

City of Naperville Community Survey

2016

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Findings
Report

Submitted to the City of Naperville:

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725 W. Frontier Lane,
Olathe, Kansas
66061

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Contents

Executive Summary	i
Charts and Graphs	1
Benchmarking Analysis	28
Strategic Priority Analysis	41
Tabular Data	52
Survey Instrument	123

2016 City of Naperville Community Survey

Executive Summary

Purpose and Methodology

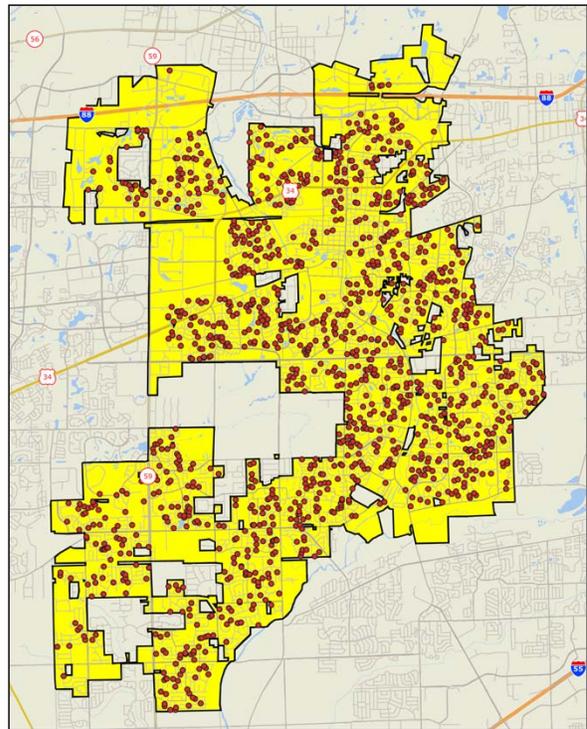
ETC Institute administered a survey to residents of the City of Naperville during the fall of 2016. The purpose of the survey was to assess satisfaction with the quality of city services and to gather input about priorities for the community; previous community surveys were conducted in 2012, 2008, and 2006.

The seven-page survey, cover letter and postage paid return envelope were mailed to a random sample of households in the City of Naperville. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online at www.naperville2016survey.org. The online version of the survey was open to all Naperville residents to complete. At the end of the online survey, residents were asked to enter their home address, this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

Approximately 10 days after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey by mail or completed it online were given the option of completing it by phone. The goal was to receive at least 1200 completed surveys. This goal was exceeded, with a total of 1395 households completing a survey. The results for the random sample of 1395 households have a 95% level of confidence with a precision of at least +/- 2.6%.

In order to better understand how well services are being delivered by the city, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the distribution of survey respondents on a map of the City.

The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Naperville with the results from other communities in ETC Institute’s *DirectionFinder*® database. Since the number of “don’t know” responses often reflects the utilization and awareness of city services, the percentage of “don’t know” responses has been provided in the tabular data



section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey and trend data from the 2012, 2008 and 2006 community surveys,
- benchmarking data that shows how the results for Naperville compare to other cities,
- a strategic priority analysis; this analysis was done to determine priority actions for the City to address based upon the survey results ,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

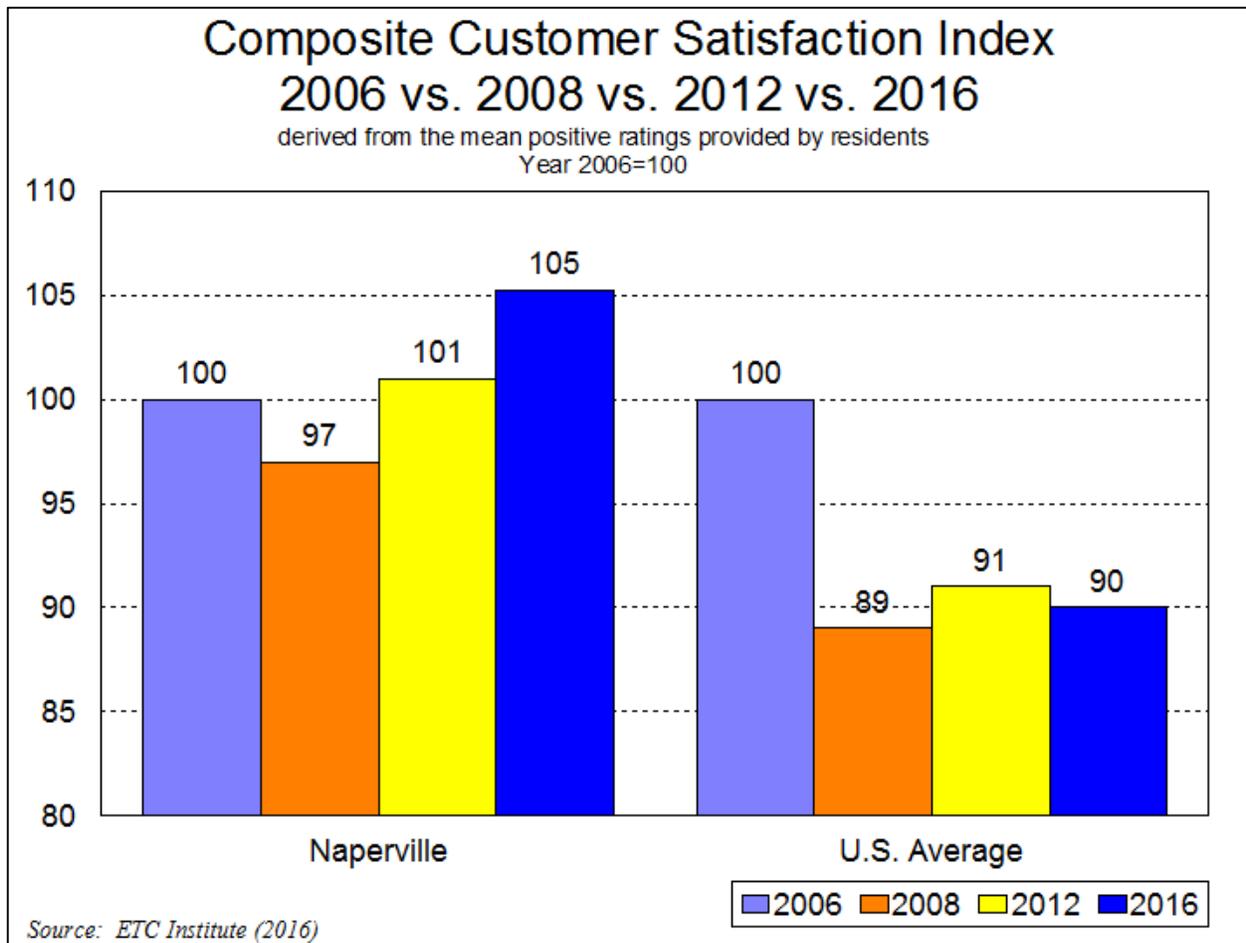
Provided in Appendices to this report:

- Appendix A: Crosstabs of the Data by Ages of Household Occupants,
- Appendix B: Crosstabs of the Data by Race/Ethnicity and Gender,
- Appendix C: Crosstabs of the Data by Years of Residency and Home Owners Versus Renters,
- Appendix D: Non-Random Sample Survey Results,
- Appendix E: GIS maps that show the results of selected questions as maps of the city by census block group (CBG),

Trends

Composite Customer Satisfaction Index. To help the City better understand how satisfaction levels have changed over time, ETC Institute created a Composite Customer Satisfaction Index for the City. The Composite Customer Satisfaction Index is derived from the mean overall rating given for all major categories of city services that are assessed on the survey. The index is calculated by dividing the mean rating for the current year by the mean rating for the base-year (year 2006) and then multiplying the result by 100. The chart on the following page shows how overall satisfaction with the City of Naperville has changed compared to the national average since 2006.

The Composite Customer Satisfaction Indices for the City of Naperville and the U.S. both decreased from 2006 to 2008 and then the results for the City of Naperville increased from 2008 to 2016. The City of Naperville improved four points from 101 in 2012 to 105 in 2016, scoring five points above the 2006 baseline rating. During this same time, the U.S. average decreased one point from 90 in 2012 to 92 in 2016, the U.S. average was still 10 points below the 2006 baseline rating.



Significant Increases. The results of the City of Naperville improved in 69 of the 94 areas that were assessed from 2012, 31 of which were significant increases (increase of more than 3%). The top 10 most significant increases are listed below:

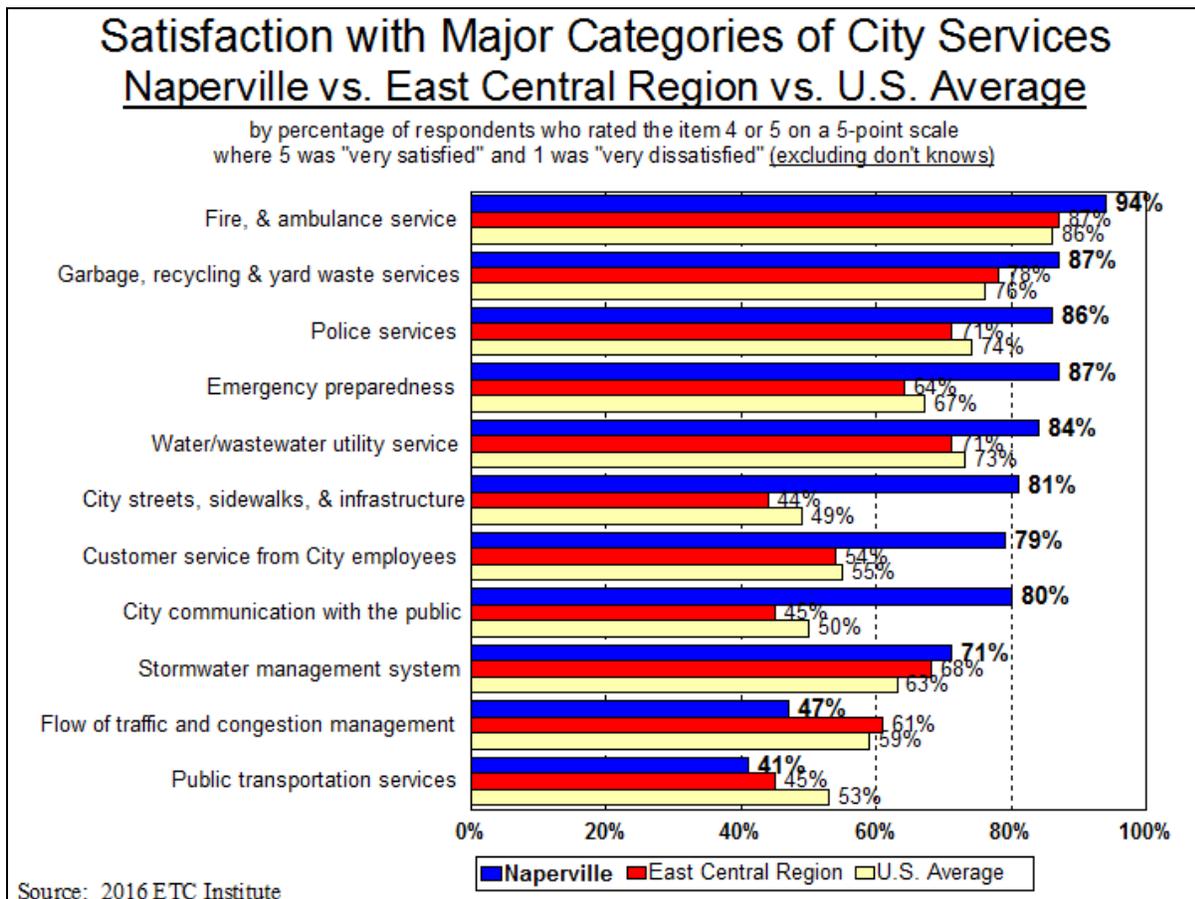
1. City efforts to provide information to you during emergency situations (+23%)
2. Quality of non-emergency police services (+15%)
3. Feeling of safety in downtown Naperville after 10 pm (+13%)
4. City efforts to use social media and emerging technology to keep you informed (+12%)
5. Reducing use of energy in city operations (+10%)
6. City efforts to ensure the community is prepared for a disaster or crisis (+9%)
7. Efforts of the city for Emergency Preparedness (+8%)
8. Animal control services (+8%)
9. City's parkway tree trimming program (+8%)
10. Ease of north/south travel in the Naperville (+7%)

Significant Decreases. The results of the City of Naperville decreased in 23 of the 94 areas that were assessed from 2012, nine of which were significant decreases (decrease of more than 3%). The top 10 most significant decreases are listed on the following page:

1. Providing ways for the community to reduce greenhouse gas emissions (-7%)
2. Overall value that you receive for electrical utility rates (-7%)
3. Maintenance of street signs, pavements, and markings (-6%)
4. Overall value that you receive for water and wastewater utility rates (6%)
5. Curbside bulk leaf removal service (-5%)
6. Household hazardous waste disposal services (for motor oil, pesticides, etc.) (-5%)
7. How quickly the City restores power after an unplanned outage (-4%)
8. How well the City keeps you informed about planned disruptions to electric utility services (-4%)
9. Traffic conditions in your neighborhood relative to speed and traffic amount (-3%)
10. Maintenance of major City streets (-3%)

How Naperville Compared to Other Communities

The City of Naperville continues to set the standard for the delivery of city services compared to other U.S. communities. City leaders should be commended for their efforts to sustain high levels of service during a period of time when national levels have dropped. The tables on the following page detail how the City of Naperville compares to national and regional results. Further details regarding how the City of Naperville compares to national and regional results can be found in Section 2 of this report.



How the City of Naperville Compares to Other Communities Nationally

Satisfaction ratings for The City of Naperville **rated above the U.S. average in 37 of the 42 areas** that were assessed. The City of Naperville rated significantly higher than the U.S. average (difference of 5% or more) in 33 of these areas. Listed below are the comparisons between the City of Naperville and the U.S. average:

Service	Naperville	US	Difference	Category
Overall quality of City services provided	91%	56%	35%	Perceptions
City streets, sidewalks, & infrastructure	81%	49%	32%	Major Categories of City Services
City communication with the public	80%	50%	30%	Major Categories of City Services
Overall image of the community	93%	63%	30%	Perceptions
In your neighborhood at night	88%	62%	26%	Feeling of Safety
Maintenance of major city streets	82%	57%	25%	Maintenance
Customer service from City employees	79%	55%	24%	Major Categories of City Services
Maintenance/cleanliness of downtown	92%	69%	23%	Maintenance
Overall quality of life in the City	93%	72%	21%	Perceptions
They were courteous/polite	89%	68%	21%	Customer Service
Value received for City tax dollars/fees	66%	46%	20%	Perceptions
Emergency preparedness	87%	67%	20%	Major Categories of City Services
Cleanliness of streets and other public areas	87%	68%	19%	Maintenance
Maintenance of street lighting	82%	63%	19%	Maintenance
Mowing and trimming along streets/public areas	80%	63%	17%	Maintenance
Maintenance of city sidewalks	73%	56%	17%	Maintenance
Snow removal on major streets	85%	68%	17%	Maintenance
Maintenance of neighborhood streets	75%	59%	16%	Maintenance
They gave prompt/accurate/complete answers	77%	61%	16%	Customer Service
Police response time to emergencies	84%	69%	15%	Police
Police services	86%	74%	12%	Major Categories of City Services
Police safety education programs	73%	61%	12%	Police
Crime prevention	74%	62%	12%	Police
Fire safety education programs	81%	70%	11%	Fire and Emergency
Water/wastewater utility service	84%	73%	11%	Major Categories of City Services
In your neighborhood during the day	98%	87%	11%	Feeling of Safety
Garbage, recycling & yard waste services	87%	76%	11%	Major Categories of City Services
Snow removal on neighborhood streets	64%	53%	11%	Maintenance
There was a timely follow-up to inquiry	70%	60%	10%	Customer Service
Fire, & ambulance service	94%	86%	8%	Major Categories of City Services
Stormwater management system	71%	63%	8%	Major Categories of City Services
Animal control services	67%	60%	7%	Police
Local fire protection	94%	89%	5%	Fire and Emergency
Maintenance of street signs	80%	78%	2%	Maintenance
Enforcement of traffic laws on major city streets	70%	68%	2%	Police
Quality of the City's website	66%	65%	1%	Communication
Fire/emergency medical emergency response time	90%	89%	1%	Fire and Emergency
Visibility of police in retail areas	63%	64%	-1%	Police
Visibility of police in neighborhoods	60%	64%	-4%	Police
Quality of the City's television station	54%	60%	-6%	Communication
Flow of traffic and congestion management	47%	59%	-12%	Major Categories of City Services
Public transportation services	41%	53%	-12%	Major Categories of City Services

How the City of Naperville Compares to Other Communities Regionally

Satisfaction ratings for The City of Naperville **rated above the East Central regional average in 37 of the 42 areas** that were assessed. The City of Naperville rated significantly higher than the East Central regional average (difference of 5% or more) in 34 of these areas. Listed below are the comparisons between The City of Naperville and the East Central regional average:

Service	Naperville	East Central	Difference	Category
Overall quality of City services provided	91%	52%	39%	Perceptions
City streets, sidewalks, & infrastructure	81%	44%	37%	Major Categories of City Services
City communication with the public	80%	45%	35%	Major Categories of City Services
Overall image of the community	93%	65%	28%	Perceptions
Cleanliness of streets and other public areas	87%	61%	26%	Maintenance
Maintenance of major city streets	82%	56%	26%	Maintenance
Customer service from City employees	79%	54%	25%	Major Categories of City Services
Value received for City tax dollars/fees	66%	41%	25%	Perceptions
Emergency preparedness	87%	64%	23%	Major Categories of City Services
In your neighborhood at night	88%	66%	22%	Feeling of Safety
Mowing and trimming along streets/public areas	80%	58%	22%	Maintenance
Maintenance of neighborhood streets	75%	53%	22%	Maintenance
Overall quality of life in the City	93%	71%	22%	Perceptions
Maintenance of street lighting	82%	61%	21%	Maintenance
Maintenance/cleanliness of downtown	92%	72%	20%	Maintenance
Maintenance of city sidewalks	73%	53%	20%	Maintenance
Snow removal on major streets	85%	67%	18%	Maintenance
They were courteous/polite	89%	72%	17%	Customer Service
There was a timely follow-up to inquiry	70%	53%	17%	Customer Service
Police services	86%	71%	15%	Major Categories of City Services
Police response time to emergencies	84%	69%	15%	Police
Police safety education programs	73%	58%	15%	Police
They gave prompt/accurate/complete answers	77%	63%	14%	Customer Service
Water/wastewater utility service	84%	71%	13%	Major Categories of City Services
Fire safety education programs	81%	69%	12%	Fire and Emergency
Crime prevention	74%	63%	11%	Police
In your neighborhood during the day	98%	88%	10%	Feeling of Safety
Garbage, recycling & yard waste services	87%	78%	9%	Major Categories of City Services
Snow removal on neighborhood streets	64%	55%	9%	Maintenance
Fire, & ambulance service	94%	87%	7%	Major Categories of City Services
Local fire protection	94%	87%	7%	Fire and Emergency
Animal control services	67%	62%	5%	Police
Quality of the City's website	66%	61%	5%	Communication
Fire/emergency medical emergency response time	90%	86%	4%	Fire and Emergency
Stormwater management system	71%	68%	3%	Major Categories of City Services
Enforcement of traffic laws on major city streets	70%	69%	1%	Police
Maintenance of street signs	80%	79%	1%	Maintenance
Visibility of police in neighborhoods	60%	61%	-1%	Police
Public transportation services	41%	45%	-4%	Major Categories of City Services
Visibility of police in retail areas	63%	68%	-5%	Police
Quality of the City's television station	54%	59%	-5%	Communication
Flow of traffic and congestion management	47%	61%	-14%	Major Categories of City Services

Major Findings

- **Overall Satisfaction with the Quality of Life in Naperville.** Most (94%) of the residents surveyed *who had an opinion* were satisfied (ratings of 4 or 5 on a 5-point scale) with the overall quality of life in Naperville, this is a 3% increase from 2012.
- **Overall Satisfaction with Major City Services.** Ninety-four percent (94%) of those surveyed *who had an opinion* (ratings of 4 or 5 on a 5-point scale) were satisfied with the quality of fire and emergency medical services; 87% were satisfied with the efforts of the City for Emergency Preparedness, 87% were satisfied with the quality of the City's electrical utility services, and 87% were satisfied with garbage/recycling/yard waste services. Residents were least satisfied with the flow of traffic and congestion in Naperville (46%); even though this was the lowest rated major city service, satisfaction with the flow of traffic and congestion increased 7% from the 2012 survey and 14% from the 2008 survey.
- **Services that residents thought should receive the most increase in emphasis over the next two years.** The areas that residents thought should receive the most increase in emphasis from the City of Naperville over the next two years were: (1) the flow of traffic/congestion in Naperville (same in 2012), (2) maintenance of streets/sidewalks/infrastructure (same in 2012) and (3) police services (same in 2012).
- **Public Safety.** Ninety-eight percent (98%) of the residents surveyed *who had an opinion* indicated that they felt safe (ratings of 4 or 5 on a 5-point scale) in their neighborhood during the day, 96% felt safe in downtown Naperville before 10 pm, and 93% felt safe in their children's school.
 - **Police Services.** Eighty-six percent (86%) of those surveyed *who had an opinion* were satisfied with the response time of police to emergencies; 82% were satisfied with the overall professionalism of the Police Department, and 79% were satisfied with 911 call handling. Residents were least satisfied with overnight residential parking ordinances and enforcement (56%). The police service that residents felt should receive the most emphasis over the next two years was Police efforts to prevent crime.
 - **Fire and Other Emergency Services.** Ninety-four percent (94%) of those surveyed, *who had an opinion*, were satisfied with the quality of local fire protection; 90% were satisfied with the response time of fire and emergency medical personnel to emergencies, and 89% were satisfied with the overall quality of Emergency Medical Services (EMS, EMT). Residents were least satisfied with City provided training of CPR+AED (70%). Ensuring the city is prepared for a disaster or crisis was the emergency service that residents felt should receive the greatest increase in emphasis over the next two years, this was the same item in 2012.

- **Public Works and Engineering.** Ninety-two percent (92%) of those surveyed, *who had an opinion*, were satisfied with the maintenance and cleanliness of downtown; 87% were satisfied with the cleanliness of streets and other public areas, 85% were satisfied with snow removal on major city streets, and 83% were satisfied with the maintenance of major city streets. Residents were least satisfied with snow removal from cul-de-sacs (48%). The public works service that residents felt should receive the most increase in emphasis over the next two years was the maintenance of neighborhood streets.
- **Public Information.** Seventy-nine percent (79%) of those surveyed, *who had an opinion*, were satisfied with the City's efforts to keep them informed through Naper Notify; 71% of those surveyed were satisfied with the quality of Naperville Connected, and 68% were satisfied with the City's efforts to keep them informed about construction projects. Residents were least satisfied with the quality of the City's government access TV channel (ECNC – Ch. 6, WOWO, Ch. 10 – Comcast, Ch. 99 – AT&T) (54%).
- **Waste Disposal Services.** Ninety-five percent (95%) of those surveyed, *who had an opinion*, were satisfied with residential garbage collection; 91% were satisfied with curbside recycling, and 85% were satisfied with the garbage and recycling cart program. Residents were least satisfied with household hazardous waste disposal services (52%). The waste disposal services that residents felt should receive the greatest increase in emphasis over the next two years were: (1) household hazardous waste disposal services, (2) residential recycling collection, and (3) curbside bulk leaf removal services.
- **Transportation.** Sixty-eight percent (68%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the ease of pedestrian travel and 57% were satisfied with the traffic conditions in their neighborhood. Residents were least satisfied with the ease of north/south travel in the city (39%) and the availability of public transportation services (41%). The transportation issue that residents felt should receive the most increase in emphasis over the next two years was the ease of north/south travel in the city.
- **Electrical Utility Services.** Ninety-four percent (94%) of those surveyed, *who had an opinion*, were satisfied with reliability of electrical services, this remained the same as 2012; 90% were satisfied with the accuracy of their electric bill, and 80% were satisfied with the quality of customer service received from field employees. The electrical utility service that residents felt should receive the most emphasis over the next two years was the reliability of electrical service.
- **Water/Wastewater Utility Services.** Most (95%) of those surveyed, *who had an opinion*, were satisfied with reliability of water services; 89% were satisfied with the water pressure in their home, and 80% were satisfied with the taste/odor of drinking water. The water/wastewater service that residents felt should receive the greatest increase in emphasis over the next two years was the reliability of water service.

Other Findings

- **Communication During an Emergency or Natural Disaster.** The number one way that residents indicated they would most likely receive communication during an emergency or natural disaster was Naper Notify, the mass notification system (85%); residents also felt outdoor warning signs (45%) and social media (36%) would be appropriate ways to communicate with them during the event of an emergency or natural disaster.
- **Sources of Information about City Issues.** Sixty percent (60%) of the residents surveyed indicated that their primary source of information about City issues came from the city’s mass notification system, Naper Notify; 54% indicated that they received City information from the City website www.naperville.il.us, and 42% received information from the City newsletter, Naperville Connected.
- **Environmental Issues.** Residents were asked several questions related to their opinion regarding environmental issues; the results from these questions are provided below:
 - Eighty-seven percent (87%) of the residents surveyed, *who had an opinion*, felt it was important (rating of a 4 or 5 on a 5-point scale) for the City to provide opportunities to increase electronics recycling; 75% felt it was important for the City to reduce the use of energy in City operations.
 - When asked to rank the importance of five environmental sustainability initiatives, the initiative that had the highest “most important” rating was waste management and recycling.
 - Ninety percent (90%) of the residents surveyed felt it was “very important,” “important” or “somewhat important” for the City to invest in initiatives that will help preserve the environment.
- **City Finances.** Residents, *who had an opinion*, were most in agreement with the statement “I feel the City has sound fiscal management” (66%). The statement residents were least in agreement with was “I would continue using credit cards for utility payments if the City required a convenience fee of \$3.50 per transaction” (9%).
- **Contact with City Employees.** Forty-six percent (46%) of the residents surveyed indicated that they had called or visited the city with a question or complaint during the past year. Of those who had contacted the city, 89% thought city employees were courteous and polite, over three-fourths (77%) indicated that the city employees gave prompt, accurate, and complete answers, and 70% indicated there was a timely follow-up to their inquiry.
- **Special Events.** Eighty-three percent (83%) of the residents surveyed indicated that they participate in events in Naperville, 72% are pleased with the selection of events, and 59% would attend an event in South Naperville.

Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in the Section 3 of this report.

Overall Priorities for the City by Major Category. This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major service that is recommended as the top priority for investment over the next two years in order to raise the City’s overall satisfaction rating is listed below:

- o Flow of traffic and congestion in Naperville (IS Rating=0.3488)

The table below shows the importance-satisfaction rating for all 11 quality of life categories of City services that were rated.

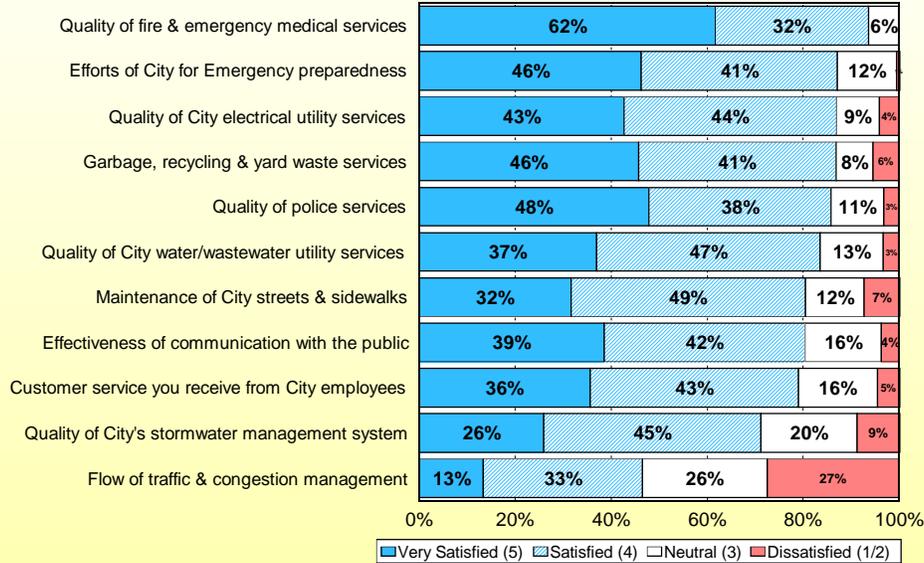
2016 Strategic Priority Rating City of Naperville Major Categories of City Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS > .20)						
Flow of traffic/congestion in Naperville	65%	1	47%	11	0.3488	1
High Priority (IS .10-.20)						
None						
Medium Priority (IS < .10)						
Maintenance of streets/sidewalks/infrastructure	45%	2	81%	7	0.0868	2
Quality of city's stormwater management system	20%	5	71%	10	0.0573	3
Quality of police services	29%	3	86%	5	0.0406	4
Effectiveness of city communication with public	15%	7	80%	8	0.0286	5
Efforts of the city for emergency preparedness	20%	4	87%	2	0.0259	6
Garbage/recycling/yardwaste services	18%	6	87%	4	0.0234	7
Quality of City water/wastewater utility services	11%	10	84%	6	0.0185	8
Electrical utility services	12%	9	87%	3	0.0151	9
Customer service from city employees	7%	11	79%	9	0.0147	10
Quality of fire/emergency medical services	14%	8	94%	1	0.0088	11

Section 1

Charts and Graphs

Q1. Overall Satisfaction With City Services by Major Category

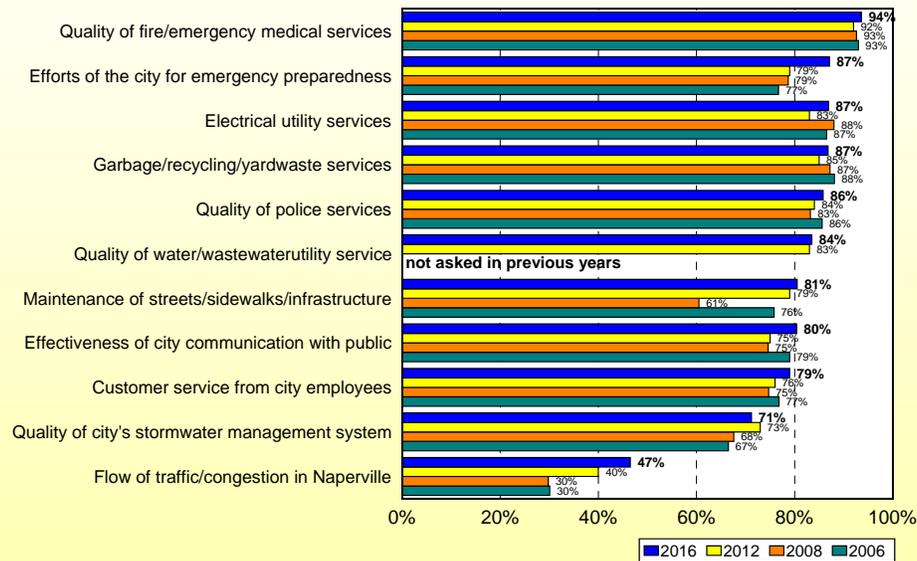
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

Q1. Overall Satisfaction With City Services by Major Category

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

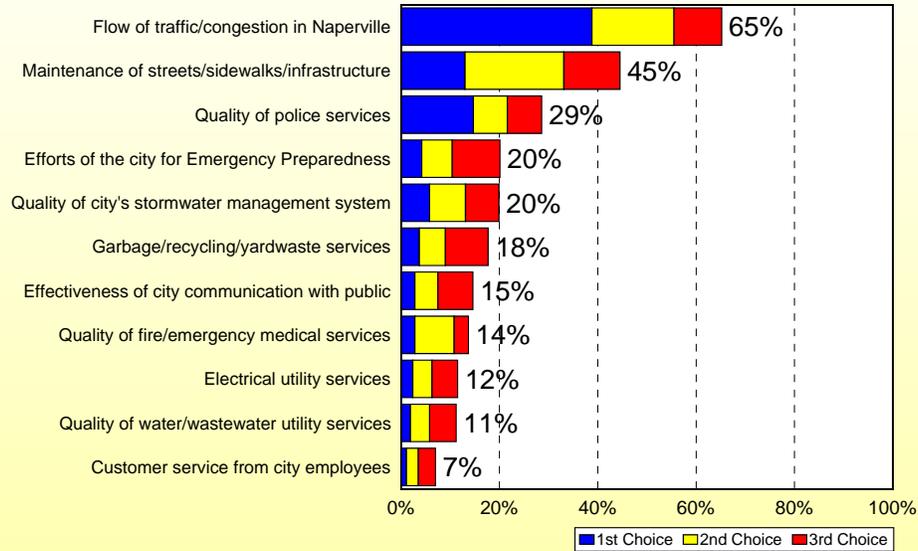


Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

TREND DATA

Q2. Major Categories of City Services That Should Receive the Most Emphasis Over the Next Two Years

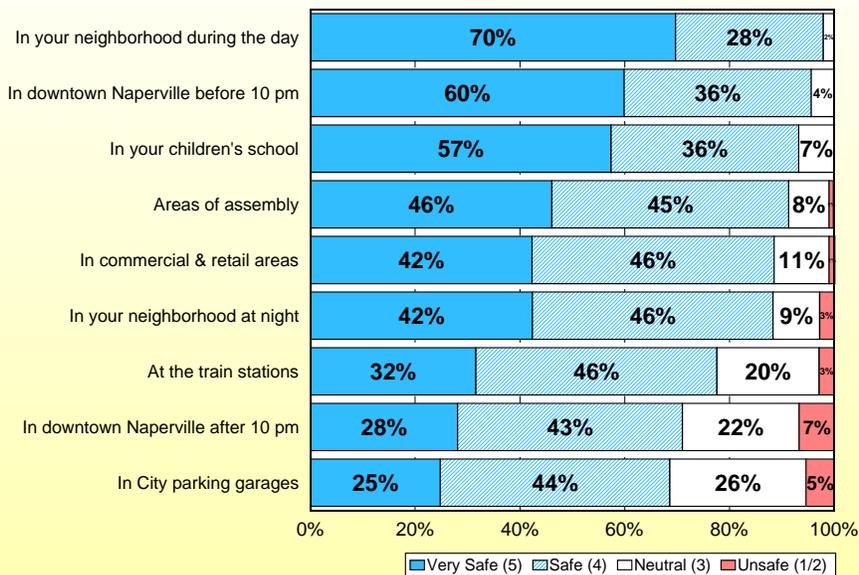
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

Q3. Perceptions of Safety in Naperville

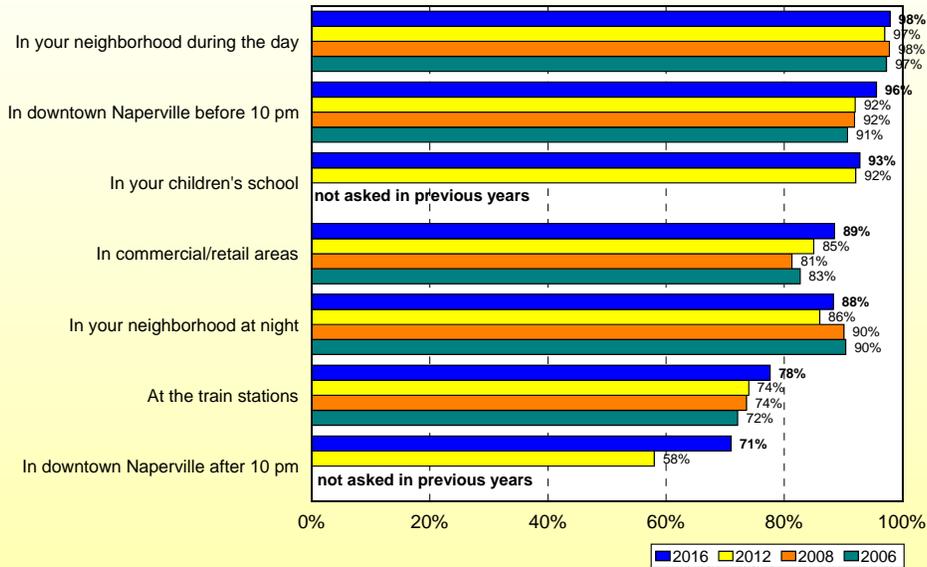
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

