

*Section 6:*  
***Survey Instrument***

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# 2008 City of Naperville Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the city's on-going effort to identify and respond to resident concerns. If you have questions, please call Julie Anderson at (630) 305-4020.

1. 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."

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know/NA
A.	Overall quality of police services	5	4	3	2	1	9
B.	Overall quality of fire and emergency medical services	5	4	3	2	1	9
C.	Overall efforts of the city for Emergency Preparedness	5	4	3	2	1	9
D.	Overall maintenance of city streets, sidewalks and infrastructure	5	4	3	2	1	9
E.	Overall effectiveness of city communication with the public	5	4	3	2	1	9
F.	Overall quality of customer service you receive from city employees	5	4	3	2	1	9
G.	Overall flow of traffic and congestion management on streets in the city	5	4	3	2	1	9
H.	Overall quality of the city's stormwater management system	5	4	3	2	1	9
I.	Overall quality of city water utility services	5	4	3	2	1	9
J.	Overall quality of city wastewater utility services	5	4	3	2	1	9
K.	City electrical utility services	5	4	3	2	1	9
L.	Garbage, recycling, and yardwaste services	5	4	3	2	1	9

2. Which THREE of the items listed above do you think should receive the most emphasis from city leaders over the next two years? [Write in the letters below using the letters from the list in Question 1 above].

1<sup>st</sup>.\_\_\_\_ 2<sup>nd</sup>.\_\_\_\_ 3<sup>rd</sup>.\_\_\_\_

3. **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:

<i>How safe do you feel:</i>		Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know/NA
A.	In your neighborhood during the day	5	4	3	2	1	9
B.	In your neighborhood at night	5	4	3	2	1	9
C.	In downtown Naperville	5	4	3	2	1	9
D.	In commercial and retail areas	5	4	3	2	1	9
E.	At the Rt. 59 train station	5	4	3	2	1	9
F.	At the downtown train station	5	4	3	2	1	9
G.	In City parking garages	5	4	3	2	1	9
H.	In your children's school	5	4	3	2	1	9
I.	In the Route 59 retail area	5	4	3	2	1	9

4. **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."

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know/NA
A.	The visibility of police in your neighborhood	5	4	3	2	1	9
B.	The visibility of police in retail areas	5	4	3	2	1	9
C.	City efforts to prevent crime	5	4	3	2	1	9
D.	Enforcement of local traffic laws on major city streets	5	4	3	2	1	9
E.	Enforcement of local traffic laws on streets in your neighborhood	5	4	3	2	1	9
F.	How quickly police respond to emergencies	5	4	3	2	1	9
G.	Quality of non-enforcement services, such as lockouts, youth, social and elderly services	5	4	3	2	1	9
H.	Animal control services	5	4	3	2	1	9

5. Which THREE of the services listed above do you think should receive the most emphasis from city leaders over the next two years? [Write in the letters below using the letters from the list in Question 4 above.]

1<sup>st</sup>. \_\_\_\_ 2<sup>nd</sup>. \_\_\_\_ 3<sup>rd</sup>. \_\_\_\_

6. **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."

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know/NA
A.	City efforts to ensure the community is prepared for a disaster or crisis	5	4	3	2	1	9
B.	Overall quality of local fire protection	5	4	3	2	1	9
C.	How quickly fire & emergency medical personnel respond to emergencies	5	4	3	2	1	9
D.	How quickly fire personnel respond to non-emergencies	5	4	3	2	1	9
E.	City fire safety education programs, including school-based programs	5	4	3	2	1	9
F.	Adequacy of the City's 911 Center	5	4	3	2	1	9

7. Which THREE of the services listed above do you think should receive the most emphasis from city leaders over the next two years? [Write in the letters below using the letters from the list in Question 6 above.]

