

Naperville, IL

The National Community Survey

Report of Results
2023

Report by:



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National Research Center at Polco is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Naperville. A livable community is a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live. The survey was developed by the experts from National Research Center at Polco.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement

The report provides the opinions of a representative sample of 612 residents of the City of Naperville collected from July 5th, 2023 to August 16th, 2023. The margin of error around any reported percentage is 4% for all respondents and the response rate for the 2023 survey was 21%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Naperville.

How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Comparisons to benchmarks

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. In each tab, Naperville’s results are noted as being “higher” than the benchmark, “lower” than the benchmark, or “similar” to the benchmark, meaning that the average rating given by Naperville residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Naperville’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Naperville’s average rating was more than 20 points different when compared to the benchmark.

The survey was administered after the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to or during the pandemic. This may impact how your City’s 2023 ratings compare to other communities’ ratings from the past five years.



Methods

Selecting survey recipients

All households within the City of Naperville were eligible to participate in the survey. A list of all households within the zip codes serving Naperville was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Naperville households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of the City of Naperville boundaries were removed from the list of potential households to survey. Each address identified as being within city boundaries was further identified as being within one of eight subareas of the city. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the introduction of the survey.

Conducting the survey

The 3,000 randomly selected households received mailings beginning on July 5th, 2023 and the survey remained open for six weeks. The first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. The third and final mailing was a reminder postcard inviting residents who had not already taken the survey to do so. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again. All materials contained a unique passcode so that survey recipients could only complete the survey once; the passcode was printed directly on the paper surveys, and online respondents were prompted to enter their passcode at the start of the survey.

The survey was available in English and Spanish. All mailings contained paragraphs in both languages instructing participants on how to complete the survey in their preferred language.

About 3% of the 3,000 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,897 households that received the invitations to participate, 612 completed the survey, providing an overall response rate of 21%. The response rate was calculated using AAPOR’s response rate #2* for mailed surveys of unnamed persons.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions. The margin of error for the City of Naperville survey is no greater than plus or minus four percentage points around any given percent reported for all respondents (612 completed surveys).

In addition to the randomly selected “probability sample” of households, a link to an online open participation survey was publicized by the City of Naperville. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and a question about where they heard about the survey. The open participation survey was open to all city residents and became available on August 2nd 2023. The survey remained open for 2 weeks. The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open participation respondents.

Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2020 Census and 2022 American Community Survey estimates for adults in the City of Naperville. The primary objective of weighting survey data is to make the survey

respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the probability sample are presented in the following table.

NRC aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g., age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups.

		Unweighted	Weighted	Target*
Age	18-34	4%	21%	25%
	35-54	29%	41%	39%
	55+	67%	38%	36%
Area	60540 East	13%	10%	10%
	60540 West	13%	14%	14%
	60563 East	13%	15%	15%
	60563 West	11%	17%	18%
	60564 North	12%	12%	12%
	60564 South	10%	9%	9%
	60565 East	14%	11%	12%
	60565 West	15%	11%	11%
Hispanic origin	No, not of Hispanic, Latino/a/x, or Spanish ..	96%	96%	94%
	Yes, I consider myself to be of Hispanic, La..	4%	4%	6%
Housing tenure	Own	89%	75%	75%
	Rent	11%	25%	25%
Housing type	Attached	25%	37%	37%
	Detached	75%	63%	63%
Race & Hispanic origin	Not white alone	22%	31%	33%
	White alone, not Hispanic or Latino	78%	69%	67%
Sex	Man	52%	51%	49%
	Woman	48%	49%	51%
Sex/age	Man 18-34	3%	13%	12%
	Man 35-54	15%	20%	19%
	Man 55+	35%	18%	17%
	Woman 18-34	2%	8%	13%
	Woman 35-54	15%	21%	20%
	Woman 55+	32%	20%	19%

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python, and Tableau. For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, essential/very important, etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data”. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Contact

The City of Naperville funded this research. Please contact Marcie Schatz of the City of Naperville at schatzm@naperville.il.us if you have any questions about the survey.

Study Limitations

All public opinion research is subject to unmeasured error. While the methodologies employed for this survey were designed to minimize this error as much as possible, these other sources of potential error should be acknowledged, and can include non-response error, coverage error, recall bias and social desirability bias. Non-response error arises when those who were selected to participate in the survey did not do so, and may have different opinions or experiences that survey responders. For general resident surveys, where the results are meant to be generalized to the entire adult population living in households, the mailing lists based on the Delivery Sequence File from the United States Post Office may exclude certain types of housing units, such as those in multi-family buildings where mail is addressed to a named resident at the address rather than to a specific unit or where residents only receive their mail at a post office box and the geographic location of a residence cannot be determined, there may be a coverage error, although for most locations, this is minimal. Respondents may not perfectly remember their experiences in the past year (such as participation in social or civic events), and for some survey items they may answer in ways they think cast their responses in a more favorable light (recall bias and social desirability bias).

Survey Validity

See the Polco Knowledge Base article on survey validity at <https://info.polco.us/knowledge/statistical-vali>

* See AAPOR's Standard Definitions for more information at <https://aapor.org/standards-and-ethics/standard-definitions/>

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://surveyinsights.org/wp-content/uploads/2014/07/Full-anesrake-paper.pdf>

* Targets come from the 2020 Census and 2022 American Community Survey

Key Findings

Naperville residents enjoy an exceptional quality of life.

All aspects of the survey related to the overall quality of life in Naperville received universally high marks and were consistently higher (more than 10 points above average) or much higher (more than 20 points above average) than the national benchmark comparisons. At least 95% of residents positively rated the overall quality of life in Naperville as well as Naperville as a place to live. Virtually all respondents (97%) rated Naperville as an excellent or good place to raise children, which ranked 6th out of 358 communities where a similar question was asked, as well as K-12 education in Naperville, which ranked 2nd out of 305. Further, at least 9 in 10 respondents gave positive marks to the overall image or reputation of Naperville and the overall appearance of the city. Nearly all survey participants would recommend living in Naperville to someone who asked, and 9 in 10 planned to remain in the city for the next five years.

Residents appreciate opportunities for education, arts, and culture in the city.

In addition to the exceptional ratings seen for K-12 education in Naperville, more broadly, 94% of Naperville residents gave excellent or good marks to the overall opportunities for education, culture, and the arts in the city, scoring much higher than the national benchmark comparison and ranking 5th out of 305 total communities. All other aspects of education, arts, and culture were also rated higher or much higher than the national comparisons; these included opportunities to attend cultural/arts/music activities (88% excellent or good), opportunities to attend special events and festivals (87%), community support for the arts (83%) and adult educational opportunities (81%). Notably, nearly all respondents positively reviewed public library services, with 98% of respondents describing these services as excellent or good; library services in Naperville were ranked #3 out of 317 total communities.

Naperville residents experience a vibrant local economy and applaud Naperville as a great place to work.

Over 9 in 10 Naperville residents offered high marks for the overall economic health of their city, which was much higher when compared to national benchmarks and placed Naperville's economic health as the 5th most highly rated out of 308 communities where a similar question was asked. Similarly, 91% of residents praised Naperville as a place to work, which ranked 6th out of 350. Residents also clearly appreciated the overall quality of business and service establishments in the city (95% positive, and ranking 1st out of 310 communities in the national benchmark comparison group), the vibrancy of downtown/commercial areas (93%, also ranking 1st out of 290), shopping opportunities (91%, ranking 9th out of 312), the variety of business and service establishments (90%, ranking 2nd out of 244), and employment opportunities (84%, ranking 4th out of 321). Further, around three-quarters of residents offered positive reviews of the city's well-planned commercial growth. All of these items scored much higher than the national benchmark comparisons.

Trust in local government performance is high and residents feel included in their community.

All survey questions relating to local government performance in Naperville received ratings that exceeded national averages: around 8 in 10 residents gave excellent or good marks to Naperville government treating residents with respect, treating residents fairly, taking a positive overall direction, generally acting in the best interest of the community, being honest, and overall confidence in the local government. Around three-quarters of residents were also pleased with the job the Naperville government does at welcoming resident involvement, the value of the services for the taxes paid to Naperville, and the transparency and openness of Naperville government.

The Naperville community also feels included and connected, with higher-than-average assessments for the sense of community in the city (81% positive) and residents' connection and engagement with their community (79%). About 8 in 10 residents also indicated that the community excels at making all residents feel welcome and valuing/respecting residents from diverse backgrounds. Residents also appreciated opportunities to engage with their community, with 86% of residents offering high marks for opportunities to volunteer. Finally, around 8 in 10 respondents praised opportunities to participate in social events and activities, their sense of civic/community pride, and opportunities to participate in community matters.

Naperville residents value the city's outdoor amenities and parks and recreation opportunities.

The facets of Natural Environment and Parks and Recreation were rated as high in quality by about 9 in 10 residents, and as high in importance by about 8 in 10, indicating that residents think the City is performing exceptionally well in these two high-priority areas. Virtually all respondents (96%) gave excellent or good scores to public parks, and roughly 9 in 10 favorably rated the cleanliness of the city, water resources, air quality, preservation of natural areas, Naperville open space, and the availability of paths and walking trails. Residents were similarly pleased with fitness and recreation-related amenities in the community: 9 in 10 gave positive ratings to recreational opportunities, recreation programs or classes (ranked #2 out of 316), fitness opportunities, and recreation centers or facilities. Virtually all of these ratings were higher or much higher than those seen in other communities across the nation.

Facets of livability

Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation. The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).

Please rate each of the following characteristics as they relate to Naperville as a whole.
 (% excellent or good)

		vs. benchmark*
Overall economic health	95%	Much higher
Overall quality of the transportation system	68%	Higher
Overall design or layout of residential and commercial areas	83%	Higher
Overall quality of the utility infrastructure	90%	Higher
Overall feeling of safety	96%	Higher
Overall quality of natural environment	94%	Higher
Overall quality of parks and recreation opportunities	94%	Higher
Overall health and wellness opportunities	92%	Higher
Overall opportunities for education, culture, and the arts	94%	Much higher
Residents' connection and engagement with their community	79%	Higher

Please rate how important, if at all, you think it is for the Naperville community to focus on each of the following in the coming two years.
 (% essential or very important)

Overall economic health	91%	Similar
Overall quality of the transportation system	77%	Similar
Overall design or layout of residential and commercial areas	77%	Similar
Overall quality of the utility infrastructure	91%	Similar
Overall feeling of safety	91%	Similar
Overall quality of natural environment	84%	Similar
Overall quality of parks and recreation opportunities	86%	Similar
Overall health and wellness opportunities	76%	Similar
Overall opportunities for education, culture, and the arts	76%	Similar
Residents' connection and engagement with their community	68%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

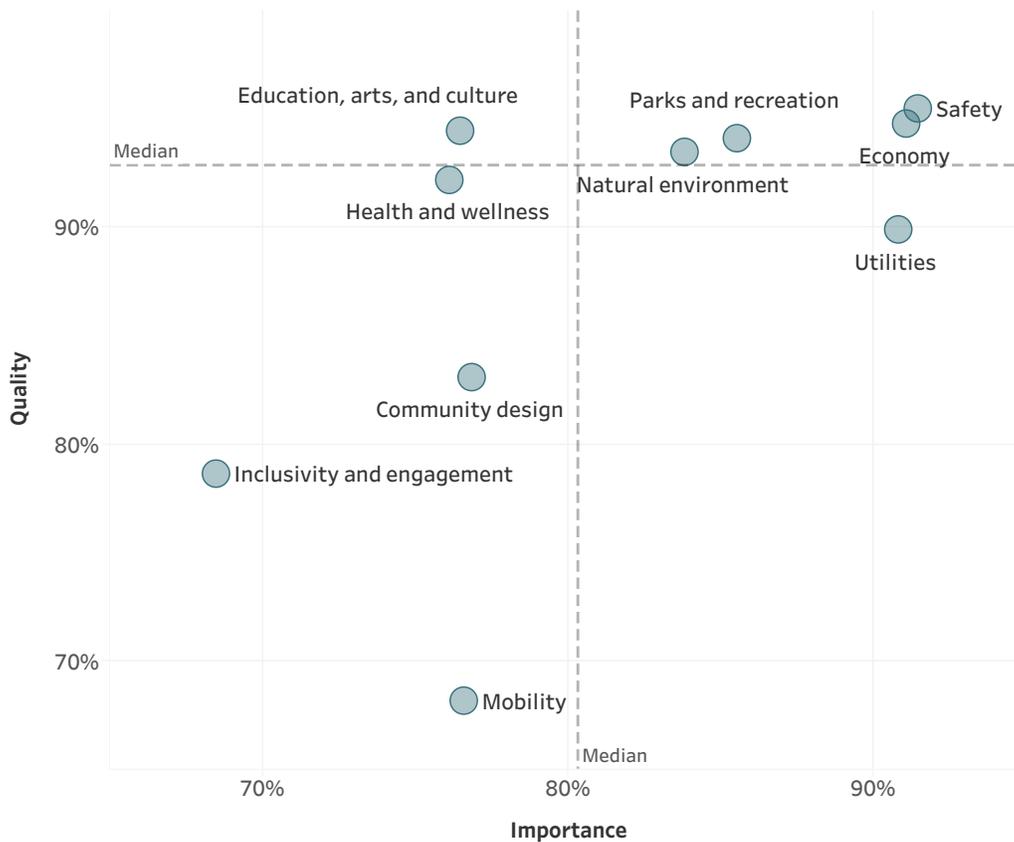
Balancing performance and importance

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of services were compared to their ratings of the quality of these services. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

Services receiving quality ratings of excellent or good by 93% or more of respondents were considered of “higher quality” and those with ratings lower than 93% were considered to be of “lower quality.” Services were classified as “more important” if they were rated as essential or very important by 80% or more of respondents. Services were rated as “less important” if they received a rating of less than 80%. This classification uses the median ratings for quality and importance to divide the services in half.

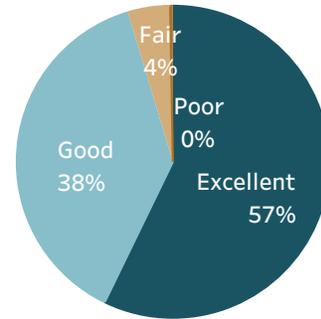
The quadrants in the figure below show which community facets were given higher or lower importance ratings (right-left) and which had higher or lower quality ratings (up-down). Facets of livability falling closer to a diagonal line from the lower left to the upper right are those where performance ratings are more commensurate with resident priorities. Facets scoring closest to the lower right hand corner of the matrix (higher in importance and lower in quality) are those that may warrant further investigation to see if changes to their delivery are necessary to improve their performance. This is the key part of this chart on which to focus. Facets falling in the top left hand corner of the chart (lower in importance but higher in quality) are areas where performance may outscore resident priorities, and may be a consideration for lower resource allocation.



Quality of life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

The overall quality of life in Naperville



Please rate each of the following aspects of quality of life in Naperville.
(% excellent or good)

		vs. benchmark*
Naperville as a place to live	97%	Higher
The overall quality of life	95%	Higher

Please indicate how likely or unlikely you are to do each of the following.
(% very or somewhat likely)

Recommend living in Naperville to someone who asks	96%	Higher
Remain in Naperville for the next five years	91%	Similar

Please rate each of the following in the Naperville community.
(% excellent or good)

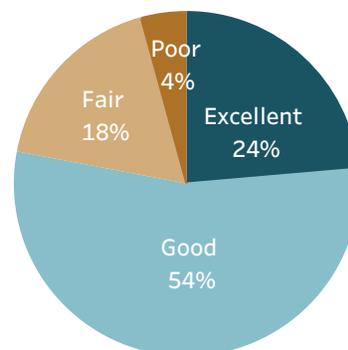
Overall image or reputation	94%	Much higher
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

Overall confidence in Naperville government



Please rate the quality of each of the following services in Naperville.
(% excellent or good)

		vs. benchmark*
Overall customer service by Naperville employees	92%	Higher
Public information services	89%	Higher

Please rate the following categories of Naperville government performance.
(% excellent or good)

Treating residents with respect	84%	Higher
Treating all residents fairly	81%	Higher
The overall direction that Naperville is taking	80%	Higher
Generally acting in the best interest of the community	79%	Higher
Overall confidence in Naperville government	78%	Higher
Being honest	78%	Higher
The job Naperville government does at welcoming resident involvement	74%	Higher
The value of services for the taxes paid to Naperville	73%	Higher
Being open and transparent to the public	73%	Higher
Informing residents about issues facing the community	69%	Higher

Overall, how would you rate the quality of the services provided by each of the following?
(% excellent or good)

The City of Naperville	92%	Higher
The Federal Government	47%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

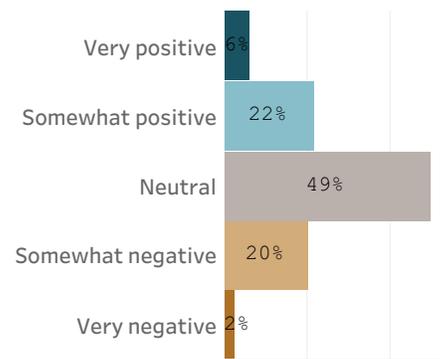
Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

Overall economic health of Naperville



What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



Please rate each of the following aspects of quality of life in Naperville. (% excellent or good)

Aspect	Percentage	vs. benchmark*
Naperville as a place to work	91%	Much higher
Naperville as a place to visit	89%	Higher

Please rate each of the following characteristics as they relate to Naperville as a whole. (% excellent or good)

Overall economic health	95%	Much higher
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Please rate each of the following in the Naperville community. (% excellent or good)

Overall quality of business and service establishments	95%	Much higher
Vibrancy of downtown/commercial area	93%	Much higher
Shopping opportunities	91%	Much higher
Variety of business and service establishments	90%	Much higher
Employment opportunities	84%	Much higher
Cost of living	37%	Similar

Please rate the quality of each of the following services in Naperville. (% excellent or good)

Economic development	85%	Higher
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What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:
(% very or somewhat positive)

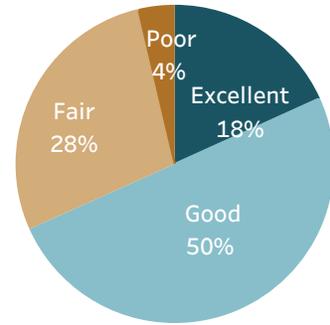
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	28%	Similar
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.

Overall quality of the transportation system in Naperville



Please rate each of the following characteristics as they relate to Naperville as a whole.
(% excellent or good)

		vs. benchmark*
Overall quality of the transportation system	68%	Higher

Please also rate each of the following in the Naperville community.
(% excellent or good)

Ease of walking	81%	Higher
Ease of travel by car	73%	Similar
Ease of travel by bicycle	63%	Similar
Ease of public parking	61%	Similar
Traffic flow on major streets	54%	Similar
Ease of travel by public transportation	38%	Similar

Please indicate whether or not you have done each of the following in the last 12 months.
(% yes)

Walked or biked instead of driving	66%	Similar
Carpooled with other adults or children instead of driving alone	47%	Similar
Used public transportation instead of driving	37%	Higher

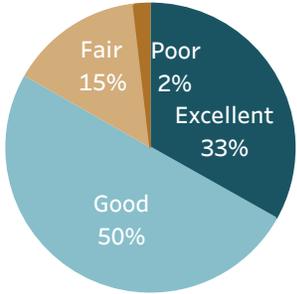
Please rate the quality of each of the following services in Naperville.
(% excellent or good)

Street lighting	85%	Higher
Snow removal	84%	Higher

Street cleaning	81%	Higher
Traffic enforcement	78%	Higher
Bus or train services	73%	Higher
Sidewalk maintenance	72%	Higher
Street repair	72%	Higher
Traffic signal timing	65%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall design or layout of Naperville's residential and commercial areas



Community design

A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.

