

2014 City of Wheaton Citizen Satisfaction Survey

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Final Report

Submitted to the City of Wheaton, Illinois by:

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2014 City of Wheaton Citizen Satisfaction Survey Executive Summary Report

Overview and Methodology

During February and March of 2014, ETC Institute administered a citizen satisfaction survey for the City of Wheaton, Illinois. The purpose of the survey was to help guide the City Council's future decisions, gauge public sentiment and identify areas where the City can make improvements.

Methodology. A seven-page survey was mailed to a random sample of 2,000 households in the City. The mailed survey included a postage paid return envelope, cover letter explaining the purpose of the survey and where residents could complete the online version of the survey (www.Wheaton2014Survey.com).

Approximately three weeks after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey or completed it online, were given the option of completing it by phone. A total of 683 households completed a survey. The results for the random sample of 683 households have a 95% level of confidence with a precision of at least +/- 3.7%. In addition to the randomly selected sample of 683 residents, another 363 residents completed the online version of the survey. These results were not included in the random sample and are published in a separate appendix.

Don't Knows. The percentage of "don't know" responses has been excluded from many of the graphs in this report to assess satisfaction with residents who had used City services and to facilitate valid comparisons with other communities in the benchmarking analysis. 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 included in the tabular data in Section 4 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 the following:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for most questions on the survey (Section 1)
- benchmarking data that shows how the results for the City of Wheaton compare to other U.S. cities (Section 2)
- importance-satisfaction analysis that identifies priorities for investment (Section 3)

- tabular data showing the overall results for all questions on the survey (Section 4)
- a copy of the cover letter and survey instrument (Section 5)

How Wheaton Compares to Other Communities

The City of Wheaton **rated at or above the national average** in 54 of the 66 areas that were assessed. The areas in which Wheaton rated notably higher than the national average (at least 10% or more above) are listed below:

- Quality of services provided by City (+28%)
- Feeling of safety in parks (+26%)
- Effectiveness of City communication with public (+25%)
- Overall cleanliness of City streets & other public areas (+22%)
- Feeling of safety in your neighborhood at night (+20%)
- Residential recycling service (+20%)
- Customer service from City employees (+20%)
- Did what they said they would in a timely manner (+19%)
- Overall feeling of safety in Wheaton (+18%)
- City efforts to keep residents informed (+18%)
- Availability of information on City programs/services (+18%)
- City employees were courteous and polite (+17%)
- Feeling of safety in City (+17%)
- Ratings of the City as a place to raise children (+16%)
- Removal of large bulky items (+16%)
- Enforcement of City codes and ordinances (+16%)
- City employees gave prompt, accurate and complete answers to questions (+15%)
- Overall quality of City library (+14%)
- Snow removal on major City streets (+14%)
- Overall image of City (+13%)
- Helped resolve an issue to your satisfaction (+12%)
- How quickly police respond to emergencies (+12%)
- Maintenance of traffic signals (+12%)
- Ratings of the City as a place to live (+11%)
- Snow removal on neighborhood streets (+11%)
- Yard waste removal (+11%)
- Maintenance of street signs (+11%)
- Enforcing clean-up of debris on private property (+11%)
- Quality of police, fire, & ambulance services (+10%)
- Water pressure in your home (+10%)
- Quality of life in City (+10%)
- Ratings of the City as a place to work (+10%)
- Overall quality of local police protection (+10%)
- City's efforts to prevent crime (+10%)

The City of Wheaton **rated below the national average** in 12 of the 66 areas that were assessed. The areas in which Wheaton rated significantly below the national average (5% or more below) were:

- Effectiveness of stormwater runoff/management system (-24%)
- Programming on City's cable television channel (-23%)
- City efforts to use social media and emerging technology to keep you informed (-20%)
- Condition of sidewalks (-11%)
- Exterior maintenance of business property (-8%)
- Household hazardous waste disposal services (-7%)
- Availability of public transportation services (-7%)
- Visibility of police in retail areas (-7%)

Perceptions of the City

Residents were asked to rate several items that may influence their perceptions of the City. The items that had the highest levels of satisfaction, based upon the combined "very satisfied" and "satisfied" responses among residents who had an opinion, were: the overall feeling of safety in the City (94%), the overall quality of life in the City (90%) and the quality of neighborhoods (89%).

Overall Ratings of the City

Ninety-six percent (96%) of the residents surveyed, who had an opinion, rated the City as an "excellent" or "good" place to raise children; 3% were "neutral" and only 1% rated the City as a "below average" or "poor" place to raise children. Ninety-five percent (95%) of the residents surveyed, who had an opinion, rated the City as an "excellent" or "good" place to live; 4% were "neutral" and only 1% rated the City as a "below average" or "poor" place to live.

Overall Satisfaction with City Services

Eighty-four percent (84%) of the residents surveyed, who had an opinion, were "very satisfied" or "satisfied" with the overall quality of services provided by the City of Wheaton; 12% of residents were "neutral" and only 3% were dissatisfied. The major categories of city services that had the highest levels of satisfaction, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents who had an opinion, were: the quality of police, fire, and ambulance services (90%), the quality of City water and sewer utilities (75%) and the customer service received from City employees (75%).

Satisfaction with Specific City Services

- **Police, Fire and Ambulance Services.** The highest levels of satisfaction with police, fire and ambulance services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: how quickly fire personnel respond to emergencies (88%), the overall quality of local fire protection (86%) and how quickly ambulance personnel respond to emergencies (86%).
- **Public Works.** The highest levels of satisfaction with public works services, recreation, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the maintenance of traffic signals (88%), maintenance of street signs (88%) and the overall cleanliness of City streets and other public areas (87%).
- **Infrastructure.** The highest levels of satisfaction with infrastructure-related services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the reliability of water service (94%) and water pressure in your home (91%).
- **Public Communication and Outreach.** The highest levels of satisfaction with City communications, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the availability of information about City programs and services (71%), City efforts to keep residents informed about local issues (66%) and the quality of City's monthly newsletter (66%).
- **Transportation.** The highest levels of satisfaction with transportation services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: ease of east/west travel in Wheaton (73%), ease of walking or biking in Wheaton (71%) and the traffic conditions in neighborhoods relative to speed and volume (67%).
- **Enforcement of City Codes and Regulations.** The highest levels of satisfaction with the enforcement of City codes and regulations, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the enforcement of graffiti removal (68%), enforcing parking in residential neighborhoods (63%) and enforcing sign regulations (62%).
- **Garbage and Recycling Services.** The highest levels of satisfaction with garbage and recycling services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: residential recycling service (91%), residential trash collection services (88%) and yard waste removal (81%).

- **City Customer Service.** Residents who had interacted with a City during the past year were asked to rate the frequency that this City employee(s) displayed various behaviors. The results showed that eighty-six percent (86%) of residents reported the City employee they interacted with “always” or “usually” was courteous and polite. More than three-fourths (76%) of residents reported the City employee they interacted with “always” or “usually” gave prompt, accurate and complete answers to questions and 74% of residents reported the City employee they interacted with “always” or “usually” did what they said they would do in a timely manner.
- **Library Services.** Residents were generally satisfied with the overall quality of library services provided. The highest levels of satisfaction with library services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the overall quality of the City library (94%), the overall quality of available materials (93%) and the overall helpfulness of library staff (90%).

Other Findings

Some of the other major findings from the survey are listed below.

- **Feeling of Safety in the City.** Residents were asked to rate how safe they felt in various areas of the City. The areas where residents felt most safe, based upon the combined percentage of “very safe” and “safe” ratings among residents who had an opinion, were: the feeling of safety in neighborhoods during the day (98%), the overall feeling of safety in Wheaton (95%) and the feeling of safety in parks (90%).
- **Economic Development.** Residents were asked to rank four areas of the City in order of importance for new development. The area that had the highest ratings, based upon the combined percentage of residents who selected the area as one of their top two most important choices, was the Central Business District (80%).
- **Communication.**
 - The types of information residents would most be interested in having the City include in communications were: new developments in the City (82%), City events (77%) and infrastructure improvements (73%).
 - The primary sources where residents reported they had received information about City issues, services and events were: the City of Wheaton Newsletter (61%) and local newspapers (60%).
 - The top three sources where residents reported they would turn to in the event of an emergency were: the television news (72%), City website (42%) and the local news websites (36%).
 - Fifty-nine percent (59%) of residents reported they had used the City’s website and 41% had not.

- **Environmental Sustainability Initiatives.**
 - Residents were asked to rank five environmental sustainability initiatives in order of importance. The area that residents rated highest, based upon the combined percentage of residents who selected the initiative as one of their top two choices, was waste management and recycling (68%). The second highest rated initiative was sustainable development and infrastructure (45%).
 - Three-fourths (75%) of the residents surveyed felt it was “very important” or “important” for the City to invest in initiatives that will help preserve the environment; 17% felt it was “somewhat important,” 5% felt it was not important and 3% did not know.

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 that 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.

Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following:

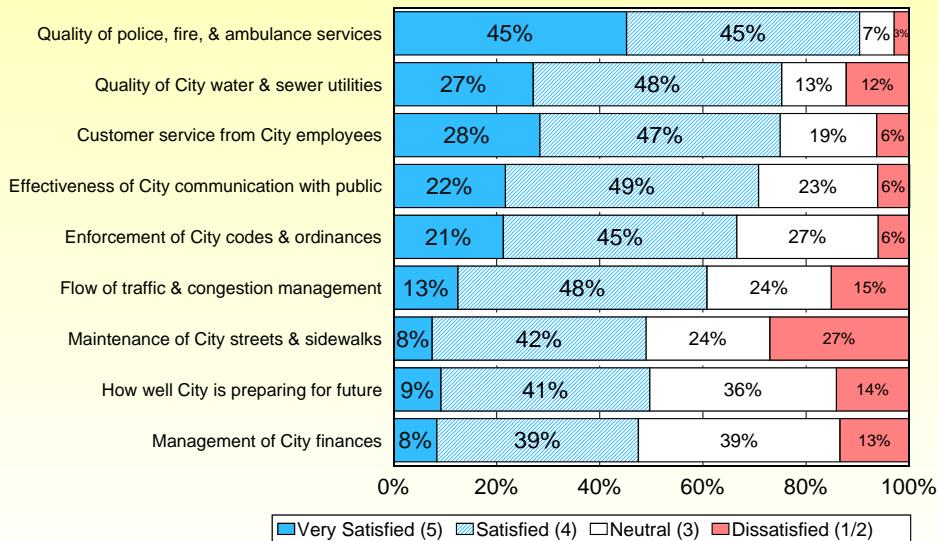
- **Overall Priorities for the City by Major Category.** The first level of analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top three priorities for investment over the next two years in order to raise the City’s overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:
 - Maintenance of City streets and sidewalks
 - Management of City finances
 - How well City is preparing for the future
 - Flow of traffic and congestion management
- **Priorities Within Departments/Specific Areas:** The second level of analysis reviewed the importance of and satisfaction of services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department over the next two years are listed on the following page:

- **Police, Fire and Ambulance Services:** the visibility of police in neighborhoods, the City's efforts to prevent crime and the enforcement/education of drugs and alcohol
- **Public Works:** snow removal on neighborhood streets, City's response to emerald ash borer infestation, adequacy of City street lighting and City's parkway tree maintenance & preservation
- **Infrastructure:** effectiveness of the stormwater runoff/management system, condition of sidewalks and maintenance of neighborhood streets.
- **Transportation:** availability of bicycle lanes, ease of north/south travel in Wheaton and traffic signal timing/coordination on streets
- **Library:** number of e-materials available

Section 1:
Charts and Graphs

Q1. Overall Satisfaction with Major Categories of City Services

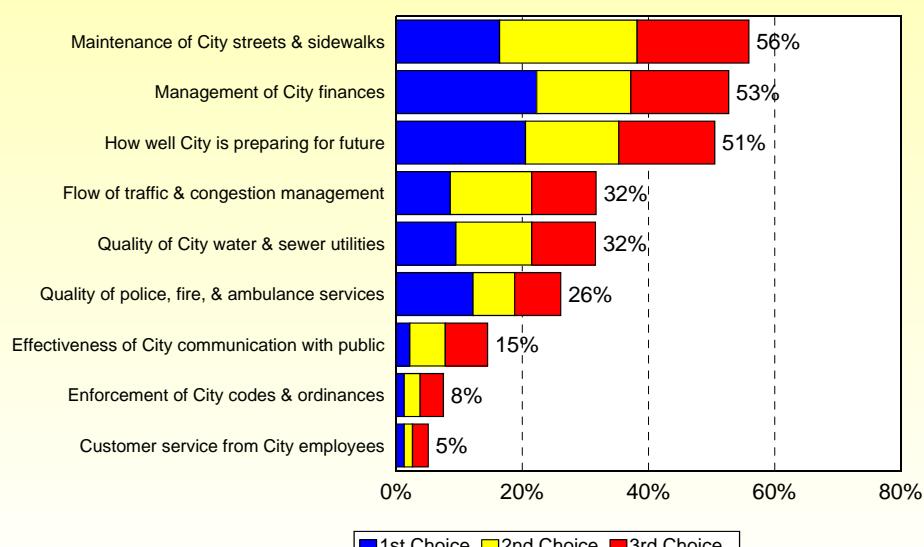
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2014 - Wheaton, IL)

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

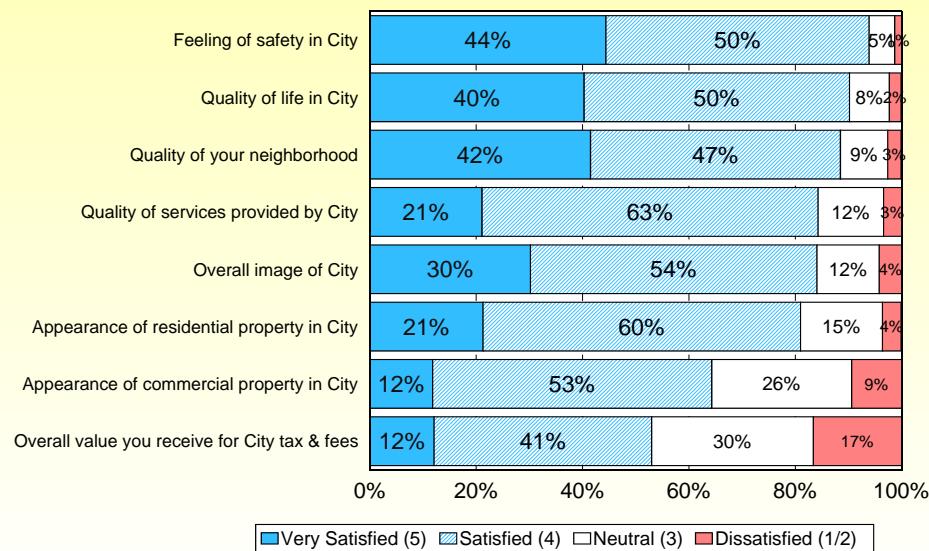
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2014 - Wheaton, IL)

Q3. Satisfaction with Items that Influence the Perception Residents Have of the City

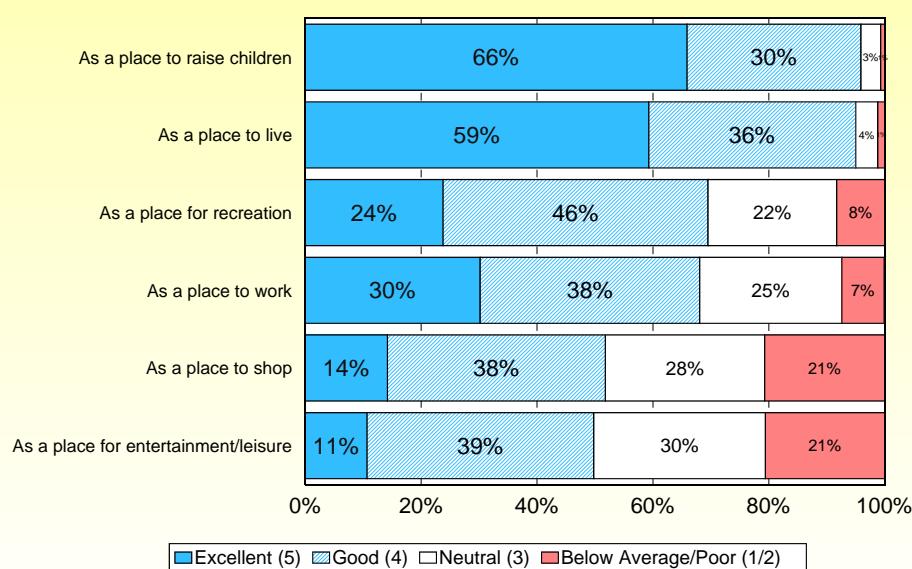
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