1<sup>st</sup>. \_\_\_\_ 2<sup>nd</sup>. \_\_\_\_ 3<sup>rd</sup>. \_\_\_\_

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

- |                           |  |
|---------------------------|--|
| ___(1) E-mail             | ___(4) Government access TV channel (WCNC – ch 6/10) |
| ___(2) Phone              | ___(5) Public access TV channel (NCTV- ch 17)        |
| ___(3) WFPF 1610 AM Radio | ___(6) Other: _____                                  |

9. Do you have an emergency preparedness kit in your home? \_\_\_(1) Yes \_\_\_(2) No

**COMMUNITY PLANNING AND DEVELOPMENT**

10. How satisfied are you with the City of Naperville's efforts to manage teardown development in the city? (teardown development involves the construction of newer homes on older home sites.)

- |                       |                          |
|-----------------------|--------------------------|
| ___(5) Very satisfied | ___(2) Dissatisfied      |
| ___(4) Satisfied      | ___(1) Very dissatisfied |
| ___(3) Neutral        | ___(9) Don't know        |

**11. 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.”

<i>How Satisfied are you with:</i>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know/NA
A. Maintenance of major city streets	5	4	3	2	1	9
B. Maintenance of neighborhood streets	5	4	3	2	1	9
C. Maintenance of city sidewalks	5	4	3	2	1	9
D. Maintenance of street signs	5	4	3	2	1	9
E. Maintenance of city street lighting	5	4	3	2	1	9
F. Maintenance and preservation of downtown Naperville	5	4	3	2	1	9
G. Snow removal on major city streets	5	4	3	2	1	9
H. Snow removal on neighborhood streets	5	4	3	2	1	9
I. Mowing & trimming along city streets	5	4	3	2	1	9
J. Overall cleanliness of city streets and other public areas	5	4	3	2	1	9
K. Timeliness of street, curb, and lighting improvements in new developments	5	4	3	2	1	9
L. City's tree planting program	5	4	3	2	1	9
M. Maintenance of the train stations	5	4	3	2	1	9

**12. Which THREE of the services listed above do you think should receive the most emphasis from city leaders over the next two years?** [Write in the letters below using the letters from the list in Question 11 above.]

1<sup>st</sup>. \_\_\_\_\_ 2<sup>nd</sup>. \_\_\_\_\_ 3<sup>rd</sup>. \_\_\_\_\_

**PUBLIC INFORMATION**

**13. 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.”**

<i>How Satisfied are you with:</i>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know/NA
A. City efforts to keep you informed	5	4	3	2	1	9
B. City efforts to keep you informed of special studies, projects, and initiatives through public meetings	5	4	3	2	1	9
C. City efforts to keep you informed about street and lane closures	5	4	3	2	1	9
D. The quality of the city's government access television station (WCNC -Ch 6 - WOW & Ch 10-Comcast)	5	4	3	2	1	9
E. The quality of the city's public access television station (NCTV- Ch. 17)	5	4	3	2	1	9
F. The quality of the city's Web site	5	4	3	2	1	9
G. Ease of navigating the city's Web site	5	4	3	2	1	9
H. The quality of the city's resident newsletter, <i>Bridges</i>	5	4	3	2	1	9
I. City efforts to provide information on how to prepare for emergencies	5	4	3	2	1	9

**14. Which of the following are your primary sources of information about city issues, services, and events?** (Check all that apply.)

- |   |  |
|---|--|
| <input type="checkbox"/> (1) The city newsletter, <i>Bridges</i>                        | <input type="checkbox"/> (6) The “City Notes” column in the Friday Naperville Sun newspaper                    |
| <input type="checkbox"/> (2) The city's Web site, www.naperville.il.us                  | <input type="checkbox"/> (7) e-News (City Link, Commuter Connection, press releases, and parking deck updates) |
| <input type="checkbox"/> (3) Utility bill inserts                                       | <input type="checkbox"/> (8) WFPF 1610 AM Radio  |
| <input type="checkbox"/> (4) WCNC government access station (Ch 6-WOW or Ch 10-Comcast) | <input type="checkbox"/> (9) Other: _____  |
| <input type="checkbox"/> (5) Articles in local newspapers                               |  |



**FINANCE**

23. 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 and whether you would be interested in using the option?