Please rate each of the following aspects of quality of life in Naperville. (% excellent or good)

vs. benchmark*

Your neighborhood as a place to live	91%	Similar
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Please rate each of the following characteristics as they relate to Naperville as a whole. (% excellent or good)

Overall design or layout of residential and commercial areas	83%	Higher
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Please also rate each of the following in the Naperville community. (% excellent or good)

Overall appearance	96%	Much higher
Public places where people want to spend time	89%	Much higher
Preservation of the historical or cultural character of the community	85%	Higher
Well-designed neighborhoods	83%	Higher
Well-planned commercial growth	77%	Much higher
Well-planned residential growth	75%	Much higher
Overall quality of new development	73%	Higher
Variety of housing options	65%	Higher
Availability of affordable quality housing	36%	Similar

Please rate the quality of each of the following services in Naperville. (% excellent or good)

Land use, planning and zoning	76%	Higher
Code enforcement	68%	Higher

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

Overall quality of the utility infrastructure in Naperville



Please rate the quality of each of the following services in Naperville.
(% excellent or good)

		vs. benchmark*
Garbage collection	94%	Higher
Drinking water	93%	Higher
Power (electric) utility	93%	Higher
Sewer services	92%	Higher
Utility billing	87%	Higher
Storm water management	86%	Higher
Affordable high-speed internet access	74%	Higher

Please rate each of the following characteristics as they relate to Naperville as a whole.
(% excellent or good)

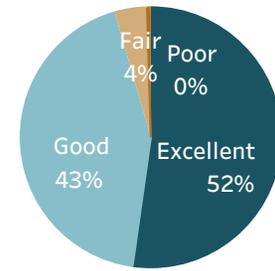
Overall quality of the utility infrastructure	90%	Higher
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.

Overall feeling of safety in Naperville



Please rate each of the following characteristics as they relate to Naperville as a whole.
(% excellent or good)

		vs. benchmark*
Overall feeling of safety	96%	Higher

Please rate how safe or unsafe you feel:
(% very or somewhat safe)

In downtown Naperville during the day	98%	Similar
In your neighborhood during the day	98%	Similar
From violent crime	95%	Higher
From property crime	91%	Higher
From fire, flood, or other natural disaster	85%	Similar

Please rate the quality of each of the following services in Naperville.
(% excellent or good)

Fire services	97%	Similar
Ambulance or emergency medical services	96%	Similar
Fire prevention and education	93%	Higher
Crime prevention	93%	Higher
Police services	91%	Higher
Animal control	89%	Higher
Emergency preparedness	86%	Higher

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of natural environment in Naperville



Natural environment

The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.

Please rate each of the following characteristics as they relate to Naperville as a whole.
(% excellent or good)

		vs. benchmark*
Overall quality of natural environment	94%	Higher

Please also rate each of the following in the Naperville community.
(% excellent or good)

Cleanliness	93%	Much higher
Water resources	90%	Much higher
Air quality	89%	Similar

Please rate the quality of each of the following services in Naperville.
(% excellent or good)

Yard waste pick-up	88%	Higher
Preservation of natural areas	87%	Higher
Naperville open space	85%	Higher
Recycling	85%	Higher

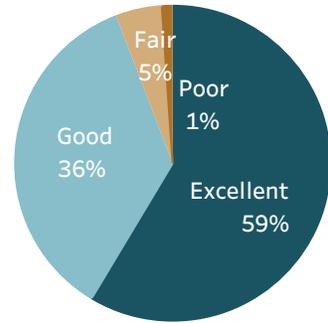
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Parks and recreation

“There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment.”

- National Recreation and Park Association

Overall quality of the parks and recreation opportunities



Please rate each of the following characteristics as they relate to Naperville as a whole.
(% excellent or good)

		vs. benchmark*
Overall quality of parks and recreation opportunities	94%	Higher

Please also rate each of the following in the Naperville community.
(% excellent or good)

Recreational opportunities	92%	Higher
Availability of paths and walking trails	91%	Higher
Fitness opportunities	90%	Higher

Please rate the quality of each of the following services in Naperville.
(% excellent or good)

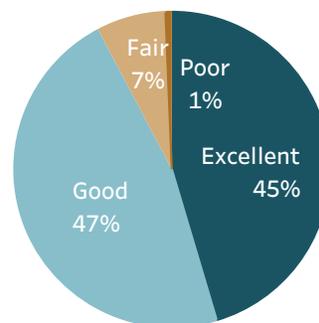
Public parks	96%	Higher
Recreation programs or classes	92%	Higher
Recreation centers or facilities	87%	Higher

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Health and wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

Overall health and wellness opportunities in Naperville



Please rate each of the following characteristics as they relate to Naperville as a whole.
(% excellent or good)

		vs. benchmark*
Overall health and wellness opportunities	92%	Higher

Please also rate each of the following in the Naperville community.
(% excellent or good)

Availability of preventive health services	82%	Higher
Availability of affordable quality food	78%	Higher
Availability of affordable quality health care	78%	Higher
Availability of affordable quality mental health care	71%	Much higher

Please rate the quality of each of the following services in Naperville.
(% excellent or good)

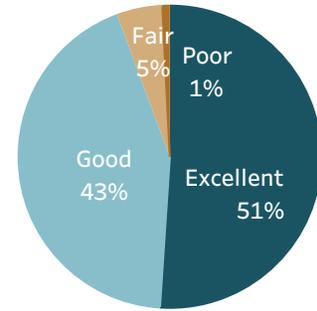
Health services	87%	Higher
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Please rate your overall health.
(% excellent or very good)

Please rate your overall health.	72%	Similar
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall opportunities for education, culture and the arts



Education, arts, and culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

Please rate each of the following characteristics as they relate to Naperville as a whole.
(% excellent or good)

		vs. benchmark*
Overall opportunities for education, culture, and the arts	94%	Much higher

Please also rate each of the following in the Naperville community.
(% excellent or good)

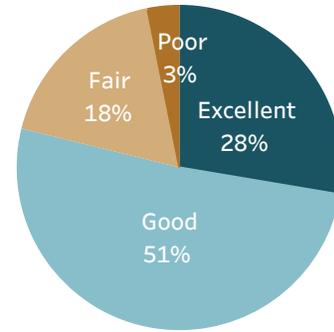
K-12 education	97%	Much higher
Opportunities to attend cultural/arts/music activities	88%	Much higher
Opportunities to attend special events and festivals	87%	Higher
Community support for the arts	83%	Much higher
Adult educational opportunities	81%	Higher
Availability of affordable quality childcare/preschool	72%	Much higher

Please rate the quality of each of the following services in Naperville.
(% excellent or good)

Public library services	98%	Higher
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Residents' connection and engagement with their community



Inclusivity and engagement

Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.

Please rate each of the following aspects of quality of life in Naperville.
(% excellent or good)

		vs. benchmark*
Naperville as a place to raise children	97%	Much higher
Sense of community	81%	Higher
Naperville as a place to retire	60%	Similar

Please rate each of the following characteristics as they relate to Naperville as a whole.
(% excellent or good)

Residents' connection and engagement with their community	79%	Higher
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Please rate the job you feel the Naperville community does at each of the following.
(% excellent or good)

Making all residents feel welcome	84%	Higher
Valuing/respecting residents from diverse backgrounds	80%	Higher
Attracting people from diverse backgrounds	75%	Higher
Taking care of vulnerable residents	70%	Higher

Please also rate each of the following in the Naperville community.
(% excellent or good)

Opportunities to volunteer	86%	Higher
Opportunities to participate in social events and activities	85%	Higher
Sense of civic/community pride	84%	Higher

Opportunities to participate in community matters	81%	Higher
Neighborliness of residents	79%	Higher
Openness and acceptance of the community toward people of diverse backgrounds	76%	Higher

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Residents' participation levels

Please indicate whether or not you have done each of the following in the last 12 months.
(% yes) vs.
benchmark*

Voted in your most recent local election	67%	Similar
Contacted the City of Naperville for help or information	52%	Similar
Volunteered your time to some group/activity	36%	Similar
Watched a local public meeting	26%	Similar
Attended a local public meeting	17%	Similar
Campaigned or advocated for a local issue, cause, or candidate	17%	Similar
Contacted Naperville elected officials to express your opinion	14%	Similar

In general, how many times do you:
(% a few times a week or more)

Use or check email	98%	Similar
Access the internet from your cell phone	97%	Similar
Access the internet from your home	96%	Similar
Visit social media sites	79%	Similar
Shop online	63%	Similar
Share your opinions online	25%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Custom questions

Below are the complete set of responses to each custom question on the survey. By default, “don’t know” responses are excluded, but may be added to the table using the response filter below.

Please rate how safe or unsafe you feel:	In your neighborhood at night	Very safe		64%
		Somewhat safe		29%
		Neither safe nor unsafe		5%
		Somewhat unsafe		2%
		Very unsafe		1%
	In downtown Naperville at night	Very safe		47%
		Somewhat safe		36%
		Neither safe nor unsafe		12%
		Somewhat unsafe		4%
		Very unsafe		1%
Please rate how much of a priority, if at all, it should be for Naperville to address environmental and sustainability issues within the City.	High priority		53%	
	Medium priority		35%	
	Low priority		9%	
	Not a priority		3%	
Please rate the quality of information/resources regarding environmental and sustainability topics that is shared by the City.	Excellent		12%	
	Good		55%	
	Fair		27%	
	Poor		6%	
Please rate the ease of parking in DOWNTOWN Naperville.	Excellent		15%	
	Good		39%	
	Fair		30%	
	Poor		16%	
Please indicate how much of a source, if at all, you consider each of the following to be for information about City issues, services, and events:	Naper Notify mass notification system	Major source		63%
		Minor source		24%
		Not a source		14%



National benchmark tables

This table contains the comparisons of Naperville’s results to those from other communities. The first column shows the comparison of Naperville’s rating to the benchmark. Naperville’s results are noted as being “higher”, “lower” or “similar” to the benchmark, meaning that the average rating given by Naperville residents is statistically similar to or different than the benchmark. The second column is Naperville’s “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Naperville’s rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Naperville’s result -- that is what percent of surveyed communities had a lower rating than Naperville.

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Naperville.	Naperville as a place to live	Higher	97%	11	354	97
	Your neighborhood as a place to live	Similar	91%	36	316	88
	Naperville as a place to raise children	Much higher	97%	6	358	98
	Naperville as a place to work	Much higher	91%	6	350	98
	Naperville as a place to visit	Higher	89%	39	314	87
	Naperville as a place to retire	Similar	60%	205	355	42
	The overall quality of life	Higher	95%	12	372	97
	Sense of community	Higher	81%	15	323	95
Please rate each of the following characteristics as they relate to Naperville as a whole.	Overall economic health	Much higher	95%	5	308	98
	Overall quality of the transportation system	Higher	68%	34	250	86
	Overall design or layout of residential and commercial areas	Higher	83%	6	301	98
	Overall quality of the utility infrastructure	Higher	90%	3	241	99
	Overall feeling of safety	Higher	96%	29	343	91
	Overall quality of natural environment	Higher	94%	34	310	89
	Overall quality of parks and recreation opportunities	Higher	94%	13	247	95
	Overall health and wellness opportunities	Higher	92%	12	303	96
	Overall opportunities for education, culture, and the arts	Much higher	94%	5	305	98
	Residents’ connection and engagement with their community	Higher	79%	8	244	97
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Naperville to someone who asks	Higher	96%	22	308	93

Please indicate how likely or unlikely you are to do each of the following.	Remain in Naperville for the next five years	Similar	91%	37	306	88
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	98%	39	325	88
	In downtown Naperville during the day	Similar	98%	31	315	90
	From property crime	Higher	91%	19	252	92
	From violent crime	Higher	95%	34	252	86
	From fire, flood, or other natural disaster	Similar	85%	87	243	64
Please rate the job you feel the Naperville community does at each of the following.	Making all residents feel welcome	Higher	84%	9	249	96
	Attracting people from diverse backgrounds	Higher	75%	14	246	94
	Valuing/respecting residents from diverse backgrounds	Higher	80%	8	247	97
	Taking care of vulnerable residents	Higher	70%	32	243	87
Please rate each of the following in the Naperville community.	Overall quality of business and service establishments	Much higher	95%	1	310	100
	Variety of business and service establishments	Much higher	90%	2	244	99
	Vibrancy of downtown/commercial area	Much higher	93%	1	290	100
	Employment opportunities	Much higher	84%	4	321	99
	Shopping opportunities	Much higher	91%	9	312	97
	Cost of living	Similar	37%	144	301	52
	Overall image or reputation	Much higher	94%	4	349	99
Please also rate each of the following in the Naperville community.	Traffic flow on major streets	Similar	54%	129	324	60
	Ease of public parking	Similar	61%	108	290	63
	Ease of travel by car	Similar	73%	116	318	63
	Ease of travel by public transportation	Similar	38%	118	292	59
	Ease of travel by bicycle	Similar	63%	88	318	72
	Ease of walking	Higher	81%	40	321	87
	Well-planned residential growth	Much higher	75%	7	245	97
	Well-planned commercial growth	Much higher	77%	2	245	99
	Well-designed neighborhoods	Higher	83%	4	243	98

Please also rate each of the following in the Naperville community.

Preservation of the historical or cultural character of the community	Higher	85%	4	242	98
Public places where people want to spend time	Much higher	89%	4	296	98
Variety of housing options	Higher	65%	38	308	87
Availability of affordable quality housing	Similar	36%	112	329	66
Overall quality of new development	Higher	73%	17	318	94
Overall appearance	Much higher	96%	4	328	99
Cleanliness	Much higher	93%	9	325	97
Water resources	Much higher	90%	10	225	96
Air quality	Similar	89%	67	297	77
Availability of paths and walking trails	Higher	91%	24	321	92
Fitness opportunities	Higher	90%	16	298	94
Recreational opportunities	Higher	92%	20	315	93
Availability of affordable quality food	Higher	78%	13	295	95
Availability of affordable quality health care	Higher	78%	16	302	95
Availability of preventive health services	Higher	82%	7	289	97
Availability of affordable quality mental health care	Much higher	71%	3	293	99
Opportunities to attend cultural/arts/music activities	Much higher	88%	8	311	97
Community support for the arts	Much higher	83%	9	242	96
Availability of affordable quality childcare/preschool	Much higher	72%	6	303	98
K-12 education	Much higher	97%	2	305	99
Adult educational opportunities	Higher	81%	11	296	96
Sense of civic/community pride	Higher	84%	12	243	95
Neighborliness of residents	Higher	79%	10	297	96
Opportunities to participate in social events and activities	Higher	85%	4	306	99
Opportunities to attend special events and festivals	Higher	87%	11	300	96
Opportunities to volunteer	Higher	86%	6	301	98

Please also rate each of the following in the Naperville community.	Opportunities to participate in community matters	Higher	81%	6	302	98
	Openness and acceptance of the community toward people of diverse backgrounds	Higher	76%	17	319	94
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Naperville for help or information	Similar	52%	87	324	73
	Contacted Naperville elected officials to express your opinion	Similar	14%	195	294	34
	Attended a local public meeting	Similar	17%	167	298	44
	Watched a local public meeting	Similar	26%	118	287	59
	Volunteered your time to some group/activity	Similar	36%	102	301	66
	Campaigned or advocated for a local issue, cause, or candidate	Similar	17%	149	291	49
	Voted in your most recent local election	Similar	67%	203	242	16
	Used public transportation instead of driving	Higher	37%	39	276	86
	Carpooled with other adults or children instead of driving alone	Similar	47%	96	293	67
	Walked or biked instead of driving	Similar	66%	80	295	73
Please rate the quality of each of the following services in Naperville.	Public information services	Higher	89%	3	310	99
	Economic development	Higher	85%	3	305	99
	Traffic enforcement	Higher	78%	27	344	92
	Traffic signal timing	Similar	65%	40	302	87
	Street repair	Higher	72%	20	343	94
	Street cleaning	Higher	81%	54	311	82
	Street lighting	Higher	85%	6	332	98
	Snow removal	Higher	84%	34	260	87
	Sidewalk maintenance	Higher	72%	38	311	88
	Bus or train services	Higher	73%	28	282	90
	Land use, planning and zoning	Higher	76%	5	313	98
	Code enforcement	Higher	68%	21	336	94
	Affordable high-speed internet access	Higher	74%	8	239	97
	Garbage collection	Higher	94%	20	322	94

Please rate the quality of each of the following services in Naperville.	Drinking water	Higher	93%	5	309	98
	Sewer services	Higher	92%	5	307	98
	Storm water management	Higher	86%	18	318	94
	Power (electric) utility	Higher	93%	3	266	99
	Utility billing	Higher	87%	2	286	99
	Police services	Higher	91%	30	365	92
	Crime prevention	Higher	93%	10	342	97
	Animal control	Higher	89%	5	319	98
	Ambulance or emergency medical services	Similar	96%	19	313	94
	Fire services	Similar	97%	15	332	95
	Fire prevention and education	Higher	93%	2	306	99
	Emergency preparedness	Higher	86%	2	308	99
	Preservation of natural areas	Higher	87%	8	296	97
	Naperville open space	Higher	85%	16	293	94
	Recycling	Higher	85%	36	326	89
	Yard waste pick-up	Higher	88%	26	289	91
	Public parks	Higher	96%	15	321	95
	Recreation programs or classes	Higher	92%	2	316	99
	Recreation centers or facilities	Higher	87%	21	304	93
	Health services	Higher	87%	6	282	98
Public library services	Higher	98%	3	317	99	
Overall customer service by Naperville employees	Higher	92%	8	351	98	
Please rate the following categories of Naperville government performance.	The value of services for the taxes paid to Naperville	Higher	73%	18	356	95
	The overall direction that Naperville is taking	Higher	80%	10	335	97
	The job Naperville government does at welcoming resident involvement	Higher	74%	9	332	97
	Overall confidence in Naperville government	Higher	78%	9	304	97