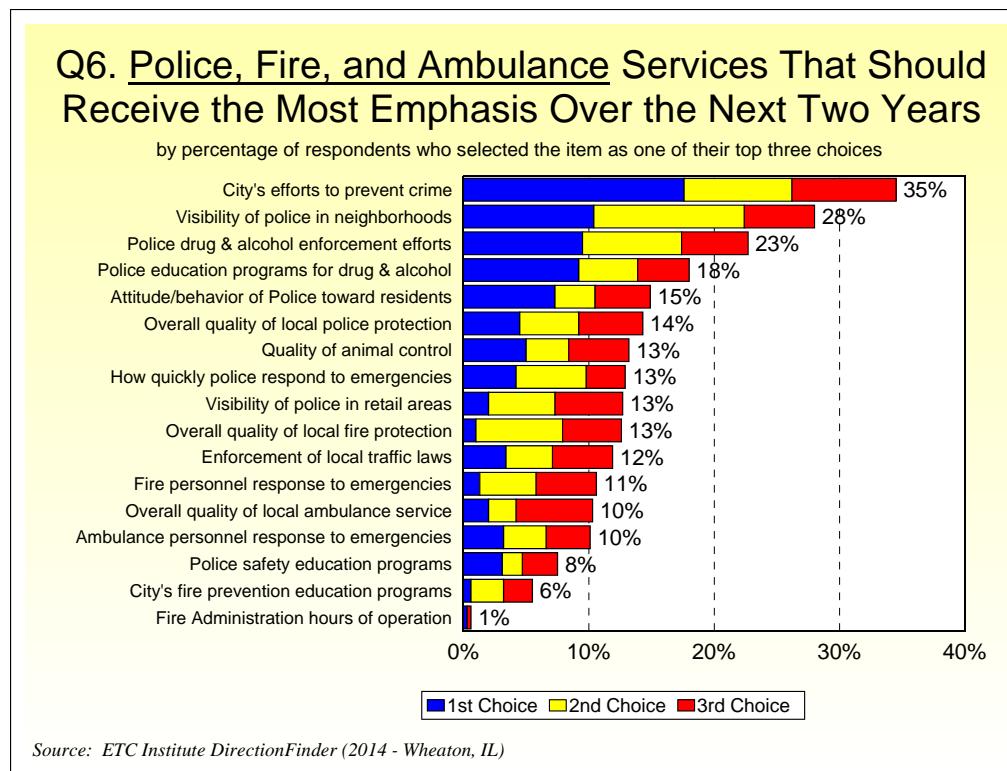
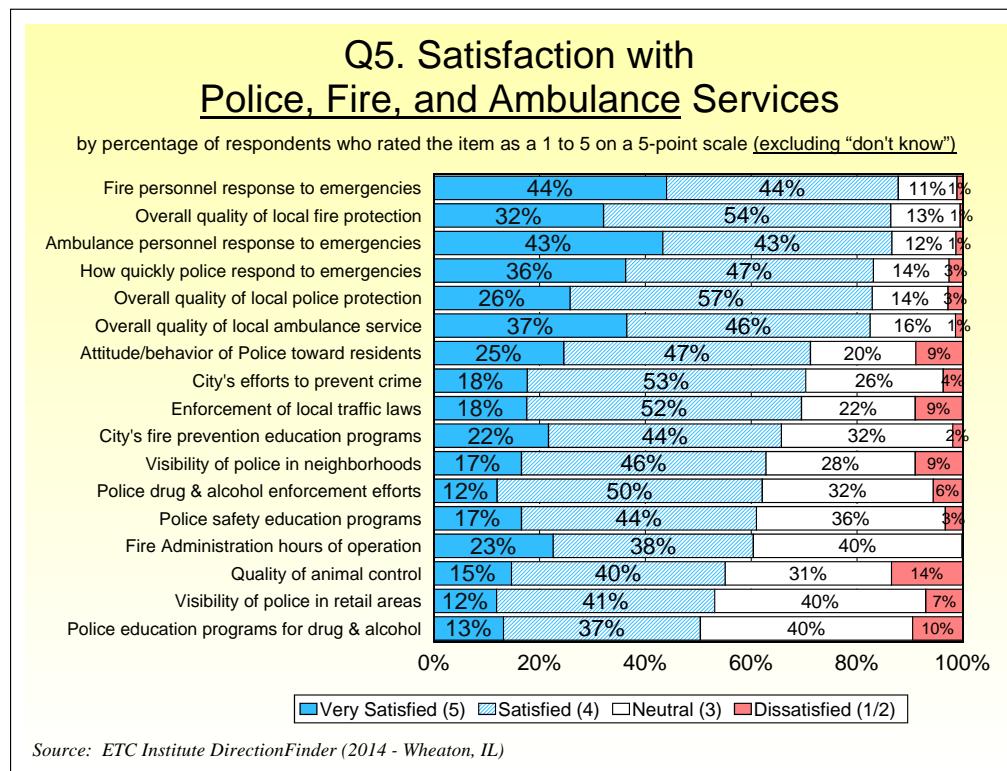
Source: ETC Institute DirectionFinder (2014 - Wheaton, IL)

Q4. Overall Ratings of the City

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

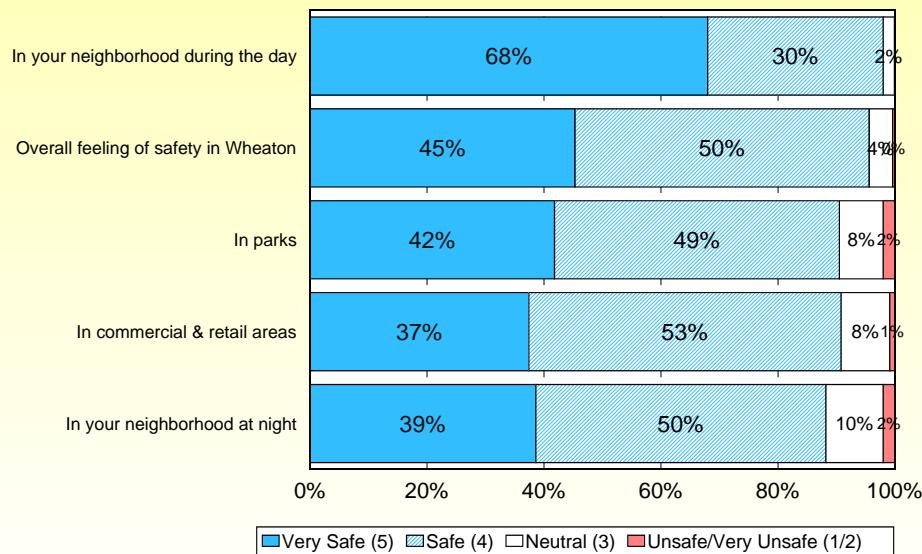


Source: ETC Institute DirectionFinder (2014 - Wheaton, IL)



Q7. Feeling of Safety in the City

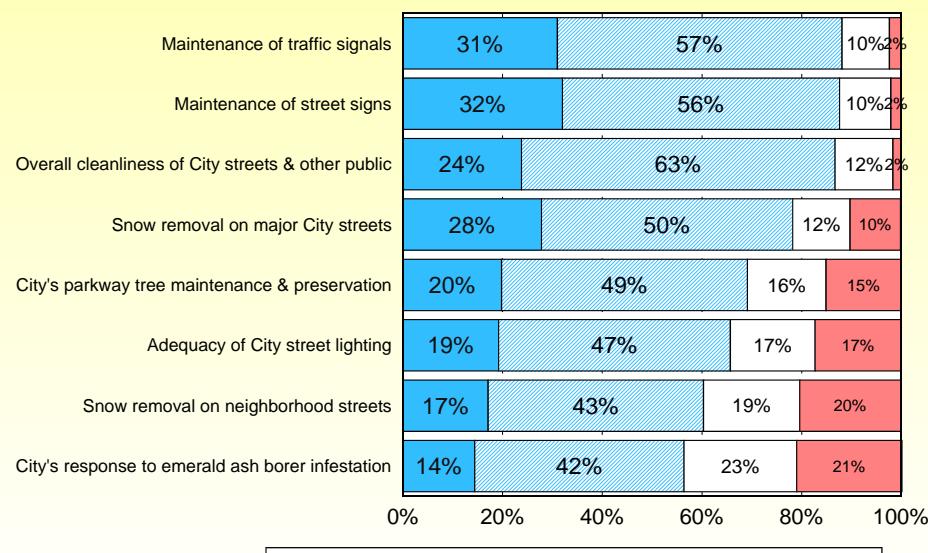
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2014 - Wheaton, IL)

Q8. Satisfaction With Public Works

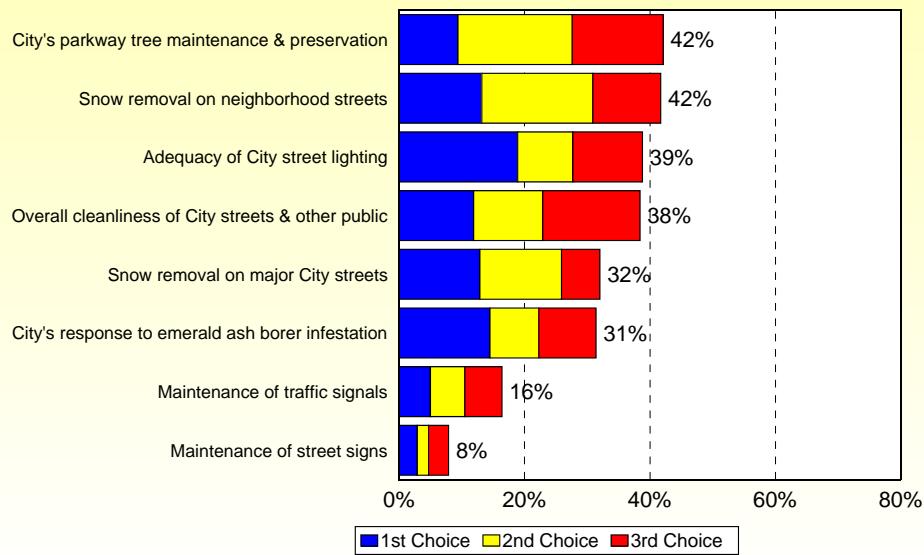
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2014 - Kansas City, KS/Wyandotte County)

Q9. Public Works Services That Should Receive the Most Emphasis Over the Next Two Years

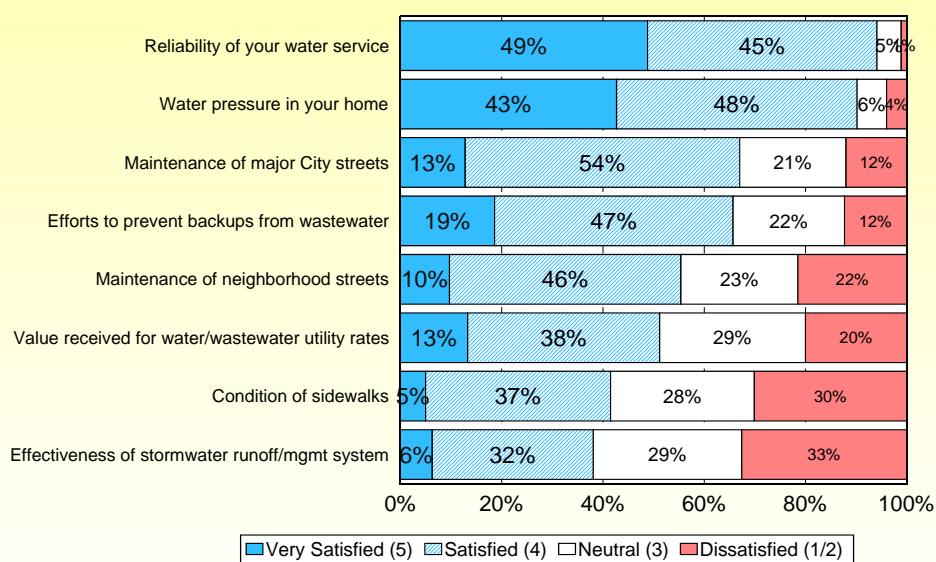
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2014 - Wheaton, IL)

Q10. Satisfaction With Infrastructure

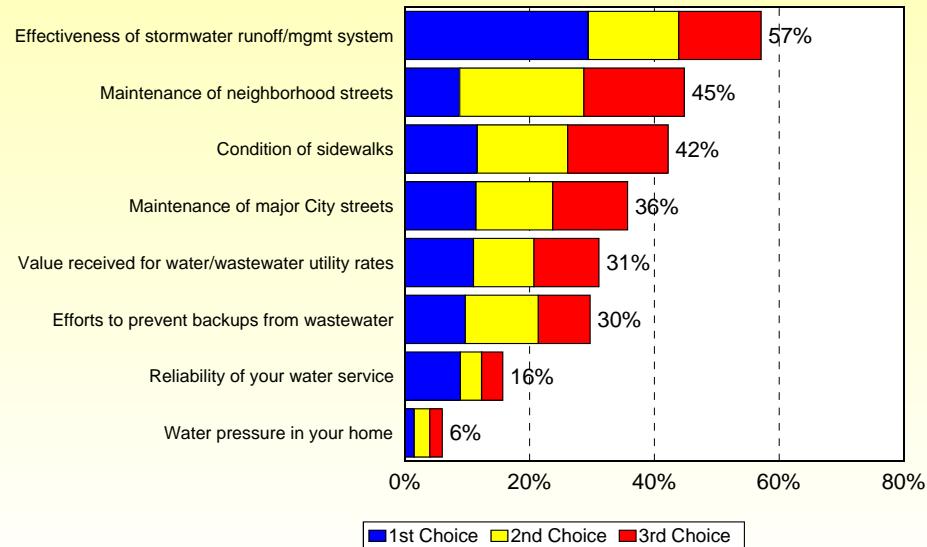
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "didn't contact")



Source: ETC Institute DirectionFinder (2014 - Wheaton, IL)

Q11. Infrastructure Services That Should Receive the Most Emphasis Over the Next 2 Years

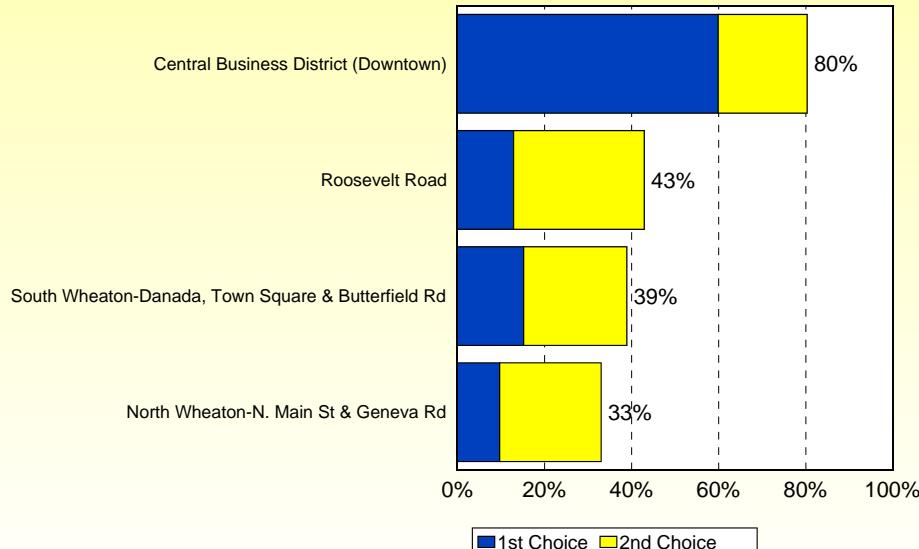
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2014 - Wheaton, IL)

Q12. Areas of the City Residents Felt Were Most Important for New Development

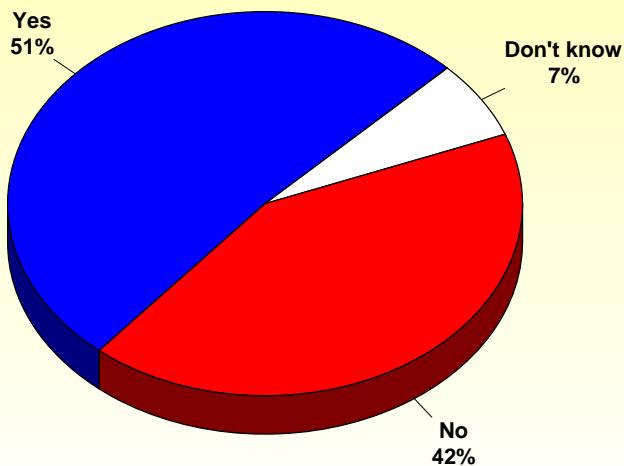
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2014 - Wheaton, IL)

Q13. Are you satisfied with the existing broadband service options?