Q3. Perceptions of Safety in Naperville

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

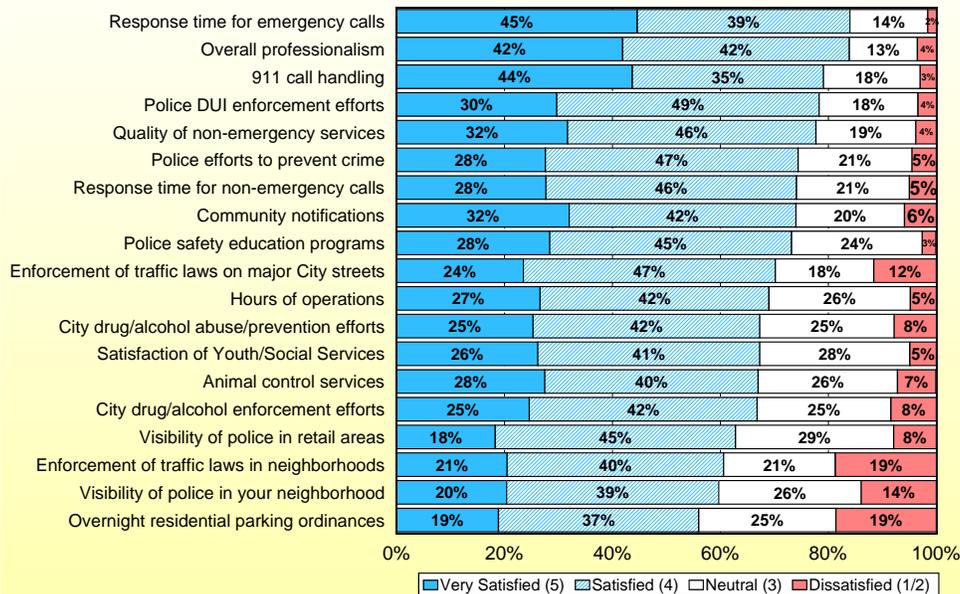


Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

TREND DATA

Q4. Satisfaction with Police Services

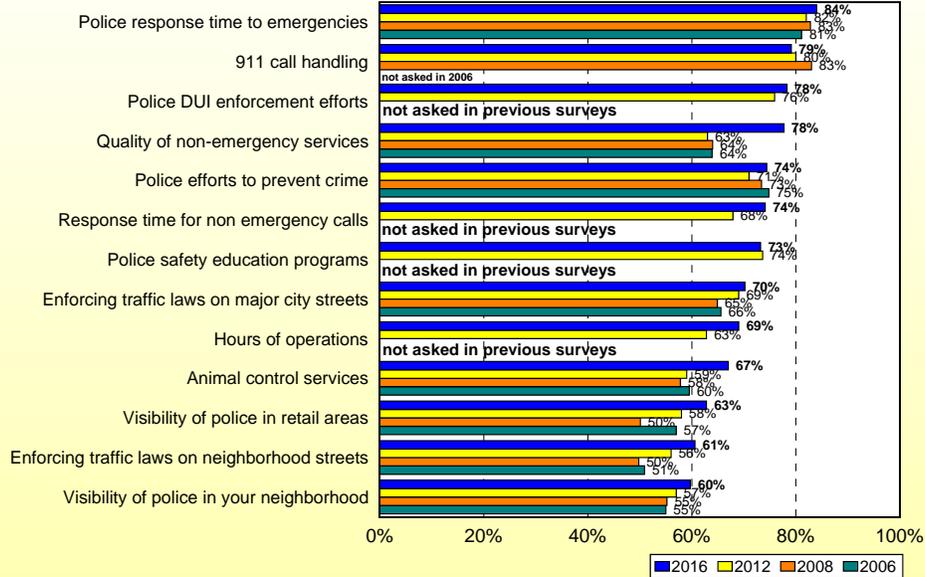
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

Q4. Satisfaction with Police Services

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

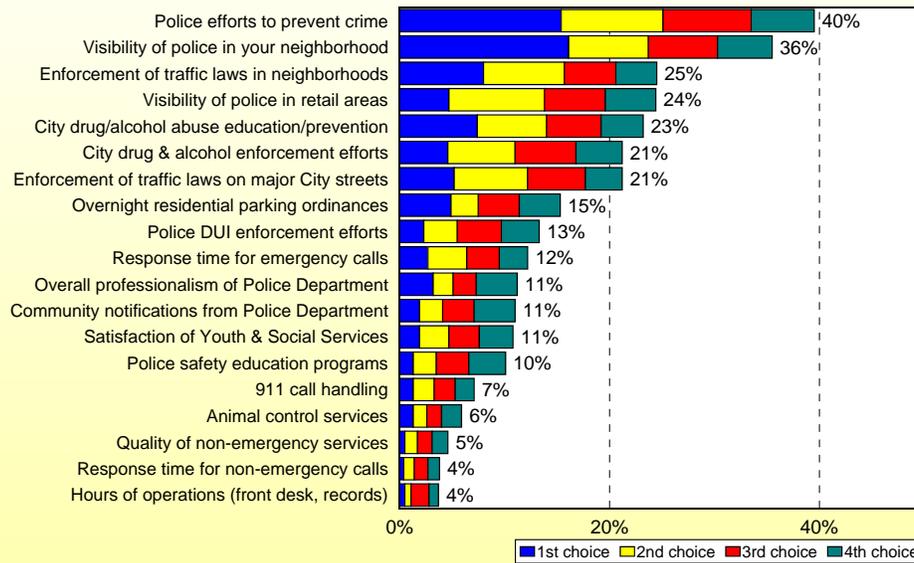


Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

TREND DATA

Q5. Police Services That Should Receive the Most Emphasis Over the Next Two Years

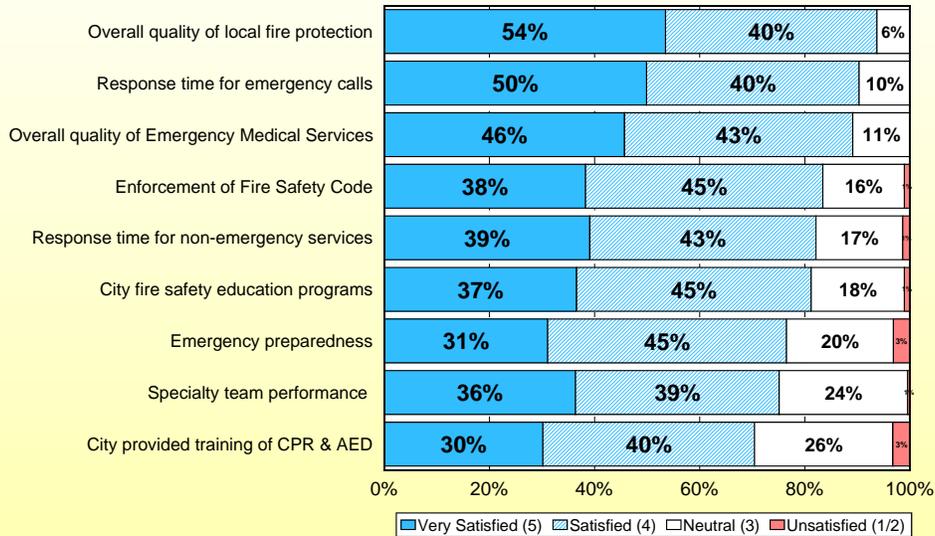
by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

Q6. Satisfaction with Fire and Other Emergency Services

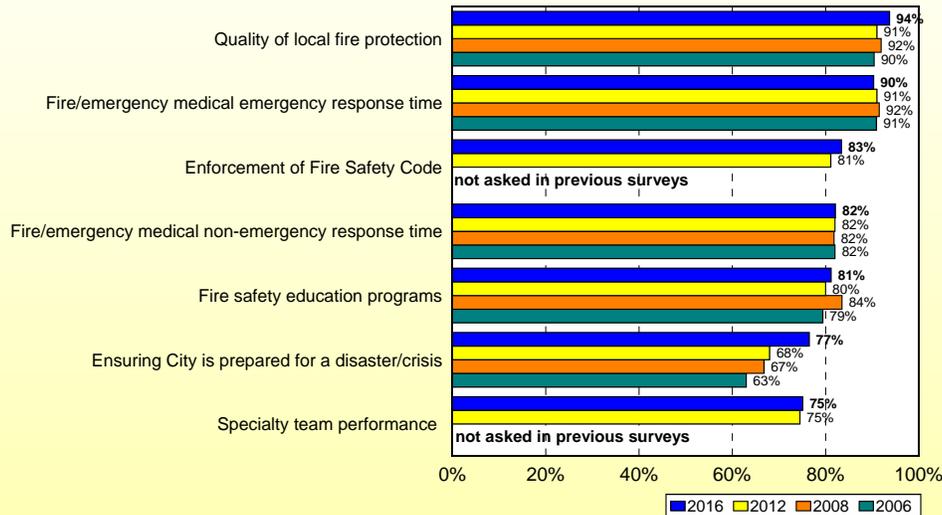
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

Q6. Satisfaction with Fire and Other Emergency Services

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

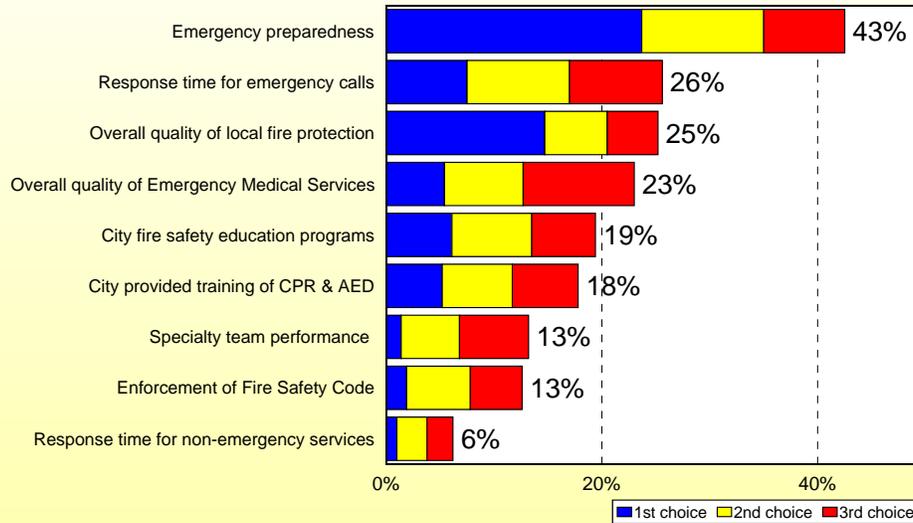


Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

TREND DATA

Q7. Fire and Other Emergency Services That Should Receive the Most Emphasis Over the Next Two Years

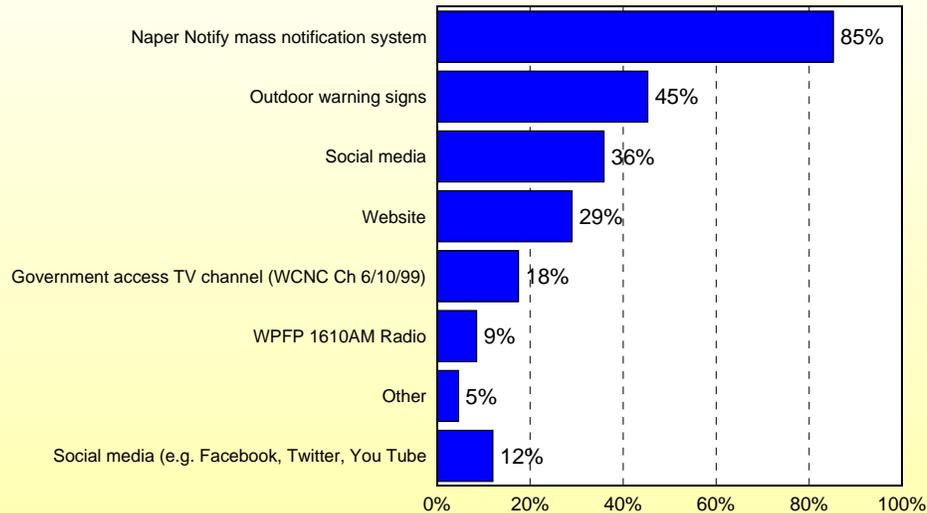
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

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

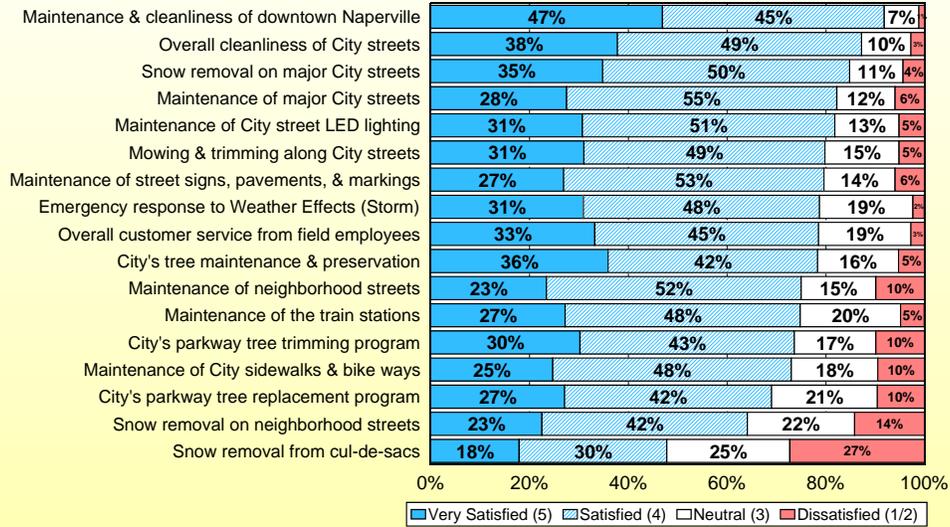
by percentage of respondents (multiple responses allowed)



Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

Q9. Satisfaction with Various Aspects of Public Works and Engineering

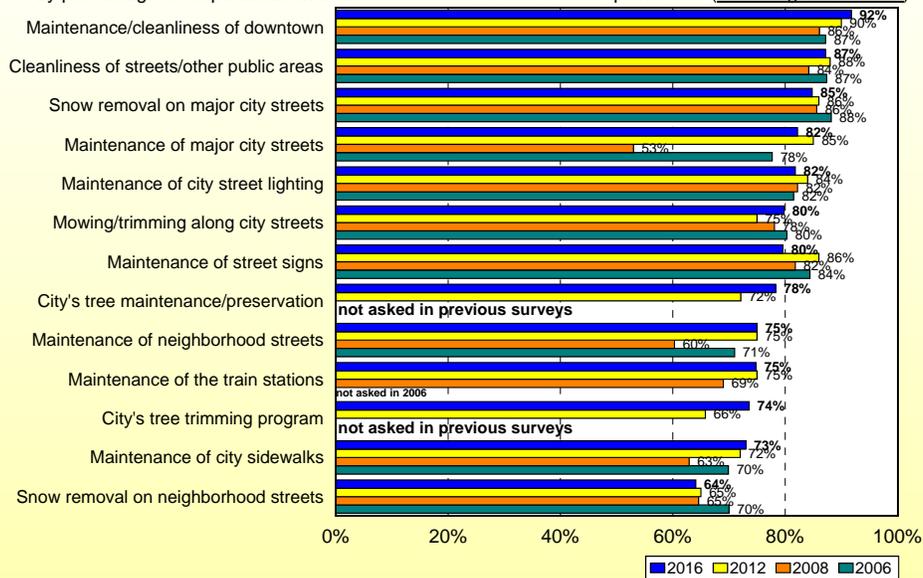
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

Q9. Satisfaction with Various Aspects of Public Works and Engineering

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

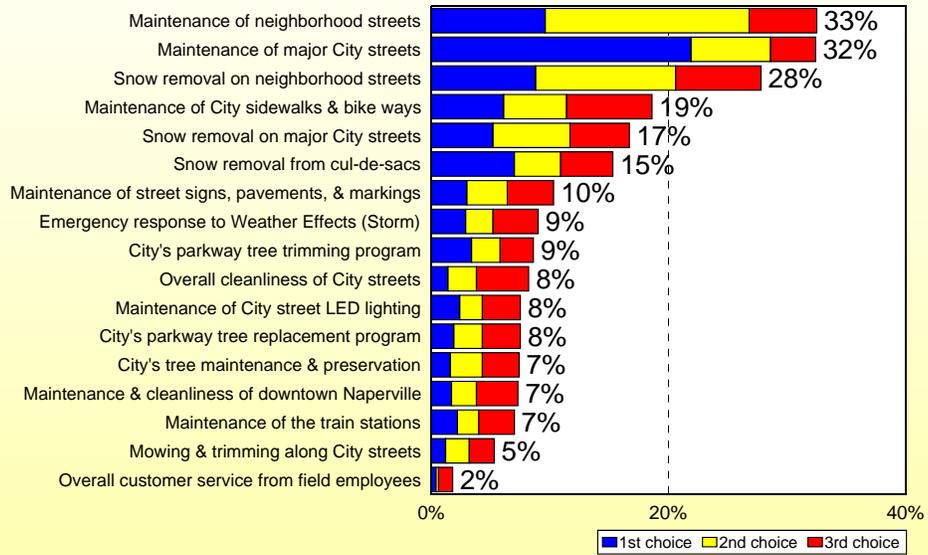


Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

TREND DATA

Q10. Public Works and Engineering Issues That Should Receive the Most Emphasis Over the Next Two Years

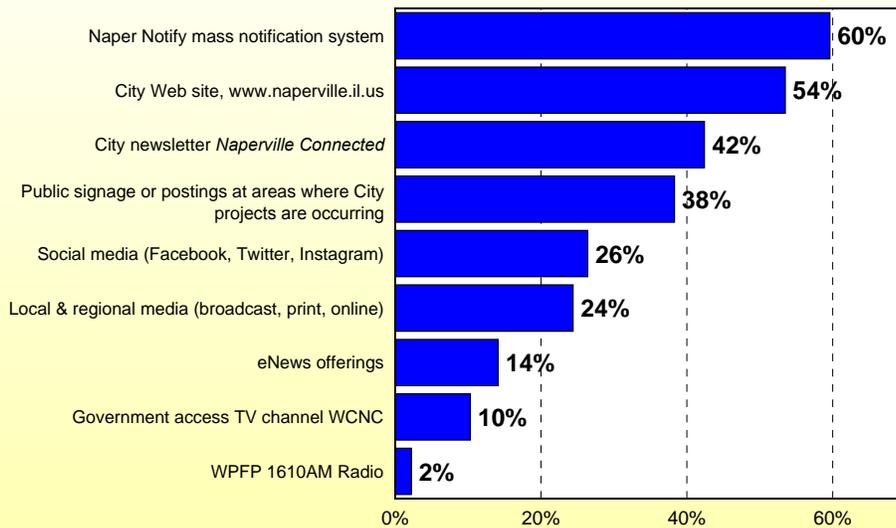
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

Q11. Primary Sources Where Residents Receive Information on City Issues, Services, and Events

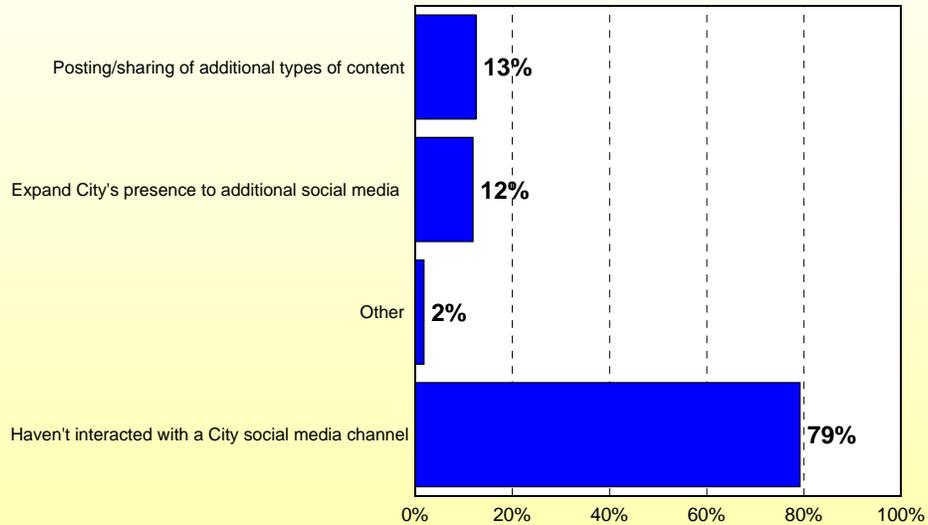
by percentage of respondents (multiple choices possible)



Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

Q13. How You Think The City Could Improve Its Usage of Social Media

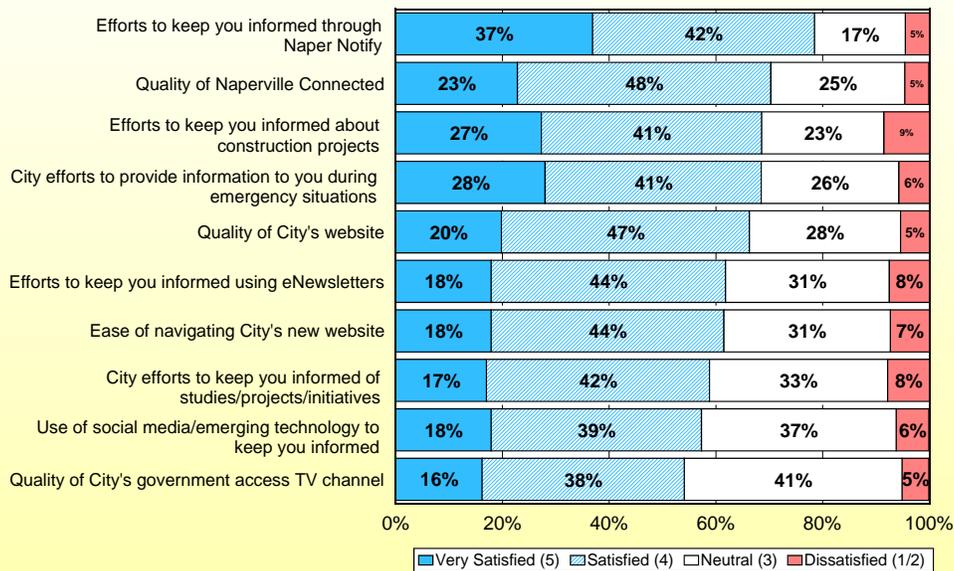
by percentage of respondents (multiple choices possible)



Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

Q14. Satisfaction with Public Information Services

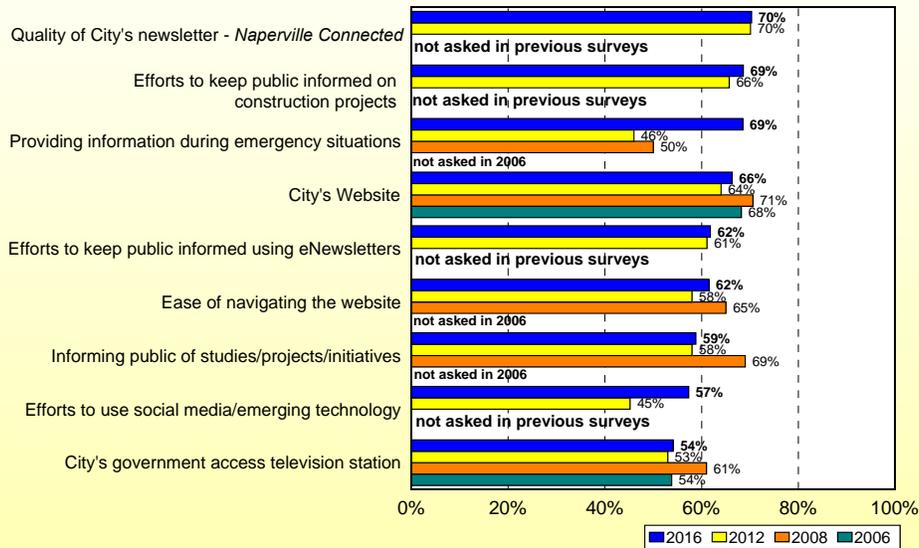
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

Q14. Satisfaction with Public Information Services

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

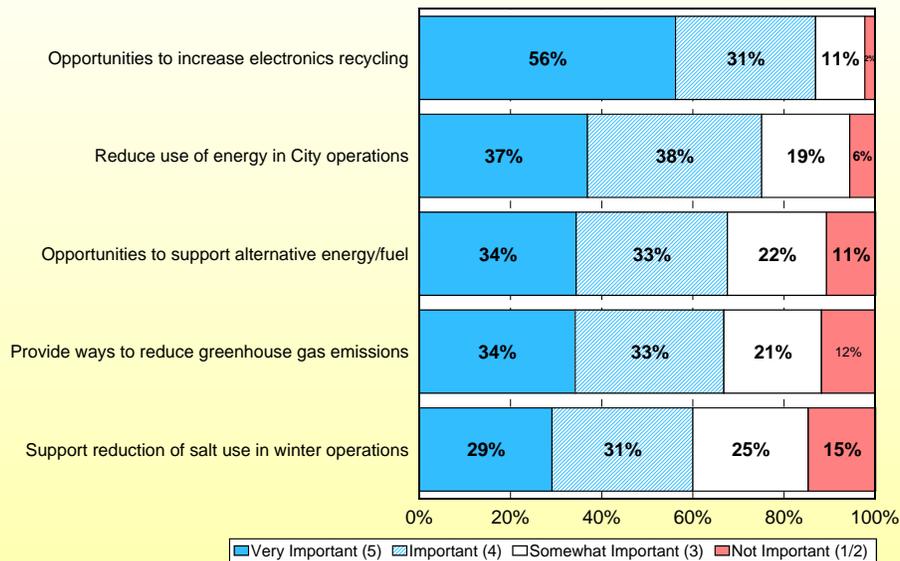


Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

TREND DATA

Q15. How Important Various Environmental Issues are to Residents

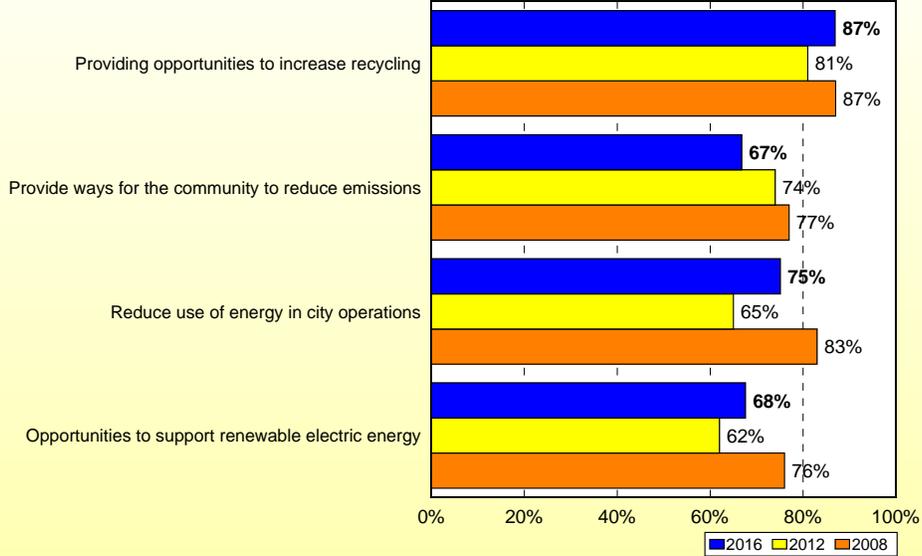
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

Q15. How Important Various Environmental Issues are to Residents

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

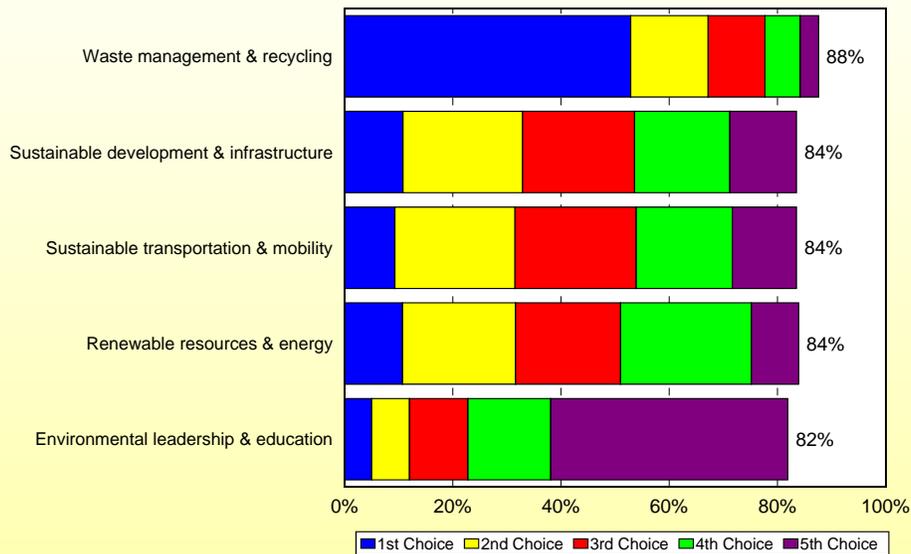


Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

TREND DATA

Q16. Environmental Sustainability Initiatives That Residents Felt Are Most Important

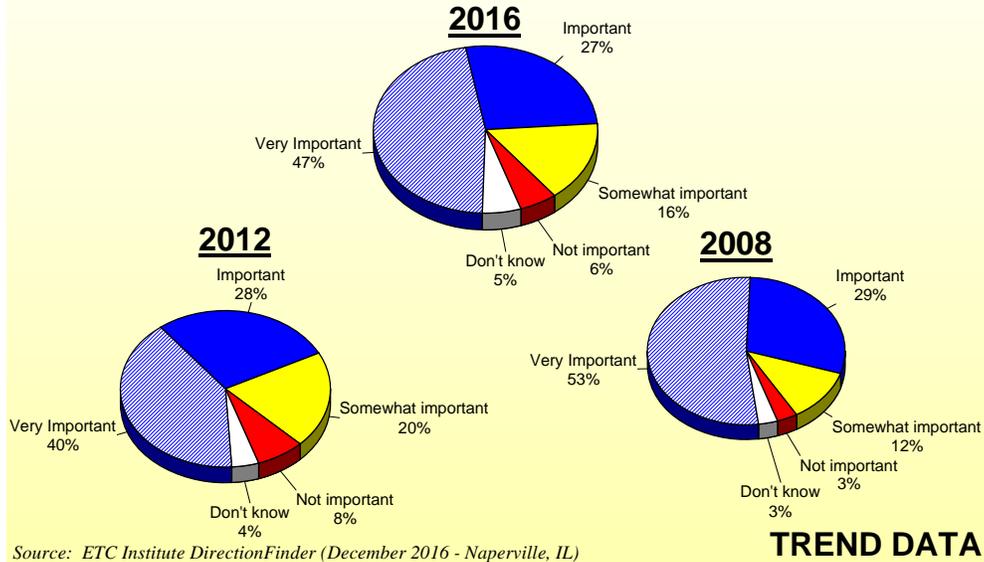
by percentage of respondents who selected the item as their five choices



Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

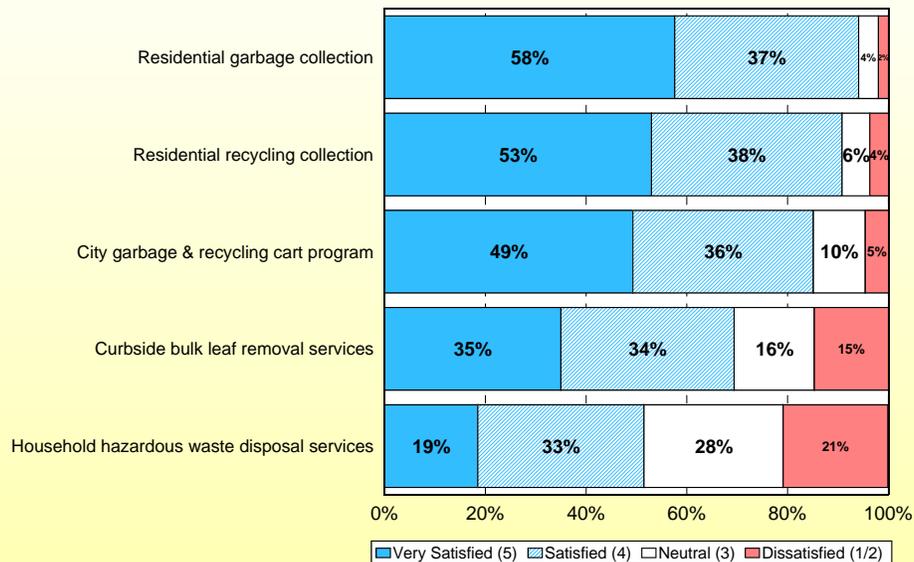
Q17. Overall, how important do you think it is for the City of Naperville to invest in initiatives that will help preserve the environment?

by percentage of respondents



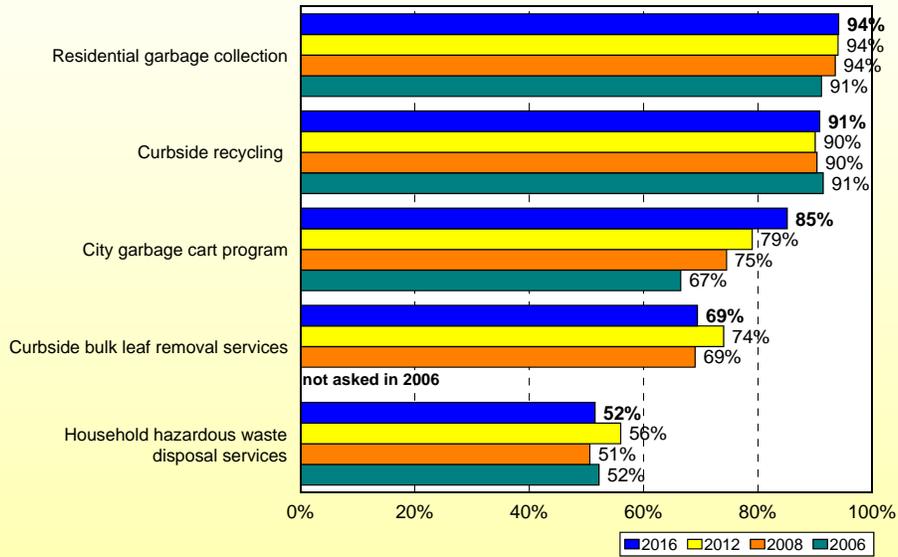
Q18. Satisfaction with Waste Disposal Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Q18. Satisfaction with Waste Disposal Services