Please rate the following categories of Naperville government performance.	Generally acting in the best interest of the community	Higher	79%	13	308	96
	Being honest	Higher	78%	12	299	96
	Being open and transparent to the public	Higher	73%	19	249	92
	Informing residents about issues facing the community	Higher	69%	18	254	93
	Treating all residents fairly	Higher	81%	9	305	97
	Treating residents with respect	Higher	84%	10	246	96
Overall, how would you rate the quality of the services provided by each of the following?	The City of Naperville	Higher	92%	12	351	96
	The Federal Government	Similar	47%	26	291	91
Please rate how important, if at all, you think it is for the Naperville community to focus on each of the following in the coming two years.	Overall economic health	Similar	91%	31	284	89
	Overall quality of the transportation system	Similar	77%	67	241	72
	Overall design or layout of residential and commercial areas	Similar	77%	123	285	57
	Overall quality of the utility infrastructure	Similar	91%	54	241	78
	Overall feeling of safety	Similar	91%	67	285	76
	Overall quality of natural environment	Similar	84%	130	285	54
	Overall quality of parks and recreation opportunities	Similar	86%	57	242	76
	Overall health and wellness opportunities	Similar	76%	106	285	63
	Overall opportunities for education, culture, and the arts	Similar	76%	83	284	71
	Residents' connection and engagement with their community	Similar	68%	155	284	45
In general, how many times do you:	Access the internet from your home	Similar	96%	68	241	72
	Access the internet from your cell phone	Similar	97%	35	243	86
	Visit social media sites	Similar	79%	118	242	51
	Use or check email	Similar	98%	79	243	67
	Share your opinions online	Similar	25%	172	243	29
	Shop online	Similar	63%	51	242	79
	Please rate your overall health.	Similar	72%	94	291	68
	What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Similar	28%	83	293	72

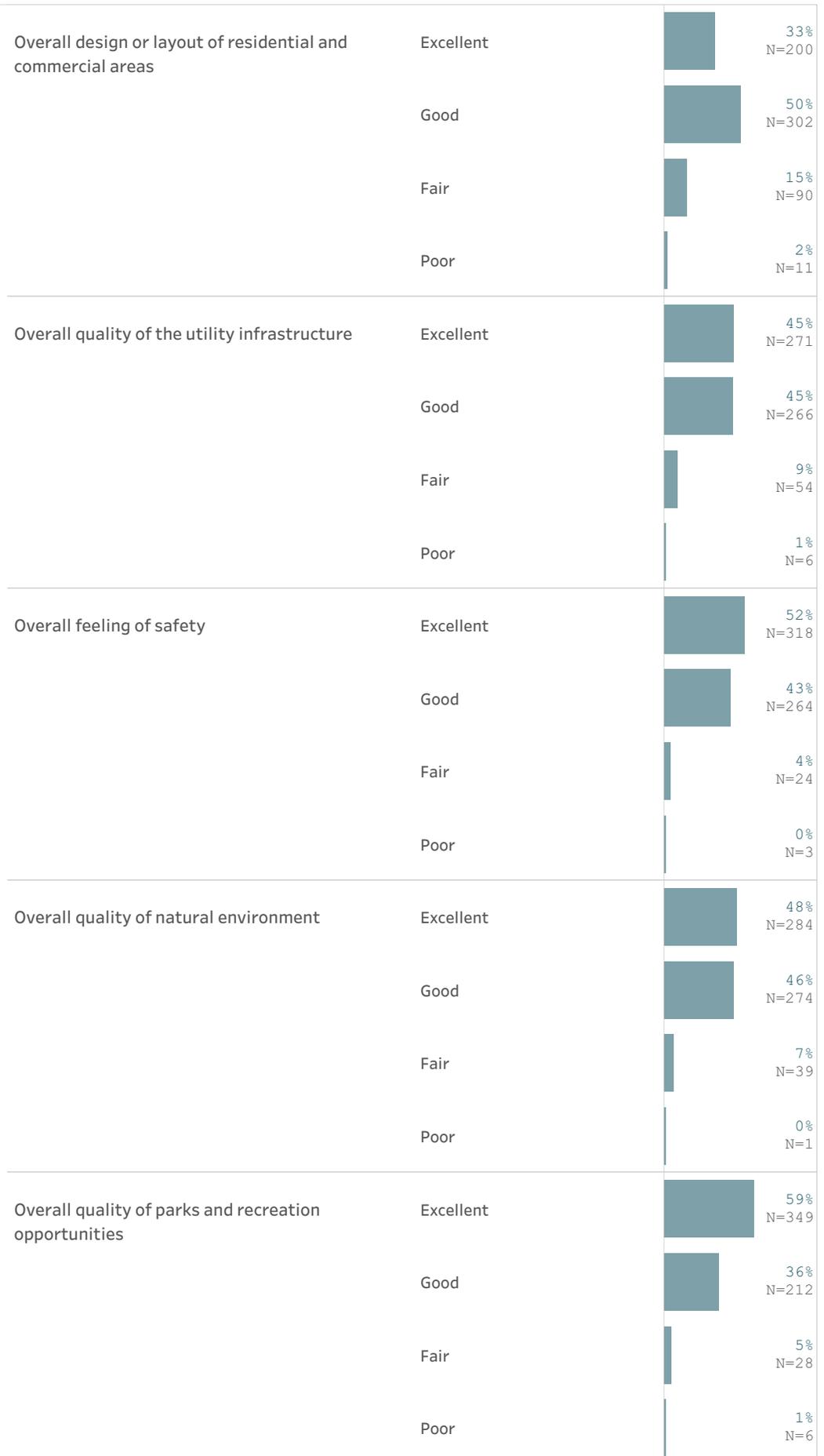
Complete set of frequencies

This dashboard contains a complete set of responses to each question on the survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. In some tables, the percentages may not sum to 100%; this is either because the question permitted the respondent to "choose all that apply", or for a question that asked the respondent to select one answer, it is due to the customary practice of rounding values to the nearest whole number.

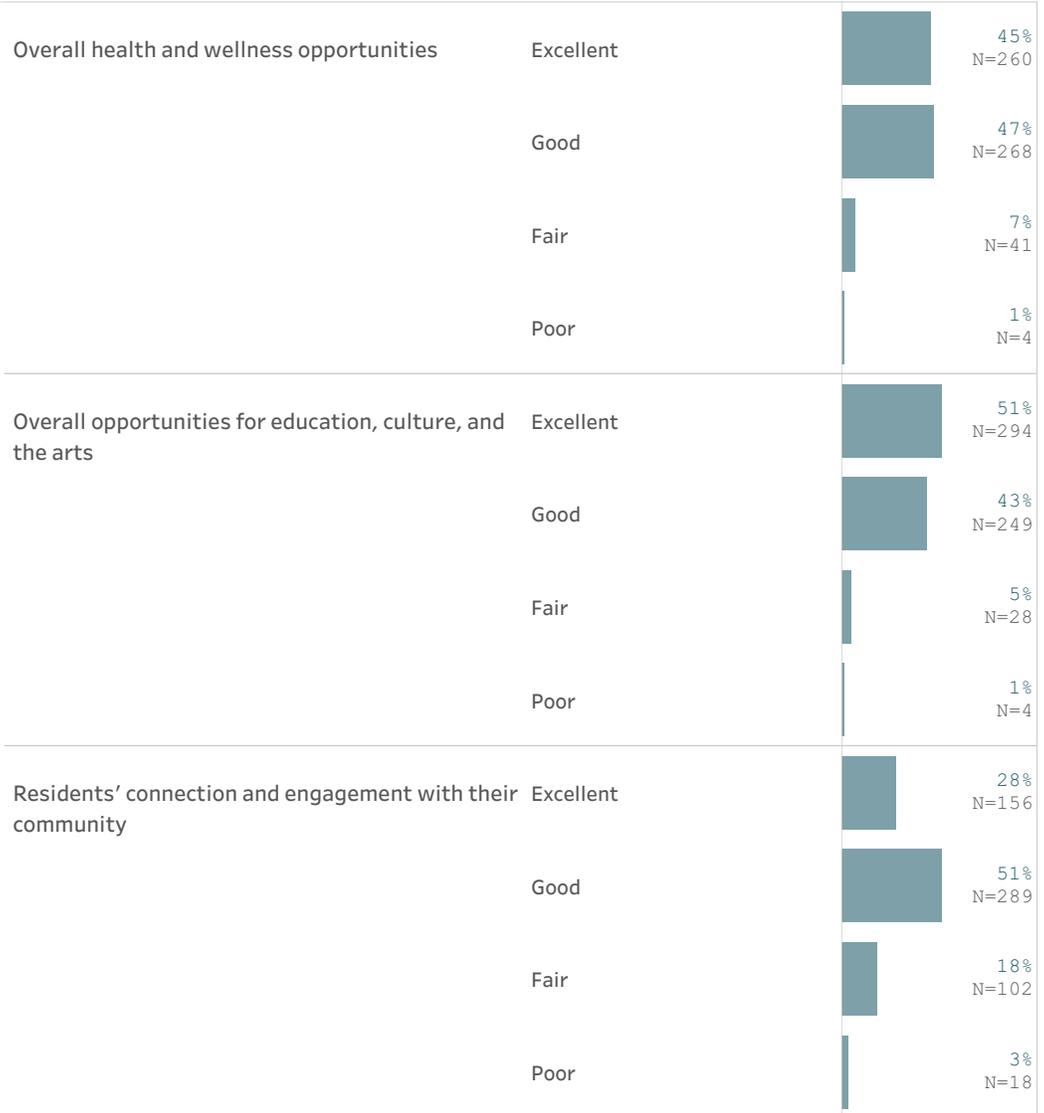
Please rate each of the following aspects of quality of life in Naperville.	Naperville as a place to live	Excellent	68% N=412
		Good	30% N=182
		Fair	3% N=17
	Your neighborhood as a place to live	Excellent	61% N=369
		Good	31% N=186
		Fair	7% N=43
		Poor	2% N=11
	Naperville as a place to raise children	Excellent	74% N=408
		Good	23% N=130
		Fair	2% N=13
		Poor	0% N=3
	Naperville as a place to work	Excellent	44% N=198
		Good	47% N=208
		Fair	8% N=37
		Poor	0% N=2
	Naperville as a place to visit	Excellent	47% N=274
		Good	42% N=247
		Fair	10% N=58

Please rate each of the following aspects of quality of life in Naperville.	Naperville as a place to visit	Poor		1% N=7
	Naperville as a place to retire	Excellent		28% N=138
		Good		32% N=157
		Fair		28% N=140
		Poor		12% N=61
The overall quality of life	Excellent		57% N=346	
	Good		38% N=231	
	Fair		4% N=26	
	Poor		0% N=2	
Sense of community	Excellent		37% N=218	
	Good		45% N=267	
	Fair		14% N=85	
	Poor		4% N=26	
Please rate each of the following characteristics as they relate to Naperville as a whole.	Overall economic health	Excellent		45% N=255
		Good		50% N=280
		Fair		5% N=29
Overall quality of the transportation system	Excellent		18% N=106	
	Good		50% N=291	
	Fair		28% N=163	
	Poor		4% N=21	

Please rate each of the following characteristics as they relate to Naperville as a whole.

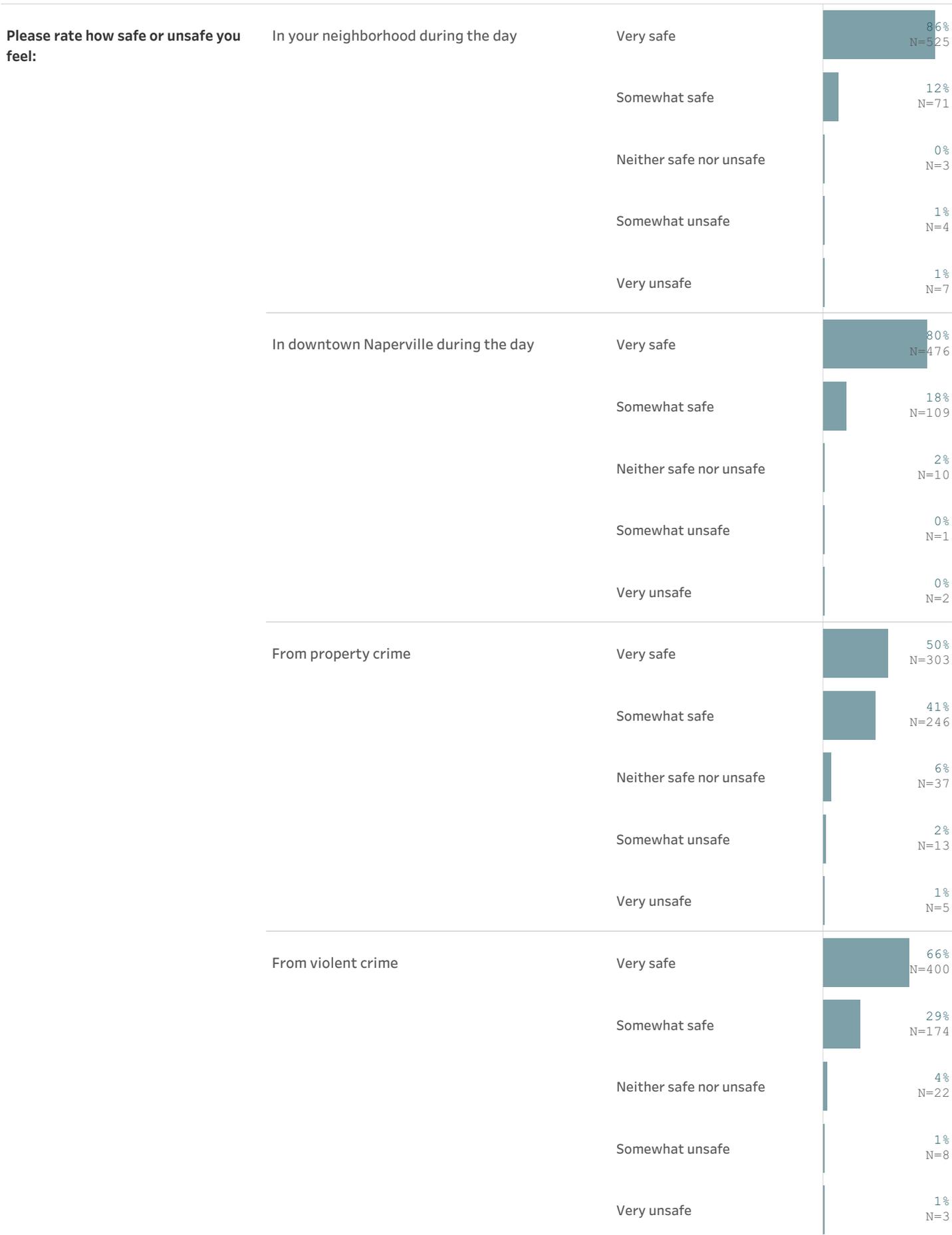


Please rate each of the following characteristics as they relate to Naperville as a whole.



Please indicate how likely or unlikely you are to do each of the following.



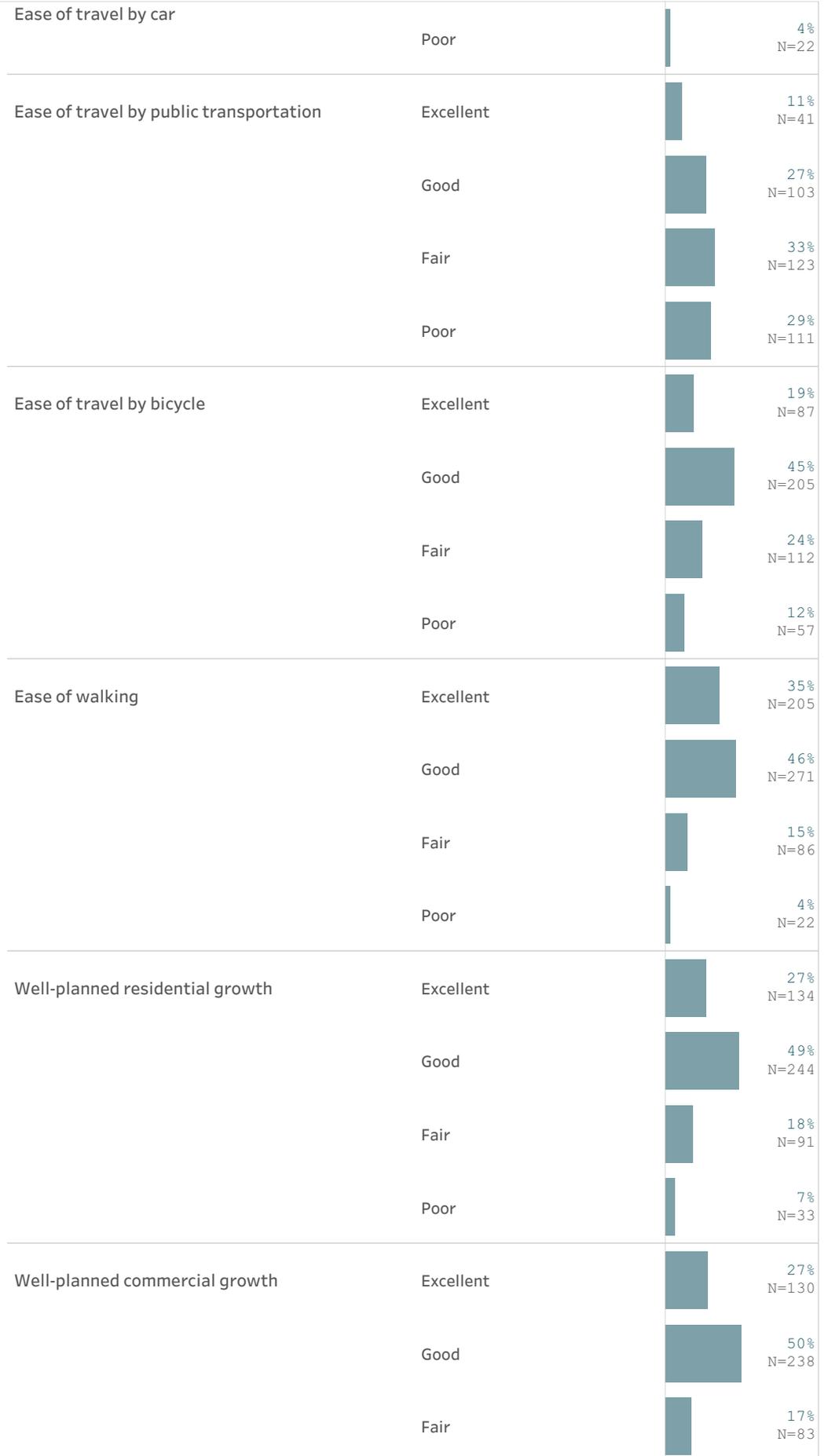


Please rate how safe or unsafe you feel:	From fire, flood, or other natural disaster	Very safe		49% N=293
		Somewhat safe		37% N=223
		Neither safe nor unsafe		12% N=74
		Somewhat unsafe		2% N=12
		Very unsafe		0% N=1
Please rate the job you feel the Naperville community does at each of the following.	Making all residents feel welcome	Excellent		37% N=216
		Good		47% N=271
		Fair		14% N=80
		Poor		2% N=13
Attracting people from diverse backgrounds	Excellent		38% N=213	
	Good		37% N=207	
	Fair		19% N=107	
	Poor		6% N=32	
Valuing/respecting residents from diverse backgrounds	Excellent		40% N=220	
	Good		40% N=218	
	Fair		15% N=84	
	Poor		4% N=22	
Taking care of vulnerable residents	Excellent		26% N=115	
	Good		44% N=193	
	Fair		23% N=98	

Please rate the job you feel the Naperville community does at each of the following.	Taking care of vulnerable residents	Poor		7% N=30
	Please rate each of the following in the Naperville community.	Overall quality of business and service establishments	Excellent	
Good				47% N=284
Fair				5% N=28
Poor				1% N=4
Variety of business and service establishments	Excellent		48% N=287	
	Good		42% N=249	
	Fair		9% N=55	
	Poor		1% N=7	
Vibrancy of downtown/commercial area	Excellent		59% N=354	
	Good		34% N=203	
	Fair		6% N=38	
	Poor		0% N=2	
Employment opportunities	Excellent		27% N=111	
	Good		56% N=230	
	Fair		14% N=59	
	Poor		2% N=8	
Shopping opportunities	Excellent		50% N=301	
	Good		41% N=250	
	Fair		8% N=51	

Please rate each of the following in the Naperville community.	Shopping opportunities	Poor		1% N=4
	Cost of living	Excellent		6% N=37
		Good		31% N=189
		Fair		47% N=284
		Poor		15% N=93
Overall image or reputation	Excellent		63% N=384	
	Good		31% N=185	
	Fair		5% N=30	
	Poor		1% N=7	
Please also rate each of the following in the Naperville community.	Traffic flow on major streets	Excellent		12% N=70
		Good		42% N=253
		Fair		35% N=213
		Poor		12% N=70
Ease of public parking	Excellent		23% N=137	
	Good		38% N=231	
	Fair		30% N=181	
	Poor		9% N=57	
Ease of travel by car	Excellent		27% N=166	
	Good		46% N=280	
	Fair		23% N=138	

Please also rate each of the following in the Naperville community.