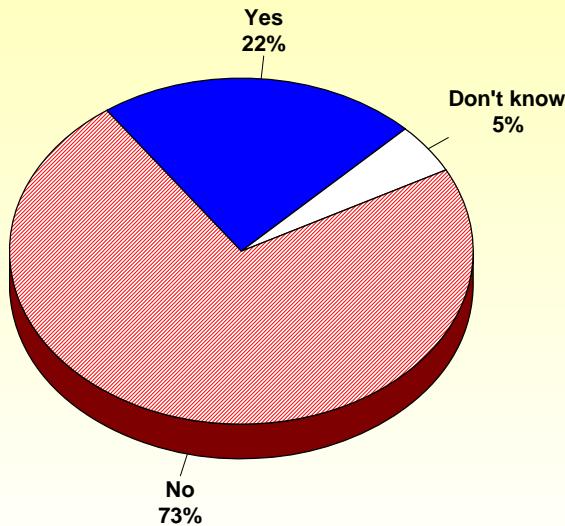
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Wheaton, IL)

Q14. Would you be willing to pay for higher broadband speed?

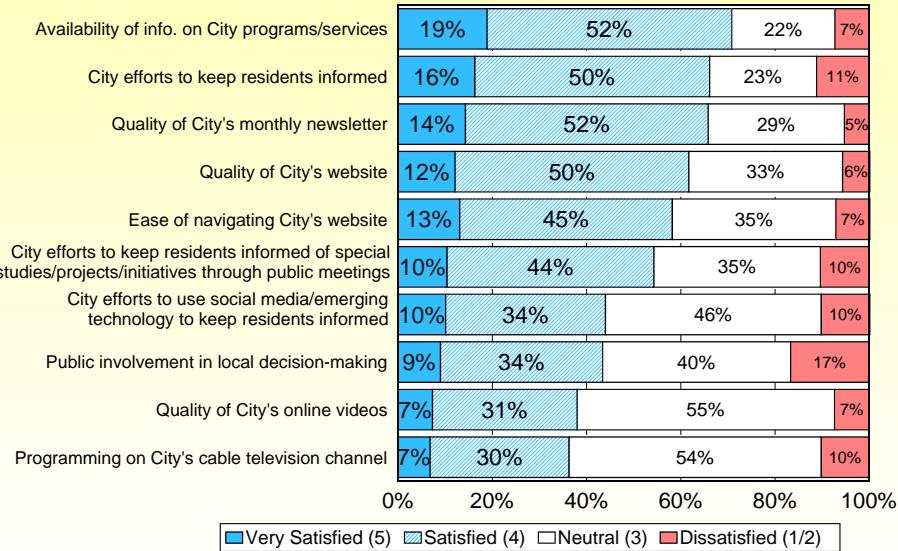
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Wheaton, IL)

Q15. Satisfaction With Public Communication and Outreach

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

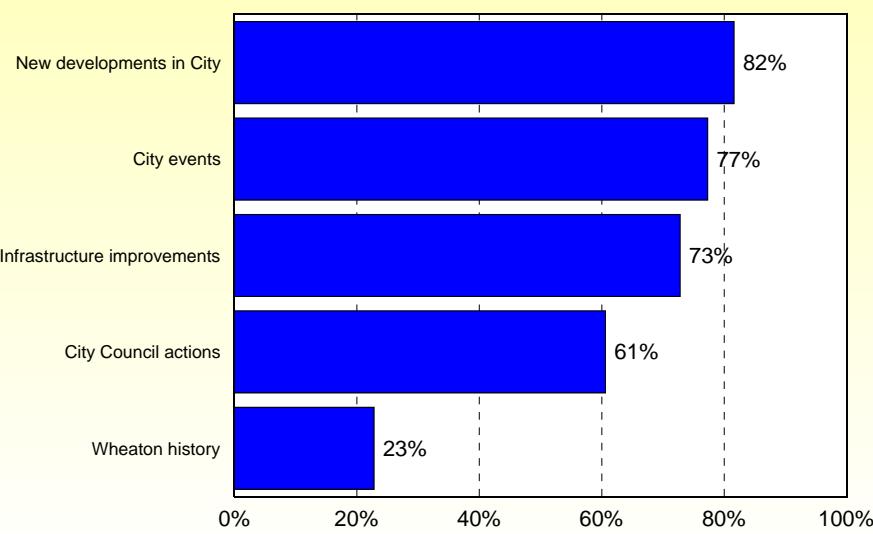


Legend: Very Satisfied (5) Satisfied (4) Neutral (3) Dissatisfied (1/2)

Source: ETC Institute DirectionFinder (2014 - Wheaton, IL)

Q16. Which of the following types of information would you be MOST interested in having the City include in communications?

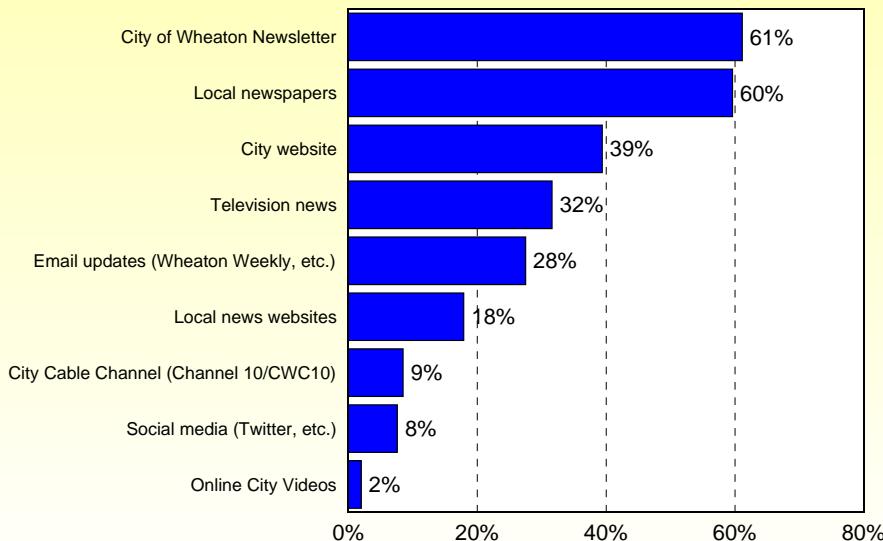
by percentage of respondents (multiple selections were allowed)



Source: ETC Institute DirectionFinder (2014 - Wheaton, IL)

Q17. Which of the following are your primary sources of information about City issues, services, and events?

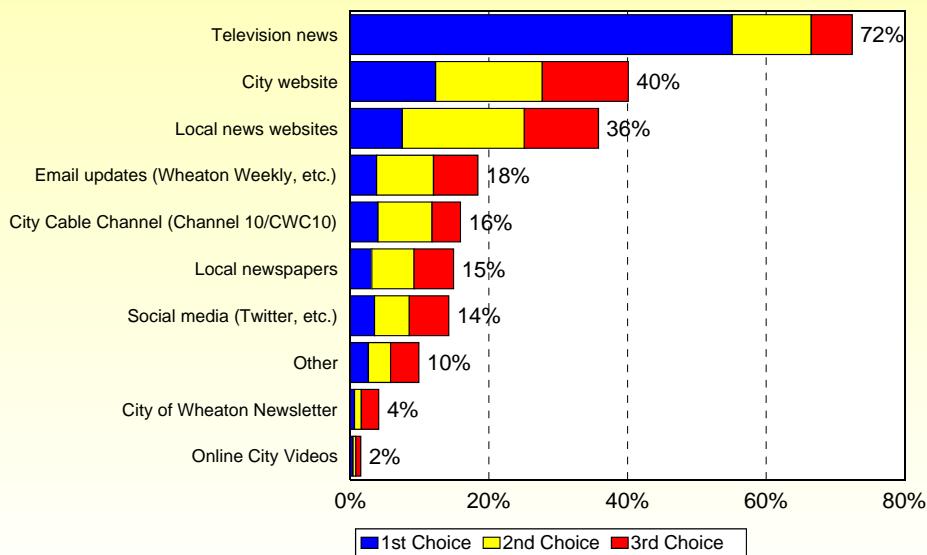
by percentage of respondents (multiple selections were allowed)



Source: ETC Institute DirectionFinder (2014 - Wheaton, IL)

Q18. Which of the sources of information will you turn to in the event of an emergency?

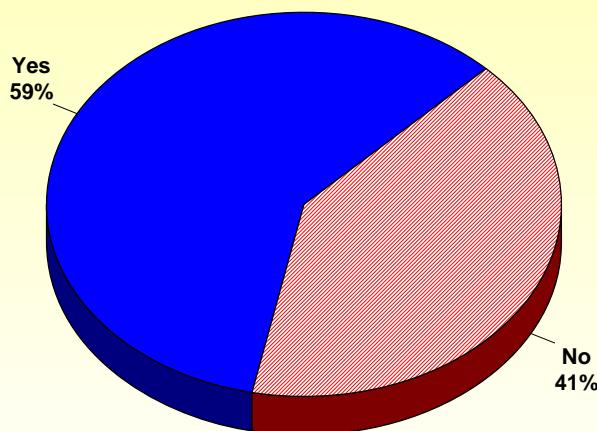
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2014 - Wheaton, IL)

Q19. Have you ever used the City's website?

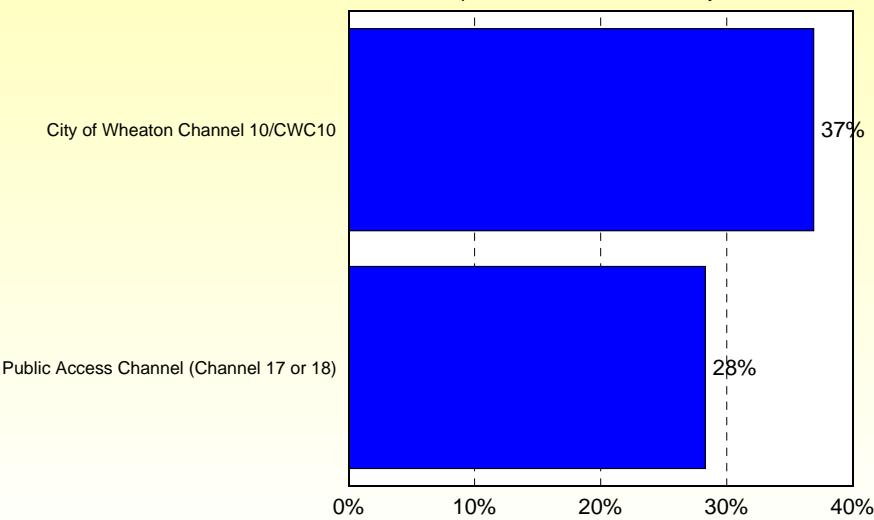
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Wheaton, IL)

Q20. Percentage of Residents Who Reported They Watch the City's Cable Television Access Stations At Least Once a Year

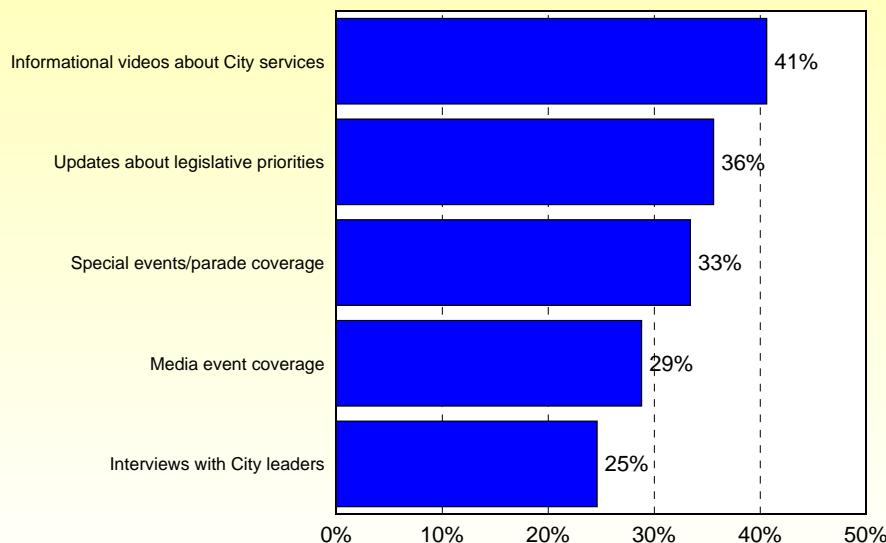
by percentage of respondents who reported they watch the City's cable station "almost daily," "at least once a week," "a few times per month" or "a few times a year"



Source: ETC Institute DirectionFinder (2014 - Wheaton, IL)

Q21. Which types of programs or videos would you like to see on the City website or Cable Channel 10?

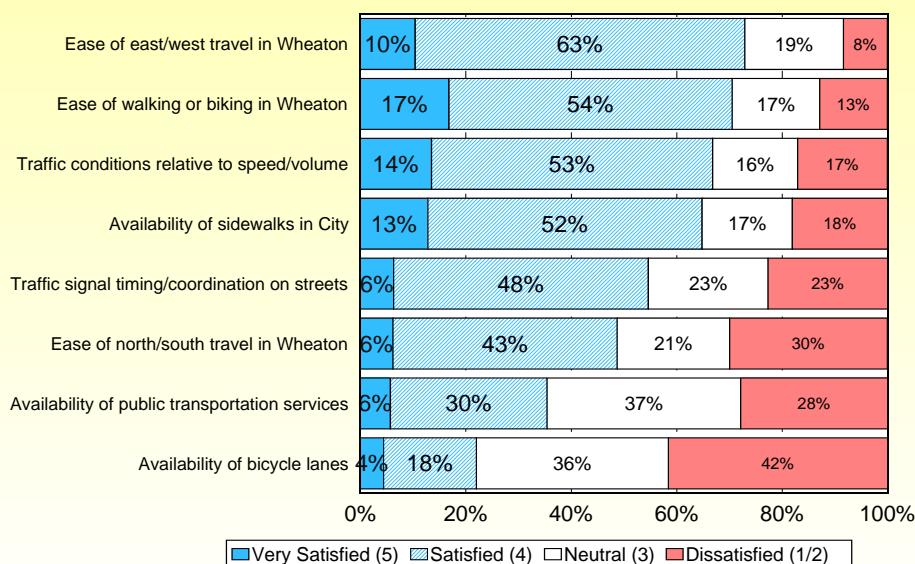
by percentage of respondents (multiple selections were allowed)



Source: ETC Institute DirectionFinder (2014 - Wheaton, IL)