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

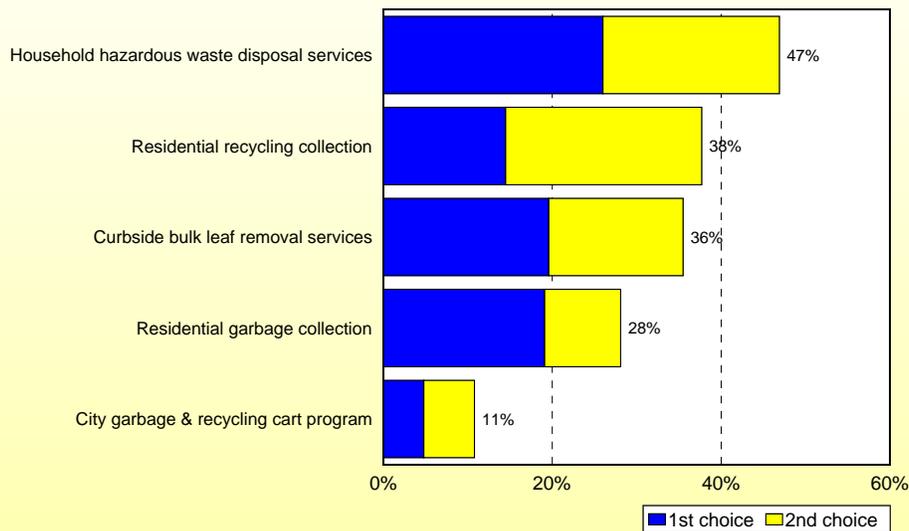


Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

TREND DATA

Q19. Waste Disposal Services That Should Receive the Most Emphasis Over the Next Two Years

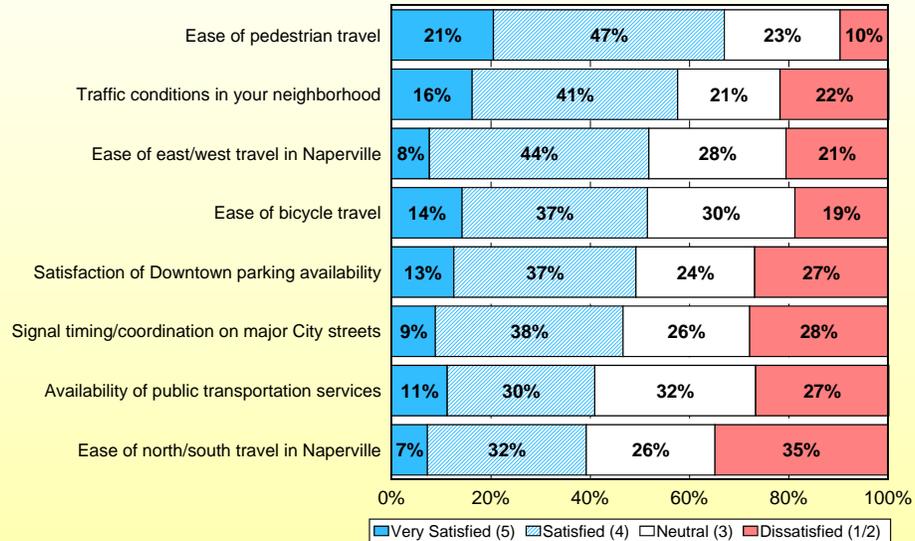
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

Q20. Satisfaction with Various Aspects of Transportation

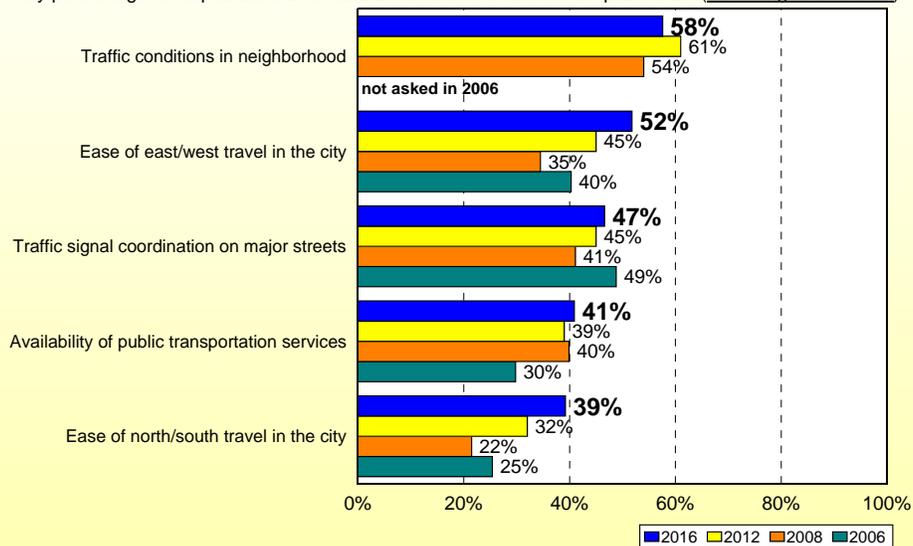
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

Q20. Satisfaction with Various Aspects of Transportation

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

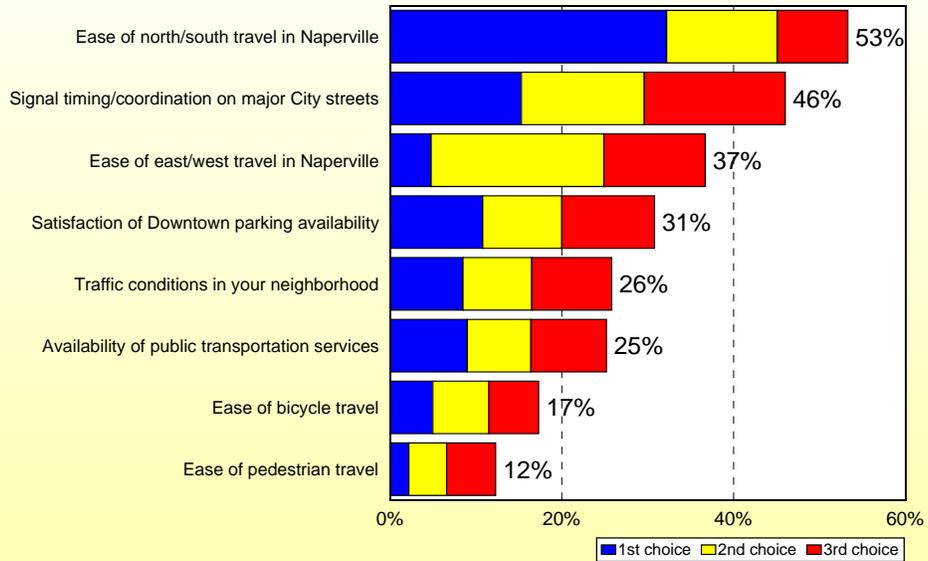


Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

TREND DATA

Q21. Transportation Issues That Should Receive the Most Emphasis Over the Next Two Years

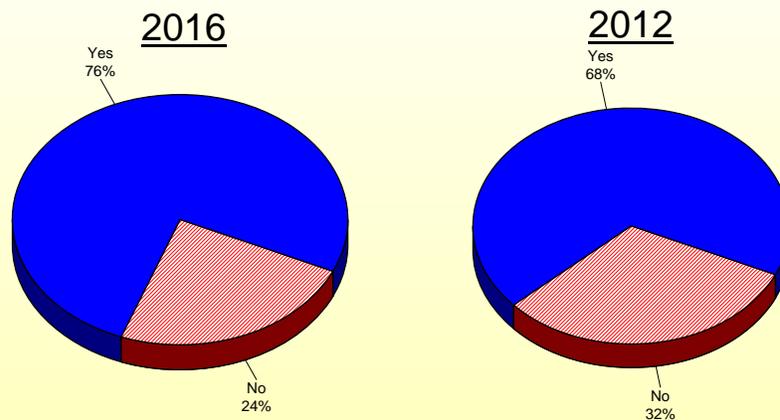
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

Q22. Would you benefit from processing permits electronically

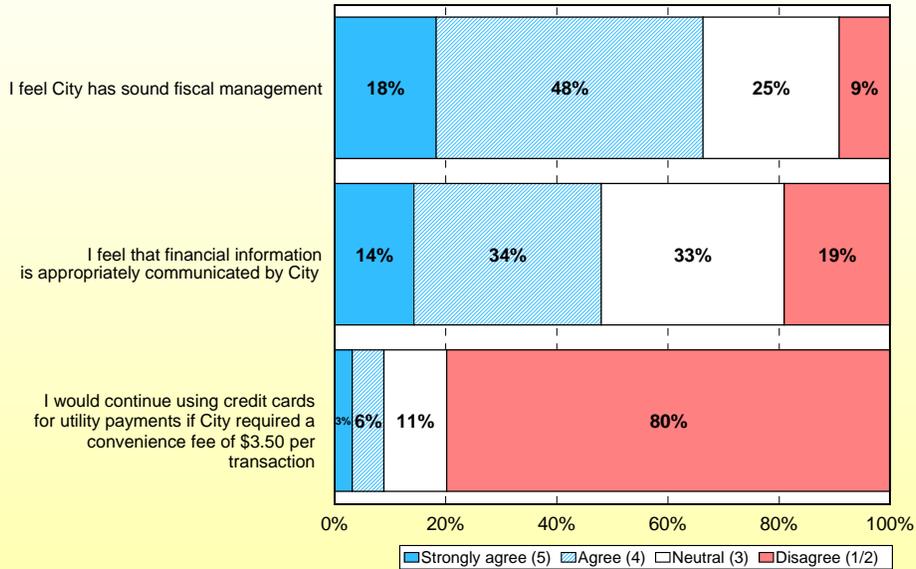
by percentage of respondents (excluding "not applicable")



Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

Q23. Satisfaction with the City's Finances

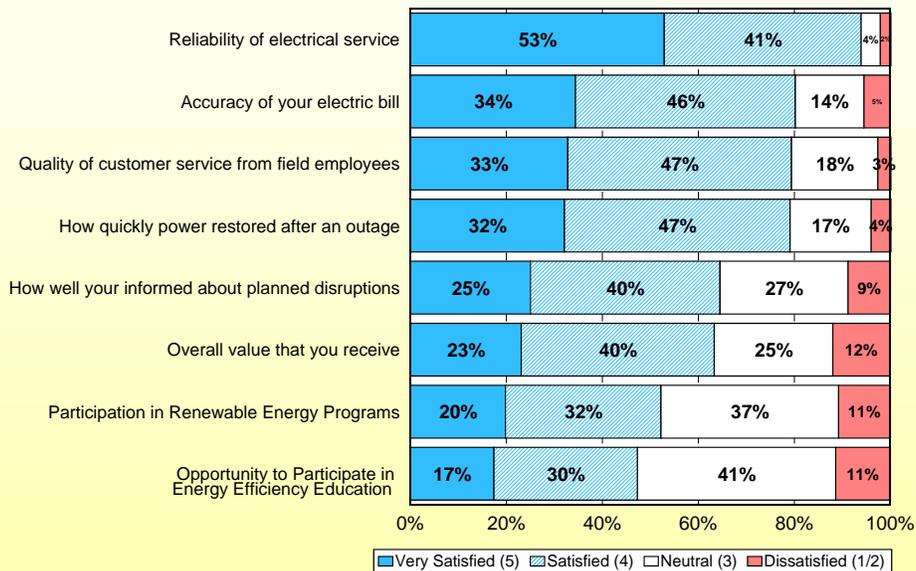
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

Q24. Satisfaction with Electrical Utility Services

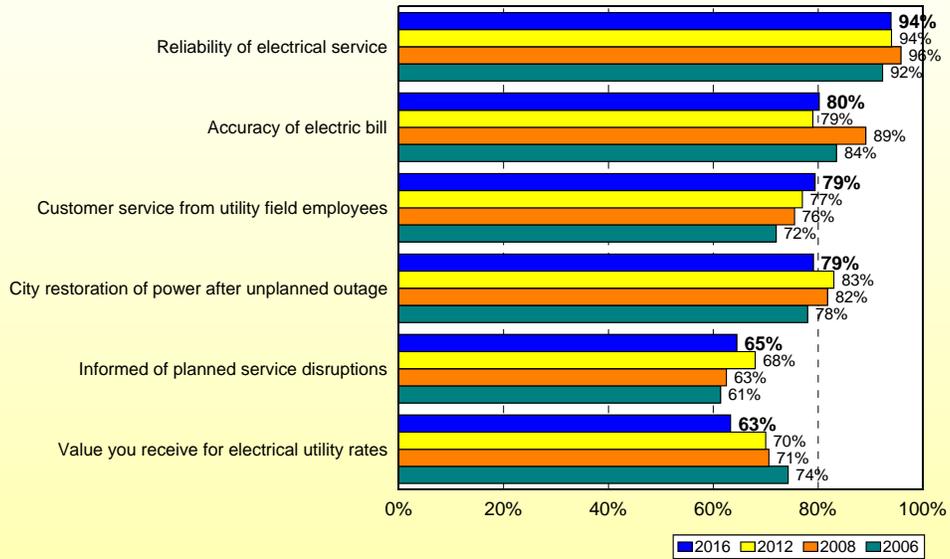
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

Q24. Satisfaction with Electrical Utility Services

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

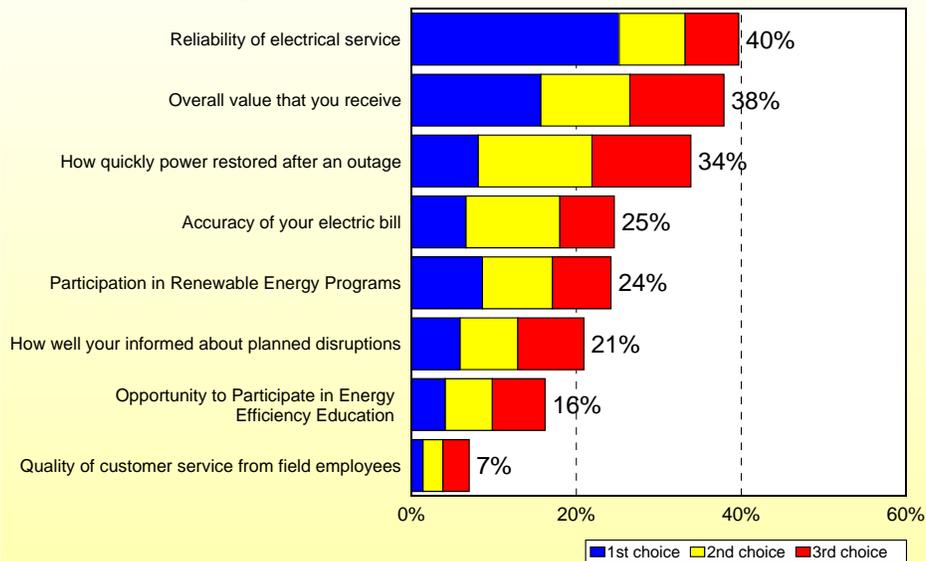


Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

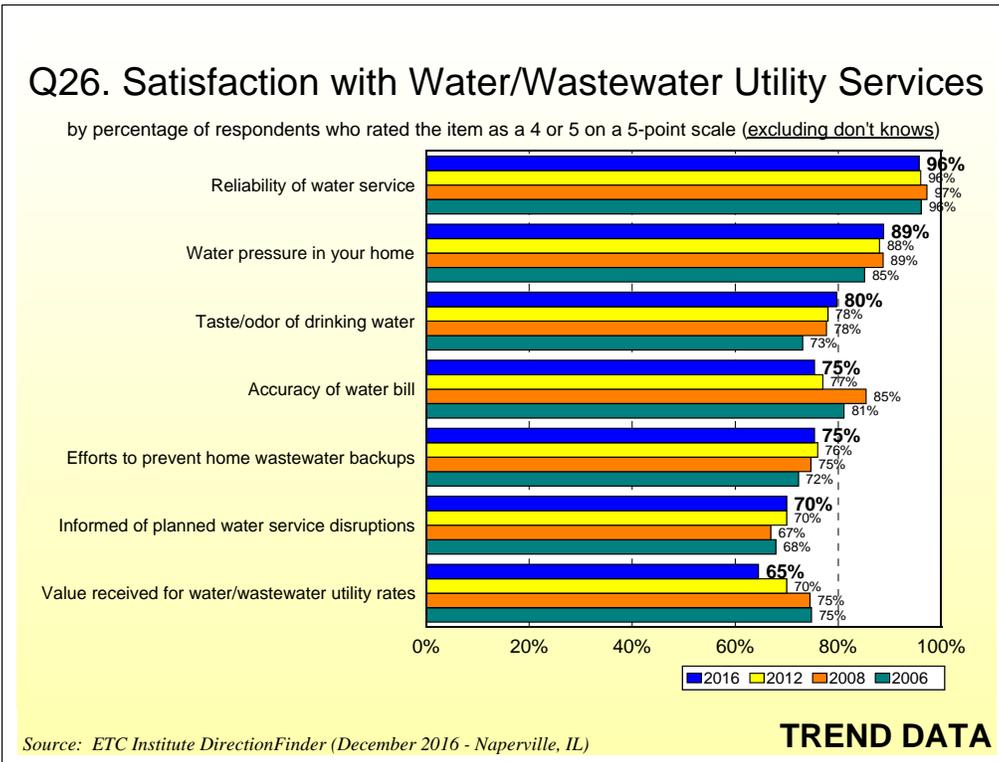
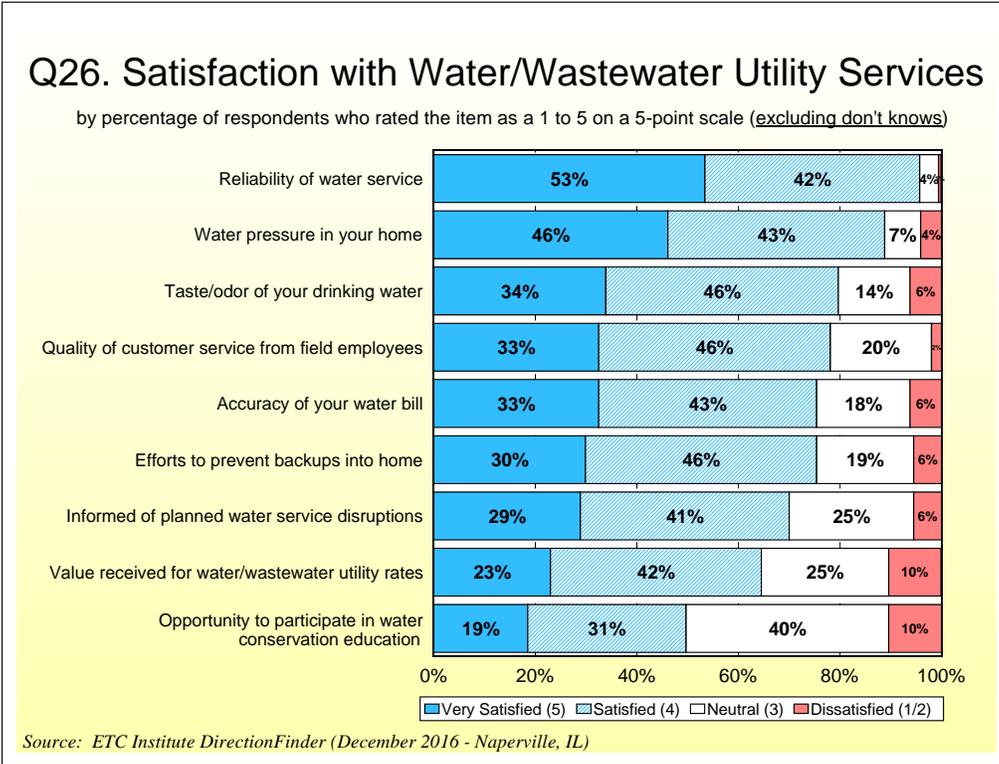
TREND DATA

Q25. Electrical Utility Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices

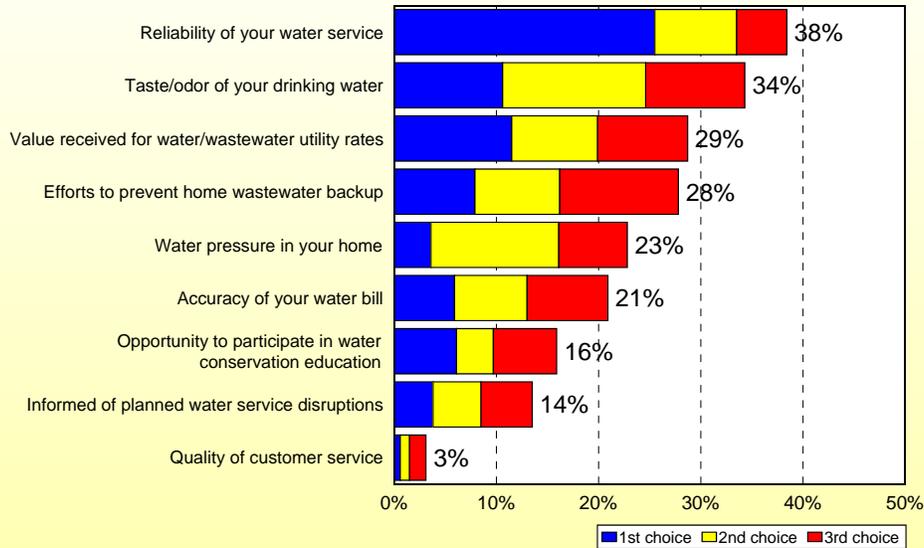


Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)



Q27. Water/Wastewater Utility Services That Should Receive the Most Emphasis Over the Next Two Years

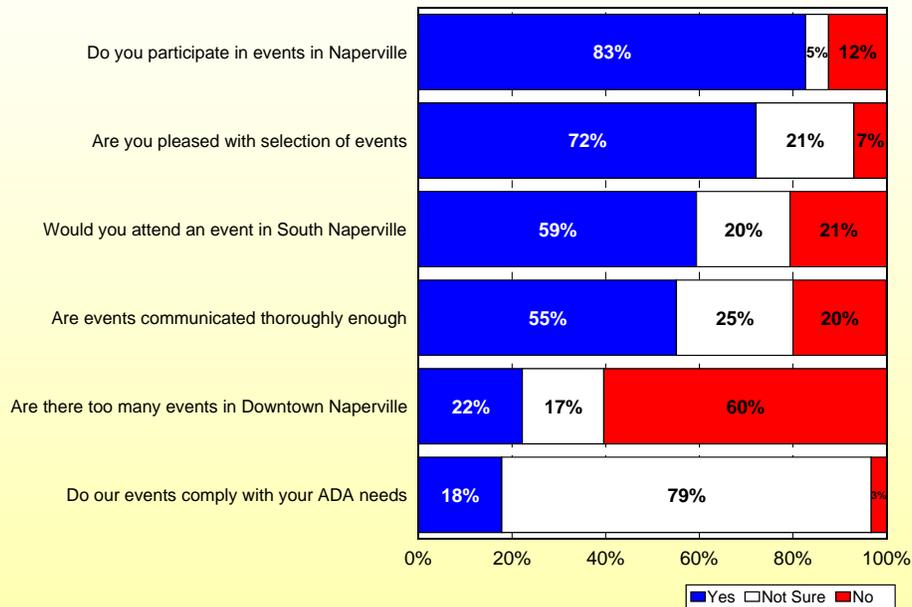
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

Q28. Special Events in Naperville

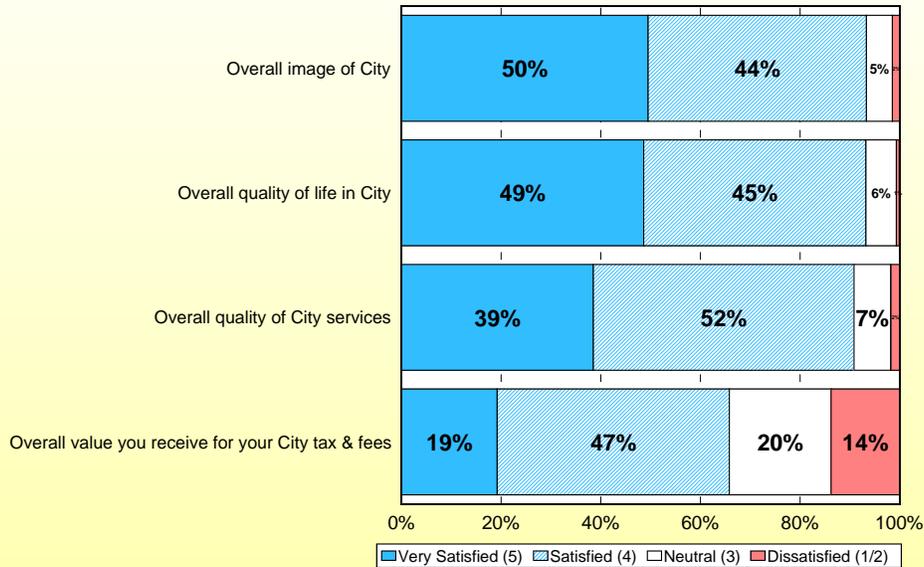
by percentage of respondents



Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

Q29. Satisfaction with Various Items That Influence Perceptions of Naperville

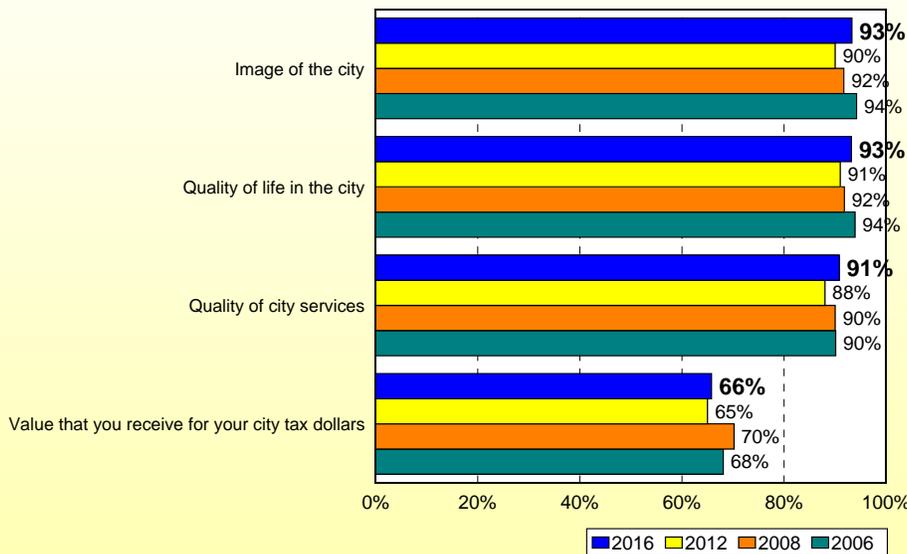
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

Q29. Satisfaction with Various Items That Influence Perceptions of Naperville

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

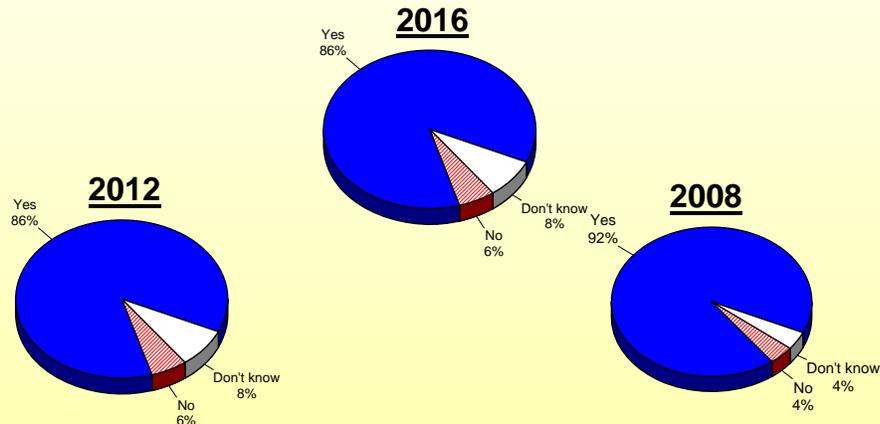


Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

TREND DATA

Q30. Do you think you have adequate access to city services, such as police, bill payment sites, utility services, and information about city meetings in the area where you live?

by percentage of respondents

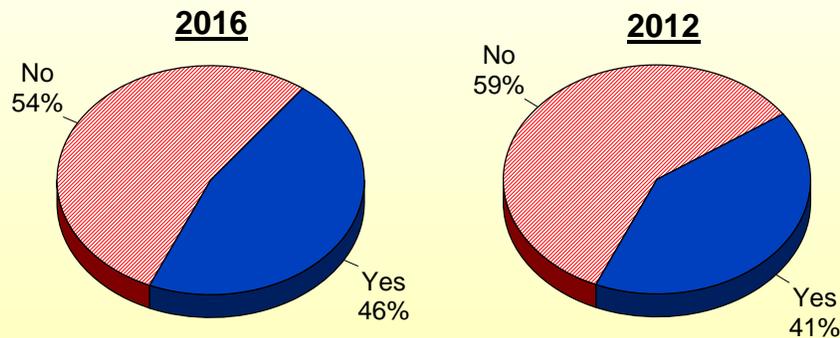


Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

TREND DATA

Q31. Have you contacted or been contacted by the city with a question/problem/comment during the past year?

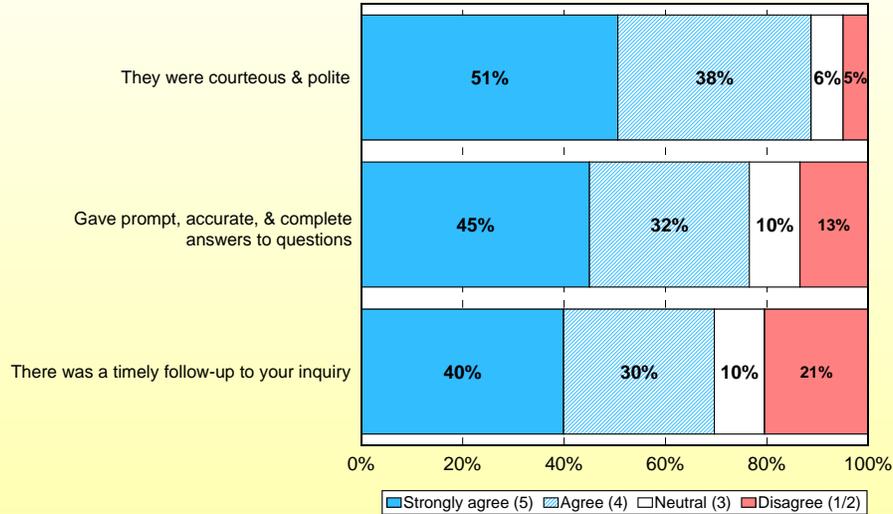
by percentage of respondents



Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

Q31b-d. Agreement with Various Statements Related to the Quality of Service Received from City Employees

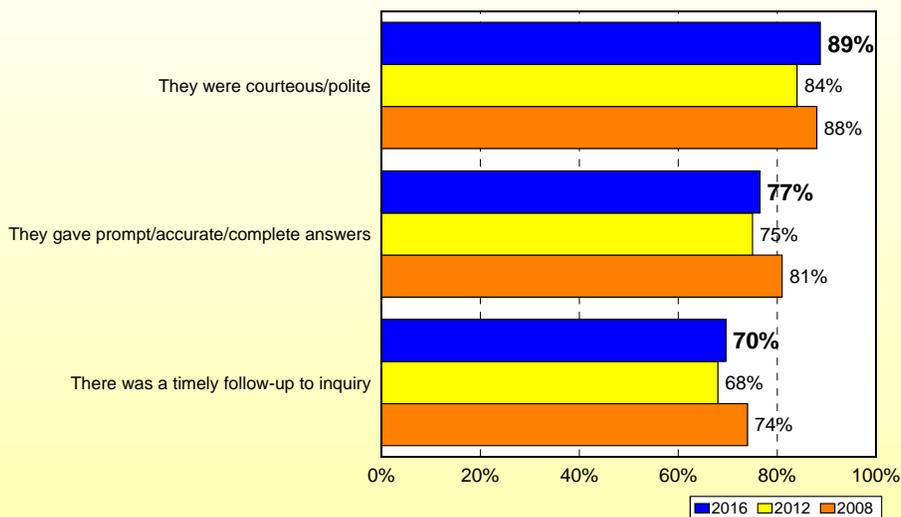
by percentage of respondents who HAD interacted with the City; items were rated on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

Q34b-d. Agreement with Various Statements Related to the Quality of Service Received from City Employees

by percentage of respondents who HAD interacted with the City who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

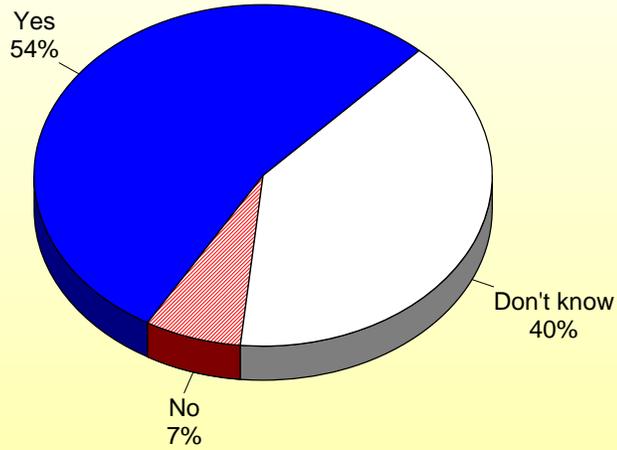


Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

TREND DATA

Q32. Are the municipal center hours suitable to conduct business with the city?

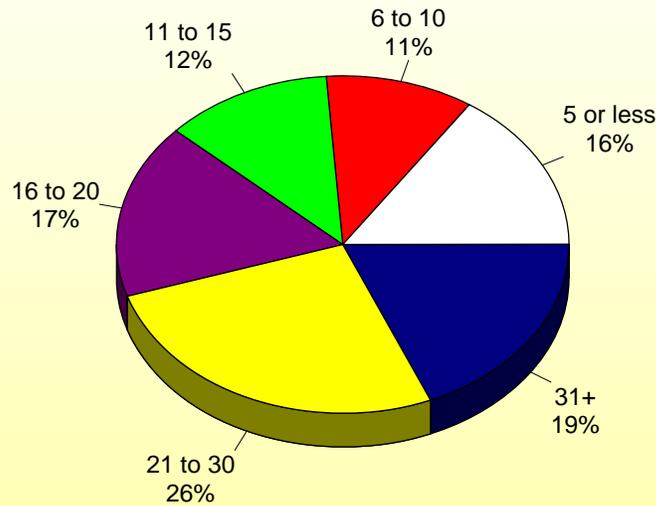
by percentage of respondents



Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

Q33. Demographics: How many years have you lived in Naperville?

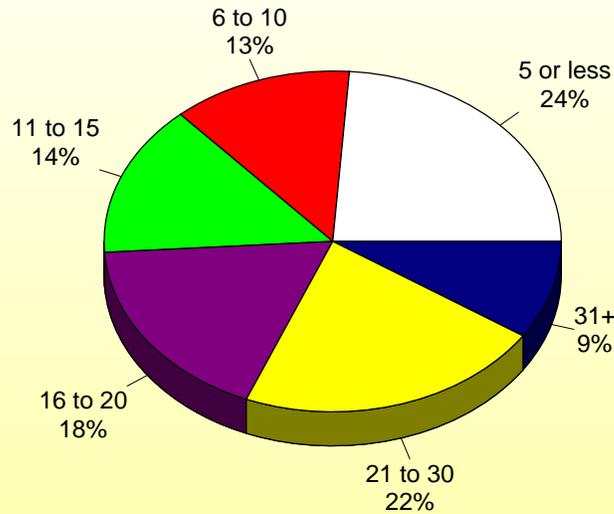
by percentage of respondents



Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

Q34. Demographics: How many years have you lived in your current residence?