Please also rate each of the following in the Naperville community.

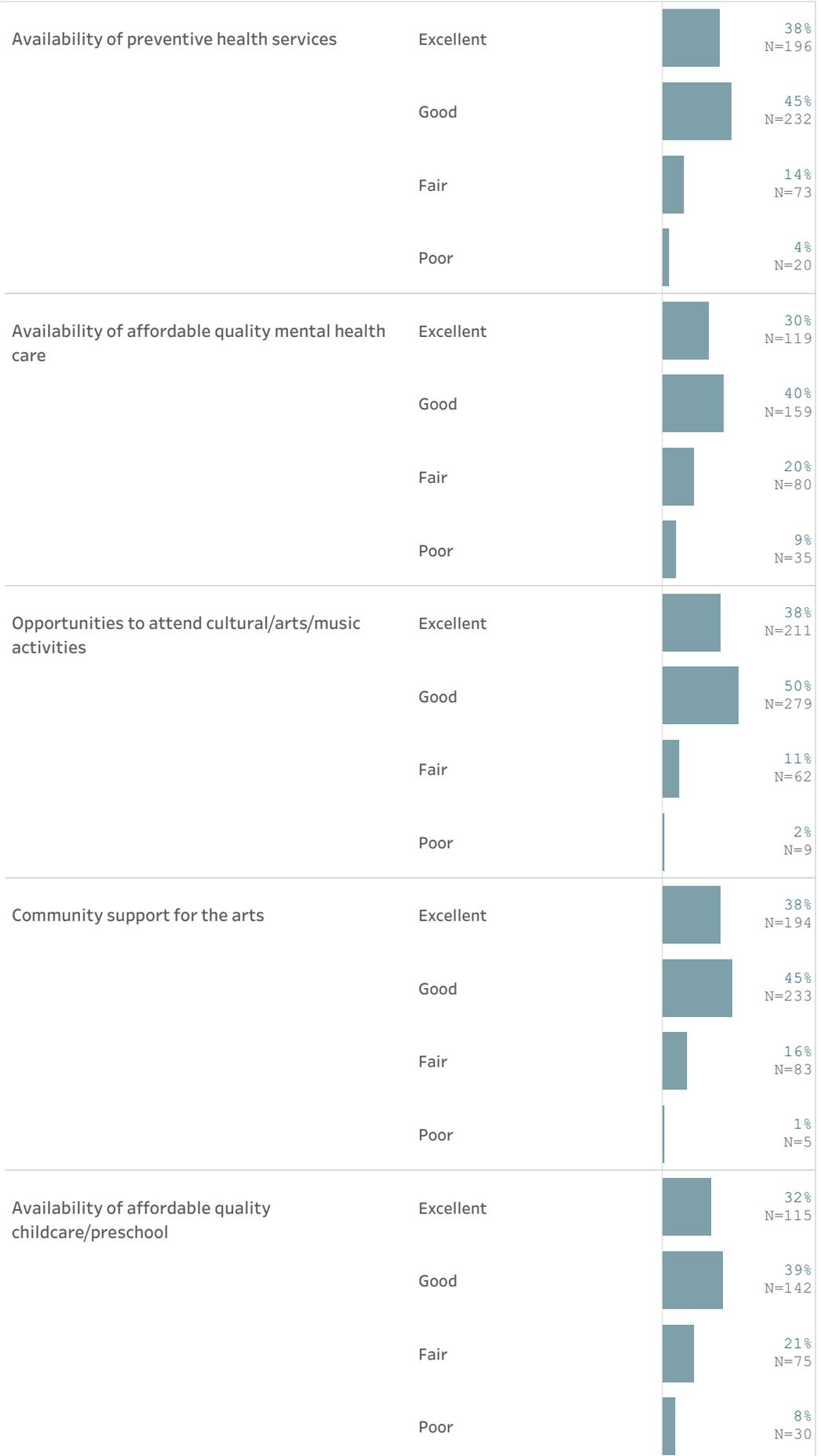
Well-planned commercial growth	Poor		6% N=27
	Excellent		31% N=180
Well-designed neighborhoods	Good		52% N=298
	Fair		15% N=87
	Poor		1% N=8
	Excellent		35% N=189
Preservation of the historical or cultural character of the community	Good		51% N=273
	Fair		12% N=67
	Poor		2% N=12
	Excellent		44% N=261
Public places where people want to spend time	Good		46% N=275
	Fair		10% N=58
	Poor		1% N=6
	Excellent		23% N=124
Variety of housing options	Good		42% N=232
	Fair		25% N=136
	Poor		10% N=56
	Excellent		10% N=51
Availability of affordable quality housing	Good		26% N=130
	Fair		34% N=173

Please also rate each of the following in the Naperville community.				
Availability of affordable quality housing	Poor		30%	N=148
Overall quality of new development	Excellent		23%	N=114
	Good		50%	N=249
	Fair		22%	N=108
	Poor		6%	N=28
Overall appearance	Excellent		57%	N=342
	Good		39%	N=238
	Fair		4%	N=22
	Poor		0%	N=1
Cleanliness	Excellent		61%	N=371
	Good		32%	N=193
	Fair		6%	N=36
	Poor		1%	N=6
Water resources	Excellent		50%	N=301
	Good		40%	N=238
	Fair		10%	N=58
Air quality	Excellent		37%	N=217
	Good		53%	N=313
	Fair		10%	N=58
	Poor		1%	N=4

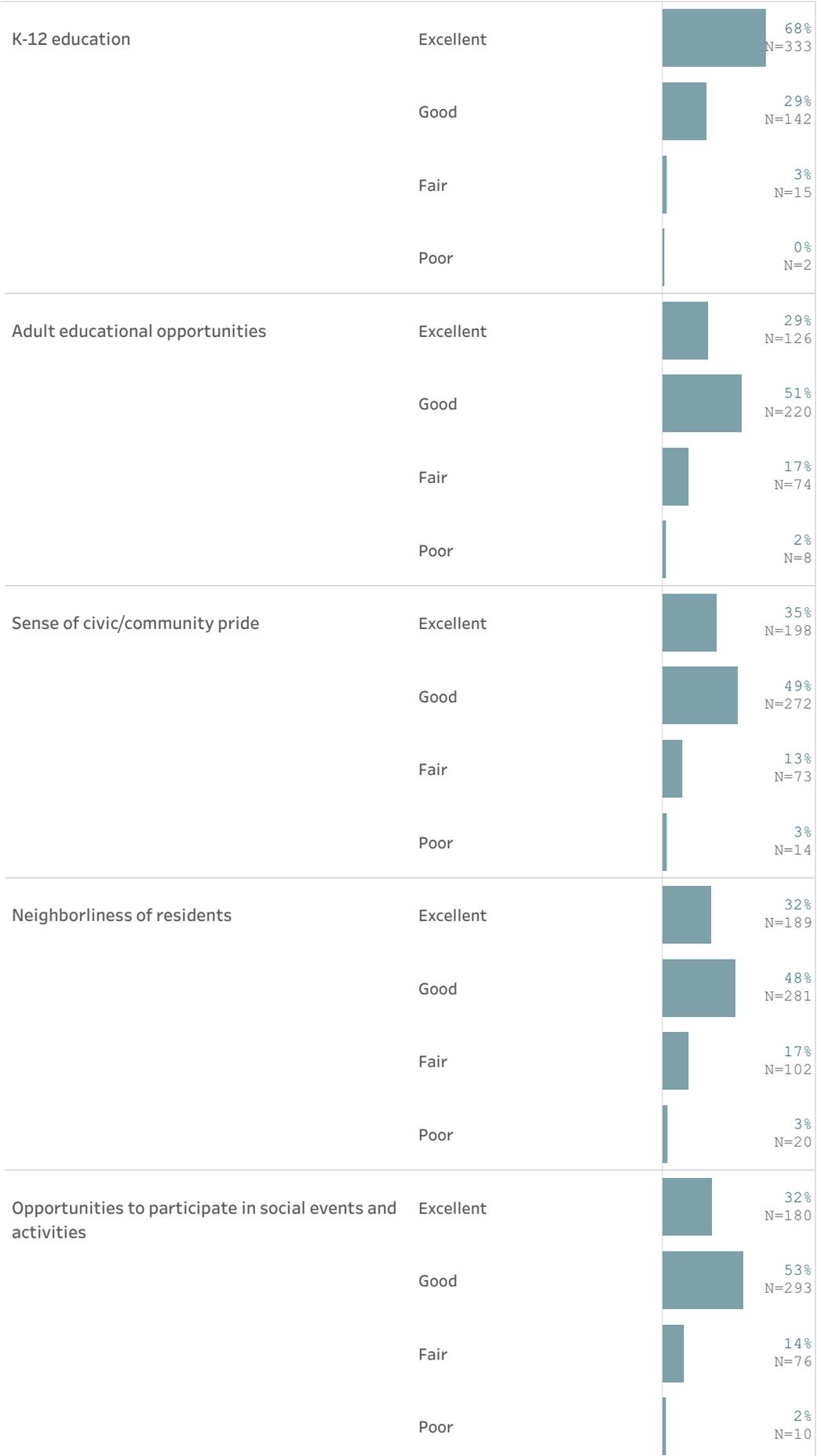
Please also rate each of the following in the Naperville community.

Availability of paths and walking trails	Excellent		53% N=318
	Good		38% N=226
	Fair		8% N=45
	Poor		2% N=10
Fitness opportunities	Excellent		49% N=278
	Good		41% N=237
	Fair		9% N=54
	Poor		1% N=3
Recreational opportunities	Excellent		44% N=257
	Good		48% N=276
	Fair		7% N=43
	Poor		0% N=3
Availability of affordable quality food	Excellent		33% N=197
	Good		46% N=278
	Fair		19% N=112
	Poor		3% N=17
Availability of affordable quality health care	Excellent		33% N=188
	Good		44% N=248
	Fair		17% N=97
	Poor		5% N=27

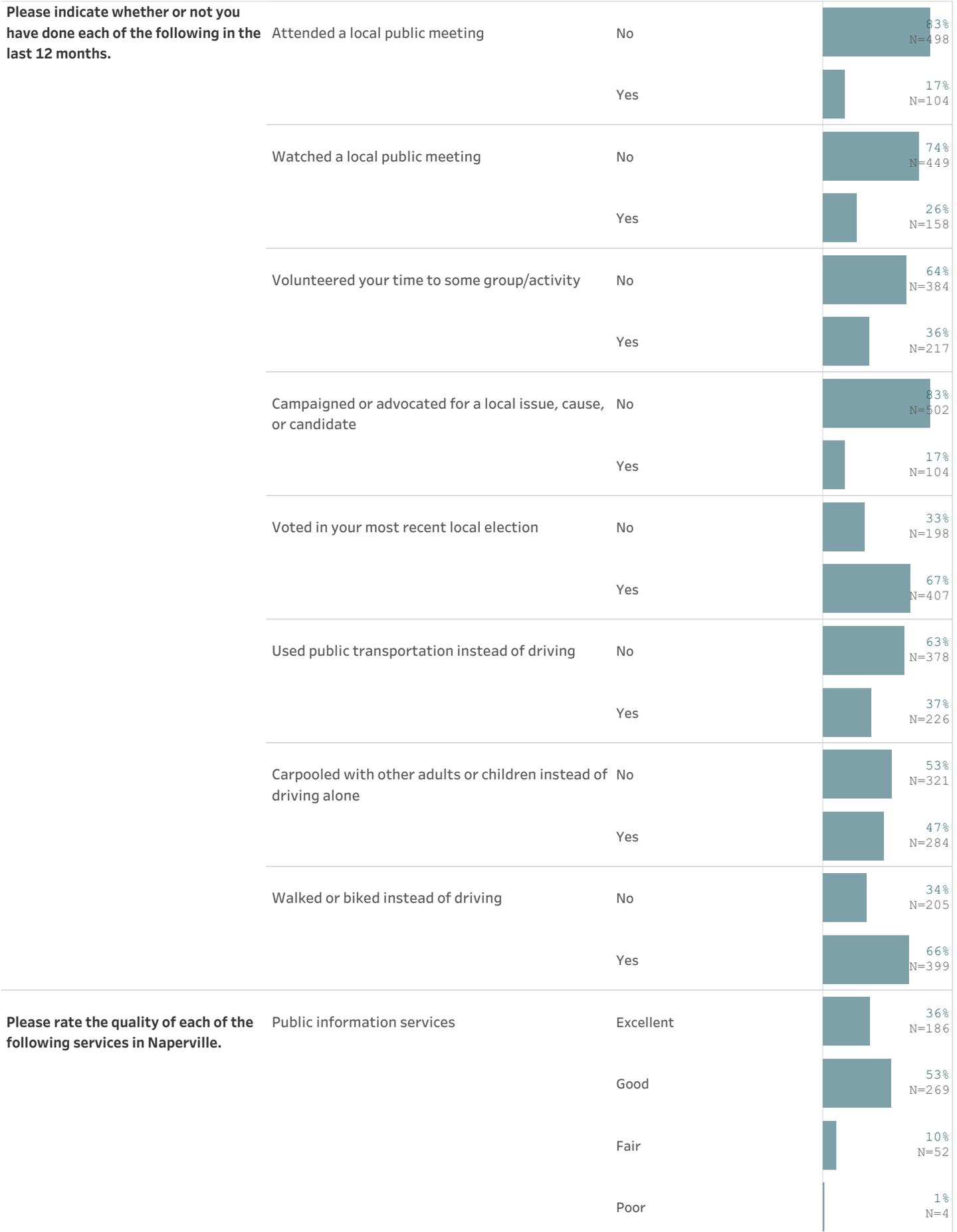
Please also rate each of the following in the Naperville community.



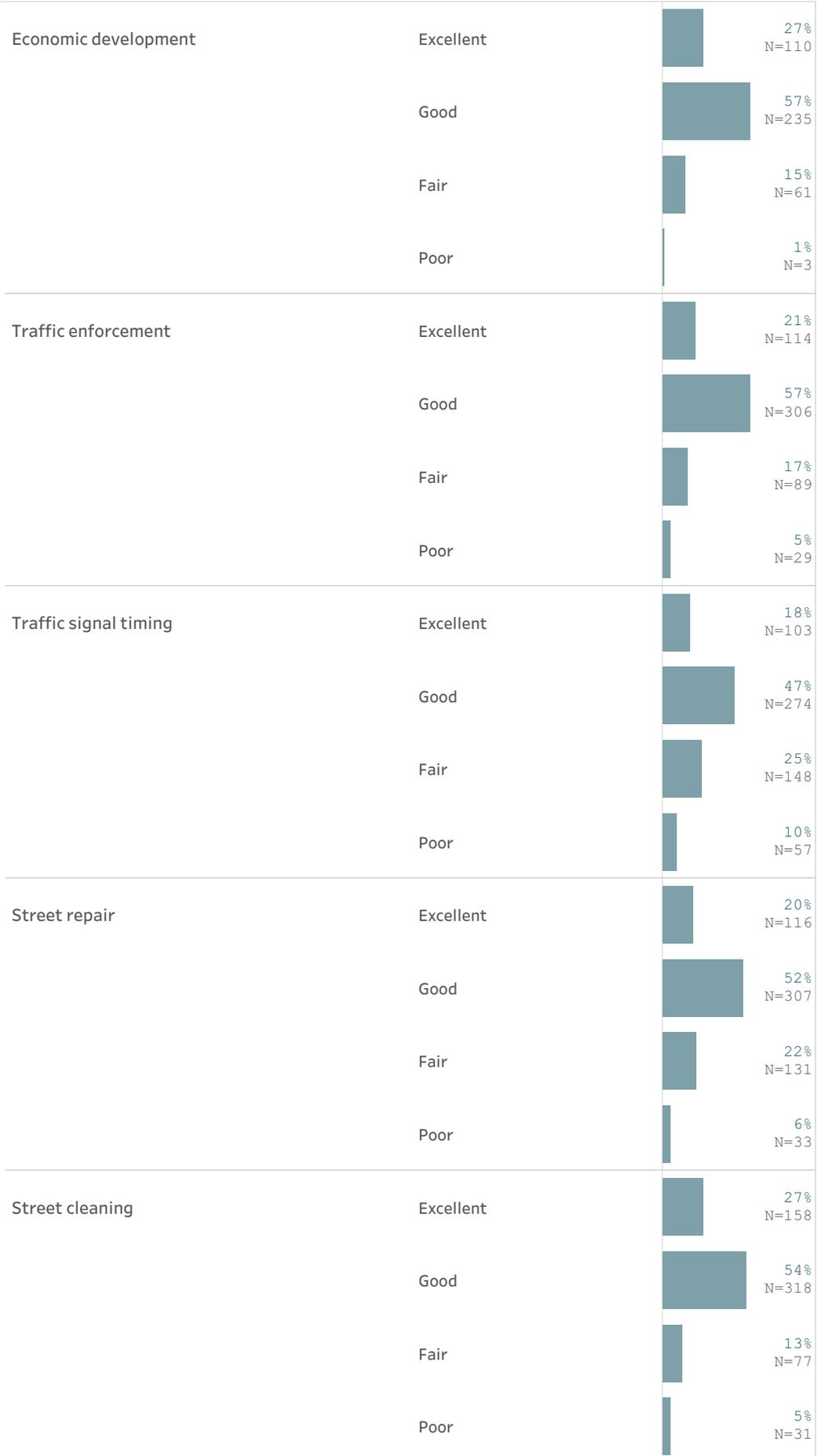
Please also rate each of the following in the Naperville community.



Please also rate each of the following in the Naperville community.				
	Opportunities to attend special events and festivals	Excellent		38% N=219
		Good		49% N=282
		Fair		12% N=68
		Poor		1% N=5
	Opportunities to volunteer	Excellent		44% N=218
		Good		42% N=212
		Fair		13% N=66
		Poor		1% N=4
	Opportunities to participate in community matters	Excellent		34% N=163
		Good		47% N=228
		Fair		16% N=78
		Poor		3% N=12
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		31% N=164
		Good		45% N=238
		Fair		18% N=96
		Poor		6% N=32
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Naperville for help or information	No		48% N=290
		Yes		52% N=315
	Contacted Naperville elected officials to express your opinion	No		86% N=523
		Yes		14% N=82



Please rate the quality of each of the following services in Naperville.