Q22. Satisfaction With Transportation

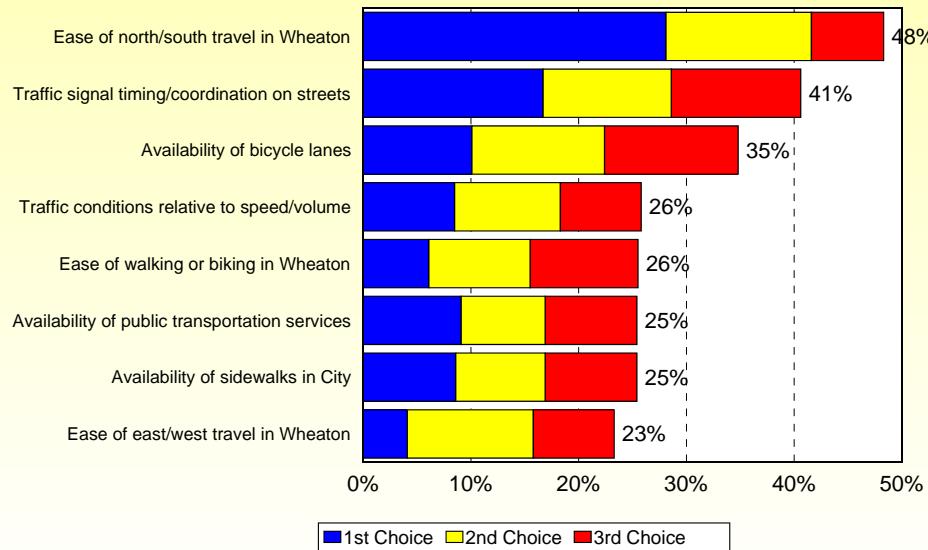
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2014 - Wheaton, IL)

Q23. Transportation Services That Should Receive the Most Emphasis Over the Next Two Years

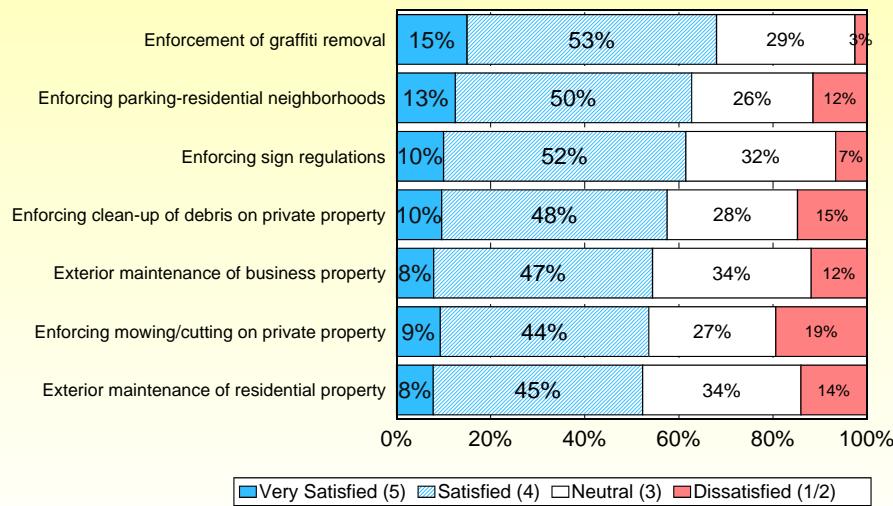
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2014 - Wheaton, IL)

Q24. Satisfaction With the Enforcement of City Codes and Regulations

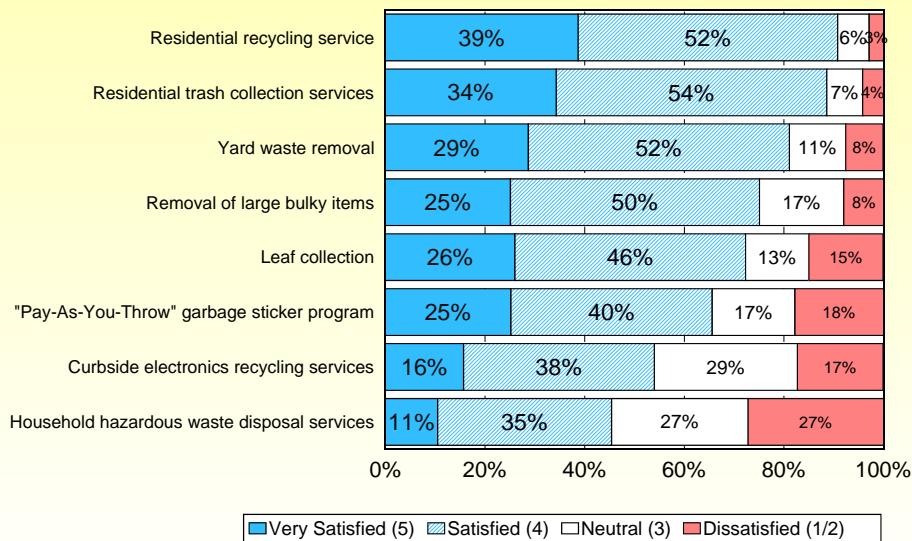
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2014 - Kansas City, KS/Wyandotte County)

Q25. Satisfaction with Garbage and Recycling Services

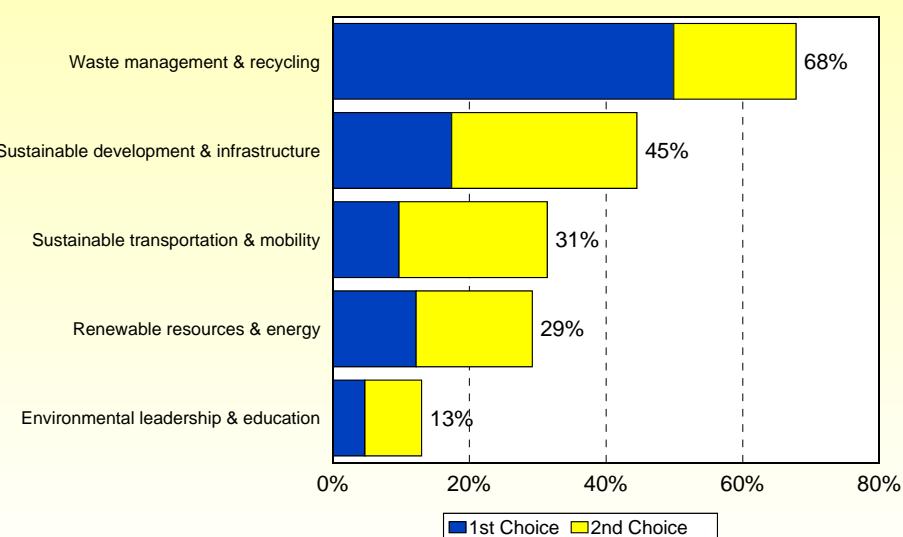
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2014 - Wheaton, IL)

Q26. Environmental Sustainability Initiatives Residents Felt Were Most Important

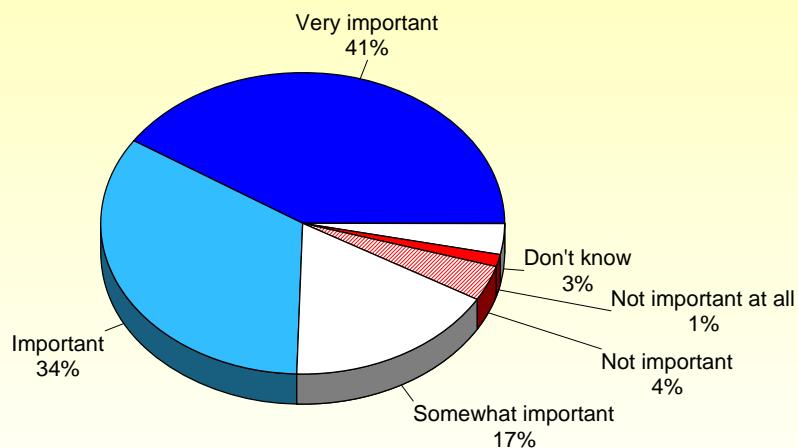
by percentage of respondents who rated the items as one of their top two choices



Source: ETC Institute DirectionFinder (2014 - Wheaton, IL)

Q27. Overall, how important do you think it is for the City to invest in initiatives that will help preserve the environment?

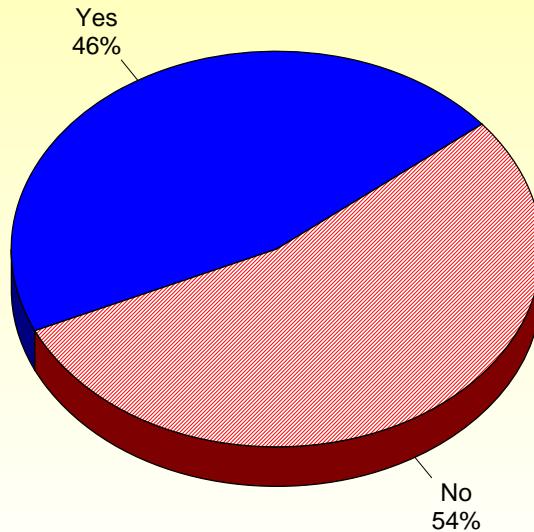
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Wheaton, IL)

Q28. Have you interacted with the City with a question, problem, or complaint during the past year?

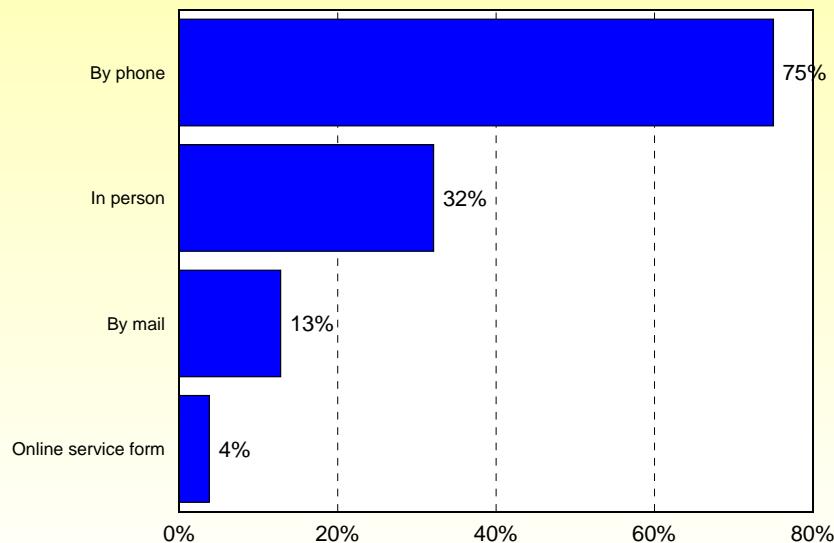
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Wheaton, IL)

Q28a. How did you contact the City?

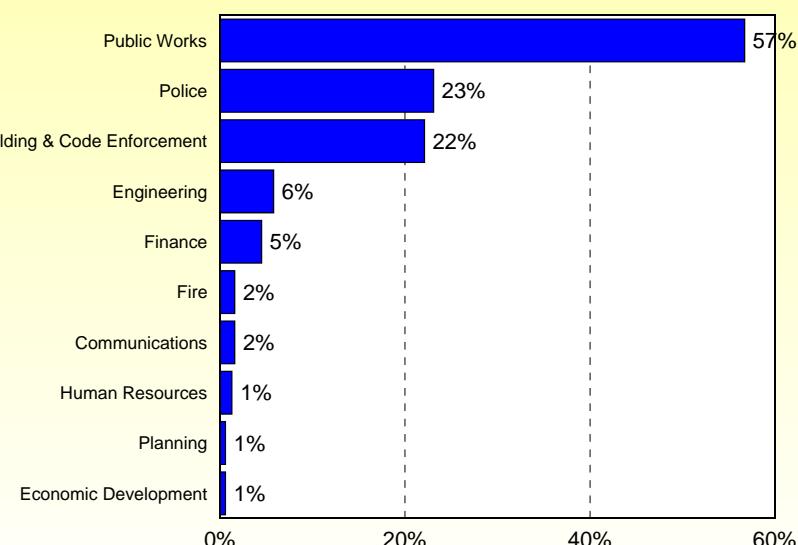
by percentage of respondents who had interacted with the City with a question, problem, or complaint during the past year



Source: ETC Institute DirectionFinder (2014 - Wheaton, IL)

Q28b. Which department did you contact most recently?

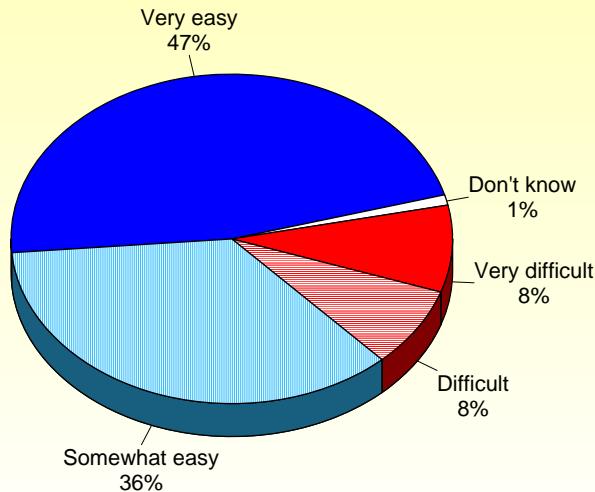
by percentage of respondents who had interacted with the City with a question, problem, or complaint during the past year



Source: ETC Institute DirectionFinder (2014 - Wheaton, IL)

Q28c. How easy was it to contact the person you needed to reach in the Department you listed in Question 28b?

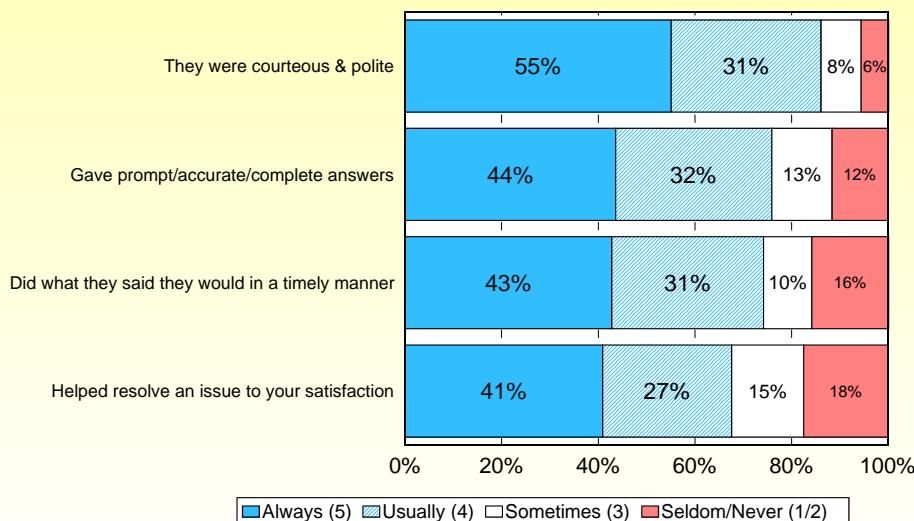
by percentage of respondents who had interacted with the City with a question, problem, or complaint during the past year



Source: ETC Institute DirectionFinder (2014 - Wheaton, IL)

Q28d. Perceptions City Customer Service

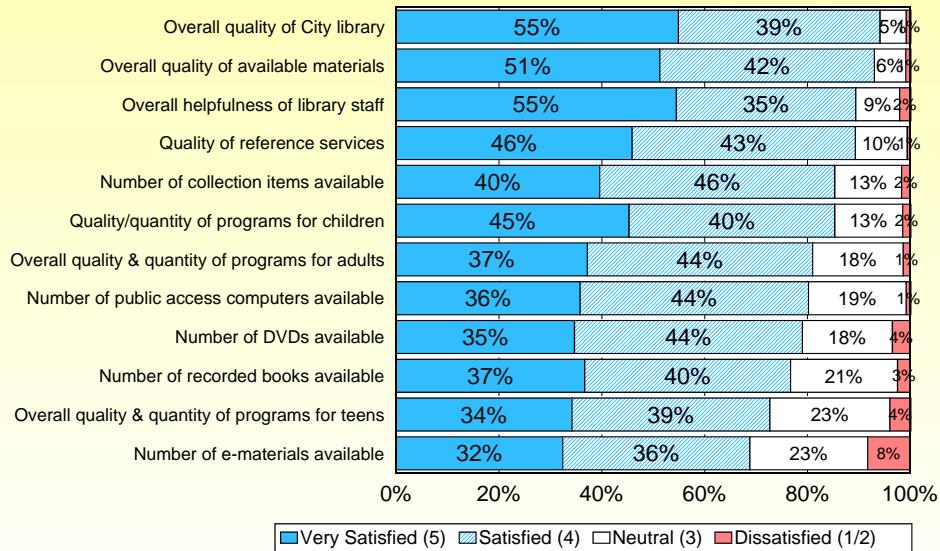
by percentage of respondents who had interacted with the City with a question, problem, or complaint during the past year and who rated the item on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2014 - Wheaton, IL)