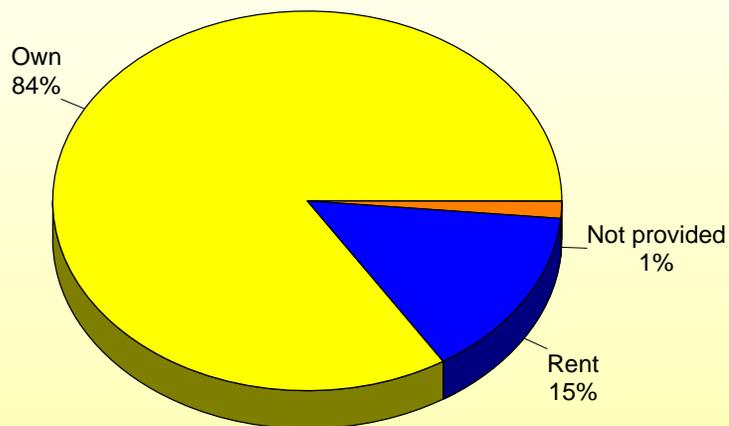
by percentage of respondents



Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

Q35. Demographics: Do you own or rent your current residence?

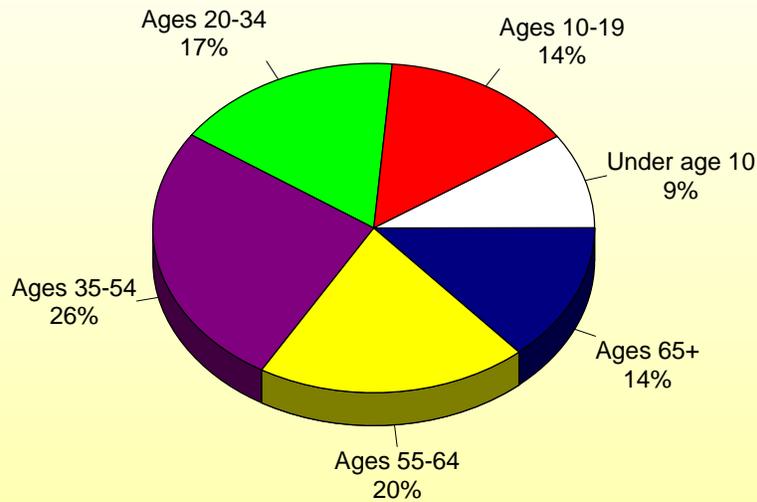
by percentage of respondents



Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

Q36. Demographics: How many persons in your household, including yourself, are in each of the following age groups?

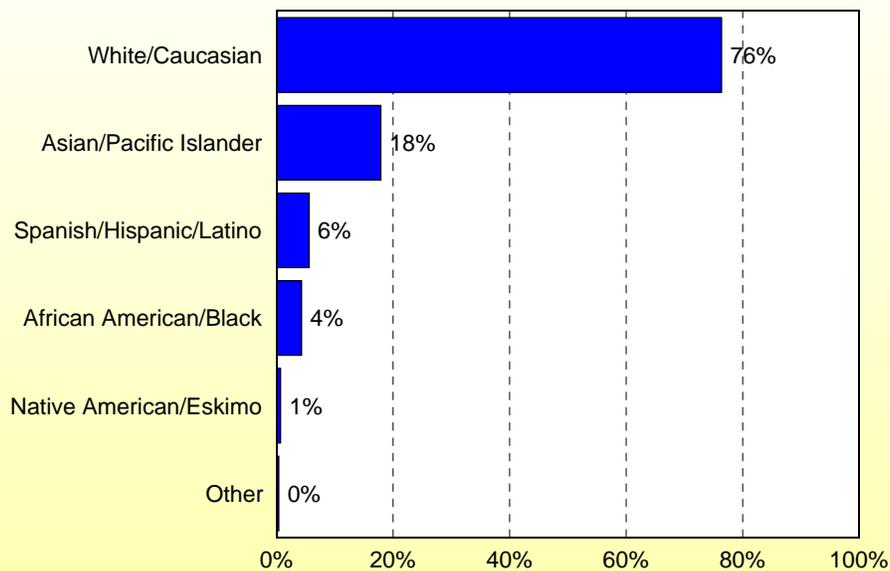
by percentage of respondents



Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

Q37. Demographics: Race/Ethnicity of Respondents

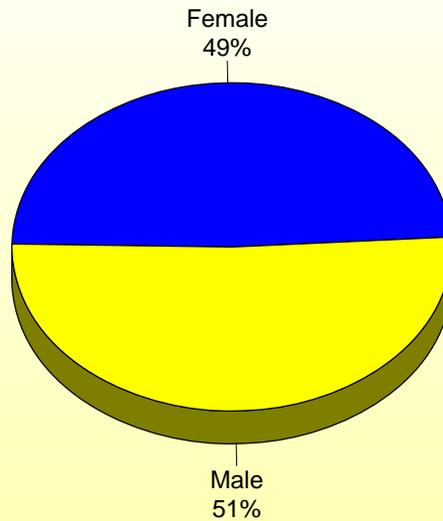
by percentage of respondents (multiple responses allowed)



Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

Q38. Demographics: Gender of Respondents

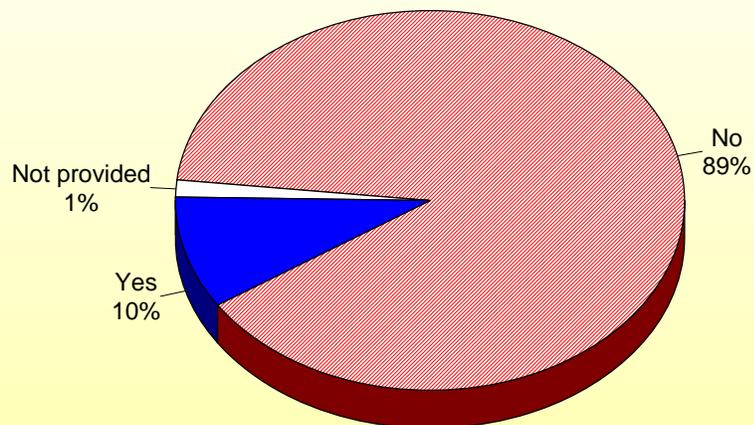
by percentage of respondents



Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

Q39. Demographics: Do you, or does someone in your household, have a disability as recognized in the Americans with Disabilities Act?

by percentage of respondents



Source: ETC Institute DirectionFinder (December 2016 - Naperville, IL)

Section 2

Benchmarking Analysis

***DirectionFinder*[®] Survey**

2016 Benchmarking Summary Report

Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 330 cities in 45 states. Most participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from three sources: (1) a national survey that is part of a random sample of more than 4,000 residents in the continental United States, (2) a regional survey that is part of a random sample of 400 residents living in the East Central region of the United States and (3) survey results from 32 individual cities and counties with a population of 100,000 to 500,000 where the *DirectionFinder*[®] survey was administered since 2013. The national and regional surveys were administered by ETC Institute in 2014.

The results from individual cities were used as the basis for developing the range of performance that is shown in this report for specific types of services. The 32 communities included in the performance comparisons that are shown in this report are listed below and on the following page:

- Arlington County, VA
- Cabarrus County, NC
- Columbia, MO
- Coral Springs, FL
- Davenport, IA
- Des Moines, IA
- Durham, NC
- Durham County, NC
- Fayetteville, NC
- Fort Lauderdale, FL
- Henderson, NV
- High Point, NC
- Independence, MO
- Kansas City, MO
- McAllen, TX
- Naperville, IL
- Newport News, VA
- Olathe, KS
- Overland Park, KS
- Plano, TX
- Pueblo, CO
- Reno, NV
- Richmond, VA
- Round Rock, TX
- Springfield, MO
- Tempe, AZ
- Tulsa, OK
- Tyler, TX
- Vancouver, WA
- Wilmington, NC
- Wyandotte County, KS
- Yuma County, AZ

Interpreting the Charts

The charts on the following pages provide comparisons for several items that were rated on the survey. The percentages shown reflect the sum of the positive ratings given by respondents excluding “don’t know” responses.

The two sets of charts are briefly described below:

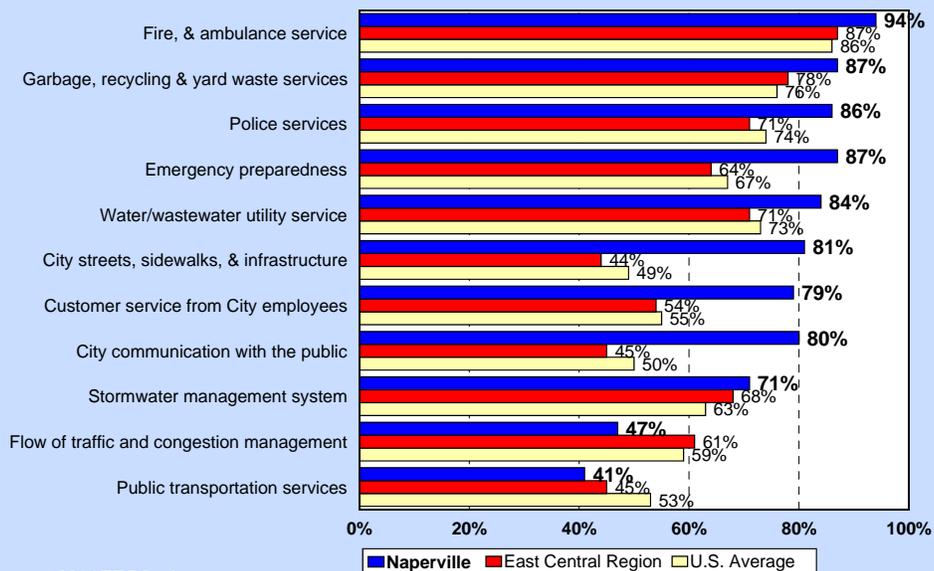
- On the first set of charts, the blue bars show the results for Naperville, the tan bars show the results of the regional survey and the red bars show the results of a national survey.
- On the second set of charts, the horizontal bar shows the range of performance among communities in ETC Institute’s DirectionFinder® database for 32 communities with 100,000 to 500,000 residents. The yellow dot on each chart shows the rating for Naperville. The vertical line shows the average rating for communities with 100,000 to 500,000 residents.

National and Regional Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Naperville is not authorized without written consent from ETC Institute.

Satisfaction with Major Categories of City Services Naperville vs. East Central Region vs. U.S. Average

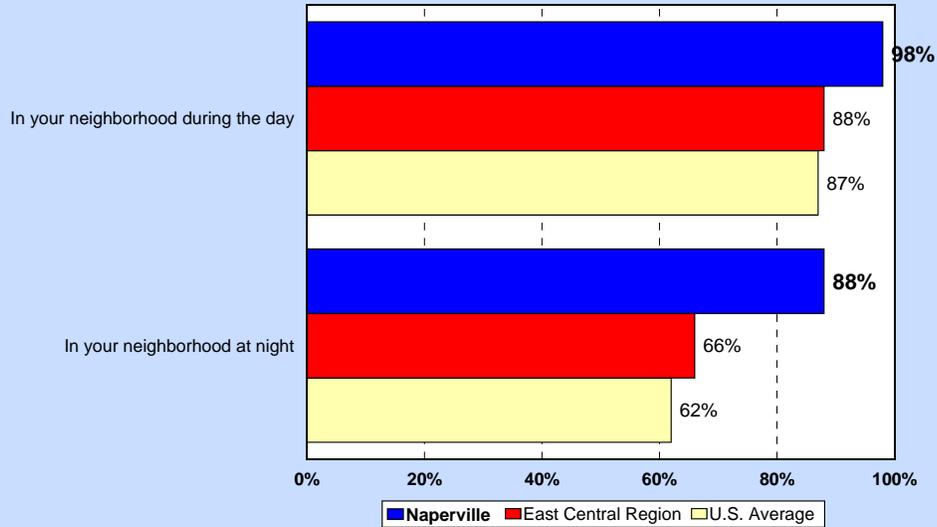
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2016 ETC Institute

How Safe Residents Feel in Their Community Naperville vs. East Central Region vs. U.S. Average

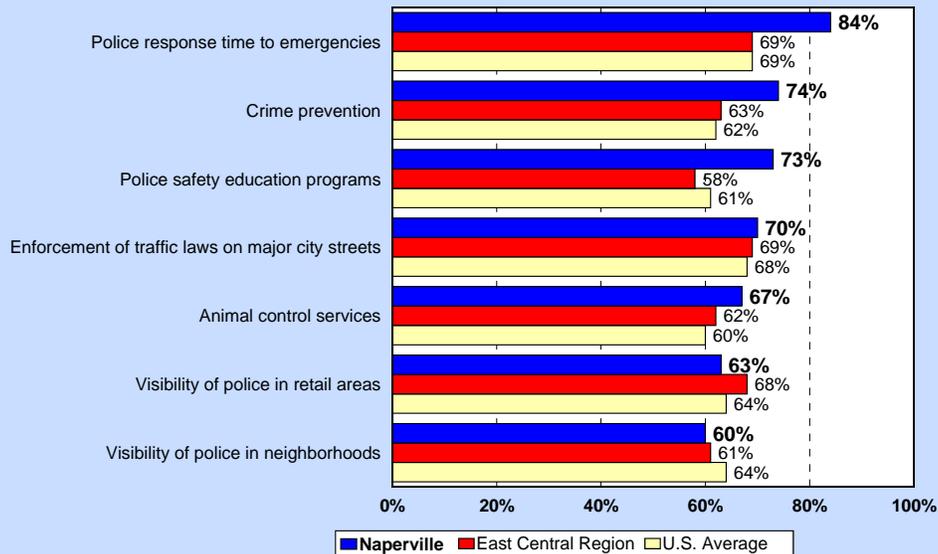
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)



Source: 2016 ETC Institute

Satisfaction with Police Services Naperville vs. East Central Region vs. U.S. Average

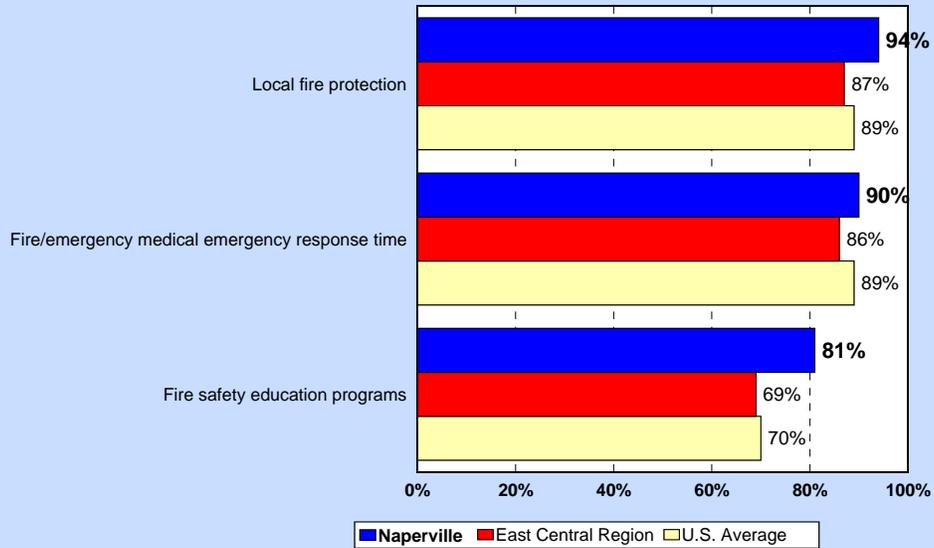
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2016 ETC Institute

Satisfaction with Fire and Other Emergency Services Naperville vs. East Central Region vs. U.S. Average

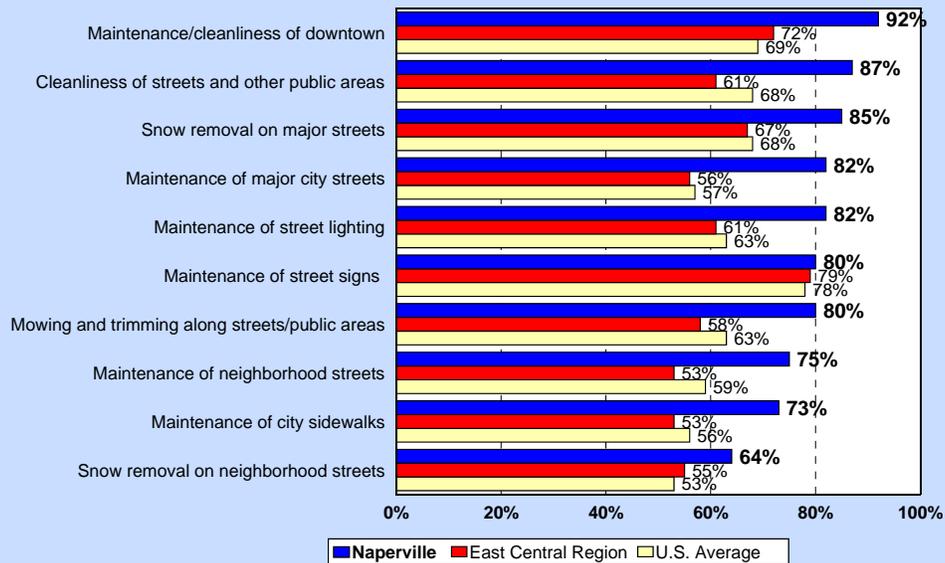
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2016 ETC Institute

Satisfaction with Public Works and Engineering Naperville vs. East Central Region vs. U.S. Average

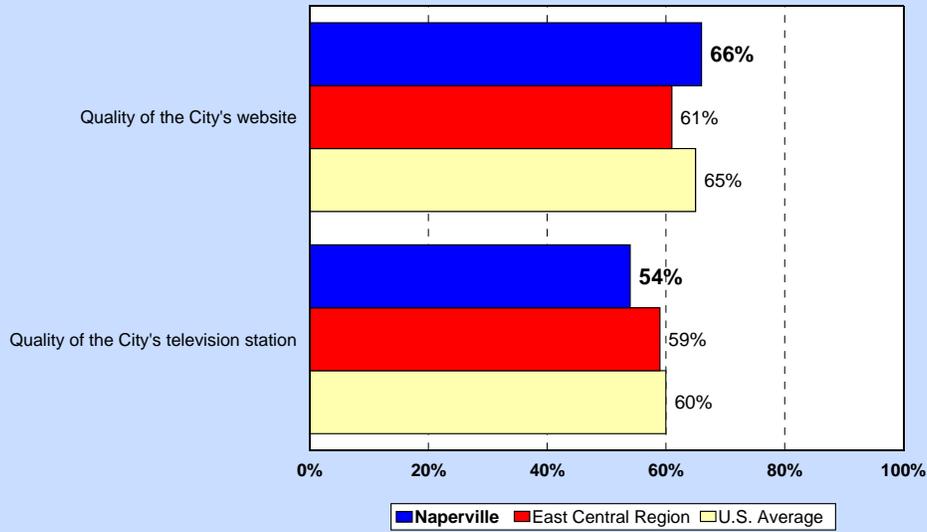
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2016 ETC Institute

Satisfaction with Communication Naperville vs. East Central Region vs. U.S. Average

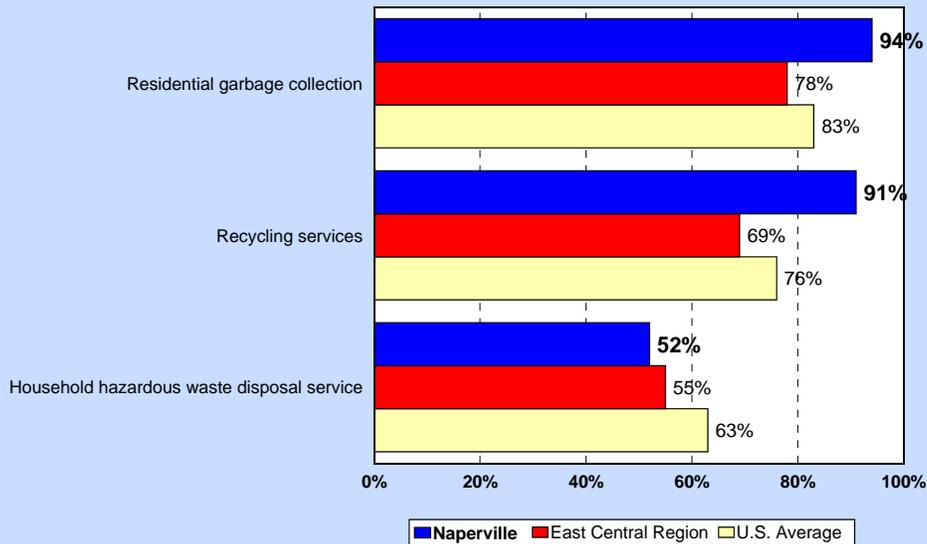
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2016 ETC Institute

Satisfaction with Environmental/Waste Disposal Services Naperville vs. East Central Region vs. U.S. Average

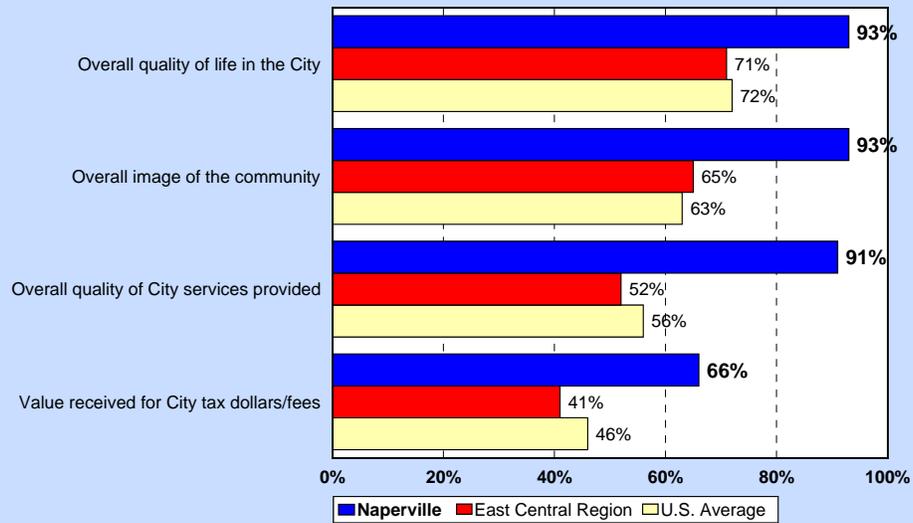
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2016 ETC Institute

Satisfaction with Issues that Influence Perceptions of the City Naperville vs. East Central Region vs. U.S. Average

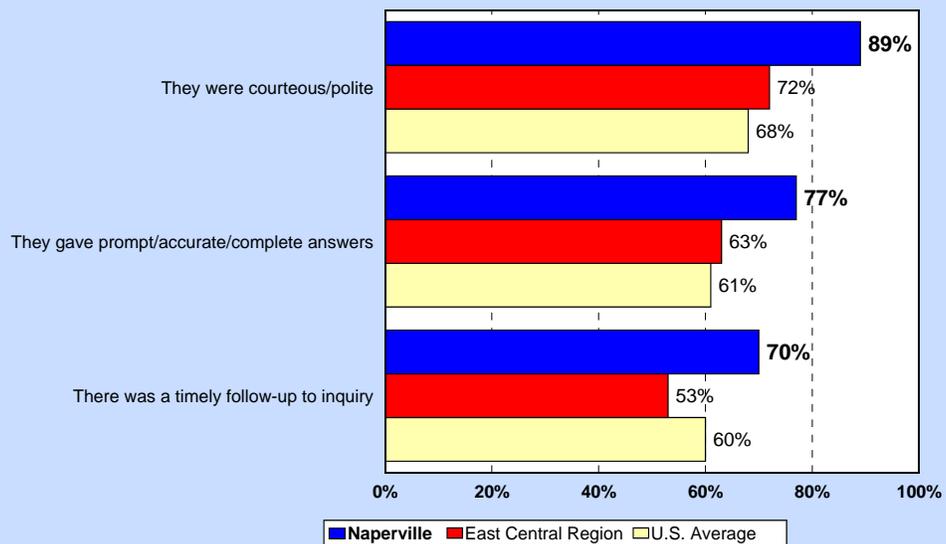
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2016 ETC Institute

Satisfaction with Customer Service Naperville vs. East Central Region vs. U.S. Average

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



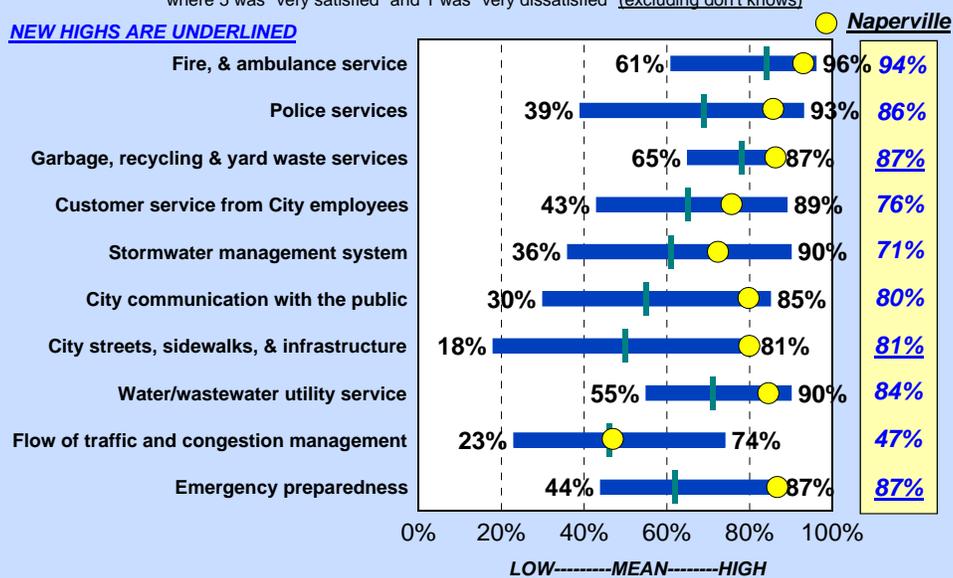
Source: 2016 ETC Institute

Comparison to a Range of Performance

Satisfaction with Major Categories of City Services Communities with a Population of 100,000 - 500,000

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

NEW HIGHS ARE UNDERLINED



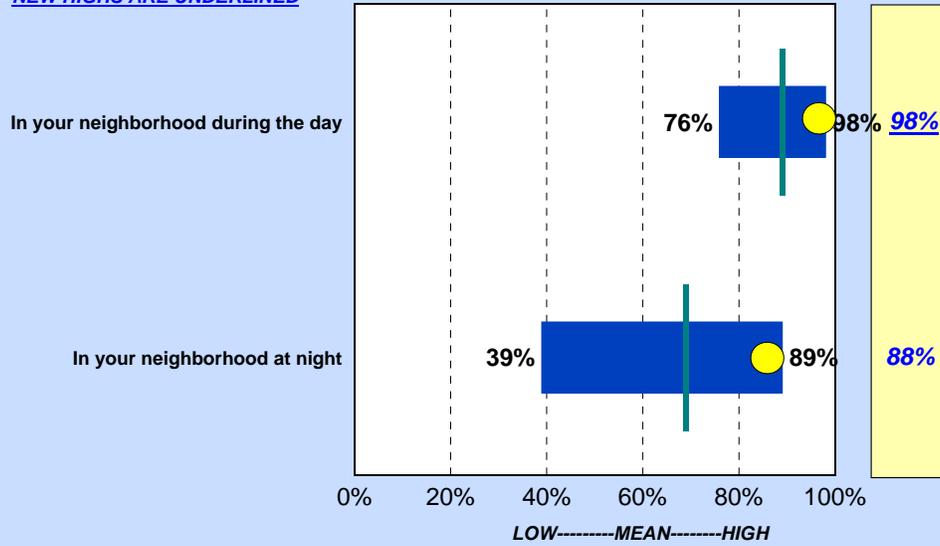
Source: 2016 ETC Institute

How Safe Residents Feel in Their Community Communities with a Population of 100,000 - 500,000

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

NEW HIGHS ARE UNDERLINED

Naperville

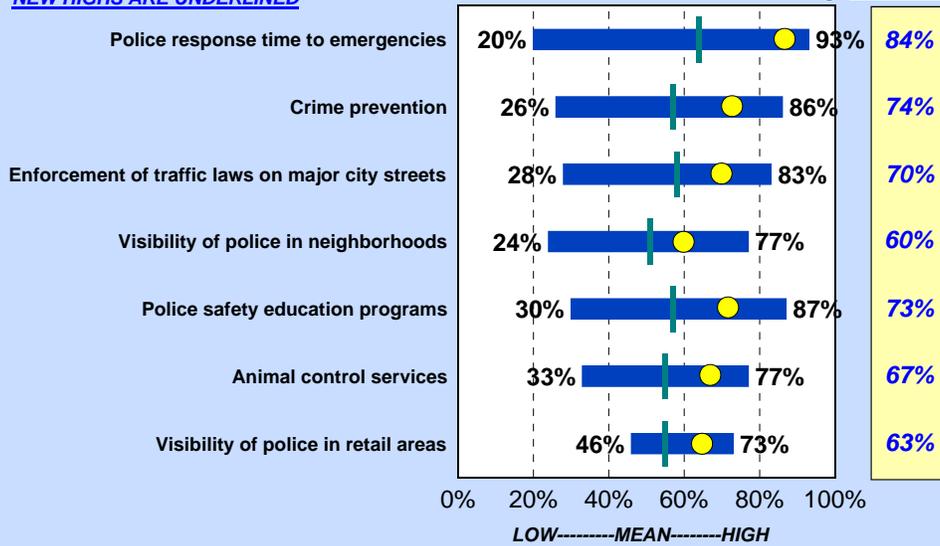


Satisfaction with Police Services Communities with a Population of 100,000 - 500,000

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

NEW HIGHS ARE UNDERLINED

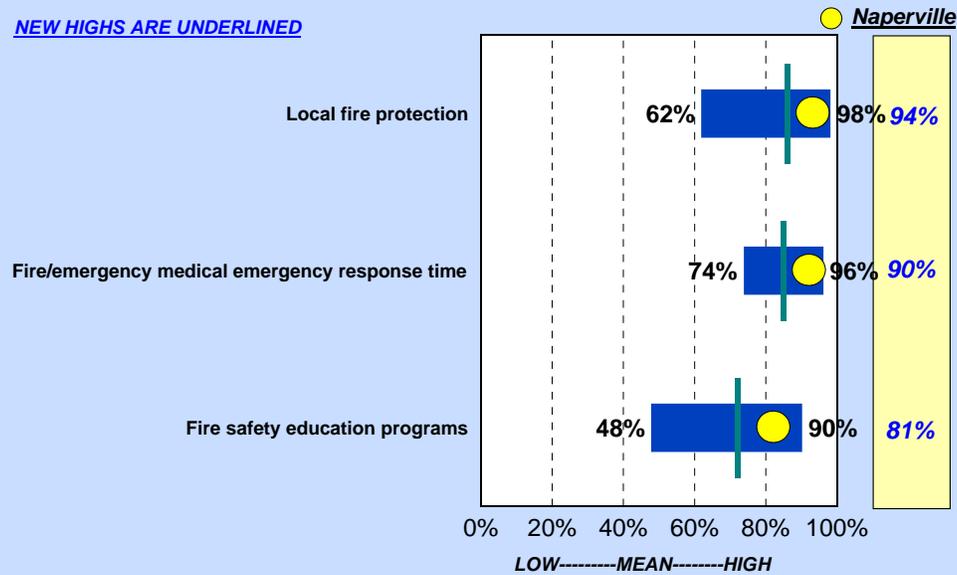
Naperville



Satisfaction with Fire and Other Emergency Services Communities with a Population of 100,000 - 500,000

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

NEW HIGHS ARE UNDERLINED

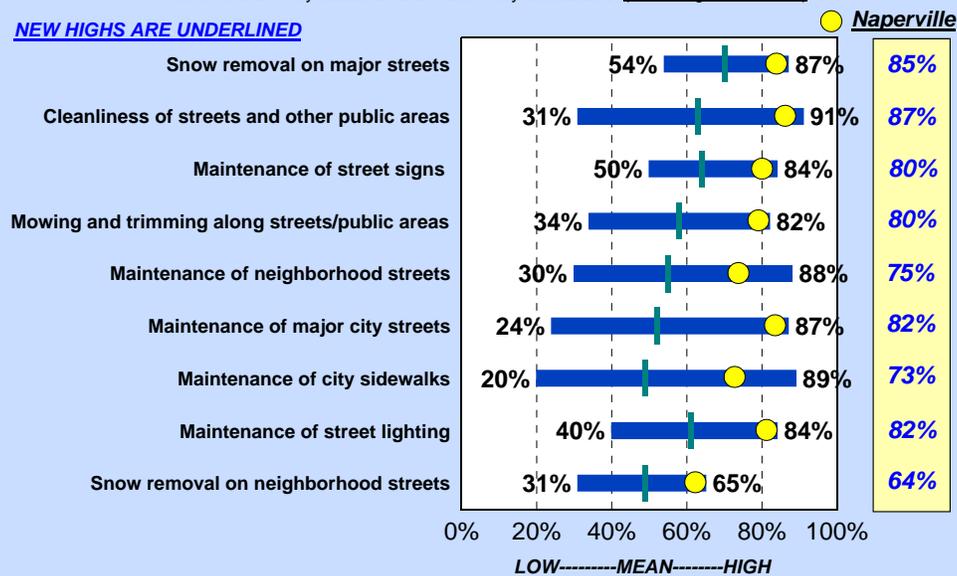


Source: 2016 ETC Institute

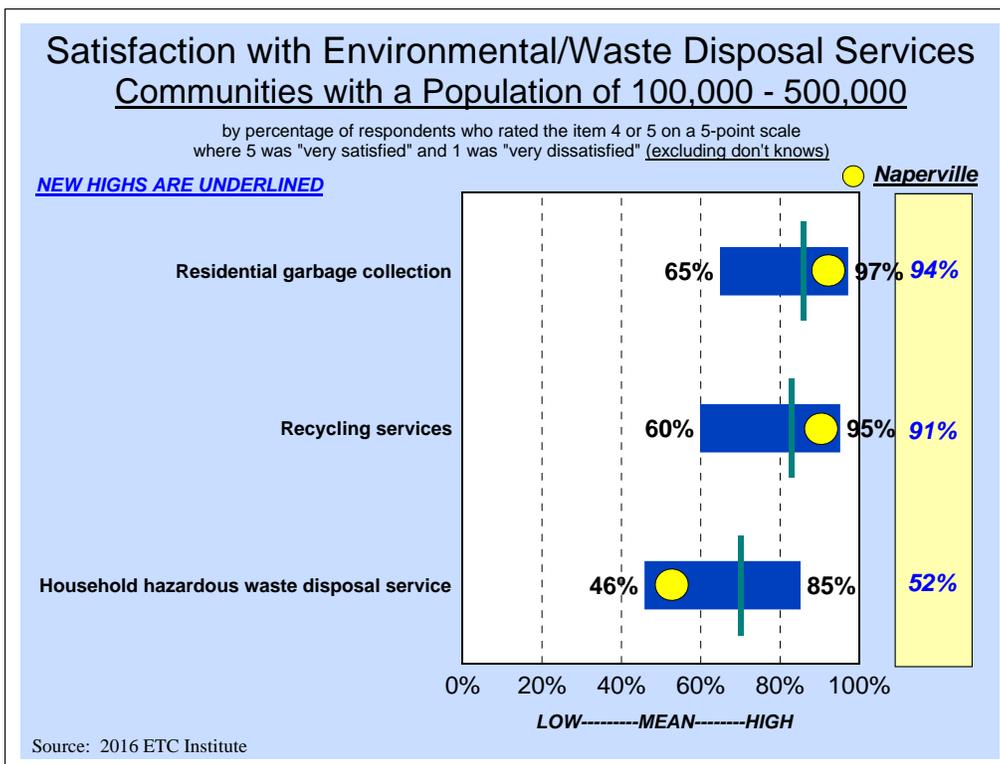
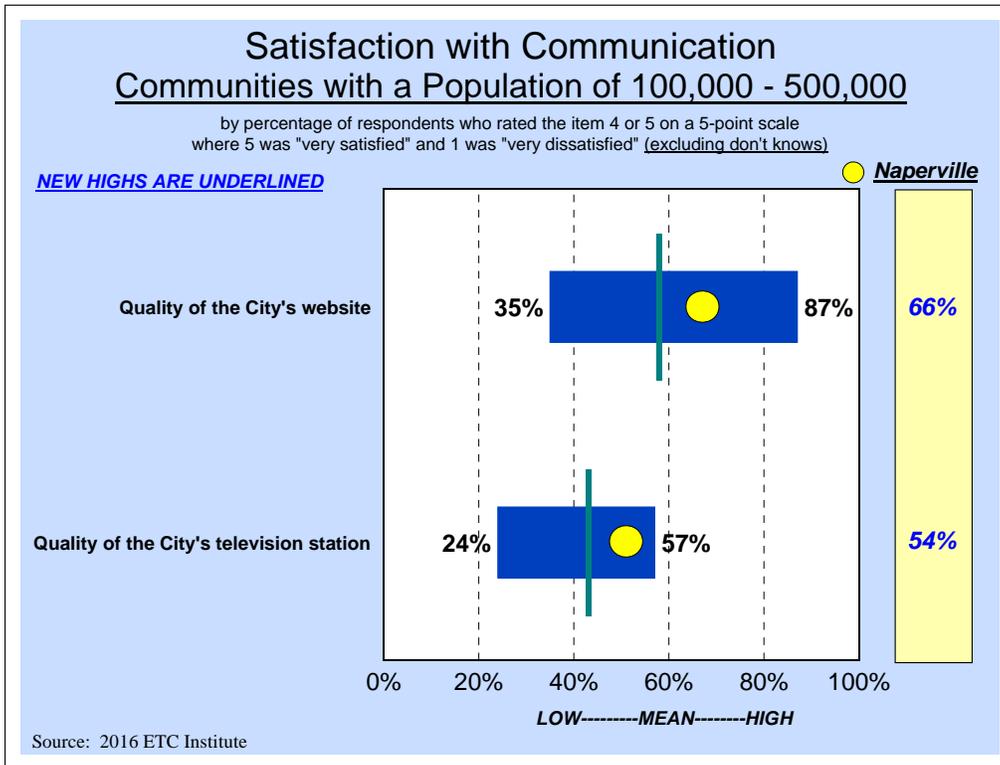
Satisfaction with Public Works and Engineering Communities with a Population of 100,000 - 500,000