Please rate the quality of each of the following services in Naperville.

Street lighting	Excellent		30% N=181
	Good		55% N=326
	Fair		12% N=71
	Poor		3% N=18
Snow removal	Excellent		33% N=191
	Good		52% N=302
	Fair		11% N=66
	Poor		4% N=24
Sidewalk maintenance	Excellent		24% N=138
	Good		49% N=287
	Fair		22% N=130
	Poor		5% N=31
Bus or train services	Excellent		18% N=75
	Good		54% N=224
	Fair		19% N=78
	Poor		9% N=35
Land use, planning and zoning	Excellent		20% N=84
	Good		55% N=226
	Fair		18% N=74
	Poor		6% N=26

Please rate the quality of each of the following services in Naperville.

Code enforcement	Excellent		20% N=85
	Good		48% N=200
	Fair		26% N=109
	Poor		6% N=27
Affordable high-speed internet access	Excellent		28% N=151
	Good		46% N=242
	Fair		18% N=97
	Poor		8% N=41
Garbage collection	Excellent		49% N=288
	Good		45% N=261
	Fair		5% N=31
	Poor		0% N=3
Drinking water	Excellent		51% N=299
	Good		42% N=246
	Fair		6% N=36
	Poor		1% N=4
Sewer services	Excellent		46% N=259
	Good		46% N=262
	Fair		6% N=36
	Poor		1% N=7

Please rate the quality of each of the following services in Naperville.

Storm water management	Excellent		37% N=204
	Good		49% N=272
	Fair		10% N=55
	Poor		4% N=22
Power (electric) utility	Excellent		47% N=278
	Good		46% N=272
	Fair		7% N=40
	Poor		1% N=5
Utility billing	Excellent		39% N=234
	Good		48% N=283
	Fair		10% N=62
	Poor		2% N=14
Police services	Excellent		47% N=262
	Good		44% N=246
	Fair		7% N=39
	Poor		2% N=10
Crime prevention	Excellent		46% N=250
	Good		47% N=251
	Fair		6% N=34
	Poor		1% N=3

Please rate the quality of each of the following services in Naperville.

Animal control	Excellent		40% N=174
	Good		50% N=219
	Fair		9% N=41
	Poor		1% N=5
Ambulance or emergency medical services	Excellent		55% N=248
	Good		42% N=189
	Fair		3% N=15
	Poor		0% N=1
Fire services	Excellent		61% N=278
	Good		36% N=165
	Fair		3% N=15
Fire prevention and education	Excellent		51% N=221
	Good		42% N=182
	Fair		6% N=27
	Poor		0% N=1
Emergency preparedness	Excellent		43% N=195
	Good		43% N=196
	Fair		14% N=62
	Poor		1% N=4
Preservation of natural areas	Excellent		44% N=250

Please rate the quality of each of the following services in Naperville.			
Preservation of natural areas	Good		43% N=249
	Fair		10% N=58
	Poor		3% N=17
Naperville open space	Excellent		39% N=210
	Good		46% N=252
	Fair		12% N=67
	Poor		3% N=14
Recycling	Excellent		38% N=219
	Good		47% N=267
	Fair		12% N=69
	Poor		3% N=19
Yard waste pick-up	Excellent		42% N=230
	Good		46% N=250
	Fair		7% N=41
	Poor		4% N=23
Public parks	Excellent		54% N=318
	Good		42% N=249
	Fair		4% N=25
	Poor		0% N=1
Recreation programs or classes	Excellent		46% N=218

Please rate the quality of each of the following services in Naperville.	Recreation programs or classes	Good		46% N=219
		Fair		6% N=30
		Poor		2% N=8
Recreation centers or facilities	Excellent		42% N=219	
	Good		45% N=233	
	Fair		11% N=58	
	Poor		2% N=12	
Health services	Excellent		37% N=181	
	Good		50% N=244	
	Fair		11% N=55	
	Poor		2% N=8	
Public library services	Excellent		70% N=398	
	Good		28% N=162	
	Fair		1% N=7	
	Poor		0% N=2	
Overall customer service by Naperville employees	Excellent		47% N=261	
	Good		46% N=254	
	Fair		7% N=39	
	Poor		1% N=4	
Please rate the following categories of Naperville government performance.	The value of services for the taxes paid to Naperville	Excellent		22% N=128

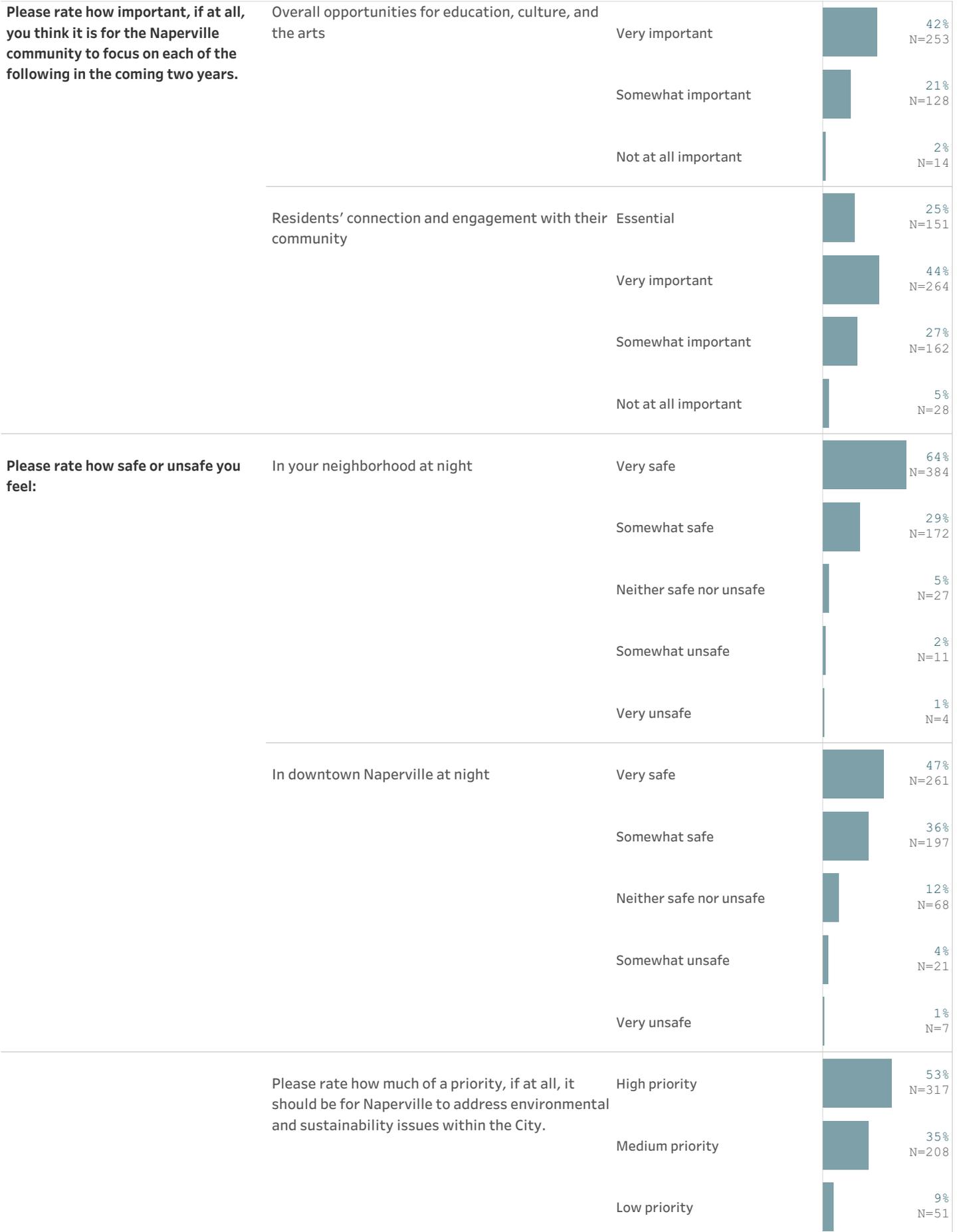
Please rate the following categories of Naperville government performance.	Category	Rating	Percentage and Count	
			Percentage	Count (N)
The value of services for the taxes paid to Naperville		Good	51%	291
		Fair	22%	124
		Poor	6%	32
The overall direction that Naperville is taking		Excellent	25%	133
		Good	55%	297
		Fair	17%	93
		Poor	3%	14
The job Naperville government does at welcoming resident involvement		Excellent	23%	107
		Good	51%	238
		Fair	21%	100
		Poor	5%	24
Overall confidence in Naperville government		Excellent	24%	133
		Good	54%	305
		Fair	18%	100
		Poor	4%	24
Generally acting in the best interest of the community		Excellent	27%	150
		Good	52%	284
		Fair	16%	88
		Poor	5%	29
Being honest		Excellent	27%	131

Please rate the following categories of Naperville government performance.				
Being honest	Good		51%	N=244
	Fair		18%	N=88
	Poor		4%	N=21
Being open and transparent to the public	Excellent		22%	N=109
	Good		51%	N=248
	Fair		21%	N=105
	Poor		6%	N=28
Informing residents about issues facing the community	Excellent		21%	N=113
	Good		48%	N=252
	Fair		23%	N=120
	Poor		8%	N=41
Treating all residents fairly	Excellent		30%	N=145
	Good		51%	N=246
	Fair		13%	N=61
	Poor		7%	N=32
Treating residents with respect	Excellent		33%	N=170
	Good		52%	N=270
	Fair		13%	N=70
	Poor		2%	N=11
Overall, how would you rate the quality of the services provided by each of the following?	The City of Naperville		36%	N=213

Overall, how would you rate the quality of the services provided by each of the following?	The City of Naperville	Good		55% N=323
		Fair		7% N=43
		Poor		1% N=6
	The Federal Government	Excellent		12% N=65
		Good		35% N=198
		Fair		35% N=198
Poor			18% N=102	
Please rate how important, if at all, you think it is for the Naperville community to focus on each of the following in the coming two years.	Overall economic health	Essential		55% N=325
		Very important		36% N=214
		Somewhat important		9% N=51
		Not at all important		0% N=1
	Overall quality of the transportation system	Essential		37% N=225
		Very important		40% N=240
		Somewhat important		21% N=124
		Not at all important		3% N=17
	Overall design or layout of residential and commercial areas	Essential		32% N=194
		Very important		45% N=271
		Somewhat important		23% N=137
		Not at all important		1% N=4
Overall quality of the utility infrastructure	Essential		56% N=339	

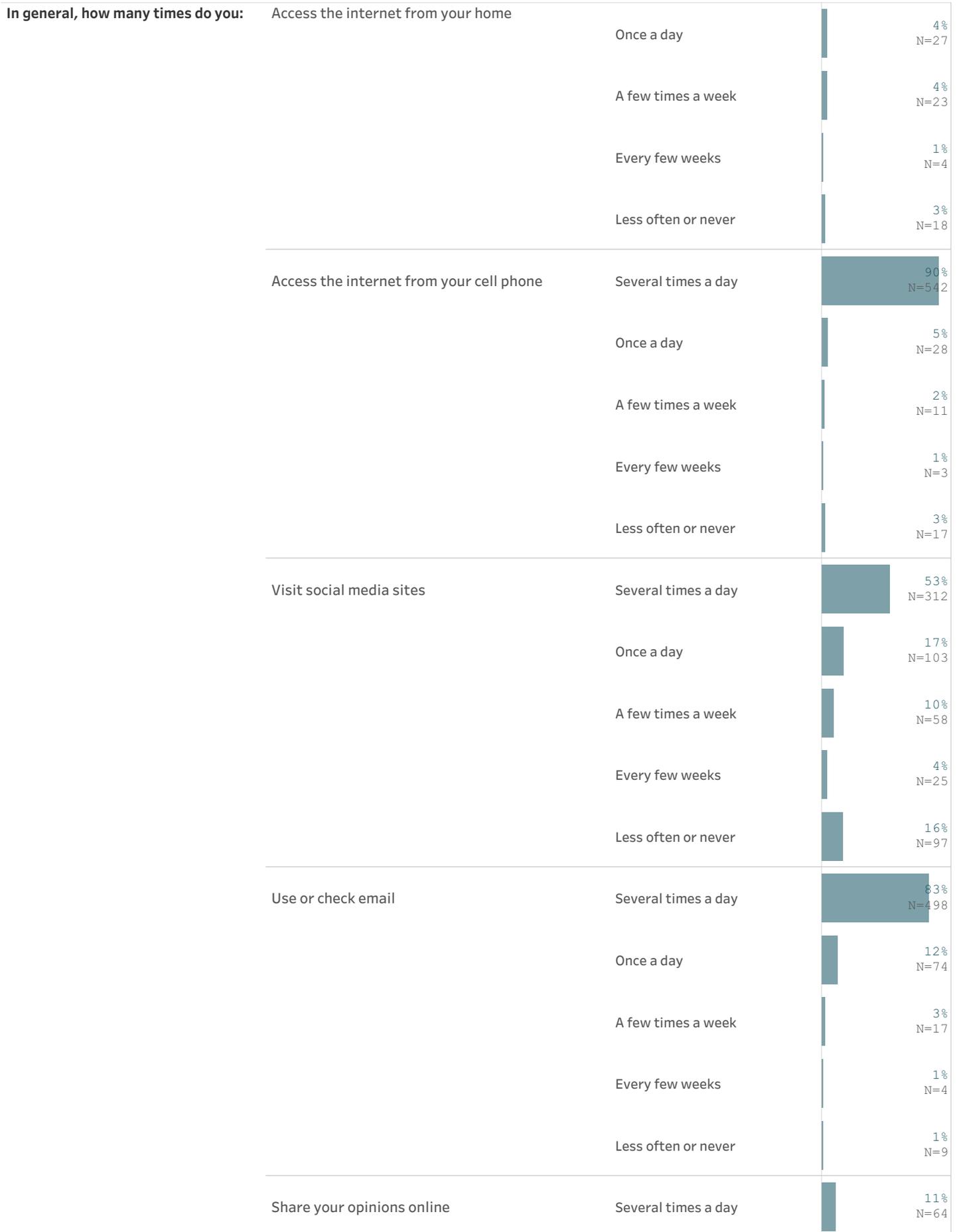
Please rate how important, if at all, you think it is for the Naperville community to focus on each of the following in the coming two years.

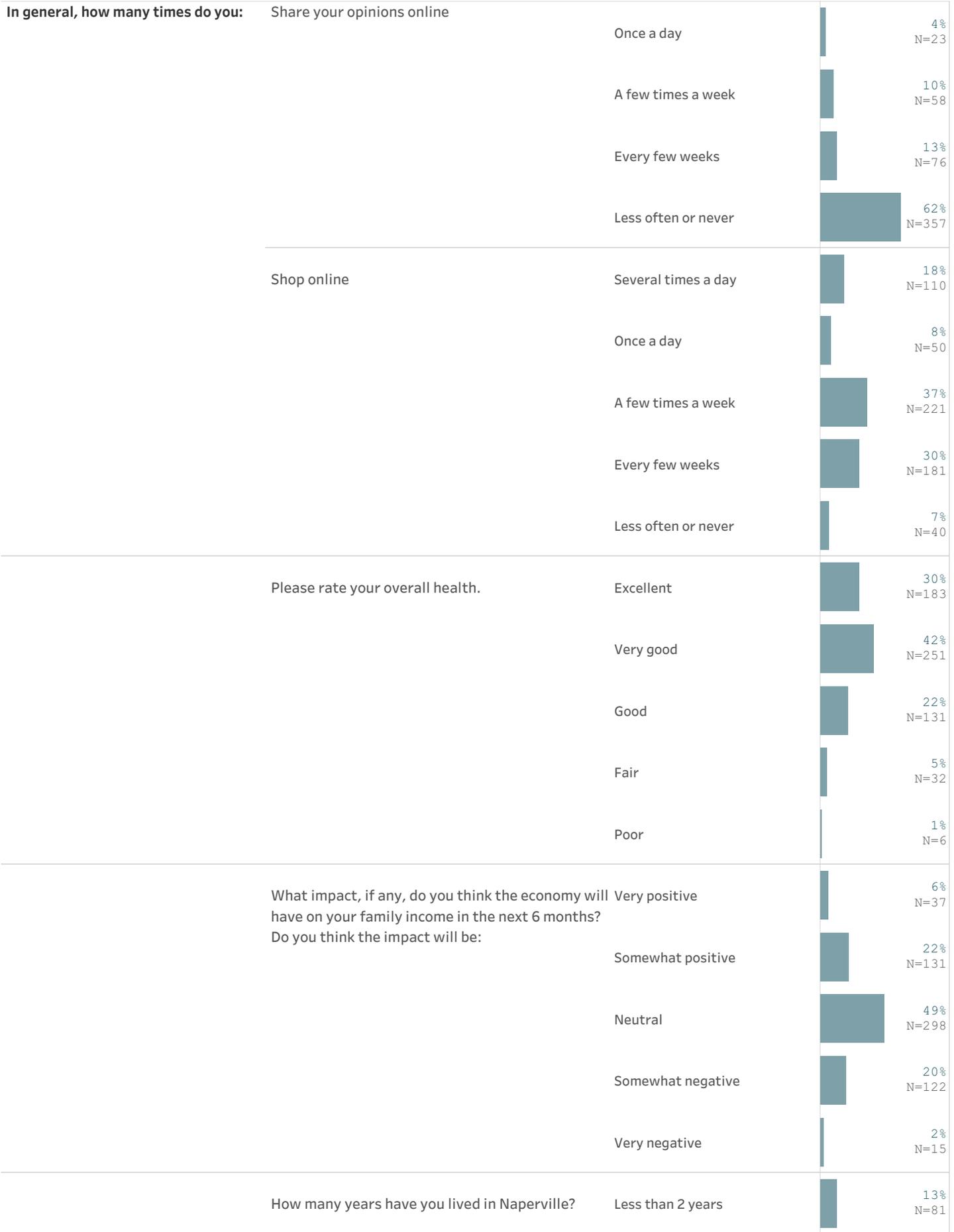
Overall quality of the utility infrastructure	Very important		35% N=210
	Somewhat important		8% N=47
	Not at all important		1% N=8
Overall feeling of safety	Essential		62% N=375
	Very important		29% N=174
	Somewhat important		8% N=46
	Not at all important		1% N=5
Overall quality of natural environment	Essential		39% N=234
	Very important		45% N=274
	Somewhat important		15% N=89
	Not at all important		1% N=9
Overall quality of parks and recreation opportunities	Essential		34% N=204
	Very important		52% N=312
	Somewhat important		13% N=77
	Not at all important		2% N=10
Overall health and wellness opportunities	Essential		35% N=211
	Very important		41% N=247
	Somewhat important		21% N=128
	Not at all important		2% N=15
Overall opportunities for education, culture, and the arts	Essential		35% N=209