Q29. Satisfaction with Library Services

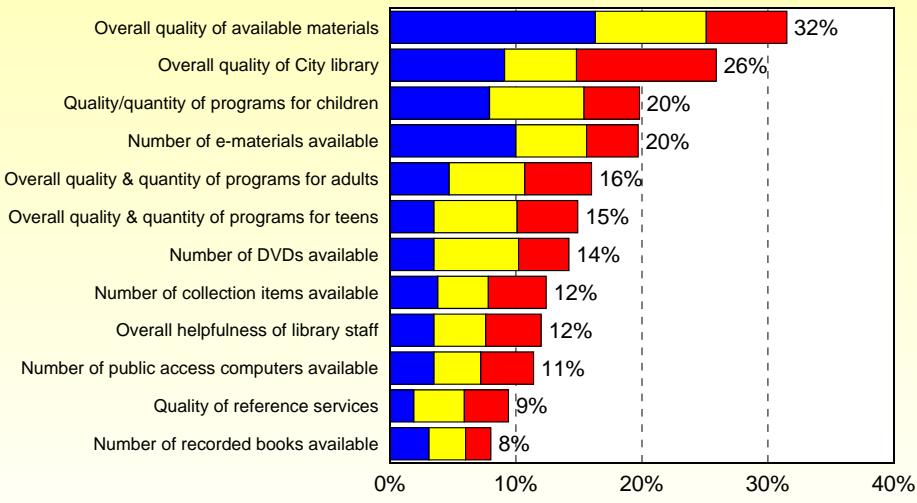
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2014 - Wheaton, IL)

Q30. Library Services Issues That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents (multiple selections were allowed)



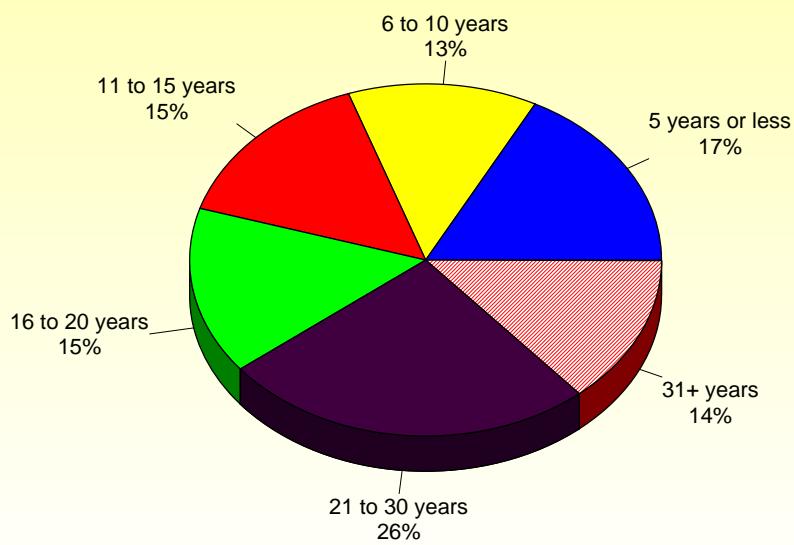
Source: ETC Institute DirectionFinder (2014 - Wheaton, IL)

Demographics

Source: ETC Institute DirectionFinder (2014 - Wheaton, IL)

Demographics: Approximately how many years have you lived at your current residence?

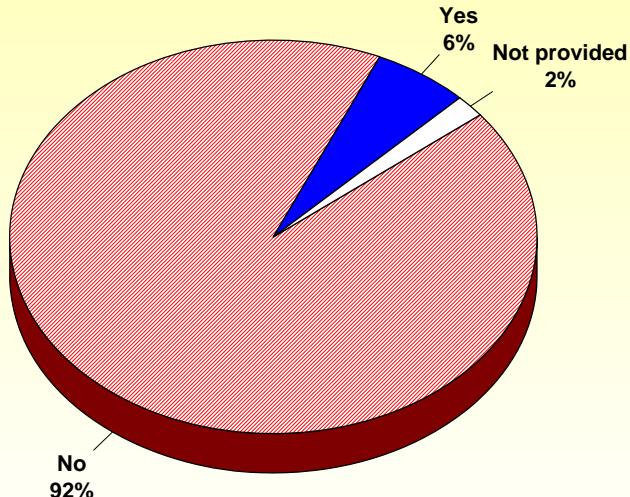
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Wheaton, IL)

Demographics: Are you or other members of your household of Hispanic or Latino ancestry?

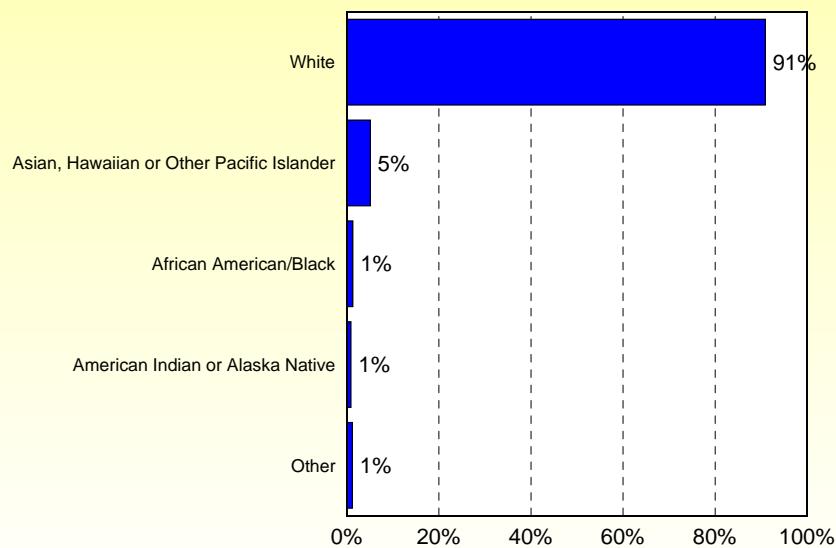
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Wheaton, IL)

Demographics: Which of the following best describes your race?

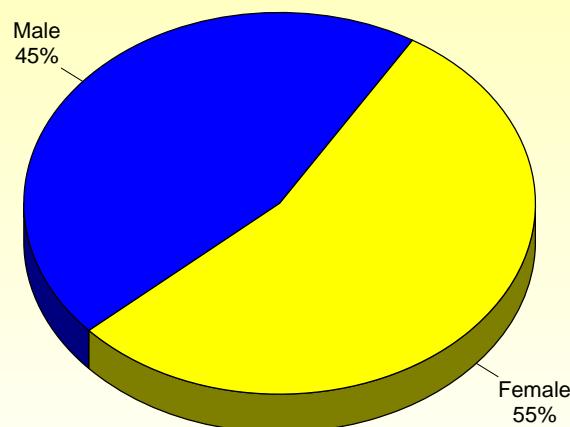
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2014 - Wheaton, IL)

Demographics: Gender of Respondents

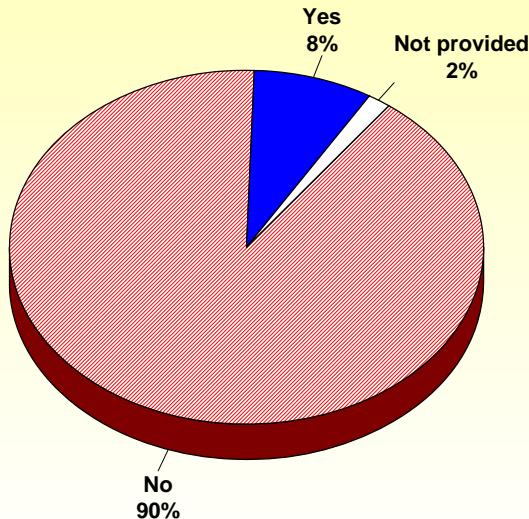
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Wheaton, IL)

Demographics: Do you or anyone in your household, have a disability recognized in the Americans with Disabilities Act?

by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Wheaton, IL)

Section 2:
Benchmarking Analysis

Benchmarking Summary Report

Wheaton, Illinois

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 210 cities in 43 states. Most participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute to a random sample of 4,000 residents across the United States and (2) individual communities with a population of less than 150,000 where ETC Institute had administered the *DirectionFinder Survey* between January 2010 and March 2014; the 54 communities included in this comparisons are listed below.

- Abilene, TX
- Auburn, AL
- Baytown, TX
- Bensenville, IL
- Blue Springs, MO
- Bryan, TX
- Chapel Hill, NC
- Clayton, MO
- Coffeyville, KS
- Columbia, MO
- Coral Springs, FL
- Davenport, IA
- Dothan, AL
- Edgerton, KS
- Garden City, KS
- Gardner, KS
- Grandview, MO
- Hallandale Beach, FL
- Harrisonville, MO
- High Point, NC
- Hyattsville, MD
- Independence, MO
- Indian Trail, NC
- Johnston, IA
- Junction City, KS
- Lawrence, KS
- Lenexa, KS
- Merriam, KS
- Mission, KS
- Naperville, IL
- Narragansett, RI
- Newport Beach, CA
- North Kansas City, MO
- Olathe, KS
- Pflugerville, TX
- Platte City, MO
- Pueblo, CO
- Raymore, MO
- Rio Blanco, CO
- Riverside, MO
- Rolla, MO
- Round Rock, TX
- Saint Joseph, MO
- San Marcos, TX
- Shoreline, WA
- St. Joseph, MO
- Tamarac, FL
- Vestavia Hills, AL
- Village of Pinehurst, NC
- Wentzville, MO
- Westlake, TX
- Westlake, TX
- Wilmington, NC
- Winchester, VA

Interpreting the Charts

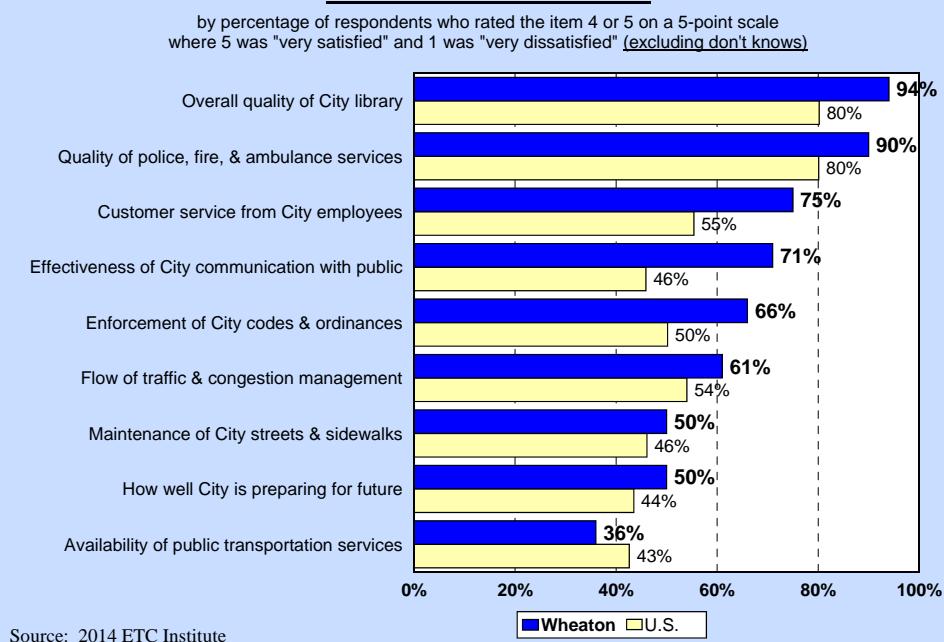
National Benchmarks. The first set of charts on the following pages show how the overall results for Wheaton compare to the national average based on the results of an annual survey that was administered by ETC Institute to a random sample of more than 4,000 U.S. residents.

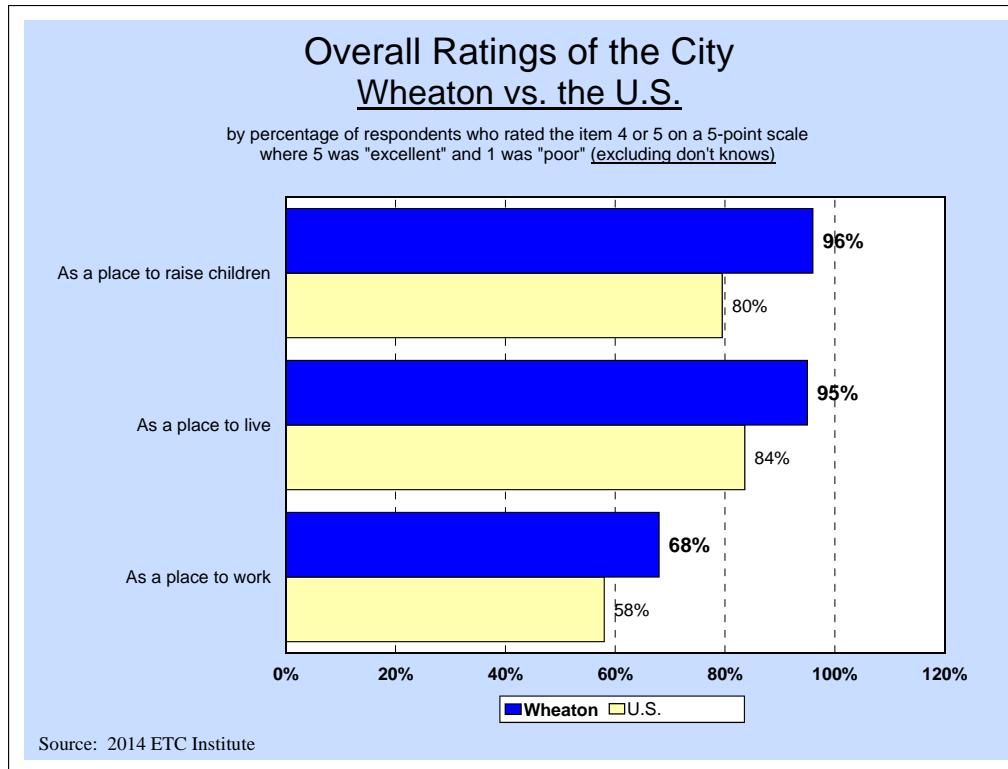
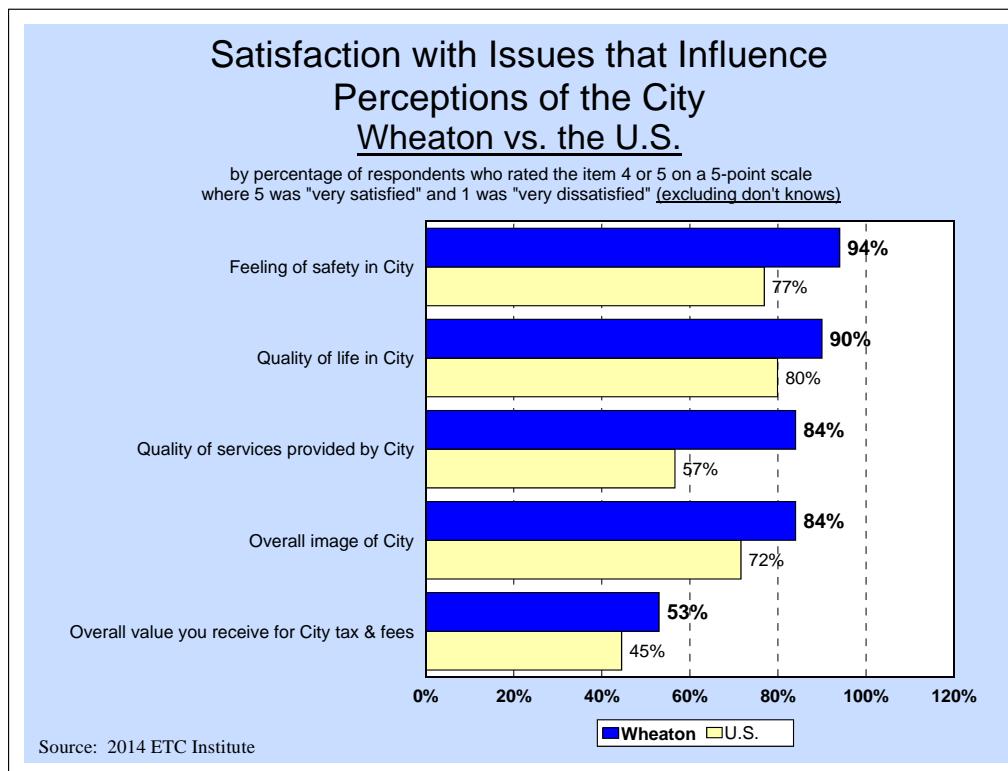
Performance Ranges. The second set of charts show the highest, lowest, and average (mean) levels of satisfaction in the 54 communities listed on the previous page. The mean rating is shown as a vertical line, which indicates the average level of satisfaction for the 54 communities. The actual ratings for Wheaton are listed to the right of each chart. The dot on each bar shows how the results for Wheaton compare to the other communities with a population of less than 150,000 where the DirectionFinder® survey has been administered since 2010.

