

Naperville, IL

The National Community Survey

Supplemental Report of Results - Benchmark and Trends
2026

Report by:



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About

This supplemental report provides additional context to help interpret The National Community Survey™ results for the City of Naperville. While the main report presents key findings and an overview of the 10 facets of community livability, this supplemental report expands on those results by offering multiple layers of comparison. It is designed to provide a clearer sense of how local perceptions and experiences fit within a broader landscape, and to highlight patterns that may not be immediately apparent in the main report. Comparisons to national benchmarks and changes across survey years can influence how findings should be interpreted.

This report brings those elements together in a structured way, making it easier to identify where the City of Naperville is performing well, where perceptions may be shifting, and where results differ from similar communities or national patterns.

There are two sections included in this report. Use the links below to access the interactive online version of the following reports:

- [National Benchmarks](#)
- [Full Trends](#)

Together, this report supports informed decision-making by illustrating where the City of Naperville currently stands and how those results have changed over time.

Additional Online Reporting

In addition to the information presented in both the main report and this supplemental report, the online version offers a range of interactive elements designed to support deeper analysis, including:

- [Interactive Dashboard](#)
- [Demographic & Geographic Comparisons](#)

National Benchmarks

This table contains the comparisons of Naperville's results to those from communities nationwide. The first column shows Naperville's rating compared to the benchmark: results are noted as "higher" or "lower" if the average rating given by Naperville residents is at least 10 points above or below the benchmark, and "similar" if it is within 10 points. The second column shows Naperville's "percent positive", which is the combination of the most positive response options (e.g., excellent/good). The third column shows Naperville's ranking in comparison to other communities where a similar question was asked, and the fourth column shows the number of communities that asked that question. The fifth column shows the percentile for Naperville's result (the percent of communities that had a lower rating).

				% positive	Rank	Number of communities	Percentile
Quality of Life	Please rate each of the following aspects of quality of life in Naperville.	Naperville as a place to live	Higher	95%	16	370	95%
		The overall quality of life in Naperville	Higher	94%	14	376	96%
	Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Naperville to someone who asks	Higher	94%	34	332	90%
		Remain in Naperville for the next five years	Similar	90%	46	334	86%
	Please rate each of the following in the Naperville community.	Overall image or reputation of Naperville	Much higher	93%	8	360	98%
Governance	Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Naperville (in-person, phone, email, or web) for help or information	Similar	46%	180	338	47%
		Contacted Naperville elected officials (in-person, phone, email, or web) to express your opinion	Similar	15%	211	321	34%
		Attended a local public meeting (of local elected officials like City Council, County Board, advisory boards/commissions, town halls, HOA, etc.)	Similar	22%	128	323	60%
		Watched (online or on television) a local public meeting	Similar	26%	125	317	60%
	Please rate the quality of each of the following services in Naperville.	Public information services	Higher	84%	9	341	97%
		Overall customer service by Naperville employees (police, customer service representatives, field workers, planners, etc.)	Higher	93%	12	364	96%

Governance

Please rate the following categories of Naperville government performance.

The value of services for the taxes paid to Naperville	Higher	71%	26	375	93%
The overall direction that Naperville is taking	Higher	75%	28	350	92%
The job Naperville government does at welcoming resident involvement	Higher	67%	25	350	93%
Overall confidence in Naperville government	Higher	74%	21	324	93%
Generally acting in the best interest of the community	Higher	74%	25	327	92%
Being honest	Higher	77%	24	320	92%
Being open and transparent to the public	Higher	75%	15	329	95%
Informing residents about issues facing the community	Higher	67%	12	326	96%
Treating all residents fairly	Higher	75%	29	328	91%
Treating residents with respect	Higher	79%	33	321	90%

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

The City of Naperville	Higher	90%	14	367	96%
The Federal Government	Similar	30%	191	305	37%

Economy

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

Naperville as a place to work	Higher	80%	29	368	92%
Naperville as a place to visit	Higher	87%	45	339	86%