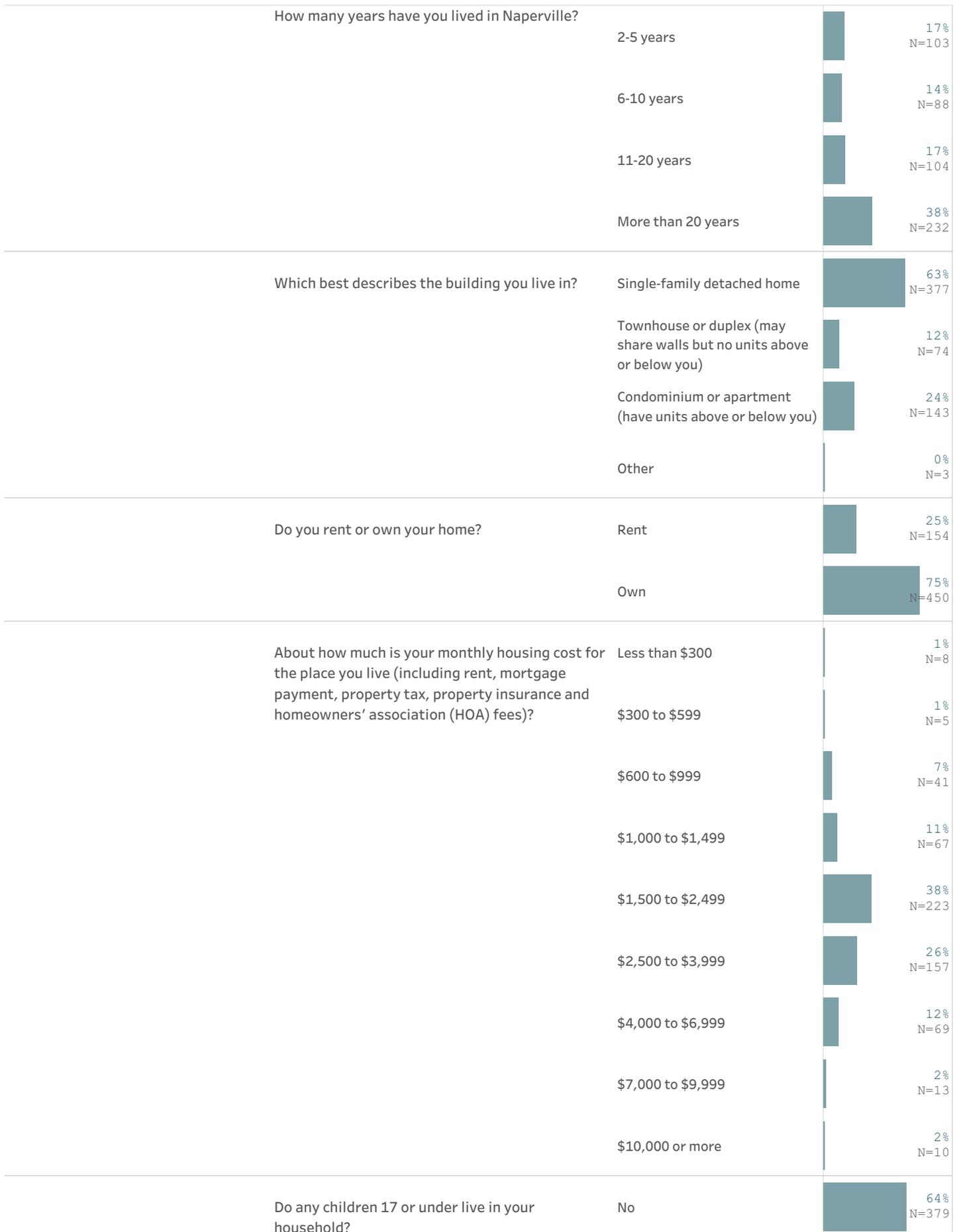


Please rate how much of a priority, if at all, it should be for Naperville to address environmental and sustainability issues within the City.		Not a priority	3% N=20
Please rate the quality of information/resources regarding environmental and sustainability topics that is shared by the City.		Excellent	12% N=55
		Good	55% N=264
		Fair	27% N=130
		Poor	6% N=28
Please rate the ease of parking in DOWNTOWN Naperville.		Excellent	15% N=59
		Good	39% N=154
		Fair	30% N=117
		Poor	16% N=64
Please indicate how much of a source, if at all, you consider each of the following to be for information about City issues, services, and events:	Naper Notify mass notification system	Major source	63% N=372
		Minor source	24% N=142
		Not a source	14% N=80
City website (www.naperville.il.us)	Major source	49% N=295	
	Minor source	39% N=236	
	Not a source	11% N=67	
City of Naperville social media (Facebook, Twitter, Instagram)	Major source	26% N=153	
	Minor source	42% N=252	
	Not a source	32% N=194	
eNews offerings (eNewsletters such as Commuter Connection, press releases & other project-specific eNewsletters)	Major source	20% N=119	
	Minor source	43% N=257	

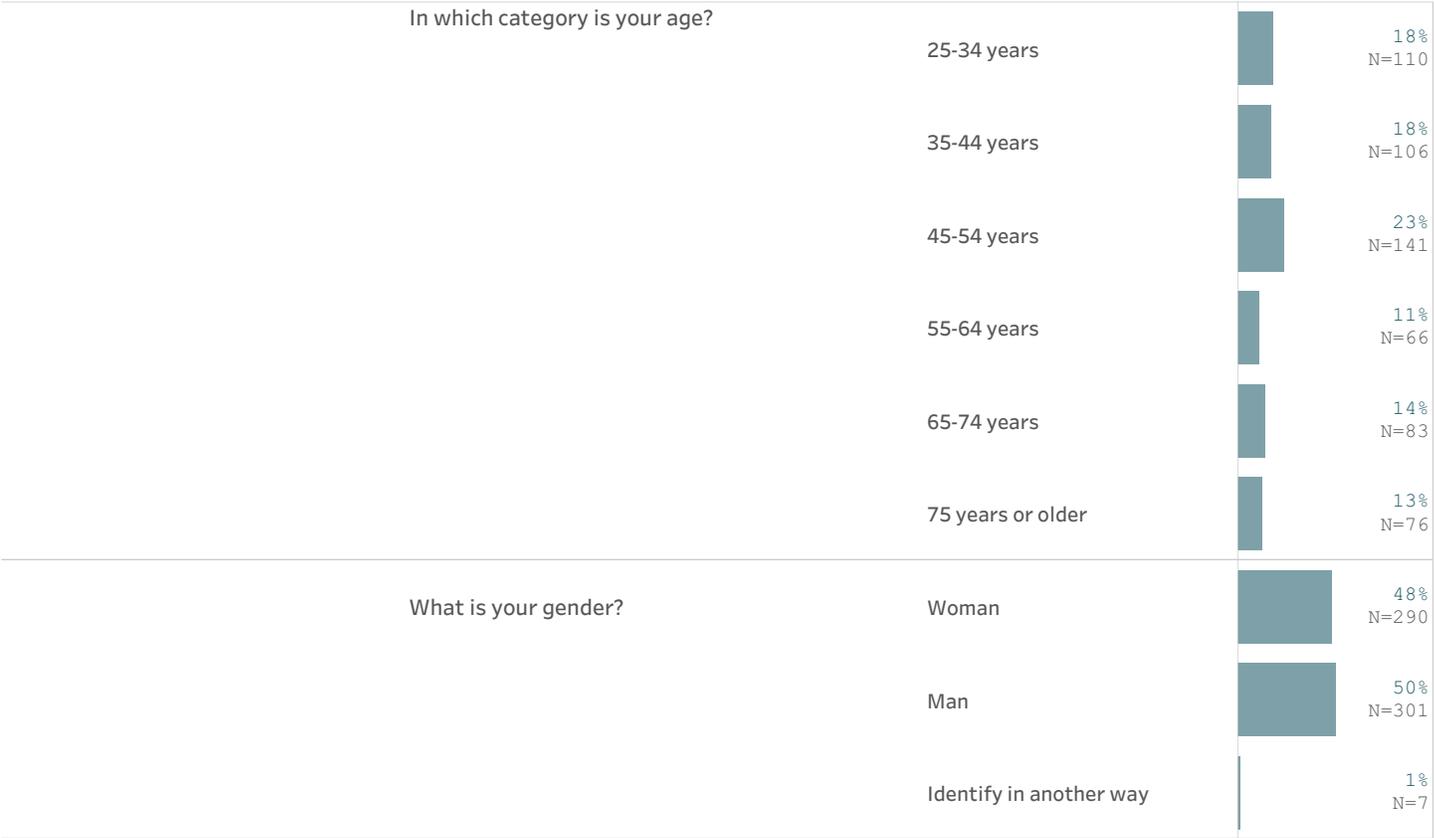
Please indicate how much of a source, if at all, you consider each of the following to be for information about City issues, services, and events:	eNews offerings (eNewsletters such as Commuter Connection, press releases & other project-specific eNewsletters)	Not a source		36% N=215
	City newsletter Naperville Connected	Major source		30% N=178
		Minor source		41% N=243
		Not a source		29% N=175
	Public signage or postings at areas where City projects are occurring	Major source		42% N=249
		Minor source		48% N=288
		Not a source		10% N=61
	Local & regional media (broadcast, print, online)	Major source		31% N=188
		Minor source		48% N=283
		Not a source		21% N=126
	Government access TV channel WCNC (Ch 6-WOW, Ch 10-Comcast, CH 99-AT&T)	Major source		14% N=82
		Minor source		39% N=230
		Not a source		48% N=283
WFPF 1610AM radio	Major source		11% N=62	
	Minor source		27% N=162	
	Not a source		62% N=367	
Do you or someone in your house have a disability?	No		83% N=493	
	Yes		13% N=75	
	Don't know/prefer not to say		4% N=26	
In general, how many times do you:	Access the internet from your home	Several times a day		88% N=530







Do any children 17 or under live in your household?	Yes		36% N=213
Are you or any other members of your household aged 65 or older?	No		68% N=411
	Yes		32% N=190
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000		5% N=31
	\$25,000 to \$49,999		5% N=27
	\$50,000 to \$74,999		12% N=71
	\$75,000 to \$99,999		13% N=72
	\$100,000 to \$149,999		21% N=120
	\$150,000 to \$199,999		16% N=90
	\$200,000 to \$299,999		16% N=91
	\$300,000 or more		12% N=66
Are you of Hispanic, Latino/a/x, or Spanish origin?	No, not of Hispanic, Latino/a/x, or Spanish origin		96% N=574
	Yes, I consider myself to be of Hispanic, Latino/a/x, or Spanish origin		4% N=25
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaska Native		2% N=10
	Asian		21% N=128
	Black or African American		4% N=24
	Native Hawaiian or Other Pacific Islander		0% N=1
	White		76% N=451
	A race not listed		4% N=24
In which category is your age?	18-24 years		3% N=20



Methods (open participation)

As part of its participation in The National Community Survey™ (The NCST™), the City of Naperville conducted a survey of 612 residents. Survey invitations were mailed to randomly selected households and data were collected from July 5th, 2023 to August 16th, 2023. The results from this main survey effort represent the most robust estimate of your residents’ opinions.

After the above data collection period was underway, a link to an online open participation survey was publicized by the City of Naperville. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and also a question about where they heard about the survey. The open participation survey was open to all city residents and became available on August 2nd, 2023. The survey remained open for 2 weeks and there were 675 responses.

The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were statistically weighted to match the demographic characteristics of the 2020 Census and 2022 American Community Survey estimates for adults in the City of Naperville. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the open participation survey are presented in the following table.

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://surveyinsights.org/wp-content/uploads/2014/07/Full-anesrake-paper.pdf>

		Unweighted	Weighted	Target*
Age	18-34	6%	24%	25%
	35-54	43%	39%	39%
	55+	51%	37%	36%
Area	60540 East	20%	9%	10%
	60540 West	15%	14%	14%
	60563 East	12%	14%	15%
	60563 West	7%	17%	18%
	60564 North	9%	12%	12%
	60564 South	7%	10%	9%
	60565 East	18%	12%	12%
	60565 West	11%	11%	11%
Hispanic	No, not of Hispanic, Latino/a/x, or Spanish ..	97%	94%	94%
	Yes, I consider myself to be of Hispanic, La..	3%	6%	6%
Housing type	Attached	12%	37%	37%
	Detached	88%	63%	63%
race	Not white	14%	30%	29%
	White	86%	70%	71%
Race/ethnicity	Not white alone	16%	35%	33%
	White alone, not Hispanic or Latino	84%	65%	67%
Sex	Man	40%	50%	49%
	Woman	60%	50%	51%
Sex/age	Man 18-34	2%	11%	12%
	Man 35-54	17%	20%	19%
	Man 55+	20%	18%	17%
	Woman 18-34	3%	13%	13%
	Woman 35-54	27%	19%	20%
	Woman 55+	30%	19%	19%
Tenure	Own	96%	78%	75%
	Rent	4%	22%	25%

Open participation survey results

This dashboard contains a complete set of responses to each question on the open participation survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. In some tables, the percentages may not sum to 100%; this is either because the question permitted the respondent to "choose all that apply", or for a question that asked the respondent to select one answer, it is due to the customary practice of rounding values to the nearest whole number.

	In which area of Naperville do you live?	1		9% N=63
		2		14% N=94
		3		14% N=97
		4		17% N=113
		5		12% N=83
		6		9% N=64
		7		12% N=81
		8		11% N=73
		None of these/I don't live in Naperville		
Please rate each of the following aspects of quality of life in Naperville.	Naperville as a place to live	Excellent		61% N=409
		Good		32% N=212
		Fair		7% N=50
Your neighborhood as a place to live	Excellent		57% N=382	
	Good		34% N=230	
	Fair		9% N=59	
	Poor		1% N=4	
Naperville as a place to raise children	Excellent		63% N=393	
	Good		29% N=180	
	Fair		6% N=40	

Please rate each of the following aspects of quality of life in Naperville.	Naperville as a place to raise children	Poor		2% N=13
	Naperville as a place to work	Excellent		38% N=181
		Good		38% N=183
		Fair		20% N=96
		Poor		4% N=20
	Naperville as a place to visit	Excellent		49% N=324
		Good		36% N=238
		Fair		14% N=92
		Poor		1% N=5
	Naperville as a place to retire	Excellent		18% N=100
		Good		31% N=167
		Fair		30% N=160
		Poor		21% N=115
The overall quality of life	Excellent		51% N=342	
	Good		38% N=255	
	Fair		11% N=70	
Sense of community	Excellent		29% N=193	
	Good		44% N=290	
	Fair		18% N=119	
	Poor		10% N=65	
Please rate each of the following characteristics as they relate to Naperville as a whole.	Overall economic health	Excellent		41% N=266

Please rate each of the following characteristics as they relate to Naperville as a whole.

Overall economic health	Good		51% N=333
	Fair		7% N=47
	Poor		2% N=11
Overall quality of the transportation system	Excellent		11% N=70
	Good		42% N=278
	Fair		30% N=199
	Poor		17% N=116
Overall design or layout of residential and commercial areas	Excellent		25% N=166
	Good		49% N=323
	Fair		22% N=142
	Poor		4% N=25
Overall quality of the utility infrastructure	Excellent		52% N=340
	Good		39% N=254
	Fair		8% N=52
	Poor		1% N=9
Overall feeling of safety	Excellent		46% N=308
	Good		40% N=268
	Fair		11% N=76
	Poor		3% N=17
Overall quality of natural environment	Excellent		38% N=255
	Good		45% N=301

Please rate each of the following characteristics as they relate to Naperville as a whole.	Overall quality of natural environment	Fair		15% N=99
		Poor		3% N=19
	Overall quality of parks and recreation opportunities	Excellent		53% N=355
		Good		37% N=247
		Fair		8% N=54
		Poor		3% N=17
	Overall health and wellness opportunities	Excellent		40% N=259
		Good		43% N=280
		Fair		14% N=90
		Poor		3% N=17
	Overall opportunities for education, culture, and the arts	Excellent		42% N=281
		Good		40% N=267
		Fair		15% N=102
		Poor		2% N=14
	Residents' connection and engagement with their community	Excellent		22% N=143
		Good		48% N=306
		Fair		23% N=149
		Poor		7% N=43
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Naperville to someone who asks	Very likely		60% N=396
		Somewhat likely		32% N=210
		Somewhat unlikely		5% N=30

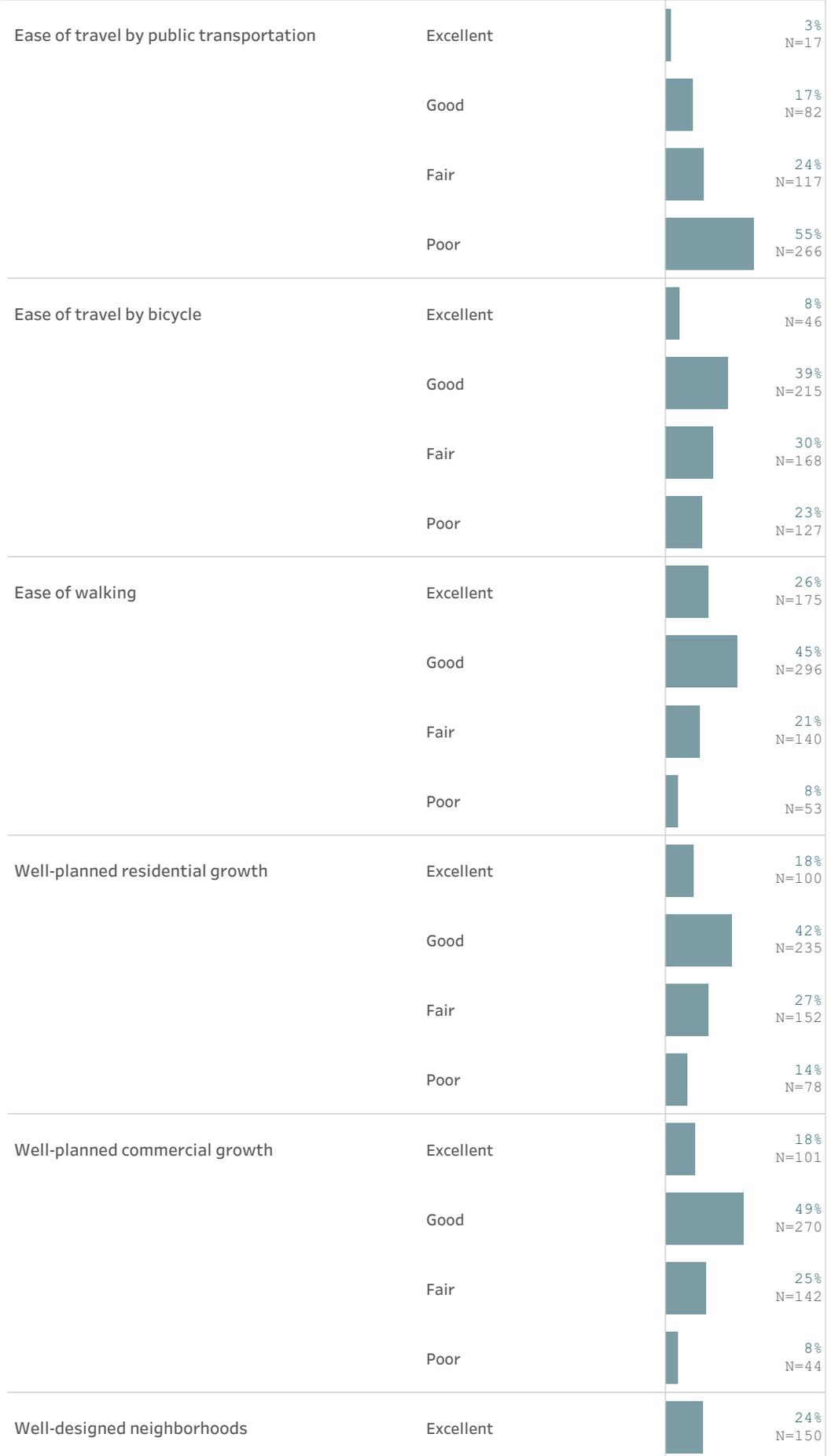
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Naperville to someone who asks	Very unlikely	4% N=26
	Remain in Naperville for the next five years	Very likely	64% N=413
		Somewhat likely	22% N=143
		Somewhat unlikely	7% N=45
		Very unlikely	6% N=41
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe	77% N=521
		Somewhat safe	18% N=121
		Neither safe nor unsafe	2% N=17
		Somewhat unsafe	2% N=16
	In downtown Naperville during the day	Very safe	78% N=515
		Somewhat safe	17% N=113
		Neither safe nor unsafe	3% N=19
		Somewhat unsafe	2% N=11
	From property crime	Very safe	45% N=299
		Somewhat safe	37% N=248
		Neither safe nor unsafe	8% N=54
		Somewhat unsafe	9% N=59
		Very unsafe	1% N=5
From violent crime	Very safe	64% N=424	
	Somewhat safe	23% N=152	
	Neither safe nor unsafe	9% N=63	