National 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 Johnston, IA is not authorized without written consent from ETC Institute.

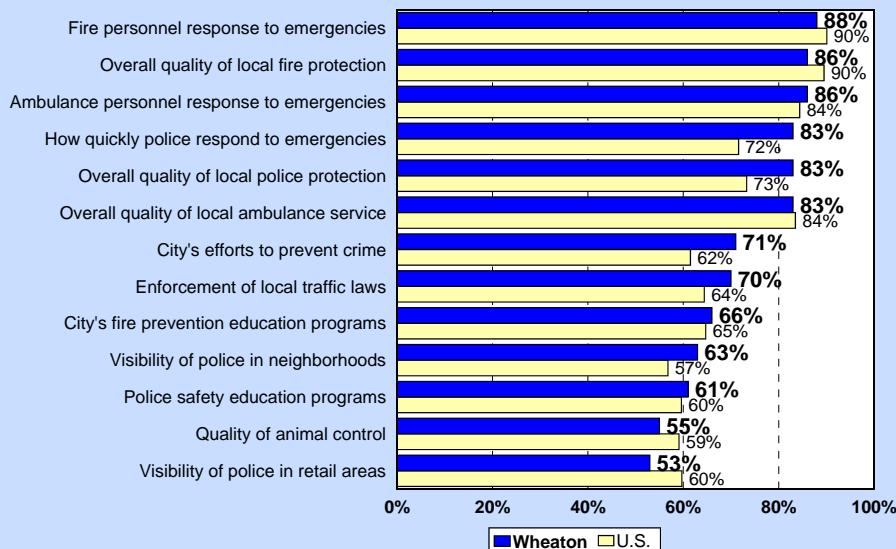
Overall Satisfaction with Major Categories of City Services Wheaton vs. the U.S.





Satisfaction with Police, Fire and Ambulance Service Wheaton vs. the U.S.

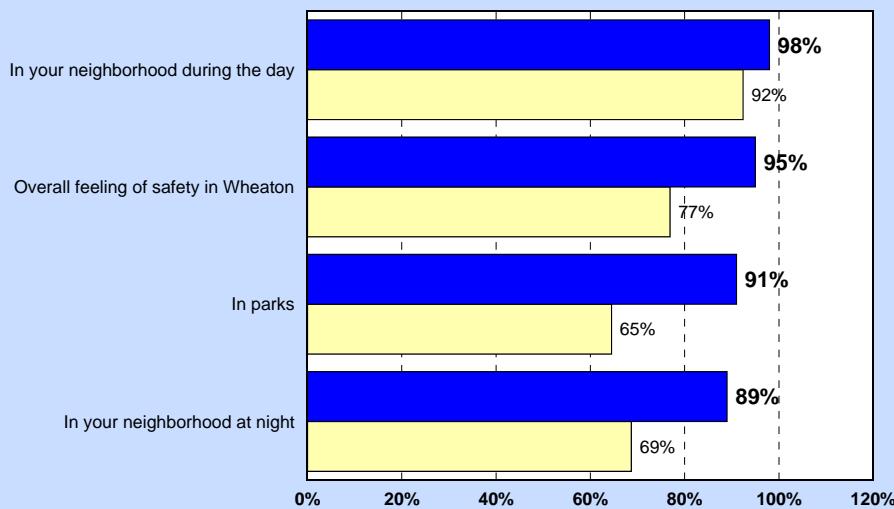
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



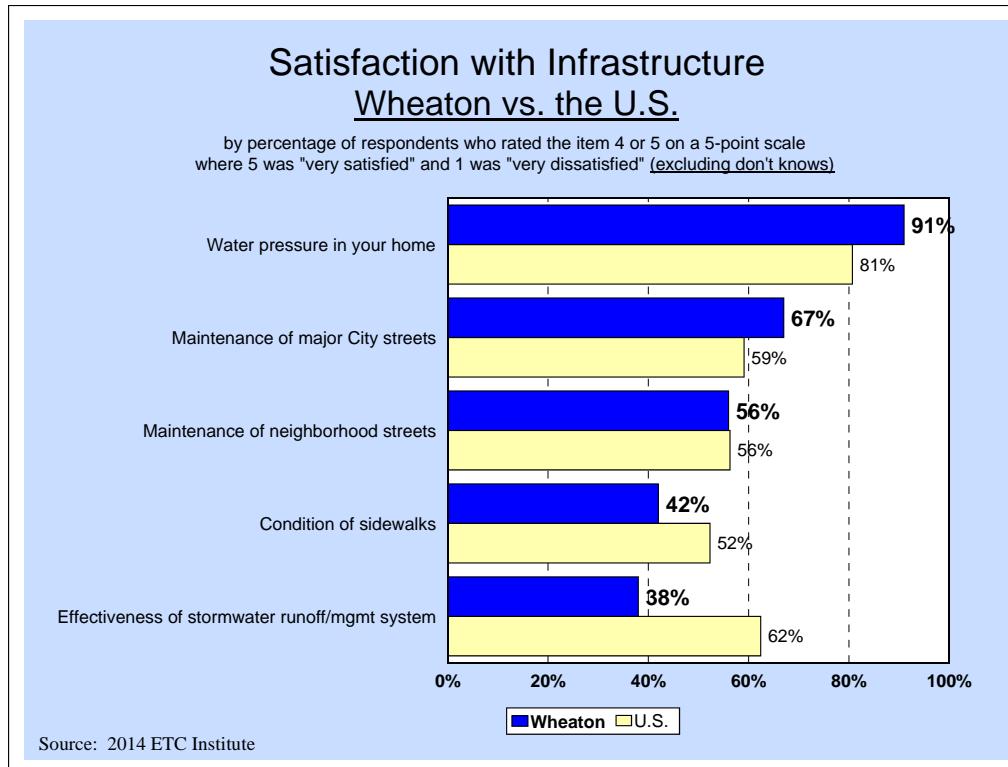
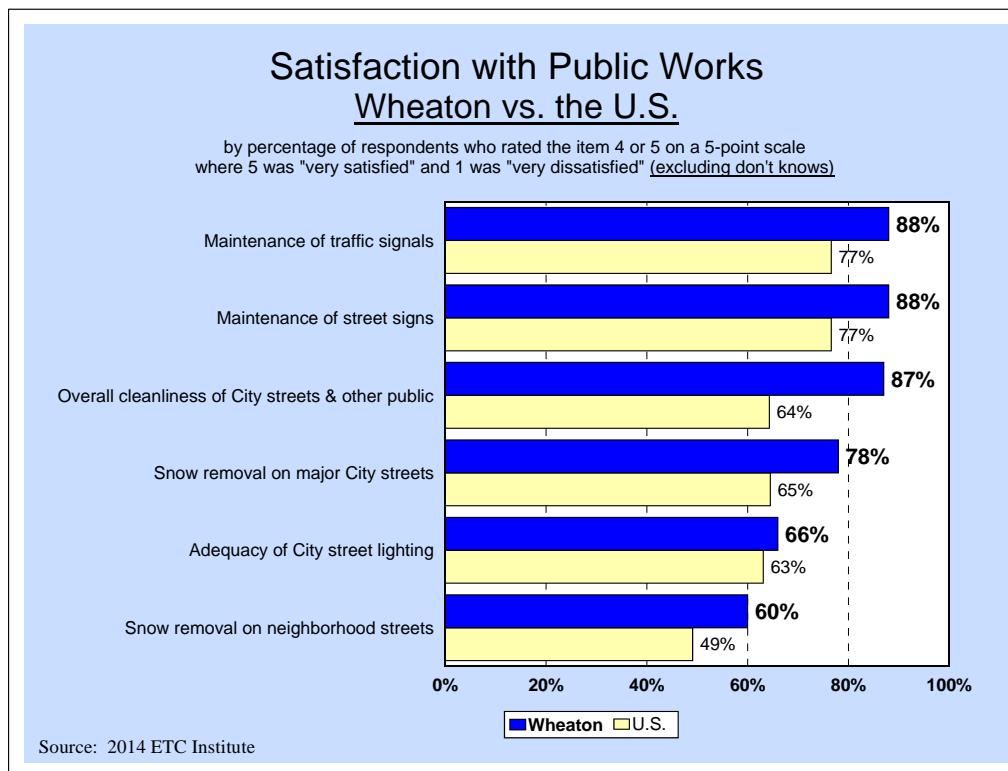
Source: 2014 ETC Institute

Feeling of Safety in the City Wheaton vs. the U.S.

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)

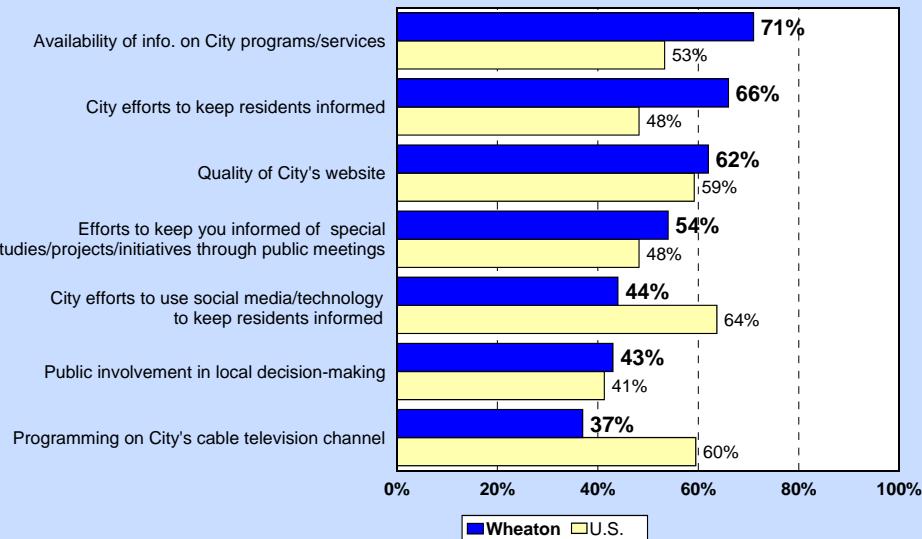


Source: 2014 ETC Institute



Satisfaction with Public Communication and Outreach Wheaton vs. the U.S.

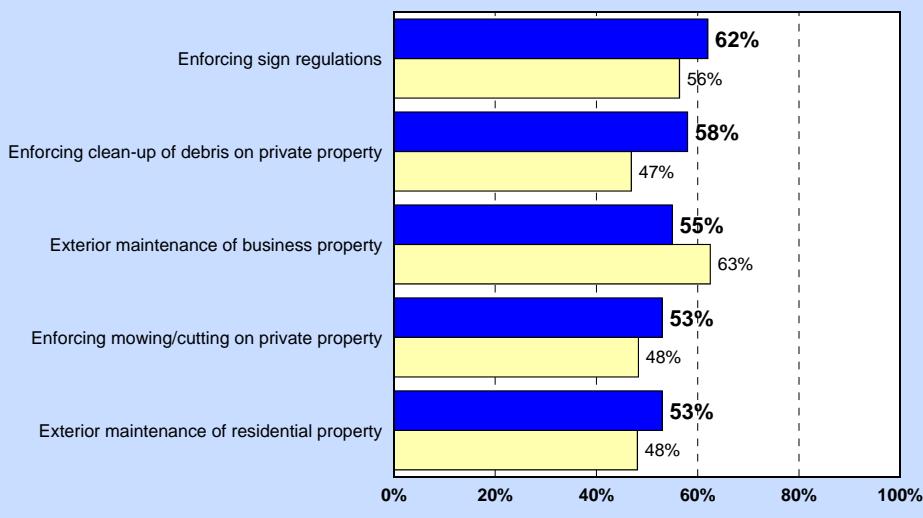
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2014 ETC Institute

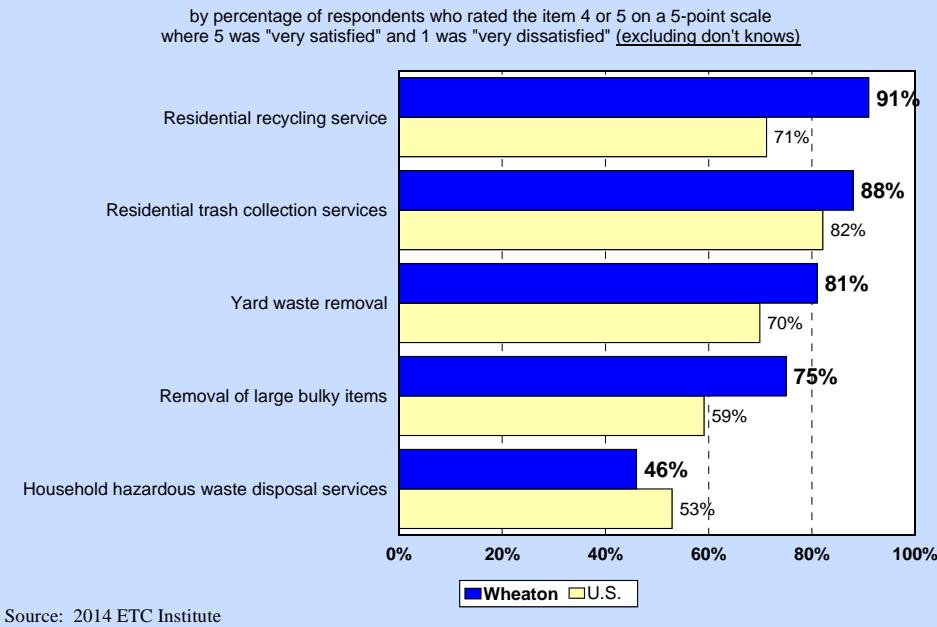
Satisfaction with the Enforcement of City Codes and Ordinances - Wheaton vs. the U.S.

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)



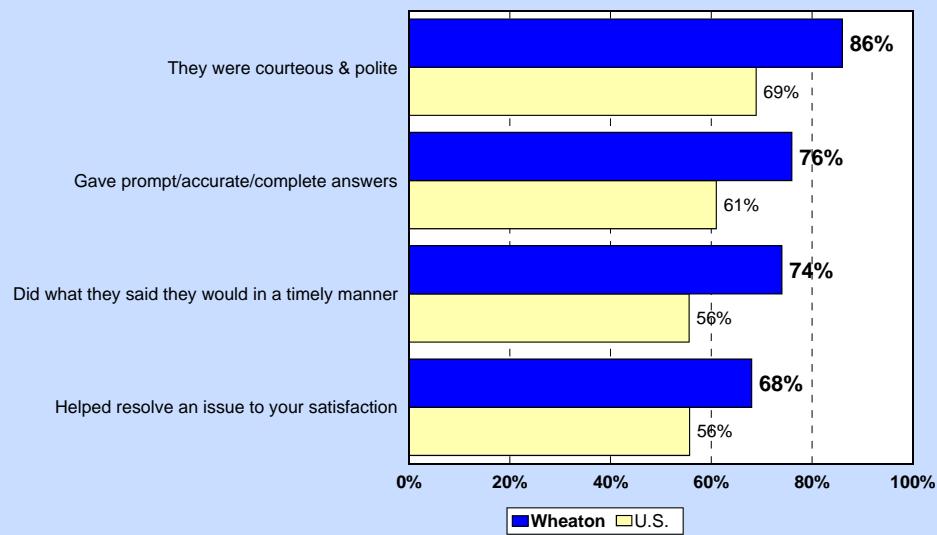
Source: 2014 ETC Institute

Satisfaction with Garbage and Recycling Wheaton vs. the U.S.