Economy

Please rate each of the following characteristics as they relate to Naperville as a whole.	Overall economic health of Naperville	Much higher	90%	15	333	95%
	Overall quality of business and service establishments in Naperville	Higher	91%	3	329	99%
	Variety of business and service establishments in Naperville	Much higher	85%	7	321	98%
	Vibrancy of downtown/commercial area	Much higher	89%	2	315	99%
	Employment opportunities	Higher	60%	43	346	87%
	Shopping opportunities	Much higher	88%	10	333	97%
	Cost of living in Naperville	Similar	37%	128	328	61%
	Economic development (business recruitment, retention, etc.)	Higher	72%	27	328	92%
	Overall economic health of Naperville	Similar	90%	36	319	89%
	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%	72	318	77%
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 of Naperville	Similar	90%	36	319	89%
	Overall quality of business and service establishments in Naperville	Higher	91%	3	329	99%
	Variety of business and service establishments in Naperville	Much higher	85%	7	321	98%
	Vibrancy of downtown/commercial area	Much higher	89%	2	315	99%

Mobility

Please rate each of the following characteristics as they relate to Naperville as a whole.	Overall quality of the transportation system (auto, bicycle, pedestrian, train, bus) in Naperville	Higher	64%	56	329	83%
	Traffic flow on major streets	Similar	53%	145	347	57%
Please also rate each of the following in the Naperville community.	Ease of public parking	Similar	63%	105	319	67%
	Ease of travel by car in Naperville	Similar	78%	123	344	64%

Mobility

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

Ease of travel by public transportation in Naperville	Similar	33%	152	320	52%
Ease of travel by bicycle in Naperville	Similar	53%	137	344	60%
Ease of walking in Naperville	Higher	75%	74	349	78%

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

Used bus, rail or other public transportation instead of driving	Higher	40%	55	308	82%
Carpooled with other adults or children instead of driving alone	Similar	50%	115	317	64%
Walked or biked instead of driving	Similar	65%	108	320	66%

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

Traffic enforcement	Higher	75%	13	356	96%
Traffic signal timing	Similar	64%	38	321	88%
Street repair	Higher	67%	24	357	93%
Street cleaning	Higher	84%	36	335	89%
Street lighting	Higher	81%	5	349	98%
Snow removal	Similar	78%	66	283	76%
Sidewalk maintenance	Higher	70%	44	328	86%
Bus or train services	Higher	64%	38	312	88%

Mobility	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 transportation system (auto, bicycle, pedestrian, bus, train) in Naperville	Similar	78%	93	318	71%
Community Design	Please rate each of the following aspects of quality of life in Naperville.	Your neighborhood as a place to live	Higher	93%	25	345	93%
	Please rate each of the following characteristics as they relate to Naperville as a whole.	Overall design or layout of Naperville's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Higher	81%	7	327	98%
	Please also rate each of the following in the Naperville community.	Well-planned residential growth	Much higher	72%	10	318	97%
		Well-planned commercial growth	Much higher	70%	6	318	98%
		Well-designed neighborhoods	Higher	81%	7	318	98%
		Preservation of the historical or cultural character of the community	Higher	80%	22	316	93%
		Public places where people want to spend time	Much higher	88%	3	321	99%
		Variety of housing options	Higher	64%	36	335	89%
		Availability of affordable quality housing	Similar	32%	96	348	72%
		Overall quality of new development in Naperville	Higher	68%	27	333	92%
		Overall appearance of Naperville	Much higher	93%	11	343	97%
	Please rate the quality of each of the following services in Naperville.	Land use, planning, and zoning	Higher	67%	9	337	97%
		Code enforcement (weeds, abandoned buildings, etc.)	Higher	70%	10	355	97%

Community Design	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 design or layout of Naperville's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Similar	76%	132	319	58%
Utilities	Please rate each of the following characteristics as they relate to Naperville as a whole.	Overall quality of the utility infrastructure in Naperville (water, sewer, storm water, electric)	Higher	89%	4	322	99%
	Please rate the quality of each of the following services in Naperville.	Affordable high-speed internet access	Similar	64%	54	315	83%
		Garbage collection	Higher	92%	12	342	96%
		Drinking water	Higher	89%	17	342	95%
		Sewer services	Higher	90%	7	332	98%
		Storm water management (storm drainage, dams, levees, etc.)	Higher	82%	40	350	88%
		Power (electric) utility	Higher	89%	11	302	96%
		Utility billing	Similar	75%	61	320	81%
	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 in Naperville (water, sewer, storm water, electric)	Similar	91%	55	318	83%
Safety	Please rate each of the following characteristics as they relate to Naperville as a whole.	Overall feeling of safety in Naperville	Higher	94%	32	356	91%
	Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	98%	36	338	89%
		In downtown Naperville during the day	Similar	96%	54	327	83%
		From property crime	Higher	92%	21	327	93%