Please rate how safe or unsafe you feel:	From violent crime	Somewhat unsafe		2% N=15
		Very unsafe		2% N=10
	From fire, flood, or other natural disaster	Very safe		37% N=245
		Somewhat safe		47% N=311
		Neither safe nor unsafe		13% N=83
Somewhat unsafe			3% N=18	
		Very unsafe		1% N=5
Please rate the job you feel the Naperville community does at each of the following.	Making all residents feel welcome	Excellent		30% N=196
		Good		40% N=263
		Fair		23% N=153
		Poor		7% N=45
	Attracting people from diverse backgrounds	Excellent		29% N=187
		Good		40% N=262
		Fair		23% N=149
		Poor		8% N=54
	Valuing/respecting residents from diverse backgrounds	Excellent		29% N=191
		Good		38% N=251
		Fair		26% N=171
		Poor		7% N=50
	Taking care of vulnerable residents	Excellent		20% N=116
Good			37% N=212	

Please rate the job you feel the Naperville community does at each of the following.	Taking care of vulnerable residents	Fair		31% N=177
		Poor		12% N=69
Please rate each of the following in the Naperville community.	Overall quality of business and service establishments	Excellent		44% N=293
		Good		43% N=288
		Fair		12% N=83
		Poor		1% N=6
Variety of business and service establishments	Excellent		36% N=238	
	Good		44% N=294	
	Fair		16% N=105	
	Poor		4% N=27	
Vibrancy of downtown/commercial area	Excellent		52% N=352	
	Good		36% N=242	
	Fair		10% N=70	
	Poor		1% N=8	
Employment opportunities	Excellent		21% N=101	
	Good		44% N=208	
	Fair		27% N=128	
	Poor		8% N=40	
Shopping opportunities	Excellent		45% N=292	
	Good		40% N=260	
	Fair		14% N=93	

Please rate each of the following in the Naperville community.	Shopping opportunities	Poor		1% N=8
	Cost of living	Excellent		6% N=42
		Good		27% N=180
		Fair		38% N=254
		Poor		29% N=194
Overall image or reputation	Excellent		52% N=351	
	Good		33% N=223	
	Fair		13% N=90	
	Poor		1% N=9	
Please also rate each of the following in the Naperville community.	Traffic flow on major streets	Excellent		9% N=62
		Good		37% N=245
		Fair		36% N=242
		Poor		18% N=121
Ease of public parking	Excellent		17% N=116	
	Good		42% N=284	
	Fair		26% N=171	
	Poor		15% N=98	
Ease of travel by car	Excellent		23% N=151	
	Good		47% N=314	
	Fair		25% N=167	
	Poor		6% N=38	

Please also rate each of the following in the Naperville community.



Please also rate each of the following in the Naperville community.

Well-designed neighborhoods	Good		49% N=312
	Fair		23% N=144
	Poor		5% N=31
Preservation of the historical or cultural character of the community	Excellent		29% N=186
	Good		41% N=265
	Fair		20% N=129
	Poor		9% N=60
Public places where people want to spend time	Excellent		38% N=249
	Good		43% N=286
	Fair		16% N=105
	Poor		3% N=18
Variety of housing options	Excellent		20% N=128
	Good		29% N=183
	Fair		28% N=180
	Poor		24% N=152
Availability of affordable quality housing	Excellent		10% N=58
	Good		15% N=92
	Fair		31% N=185
	Poor		45% N=271
Overall quality of new development	Excellent		19% N=113
	Good		43% N=253

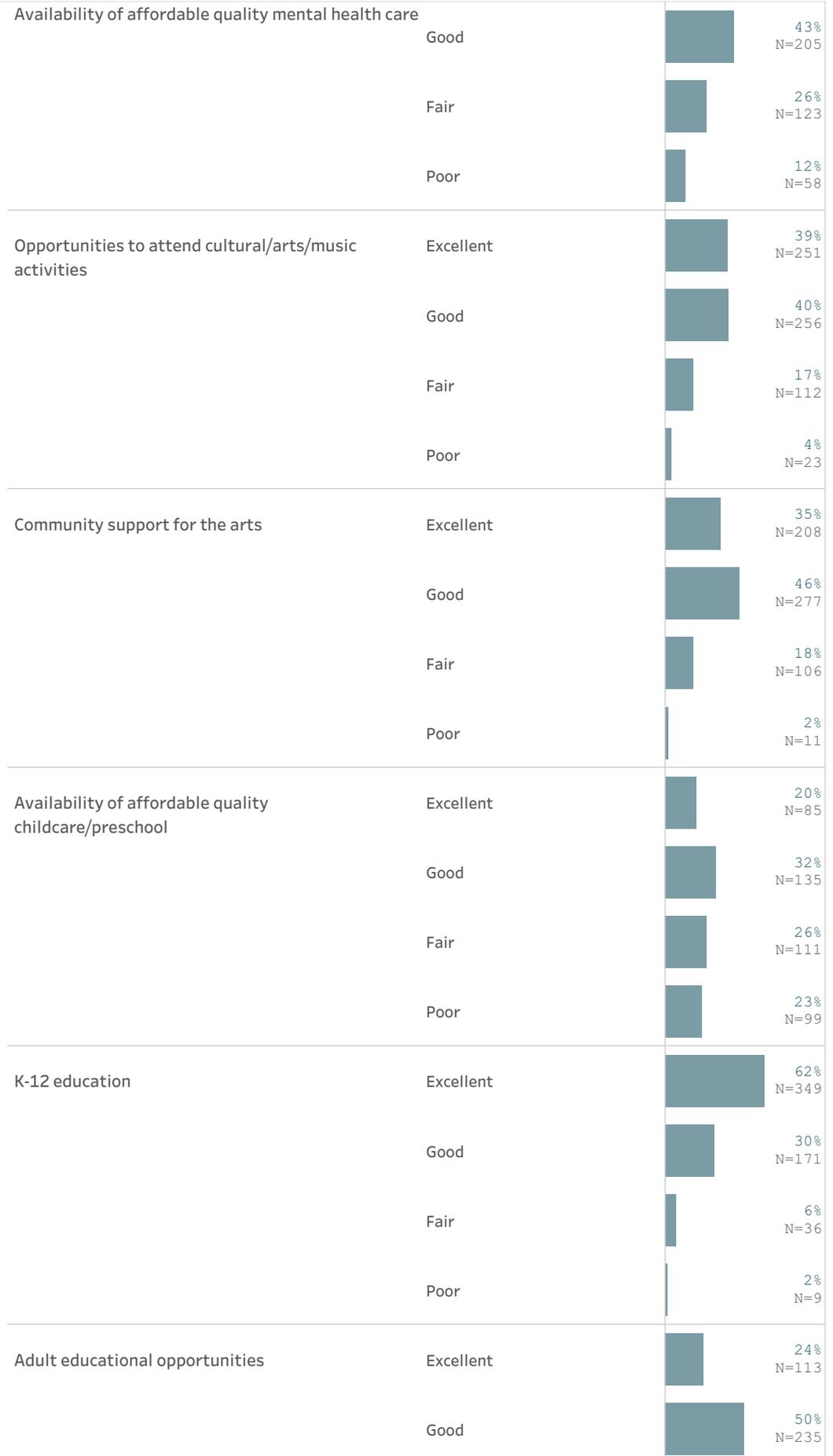
Please also rate each of the following in the Naperville community.

Overall quality of new development	Fair		29% N=174
	Poor		9% N=53
Overall appearance	Excellent		46% N=308
	Good		46% N=307
	Fair		7% N=49
	Poor		0% N=1
Cleanliness	Excellent		52% N=352
	Good		38% N=254
	Fair		10% N=68
Water resources	Excellent		47% N=314
	Good		41% N=272
	Fair		9% N=61
	Poor		3% N=19
Air quality	Excellent		35% N=233
	Good		49% N=328
	Fair		14% N=90
	Poor		2% N=15
Availability of paths and walking trails	Excellent		46% N=310
	Good		40% N=266
	Fair		11% N=76
	Poor		2% N=15

Please also rate each of the following in the Naperville community.

Fitness opportunities	Excellent		41% N=267
	Good		42% N=274
	Fair		14% N=94
	Poor		4% N=23
Recreational opportunities	Excellent		39% N=256
	Good		44% N=289
	Fair		14% N=94
	Poor		3% N=20
Availability of affordable quality food	Excellent		21% N=139
	Good		44% N=291
	Fair		26% N=174
	Poor		9% N=59
Availability of affordable quality health care	Excellent		25% N=161
	Good		42% N=263
	Fair		23% N=145
	Poor		10% N=62
Availability of preventive health services	Excellent		32% N=196
	Good		43% N=263
	Fair		21% N=129
	Poor		3% N=19
Availability of affordable quality mental health care	Excellent		19% N=90

Please also rate each of the following in the Naperville community.



Please also rate each of the following in the Naperville community.

Adult educational opportunities	Fair		21% N=98
	Poor		6% N=28
Sense of civic/community pride	Excellent		34% N=215
	Good		42% N=271
	Fair		20% N=127
	Poor		5% N=29
Neighborliness of residents	Excellent		26% N=170
	Good		47% N=305
	Fair		21% N=138
	Poor		6% N=40
Opportunities to participate in social events and activities	Excellent		35% N=228
	Good		50% N=323
	Fair		15% N=94
	Poor		1% N=4
Opportunities to attend special events and festivals	Excellent		37% N=245
	Good		46% N=302
	Fair		14% N=93
	Poor		2% N=16
Opportunities to volunteer	Excellent		39% N=221
	Good		44% N=246
	Fair		16% N=93

Please also rate each of the following in the Naperville community.	Opportunities to volunteer	Poor		1% N=3
	Opportunities to participate in community matters	Excellent		28% N=167
		Good		45% N=275
		Fair		25% N=152
		Poor		2% N=11
Openness and acceptance of the community toward people of diverse backgrounds	Excellent		24% N=152	
	Good		37% N=234	
	Fair		30% N=191	
	Poor		9% N=55	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Naperville for help or information	No		44% N=290
		Yes		56% N=375
	Contacted Naperville elected officials to express your opinion	No		73% N=485
		Yes		27% N=180
	Attended a local public meeting	No		63% N=421
		Yes		37% N=244
	Watched a local public meeting	No		60% N=396
		Yes		40% N=269
	Volunteered your time to some group/activity	No		48% N=322
		Yes		52% N=344
	Campaigned or advocated for a local issue, cause, or candidate	No		68% N=451
		Yes		32% N=214

Please indicate whether or not you have done each of the following in the last 12 months.	Voted in your most recent local election	No		17% N=116
		Yes		83% N=549
	Used public transportation instead of driving	No		61% N=405
		Yes		39% N=258
	Carpooled with other adults or children instead of driving alone	No		49% N=326
		Yes		51% N=340
	Walked or biked instead of driving	No		28% N=188
		Yes		72% N=474
Please rate the quality of each of the following services in Naperville.	Public information services	Excellent		34% N=213
		Good		42% N=268
		Fair		22% N=140
		Poor		2% N=10
	Economic development	Excellent		25% N=132
		Good		50% N=267
		Fair		21% N=111
		Poor		4% N=19
	Traffic enforcement	Excellent		18% N=112
		Good		46% N=287
		Fair		23% N=144
		Poor		13% N=84
	Traffic signal timing	Excellent		13% N=87

Please rate the quality of each of the following services in Naperville.

Traffic signal timing	Good		45% N=299
	Fair		31% N=203
	Poor		11% N=70
Street repair	Excellent		20% N=130
	Good		48% N=312
	Fair		24% N=158
	Poor		8% N=55
Street cleaning	Excellent		29% N=181
	Good		49% N=313
	Fair		16% N=102
	Poor		6% N=38
Street lighting	Excellent		32% N=210
	Good		51% N=335
	Fair		13% N=83
	Poor		4% N=25
Snow removal	Excellent		32% N=205
	Good		45% N=288
	Fair		16% N=104
	Poor		6% N=36
Sidewalk maintenance	Excellent		18% N=113
	Good		50% N=317

Please rate the quality of each of the following services in Naperville.

Sidewalk maintenance	Fair		25% N=156
	Poor		8% N=48
Bus or train services	Excellent		13% N=61
	Good		34% N=162
	Fair		33% N=155
	Poor		20% N=96
Land use, planning and zoning	Excellent		20% N=109
	Good		45% N=246
	Fair		28% N=151
	Poor		7% N=36
Code enforcement	Excellent		24% N=124
	Good		42% N=215
	Fair		23% N=116
	Poor		11% N=59
Affordable high-speed internet access	Excellent		24% N=135
	Good		40% N=231
	Fair		25% N=141
	Poor		11% N=63
Garbage collection	Excellent		57% N=366
	Good		36% N=233
	Fair		6% N=42

Please rate the quality of each of the following services in Naperville.

Garbage collection	Poor		0% N=1
Drinking water	Excellent		54% N=349
	Good		40% N=259
	Fair		5% N=34
	Poor		1% N=5
Sewer services	Excellent		54% N=335
	Good		40% N=250
	Fair		5% N=29
	Poor		1% N=5
Storm water management	Excellent		43% N=270
	Good		43% N=273
	Fair		13% N=84
	Poor		1% N=6
Power (electric) utility	Excellent		58% N=374
	Good		32% N=207
	Fair		8% N=50
	Poor		3% N=17
Utility billing	Excellent		36% N=229
	Good		44% N=280
	Fair		15% N=98
	Poor		4% N=27

Please rate the quality of each of the following services in Naperville.

Police services	Excellent		51% N=322
	Good		36% N=227
	Fair		11% N=72
	Poor		2% N=14
Crime prevention	Excellent		41% N=254
	Good		46% N=283
	Fair		10% N=64
	Poor		2% N=11
Animal control	Excellent		45% N=211
	Good		45% N=211
	Fair		6% N=30
	Poor		3% N=15
Ambulance or emergency medical services	Excellent		61% N=327
	Good		34% N=179
	Fair		5% N=27
	Poor		0% N=2
Fire services	Excellent		63% N=354
	Good		33% N=186
	Fair		4% N=24
	Poor		0% N=1
Fire prevention and education	Excellent		55% N=276

Please rate the quality of each of the following services in Naperville.

Fire prevention and education	Good		35% N=174
	Fair		9% N=46
	Poor		0% N=2
Emergency preparedness	Excellent		34% N=182
	Good		48% N=258
	Fair		15% N=78
	Poor		3% N=18
Preservation of natural areas	Excellent		43% N=277
	Good		41% N=263
	Fair		10% N=66
	Poor		6% N=40
Naperville open space	Excellent		34% N=205
	Good		42% N=252
	Fair		19% N=115
	Poor		6% N=34
Recycling	Excellent		36% N=235
	Good		45% N=292
	Fair		13% N=82
	Poor		6% N=38
Yard waste pick-up	Excellent		39% N=225
	Good		40% N=233

Please rate the quality of each of the following services in Naperville.

Yard waste pick-up	Fair		14% N=83
	Poor		7% N=39
Public parks	Excellent		54% N=350
	Good		39% N=258
	Fair		6% N=40
	Poor		1% N=6
Recreation programs or classes	Excellent		43% N=241
	Good		42% N=237
	Fair		10% N=57
	Poor		4% N=25
Recreation centers or facilities	Excellent		38% N=220
	Good		43% N=250
	Fair		15% N=85
	Poor		4% N=24
Health services	Excellent		34% N=202
	Good		49% N=289
	Fair		14% N=79
	Poor		3% N=17
Public library services	Excellent		74% N=475
	Good		22% N=139
	Fair		4% N=24

Please rate the quality of each of the following services in Naperville.	Public library services	Poor		0% N=1
	Overall customer service by Naperville employees	Excellent		55% N=341
		Good		34% N=212
		Fair		9% N=55
		Poor		2% N=11
Please rate the following categories of Naperville government performance.	The value of services for the taxes paid to Naperville	Excellent		23% N=145
		Good		47% N=296
		Fair		22% N=139
		Poor		7% N=45
	The overall direction that Naperville is taking	Excellent		23% N=144
		Good		46% N=288
		Fair		23% N=142
		Poor		9% N=55
	The job Naperville government does at welcoming resident involvement	Excellent		19% N=107
		Good		39% N=221
		Fair		31% N=178
		Poor		11% N=63
	Overall confidence in Naperville government	Excellent		21% N=131
Good			47% N=297	
Fair			25% N=158	
Poor			8% N=50	

Please rate the following categories of Naperville government performance.

Generally acting in the best interest of the community	Excellent		19% N=122
	Good		51% N=319
	Fair		23% N=148
	Poor		7% N=42
Being honest	Excellent		21% N=121
	Good		51% N=296
	Fair		21% N=121
	Poor		7% N=42
Being open and transparent to the public	Excellent		18% N=107
	Good		45% N=260
	Fair		27% N=157
	Poor		9% N=55
Informing residents about issues facing the community	Excellent		20% N=118
	Good		40% N=241
	Fair		28% N=165
	Poor		13% N=75
Treating all residents fairly	Excellent		27% N=151
	Good		40% N=226
	Fair		24% N=132
	Poor		9% N=51
Treating residents with respect	Excellent		32% N=189

Please rate the following categories of Naperville government performance.	Treating residents with respect	Good		41% N=244
		Fair		22% N=130
		Poor		5% N=31
Overall, how would you rate the quality of the services provided by each of the following?	The City of Naperville	Excellent		35% N=224
		Good		50% N=318
		Fair		14% N=87
		Poor		1% N=8
	The Federal Government	Excellent		7% N=43
		Good		42% N=256
		Fair		38% N=236
		Poor		13% N=79
Please rate how important, if at all, you think it is for the Naperville community to focus on each of the following in the coming two years.	Overall economic health	Essential		52% N=338
		Very important		34% N=220
		Somewhat important		13% N=85
		Not at all important		0% N=2
	Overall quality of the transportation system	Essential		38% N=244
		Very important		44% N=288
		Somewhat important		17% N=108
		Not at all important		1% N=9
	Overall design or layout of residential and commercial areas	Essential		31% N=205
		Very important		46% N=304

Please rate how important, if at all, you think it is for the Naperville community to focus on each of the following in the coming two years.