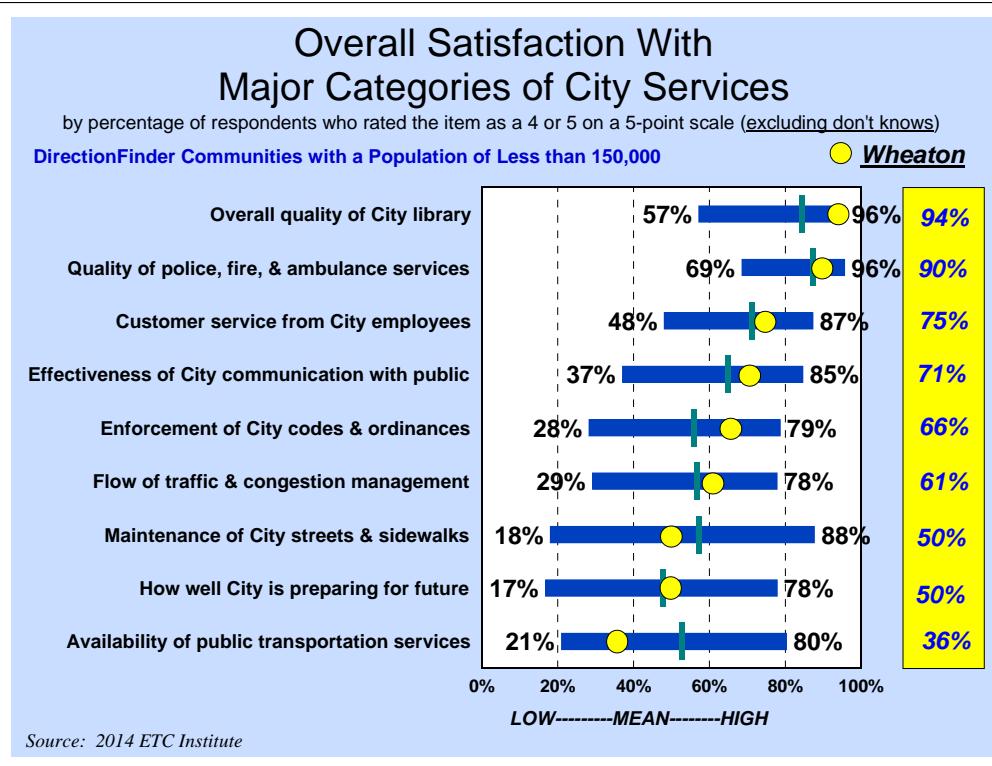


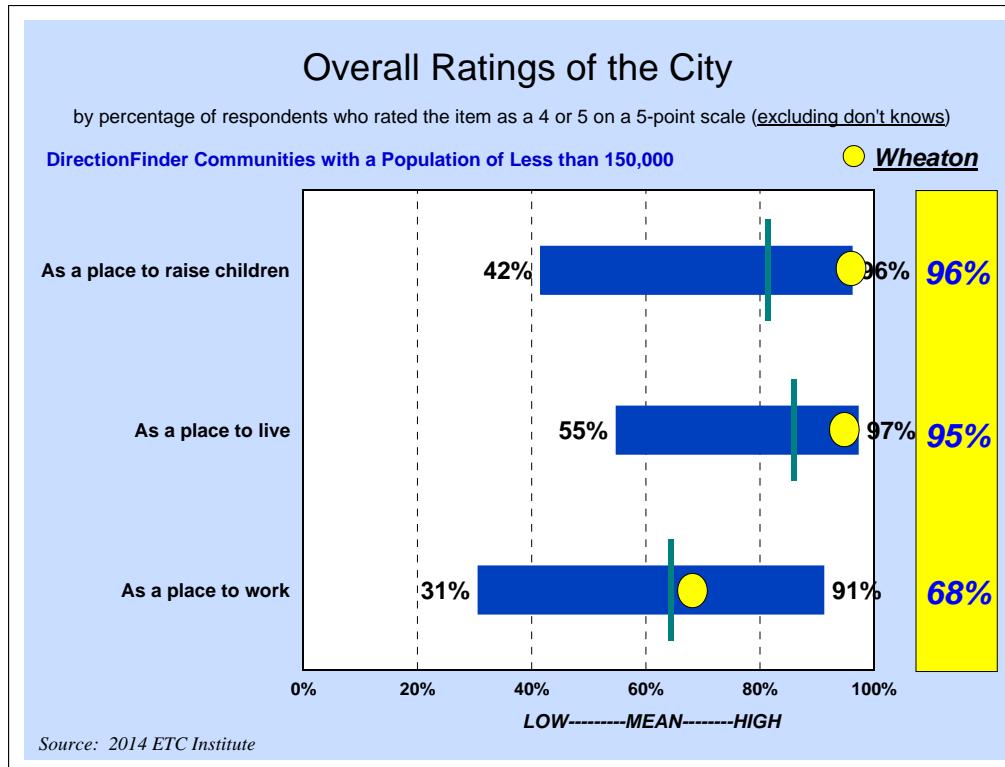
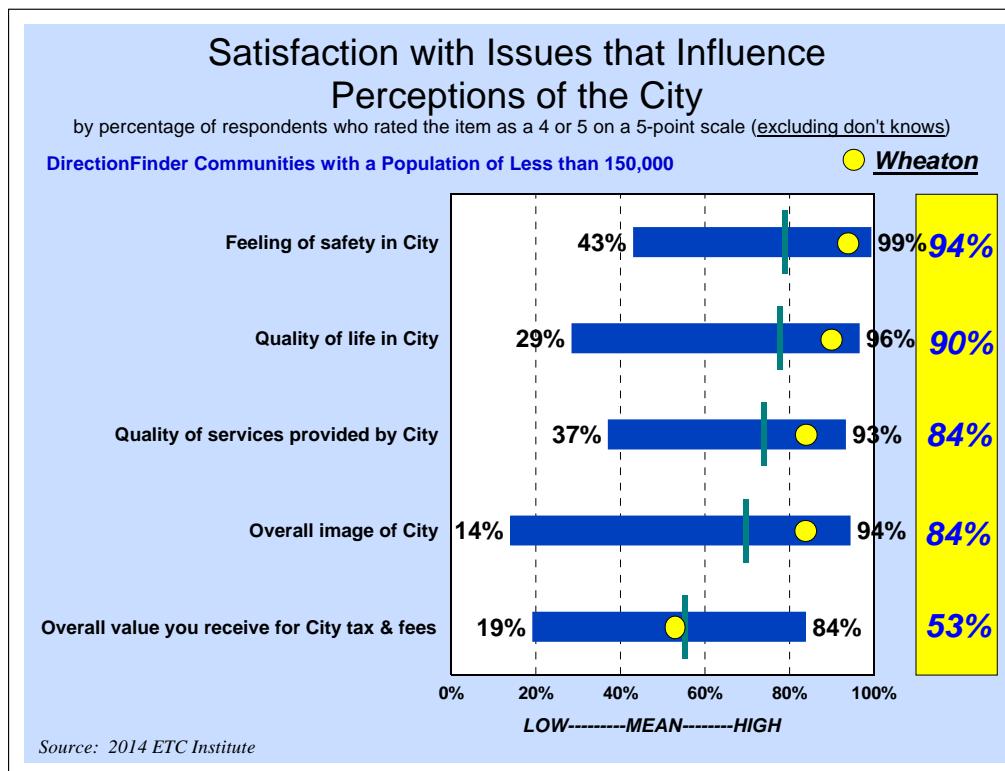
Satisfaction with City Customer Service Wheaton vs. the U.S.

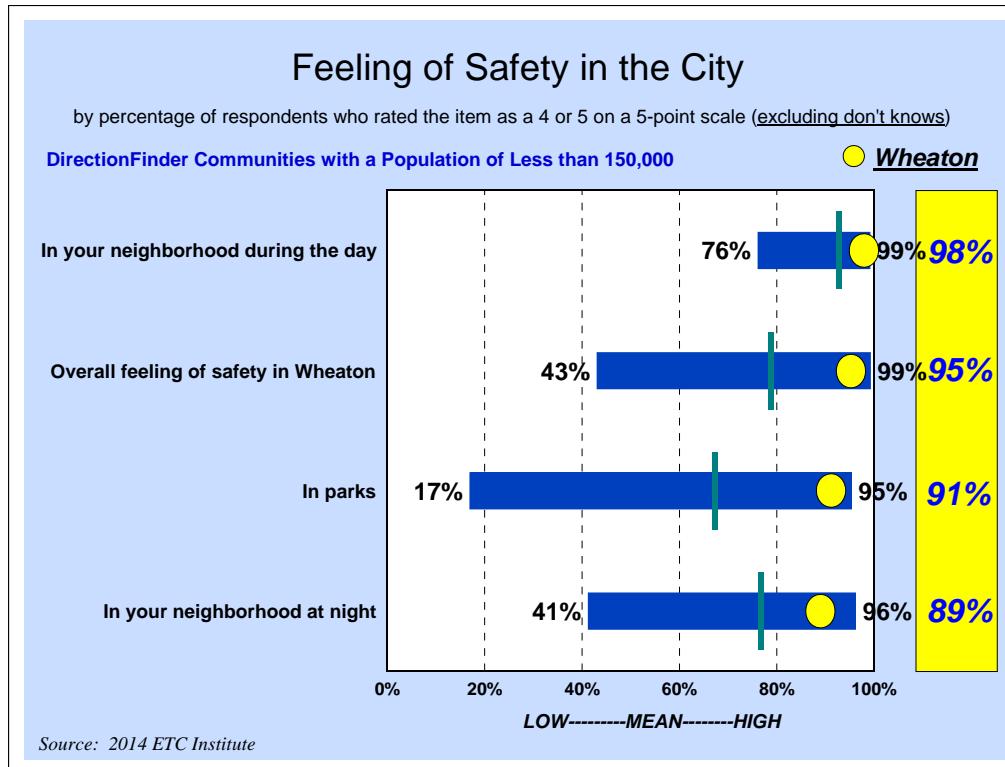
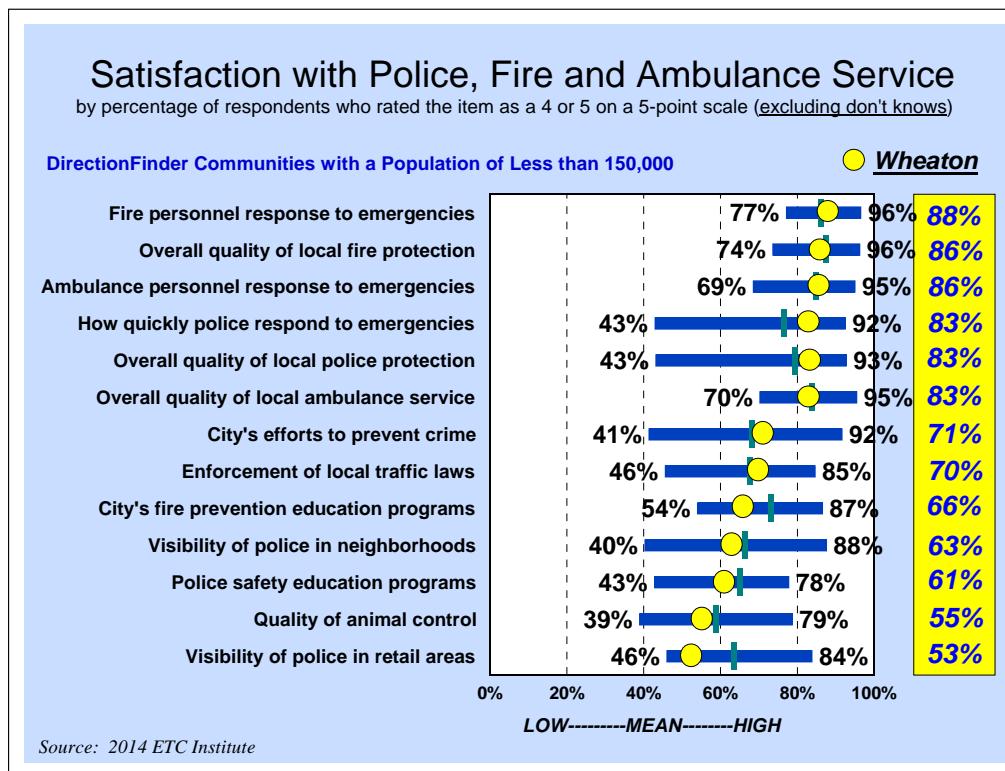
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

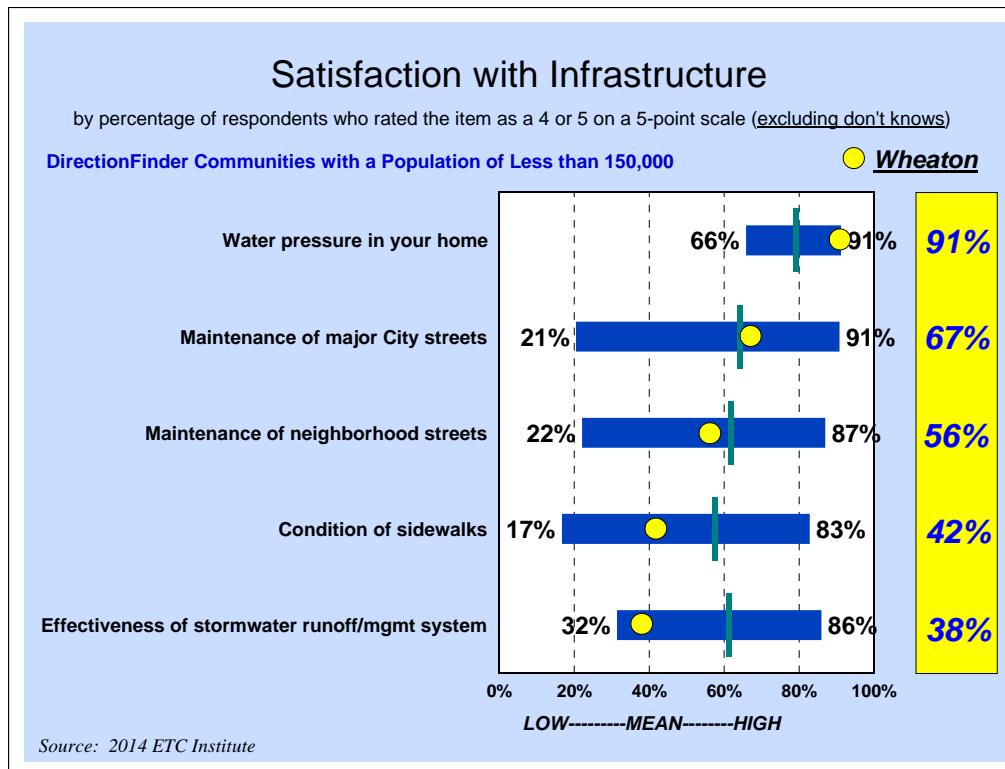
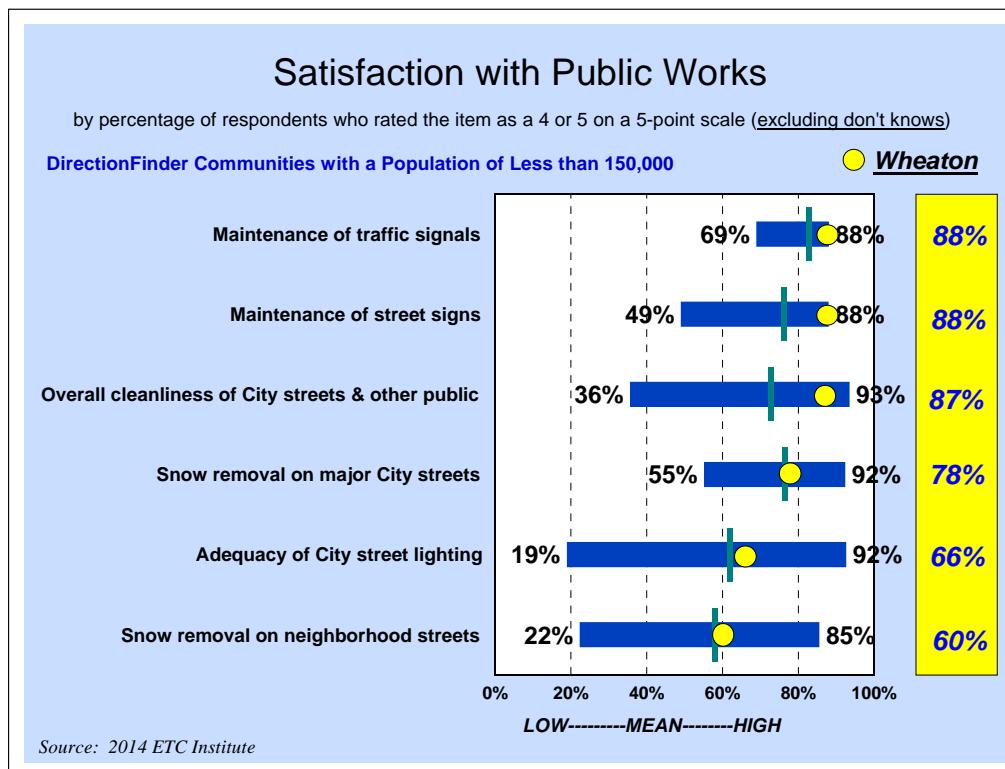