Safety	Please rate how safe or unsafe you feel:	From violent crime	Higher	94%	48	327	85%
		From fire, flood, or other natural disaster	Similar	91%	63	319	80%
	Please rate the quality of each of the following services in Naperville.	Police services	Higher	89%	21	373	94%
		Crime prevention	Higher	88%	26	350	92%
		Animal control	Higher	84%	18	342	94%
		Ambulance or emergency medical services	Higher	93%	21	351	94%
		Fire services	Similar	97%	23	357	93%
		Fire prevention and education	Higher	91%	14	332	96%
		Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Higher	83%	12	333	96%
	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 feeling of safety in Naperville	Similar	90%	58	319	82%
Parks and Recreation	Please rate each of the following characteristics as they relate to Naperville as a whole.	Overall quality of parks and recreation opportunities	Higher	91%	20	326	94%
	Please also rate each of the following in the Naperville community.	Availability of paths and walking trails	Higher	88%	36	339	89%
		Fitness opportunities (including exercise classes and paths or trails, etc.)	Higher	87%	25	323	92%
		Recreational opportunities	Higher	86%	31	335	91%

Parks and Recreation	Please rate the quality of each of the following services in Naperville.	Public parks	Higher	93%	16	342	95%
		Recreation programs or classes	Higher	88%	12	332	96%
		Recreation centers or facilities	Higher	84%	31	326	90%
	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 parks and recreation opportunities	Similar	86%	26	319	92%
Community Connection	Please rate each of the following aspects of quality of life in Naperville.	Naperville as a place to raise children	Much higher	96%	8	372	98%
		Naperville as a place to retire	Similar	64%	176	367	51%
		Sense of community	Higher	78%	17	348	95%
	Please rate each of the following characteristics as they relate to Naperville as a whole.	Residents' connection and engagement with their community	Higher	75%	18	324	94%
	Please rate the job you feel the Naperville community does at each of the following.	Making all residents feel welcome	Higher	84%	18	325	94%
		Attracting people from diverse backgrounds	Higher	81%	12	320	96%
		Valuing/respecting residents from diverse backgrounds	Higher	80%	15	320	95%
		Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Higher	68%	33	318	89%
	Please also rate each of the following in the Naperville community.	Sense of civic/community pride	Higher	85%	8	318	97%
		Neighborliness of residents in Naperville	Higher	76%	19	321	94%

Community Connection	Please also rate each of the following in the Naperville community.	Opportunities to participate in social events and activities	Higher	79%	19	328	94%
		Opportunities to volunteer	Higher	82%	31	330	90%
		Opportunities to participate in community matters	Higher	76%	13	326	96%
		Openness and acceptance of the community toward people of diverse backgrounds	Higher	77%	18	339	94%
	Please indicate whether or not you have done each of the following in the last 12 months.	Volunteered your time to some group/activity in Naperville	Similar	36%	123	325	62%
		Campaigned or advocated for a local issue, cause, or candidate	Similar	19%	132	316	58%
	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.	Residents' connection and engagement with their community	Similar	74%	36	319	89%
	Education, Arts, and Culture	Overall opportunities for education, culture, and the arts	Much higher	87%	6	329	98%
		Opportunities to attend cultural/arts/music activities	Higher	83%	22	345	93%
		Community support for the arts	Higher	80%	33	317	89%
		Availability of affordable quality childcare/preschool	Higher	61%	24	331	93%
		K-12 education	Much higher	92%	7	339	98%
		Adult educational opportunities	Higher	77%	14	323	95%
		Opportunities to attend special events and festivals	Higher	82%	32	329	90%