Option	Were You Aware?		Would You Use This Option?	
(A) Bank Drafting .....	YES.....	NO .....	YES.....	NO .....
(B) Utility Services Budget Billing...	YES.....	NO .....	YES.....	NO .....
(C) eBill (on-line bill payment) .....	YES.....	NO .....	YES.....	NO .....

24. 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?

\_\_\_ (1) Yes      \_\_\_ (2) No

**ENVIRONMENTAL/WASTE DISPOSAL SERVICES**

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

<i>How Important Are the Following:</i>		Very Important	Important	Somewhat Important	Not Important	Not Import. At All	Don't Know/NA
A.	Providing opportunities to increase recycling.	5	4	3	2	1	9
B.	Provide ways for the community to reduce greenhouse gas emissions	5	4	3	2	1	9
C.	Implement environmentally responsible purchasing practices.	5	4	3	2	1	9
D.	Reduce use of energy in City operations.	5	4	3	2	1	9
E.	Provide options to reduce single occupant automobile trips.	5	4	3	2	1	9
F.	Provide the opportunities to support renewable electric energy.	5	4	3	2	1	9

26. Which THREE of the items listed above do you think are most important for the City to do over the next two years? [Write in the letters below using the letters from the list in Question 24 above.]

1<sup>st</sup>.: \_\_\_      2<sup>nd</sup>.: \_\_\_      3<sup>rd</sup>.: \_\_\_

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

\_\_\_ (5) Very important      \_\_\_ (3) Somewhat important      \_\_\_ (1) Not Important at all  
 \_\_\_ (4) Important      \_\_\_ (2) Not important      \_\_\_ (9) Don't know

28. 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.”

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know/NA
A.	Residential garbage collection	5	4	3	2	1	9
B.	Curbside recycling services	5	4	3	2	1	9
C.	City garbage cart program	5	4	3	2	1	9
D.	Brush removal services	5	4	3	2	1	9
E.	Curbside leaf removal services	5	4	3	2	1	9
F.	Yardwaste removal services	5	4	3	2	1	9
G.	Household hazardous waste disposal service (for motor oil, paint, etc.)	5	4	3	2	1	9

29. Which THREE of the services listed above do you think should receive the most emphasis from city leaders over the next two years? [Write in the letters below using the letters from the list in Question 28 above.]

1<sup>st</sup>.: \_\_\_      2<sup>nd</sup>.: \_\_\_      3<sup>rd</sup>.: \_\_\_

**ELECTRIC UTILITY SERVICES**

**30. 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.”**

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know/NA
A.	Reliability of electrical service	5	4	3	2	1	9
B.	The accuracy of your electric bill	5	4	3	2	1	9
C.	How well the city keeps you informed about planned disruptions to service	5	4	3	2	1	9
D.	Quality of customer service from electric utility field employees	5	4	3	2	1	9
E.	How quickly the city restores power after an unplanned outage	5	4	3	2	1	9
F.	City efforts to repair yards or restore landscaping following the completion of electrical system improvements	5	4	3	2	1	9
G.	Overall value that you receive for electrical utility rates	5	4	3	2	1	9

**31. Which THREE of the services listed above do you think should receive the most emphasis from city leaders over the next two years? [Write in the letters below using the letters from the list in Question 29 above.]**