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

NEW HIGHS ARE UNDERLINED



Source: 2016 ETC Institute

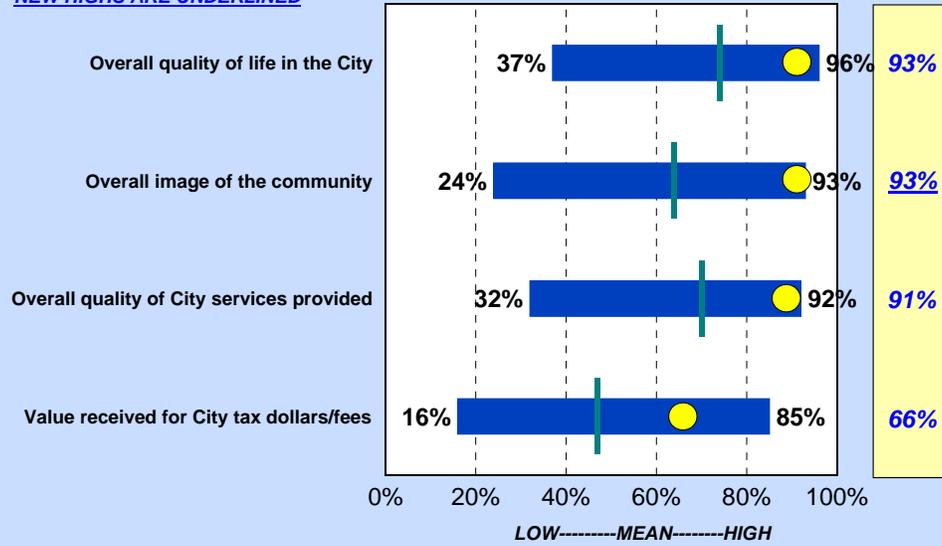


Satisfaction with Issues that Influence Perceptions Communities with a Population of 100,000 - 500,000

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

NEW HIGHS ARE UNDERLINED

Naperville



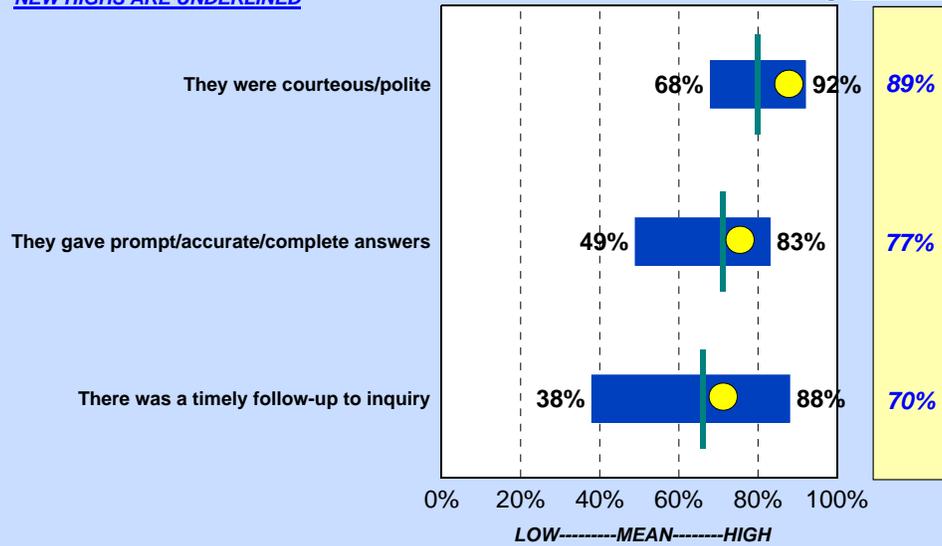
Source: 2016 ETC Institute

Satisfaction with Customer Service Communities with a Population of 100,000 - 500,000

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

NEW HIGHS ARE UNDERLINED

Naperville



Source: 2016 ETC Institute

Section 3

Strategic Priority Analysis

Strategic Priority Analysis

City of Naperville, Illinois

Overview

Today, city officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Strategic Priority Analysis rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Strategic Priority Analysis rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for City leaders to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't knows"). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [Strategic Priority Analysis rating=Importance x (1-Satisfaction)].

Example of the Calculation. Respondents were asked to identify the major categories of city services they thought should receive the most emphasis over the next two years. Sixty-five percent (65%) selected the flow of traffic/congestion in Naperville as one of the most important service to emphasize over the next two years.

With regard to satisfaction, 47% of the residents survey rated the city's overall performance in the flow of traffic/congestion in Naperville as a "4" or a "5" on a 5-point scale (where "5" means "very satisfied) excluding "Don't know" responses. The I-S rating for the flow of traffic/congestion in Naperville was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 65% was

multiplied by 53% (1-0.47). This calculation yielded a Strategic Priority Analysis rating of **0.3488**, which was ranked first out of eleven major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis (Strategic Priority Analysis rating ≥ 0.20)*
- *Increase Current Emphasis (Strategic Priority Analysis rating Between 0.10 and .20)*
- *Maintain Current Emphasis (Strategic Priority Analysis rating < 0.10)*

Charts showing the consolidated results of the Strategic Priority Analysis are provided on the following pages; the results for each area are provided on the subsequent pages.

2016 Strategic Priority Rating City of Naperville Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Flow of traffic/congestion in Naperville	65%	1	47%	11	0.3488	1
High Priority (IS .10-.20)						
None						
Medium Priority (IS <.10)						
Maintenance of streets/sidewalks/infrastructure	45%	2	81%	7	0.0868	2
Quality of city's stormwater management system	20%	5	71%	10	0.0573	3
Quality of police services	29%	3	86%	5	0.0406	4
Effectiveness of city communication with public	15%	7	80%	8	0.0286	5
Efforts of the city for emergency preparedness	20%	4	87%	2	0.0259	6
Garbage/recycling/yardwaste services	18%	6	87%	4	0.0234	7
Quality of City water/wastewater utility services	11%	10	84%	6	0.0185	8
Electrical utility services	12%	9	87%	3	0.0151	9
Customer service from city employees	7%	11	79%	9	0.0147	10
Quality of fire/emergency medical services	14%	8	94%	1	0.0088	11

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2016 Strategic Priority Rating

City of Naperville

Police Services

Category of Service	Most Important %	Most Important		Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
		Rank					
High Priority (IS .10-.20)							
Visibility of police in your neighborhood	36%	2		60%	18	0.1431	1
Police efforts to prevent crime	40%	1		74%	6	0.1011	2
Medium Priority (IS <.10)							
Enforcement of traffic laws on neighborhood streets	25%	3		61%	17	0.0965	3
Visibility of police in retail areas	24%	4		63%	16	0.0908	4
City drug & alcohol abuse education & prevention efforts	23%	5		67%	12	0.0759	5
City drug & alcohol enforcement efforts	21%	6		67%	15	0.0704	6
Overnight residential parking ordinances & enforcement	15%	8		56%	19	0.0673	7
Enforcement of traffic laws on major City streets	21%	7		70%	10	0.0632	8
Satisfaction of Youth & Social Services	11%	13		67%	13	0.0353	9
Police DUI enforcement efforts	13%	9		78%	4	0.0289	10
Community notifications from Police Department	11%	12		74%	8	0.0286	11
Police safety education programs	10%	14		73%	9	0.0271	12
Response time for emergency calls	12%	10		84%	1	0.0195	13
Animal control services	6%	16		67%	14	0.0195	14
Overall professionalism of Police Department	11%	11		84%	2	0.0180	15
911 call handling	7%	15		79%	3	0.0148	16
Hours of operations (front desk, records)	4%	19		69%	11	0.0115	17
Quality of non-emergency services	5%	17		78%	5	0.0103	18
Response time for non-emergency calls	4%	18		74%	7	0.0098	19

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, third, and fourth most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

2016 Strategic Priority Rating City of Naperville Fire and Other Emergency Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS < 10)						
City efforts to ensure community is prepared for a disaster or crisis	43%	1	77%	7	0.0999	1
City provided training of CPR & AED	18%	6	70%	9	0.0527	2
City fire safety education programs, including school-based programs	19%	5	81%	6	0.0365	3
Specialty team performance	13%	7	75%	8	0.0329	4
Overall quality of Emergency Medical Services (EMS, EMT)	23%	4	89%	3	0.0260	5
Response time for emergency calls	26%	2	90%	2	0.0248	6
Enforcement of Fire Safety Code	13%	8	83%	4	0.0209	7
Overall quality of local fire protection	25%	3	94%	1	0.0159	8
Response time for non-emergency services	6%	9	82%	5	0.0111	9

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2016 Strategic Priority Rating City of Naperville Public Works and Engineering Services

Category of Service	Most Important		Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
	Most Important %	Rank				
Medium Priority (IS < 10)						
Snow removal on neighborhood streets	28%	3	64%	16	0.0998	1
Maintenance of neighborhood streets	33%	1	75%	11	0.0813	2
Snow removal from cul-de-sacs	15%	6	48%	17	0.0799	3
Maintenance of major City streets	32%	2	82%	4	0.0577	4
Maintenance of City sidewalks & bike ways	19%	4	73%	14	0.0502	5
Snow removal on major City streets	17%	5	85%	3	0.0254	6
City's parkway tree replacement program	8%	12	69%	15	0.0233	7
City's parkway tree trimming program	9%	9	74%	13	0.0227	8
Maintenance of street signs, pavements, & markings	10%	7	80%	7	0.0210	9
Emergency response to Weather Effects (Storm)	9%	8	79%	8	0.0192	10
Maintenance of the train stations	7%	15	75%	12	0.0176	11
City's tree maintenance & preservation	7%	13	78%	10	0.0161	12
Maintenance of City street LED lighting	8%	11	82%	5	0.0137	13
Mowing & trimming along City streets	5%	16	80%	6	0.0107	14
Overall cleanliness of City streets	8%	10	87%	2	0.0105	15
Maintenance & cleanliness of downtown Naperville	7%	14	92%	1	0.0060	16
Overall customer service from field employees	2%	17	79%	9	0.0039	17

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

2016 Strategic Priority Rating City of Naperville Waste Disposal Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS > .20)						
Household hazardous waste disposal services	47%	1	52%	5	0.2275	1
High Priority (IS .10-.20)						
Curbside bulk leaf removal services	36%	3	69%	4	0.1086	2
Medium Priority (IS < .10)						
Residential recycling collection	38%	2	91%	2	0.0347	3
Residential garbage collection	28%	4	94%	1	0.0166	4
City garbage & recycling cart program	11%	5	85%	3	0.0161	5

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2016 Strategic Priority Rating

City of Naperville

Transportation Services

Category of Service	Most Important %	Most Important		Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
		Rank					
Very High Priority (IS >.20)							
Ease of north/south travel in Naperville	53%	1		39%	8	0.3241	1
Traffic signal timing & coordination on major City streets	46%	2		47%	6	0.2456	2
High Priority (IS .10-.20)							
Ease of east/west travel in Naperville	37%	3		52%	3	0.1769	3
Overall satisfaction of Downtown parking availability	31%	4		49%	5	0.1565	4
Availability of public transportation services in Naperville	25%	6		41%	7	0.1489	5
Traffic conditions in your neighborhood relative to speed & traffic amount	26%	5		58%	2	0.1094	6
Medium Priority (IS <.10)							
Ease of bicycle travel	17%	7		52%	4	0.0839	7
Ease of pedestrian travel	12%	8		67%	1	0.0406	8

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2016 Strategic Priority Rating City of Naperville Electric Utility Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Overall value that you receive for electrical utility rates	38%	2	63%	6	0.1391	1
Participation in Renewable Energy Programs	24%	5	52%	7	0.1157	2
Medium Priority (IS <.10)						
Opportunity to Participate in Energy Efficiency Education	16%	7	47%	8	0.0854	3
How well City keeps you informed about planned disruptions to service	21%	6	65%	5	0.0742	4
How quickly City restores power after an unplanned outage	34%	3	79%	4	0.0709	5
Accuracy of your electric bill	25%	4	80%	2	0.0487	6
Reliability of electrical service	40%	1	94%	1	0.0242	7
Quality of customer service from electric utility field employees	7%	8	79%	3	0.0144	8

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2016 Strategic Priority Rating City of Naperville Water/Wastewater Utility Services

Category of Service	Most Important %	Most Important		Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
		Rank					
High Priority (IS .10-.20)							
Overall value that you receive for water & wastewater utility	29%	3		65%	8	0.1019	1
Medium Priority (IS <.10)							
Opportunity to participate in water conservation education	16%	7		50%	9	0.0800	2
Taste/odor of your drinking water	34%	2		80%	3	0.0696	3
City efforts to prevent backups from wastewater in your home	28%	4		75%	6	0.0684	4
Accuracy of your water bill	21%	6		75%	5	0.0514	5
How well City keeps you informed about planned disruptions to your water service	14%	8		70%	7	0.0405	6
Water pressure in your home	23%	5		89%	2	0.0255	7
Reliability of your water service	38%	1		96%	1	0.0165	8
Quality of customer service from water utility field employees	3%	9		78%	4	0.0068	9

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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Section 4

Tabular Data

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

(N=1395)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know/NA
Q1-1. Quality of police services	43.8%	34.8%	10.0%	2.2%	0.7%	8.4%
Q1-2. Quality of fire & emergency medical services	50.5%	26.1%	4.9%	0.4%	0.0%	18.1%
Q1-3. Efforts of City for Emergency preparedness	33.8%	29.8%	9.0%	0.5%	0.0%	26.9%
Q1-4. Maintenance of City streets, sidewalks & infrastructure (i.e. street lights, trees)	31.3%	48.4%	12.0%	5.7%	1.6%	1.0%
Q1-5. Effectiveness of City communication with the public	36.9%	40.2%	15.2%	2.7%	0.9%	4.0%
Q1-6. Quality of customer service you receive from City employees	31.0%	37.8%	14.3%	3.4%	0.7%	12.8%
Q1-7. Flow of traffic & congestion management on streets in City	13.3%	32.8%	25.7%	20.7%	6.5%	1.1%
Q1-8. Quality of City's stormwater management system (i.e. storm drains, retention ponds)	24.4%	42.8%	18.9%	6.4%	1.9%	5.6%
Q1-9. Quality of City water/wastewater utility services	35.1%	44.2%	12.5%	2.7%	0.5%	5.0%
Q1-10. Quality of City electrical utility services	41.9%	43.4%	8.9%	3.0%	1.0%	1.7%
Q1-11. Garbage, recycling & yard waste services	45.1%	40.6%	7.6%	3.9%	1.4%	1.4%

WITHOUT DON'T KNOW

Q1. Major categories of services provided by the City of Naperville are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know/na")

(N=1395)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1-1. Quality of police services	47.8%	38.0%	11.0%	2.4%	0.8%
Q1-2. Quality of fire & emergency medical services	61.7%	31.9%	6.0%	0.4%	0.0%
Q1-3. Efforts of City for Emergency preparedness	46.3%	40.8%	12.3%	0.7%	0.0%
Q1-4. Maintenance of City streets, sidewalks & infrastructure (i.e. street lights, trees)	31.6%	48.9%	12.2%	5.7%	1.7%
Q1-5. Effectiveness of City communication with the public	38.5%	41.9%	15.8%	2.8%	1.0%
Q1-6. Quality of customer service you receive from City employees	35.6%	43.4%	16.4%	3.9%	0.8%
Q1-7. Flow of traffic & congestion management on streets in City	13.4%	33.1%	26.0%	20.9%	6.5%
Q1-8. Quality of City's stormwater management system (i.e. storm drains, retention ponds)	25.9%	45.3%	20.0%	6.8%	2.1%
Q1-9. Quality of City water/wastewater utility services	37.0%	46.5%	13.2%	2.8%	0.5%
Q1-10. Quality of City electrical utility services	42.7%	44.2%	9.0%	3.1%	1.0%
Q1-11. Garbage, recycling & yard waste services	45.7%	41.1%	7.7%	4.0%	1.5%

Q2. Which THREE of the items listed in Question 1 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Quality of police services	205	14.7 %
Quality of fire & emergency medical services	39	2.8 %
Efforts of City for Emergency preparedness	58	4.2 %
Maintenance of City streets, sidewalks & infrastructure (i.e. street lights, trees)	182	13.0 %
Effectiveness of City communication with the public	39	2.8 %
Quality of customer service you receive from City employees	16	1.1 %
Flow of traffic & congestion management on streets in City	541	38.8 %
Quality of City's stormwater management system (i.e. storm drains, retention ponds)	81	5.8 %
Quality of City water/wastewater utility services	27	1.9 %
Quality of City electrical utility services	34	2.4 %
Garbage, recycling & yard waste services	51	3.7 %
None chosen	122	8.7 %
Total	1395	100.0 %

Q2. Which THREE of the items listed in Question 1 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of police services	96	6.9 %
Quality of fire & emergency medical services	111	8.0 %
Efforts of City for Emergency preparedness	86	6.2 %
Maintenance of City streets, sidewalks & infrastructure (i.e. street lights, trees)	281	20.1 %
Effectiveness of City communication with the public	65	4.7 %
Quality of customer service you receive from City employees	33	2.4 %
Flow of traffic & congestion management on streets in City	233	16.7 %
Quality of City's stormwater management system (i.e. storm drains, retention ponds)	102	7.3 %
Quality of City water/wastewater utility services	55	3.9 %
Quality of City electrical utility services	54	3.9 %
Garbage, recycling & yard waste services	74	5.3 %
None chosen	205	14.7 %
Total	1395	100.0 %

Q2. Which THREE of the items listed in Question 1 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q2. 3rd choice	Number	Percent
Quality of police services	98	7.0 %
Quality of fire & emergency medical services	41	2.9 %
Efforts of City for Emergency preparedness	135	9.7 %
Maintenance of City streets, sidewalks & infrastructure (i.e. street lights, trees)	159	11.4 %
Effectiveness of City communication with the public	99	7.1 %
Quality of customer service you receive from City employees	49	3.5 %
Flow of traffic & congestion management on streets in City	136	9.7 %
Quality of City's stormwater management system (i.e. storm drains, retention ponds)	95	6.8 %
Quality of City water/wastewater utility services	76	5.4 %
Quality of City electrical utility services	73	5.2 %
Garbage, recycling & yard waste services	122	8.7 %
None chosen	312	22.4 %
Total	1395	100.0 %

SUM OF TOP 3 CHOICES

Q2. Which THREE of the items listed in Question 1 above do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

Q2. Sum of Top 3 Choices	Number	Percent
Quality of police services	399	28.6 %
Quality of fire & emergency medical services	191	13.7 %
Efforts of City for Emergency preparedness	279	20.0 %
Maintenance of City streets, sidewalks & infrastructure (i.e. street lights, trees)	622	44.6 %
Effectiveness of City communication with the public	203	14.6 %
Quality of customer service you receive from City employees	98	7.0 %
Flow of traffic & congestion management on streets in City	910	65.2 %
Quality of City's stormwater management system (i.e. storm drains, retention ponds)	278	19.9 %
Quality of City water/wastewater utility services	158	11.3 %
Quality of City electrical utility services	161	11.5 %
Garbage, recycling & yard waste services	247	17.7 %
None chosen	122	8.7 %
Total	3668	

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

(N=1395)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know/NA
Q3-1. In your neighborhood during the day	69.5%	28.1%	1.7%	0.3%	0.1%	0.4%
Q3-2. In your neighborhood at night	42.2%	45.7%	8.9%	2.5%	0.2%	0.4%
Q3-3. In downtown Naperville before 10 pm	57.5%	34.3%	3.8%	0.4%	0.0%	3.9%
Q3-4. In downtown Naperville after 10 pm	23.4%	35.8%	18.6%	4.8%	0.8%	16.5%
Q3-5. In commercial & retail areas	41.4%	45.2%	10.3%	0.9%	0.1%	2.2%
Q3-6. At the train stations	26.5%	38.6%	16.4%	2.3%	0.1%	16.0%
Q3-7. In City parking garages	23.4%	41.1%	24.4%	4.7%	0.4%	5.9%
Q3-8. In your children's school	38.3%	24.0%	4.6%	0.3%	0.0%	32.8%
Q3-9. Areas of assembly (i.e. places of worship, sporting events)	41.9%	41.1%	7.0%	0.6%	0.2%	9.0%

WITHOUT DON'T KNOW**Q3. PERCEPTIONS OF SAFETY: Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "don't know/na")**

(N=1395)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe
Q3-1. In your neighborhood during the day	69.7%	28.2%	1.7%	0.3%	0.1%
Q3-2. In your neighborhood at night	42.4%	45.9%	8.9%	2.5%	0.2%
Q3-3. In downtown Naperville before 10 pm	59.9%	35.7%	4.0%	0.4%	0.0%
Q3-4. In downtown Naperville after 10 pm	28.1%	42.9%	22.3%	5.8%	0.9%
Q3-5. In commercial & retail areas	42.3%	46.2%	10.5%	1.0%	0.1%
Q3-6. At the train stations	31.6%	46.0%	19.5%	2.7%	0.2%
Q3-7. In City parking garages	24.8%	43.8%	26.0%	5.0%	0.4%
Q3-8. In your children's school	57.0%	35.8%	6.8%	0.4%	0.0%
Q3-9. Areas of assembly (i.e. places of worship, sporting events)	46.1%	45.2%	7.7%	0.7%	0.2%

Q4. POLICE SERVICES: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1395)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know/NA
Q4-1. Visibility of police in your neighborhood	19.8%	38.1%	25.6%	10.7%	2.8%	3.1%
Q4-2. Visibility of police in retail areas	17.5%	42.5%	28.0%	6.6%	0.9%	4.5%
Q4-3. Police efforts to prevent crime	24.3%	41.1%	18.6%	3.2%	0.8%	12.0%
Q4-4. Enforcement of traffic laws on major City streets	22.4%	44.5%	17.3%	8.3%	2.8%	4.7%
Q4-5. Enforcement of traffic laws on neighborhood streets	19.4%	37.9%	19.6%	13.5%	4.2%	5.4%
Q4-6. Response time for emergency calls	27.6%	24.4%	8.9%	0.6%	0.5%	38.1%
Q4-7. Quality of non-emergency services	23.4%	34.0%	13.7%	2.0%	0.8%	26.2%
Q4-8. Animal control services	16.4%	23.6%	15.4%	3.5%	0.7%	40.4%
Q4-9. 911 call handling	23.4%	19.0%	9.6%	1.2%	0.4%	46.4%
Q4-10. Hours of operations (front desk, records)	17.1%	27.4%	16.9%	2.4%	0.7%	35.5%
Q4-11. Police safety education programs	18.3%	28.9%	15.6%	1.4%	0.3%	35.6%
Q4-12. Police DUI enforcement efforts	20.7%	33.9%	12.8%	1.9%	0.6%	30.2%
Q4-13. Response time for non-emergency calls	17.0%	28.5%	12.8%	2.4%	0.7%	38.6%
Q4-14. City drug & alcohol enforcement efforts	16.2%	27.7%	16.3%	4.1%	1.4%	34.3%
Q4-15. City drug & alcohol abuse education & prevention efforts	15.7%	26.1%	15.5%	3.6%	1.3%	37.8%
Q4-16. Satisfaction of Youth & Social Services	14.9%	23.4%	15.8%	2.2%	0.6%	43.0%
Q4-17. Overnight residential parking ordinances & enforcement	16.2%	31.8%	21.8%	10.0%	5.9%	14.3%
Q4-18. Community notifications from Police Department	27.0%	35.3%	16.9%	3.9%	1.1%	15.8%
Q4-19. Overall professionalism of Police Department	38.1%	38.3%	11.5%	2.1%	1.1%	8.9%

WITHOUT DON'T KNOW**Q4. POLICE SERVICES: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know/na")**

(N=1395)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q4-1. Visibility of police in your neighborhood	20.4%	39.3%	26.4%	11.0%	2.9%
Q4-2. Visibility of police in retail areas	18.3%	44.5%	29.3%	6.9%	1.0%
Q4-3. Police efforts to prevent crime	27.6%	46.8%	21.1%	3.6%	0.9%
Q4-4. Enforcement of traffic laws on major City streets	23.5%	46.7%	18.2%	8.7%	2.9%
Q4-5. Enforcement of traffic laws on neighborhood streets	20.5%	40.1%	20.7%	14.3%	4.5%
Q4-6. Response time for emergency calls	44.6%	39.4%	14.4%	0.9%	0.8%
Q4-7. Quality of non-emergency services	31.7%	46.0%	18.5%	2.7%	1.1%
Q4-8. Animal control services	27.5%	39.5%	25.8%	5.9%	1.2%
Q4-9. 911 call handling	43.7%	35.4%	17.9%	2.3%	0.7%
Q4-10. Hours of operations (front desk, records)	26.6%	42.4%	26.2%	3.7%	1.1%
Q4-11. Police safety education programs	28.4%	44.8%	24.2%	2.1%	0.4%
Q4-12. Police DUI enforcement efforts	29.7%	48.6%	18.3%	2.7%	0.8%
Q4-13. Response time for non-emergency calls	27.7%	46.4%	20.9%	3.9%	1.2%
Q4-14. City drug & alcohol enforcement efforts	24.6%	42.2%	24.8%	6.2%	2.2%
Q4-15. City drug & alcohol abuse education & prevention efforts	25.3%	42.0%	24.9%	5.8%	2.1%
Q4-16. Satisfaction of Youth & Social Services	26.2%	41.1%	27.8%	3.9%	1.0%
Q4-17. Overnight residential parking ordinances & enforcement	18.9%	37.1%	25.4%	11.7%	6.9%
Q4-18. Community notifications from Police Department	32.0%	42.0%	20.1%	4.6%	1.3%
Q4-19. Overall professionalism of Police Department	41.9%	42.0%	12.6%	2.3%	1.3%

Q5. Which FOUR of the services listed in Question 4 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q5. Top choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in your neighborhood	224	16.1 %
Visibility of police in retail areas	66	4.7 %
Police efforts to prevent crime	215	15.4 %
Enforcement of traffic laws on major City streets	73	5.2 %
Enforcement of traffic laws on neighborhood streets	111	8.0 %
Response time for emergency calls	37	2.7 %
Quality of non-emergency services	7	0.5 %
Animal control services	18	1.3 %
911 call handling	18	1.3 %
Hours of operations (front desk, records)	7	0.5 %
Police safety education programs	18	1.3 %
Police DUI enforcement efforts	32	2.3 %
Response time for non-emergency calls	5	0.4 %
City drug & alcohol enforcement efforts	64	4.6 %
City drug & alcohol abuse education & prevention efforts	103	7.4 %
Satisfaction of Youth & Social Services	27	1.9 %
Overnight residential parking ordinances & enforcement	69	4.9 %
Community notifications from Police Department	27	1.9 %
Overall professionalism of Police Department	45	3.2 %
<u>None chosen</u>	<u>229</u>	<u>16.4 %</u>
Total	1395	100.0 %

Q5. Which FOUR of the services listed in Question 4 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q5. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in your neighborhood	106	7.6 %
Visibility of police in retail areas	127	9.1 %
Police efforts to prevent crime	136	9.7 %
Enforcement of traffic laws on major City streets	97	7.0 %
Enforcement of traffic laws on neighborhood streets	107	7.7 %
Response time for emergency calls	52	3.7 %
Quality of non-emergency services	17	1.2 %
Animal control services	18	1.3 %
911 call handling	28	2.0 %
Hours of operations (front desk, records)	8	0.6 %
Police safety education programs	31	2.2 %
Police DUI enforcement efforts	45	3.2 %
Response time for non-emergency calls	14	1.0 %
City drug & alcohol enforcement efforts	89	6.4 %
City drug & alcohol abuse education & prevention efforts	92	6.6 %
Satisfaction of Youth & Social Services	39	2.8 %
Overnight residential parking ordinances & enforcement	36	2.6 %
Community notifications from Police Department	30	2.2 %
Overall professionalism of Police Department	26	1.9 %
<u>None chosen</u>	<u>297</u>	<u>21.3 %</u>
Total	1395	100.0 %

Q5. Which FOUR of the services listed in Question 4 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q5. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in your neighborhood	92	6.6 %
Visibility of police in retail areas	81	5.8 %
Police efforts to prevent crime	117	8.4 %
Enforcement of traffic laws on major City streets	77	5.5 %
Enforcement of traffic laws on neighborhood streets	68	4.9 %
Response time for emergency calls	43	3.1 %
Quality of non-emergency services	20	1.4 %
Animal control services	20	1.4 %
911 call handling	28	2.0 %
Hours of operations (front desk, records)	24	1.7 %
Police safety education programs	43	3.1 %
Police DUI enforcement efforts	59	4.2 %
Response time for non-emergency calls	18	1.3 %
City drug & alcohol enforcement efforts	81	5.8 %
City drug & alcohol abuse education & prevention efforts	72	5.2 %
Satisfaction of Youth & Social Services	40	2.9 %
Overnight residential parking ordinances & enforcement	54	3.9 %
Community notifications from Police Department	42	3.0 %
Overall professionalism of Police Department	30	2.2 %
None chosen	386	27.7 %
Total	1395	100.0 %

Q5. Which FOUR of the services listed in Question 4 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q5. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in your neighborhood	72	5.2 %
Visibility of police in retail areas	67	4.8 %
Police efforts to prevent crime	84	6.0 %
Enforcement of traffic laws on major City streets	49	3.5 %
Enforcement of traffic laws on neighborhood streets	55	3.9 %
Response time for emergency calls	37	2.7 %
Quality of non-emergency services	21	1.5 %
Animal control services	27	1.9 %
911 call handling	25	1.8 %
Hours of operations (front desk, records)	12	0.9 %
Police safety education programs	49	3.5 %
Police DUI enforcement efforts	50	3.6 %
Response time for non-emergency calls	15	1.1 %
City drug & alcohol enforcement efforts	62	4.4 %
City drug & alcohol abuse education & prevention efforts	56	4.0 %
Satisfaction of Youth & Social Services	45	3.2 %
Overnight residential parking ordinances & enforcement	55	3.9 %
Community notifications from Police Department	54	3.9 %
Overall professionalism of Police Department	55	3.9 %
None chosen	505	36.2 %
Total	1395	100.0 %

SUM OF TOP 4 CHOICES**Q5. Which FOUR of the services listed in Question 4 above do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 4)**

Q5. Sum of Top 4 Choices	Number	Percent
Visibility of police in your neighborhood	494	35.4 %
Visibility of police in retail areas	341	24.4 %
Police efforts to prevent crime	552	39.6 %
Enforcement of traffic laws on major City streets	296	21.2 %
Enforcement of traffic laws on neighborhood streets	341	24.4 %
Response time for emergency calls	169	12.1 %
Quality of non-emergency services	65	4.7 %
Animal control services	83	5.9 %
911 call handling	99	7.1 %
Hours of operations (front desk, records)	51	3.7 %
Police safety education programs	141	10.1 %
Police DUI enforcement efforts	186	13.3 %
Response time for non-emergency calls	52	3.7 %
City drug & alcohol enforcement efforts	296	21.2 %
City drug & alcohol abuse education & prevention efforts	323	23.2 %
Satisfaction of Youth & Social Services	151	10.8 %
Overnight residential parking ordinances & enforcement	214	15.3 %
Community notifications from Police Department	153	11.0 %
Overall professionalism of Police Department	156	11.2 %
None chosen	229	16.4 %
Total	4392	

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

(N=1395)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know/NA
Q6-1. Overall quality of local fire protection	43.3%	32.5%	4.9%	0.1%	0.1%	19.1%
Q6-2. City efforts to ensure community is prepared for a disaster or crisis	21.4%	31.3%	14.0%	1.8%	0.4%	31.2%
Q6-3. Response time for emergency calls	30.0%	24.2%	5.7%	0.1%	0.0%	40.0%
Q6-4. Response time for non-emergency services	21.3%	23.4%	9.0%	0.7%	0.1%	45.6%
Q6-5. City fire safety education programs, including school-based programs	23.3%	28.4%	11.3%	0.6%	0.1%	36.4%
Q6-6. Enforcement of Fire Safety Code (e.g. marked exits, alarms, fire suppression systems)	27.6%	32.5%	11.2%	0.7%	0.0%	28.0%
Q6-7. City provided training of CPR & AED	16.1%	21.4%	14.0%	1.5%	0.3%	46.8%
Q6-8. Specialty team performance (e.g. water rescue, confined space, haz mat, technical rescue, high rise, etc.)	16.6%	17.6%	11.1%	0.2%	0.0%	54.5%
Q6-9. Overall quality of Emergency Medical Services (EMS, EMT)	31.8%	30.0%	7.6%	0.2%	0.1%	30.3%

WITHOUT DON'T KNOW**Q6. FIRE AND OTHER EMERGENCY SERVICES: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know/na")**

(N=1395)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q6-1. Overall quality of local fire protection	53.5%	40.2%	6.0%	0.1%	0.1%
Q6-2. City efforts to ensure community is prepared for a disaster or crisis	31.1%	45.4%	20.3%	2.6%	0.5%
Q6-3. Response time for emergency calls	49.9%	40.4%	9.6%	0.1%	0.0%
Q6-4. Response time for non-emergency services	39.1%	43.0%	16.5%	1.3%	0.1%
Q6-5. City fire safety education programs, including school-based programs	36.6%	44.6%	17.7%	0.9%	0.1%
Q6-6. Enforcement of Fire Safety Code (e.g. marked exits, alarms, fire suppression systems)	38.3%	45.1%	15.5%	1.0%	0.0%
Q6-7. City provided training of CPR & AED	30.2%	40.2%	26.3%	2.8%	0.5%
Q6-8. Specialty team performance (e.g. water rescue, confined space, haz mat, technical rescue, high rise, etc.)	36.4%	38.7%	24.4%	0.5%	0.0%
Q6-9. Overall quality of Emergency Medical Services (EMS, EMT)	45.7%	43.0%	10.9%	0.3%	0.1%

Q7. Which THREE of the services listed in Question 6 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q7. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local fire protection	205	14.7 %
City efforts to ensure community is prepared for a disaster or crisis	331	23.7 %
Response time for emergency calls	104	7.5 %
Response time for non-emergency services	14	1.0 %
City fire safety education programs, including school-based programs	85	6.1 %
Enforcement of Fire Safety Code (e.g. marked exits, alarms, fire suppression systems)	26	1.9 %
City provided training of CPR & AED	73	5.2 %
Specialty team performance (e.g. water rescue, confined space, haz mat, technical rescue, high rise, etc.)	19	1.4 %
Overall quality of Emergency Medical Services (EMS, EMT)	76	5.4 %
<u>None chosen</u>	<u>462</u>	<u>33.1 %</u>
Total	1395	100.0 %

Q7. Which THREE of the services listed in Question 6 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q7. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local fire protection	81	5.8 %
City efforts to ensure community is prepared for a disaster or crisis	157	11.3 %
Response time for emergency calls	132	9.5 %
Response time for non-emergency services	39	2.8 %
City fire safety education programs, including school-based programs	103	7.4 %
Enforcement of Fire Safety Code (e.g. marked exits, alarms, fire suppression systems)	83	5.9 %
City provided training of CPR & AED	90	6.5 %
Specialty team performance (e.g. water rescue, confined space, haz mat, technical rescue, high rise, etc.)	75	5.4 %
Overall quality of Emergency Medical Services (EMS, EMT)	102	7.3 %
<u>None chosen</u>	<u>533</u>	<u>38.2 %</u>
Total	1395	100.0 %

Q7. Which THREE of the services listed in Question 6 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q7. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local fire protection	66	4.7 %
City efforts to ensure community is prepared for a disaster or crisis	105	7.5 %
Response time for emergency calls	120	8.6 %
Response time for non-emergency services	33	2.4 %
City fire safety education programs, including school-based programs	83	5.9 %
Enforcement of Fire Safety Code (e.g. marked exits, alarms, fire suppression systems)	67	4.8 %
City provided training of CPR & AED	85	6.1 %
Specialty team performance (e.g. water rescue, confined space, haz mat, technical rescue, high rise, etc.)	89	6.4 %
Overall quality of Emergency Medical Services (EMS, EMT)	144	10.3 %
None chosen	603	43.2 %
Total	1395	100.0 %

SUM OF TOP 4 CHOICES

Q7. Which THREE of the services listed in Question 6 above do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

<u>Q7. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local fire protection	352	25.2 %
City efforts to ensure community is prepared for a disaster or crisis	593	42.5 %
Response time for emergency calls	356	25.5 %
Response time for non-emergency services	86	6.2 %
City fire safety education programs, including school-based programs	271	19.4 %
Enforcement of Fire Safety Code (e.g. marked exits, alarms, fire suppression systems)	176	12.6 %
City provided training of CPR & AED	248	17.8 %
Specialty team performance (e.g. water rescue, confined space, haz mat, technical rescue, high rise, etc.)	183	13.1 %
Overall quality of Emergency Medical Services (EMS, EMT)	322	23.1 %
None chosen	462	33.1 %
Total	3049	

Q8. In case of an emergency or a natural disaster, which of the following City communication methods would you be MOST LIKELY to receive information through?

