



MANAGER'S MEMORANDUM

Prepared for: **Naperville City Council**

By: City Manager's office

9/17/2026

A. MANAGER'S MEMORANDUM

Source:

1. Marcie Schatz,
Assistant to the
City Manager

Subject:

Priorities Plan and
National Community Survey Update

Action:

FYI

CITY OF NAPERVILLE MEMORANDUM

DATE: September 17, 2026

TO: Doug Krieger, City Manager

FROM: Marcie Schatz, Assistant to the City Manager

SUBJECT: Priorities Plan and National Community Survey Update

Purpose:

The purpose of this memorandum is to communicate the schedule for creating a new Priorities Plan using the recently released community survey results and other data.

Background:

The City's Bridge to 2023 Priorities Plan recommended that the City conduct a statistically valid resident survey every two or three years to give decision makers an assessment of resident satisfaction. The City partnered with Polco in 2023 and 2026 to complete the National Community Survey (NCS).

The City used the 2023 survey results to create the Naperville 2027: Investing in Our Community Priorities Plan. The plan prioritized future improvements in areas of highest value and importance to residents. The City provided semi-annual updates on these goals and will share the final update through a Manager's Memorandum in October.

DISCUSSION:

Polco presented the 2026 survey results at the Aug. 16 City Council meeting. Staff is evaluating the community survey results along with other data, performance measures, community feedback, programmed projects, and activities to develop a new Priorities Plan for City Council's consideration. The recommended priorities will consider these data sources and resource constraints (e.g., people, time, funding, and technology) to propose a thoughtful and realistic plan.

The NCS is a tool to gather high-level resident feedback, but developing the new Priorities Plan allows the community to shape specific, multi-year goals. Because 2026 survey data shows a statistically significant decline in how welcome residents feel to participate compared to 2023, staff views this planning process as an ideal opportunity to strengthen community engagement.

At the Nov. 4 City Council meeting, staff will present a draft Priorities Plan that includes short- and long-term priorities for initial City Council feedback. Staff will then solicit feedback from the community on the draft plan between Nov. 6 and Dec. 11. After receiving and evaluating community feedback, staff will present a revised Priorities Plan to City Council for approval in January 2027.

Recommendation:

Please include in the September 17, 2026, Manager's Memorandum.