1<sup>st</sup>.\_\_\_\_ 2<sup>nd</sup>.\_\_\_\_ 3<sup>rd</sup>.\_\_\_\_

**WATER/WASTEWATER UTILITY SERVICES**

**32. 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.”**

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know/NA
A.	The reliability of your water service	5	4	3	2	1	9
B.	Water pressure in your home	5	4	3	2	1	9
C.	The accuracy of your water bill	5	4	3	2	1	9
D.	How well the city keeps you informed about planned disruptions to your water service	5	4	3	2	1	9
E.	Taste/odor of your drinking water	5	4	3	2	1	9
F.	City efforts to prevent backups from wastewater in your home	5	4	3	2	1	9
G.	City efforts to minimize the odor from wastewater treatment facilities	5	4	3	2	1	9
H.	City efforts to repair yards or restore landscaping following the completion of water/ wastewater utility improvements	5	4	3	2	1	9
I.	Overall value that you receive for water and wastewater utility rates	5	4	3	2	1	9
J.	Quality of customer service from field employees	5	4	3	2	1	9

**33. Which THREE of the services listed above do you think should receive the most emphasis from city leaders over the next two years? [Write in the letters below using the letters from the list in Question 32 above.]**

1<sup>st</sup>.\_\_\_\_ 2<sup>nd</sup>.\_\_\_\_ 3<sup>rd</sup>.\_\_\_\_

**CUSTOMER SERVICE**

**34. 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?**

\_\_\_\_(1) Yes      \_\_\_\_ (2) No

35. Have you called or visited the city with a question, problem, or comment during the past year?  
 \_\_\_(1) Yes [answer Question 35a-d] \_\_\_(2) No [go to Question 36]

35a. [Only if YES to Q#35] Which department did you contact most recently?

- |   |   |
|---|---|
| ___(01) 911 Emergency                       | ___(08) City Clerk's Office                                 |
| ___(02) Police – non emergency              | ___(09) Mayor/City Council                                  |
| ___(03) Fire – non emergency                | ___(10) Transportation/Engineering/Planning/<br>Development |
| ___(04) Public Works                        | ___(11) City Manager's Office                               |
| ___(05) Water/Wastewater Utility            | ___(12) Community Relations                                 |
| ___(06) Electric Utility                    |   |
| ___(07) Finance – Customer Service/Cashiers |   |

35b-d. [Only if "YES" to Question 35] 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.

Behavior of Employees		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
b.	They were courteous and polite	5	4	3	2	1	9
c.	They gave prompt, accurate, and complete answers to questions	5	4	3	2	1	9
d.	There was a timely follow-up to your inquiry	5	4	3	2	1	9

36. **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."

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know/NA
A.	Overall value that you receive for your city tax dollars and fees	5	4	3	2	1	9
B.	Overall image of the city	5	4	3	2	1	9
C.	Overall quality of city services	5	4	3	2	1	9
D.	Overall quality of life in the city	5	4	3	2	1	9

37. Approximately how many years have you lived at your current residence? \_\_\_\_\_ years

38. Do you own or rent your current residence? \_\_\_(1) Own \_\_\_(2) Rent

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

Under age 10 \_\_\_\_\_ Ages 20-34 \_\_\_\_\_ Ages 55-64 \_\_\_\_\_  
 Ages 10-19 \_\_\_\_\_ Ages 35-54 \_\_\_\_\_ Ages 65+ \_\_\_\_\_

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

- |                               |                               |                    |
|-------------------------------|-------------------------------|--------------------|
| ___(1) White/Caucasian        | ___(3) Asian/Pacific Islander | ___(5) Mixed Race  |
| ___(2) African American/Black | ___(4) Native American/Eskimo | ___(6) Other _____ |

41. Are you of Spanish, Hispanic, or Latino heritage? \_\_\_(1) Yes \_\_\_(2) No

42. What is your gender? MALE FEMALE

43. Do you, or does someone in your household, have a disability as recognized in the Americans with Disabilities Act? \_\_\_(1) Yes \_\_\_(2) No

44. Would you be willing to participate in follow-up surveys or focus groups for the City? YES NO

If YES to #44: What is your phone number: \_\_\_\_\_

Please Return Your Completed Survey in the Enclosed Postage Paid Envelope Addressed to: ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Individual responses to the survey will remain confidential. The information printed on the sticker to the right will ONLY be used to help identify which areas of the city are having difficulties with city services. If your address is not correct, please provide the correct information.