Q8. What City communication methods would you be most likely to receive information through	Number	Percent
Naper Notify mass notification system (information through email, phone call and/or text message)	1189	85.2 %
Social media	501	35.9 %
Website	405	29.0 %
Outdoor warning signs	632	45.3 %
WFPF 1610AM Radio	118	8.5 %
Government access TV channel (WCNC Ch 6/10/99)	244	17.5 %
Other	64	4.6 %
Total	3153	

Q8. Other

Q8. Other	Number	Percent
780 AM RADIO APP	1	1.6 %
89.1 NORTH CENTRAL COLLEGE RADIO	1	1.6 %
ANY SOURCE AVAILABLE	1	1.6 %
AUTO CALL SYSTEM	1	1.6 %
BREAK INTO REGULAR TV PROGRAMMING	1	1.6 %
CIVIL DEFENSE SIRENS	1	1.6 %
CITY VEHICLE WITH SOMEONE SPEAKING THROUGH LOUDSPEAKER	1	1.6 %
CITY WIDE SIREN	1	1.6 %
FRIENDS OR NEIGHBORS	2	3.1 %
FRIENDS	1	1.6 %
GENERAL RADIO AND TV	1	1.6 %
LOCAL TV	1	1.6 %
MAJOR NEWS CHANNELS	1	1.6 %
NATIONAL TV STATIONS FEATURING LOCAL NEWS	1	1.6 %
NEIGHBORS	5	7.8 %
NEWS MEDIA	1	1.6 %
NEXTDOOR APP	1	1.6 %
OTHER TV OR RADIO	1	1.6 %
OTHER RADIO STATIONS	1	1.6 %
PARENTS	1	1.6 %
PHONE	4	6.3 %
PHONE/TEXT ALERT	1	1.6 %
REGULAR TV	1	1.6 %
SIRENS	4	6.3 %
TORNADO AND LIGHTING SIRENS TO NOTIFY DISASTERS	1	1.6 %
TV	3	4.7 %
TV WARNINGS	1	1.6 %
TV NEWS	1	1.6 %
TV, RADIO	1	1.6 %
TEXT MESSAGES	5	7.8 %
WARNING SIRENS	1	1.6 %
WBBM NEWS RADIO	2	3.1 %
CABLE TV	1	1.6 %
CELL ALERT	1	1.6 %
FAMILY OR FRIENDS	1	1.6 %
NETWORK NEWS	1	1.6 %
NEWSPAPER	1	1.6 %
POLICE CARS WITH SPEAKERS	1	1.6 %
POLICE DRIVING THE NEIGHBORHOODS TO NOTIFY THE PUBLIC	1	1.6 %
PUBLIC BROADCAST	1	1.6 %
RADIO/FRIEND/RELATIVE	1	1.6 %
TEXT ALARM ON CELL PHONE	1	1.6 %
WORD OF MOUTH	4	6.3 %
Total	64	100.0 %

Q9. PUBLIC WORKS AND ENGINEERING: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1395)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know/NA
Q9-1. Maintenance of major City streets	27.2%	53.9%	11.6%	5.2%	0.7%	1.4%
Q9-2. Maintenance of neighborhood streets	23.1%	50.8%	14.8%	8.0%	1.9%	1.4%
Q9-3. Maintenance of City sidewalks & bike ways	24.1%	47.2%	17.1%	7.7%	1.6%	2.3%
Q9-4. Maintenance of street signs, pavements, & markings	26.5%	51.8%	14.1%	4.9%	1.1%	1.6%
Q9-5. Maintenance of City street LED lighting	29.0%	48.1%	12.3%	3.9%	1.0%	5.8%
Q9-6. Maintenance & cleanliness of downtown Naperville	45.9%	44.0%	6.9%	1.0%	0.2%	1.9%
Q9-7. Snow removal on major City streets	34.0%	48.8%	10.5%	3.2%	1.1%	2.4%
Q9-8. Snow removal on neighborhood streets	21.9%	40.4%	21.1%	10.6%	3.2%	2.7%
Q9-9. Mowing & trimming along City streets	30.0%	47.2%	14.5%	4.2%	0.9%	3.2%
Q9-10. Overall cleanliness of City streets	37.3%	48.7%	9.8%	2.4%	0.4%	1.4%
Q9-11. City's parkway tree trimming program	28.2%	40.6%	15.4%	6.6%	2.7%	6.4%
Q9-12. City's tree maintenance & preservation (i.e. Emerald Ash Borer, Dutch Elm)	31.1%	36.8%	14.3%	3.3%	1.3%	13.3%
Q9-13. Emergency response to Weather Effects (Storm)	24.7%	38.2%	15.1%	1.2%	0.6%	20.1%
Q9-14. Overall customer service from field employees	24.2%	33.0%	13.6%	1.4%	0.6%	27.2%
Q9-15. Snow removal from cul-de-sacs	11.5%	19.2%	16.0%	11.0%	6.5%	35.8%
Q9-16. City's parkway tree replacement program	20.4%	31.5%	16.1%	4.8%	2.4%	24.9%
Q9-17. Maintenance of the train stations	20.4%	35.7%	15.3%	2.7%	0.9%	24.9%

WITHOUT DON'T KNOW**Q9. PUBLIC WORKS AND ENGINEERING: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know/na")**

(N=1395)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q9-1. Maintenance of major City streets	27.5%	54.7%	11.8%	5.3%	0.7%
Q9-2. Maintenance of neighborhood streets	23.4%	51.6%	15.1%	8.1%	1.9%
Q9-3. Maintenance of City sidewalks & bike ways	24.7%	48.3%	17.5%	7.9%	1.6%
Q9-4. Maintenance of street signs, pavements, & markings	26.9%	52.7%	14.4%	5.0%	1.1%
Q9-5. Maintenance of City street LED lighting	30.7%	51.1%	13.0%	4.1%	1.1%
Q9-6. Maintenance & cleanliness of downtown Naperville	46.9%	44.9%	7.0%	1.0%	0.2%
Q9-7. Snow removal on major City streets	34.8%	50.0%	10.8%	3.2%	1.2%
Q9-8. Snow removal on neighborhood streets	22.5%	41.6%	21.7%	10.9%	3.3%
Q9-9. Mowing & trimming along City streets	31.0%	48.8%	15.0%	4.4%	0.9%
Q9-10. Overall cleanliness of City streets	37.8%	49.4%	10.0%	2.5%	0.4%
Q9-11. City's parkway tree trimming program	30.2%	43.4%	16.5%	7.0%	2.9%
Q9-12. City's tree maintenance & preservation (i.e. Emerald Ash Borer, Dutch Elm)	35.9%	42.4%	16.4%	3.8%	1.5%
Q9-13. Emergency response to Weather Effects (Storm)	30.9%	47.8%	18.9%	1.5%	0.8%
Q9-14. Overall customer service from field employees	33.2%	45.3%	18.7%	1.9%	0.9%
Q9-15. Snow removal from cul-de-sacs	17.9%	29.9%	24.9%	17.2%	10.1%
Q9-16. City's parkway tree replacement program	27.1%	41.9%	21.4%	6.4%	3.2%
Q9-17. Maintenance of the train stations	27.2%	47.6%	20.3%	3.6%	1.2%

Q10. Which THREE of the services listed in Question 9 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q10. Top choice	Number	Percent
Maintenance of major City streets	306	21.9 %
Maintenance of neighborhood streets	134	9.6 %
Maintenance of City sidewalks & bike ways	85	6.1 %
Maintenance of street signs, pavements, & markings	42	3.0 %
Maintenance of City street LED lighting	34	2.4 %
Maintenance & cleanliness of downtown Naperville	24	1.7 %
Snow removal on major City streets	72	5.2 %
Snow removal on neighborhood streets	123	8.8 %
Mowing & trimming along City streets	17	1.2 %
Overall cleanliness of City streets	19	1.4 %
City's parkway tree trimming program	48	3.4 %
City's tree maintenance & preservation (i.e. Emerald Ash Borer, Dutch Elm)	22	1.6 %
Emergency response to Weather Effects (Storm)	41	2.9 %
Overall customer service from field employees	6	0.4 %
Snow removal from cul-de-sacs	98	7.0 %
City's parkway tree replacement program	26	1.9 %
Maintenance of the train stations	30	2.2 %
None chosen	268	19.2 %
Total	1395	100.0 %

Q10. Which THREE of the services listed in Question 9 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q10. 2nd choice	Number	Percent
Maintenance of major City streets	94	6.7 %
Maintenance of neighborhood streets	240	17.2 %
Maintenance of City sidewalks & bike ways	74	5.3 %
Maintenance of street signs, pavements, & markings	47	3.4 %
Maintenance of City street LED lighting	27	1.9 %
Maintenance & cleanliness of downtown Naperville	29	2.1 %
Snow removal on major City streets	90	6.5 %
Snow removal on neighborhood streets	165	11.8 %
Mowing & trimming along City streets	28	2.0 %
Overall cleanliness of City streets	33	2.4 %
City's parkway tree trimming program	33	2.4 %
City's tree maintenance & preservation (i.e. Emerald Ash Borer, Dutch Elm)	38	2.7 %
Emergency response to Weather Effects (Storm)	32	2.3 %
Overall customer service from field employees	3	0.2 %
Snow removal from cul-de-sacs	54	3.9 %
City's parkway tree replacement program	33	2.4 %
Maintenance of the train stations	25	1.8 %
None chosen	350	25.1 %
Total	1395	100.0 %

Q10. Which THREE of the services listed in Question 9 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q10. 3rd choice	Number	Percent
Maintenance of major City streets	53	3.8 %
Maintenance of neighborhood streets	80	5.7 %
Maintenance of City sidewalks & bike ways	100	7.2 %
Maintenance of street signs, pavements, & markings	55	3.9 %
Maintenance of City street LED lighting	44	3.2 %
Maintenance & cleanliness of downtown Naperville	49	3.5 %
Snow removal on major City streets	70	5.0 %
Snow removal on neighborhood streets	101	7.2 %
Mowing & trimming along City streets	29	2.1 %
Overall cleanliness of City streets	62	4.4 %
City's parkway tree trimming program	39	2.8 %
City's tree maintenance & preservation (i.e. Emerald Ash Borer, Dutch Elm)	43	3.1 %
Emergency response to Weather Effects (Storm)	53	3.8 %
Overall customer service from field employees	17	1.2 %
Snow removal from cul-de-sacs	62	4.4 %
City's parkway tree replacement program	45	3.2 %
Maintenance of the train stations	42	3.0 %
None chosen	451	32.3 %
Total	1395	100.0 %

SUM OF TOP 3 CHOICES**Q10. Which THREE of the services listed in Question 9 above do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)**

<u>Q10. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	453	32.5 %
Maintenance of neighborhood streets	454	32.5 %
Maintenance of City sidewalks & bike ways	259	18.6 %
Maintenance of street signs, pavements, & markings	144	10.3 %
Maintenance of City street LED lighting	105	7.5 %
Maintenance & cleanliness of downtown Naperville	102	7.3 %
Snow removal on major City streets	232	16.6 %
Snow removal on neighborhood streets	389	27.9 %
Mowing & trimming along City streets	74	5.3 %
Overall cleanliness of City streets	114	8.2 %
City's parkway tree trimming program	120	8.6 %
City's tree maintenance & preservation (i.e. Emerald Ash Borer, Dutch Elm)	103	7.4 %
Emergency response to Weather Effects (Storm)	126	9.0 %
Overall customer service from field employees	26	1.9 %
Snow removal from cul-de-sacs	214	15.3 %
City's parkway tree replacement program	104	7.5 %
Maintenance of the train stations	97	7.0 %
None chosen	268	19.2 %
Total	3384	

Q11. PUBLIC INFORMATION: Which of the following are your primary sources of information about City issues, services and events?

Q11. Your primary sources of information about City issues, services & events	Number	Percent
City Web site, www.naperville.il.us	747	53.5 %
Naper Notify mass notification system	832	59.6 %
Social media (Facebook, Twitter, Instagram)	368	26.4 %
eNews offerings (eNewsletters such as Commuter Connection, Press Releases & other project-specific eNewsletters)	197	14.1 %
City newsletter Naperville Connected	592	42.4 %
Public signage or postings at areas where City projects are occurring	534	38.3 %
Local & regional media (broadcast, print, online)	341	24.4 %
Government access TV channel WCNC (Ch 6-WOW, Ch 10- Comcast, Ch 99-AT&T)	143	10.3 %
WFPF 1610AM Radio	30	2.2 %
Other	64	4.6 %
Total	3848	

Q11. Other

<u>Q11. Other</u>	<u>Number</u>	<u>Percent</u>
89.1/95.9 THE RIVER	1	1.6 %
CHICAGO TRIBUNE	1	1.6 %
CHANNEL 5, NBC, WBBM	1	1.6 %
CHANNEL 17	1	1.6 %
CITY OF NAPERVILLE BLUE INSERT IN INVOICE/BILLING	1	1.6 %
DAILY HERALD	1	1.6 %
ELECTRIC BILL	1	1.6 %
EMAIL FROM FRIENDS	1	1.6 %
FRIENDS	3	4.8 %
GOOGLE NEWS	1	1.6 %
INTERNET	1	1.6 %
LOCAL HERALD	1	1.6 %
NAPERVILLE PATCH	1	1.6 %
NEWSPAPER AND WORD OF MOUTH	1	1.6 %
NAPERVILLE SUN	21	33.3 %
NEWSLETTER WITH UTILITY BILL	1	1.6 %
NEWSPAPER	1	1.6 %
NEXT DOOR APP	1	1.6 %
POSITIVELY NAPERVILLE	1	1.6 %
TEXT MESSAGING	1	1.6 %
TV AGAIN	1	1.6 %
TELEPHONE NOTIFICATION, LANDLINE	1	1.6 %
USPS LETTERS OR EMAILS, AND PAPER BLOW-INS WITH UTILITY BILL	1	1.6 %
WOULD LIKE NEW OPTIONS	1	1.6 %
WORD OF MOUTH	4	6.3 %
AM 780 RADIO	1	1.6 %
FAMILY & FRIENDS	1	1.6 %
FRIENDS/NEIGHBORS	1	1.6 %
LOCAL MAGAZINE	1	1.6 %
LOCAL NEWSPAPER	1	1.6 %
MAIL	1	1.6 %
NEIGHBORS	1	1.6 %
PARENTS	1	1.6 %
PEOPLE	1	1.6 %
UTILITY BILL INSERT	1	1.6 %
VOICE MAIL	1	1.6 %
WEATHER RELATED ISSUES	1	1.6 %
WGN	1	1.6 %
Total	63	100.0 %

Q12. What additional services and/or information would you like to see the City of Naperville offer on the City's new website?

- “Feature” business/coupons.
- 1. Easy access to and notice (if opted in) of all agenda, reports, citizen submissions for all hearings, particularly related to developments. Ideally, a link would be provided to the documents by agenda item on the event calendar (e.g. “Government Meetings”) on the homepage. So, if the December Transportation meeting has three agenda items then there might be a link for each agenda item on the home page to the relevant documents, or maybe it’s one link to a documents page for the meeting that has all the documents for each agenda item. The idea is to easily allow citizens to engage and review a subject at varying levels with only a few clicks on the website.
- 2. Related to number one, it might be nice to have a layman’s statement (2-5 statements) from the City at 30,000-foot level explaining to the citizens what a given proposal seeks to do.
- 3. To the fullest extent possible (and practical and reasonable), allow citizen business to be handled through a secure website, whether paying bills, submitting permit applications, etc.
- A better way to report street lights that are out. I reported a street light that has been out for a very long time, and it still has not been fixed.
- A community calendar of all events in Naperville.
- A method to dispose of used smoke detectors.
- A unified calendar of all events.
- A way to request overnight street parking without having to call non-emergency.
- A way to submit ideas for cutting costs.
- Ability to make inquiries.
- Ability to renew Metra station parking pass online.
- Ability to see your electric bill without signing up for e-bill program. A calendar I can see the whole month on at once rather than scrolling through so many events (I just hate the calendar as it is now). A text search function for the calendar rather than just using tags. Interactive maps that actually work, and on mobile. Good support for MacOS computers and Mac browser software.
- Activities for children.
- Adjust stop light timing so not sitting at a red light all alone with no cross traffic at non-rush hour times.
- All good.
- All is fine.
- Anything to make things better.
- Arlington and Naper Boulevard needs a light. How many accidents are necessary before you fix it? Does my child need to get hit by a car? How long is this survey?
- Better public transportation.
- Bike path routes.
- Bike routs.
- Bios of political candidates.
- Budget allocation and spending.
- Business emails of members of various city committees.
- Cable TV access on all systems serving the city.
- Calendar.
- Calendar of total events/user friendly/links to social media and even pages.
- Can’t answer. Don’t know what’s there.
- Can’t think of any right now.
- City does good job trying to inform residents.
- Clear maps about parade and race routes.
- Communication on all services and statistics on services and information on services.

- Community events, parade events.
- Construction projects.
- Crime reports, text.
- Crime updates.
- Cut waste reduce budget and property tax.
- Describe functions of city departments.
- Didn't know city had a new website. Please add an electronic sign to communicate with the public.
- Didn't know you had a new website.
- Difficult to find or pay utility bills online.
- Don't find this important. Our main problem here is excessive drinking.
- Easier navigation of archived city council meetings, can't fast forward. Can't slow forward incrementally.
- Easier navigation. Reduce dependence on social media.
- Easy links to social services not provided by the city.
- Efforts demonstrating using tax dollars efficiently.
- Electronics recycling.
- Electronics recycling and secure destruction of storage media is very important as we have more and more digital garbage than before.
- Emergency preparedness resources, articles on teens and drugs and how to help a friend.
- Emergency texting notification like the schools send out.
- Energy and water savings tips/tree notification replacement online.
- Event reminder.
- Events.
- Events calendar (I know there is one, but it's a bit hard to see).
- Events for kids it that isn't already on the website.
- Events/notifications by neighborhood.
- Everyone misses the fall brush pick up. The spring pick up is too soon. We can't tell if branches are dead or just don't have their leaves yet. Some areas with older trees need two pickups. Is there a phone app to help Naperville visitors find a parking place?
- Everything: parking, snow info, leaf pick-up.
- Exact day your leaves will be picked up. Street cleaning.
- Family oriented activities.
- Financial statements.
- For veterans benefits in Naperville city website.
- Former site was more user friendly.
- Free public Wi-Fi throughout the city.
- Future construction sites. Future occupancy of empty commercial buildings when known.
- Geographical crime summaries.
- Go back to a cleaner version of the website like what existed before redesign. The new website is cluttered and difficult to navigate. I'm assuming someone spent a lot of time and effort into redesigning the site, and that person should be fired. I actually visit the city website far less often than I used to because it's so difficult to navigate.
- Green energy initiatives and implementation. Use sun energy for clothing to air dry.
- Green technology programs and incentives.
- Handicap and senior services.
- Haven't been on the website recently, it was too hard to use it and I stopped trying to use it.
- Haven't looked at it recently.
- Haven't really used it. Maybe more effort should be advertised about available information on the Naperville website. Need to make it a valuable source of information.
- Heads up to major events that will screw up parking and traffic.
- Highlight city agencies, issues.
- History, upcoming projects.

- How about a Naperville app?
- How about an appointment with notifications push?
- How are you looking at ways to reduce utility costs?
- How do I get the city newsletter? Information sirens.
- How to access the trolley line.
- How to decrease City of Naperville bills.
- I always find what I need, no changes.
- I do not need to see any additional information. I only want to see the best possible user interface for locating, sorting or changing information such as billing information on Naperville E-Bill.
- I don't use a computer.
- I found it easier to find specific information on the old website. The new website seems to encourage the use of the search feature which makes me feel as if I don't see everything I could potentially be looking for because of the particular key words I used in the search.
- I think it would benefit the City of Naperville to start youth programs in lower income areas starting at the apartment complex. As a community, we should help the youth learn basic social skills to integrate into our community. We need to help these kids learn basic skills like setting goals and problem solving skills.
- I used to read the city newsletter when it was sent by mail.
- I wish to be connected to sewer and water.
- I would like to have more information from police on crime in the city and how the police are addressing solving all the cases that occur in the city. We do hear about problems but not always about resolution (including dispositions of those arrested as they wind through the court system).
- I would like to see brush pickup put back to twice a year.
- I would like to see fewer speed traps. The police often miss aggressive drivers on the highway and heavily fine generally law abiding drivers in the neighborhoods, not just my opinion.
- I would love to know what the city is doing to manage relationships with the non-white part of our community to ensure that everyone feels like they are part of the community and so we're not in the news for a police shooting.
- If bikes are not allowed on the Riverwalk and it is strictly enforced, then enforce it.
- I'm looking for the start of the senior ride service.
- Increase education of our youth about how drug dealers work to sell heroine and get them addicted and what happens next. Provide better support for kids who are already addicted. I have seen many of our kids die from this and I think Naperville can do a better job in this area.
- Inexpensive things to do on the weekends and social events.
- Information links and locations of fire departments, police stations, hospitals, traffic maintenance, street maintenance, parks and recreational areas. Links to non-for-profit services who hold events in Naperville and an event calendar.
- It is adequate as is.
- It is good right now.
- It would be nice if the City were televised on Direct TV.
- Job postings in the area, opportunities.
- Jobs. Local events, Naperville small businesses, artists, community spotlight and crime updates.
- Keep in mind someone might not have access to a computer and some people might not know how to use it. Newsletters are great too.
- Leaf collection, can't it go later in November, sometimes all the leaves haven't fallen and the service is done.
- Leaf service schedule.
- Leave information on the phone for disasters, emergencies, etc.
- Library programs support.
- Like what?
- Links to all different divisions and a tab to send your questions.
- List of festivals.
- List of road projects/closures. Any work around public schools, especially during drop off and pick up hours.
- Live chat support, highlights links that people use the most, better search capabilities.

- Live webcam feed from streets.
- Looking forward to “public safety incident map”.
- Maintenance of lighting on streets. What to do in event of a city emergency, if any crimes in the area happen, and what to look for.
- Major construction projects without having to search all over.
- Make it easier to find information regarding particular ordinances (do I need a permit for a fence or shed, what can I do about people letting their dogs poop in my yard, how do I keep the neighbor’s kids from cutting through my yard, etc.).
- Make it easier to locate volunteering opportunities and/or organizations that residents could belong to (i.e. clubs, etc.).
- Make it more user friendly for people who don’t know services “lingo” or what department is responsible for what. Site is pretty and very marketing ready but seems at the expense of user needs. When someone needs info, they don’t have time to work through a bunch of drill down trees of information.
- Make the traffic lights longer for the traffic. For example, east and westbound on Ogden need to be extremely long lights to get traffic moving to accommodate the commuters leaving Oswego and Plainfield to drive through Naperville to get to the highway. For example, make the traffic lights on Washington longer going north and south and Naper Boulevard going north and south during rush hour.
- Map.
- Map of burglaries and strong arm robberies.
- Mental health/drug abuse/parental classes.
- More city data.
- More convenient electronics and paint recycling program.
- More detail, website is very general.
- More details on existing services.
- More diverse presence in all branches of the city.
- More information on electric recycling.
- More information concerning crime in Naperville.
- More information on who to call for weather related damages for immediate repair such as windows blown out.
- More interactive.
- More lighting in Huntington Circle condos. It is extremely dark.
- More specific information/timeline on projects (e.g. street repairing).
- More up-to-date information on the front page about services people use most.
- Naperville Sun.
- Need to offer pick up for oil, paint cans and things you can’t throw in your garbage.
- Neighborhood parkway tree and sidewalk repair information.
- Newspaper “Sun”.
- No parking signs on Washington after 4 pm, need to be enforced, no parking overnight in neighborhoods needs to be enforced.
- None (like the website, no issues). Commenting here as I’m not sure if there will be an opportunity at the end. Snow removal on major streets in Naperville is embarrassing. I can’t wait until I reach city limits in any direction as it is always better. Police-I don’t think we have enough. Hire more, I constantly see people not using hands free while on a cell phone. Give them a ticket. I would rather Naperville be known for its tickets for improper cell phone usage than not. I rarely see police in our subdivision. I guess that means our crime is low, however I would like to see them patrol more often.
- Not sure if offered already, what’s being built and what is new.
- Notification of upcoming city elections.
- Offer fall brush pick-up again.
- Online submission of forms.
- Opportunities for neighborhood engagement at a convenient location and time.
- Pace community to downtown Chicago.
- Parking app for downtown shopping and events.
- Please stop collecting leaves. Let tree men take care of their own business.
- Police calls.
- Post garbage pickup for holidays.

- Pre-negotiated rates with vendors, such as landscapers, who have an impact on the appearance of the city.
- Preventative Programs and Education for drugs and alcohol abuse for adults and teenagers.
- Provide information about shelters in case of tornado warnings.
- Public awareness of search and rescue team.
- Quick access clinics to most used services with phone numbers.
- Quick access to up-to-date information on all road construction areas.
- Quicker, more direct link to pay utility bills.
- Real time what streets are having curbside collection of leaves.
- Recognize individual public safety and other employees for great work.
- Red/green lights are not timed correctly. Lights should have motion sensors and should not change on cross streets if no vehicles are present.
- Reduce the truck traffic on Royce Road.
- Registered sex offenders in the area. Make sure they stay far away from neighborhood.
- Reinstate mailed newsletter (too much dependence on e-news, social media, electronic related communication for older residents).
- Remind residents about hours for lawn maintenance services to operate.
- Reminder that overnight parking is prohibited and will be ticketed.
- Report on increased enforcement of hands free driving laws.
- Resurfacing of alleys, parking in alleys near train station.
- Review local business, crime reports.
- Revocation of the smoking ban and ash trays.
- Road blockages and timeframes for the road blockages for road improvements.
- Road closure. (Mentioned twice.)
- So far so good.
- Satisfied with current status.
- School closings.
- Senior citizen care.
- Senior citizen programs.
- Senior citizen (more) news and information.
- Senior programs and tax relief for over “55”.
- Seniors, handicap, transportation and help services.
- Services for seniors and the disabled.
- Set Trick or Treating hours for Halloween every year (city-wide). Trimming of overgrowth and grass/weeds along Wherli Road between 87th and Ranchview.
- Sidewalk replacement program.
- Simplified phone system and employees who can answer within 30+60 seconds, includes police non-emergency.
- Stop making us change our password for online billing every two to three months.
- Stronger enforcement of building codes.
- Suggested police patrol areas.
- Text blast.
- Text messaging if not already there.
- Text, phone call.
- The calendar of events ten years ago was much better than it is today.
- The city needs a parking availability app for downtown, and that app could be tied to city website information. We are behind the curve in technology use for residents. Parking access is a glaring one.
- The city website is terrible; you need a new site. I like the overall site.
- The grand plans for increasing the number of parking spaces along the Riverwalk and west of the Nichols library should be detailed, is there a plan to turn the surface lot at the library into a deck at the same elevation and excavate a lower level accessible from Jefferson also using the unused land west of the library. It would triple the available number of spaces.

Is there a plan to increase parking at the Rubin Center? Will more porta-potties be installed in local parks? Are the last fling and Ribfest moving somewhere else now that a big, new, beautiful industrial building surrounded by park has replaced the Barn? Will additional garden plots be opened as once was proposed for the area by Weber and Royce Road? Will the “no shoulder” signs along Royce Road be replaced with actual shoulders that will be safer? It will take about 200 loads of shot rock which can be obtained for free from the Metropolitan Water Reclamation District of Chicago. The city may have to charge the land owners for the improvements. They are the Naperville Park District, the Will County Forest Preserve, and Naperville electric. Will Royce Road be widened to four lanes to meet up with the four-lane part in Bolingbrook? Has the city considered using solar powered LED lighting along Royce Road? Will Wolf’s Crossing continue to deteriorate and the RR crossing become a proving ground for off-road vehicles? When will 95th Street be extended west through Aurora? Is Montgomery Road going to connect to Wolf’s Crossing? Will 87th Street ever connect Naper Boulevard to Washington street? Will the city work with Bolingbrook to extend 87th to Route 53? The street lighting on Illinois Route 59 ends about 200 yards north of 75th Street. There are no street lights at that intersection. But 150 yards east of Route 59 on 75th at Beebe, there are six street lights. Any plans to add lighting on Route 59? The rules for priority four, yes four, snowplowing could be stated. Cul-de-sacs in some areas are plowed before the streets that commuter and school buses travel. Fender Road in the Glens is an example. Who do you call when the snowplow wipes out your mailbox or damages your parkway tree? Who do you call when the snowplow buries your sidewalk along the parkway with snow pushed from the street? Will the city partner with the Morton Arboretum about tree and shrub replacements? Will the city continue trimming trees under power lines while at the same time planting trees directly under the same power lines just 200-300 yards away from the trimmed trees on the same street (Knoch Knolls Road west of the nature center)? Now that the barn is history, where will the new recreation center be located to serve those of us who live on the south side of Naperville? I suggest using property located between 75th street and Rickert just west of Plainfield Naperville Road. Will the city provide at low cost, replacement trees and shrubs or does that impact the sales of local businesses? Will the city provide useful information about how to protect trees located on private property and not on the parkways? Will the city website even mention that there are areas where commuter buses can be taken from Naperville to the Lisle train station? (Bailey Road and Fender Road) Will the website mention that there is a way to take a commuter bus downtown from Bolingbrook I-55 flier and take a train and commuter bus back to the same lot with free parking or vice versa? The cost of the I-55 flier is less than Metra and goes to Chicago Avenue and Randolph Avenue in Chicago. It is a coach bus and runs on the shoulder of I-55. The park and ride is in Bolingbrook near the post office, senior center, city offices, library, etc. (What a concept, it is not a church.) In addition to the I-55 flier, the local commuter bus that stops there goes to the Lisle station where there is always a seat and the Metra fare is lower than Route 59 or Naperville. Anyone living east of Plainfield Naperville Road and south of 95th Street would be better served by using this park and ride. But, it is located in the land of dragons, Bolingbrook. Whalon Lake was only discovered by Park commissioners when I met one and told him about it. Naperville seems to know a lot about suburbs to the north but according to the posted 911 signs, part of Whalon Lake is in Naperville and part in Bolingbrook. The commissioner said “but that’s way over there”. Well for me, the new recreation center is way over there next to Warrenville.

- The marathons and triathlons on Sundays are a nuisance.
- The new website is much improved.
- The utility services seem very expensive, especially the water.
- The utility bill statements are horrendous and need to be redesigned to be straightforward, simplified and up-to-date.
- The website already provides an excellent source of information and services.
- The website can be cumbersome to navigate. It also could include the hours that offices are open.
- The website is a wealth of information. I may need to join an online newsletter for information.
- This isn’t an additional service, but a suggestion. I often want to share event information from the city website on Facebook, but it makes a very unattractive and uninformative post. Other event calendars and blog post software provide informative summaries and graphics that make social media share more eye-catching so that people might actually read them.
- Up-to-date notification.
- Update leaf pick-up more.
- Updates on travel times from Chicago.
- Updates the city has made (monthly), open resident issues and if/how they’ve been addressed.
- Up-to-date traffic and parking information.
- Used the website today to try to determine why I still receive a paper copy of my electric bill when I’m signed up for e-bill with no success.

- Utilities comparison and better service.
- Vacancy rates of buildings.
- Way to connect to Public Works.
- Ways for people to get involved.
- We live in a cul-de-sac. When it snows, the trucks assigned to clean our cul-de-sac fail to remove the snow and ice from the left turn lane that leads into our street, from Naper Boulevard. Traffic on Naper Boulevard fluctuates between 40 and 45 mph. At that speed, with ice and snow on the turning lane, we risk sliding into a tree planted in the median, at the end of the turn lane. This must be addressed.
- Weather information and warning.
- What is the best and most true source regarding information in Naperville? Or even what are the options. I'm even more equitably informed simply by looking at the list you suggested in Question 11. Granted, I could make more of an effort. I did subscribe to a few probably private and public Facebook pages but they seemed to be all about crime and selling me stuff, usually due to how people used the sites, so I opted out.
- Where can folks with special needs go to get the help they need? Where do people with disabilities go to get assistance and what is available to them? Where do senior citizens go for assistance with utility bills, transportation and the like?
- Where the snow plows are, like Chicago.
- Who is on city payroll? How is that person reducing taxes? Chart data by year. Information on population increase/decrease and why. How many retirees are moving away? Too expensive.
- Why do all marathons go through Willoway?
- Would like both spring and fall brush pickup.
- You should mow and trim the grass, not just in downtown Naperville. Check out North Aurora Road near Route 59, there is a portion that the grass hasn't been cut since the construction of the sidewalk has been long done.

