indicate your level of agreement with the following statements about the quality of service you received from city employees in the department you listed above by circling the corresponding number below.

(Excluding "Don't Know")

(N=731)

	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5
Q35b They were courteous & polite	1.0%	2.8%	7.6%	39.4%	49.3%
Q35c Gave prompt accurate & complete answers	3.0%	6.9%	9.4%	38.5%	42.1%
Q35d Timely follow up to your inquiry	8.0%	6.6%	12.1%	34.5%	38.9%

Q36. PERCEPTIONS OF THE CITY. items that may influence your perception of Naperville are listed below. Rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1401)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5	Don't Know/NA 9
Q36a Value receive for city tax dollars & fees	1.7%	8.1%	19.4%	49.3%	19.8%	1.8%
Q36b Overall image of the city	0.0%	1.6%	6.5%	41.6%	49.3%	1.0%
Q36c Overall quality of city services	0.1%	1.3%	8.4%	54.9%	34.0%	1.4%
Q36d Overall quality of life in the city	0.1%	1.4%	6.7%	43.7%	47.1%	1.1%

Q36. PERCEPTIONS OF THE CITY. items that may influence your perception of Naperville are listed below. Rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(Excluding "Don't Know")

(N=1401)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5
Q36a Value receive for city tax dollars & fees	1.7%	8.2%	19.8%	50.1%	20.1%
Q36b Overall image of the city	0.0%	1.7%	6.6%	42.0%	49.7%
Q36c Overall quality of city services	0.1%	1.3%	8.5%	55.6%	34.4%
Q36d Overall quality of life in the city	0.1%	1.4%	6.8%	44.2%	47.6%

Q37. Approximately how many years have you lived at your current residence?

<u>Q37 Years lived at current residence</u>	<u>Number</u>	<u>Percent</u>
2=Under 3	143	10.3 %
5=3 to 5	250	18.1 %
10=6 to 10	395	28.5 %
15=11 to 15	266	19.2 %
20=16 to 20	172	12.4 %
30=21 to 30	123	8.9 %
31=31+	36	2.6 %
Total	1385	100.0 %

Q38. Do you own or rent your current residence?

<u>Q38 Own or rent residence</u>	<u>Number</u>	<u>Percent</u>
1=Own	1327	94.7 %
2=Rent	59	4.2 %
9=Not provided	15	1.1 %
Total	1401	100.0 %

Q39. How many persons in your household (counting yourself), are in each of the following age groups?

	<u>Mean</u>	<u>Total</u>	<u>Sum</u>
Q39 Under age 10	0.46	1389	640
Q39 Ages 10-19	0.75	1389	1035
Q39 Ages 20-34	0.38	1389	531
Q39 Ages 35-54	1.27	1389	1768
Q39 Ages 55-64	0.26	1389	368
Q39 Ages 65+	0.15	1389	215

Q40. Which of the following best describes your race/ethnicity?

<u>Q40 Race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
1=White/Caucasian	1254	89.5 %
2=African American	16	1.1 %
3=Asian/Pacific	93	6.6 %
4=Native American	3	0.2 %
5=Mixed Race	6	0.4 %
6=Other	13	0.9 %
Total	1385	

Q40. Other:

<u>Q40 Other</u>	<u>Number</u>	<u>Percent</u>
EUROPEAN AMERICAN=	1	10.0 %
HISPANIC=	2	20.0 %
HUMAN=	1	10.0 %
INDIAN=	1	10.0 %
LATINO/HISPANIC=	1	10.0 %
MEXICAN=	1	10.0 %
MIDDLE EASTERN=	1	10.0 %
MIXED RACE=	1	10.0 %
SOUTHEAST ASIAN=	1	10.0 %
Total	10	100.0 %

Q41. Are you of Spanish, Hispanic, or Latino heritage?

<u>Q41 Of Spanish Hispanic or Latino</u>	<u>Number</u>	<u>Percent</u>
1=Yes	28	2.1 %
2=No	1320	97.9 %
Total	1348	100.0 %

Q42. What is your gender?

<u>Q42 Gender</u>	<u>Number</u>	<u>Percent</u>
1=Male	608	44.3 %
2=Female	765	55.7 %
Total	1373	100.0 %

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

<u>Q43 Someone have a disability</u>	<u>Number</u>	<u>Percent</u>
1=Yes	85	6.2 %
2=No	1293	93.8 %
Total	1378	100.0 %

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

<u>Q44 Willing to participate</u>	<u>Number</u>	<u>Percent</u>
1=Yes	500	35.7 %
2=No	900	64.2 %
9=Not provided	1	0.1 %
Total	1401	100.0 %