



Naperville

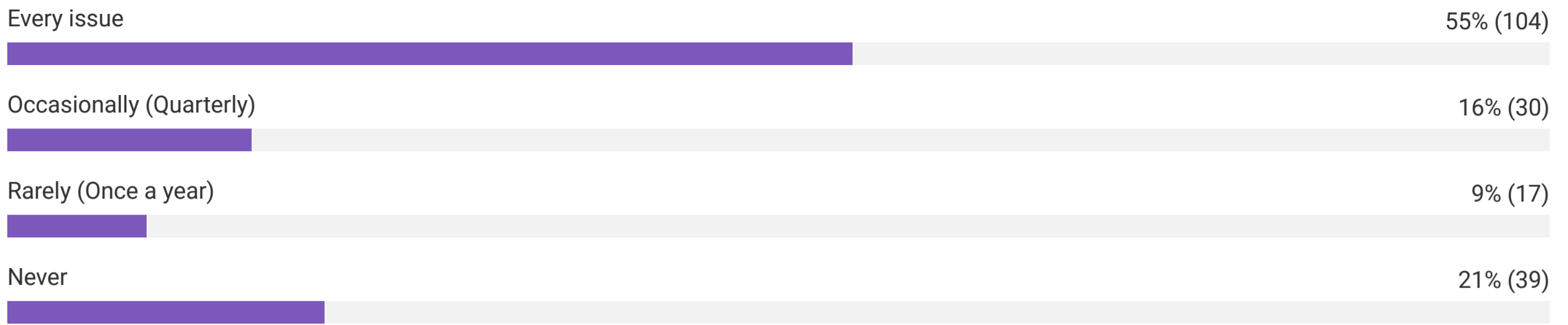
Naperville Connected Newsletter

Survey Results
FINAL

04/22/2026

How often do you read Naperville Connected?

Number of votes per option:



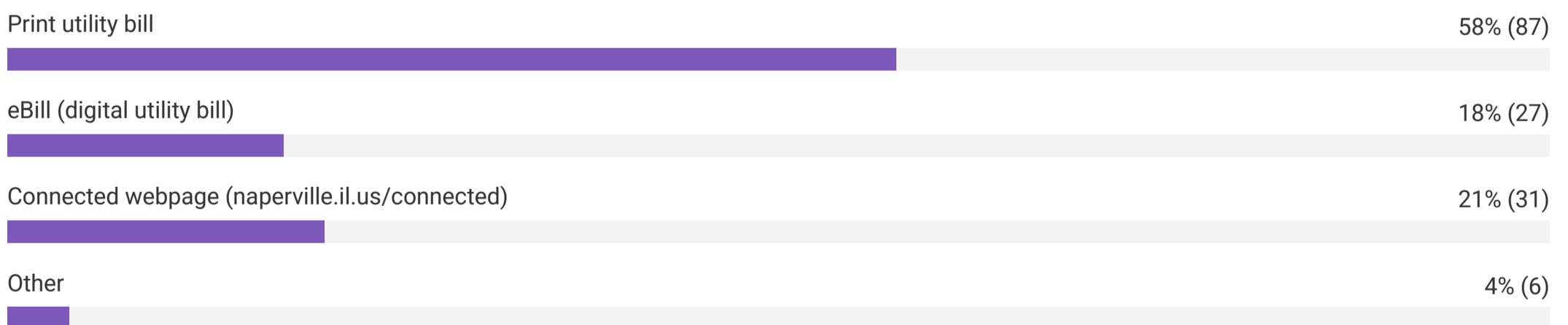
On a scale of 1-5, with 1 considered not very likely, how likely are you to recommend Naperville Connected to a neighbor as a reliable source of City information?

Number of votes per option:



How do you typically access Naperville Connected?

Number of votes per option:



Rate the following aspects of the newsletter:

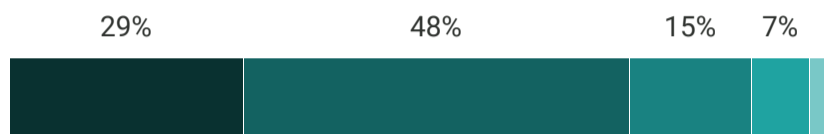
Percent of votes per option:

Question	Excellent	Good	Neutral	Fair	Poor
Content relevancy	29%	48%	15%	7%	2%
Content timeliness	26%	36%	17%	14%	8%
Visual appearance	25%	42%	22%	8%	3%
Clarity (understanding) of the writing	45%	40%	12%	1%	2%
Accessibility	34%	34%	24%	4%	4%