Q13. The City of Naperville uses social media (Facebook, Twitter, Instagram) as a communication tool. If you have interacted with one of the City's social media channels, please indicate how you think the City could improve its usage of social media.

Q13. How could City improve its usage of social media	Number	Percent
Expand City's presence to additional social media channels	128	11.9 %
Posting/sharing of additional types of content	135	12.5 %
Other	19	1.8 %
Haven't interacted with a City social media channel	855	79.2 %
Total	1137	

Q13-1. Which social media channel you'd like to see the City use?

Q13-1. Which social media channel/service	Number	Percent
ABC	1	1.4 %
FACEBOOK	28	38.4 %
FACEBOOK, INSTAGRAM	3	4.1 %
FACEBOOK, NEXTDOOR	1	1.4 %
FACEBOOK, TWITTER	10	13.7 %
FACEBOOK, TWITTER, AND LOCAL TV MEDIA	1	1.4 %
FACEBOOK, EMAIL	2	2.7 %
INSTAGRAM	2	2.7 %
INSTAGRAM, WEECHAT	1	1.4 %
LINKEDIN AND AOL	1	1.4 %
LINKEDIN, FACEBOOK, TWITTER	1	1.4 %
PHONE	1	1.4 %
SNAPCHAT	3	4.1 %
TWITTER	7	9.6 %
TWITTER, FACEBOOK, TEXTING	1	1.4 %
TWITTER/INSTAGRAM	1	1.4 %
WEECHAT	1	1.4 %
YOUTUBE	3	4.1 %
MESSAGE ALERTS	1	1.4 %
SMS, WEBSITE	1	1.4 %
TEXT	2	2.7 %
WHATS APP	1	1.4 %
Total	73	100.0 %

Q13-2. Which types of content you'd like to see the City post/share?

Q13-2. What types of content would you like to see City post/share

	Number	Percent
ACTIVITIES IN DOWNTOWN AREA	1	1.4 %
COUNCIL MEETINGS	1	1.4 %
CURRENT & POSITIVE	1	1.4 %
CIVIC EVENTS WITH LINKS FOR DETAILS	1	1.4 %
CONSTRUCTION UPDATES, ACCIDENTS, ROAD/ LANE CLOSURES	1	1.4 %
CRIME STOPPED	1	1.4 %
EMERGENCY ISSUES	1	1.4 %
EVENTS NOTIFICATION PROJECTS ALL IN ONE PLACE	1	1.4 %
ENCOURAGE MORE CITY GOVERNMENT PARTICIPATION	1	1.4 %
EVENTS, ENTERTAINMENT OPTIONS, PROMOTIONS, ETC.	1	1.4 %
EVENTS, NEW BUSINESS OPENINGS	1	1.4 %
EVERYTHING ABOUT THE CITY OF NAPERVILLE	1	1.4 %
GENERAL EVENTS, HOW TO GET INVOLVED	1	1.4 %
HELP FOR SENIORS AND PEOPLE WITH DISABILITIES	1	1.4 %
HOW TO REQUEST SERVICES	1	1.4 %
I LOVE THE CITY LEAF PICKUP MAPS	1	1.4 %
I WOULD LIKE TO SEE MORE OPEN/PUBLIC POSTING OF INFORMATION	1	1.4 %
ITEMS AFFECTING RESIDENTS-GOOD AND BAD	1	1.4 %
JUST BE QUICKER ABOUT POSTS	1	1.4 %
LEAF PICK UP TIME SNOW PLOT RUN OR WHAT DAY AND TIME	1	1.4 %
LOCAL EVENTS, TRAFFIC ISSUES, ETC.	1	1.4 %
MORE INFO ABOUT EVENTS HAPPENING & STREET CLOSING	1	1.4 %
MORE CONSISTENT PUBLICATION OF INFORMATION ABOUT TRAFFIC ACCIDENTS	1	1.4 %
MORE FREQUENT UPDATES	1	1.4 %
MORE LOCAL NEWS AND ALERTS	1	1.4 %
PROGRAMS FOR KIDS	1	1.4 %
POLICE REPORTS	1	1.4 %
POLICE/FIRE RESPONSE MAP IS A FANTASTIC NEW OFFERING	1	1.4 %
POSITIVE STORIES AND CRIME UPDATES	1	1.4 %
PROGRAM/ACTIVITIES FOR CHILDREN	1	1.4 %
ROAD CONSTRUCTION UPDATES	1	1.4 %
ROLL OUT VARIOUS INFORMATION BASED NOTICES SERVICES	1	1.4 %
SAME AS NAPER NOTIFY	1	1.4 %
SPECIAL EVENTS, CITY UPDATES, EMERGENCY NOTIFICATIONS, WARNINGS	1	1.4 %
SPORTS, HOLIDAY EVENTS	1	1.4 %
SPORTS, SHOWS, THEATER, ETC.	1	1.4 %
STATUS OF ROAD CONSTRUCTION AREAS	1	1.4 %
TV	1	1.4 %
TRAFFIC INFO	1	1.4 %
UPCOMING STREET REPAIR, DRILLS	1	1.4 %

Q13-2. Which types of content you'd like to see the City post/share?

Q13-2. What types of content would you like to see City post/share	Number	Percent
UPCOMING PARK DISTRICT EVENTS, SCHOOL REGISTRATION DATES	1	1.4 %
UPCOMING EVENTS, LOCAL NEWS	1	1.4 %
UPDATES FROM RESIDENTS AND WHAT THE CITY DID TO IMPROVE IT	1	1.4 %
UPDATES, IMPROVEMENTS, CURRENT AND FUTURE PROJECTS IN PIPELINE	1	1.4 %
WARNINGS OF POWER OUTAGES, TRAFFIC LIGHT OUT AGES, ETC.	1	1.4 %
WOULD BE NICE TO SEE MORE TWEETS FROM ALL CITY DEPARTMENTS	1	1.4 %
A LIST OF EVENTS HAPPENING WHERE AND HOW TO PARTICIPATE	1	1.4 %
ALL HAPPENINGS IN NAPERVILLE	1	1.4 %
BE PROACTIVE ABOUT DOWNTOWN CONGESTION WARNINGS	1	1.4 %
BUSINESS REVIEW, CRIME	1	1.4 %
CITY FUTURE PLANNING IN DIFFERENT ASPECT	1	1.4 %
CLASSES	1	1.4 %
CRIME	1	1.4 %
EMAIL	1	1.4 %
EVENTS	3	4.3 %
EVENTS, SAFETY BULLETIN	1	1.4 %
LATEST NEWS, UPDATES, ANNOUNCEMENTS	1	1.4 %
MAJOR TECHNOLOGICAL/ECONOMIC DEVELOPMENT	1	1.4 %
POLICE CHANNEL	1	1.4 %
POSTINGS	1	1.4 %
ROAD CLOSURES	1	1.4 %
SAFETY, COMMUNITY UNITY	1	1.4 %
SERVICES IMPACTING MY ADDRESS, EMERGENCY INFO	1	1.4 %
STORM WARNINGS	1	1.4 %
UPDATE RESIDENTS ON EVENTS	1	1.4 %
UPDATED TRAFFIC AND PARKING INFORMATION	1	1.4 %
Total	69	100.0 %

Q13-3. Other

<u>Q13-3. Other</u>	<u>Number</u>	<u>Percent</u>
ALREADY WORKS WELL	1	6.7 %
DON'T SPEND TOO MUCH MONEY ON IT	1	6.7 %
DOWNTOWN PARKING AVAILABILITY APP AND SIGNAGE FOR APP	1	6.7 %
EMAILS	1	6.7 %
I DON'T HAVE ANY IDEAS FOR IMPROVEMENT	1	6.7 %
MORE FREQUENT TWEETS	1	6.7 %
NAPERVILLE PATCH	1	6.7 %
SOCIAL MEDIA WORKS GREAT	1	6.7 %
TWO WAY COMMUNICATION (REPLYING TO COMMENTS, ETC.)	1	6.7 %
MORE FREQUENCY	1	6.7 %
NO ACTIONS NECESSARY	1	6.7 %
NO ADDITIONAL EFFORT NECESSARY	1	6.7 %
RARELY LOOKED AT SOCIAL MEDIA	1	6.7 %
TEXT MESSAGE ALERTS	1	6.7 %
TEXT MESSAGES	1	6.7 %
Total	15	100.0 %

Q14. For each of the following, please rate your satisfaction with each item on a scale on 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1395)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know/NA
Q14-1. City efforts to keep you informed of special studies, projects & initiatives through public meetings	13.7%	33.6%	26.9%	5.4%	0.9%	19.6%
Q14-2. City efforts to keep you informed using eNewsletters for specific projects	13.6%	33.5%	23.4%	4.9%	0.9%	23.7%
Q14-3. City efforts to keep you informed through Naper Notify mass notification system	31.4%	35.4%	14.5%	3.2%	0.7%	14.8%
Q14-4. City efforts to keep you informed about street & lane closures & other news related to construction projects	24.7%	37.3%	20.7%	6.7%	1.0%	9.5%
Q14-5. City efforts to provide information to you during emergency situations	21.5%	31.1%	19.9%	3.4%	0.9%	23.2%
Q14-6. Quality of City's website	15.8%	37.1%	22.5%	3.7%	0.6%	20.4%
Q14-7. Ease of navigating City's new website	13.0%	31.8%	22.8%	4.2%	1.1%	27.0%
Q14-8. City efforts to use social media & emerging technology to keep you informed	11.3%	24.9%	23.1%	3.2%	0.7%	36.8%
Q14-9. Quality of City's resident newsletter, Naperville Connected	17.6%	36.6%	19.3%	2.9%	0.6%	23.1%
Q14-10. Quality of City's government access TV channel	7.2%	16.9%	18.2%	1.7%	0.5%	55.4%

WITHOUT DON'T KNOW

Q14. For each of the following, please rate your satisfaction with each item on a scale on 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know/na")

(N=1395)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q14-1. City efforts to keep you informed of special studies, projects & initiatives through public meetings	17.0%	41.8%	33.4%	6.7%	1.1%
Q14-2. City efforts to keep you informed using eNewsletters for specific projects	17.9%	43.9%	30.7%	6.4%	1.1%
Q14-3. City efforts to keep you informed through Naper Notify mass notification system	36.9%	41.6%	17.0%	3.7%	0.8%
Q14-4. City efforts to keep you informed about street & lane closures & other news related to construction projects	27.3%	41.3%	22.9%	7.4%	1.1%
Q14-5. City efforts to provide information to you during emergency situations	28.0%	40.5%	25.8%	4.5%	1.2%
Q14-6. Quality of City's website	19.8%	46.5%	28.3%	4.7%	0.7%
Q14-7. Ease of navigating City's new website	17.9%	43.6%	31.2%	5.7%	1.6%
Q14-8. City efforts to use social media & emerging technology to keep you informed	17.9%	39.4%	36.5%	5.0%	1.1%
Q14-9. Quality of City's resident newsletter, Naperville Connected	22.8%	47.5%	25.1%	3.8%	0.7%
Q14-10. Quality of City's government access TV channel	16.2%	37.9%	40.8%	3.9%	1.1%

Q15. ENVIRONMENTAL/WASTE DISPOSAL SERVICES: Please indicate how important it is for the City of Naperville to do the following actions to support environmental sustainability in our community.

(N=1395)

	Very important	Important	Somewhat important	Not important	Not important at all	Don't know/NA
Q15-1. Provide opportunities to increase electronics recycling	54.6%	29.8%	10.5%	1.3%	0.9%	3.0%
Q15-2. Provide ways for community to reduce greenhouse gas emissions	32.6%	31.1%	20.4%	7.0%	4.2%	4.7%
Q15-3. Reduce use of energy in City operations	35.1%	36.4%	18.4%	3.6%	1.7%	4.7%
Q15-4. Provide opportunities to support alternative energy & fuel	32.8%	31.7%	20.6%	6.5%	3.8%	4.7%
Q15-5. Support efforts to reduce salt use in winter operations	27.6%	29.4%	24.0%	10.0%	3.9%	5.0%

WITHOUT DON'T KNOW

Q15. ENVIRONMENTAL/WASTE DISPOSAL SERVICES: Please indicate how important it is for the City of Naperville to do the following actions to support environmental sustainability in our community. (without "don't know/na")

(N=1395)

	Very important	Important	Somewhat important	Not important	Not important at all
Q15-1. Provide opportunities to increase electronics recycling	56.2%	30.7%	10.8%	1.3%	0.9%
Q15-2. Provide ways for community to reduce greenhouse gas emissions	34.2%	32.6%	21.4%	7.4%	4.4%
Q15-3. Reduce use of energy in City operations	36.9%	38.2%	19.3%	3.8%	1.8%
Q15-4. Provide opportunities to support alternative energy & fuel	34.4%	33.2%	21.7%	6.8%	4.0%
Q15-5. Support efforts to reduce salt use in winter operations	29.1%	30.9%	25.3%	10.6%	4.2%

Q16. Please rank the City's environmental sustainability initiatives listed below from 1st to 5th, where a rating of 1st means you feel the initiative is MOST IMPORTANT and a rating of 5th means you feel the initiative is LEAST IMPORTANT.

Q16. Most important	Number	Percent
Waste management & recycling	738	52.9 %
Sustainable development & infrastructure (e.g. best practices, building codes)	151	10.8 %
Sustainable transportation & mobility	130	9.3 %
Renewable resources & energy	149	10.7 %
Environmental leadership & education	70	5.0 %
None chosen	157	11.3 %
Total	1395	100.0 %

Q16. Please rank the City's environmental sustainability initiatives listed below from 1st to 5th, where a rating of 1st means you feel the initiative is MOST IMPORTANT and a rating of 5th means you feel the initiative is LEAST IMPORTANT.

Q16. 2nd	Number	Percent
Waste management & recycling	199	14.3 %
Sustainable development & infrastructure (e.g. best practices, building codes)	308	22.1 %
Sustainable transportation & mobility	309	22.2 %
Renewable resources & energy	292	20.9 %
Environmental leadership & education	98	7.0 %
None chosen	189	13.5 %
Total	1395	100.0 %

Q16. Please rank the City's environmental sustainability initiatives listed below from 1st to 5th, where a rating of 1st means you feel the initiative is MOST IMPORTANT and a rating of 5th means you feel the initiative is LEAST IMPORTANT.

Q16. 3rd	Number	Percent
Waste management & recycling	146	10.5 %
Sustainable development & infrastructure (e.g. best practices, building codes)	289	20.7 %
Sustainable transportation & mobility	312	22.4 %
Renewable resources & energy	271	19.4 %
Environmental leadership & education	150	10.8 %
None chosen	227	16.3 %
Total	1395	100.0 %

Q16. Please rank the City's environmental sustainability initiatives listed below from 1st to 5th, where a rating of 1st means you feel the initiative is MOST IMPORTANT and a rating of 5th means you feel the initiative is LEAST IMPORTANT.

Q16. 4th	Number	Percent
Waste management & recycling	90	6.5 %
Sustainable development & infrastructure (e.g. best practices, building codes)	245	17.6 %
Sustainable transportation & mobility	248	17.8 %
Renewable resources & energy	338	24.2 %
Environmental leadership & education	214	15.3 %
None chosen	260	18.6 %
Total	1395	100.0 %

Q16. Please rank the City's environmental sustainability initiatives listed below from 1st to 5th, where a rating of 1st means you feel the initiative is MOST IMPORTANT and a rating of 5th means you feel the initiative is LEAST IMPORTANT.

Q16. Least important	Number	Percent
Waste management & recycling	48	3.4 %
Sustainable development & infrastructure (e.g. best practices, building codes)	171	12.3 %
Sustainable transportation & mobility	164	11.8 %
Renewable resources & energy	121	8.7 %
Environmental leadership & education	611	43.8 %
None chosen	280	20.1 %
Total	1395	100.0 %

Q17. Overall, how important do you think it is for the City of Naperville to invest in initiatives that will help preserve the environment?

Q17. How important is it for City to invest in initiatives that will help preserve environment	Number	Percent
Very important	653	46.8 %
Important	371	26.6 %
Somewhat important	218	15.6 %
Not important	53	3.8 %
Not important at all	24	1.7 %
Don't know	76	5.4 %
Total	1395	100.0 %

Q18. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1395)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know/NA
Q18-1. Residential garbage collection	55.9%	35.4%	3.8%	1.4%	0.5%	2.9%
Q18-2. Residential recycling collection	51.0%	36.4%	5.3%	2.7%	0.9%	3.7%
Q18-3. City garbage & recycling cart program	44.4%	32.3%	9.2%	2.9%	1.4%	9.8%
Q18-4. Curbside bulk leaf removal services	32.1%	31.5%	14.6%	8.7%	4.8%	8.2%
Q18-5. Household hazardous waste disposal services (for motor oil, pesticides, etc.)	15.1%	27.0%	22.5%	13.3%	3.7%	18.4%

WITHOUT DON'T KNOW

Q18. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know/na")

(N=1395)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q18-1. Residential garbage collection	57.6%	36.5%	3.9%	1.5%	0.5%
Q18-2. Residential recycling collection	53.0%	37.8%	5.5%	2.8%	1.0%
Q18-3. City garbage & recycling cart program	49.3%	35.8%	10.3%	3.2%	1.5%
Q18-4. Curbside bulk leaf removal services	35.0%	34.4%	15.9%	9.5%	5.2%
Q18-5. Household hazardous waste disposal services (for motor oil, pesticides, etc.)	18.5%	33.0%	27.6%	16.3%	4.5%

Q19. Which TWO of the services listed in Question 18 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q19. Top choice	Number	Percent
Residential garbage collection	267	19.1 %
Residential recycling collection	202	14.5 %
City garbage & recycling cart program	67	4.8 %
Curbside bulk leaf removal services	274	19.6 %
Household hazardous waste disposal services (for motor oil, pesticides, etc.)	363	26.0 %
None chosen	222	15.9 %
Total	1395	100.0 %

Q19. Which TWO of the services listed in Question 18 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q19. 2nd choice	Number	Percent
Residential garbage collection	126	9.0 %
Residential recycling collection	323	23.2 %
City garbage & recycling cart program	84	6.0 %
Curbside bulk leaf removal services	222	15.9 %
Household hazardous waste disposal services (for motor oil, pesticides, etc.)	291	20.9 %
None chosen	349	25.0 %
Total	1395	100.0 %

SUM OF TOP 2 CHOICES

Q19. Which TWO of the services listed in Question 18 above do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)

Q19. Sum of Top 2 Choices	Number	Percent
Residential garbage collection	393	28.2 %
Residential recycling collection	525	37.6 %
City garbage & recycling cart program	151	10.8 %
Curbside bulk leaf removal services	496	35.6 %
Household hazardous waste disposal services (for motor oil, pesticides, etc.)	654	46.9 %
None chosen	222	15.9 %
Total	2441	

Q20. TRANSPORTATION: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1395)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know/NA
Q20-1. Ease of north/south travel in Naperville	7.0%	30.8%	24.9%	25.4%	8.1%	3.7%
Q20-2. Ease of east/west travel in Naperville	7.3%	42.6%	26.6%	16.1%	3.7%	3.7%
Q20-3. Traffic signal timing & coordination on major City streets	8.6%	36.8%	24.8%	20.5%	6.5%	2.8%
Q20-4. Traffic conditions in your neighborhood relative to speed & traffic amount	15.8%	40.4%	20.1%	15.1%	6.3%	2.4%
Q20-5. Availability of public transportation services in Naperville	8.8%	23.5%	25.6%	14.9%	6.2%	20.9%
Q20-6. Overall satisfaction of Downtown parking availability	12.0%	35.1%	22.9%	18.1%	7.5%	4.5%
Q20-7. Ease of bicycle travel	10.1%	26.6%	21.1%	10.0%	3.4%	28.7%
Q20-8. Ease of pedestrian travel	18.6%	42.1%	21.1%	6.7%	2.0%	9.5%

WITHOUT DON'T KNOW

Q20. TRANSPORTATION: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know/na")

(N=1395)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q20-1. Ease of north/south travel in Naperville	7.2%	32.0%	25.9%	26.4%	8.4%
Q20-2. Ease of east/west travel in Naperville	7.6%	44.2%	27.6%	16.7%	3.9%
Q20-3. Traffic signal timing & coordination on major City streets	8.8%	37.8%	25.5%	21.1%	6.7%
Q20-4. Traffic conditions in your neighborhood relative to speed & traffic amount	16.2%	41.4%	20.6%	15.4%	6.5%
Q20-5. Availability of public transportation services in Naperville	11.2%	29.7%	32.4%	18.9%	7.9%
Q20-6. Overall satisfaction of Downtown parking availability	12.5%	36.7%	23.9%	19.0%	7.8%
Q20-7. Ease of bicycle travel	14.2%	37.3%	29.7%	14.1%	4.7%
Q20-8. Ease of pedestrian travel	20.5%	46.5%	23.3%	7.4%	2.2%

Q21. Which THREE of the services listed in Question 20 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q21. Top choice	Number	Percent
Ease of north/south travel in Naperville	449	32.2 %
Ease of east/west travel in Naperville	67	4.8 %
Traffic signal timing & coordination on major City streets	214	15.3 %
Traffic conditions in your neighborhood relative to speed & traffic amount	119	8.5 %
Availability of public transportation services in Naperville	126	9.0 %
Overall satisfaction of Downtown parking availability	151	10.8 %
Ease of bicycle travel	70	5.0 %
Ease of pedestrian travel	31	2.2 %
None chosen	168	12.0 %
Total	1395	100.0 %

Q21. Which THREE of the services listed in Question 20 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q21. 2nd choice	Number	Percent
Ease of north/south travel in Naperville	180	12.9 %
Ease of east/west travel in Naperville	280	20.1 %
Traffic signal timing & coordination on major City streets	199	14.3 %
Traffic conditions in your neighborhood relative to speed & traffic amount	112	8.0 %
Availability of public transportation services in Naperville	103	7.4 %
Overall satisfaction of Downtown parking availability	129	9.2 %
Ease of bicycle travel	91	6.5 %
Ease of pedestrian travel	61	4.4 %
None chosen	240	17.2 %
Total	1395	100.0 %

Q21. Which THREE of the services listed in Question 20 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q21. 3rd choice	Number	Percent
Ease of north/south travel in Naperville	114	8.2 %
Ease of east/west travel in Naperville	164	11.8 %
Traffic signal timing & coordination on major City streets	229	16.4 %
Traffic conditions in your neighborhood relative to speed & traffic amount	130	9.3 %
Availability of public transportation services in Naperville	123	8.8 %
Overall satisfaction of Downtown parking availability	151	10.8 %
Ease of bicycle travel	81	5.8 %
Ease of pedestrian travel	79	5.7 %
None chosen	324	23.2 %
Total	1395	100.0 %

SUM OF TOP 3 CHOICES

Q21. Which THREE of the services listed in Question 20 above do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

Q21. Sum of Top 3 Choices	Number	Percent
Ease of north/south travel in Naperville	743	53.3 %
Ease of east/west travel in Naperville	511	36.6 %
Traffic signal timing & coordination on major City streets	642	46.0 %
Traffic conditions in your neighborhood relative to speed & traffic amount	361	25.9 %
Availability of public transportation services in Naperville	352	25.2 %
Overall satisfaction of Downtown parking availability	431	30.9 %
Ease of bicycle travel	242	17.3 %
Ease of pedestrian travel	171	12.3 %
None chosen	168	12.0 %
Total	3621	

Q22. COMMUNITY PLANNING AND DEVELOPMENT: Would you benefit from processing permits electronically?

Q22. Would you benefit from processing permits electronically	Number	Percent
Yes	488	35.0 %
No	153	11.0 %
Not Applicable	754	54.1 %
Total	1395	100.0 %

Q23. FINANCE: Please rate your level of agreement with each of the following statements, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

(N=1395)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Q23-1. I feel City has sound fiscal management	15.3%	40.1%	20.5%	5.9%	1.8%	16.3%
Q23-2. I feel that financial information is appropriately communicated by City	12.1%	28.6%	28.0%	13.1%	3.2%	15.1%
Q23-3. I would continue using credit cards for utility payments if City required a convenience fee of \$3.50 per transaction	2.7%	4.7%	9.2%	19.4%	45.9%	18.1%

WITHOUT DON'T KNOW

Q23. FINANCE: Please rate your level of agreement with each of the following statements, where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know/na")

(N=1395)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q23-1. I feel City has sound fiscal management	18.3%	48.0%	24.5%	7.0%	2.1%
Q23-2. I feel that financial information is appropriately communicated by City	14.3%	33.7%	32.9%	15.4%	3.7%
Q23-3. I would continue using credit cards for utility payments if City required a convenience fee of \$3.50 per transaction	3.2%	5.7%	11.3%	23.7%	56.1%

Q24. ELECTRIC UTILITY SERVICES: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1395)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know/NA
Q24-1. Reliability of electrical service	51.8%	40.1%	3.9%	1.7%	0.4%	2.0%
Q24-2. Accuracy of your electric bill	31.3%	41.6%	13.0%	3.7%	1.3%	9.0%
Q24-3. How well City keeps you informed about planned disruptions to service	20.1%	31.7%	21.4%	5.6%	1.4%	19.9%
Q24-4. How quickly City restores power after an unplanned outage	26.6%	39.0%	14.0%	2.6%	0.8%	17.1%
Q24-5. Quality of customer service from electric utility field employees	22.3%	31.6%	12.2%	1.1%	0.6%	32.1%
Q24-6. Overall value that you receive for electrical utility rates	21.4%	37.4%	23.0%	8.3%	2.8%	7.0%
Q24-7. Participation in Renewable Energy Programs	12.5%	20.4%	23.4%	4.4%	2.4%	36.9%
Q24-8. Opportunity to Participate in Energy Efficiency Education	10.3%	17.6%	24.3%	4.4%	2.2%	41.2%

WITHOUT DON'T KNOW

Q24. ELECTRIC UTILITY SERVICES: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know/na")

(N=1395)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q24-1. Reliability of electrical service	52.9%	41.0%	4.0%	1.8%	0.4%
Q24-2. Accuracy of your electric bill	34.4%	45.8%	14.3%	4.0%	1.4%
Q24-3. How well City keeps you informed about planned disruptions to service	25.0%	39.5%	26.7%	7.0%	1.8%
Q24-4. How quickly City restores power after an unplanned outage	32.1%	47.0%	16.9%	3.1%	1.0%
Q24-5. Quality of customer service from electric utility field employees	32.8%	46.6%	18.0%	1.7%	1.0%
Q24-6. Overall value that you receive for electrical utility rates	23.1%	40.2%	24.7%	8.9%	3.0%
Q24-7. Participation in Renewable Energy Programs	19.8%	32.4%	37.0%	7.0%	3.8%
Q24-8. Opportunity to Participate in Energy Efficiency Education	17.4%	29.9%	41.3%	7.6%	3.8%

Q25. Which THREE of the services listed in Question 24 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q25. Top choice	Number	Percent
Reliability of electrical service	351	25.2 %
Accuracy of your electric bill	92	6.6 %
How well City keeps you informed about planned disruptions to service	82	5.9 %
How quickly City restores power after an unplanned outage	113	8.1 %
Quality of customer service from electric utility field employees	19	1.4 %
Overall value that you receive for electrical utility rates	219	15.7 %
Participation in Renewable Energy Programs	120	8.6 %
Opportunity to Participate in Energy Efficiency Education	57	4.1 %
None chosen	342	24.5 %
Total	1395	100.0 %

Q25. Which THREE of the services listed in Question 24 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q25. 2nd choice	Number	Percent
Reliability of electrical service	111	8.0 %
Accuracy of your electric bill	159	11.4 %
How well City keeps you informed about planned disruptions to service	97	7.0 %
How quickly City restores power after an unplanned outage	192	13.8 %
Quality of customer service from electric utility field employees	34	2.4 %
Overall value that you receive for electrical utility rates	151	10.8 %
Participation in Renewable Energy Programs	119	8.5 %
Opportunity to Participate in Energy Efficiency Education	79	5.7 %
None chosen	453	32.5 %
Total	1395	100.0 %

Q25. Which THREE of the services listed in Question 24 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q25. 3rd choice	Number	Percent
Reliability of electrical service	91	6.5 %
Accuracy of your electric bill	92	6.6 %
How well City keeps you informed about planned disruptions to service	112	8.0 %
How quickly City restores power after an unplanned outage	168	12.0 %
Quality of customer service from electric utility field employees	44	3.2 %
Overall value that you receive for electrical utility rates	159	11.4 %
Participation in Renewable Energy Programs	99	7.1 %
Opportunity to Participate in Energy Efficiency Education	89	6.4 %
None chosen	541	38.8 %
Total	1395	100.0 %

SUM OF TOP 3 CHOICES

Q25. Which THREE of the services listed in Question 24 above do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

Q25. Sum of Top 3 Choices	Number	Percent
Reliability of electrical service	553	39.6 %
Accuracy of your electric bill	343	24.6 %
How well City keeps you informed about planned disruptions to service	291	20.9 %
How quickly City restores power after an unplanned outage	473	33.9 %
Quality of customer service from electric utility field employees	97	7.0 %
Overall value that you receive for electrical utility rates	529	37.9 %
Participation in Renewable Energy Programs	338	24.2 %
Opportunity to Participate in Energy Efficiency Education	225	16.1 %
None chosen	342	24.5 %
Total	3191	

Q26. WATER/WASTEWATER UTILITY SERVICES: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1395)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know/NA
Q26-1. Reliability of your water service	52.3%	41.4%	3.7%	0.4%	0.1%	2.2%
Q26-2. Water pressure in your home	45.2%	41.8%	7.0%	3.7%	0.4%	2.1%
Q26-3. Accuracy of your water bill	28.5%	37.6%	16.1%	4.0%	1.4%	12.3%
Q26-4. How well City keeps you informed about planned disruptions to your water service	20.9%	29.8%	17.8%	3.1%	0.9%	27.5%
Q26-5. Taste/odor of your drinking water	32.7%	44.2%	13.6%	4.9%	1.1%	3.4%
Q26-6. City efforts to prevent backups from wastewater in your home	22.6%	34.4%	14.4%	2.6%	1.6%	24.4%
Q26-7. Quality of customer service from water utility field employees	20.0%	28.1%	12.3%	0.9%	0.3%	38.4%
Q26-8. Overall value that you receive for water & wastewater utility rates	20.8%	37.6%	22.7%	7.5%	1.9%	9.5%
Q26-9. Opportunity to participate in water conservation education	10.5%	17.8%	22.7%	4.3%	1.6%	43.1%

WITHOUT DON'T KNOW

Q26. WATER/WASTEWATER UTILITY SERVICES: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know/na")

(N=1395)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q26-1. Reliability of your water service	53.4%	42.3%	3.7%	0.4%	0.1%
Q26-2. Water pressure in your home	46.1%	42.7%	7.1%	3.7%	0.4%
Q26-3. Accuracy of your water bill	32.5%	42.9%	18.4%	4.6%	1.6%
Q26-4. How well City keeps you informed about planned disruptions to your water service	28.9%	41.1%	24.5%	4.2%	1.3%
Q26-5. Taste/odor of your drinking water	33.9%	45.8%	14.1%	5.0%	1.2%
Q26-6. City efforts to prevent backups from wastewater in your home	29.9%	45.5%	19.1%	3.4%	2.2%
Q26-7. Quality of customer service from water utility field employees	32.5%	45.6%	19.9%	1.5%	0.5%
Q26-8. Overall value that you receive for water & wastewater utility rates	23.0%	41.5%	25.1%	8.2%	2.1%
Q26-9. Opportunity to participate in water conservation education	18.5%	31.2%	39.9%	7.6%	2.8%

Q27. Which THREE of the services listed in Question 26 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q27. Top choice	Number	Percent
Reliability of your water service	356	25.5 %
Water pressure in your home	50	3.6 %
Accuracy of your water bill	82	5.9 %
How well City keeps you informed about planned disruptions to your water service	53	3.8 %
Taste/odor of your drinking water	148	10.6 %
City efforts to prevent backups from wastewater in your home	110	7.9 %
Quality of customer service from water utility field employees	8	0.6 %
Overall value that you receive for water & wastewater utility rates	161	11.5 %
Opportunity to participate in water conservation education	85	6.1 %
None chosen	342	24.5 %
Total	1395	100.0 %

Q27. Which THREE of the services listed in Question 26 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q27. 2nd choice	Number	Percent
Reliability of your water service	111	8.0 %
Water pressure in your home	174	12.5 %
Accuracy of your water bill	99	7.1 %
How well City keeps you informed about planned disruptions to your water service	65	4.7 %
Taste/odor of your drinking water	195	14.0 %
City efforts to prevent backups from wastewater in your home	116	8.3 %
Quality of customer service from water utility field employees	13	0.9 %
Overall value that you receive for water & wastewater utility rates	117	8.4 %
Opportunity to participate in water conservation education	50	3.6 %
None chosen	455	32.6 %
Total	1395	100.0 %

Q27. Which THREE of the services listed in Question 26 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q27. 3rd choice	Number	Percent
Reliability of your water service	69	4.9 %
Water pressure in your home	93	6.7 %
Accuracy of your water bill	110	7.9 %
How well City keeps you informed about planned disruptions to your water service	70	5.0 %
Taste/odor of your drinking water	135	9.7 %
City efforts to prevent backups from wastewater in your home	162	11.6 %
Quality of customer service from water utility field employees	23	1.6 %
Overall value that you receive for water & wastewater utility rates	123	8.8 %
Opportunity to participate in water conservation education	86	6.2 %
None chosen	524	37.6 %
Total	1395	100.0 %

SUM OF TOP 3 CHOICES

Q27. Which THREE of the services listed in Question 26 do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

Q27. Sum of Top 3 Choices	Number	Percent
Reliability of your water service	536	38.4 %
Water pressure in your home	317	22.7 %
Accuracy of your water bill	291	20.9 %
How well City keeps you informed about planned disruptions to your water service	188	13.5 %
Taste/odor of your drinking water	478	34.3 %
City efforts to prevent backups from wastewater in your home	388	27.8 %
Quality of customer service from water utility field employees	44	3.2 %
Overall value that you receive for water & wastewater utility rates	401	28.7 %
Opportunity to participate in water conservation education	221	15.8 %
None chosen	342	24.5 %
Total	3206	

Q28. SPECIAL EVENTS: Please indicate "Yes," "No," or "Not Sure" for each of the following statements.

(N=1395)

	Yes	No	Not Sure
Q28-1. Do you participate in events in Naperville	82.7%	12.4%	4.9%
Q28-2. Would you attend an event in South Naperville	59.4%	20.6%	20.0%
Q28-3. Are there too many events in Downtown Naperville	22.2%	60.4%	17.4%
Q28-4. If applicable, do our events comply with your ADA needs	17.8%	3.3%	78.9%
Q28-5. Are events communicated thoroughly enough to affected residents	55.1%	19.9%	24.9%
Q28-6. Are you pleased with selection of events	72.1%	7.0%	20.9%

Q29. PERCEPTIONS OF THE CITY: Items that may influence your perception of Naperville are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1395)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know/NA
Q29-1. Overall value you receive for your City tax & fees	18.4%	44.7%	19.6%	10.4%	2.9%	4.0%
Q29-2. Overall image of City	48.6%	43.0%	5.1%	1.4%	0.1%	1.9%
Q29-3. Overall quality of City services	37.6%	51.0%	7.2%	1.1%	0.6%	2.4%
Q29-4. Overall quality of life in City	47.6%	43.7%	5.9%	0.4%	0.2%	2.2%

WITHOUT DON'T KNOW

Q29. PERCEPTIONS OF THE CITY: Items that may influence your perception of Naperville are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know/na")

(N=1395)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q29-1. Overall value you receive for your City tax & fees	19.2%	46.6%	20.4%	10.8%	3.0%
Q29-2. Overall image of City	49.5%	43.8%	5.2%	1.4%	0.1%
Q29-3. Overall quality of City services	38.5%	52.3%	7.4%	1.1%	0.7%
Q29-4. Overall quality of life in City	48.6%	44.6%	6.1%	0.4%	0.2%

Q30. CUSTOMER SERVICE: Do you think you have adequate access to City services, such as police, bill payment sites, utility services and information about City meetings, in the area where you live?