Please rate how important, if at all, you think it is for the Naperville community to focus on each of the following in the coming two years.	Overall health and wellness opportunities	Not at all important		2% N=12
	Overall opportunities for education, culture, and the arts	Essential		38% N=246
		Very important		42% N=277
		Somewhat important		18% N=120
		Not at all important		2% N=10
Residents' connection and engagement with their community	Essential		27% N=177	
	Very important		49% N=324	
	Somewhat important		21% N=136	
	Not at all important		3% N=18	
Please rate how safe or unsafe you feel:	In your neighborhood at night	Very safe		54% N=357
		Somewhat safe		33% N=215
		Neither safe nor unsafe		5% N=36
		Somewhat unsafe		7% N=43
		Very unsafe		1% N=5
	In downtown Naperville at night	Very safe		37% N=230
	Somewhat safe		40% N=249	
	Neither safe nor unsafe		16% N=97	
	Somewhat unsafe		6% N=35	
	Very unsafe		2% N=13	
	Please rate how much of a priority, if at all, it should be for Naperville to address environmental and sustainability issues within the City.	High priority		58% N=377
		Medium priority		33% N=213

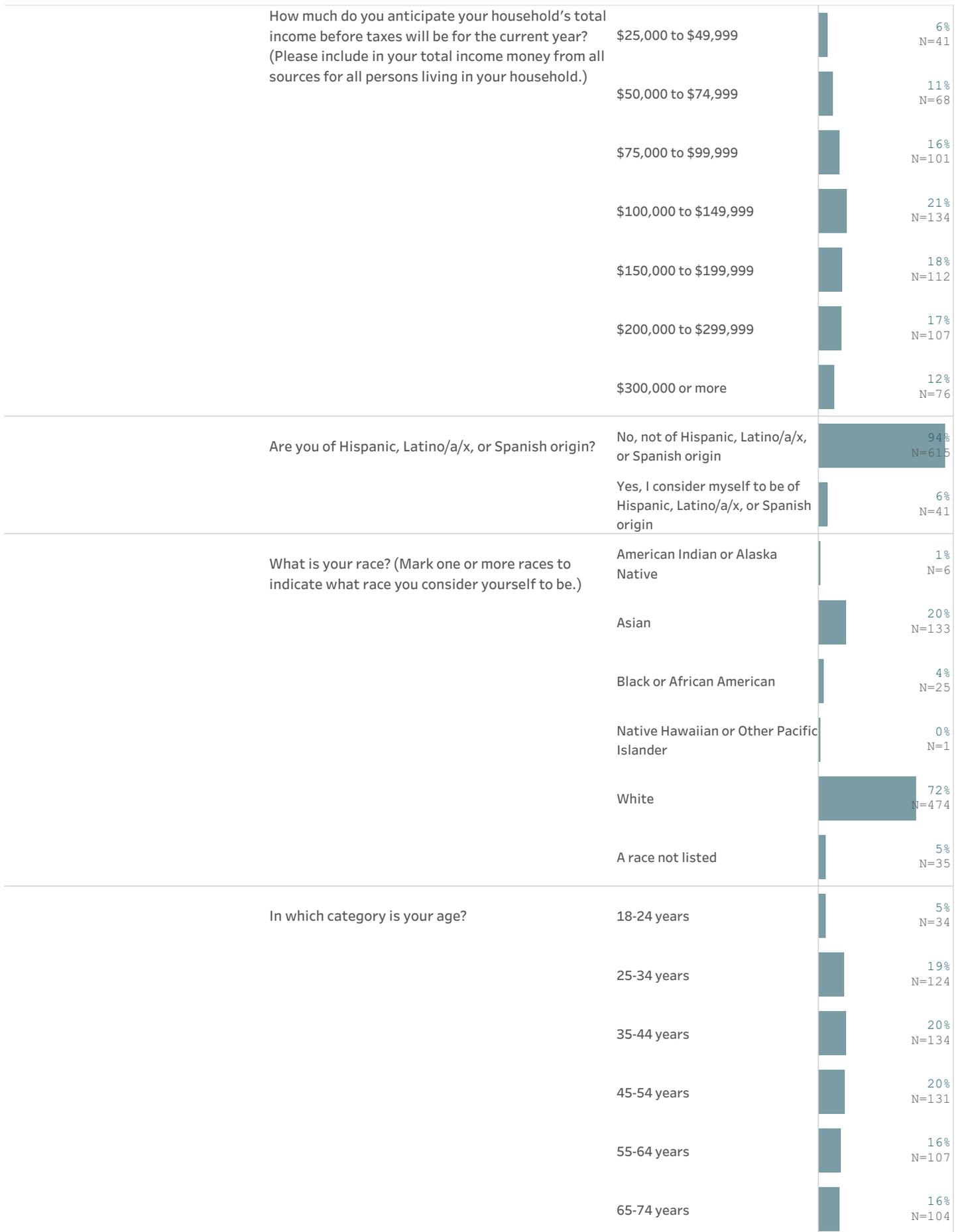
Please rate how much of a priority, if at all, it should be for Naperville to address environmental and sustainability issues within the City.	Low priority		7% N=47	
	Not a priority		3% N=18	
Please rate the quality of information/resources regarding environmental and sustainability topics that is shared by the City.	Excellent		7% N=40	
	Good		48% N=259	
	Fair		35% N=190	
	Poor		10% N=55	
Please rate the ease of parking in DOWNTOWN Naperville.	Excellent		11% N=71	
	Good		37% N=240	
	Fair		34% N=219	
	Poor		18% N=119	
Please indicate how much of a source, if at all, you consider each of the following to be for information about City issues, services, and events:	Naper Notify mass notification system	Major source		67% N=427
		Minor source		25% N=161
		Not a source		8% N=53
City website (www.naperville.il.us)	Major source		43% N=280	
	Minor source		49% N=317	
	Not a source		9% N=56	
City of Naperville social media (Facebook, Twitter, Instagram)	Major source		31% N=201	
	Minor source		44% N=285	
	Not a source		26% N=169	
eNews offerings (eNewsletters such as Commuter Connection, press releases & other project-specific eNewsletters)	Major source		16% N=102	
	Minor source		48% N=309	

Please indicate how much of a source, if at all, you consider each of the following to be for information about City issues, services, and events:	eNews offerings (eNewsletters such as Commuter Connection, press releases & other project-specific eNewsletters)	Not a source		36% N=235
	City newsletter Naperville Connected	Major source		23% N=144
		Minor source		44% N=277
		Not a source		34% N=213
	Public signage or postings at areas where City projects are occurring	Major source		48% N=316
		Minor source		45% N=292
		Not a source		7% N=44
	Local & regional media (broadcast, print, online)	Major source		30% N=198
		Minor source		50% N=322
		Not a source		20% N=130
Government access TV channel WCNC (Ch 6-WOW, Ch 10-Comcast, CH 99-AT&T)	Major source		15% N=97	
	Minor source		40% N=259	
	Not a source		46% N=298	
WFPF 1610AM radio	Major source		4% N=26	
	Minor source		23% N=147	
	Not a source		73% N=474	
Do you or someone in your house have a disability?	No		86% N=566	
	Yes		11% N=71	
	Don't know/prefer not to say		3% N=23	
In general, how many times do you:	Access the internet from your home	Several times a day		82% N=535
		Once a day		9% N=60

In general, how many times do you:	Access the internet from your home	A few times a week	6% N=36
		Every few weeks	2% N=14
		Less often or never	1% N=9
Access the internet from your cell phone		Several times a day	92% N=599
		Once a day	5% N=31
		A few times a week	1% N=8
		Every few weeks	0% N=3
		Less often or never	1% N=9
Visit social media sites		Several times a day	67% N=438
		Once a day	12% N=78
		A few times a week	8% N=53
		Every few weeks	3% N=19
		Less often or never	10% N=62
Use or check email		Several times a day	90% N=588
		Once a day	10% N=63
		A few times a week	0% N=3
		Every few weeks	0% N=
		Less often or never	0% N=1
Share your opinions online		Several times a day	15% N=100
		Once a day	6% N=41
		A few times a week	17% N=108

In general, how many times do you:	Share your opinions online	Every few weeks		16% N=103
		Less often or never		46% N=295
Shop online		Several times a day		11% N=71
		Once a day		10% N=64
		A few times a week		34% N=221
		Every few weeks		40% N=259
		Less often or never		5% N=34
Please rate your overall health.		Excellent		32% N=214
		Very good		45% N=294
		Good		18% N=119
		Fair		4% N=27
		Poor		0% N=3
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:		Very positive		8% N=51
		Somewhat positive		25% N=161
		Neutral		41% N=268
		Somewhat negative		23% N=151
		Very negative		4% N=25
How many years have you lived in Naperville?		Less than 2 years		8% N=56
		2-5 years		14% N=94
		6-10 years		12% N=77
		11-20 years		23% N=150

How many years have you lived in Naperville?	More than 20 years		43% N=284
Which best describes the building you live in?	Single-family detached home		63% N=415
	Townhouse or duplex (may share walls but no units above or below you)		23% N=150
	Condominium or apartment (have units above or below you)		13% N=88
	Other		1% N=5
Do you rent or own your home?	Rent		22% N=140
	Own		78% N=508
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Less than \$300		1% N=10
	\$300 to \$599		1% N=9
	\$600 to \$999		3% N=21
	\$1,000 to \$1,499		11% N=74
	\$1,500 to \$2,499		39% N=257
	\$2,500 to \$3,999		30% N=194
	\$4,000 to \$6,999		11% N=72
	\$7,000 to \$9,999		1% N=6
	\$10,000 or more		1% N=8
Do any children 17 or under live in your household?	No		64% N=417
	Yes		36% N=239
Are you or any other members of your household aged 65 or older?	No		71% N=470
	Yes		29% N=189
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000		0% N=



In which category is your age?	75 years or older		4% N=28
	<hr/>		
What is your gender?	Woman		50% N=332
	Man		49% N=326
	Identify in another way		1% N=5
<hr/>			
How did you hear about this survey? (Select all that apply)	The City's website		10% N=66
	The City's social media (Facebook, Twitter, Instagram, etc.)		34% N=225
	Received an email from the City		18% N=119
	In a City newsletter or utility bill		6% N=41
	Received a postcard or letter from the City		2% N=15
	Nextdoor		4% N=24
	In my Facebook feed		19% N=125
	Saw it on a video of a public meeting or at a meeting I attended		1% N=9
	Saw it on the City's cable channel		1% N=5
	Saw it in a newspaper article or ad (hard copy or online)		4% N=26
	Saw a flyer or poster about it		2% N=10
	Heard about it from a family member, friend or neighbor		14% N=91
	Heard about it from a business or social organization in my community		9% N=62
	Polco's weekly email		1% N=5
	Polco social media post		2% N=11
	On my Polco feed		1% N=5
Other		14% N=91	

The City of Naperville 2023 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are confidential and no identifying information will be shared.

1. Please rate each of the following aspects of quality of life in Naperville.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Naperville as a place to live	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Naperville as a place to raise children	1	2	3	4	5
Naperville as a place to work.....	1	2	3	4	5
Naperville as a place to visit.....	1	2	3	4	5
Naperville as a place to retire.....	1	2	3	4	5
The overall quality of life in Naperville	1	2	3	4	5
Sense of community.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Naperville as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Naperville.....	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, pedestrian, train, bus) in Naperville.....	1	2	3	4	5
Overall design or layout of Naperville's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in Naperville (water, sewer, storm water, electric).....	1	2	3	4	5
Overall feeling of safety in Naperville.....	1	2	3	4	5
Overall quality of natural environment in Naperville.....	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Naperville	1	2	3	4	5
Overall opportunities for education, culture, and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following.

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Recommend living in Naperville to someone who asks.....	1	2	3	4	5
Remain in Naperville for the next five years.....	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In downtown Naperville during the day	1	2	3	4	5	6
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood, or other natural disaster	1	2	3	4	5	6

5. Please rate the job you feel the Naperville community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

6. Please rate each of the following in the Naperville community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Naperville.....	1	2	3	4	5
Variety of business and service establishments in Naperville	1	2	3	4	5
Vibrancy of downtown/commercial area	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Cost of living in Naperville.....	1	2	3	4	5
Overall image or reputation of Naperville	1	2	3	4	5

7. Please also rate each of the following in the Naperville community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Naperville.....	1	2	3	4	5
Ease of travel by public transportation in Naperville.....	1	2	3	4	5
Ease of travel by bicycle in Naperville.....	1	2	3	4	5
Ease of walking in Naperville.....	1	2	3	4	5
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods.....	1	2	3	4	5
Preservation of the historical or cultural character of the community.....	1	2	3	4	5
Public places where people want to spend time.....	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Overall quality of new development in Naperville.....	1	2	3	4	5
Overall appearance of Naperville.....	1	2	3	4	5
Cleanliness of Naperville.....	1	2	3	4	5
Water resources (river, lakes, ponds, beach, etc.).....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.)... ..	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services.....	1	2	3	4	5
Availability of affordable quality mental health care.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Naperville.....	1	2	3	4	5
Opportunities to participate in social events and activities.....	1	2	3	4	5
Opportunities to attend special events and festivals.....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5

8. Please indicate whether or not you have done each of the following in the last 12 months.

	<u>No</u>	<u>Yes</u>
Contacted the City of Naperville (in-person, phone, email, or web) for help or information.....	1	2
Contacted Naperville elected officials (in-person, phone, email, or web) to express your opinion.....	1	2
Attended a local public meeting (City Council, County Board, advisory boards/commissions, town halls, HOA, etc.).....	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Naperville.....	1	2
Campaigned or advocated for a local issue, cause, or candidate.....	1	2
Voted in your most recent local election.....	1	2
Used bus, rail, or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone.....	1	2
Walked or biked instead of driving.....	1	2

The City of Naperville 2023 Community Survey

9. Please rate the quality of each of the following services in Naperville.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development (business recruitment, retention, etc)	1	2	3	4	5
Traffic enforcement	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Street repair	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Bus or train services	1	2	3	4	5
Land use, planning, and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.)	1	2	3	4	5
Affordable high-speed internet access	1	2	3	4	5
Garbage collection	1	2	3	4	5
Drinking water	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.)	1	2	3	4	5
Power (electric) utility	1	2	3	4	5
Utility billing	1	2	3	4	5
Police services	1	2	3	4	5
Crime prevention	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services	1	2	3	4	5
Fire services	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	1	2	3	4	5
Preservation of natural areas (open space, forest preserves, etc.)	1	2	3	4	5
Naperville open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
Public parks.....	1	2	3	4	5
Recreation programs or classes	1	2	3	4	5
Recreation centers or facilities	1	2	3	4	5
Health services.....	1	2	3	4	5
Public library services	1	2	3	4	5
Overall customer service by Naperville employees (police, customer service representatives, field workers, planners, etc.)	1	2	3	4	5

10. Please rate the following categories of Naperville government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The value of services for the taxes paid to Naperville	1	2	3	4	5
The overall direction that Naperville is taking	1	2	3	4	5
The job Naperville government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in Naperville government.....	1	2	3	4	5
Generally acting in the best interest of the community	1	2	3	4	5
Being honest.....	1	2	3	4	5
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5
Treating residents with respect	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The City of Naperville.....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

12. Please rate how important, if at all, you think it is for the Naperville community to focus on each of the following in the coming two years.

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Naperville.....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, pedestrian, bus, train) in Naperville.....	1	2	3	4
Overall design or layout of Naperville’s residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4
Overall quality of the utility infrastructure in Naperville (water, sewer, storm water, electric)	1	2	3	4
Overall feeling of safety in Naperville.....	1	2	3	4
Overall quality of natural environment in Naperville.....	1	2	3	4
Overall quality of parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in Naperville	1	2	3	4
Overall opportunities for education, culture, and the arts.....	1	2	3	4
Residents’ connection and engagement with their community	1	2	3	4

13. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don’t know</u>
In your neighborhood at night.....	1	2	3	4	5	6
In downtown Naperville at night.....	1	2	3	4	5	6

14. Please rate how much of a priority, if at all, it should be for Naperville to address environmental and sustainability issues within the City.

- High priority Medium priority Low priority Not a priority Don’t know

15. Please rate the quality of information/resources regarding environmental and sustainability topics that is shared by the City.

- Excellent Good Fair Poor Don’t know

16. Please rate the ease of parking in downtown Naperville.

- Excellent Good Fair Poor Don’t know

17. Please indicate how much of a source, if at all, you consider each of the following to be for information about City issues, services, and events:

	<u>Major source</u>	<u>Minor source</u>	<u>Not a source</u>
Naper Notify mass notification system	1	2	3
City website (www.naperville.il.us).....	1	2	3
City of Naperville social media (Facebook, Twitter, Instagram)	1	2	3
eNews offerings (eNewsletters such as Commuter Connection, press releases & other project-specific eNewsletters).....	1	2	3
City newsletter <i>Naperville Connected</i>	1	2	3
Public signage or postings at areas where City projects are occurring.....	1	2	3
Local & regional media (broadcast, print, online)	1	2	3
Government access TV channel WCNC (Ch 6-WOW, Ch 10-Comcast, CH 99-AT&T).....	1	2	3
WFPF 1610AM radio.....	1	2	3

The City of Naperville 2023 Community Survey

Our last questions are about you and your household.

Again, all of your responses to this survey are confidential and no identifying information will be shared.

D0. Do you or someone in your house have a disability?

- No Yes Don't know/prefer not to say

D1. In general, how many times do you:

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop, or tablet computer	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online	1	2	3	4	5	6

D2. Please rate your overall health.

- Excellent Very good Good Fair Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months?

Do you think the impact will be:

- Very positive Somewhat positive Neutral Somewhat negative Very negative

D4. How many years have you lived in Naperville?

- Less than 2 years
 2-5 years
 6-10 years
 11-20 years
 More than 20 years

D5. Which best describes the building you live in?

- Single-family detached home
 Townhouse or duplex (may share walls but no units above or below you)
 Condominium or apartment (have units above or below you)
 Other

D6. Do you rent or own your home?

- Rent
 Own

D7. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?

- Less than \$300 \$2,500 to \$3,999
 \$300 to \$599 \$4,000 to \$6,999
 \$600 to \$999 \$7,000 to \$9,999
 \$1,000 to \$1,499 \$10,000 or more
 \$1,500 to \$2,499

D8. Do any children 17 or under live in your household?

- No Yes

D9. Are you or any other members of your household aged 65 or older?

- No Yes

D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$25,000 \$100,000 to \$149,999
 \$25,000 to \$49,999 \$150,000 to \$199,999
 \$50,000 to \$74,999 \$200,000 to \$299,999
 \$75,000 to \$99,999 \$300,000 or more

D11. Are you of Hispanic, Latino/a/x, or Spanish origin?

- No Yes

D12. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- American Indian or Alaskan Native
 Asian
 Black or African American
 Native Hawaiian or Other Pacific Islander
 White
 A race not listed

D13. In which category is your age?

- 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years

D14. What is your gender?

- Woman
 Man
 Identify in another way

Thank you! Please return the completed survey in the postage-paid envelope to:
National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502