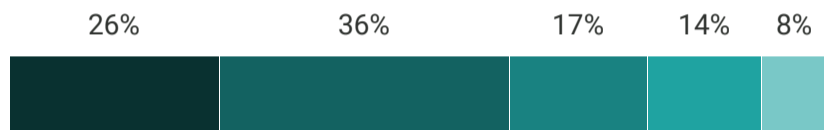
Expand all / Collapse all



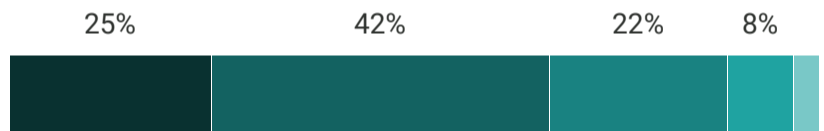
Content relevancy



Content timeliness



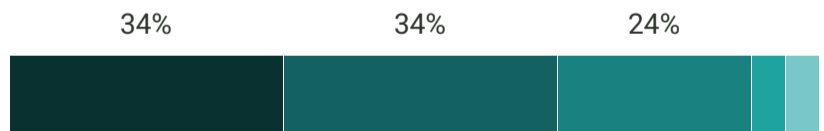
Visual appearance



Clarity (understanding) of the writing

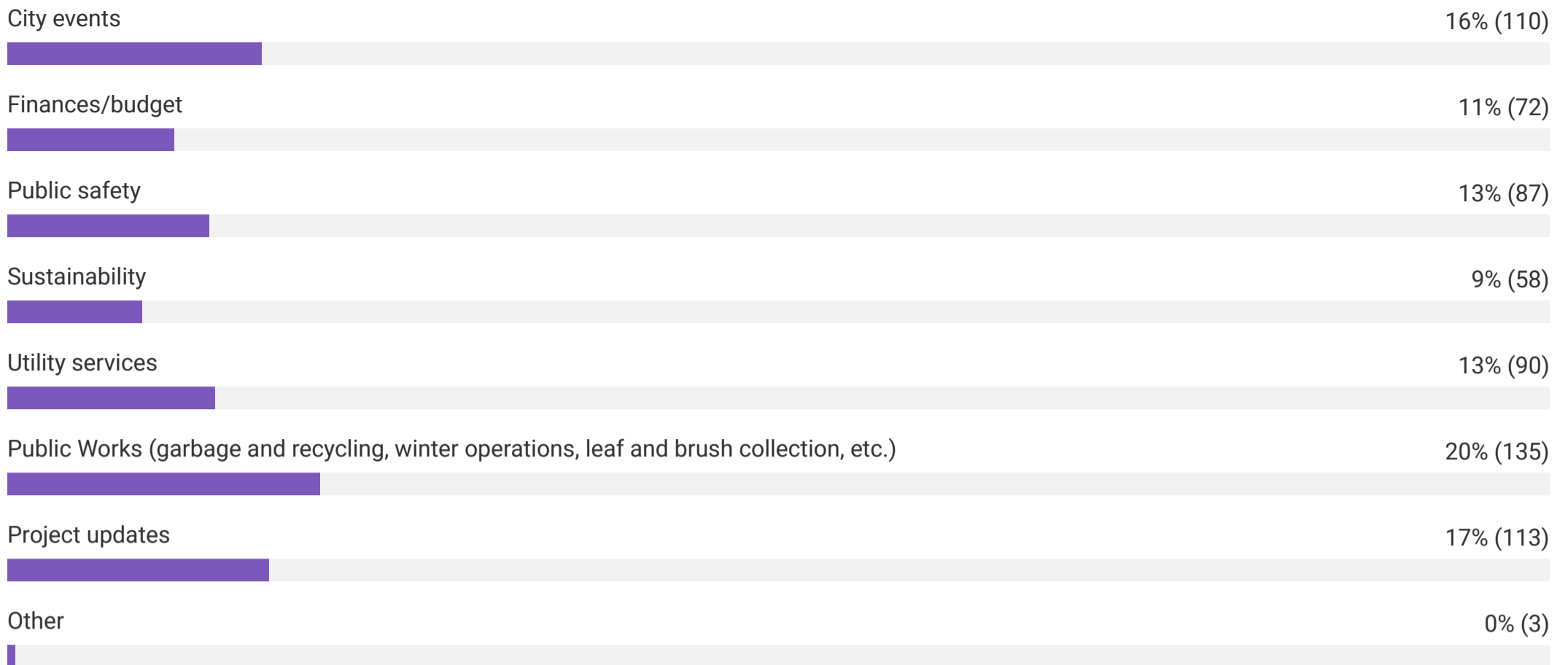


Accessibility



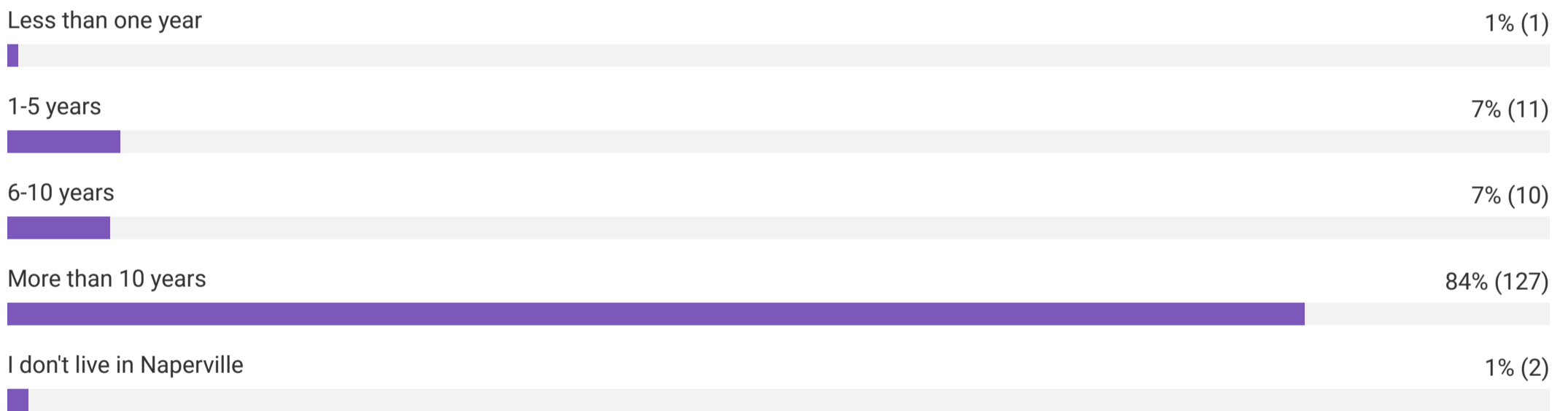
What topics do you find most useful or interesting in Naperville Connected? (Select all that apply.)

Number of votes per option:



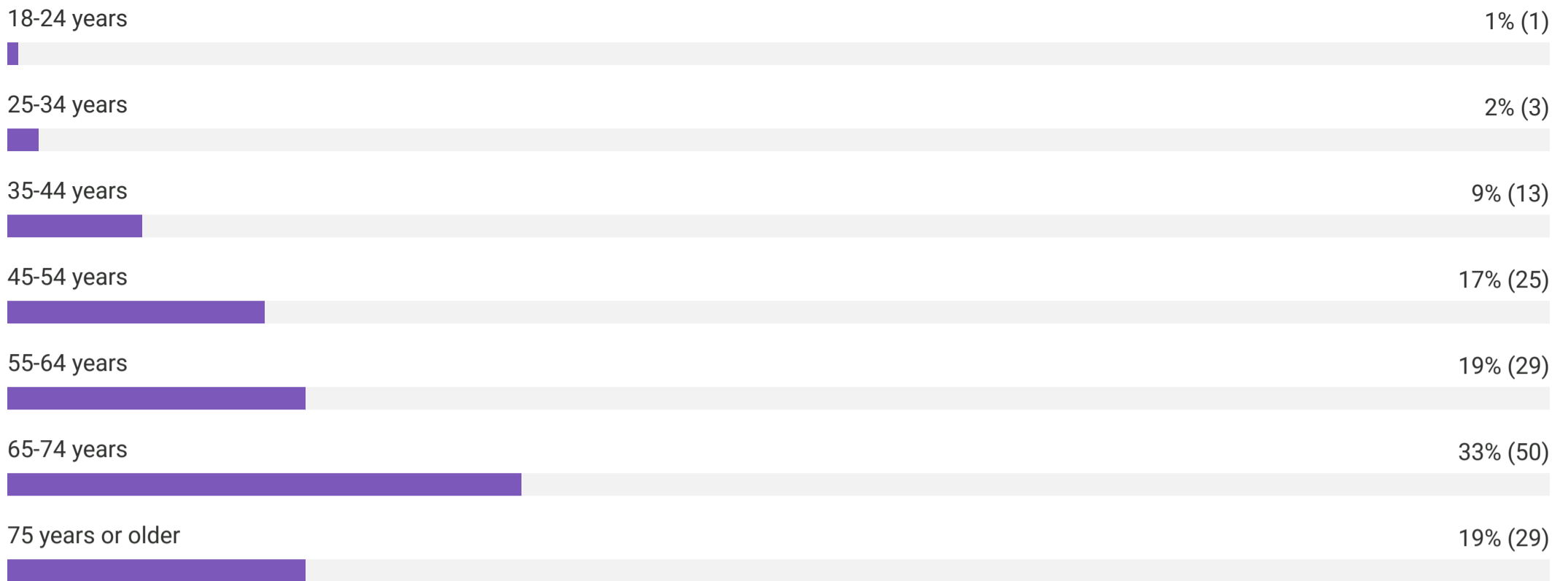
How long have you lived in Naperville?

Number of votes per option:



In which category is your age?

Number of votes per option:



Below is a summary of the voluntary responses given to the open-ended questions:

Summary of free text question results - "Please tell us how you receive the newsletter."

Theme	Description
eBill	Difficulty accessing the newsletter after enrolling in eBill
Email Integration	Suggest sending the newsletter via a direct email list

Summary of free text question results - "Is there anything else you'd like to share about the newsletter?"

Theme	Description
Email Integration	Suggest sending the newsletter via a direct email list
Visibility	Moving away from paper bills has caused some concern about newsletter access
Content & Design	-Value seasonal service info (recycling, brush pickup, etc.)
	-Events and deadlines passed by the time the bill/newsletter arrives
	-Some find the layout outdated

Summary of free text question results - Other topics residents would find useful or interesting.

More information about Municipal Code violations and City Council meetings.