Education, Arts, and Culture	Please rate the quality of each of the following services in Naperville.	Public library services	Higher	97%	15	338	95%
	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 opportunities for education, culture, and the arts	Similar	82%	11	319	96%
Health and Wellness	Please rate each of the following characteristics as they relate to Naperville as a whole.	Overall health and wellness opportunities in Naperville	Higher	89%	13	329	96%
	Please also rate each of the following in the Naperville community.	Availability of affordable quality food	Higher	70%	28	322	91%
		Availability of affordable quality health care	Higher	75%	19	331	94%
		Availability of preventive health services	Higher	78%	10	316	97%
		Availability of affordable quality mental health care	Much higher	70%	2	322	99%
	Please rate the quality of each of the following services in Naperville.	Health services	Higher	88%	5	314	98%
	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 in Naperville	Similar	78%	84	319	73%
		Please rate your overall health.	Similar	81%	47	315	85%
Natural Environment	Please rate each of the following characteristics as they relate to Naperville as a whole.	Overall quality of natural environment in Naperville	Higher	90%	39	336	88%
	Please also rate each of the following in the Naperville community.	Cleanliness of Naperville	Higher	92%	27	341	92%
		Water resources (river, lakes, ponds, beach, etc.)	Much higher	91%	12	302	96%
		Air quality	Higher	89%	52	328	84%

Natural Environment	Please rate the quality of each of the following services in Naperville.	Preservation of natural areas (open space, forest preserves, etc.)	Much higher	88%	8	321	97%
		Naperville open space	Higher	81%	27	317	91%
		Recycling	Higher	81%	23	347	93%
		Yard waste pick-up	Higher	86%	20	317	93%
	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 natural environment in Naperville	Similar	86%	79	319	75%

Full Trends

This table contains the trends over time for the City of Naperville. The combined "percent positive" responses for each survey year are presented (e.g., excellent/good or yes). If an item was not included during an administration of the survey, no percentage will be shown in the table. If the difference between the 2023 and 2026 surveys is greater than 5 percentage points, the change is statistically significant.

It is important to note that in 2020 and 2025, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

		2023	2026
Governance	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	52% 46% L
	Please rate the following categories of Naperville government performance.	Treating all residents fairly	81% 75% L
		The job Naperville government does at welcoming resident involvement	74% 67% L
	Overall, how would you rate the quality of the services provided by each of the following?	The Federal Government	47% 30% L
Economy	Please rate each of the following aspects of quality of life in Naperville.	Naperville as a place to work	91% 80% L
	Please rate each of the following in the Naperville community.	Employment opportunities	84% 60% L
	Please rate the quality of each of the following services in Naperville.	Economic development (business recruitment, retention, etc.)	85% 72% L

Mobility	Please also rate each of the following in the Naperville community.	Ease of walking	81%	75% L
		Ease of travel by bicycle	63%	53% L
	Please rate the quality of each of the following services in Naperville.	Snow removal	84%	78% L
		Bus or train services	73%	64% L
Community Design	Please also rate each of the following in the Naperville community.	Well-planned commercial growth	77%	70% L
		Preservation of the historical or cultural character of the community	85%	80% L
	Please rate the quality of each of the following services in Naperville.	Land use, planning and zoning	76%	67% L
Utilities	Please rate the quality of each of the following services in Naperville.	Utility billing	87%	75% L
		Affordable high-speed internet access	74%	64% L
Safety	Please rate how safe or unsafe you feel:	From fire, flood, or other natural disaster	85%	91% H
	Please rate the quality of each of the following services in Naperville.	Animal control	89%	84% L

Parks and Recreation	Please also rate each of the following in the Naperville community.	Recreational opportunities	92%	86% L
Community Connection	Please rate the job you feel the Naperville community does at each of the following.	Attracting people from diverse backgrounds	75%	81% H
	Please also rate each of the following in the Naperville community.	Opportunities to participate in social events and activities	85%	79% L
		Opportunities to participate in community matters	81%	76% L
	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.	Residents' connection and engagement with their community	68%	74% H
Education, Arts, and Culture	Please rate each of the following characteristics as they relate to Naperville as a whole.	Overall opportunities for education, culture, and the arts	94%	87% L
	Please also rate each of the following in the Naperville community.	Availability of affordable quality childcare/preschool	72%	61% L
	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 opportunities for education, culture, and the arts	76%	82% H
Health and Wellness	Please also rate each of the following in the Naperville community.	Availability of affordable quality food	78%	70% L
		Please rate your overall health.	72%	81% H