Q30. Do you have adequate access to City services & information about City meetings	Number	Percent
Yes	1200	86.0 %
No	80	5.7 %
Don't know	115	8.2 %
Total	1395	100.0 %

Q31. Have you contacted the City with a question, problem, or comment during the past year?

Q31. Have you contacted City during past year	Number	Percent
Yes	645	46.2 %
No	750	53.8 %
Total	1395	100.0 %

Q31a. (If YES to Question 31) Which department did you contact most recently?

Q31a. Which department did you contact most recently	Number	Percent
911 CALL	1	0.2 %
911, FIRE DEPT, WASTE MGMT	1	0.2 %
ANIMAL CONTROL	14	2.3 %
ARCHITECTURAL	1	0.2 %
ASSESSMENT	1	0.2 %
BILLING UTILITY	2	0.3 %
BIRTH CERTIFICATE	1	0.2 %
BILLING	4	0.7 %
BILLING AND PAYMENTS	1	0.2 %
BUILDING	1	0.2 %
BUILDING CODES	5	0.8 %
BUILDING PERMITS	9	1.5 %
BUILDING SIGN PERMIT	1	0.2 %
BURLINGTON PARKING	1	0.2 %
CITIZENS SUPPORT	1	0.2 %
CITY CODE DEPT.	1	0.2 %
CITY HALL	3	0.5 %
CITY OF NAPERVILLE	1	0.2 %
CITY PAVEMENT/UTILITY	1	0.2 %
CITY SERVICES	2	0.3 %
CITY SERVICES (BLOCK PARTY)	1	0.2 %
CODE ENFORCEMENT, POLICE	1	0.2 %
CONSERVATION FALLEN PARKWAY TREE	1	0.2 %
CRISIS INTERVENTION	1	0.2 %
CALLED REGARDING A DEAD TREE IN THE PARKWAY	1	0.2 %
CITY CLERK	2	0.3 %
CITY OF NAPERVILLE	1	0.2 %
CITY STREETS	1	0.2 %
CITY STREETS MOWING	1	0.2 %
CODE ENFORCEMENT	8	1.3 %
CODE ENFORCEMENT, STREETS	1	0.2 %
COMMUTER PARKING	2	0.3 %
COMPLIANCE	1	0.2 %
CONSTRUCTION	1	0.2 %
DCD	1	0.2 %
DEVELOPMENT SERVICES	1	0.2 %
DPW	1	0.2 %
DPW ELECTRIC	1	0.2 %
DEPARTMENT OF PUBLIC WORKS	1	0.2 %
DEVELOPMENT SERVICES-FENCE PERMIT	1	0.2 %
EARLY VOTING	1	0.2 %
ELECTRIC AND WATER	1	0.2 %
ELECTRIC HOOK UP	1	0.2 %
ELECTRIC OUTAGE	1	0.2 %
ELECTRONIC RECYCLE	1	0.2 %

Q31a. (If YES to Question 31) Which department did you contact most recently?

Q31a. Which department did you contact most recently

	Number	Percent
EMERGENCY	1	0.2 %
EARLY VOTING	1	0.2 %
ELECTRIC	37	6.1 %
ELECTRIC UTILITY	6	1.0 %
ELECTRIC AND GAS	1	0.2 %
ELECTRIC AND WATER BILLING	1	0.2 %
ELECTRICITY	4	0.7 %
ELECTRICITY BILL	1	0.2 %
ELECTRICITY/UTILITY	1	0.2 %
ENGINEERING	3	0.5 %
ENGINEERING DEPARTMENT FOR CROSS LINE NEAR MY SUBDIVISION	1	0.2 %
FOR TREE SERVICE	1	0.2 %
FORESTRY	4	0.7 %
FINANCE	25	4.1 %
FINANCE-TRAIN STATION PARKING	1	0.2 %
FIRE DEPARTMENT	4	0.7 %
GARBAGE AND TREE SERVICE	1	0.2 %
GARBAGE SERVICE	6	1.0 %
GARBAGE/RECYCLING	1	0.2 %
HR	1	0.2 %
HOME ADDITION	1	0.2 %
HOME CONSTRUCTION	1	0.2 %
JULIE (J.U.L.I.E.)	1	0.2 %
LANDSCAPING	1	0.2 %
LICENSE DEPT	1	0.2 %
LEAF COLLECTION	4	0.7 %
LIGHTING/ELECTRIC	1	0.2 %
MAINTENANCE OF STREET LIGHTS	1	0.2 %
MAYOR OFFICE	1	0.2 %
MUNICIPAL	1	0.2 %
MAINTENANCE	1	0.2 %
MAINTENANCE-SEWER	1	0.2 %
MAYOR AND REPRESENTATIVE COYNE	1	0.2 %
MR DABLINSKY, DRAINAGE PROBLEMS	1	0.2 %
NAPER NOTIFY	1	0.2 %
NAPERVILLE 311	1	0.2 %
NON-EMERGENCY	2	0.3 %
NON-EMERGENCY FIRE DEPARTMENT	1	0.2 %
NON-EMERGENCY POLICE	7	1.1 %
PARK SERVICE	1	0.2 %
PARKS	1	0.2 %
PASSPORT SERVICES	1	0.2 %
PERMITS/TREE TRIMMING	1	0.2 %
POLICE AND CITY SERVICES	1	0.2 %
PROCUREMENT	1	0.2 %

Q31a. (If YES to Question 31) Which department did you contact most recently?

Q31a. Which department did you contact most recently

	Number	Percent
PUBLIC SERVICES GARBAGE CARTS	1	0.2 %
PUBLIC SERVICES TREES	1	0.2 %
PARK DISTRICT	3	0.5 %
PARKING	3	0.5 %
PARKING STICKER	1	0.2 %
PARKS & RECREATION	2	0.3 %
PARKS DEPT	2	0.3 %
PARKWAY TREE	3	0.5 %
PERMITS	14	2.3 %
PLANNING & ZONING	3	0.5 %
PLANNING, POLICE, UTILITIES	1	0.2 %
POLICE	72	11.8 %
POLICE DEPARTMENT AND DEPARTMENT OF STREETS AND SANITATION	1	0.2 %
POLICE AND BRUSH SERVICES	1	0.2 %
POWER/ELECTRICAL	1	0.2 %
PUBLIC UTILITY	1	0.2 %
PUBLIC WORKS	43	7.0 %
PUBLIC WORKS STREET DEPT	1	0.2 %
PUBLIC WORKS (TREE TRIMMING)	1	0.2 %
RECYCLING AND WATER	1	0.2 %
REGULATIONS	1	0.2 %
RECORDS	1	0.2 %
RECYCLING	9	1.5 %
RECYCLING AND LEAF PICK UP	1	0.2 %
REFUSE	1	0.2 %
REGARDING FLOODING IN NEIGHBORHOOD STREET	1	0.2 %
REGARDING OVERGROWN LAWN	1	0.2 %
RESIDENTIAL CODES	1	0.2 %
RESTORATION OF PROPERTY AFTER UTILITY	1	0.2 %
SECA	1	0.2 %
STREET DEPT	1	0.2 %
SERVICES	1	0.2 %
SEWER DEPARTMENT	1	0.2 %
SIDEWALK REPLACEMENT	1	0.2 %
SIDEWALK SERVICES	1	0.2 %
SMART METER ELECTRICITY	1	0.2 %
STREET LIGHTS	5	0.8 %
STREETS	4	0.7 %
STREETS AND SIDEWALK	2	0.3 %
STREETS, CITY LIGHTS	1	0.2 %
STREETS, TREE TRIMMING	1	0.2 %
TED	5	0.8 %
TED BUSINESS GROUP	1	0.2 %
TED OR DPW	1	0.2 %
TED, PUBLIC WORKS	1	0.2 %

Q31a. (If YES to Question 31) Which department did you contact most recently?

Q31a. Which department did you contact most recently

	Number	Percent
TED-Permitting, inspection and Parking locations	1	0.2 %
TRAFFIC AND PARKING	1	0.2 %
TRANSPORTATION AND PARKING	1	0.2 %
TRASH CARTS	1	0.2 %
TREE TRIM AND REMOVAL	1	0.2 %
TREE TRIMMING	1	0.2 %
TREE TRIMMING UNDER UTILITY WIRE	1	0.2 %
TAX DEPARTMENT	1	0.2 %
THE NEW DOWNTOWN AREA	1	0.2 %
TRAFFIC	5	0.8 %
TRAFFIC AND TREE MAINTENANCE	1	0.2 %
TRAFFIC CONTROL	1	0.2 %
TRAFFIC LIGHTS	2	0.3 %
TRANSPORTATION	5	0.8 %
TRANSPORTATION/STREET MAINTENANCE	1	0.2 %
TREE REMOVAL	1	0.2 %
TREE SERVICES	9	1.5 %
UTILITY WATER AND ELECTRIC	1	0.2 %
UTILITIES	35	5.7 %
UTILITIES AND POLICE	1	0.2 %
UTILITY BILLING	5	0.9 %
UTILITY AND TREE TRIMMING	1	0.2 %
WASTE DISPOSAL	1	0.2 %
WASTE DISPOSAL SERVICE/GARBAGE PICK UP	1	0.2 %
WASTE REMOVAL	1	0.2 %
WASTE REMOVAL AND ELECTRIC	1	0.2 %
WATER AND LIGHT	1	0.2 %
WATER AND WATER WASTE	1	0.2 %
WATER METER WAS BAD	1	0.2 %
WASTE	1	0.2 %
WASTE MANAGEMENT	9	1.5 %
WASTE WATER & CURBSIDE DIRT/GRASS PROBLEMS	1	0.2 %
WASTE/GARBAGE/LEAF	1	0.2 %
WATER	25	4.1 %
WATER BILLING	3	0.5 %
WATER MANAGEMENT	1	0.2 %
WATER AND ELECTRIC	1	0.2 %
WATER/SANITARY	1	0.2 %
WATER/SEWER	1	0.2 %
WATER/WASTE WATER UTILITY	1	0.2 %
YARD WASTE	2	0.3 %
BILL PAYMENT	1	0.2 %
BUILDINGS AND GROUNDS	1	0.2 %
CALLED ABOUT A POWER OUTAGE	1	0.2 %
CITY	1	0.2 %

Q31a. (If YES to Question 31) Which department did you contact most recently?

Q31a. Which department did you contact most recently	Number	Percent
CITY HALL ABOUT WASTE	1	0.2 %
CODES	1	0.2 %
COUNCIL MEMBERS	2	0.4 %
COUNTY CLERK	1	0.2 %
EBILL CUSTOMER SERVICE	1	0.2 %
ELECTRIC BILLING	2	0.3 %
ELECTRIC/WATER	2	0.3 %
EMERAL ASH BORER DEPT	1	0.2 %
FENCE PERMIT/BUILDING SERVICES	1	0.2 %
GENERAL	1	0.2 %
NON EMERGENCY POLICE/ANIMAL CONTROL	1	0.2 %
OVERNIGHT PARKING VIOLATIONS	1	0.2 %
PARKING IN MY NEIGHBORHOOD	1	0.2 %
PARKWAY TREE TRIMMING	2	0.3 %
PAY BILL	1	0.2 %
POLICE AND FIRE FOR MEDICAL EMERGENCY	1	0.2 %
PROPERTY MANAGEMENT	1	0.2 %
PROPERTY TAX TOO HIGH	1	0.2 %
PUBLIC SERVICE	1	0.2 %
PUBLIC WORKS(TREE TRIMMING)	1	0.2 %
PUBLIC WORKS, PARKWAY TREE REMOVAL	1	0.2 %
PUBLIC WORKS/ELECTRIC/ STREET LIGHTS	1	0.2 %
RAIN WATER RUNOFF	1	0.2 %
SANITATION	1	0.2 %
SEWER	1	0.2 %
SHED RULES/PERMIT	1	0.2 %
SIDEWALKS	1	0.2 %
SNOW REMOVAL	2	0.3 %
SPECIAL EVENTS	1	0.2 %
STREET AND PARKWAY MAINTENANCE	1	0.2 %
STREET LIGHT OUTAGE	2	0.3 %
STREETLIGHTS REPAIRING	1	0.2 %
STREETS & SANITATION	5	0.8 %
STREETS/SIDEWALKS	1	0.2 %
TRANSPORTATION/TRAFFIC LIGHTS	1	0.2 %
TRASH DISPOSAL	1	0.2 %
UTILITY AND MAYORS OFFICE	1	0.2 %
VOTING	1	0.2 %
WASTE MANAGEMENT AND POLICE	1	0.2 %
WASTE WATER	1	0.2 %
WATER, SEWER REPAIR	1	0.2 %
WEATHER WARNINGS	1	0.2 %
Total	610	100.0 %

Q31b. (If YES to Question 31) Please indicate your level of agreement with the following statements about the quality of service you received from City employees in the department you listed above.

(N=645)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
Q31b-1. They were courteous & polite	49.5%	37.2%	6.2%	2.6%	2.2%	2.3%
Q31b-2. Gave prompt, accurate, & complete answers to questions	44.0%	30.9%	9.8%	8.1%	5.1%	2.2%
Q31b-3. There was a timely follow-up to your inquiry	35.7%	26.5%	8.8%	9.3%	9.0%	10.7%

WITHOUT DON'T KNOW

Q31b. (If YES to Question 31) Please indicate your level of agreement with the following statements about the quality of service you received from City employees in the department you listed above. (without "don't know/na")

(N=645)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q31b-1. They were courteous & polite	50.6%	38.1%	6.3%	2.7%	2.2%
Q31b-2. Gave prompt, accurate, & complete answers to questions	45.0%	31.5%	10.0%	8.2%	5.2%
Q31b-3. There was a timely follow-up to your inquiry	39.9%	29.7%	9.9%	10.4%	10.1%

Q32. Are the municipal center hours suitable to conduct business with the City?

Q32. Are municipal center hours suitable to conduct business with City	Number	Percent
Yes	748	53.6 %
No	95	6.8 %
Don't know	552	39.6 %
Total	1395	100.0 %

Q33. How long have you lived in Naperville?

Q33. How long have you lived in Naperville	Number	Percent
5 or less	216	15.6 %
6 to 10	145	10.5 %
11 to 15	168	12.1 %
16 to 20	230	16.6 %
21 to 30	365	26.4 %
31+	260	18.8 %
Total	1384	100.0 %

Q34. How long have you lived at your current residence?

Q34. How long have you lived at your current residence	Number	Percent
5 or less	319	23.9 %
6 to 10	169	12.7 %
11 to 15	192	14.4 %
16 to 20	240	18.0 %
21 to 30	291	21.8 %
31+	124	9.3 %
Total	1335	100.0 %

Q35. Do you own or rent your current residence?

<u>Q35. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	1170	83.9 %
Rent	205	14.7 %
Not provided	20	1.4 %
Total	1395	100.0 %

Q36. How many persons in your household (counting yourself), are in each of the following age groups?

	<u>Mean</u>	<u>Sum</u>
number	2.94	4065
Under age 10	0.27	379
Ages 10-19	0.42	585
Ages 20-34	0.49	682
Ages 35-54	0.77	1061
Ages 55-64	0.58	804
Ages 65+	0.40	554

Q37. Which of the following best describes your race/ethnicity?

<u>Q37. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
White/Caucasian	1037	76.4 %
African American/Black	58	4.3 %
Asian/Pacific Islander	243	17.9 %
Native American/Eskimo	10	0.7 %
Spanish/Hispanic/Latino	76	5.6 %
Other	6	0.4 %
Total	1430	

Q37. Other

Q37. Other	Number	Percent
CHINESE AMERICAN	1	16.7 %
INDIAN	3	50.0 %
MIXED	1	16.7 %
MULTIRACIAL	1	16.7 %
Total	6	100.0 %

Q38. What is your gender?

Q38. Your gender	Number	Percent
Male	714	51.2 %
Female	681	48.8 %
Total	1395	100.0 %

Q39. Do you, or does someone in your household have a disability as recognized in the Americans with Disabilities Act?

Q39. Do you have a disability as recognized in the Americans with Disabilities Act	Number	Percent
Yes	133	9.5 %
No	1243	89.1 %
Not provided	19	1.4 %
Total	1395	100.0 %

Q40. Would you be willing to provide your email address to be included in an informal polling group on City issues between City surveys?

Q40. Would you be willing to provide your email address	Number	Percent
Yes	544	39.0 %
No	851	61.0 %
Total	1395	100.0 %

Section 5

Survey Instrument



Naperville

November 2016

Dear Naperville Resident,

In only a few decades, Naperville has grown from a small farming community into a modern, thriving suburb, consistently ranked as one of the best places to live. Along with those changes has come the philosophy that the City of Naperville not just provides services to its residents and businesses, but consistently implement innovative and highly efficient solutions that allow it to serve our citizens *well*.

To achieve this goal, it is critical the City take the time to collect opinions and feedback from our residents on the quality of our services, programs and initiatives. You have been chosen to participate in Naperville's 2016 Citizen Survey, which is enclosed in this envelope.

I, along with the Naperville City Council and the City staff, sincerely appreciate your time and attention to honestly answer these survey questions. Although this survey takes some time to complete, every question is important. As Mayor, I take input provided through this survey very seriously, and the City Council and I use the answers provided to help us make decisions, request improvements and efficiencies to policies and programs from City staff, and identify future needs for the City of Naperville.

Please return your completed survey in the next week using the postage-paid envelope provided or online at www.naperville2016survey.org. Individual responses to the survey will remain confidential. The survey data will be compiled and analyzed by ETC Institute, one of the nation's leading firms in the field of local governmental research. The company will present the results to the City in the near future, and survey results will also be made available on the City's website at www.naperville.il.us.

If you have any questions or concerns, please contact Izabella Pavlik at (630) 420-6003. Thank you in advance for your participation - you are making a difference in Naperville for generations to come.

Sincerely,

Steve Chirico
Mayor, City of Naperville



2016 City of Naperville Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to identify and respond to resident concerns. If you have questions, please call Izabella Pavlik, at (630) 420-6003. If you would prefer to complete the survey on-line, please go to www.naperville2016survey.org.

1. Major categories of services provided by the City of Naperville are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

<i>How satisfied are you overall with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know/ NA
01.	Quality of police services	5	4	3	2	1	9
02.	Quality of fire and emergency medical services	5	4	3	2	1	9
03.	Efforts of the City for Emergency Preparedness	5	4	3	2	1	9
04.	Maintenance of City streets, sidewalks and infrastructure (i.e. street lights, trees)	5	4	3	2	1	9
05.	Effectiveness of City communication with the public	5	4	3	2	1	9
06.	Quality of customer service you receive from City employees	5	4	3	2	1	9
07.	Flow of traffic and congestion management on streets in the city	5	4	3	2	1	9
08.	Quality of city's stormwater management system (i.e. storm drains, retention ponds)	5	4	3	2	1	9
09.	Quality of City water/wastewater utility services	5	4	3	2	1	9
10.	Quality of City electrical utility services	5	4	3	2	1	9
11.	Garbage, recycling and yard waste services	5	4	3	2	1	9

2. Which THREE of the items listed above do you think should receive the MOST EMPHASIS from City leaders over the next two years? [Write in the numbers below using the numbers from the list in Question 1 above.]

1st: ____ 2nd: ____ 3rd: ____

PERCEPTIONS OF SAFETY

3. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations:

<i>How safe do you feel:</i>		Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know/ NA
01.	In your neighborhood during the day	5	4	3	2	1	9
02.	In your neighborhood at night	5	4	3	2	1	9
03.	In downtown Naperville before 10 p.m.	5	4	3	2	1	9
04.	In downtown Naperville after 10 p.m.	5	4	3	2	1	9
05.	In commercial and retail areas	5	4	3	2	1	9
06.	At the train stations	5	4	3	2	1	9
07.	In City parking garages	5	4	3	2	1	9
08.	In your children's school	5	4	3	2	1	9
09.	Areas of assembly (i.e. places of worship, sporting events)	5	4	3	2	1	9

POLICE SERVICES

4. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied.”

<i>How satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know/NA
01.	The visibility of police in your neighborhood	5	4	3	2	1	9
02.	The visibility of police in retail areas	5	4	3	2	1	9
03.	Police efforts to prevent crime	5	4	3	2	1	9
04.	Enforcement of traffic laws on major City streets	5	4	3	2	1	9
05.	Enforcement of traffic laws on neighborhood streets	5	4	3	2	1	9
06.	Response time for emergency calls	5	4	3	2	1	9
07.	Quality of NON-EMERGENCY services	5	4	3	2	1	9
08.	Animal control services	5	4	3	2	1	9
09.	911 call handling	5	4	3	2	1	9
10.	Hours of operations (front desk, records)	5	4	3	2	1	9
11.	Police safety education programs	5	4	3	2	1	9
12.	Police DUI enforcement efforts	5	4	3	2	1	9
13.	Response time for NON-EMERGENCY calls	5	4	3	2	1	9
14.	City drug & alcohol enforcement efforts	5	4	3	2	1	9
15.	City drug & alcohol abuse education & prevention efforts	5	4	3	2	1	9
16.	Satisfaction of Youth and Social Services	5	4	3	2	1	9
17.	Overnight residential parking ordinances & enforcement	5	4	3	2	1	9
18.	Community Notifications from the Police Department	5	4	3	2	1	9
19.	Overall professionalism of the Police Department	5	4	3	2	1	9

5. Which FOUR of the services listed above do you think should receive the MOST EMPHASIS from City leaders over the next two years? [Write in the numbers below using the numbers from the list in Question 4 above.]

1st: ____ 2nd: ____ 3rd: ____ 4th: ____

FIRE AND OTHER EMERGENCY SERVICES

6. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied.”

<i>How satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know/NA
01.	Overall quality of local fire protection	5	4	3	2	1	9
02.	City efforts to ensure the community is prepared for a disaster or crisis	5	4	3	2	1	9
03.	Response time for emergency calls	5	4	3	2	1	9
04.	Response time for NON-EMERGENCY services	5	4	3	2	1	9
05.	City fire safety education programs, including school-based programs	5	4	3	2	1	9
06.	Enforcement of Fire Safety Code (e.g. marked exits, alarms, fire suppression systems)	5	4	3	2	1	9
07.	City provided training of CPR + AED	5	4	3	2	1	9
08.	Specialty team performance (e.g. water rescue, confined space, haz mat, technical rescue, high rise, etc.)	5	4	3	2	1	9
09.	Overall quality of Emergency Medical Services (EMS, EMT)	5	4	3	2	1	9

7. Which THREE of the services listed above do you think should receive the MOST EMPHASIS from City leaders over the next two years? [Write in the numbers below using the numbers from the list in Question 6 above.]

1st: ____ 2nd: ____ 3rd: ____

8. In case of an emergency or a natural disaster, which of the following City communication methods would you be MOST LIKELY to receive information through? (Check all that apply)

- (1) Naper Notify mass notification system (information through email, phone call and/or text message)
- (2) Social media
- (3) Website
- (4) Outdoor warning signs
- (5) WFPF 1610AM Radio
- (6) Government access TV channel (WCNC Ch. 6/10/99)
- (7) Other: _____

PUBLIC WORKS AND ENGINEERING

9. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

<i>How satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know/ NA
01.	Maintenance of major City streets	5	4	3	2	1	9
02.	Maintenance of neighborhood streets	5	4	3	2	1	9
03.	Maintenance of City sidewalks and bike ways	5	4	3	2	1	9
04.	Maintenance of street signs, pavements, and markings	5	4	3	2	1	9
05.	Maintenance of City street LED lighting	5	4	3	2	1	9
06.	Maintenance and cleanliness of downtown Naperville	5	4	3	2	1	9
07.	Snow removal on major City streets	5	4	3	2	1	9
08.	Snow removal on neighborhood streets	5	4	3	2	1	9
09.	Mowing & trimming along City streets	5	4	3	2	1	9
10.	Overall cleanliness of City streets	5	4	3	2	1	9
11.	City's parkway tree trimming program	5	4	3	2	1	9
12.	City's tree maintenance and preservation (i.e. Emerald Ash Borer, Dutch Elm)	5	4	3	2	1	9
13.	Emergency response to Weather Effects (Storm)	5	4	3	2	1	9
14.	Overall customer service from field employees	5	4	3	2	1	9
15.	Snow removal from cul-de-sacs	5	4	3	2	1	9
16.	City's parkway tree replacement program	5	4	3	2	1	9
17.	Maintenance of the train stations	5	4	3	2	1	9

10. Which THREE of the services listed above do you think should receive the MOST EMPHASIS from City leaders over the next two years? [Write in the numbers below using the numbers from the list in Question 9 above.]

1st: _____ 2nd: _____ 3rd: _____

PUBLIC INFORMATION

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

- (01) The City Web site, www.naperville.il.us
- (02) Naper Notify mass notification system
- (03) Social media (Facebook, Twitter, Instagram)
- (04) eNews offerings (eNewsletters such as Commuter Connection, Press Releases and other project-specific eNewsletters)
- (05) The City newsletter *Naperville Connected*
- (06) Public signage or postings at areas where City projects are occurring
- (07) Local and regional media (broadcast, print, online)
- (08) Government access TV channel WCNC (Ch. 6 - WOW, Ch. 10 - Comcast, Ch. 99 - AT&T)
- (09) WFPF 1610AM Radio
- (10) Other: _____

12. What additional services and/or information would you like to see the City of Naperville offer on the City's new website?

13. The City of Naperville uses social media (Facebook, Twitter, Instagram) as a communication tool. If you have interacted with one of the City’s social media channels, please indicate how you think the City could improve its usage of social media. (Check all that apply.)

- ___ (1) Expand the City’s presence to additional social media channels. Please indicate which social media channel you’d like to see the City use: _____
- ___ (2) Posting/sharing of additional types of content. Please indicate which types of content you’d like to see the City post/share: _____
- ___ (3) Other: _____
- ___ (4) Haven’t interacted with a City social media channel

14. For each of the following, please rate your satisfaction with each item on a scale on 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied.”

<i>How satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know/ NA
01.	City efforts to keep you informed of special studies, projects and initiatives through public meetings	5	4	3	2	1	9
02.	City efforts to keep you informed using eNewsletters for specific projects	5	4	3	2	1	9
03.	City efforts to keep you informed through the Naper Notify mass notification system, including phone calls, emails, text messages and smartphone notifications	5	4	3	2	1	9
04.	City efforts to keep you informed about street and lane closures and other news related to construction projects	5	4	3	2	1	9
05.	City efforts to provide information to you during emergency situations	5	4	3	2	1	9
06.	The quality of the City's website	5	4	3	2	1	9
07.	Ease of navigating the City's new website	5	4	3	2	1	9
08.	City efforts to use social media and emerging technology to keep you informed	5	4	3	2	1	9
09.	The quality of the City's resident newsletter, <i>Naperville Connected</i>	5	4	3	2	1	9
10.	The quality of the City's government access TV channel (WCNC – Ch. 6, WOW, Ch. 10 – Comcast, Ch. 99 – AT&T)	5	4	3	2	1	9

ENVIRONMENTAL/WASTE DISPOSAL SERVICES

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

<i>How Important Are the Following:</i>		Very Important	Important	Somewhat Important	Not Important	Not Important At All	Don't Know/ NA
01.	Provide opportunities to increase electronics recycling	5	4	3	2	1	9
02.	Provide ways for the community to reduce greenhouse gas emissions	5	4	3	2	1	9
03.	Reduce use of energy in City operations	5	4	3	2	1	9
04.	Provide the opportunities to support alternative energy and fuel	5	4	3	2	1	9
05.	Support efforts to reduce salt use in winter operations	5	4	3	2	1	9

16. Please rank the City’s environmental sustainability initiatives listed below from 1st to 5th, where a rating of “1st” means you feel the initiative is **MOST IMPORTANT** and a rating of “5th” means you feel the initiative is **LEAST IMPORTANT**. Write the numbers that correspond to each of the categories in the spaces provided below.

- | | | | | | |
|---|-----------------|-----------------|-----------------|-----------------|-----------------|
| ___(1.) Waste management and recycling | ___ | ___ | ___ | ___ | ___ |
| ___(2.) Sustainable development and infrastructure
(e.g. best practices, building codes) | 1 st | 2 nd | 3 rd | 4 th | 5 th |
| ___(3.) Sustainable transportation and mobility | Most Important | | Least Important | | |
| ___(4.) Renewable resources and energy | | | | | |
| ___(5.) Environmental leadership and education | | | | | |

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

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

18. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied.”

<i>How satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know/ NA
01.	Residential garbage collection	5	4	3	2	1	9
02.	Residential recycling collection	5	4	3	2	1	9
03.	City garbage and recycling cart program	5	4	3	2	1	9
04.	Curbside bulk leaf removal services	5	4	3	2	1	9
05.	Household hazardous waste disposal services (for motor oil, pesticides, etc.)	5	4	3	2	1	9

19. Which TWO of the services listed above do you think should receive the MOST EMPHASIS from City leaders over the next two years? [Write in the numbers below using the numbers from the list in Question 18 above.]

1st: ___ 2nd: ___

TRANSPORTATION

20. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied.”

<i>How satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know/ NA
01.	Ease of north/south travel in Naperville	5	4	3	2	1	9
02.	Ease of east/west travel in Naperville	5	4	3	2	1	9
03.	Traffic signal timing and coordination on major City streets	5	4	3	2	1	9
04.	Traffic conditions in your neighborhood relative to speed and traffic amount	5	4	3	2	1	9
05.	Availability of public transportation services in Naperville	5	4	3	2	1	9
06.	Overall satisfaction of Downtown parking availability	5	4	3	2	1	9
07.	Ease of bicycle travel	5	4	3	2	1	9
08.	Ease of pedestrian travel	5	4	3	2	1	9

21. Which THREE of the services listed above do you think should receive the MOST EMPHASIS from City leaders over the next two years? [Write in the numbers below using the numbers from the list in Question 20 above.]

1st: ___ 2nd: ___ 3rd: ___

COMMUNITY PLANNING AND DEVELOPMENT

22. Would you benefit from processing permits electronically? ___ (1) Yes ___(2) No ___(9) Not Applicable

FINANCE

23. Please rate your level of agreement with each of the following statements, where 5 means “Strongly Agree” and 1 means “Strongly Disagree”.

<i>How much do you agree with the following:</i>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
01.	I feel the City has sound fiscal management	5	4	3	2	1	9
02.	I feel that financial (budget, money management, procurement, etc.) information is appropriately communicated by the city	5	4	3	2	1	9
03.	I would continue using credit cards for utility payments if the City required a convenience fee of \$3.50 per transaction	5	4	3	2	1	9

ELECTRIC UTILITY SERVICES

24. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied.”

<i>How satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know/NA
01.	Reliability of electrical service	5	4	3	2	1	9
02.	The accuracy of your electric bill	5	4	3	2	1	9
03.	How well the City keeps you informed about planned disruptions to service	5	4	3	2	1	9
04.	How quickly the City restores power after an unplanned outage	5	4	3	2	1	9
05.	Quality of customer service from electric utility field employees	5	4	3	2	1	9
06.	Overall value that you receive for electrical utility rates	5	4	3	2	1	9
07.	Participation in Renewable Energy Programs	5	4	3	2	1	9
08.	Opportunity to Participate in Energy Efficiency Education	5	4	3	2	1	9

25. Which THREE of the services listed above do you think should receive the MOST EMPHASIS from City leaders over the next two years? [Write in the numbers below using the numbers from the list in Question 24 above]

1st: ____ 2nd: ____ 3rd: ____

WATER/WASTEWATER UTILITY SERVICES

26. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied.”

<i>How satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know/NA
01.	The reliability of your water service	5	4	3	2	1	9
02.	Water pressure in your home	5	4	3	2	1	9
03.	The accuracy of your water bill	5	4	3	2	1	9
04.	How well the City keeps you informed about planned disruptions to your water service	5	4	3	2	1	9
05.	Taste/odor of your drinking water	5	4	3	2	1	9
06.	City efforts to prevent backups from wastewater in your home	5	4	3	2	1	9
07.	Quality of customer service from water utility field employees	5	4	3	2	1	9
08.	Overall value that you receive for water and wastewater utility rates	5	4	3	2	1	9
09.	Opportunity to participate in water conservation education	5	4	3	2	1	9

27. Which THREE of the services listed do you think should receive the MOST EMPHASIS from City leaders over the next two years? [Write in the numbers below using the numbers from the list in Question 26.]

1st: ____ 2nd: ____ 3rd: ____

28. Please indicate "Yes", "No", or "Not Sure" for each of the following statements.

SPECIAL EVENTS		Yes	No	Not Sure
01.	Do you participate in events in Naperville?	1	2	9
02.	Would you attend an event in South Naperville?	1	2	9
03.	Are there too many events in Downtown Naperville?	1	2	9
04.	If applicable, do our events comply with your ADA needs?	1	2	9
05.	Are events communicated thoroughly enough to affected residents?	1	2	9
06.	Are you pleased with the selection of events?	1	2	9

PERCEPTIONS OF THE CITY

29. Items that may influence your perception of Naperville are listed below. Rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

<i>How satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know/NA
01.	Overall value you receive for your City tax dollars & fees	5	4	3	2	1	9
02.	Overall image of the City	5	4	3	2	1	9
03.	Overall quality of City services	5	4	3	2	1	9
04.	Overall quality of life in the City	5	4	3	2	1	9

CUSTOMER SERVICE

30. Do you think you have adequate access to City services, such as police, bill payment sites, utility services and information about City meetings, in the area where you live? ___ (1) Yes ___ (2) No ___ (9) Don't Know

31. Have you contacted the City with a question, problem, or comment during the past year?
 ___ (1) YES [Answer Question 31a & 31b.] ___ (2) NO [Go to Question 32]

31a. [Only if "YES" to Question 31] Which department did you contact most recently: _____

31b. [Only if "YES" to Question 31] Please indicate your level of agreement with the following statements about the quality of service you received from City employees in the department you listed above by circling the corresponding number below.

<i>Behavior of Employees</i>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
01.	They were courteous and polite	5	4	3	2	1	9
02.	Gave prompt, accurate, and complete answers to questions	5	4	3	2	1	9
03.	There was a timely follow-up to your inquiry	5	4	3	2	1	9

32. Are the municipal center hours suitable to conduct business with the city? ___ (1) Yes ___ (2) No ___ (9) Don't Know

DEMOGRAPHICS

33. How long have you lived in Naperville? ___ years 34. How long have you lived at your current residence? ___ years

35. Do you own or rent your current residence? ___ (1) Own ___ (2) Rent

36. How many persons in your household (counting yourself), are in each of the following age groups?
 Under age 10 ___ Ages 10-19 ___ Ages 20-34 ___ Ages 35-54 ___ Ages 55-64 ___ Ages 65+ ___

37. Which of the following best describes your race/ethnicity? (Check all that apply.)
 ___ (1) White/Caucasian ___ (3) Asian/Pacific Islander ___ (5) Spanish/Hispanic/Latino
 ___ (2) African American/Black ___ (4) Native American/Eskimo ___ (6) Other _____

38. What is your gender? ___ (1) Male ___ (2) Female

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

40. Would you be willing to provide your email address to be included in an informal polling group on City issues between City surveys? ___ (1) Yes; please provide e-mail address: _____ ___ (2) No

THANK YOU. Please return your completed survey in the envelope that was provided.

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having problems with City services. If your address is not correct, please provide the correct information.