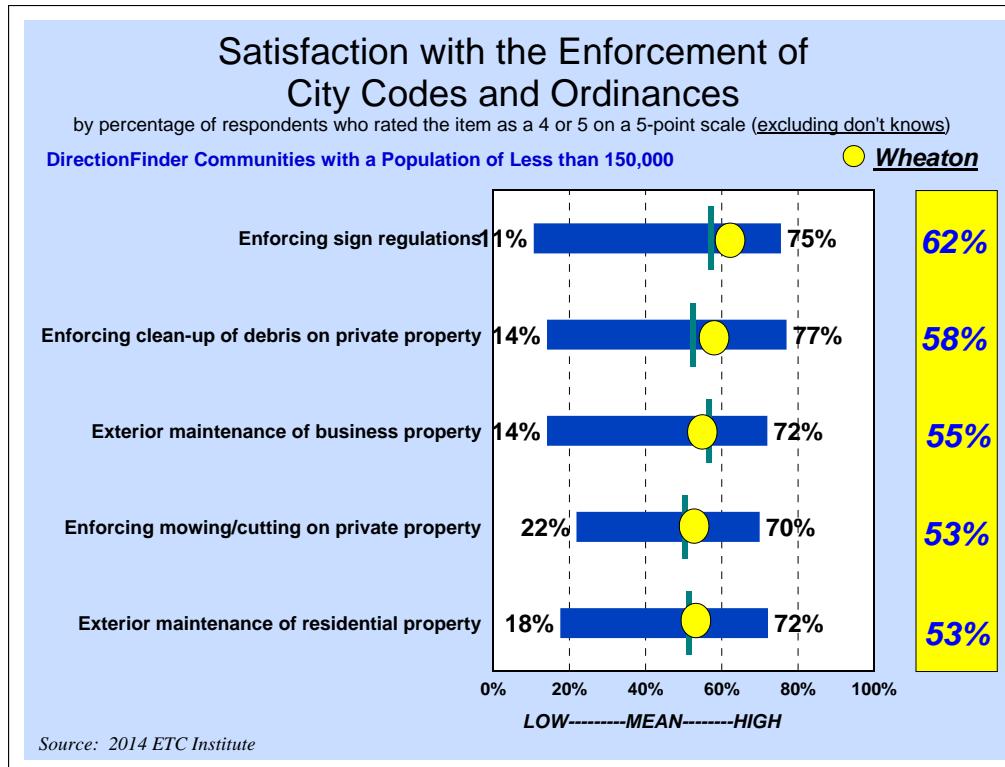
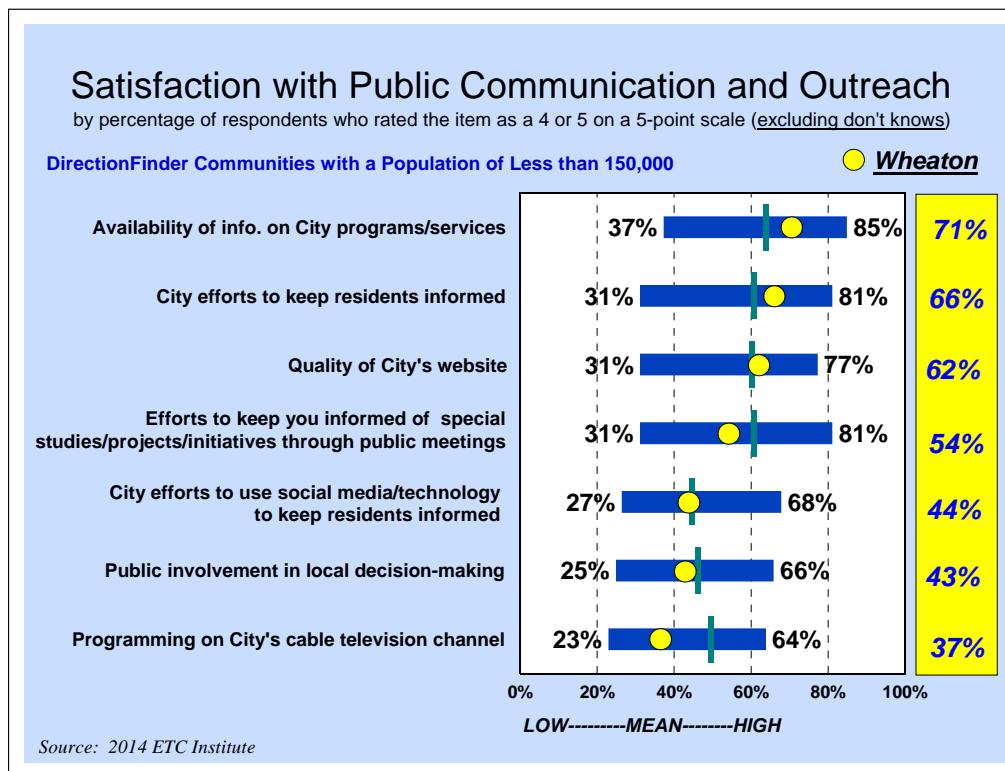
Performance Ranges

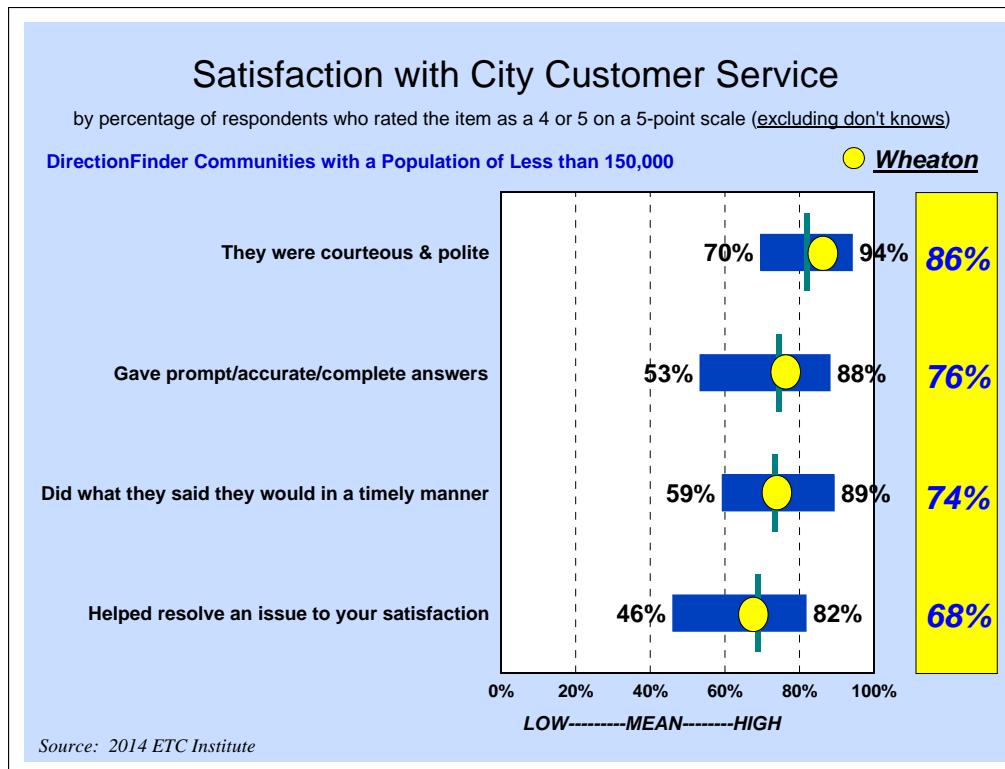
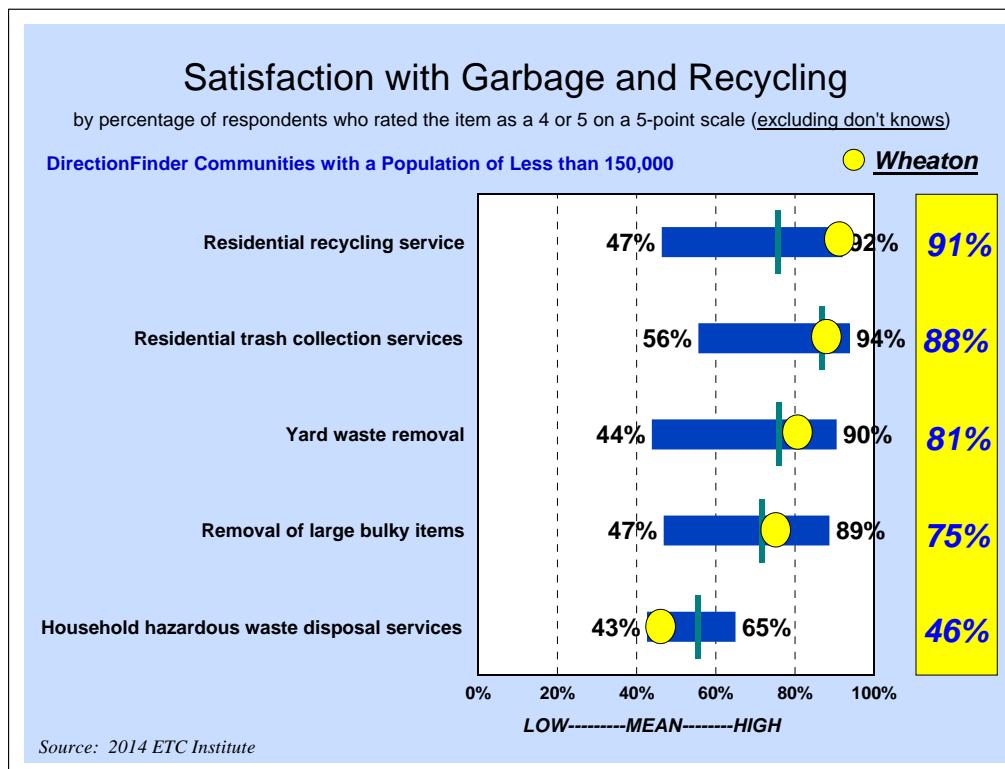












Section 3:
***Importance-Satisfaction
Analysis***

Importance-Satisfaction Analysis

The City of Wheaton, IL

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 Importance-Satisfaction (IS) 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 Importance-Satisfaction 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 the City 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 know" responses). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

Example of the Calculation. Respondents were asked to identify the major services they thought were the most important for the City to provide. Approximately fifty-one percent (50.5%) of residents selected the "how well City is preparing for future" as one of the most important major services to provide.

With regard to satisfaction, fifty percent (49.7%) of the residents surveyed rated their satisfaction with the “how well City is preparing for future” as a “4” or a “5” on a 5-point scale (where “5” means “very satisfied”). The I-S rating for “how well City is preparing for future” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 50.5% was multiplied by 50.3% (1-0.497). This calculation yielded an I-S rating of 0.2540, which ranked third out of nine major City services.

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 ($IS \geq 0.20$)
- Increase Current Emphasis ($0.10 \leq IS < 0.20$)
- Maintain Current Emphasis ($IS < 0.10$)

The results for Wheaton are provided on the following page.

Importance-Satisfaction Rating

City of Wheaton, IL

Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
Maintenance of City streets & sidewalks	56%	1	50%	7	0.2795	1
Management of City finances	53%	2	47%	9	0.2793	2
How well City is preparing for future	51%	3	50%	8	0.2540	3
<u>High Priority (IS .10 - .20)</u>						
Flow of traffic & congestion management	32%	4	61%	6	0.1243	4
<u>Medium Priority (IS < .10)</u>						
Quality of City water & sewer utilities	32%	5	75%	2	0.0781	5
Effectiveness of City communication with public	15%	7	71%	4	0.0423	6
Enforcement of City codes & ordinances	8%	8	66%	5	0.0255	7
Quality of police, fire, & ambulance services	26%	6	90%	1	0.0251	8
Customer service from City employees	5%	9	75%	3	0.0128	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 receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the 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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Importance-Satisfaction Rating

City of Wheaton, IL

Police, Fire and Ambulance Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10 - .20)</u>						
Visibility of police in neighborhoods	28%	2	63%	11	0.1042	1
City's efforts to prevent crime	35%	1	71%	8	0.1001	2
<u>Medium Priority (IS < .10)</u>						
Police education programs for drug & alcohol	18%	4	50%	17	0.0893	3
Police drug & alcohol enforcement efforts	23%	3	62%	12	0.0860	4
Visibility of police in retail areas	13%	9	53%	16	0.0596	5
Quality of animal control	13%	7	55%	15	0.0593	6
Attitude/behavior of Police toward residents	15%	5	72%	7	0.0417	7
Enforcement of local traffic laws	12%	11	70%	9	0.0363	8
Police safety education programs	8%	15	61%	13	0.0293	9
Overall quality of local police protection	14%	6	83%	5	0.0245	10
How quickly police respond to emergencies	13%	8	83%	4	0.0218	11
City's fire prevention education programs	6%	16	66%	10	0.0189	12
Overall quality of local ambulance service	10%	13	83%	6	0.0180	13
Overall quality of local fire protection	13%	10	86%	2	0.0171	14
Ambulance personnel response to emergencies	10%	14	86%	3	0.0141	15
Fire personnel response to emergencies	11%	12	88%	1	0.0129	16
Fire Administration hours of operation	1%	17	61%	14	0.0023	17

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

Most Important %:

• 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 receive the most emphasis over the next two years.

Satisfaction %:

• the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the 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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Importance-Satisfaction Rating

City of Wheaton, IL

Public Works

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10 - .20)</u>						
Snow removal on neighborhood streets	42%	2	60%	7	0.1655	1
City's response to emerald ash borer infestation	31%	6	56%	8	0.1369	2
Adequacy of City street lighting	39%	3	66%	6	0.1331	3
City's parkway tree maintenance & preservation	42%	1	69%	5	0.1301	4
<u>Medium Priority (IS < .10)</u>						
Snow removal on major City streets	32%	5	78%	4	0.0698	5
Overall cleanliness of City streets & other public areas	38%	4	87%	3	0.0511	6
Maintenance of traffic signals	16%	7	88%	1	0.0195	7
Maintenance of street signs	8%	8	88%	2	0.0098	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 receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the 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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Importance-Satisfaction Rating

City of Wheaton, IL

Infrastructure

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
Effectiveness of stormwater runoff/mgmt system	57%	1	38%	8	0.3534	1
Condition of sidewalks	42%	3	42%	7	0.2469	2
<u>High Priority (IS .10 - .20)</u>						
Maintenance of neighborhood streets	45%	2	56%	5	0.1971	3
Value received for water/wastewater utility rates	31%	5	51%	6	0.1518	4
Maintenance of major City streets	36%	4	67%	3	0.1178	5
Efforts to prevent backups from wastewater	30%	6	66%	4	0.1019	6
<u>Medium Priority (IS < .10)</u>						
Reliability of your water service	16%	7	94%	1	0.0093	7
Water pressure in your home	6%	8	91%	2	0.0054	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 receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the 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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Importance-Satisfaction Rating

City of Wheaton, IL

Transportation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
Availability of bicycle lanes	35%	3	22%	8	0.2714	1
Ease of north/south travel in Wheaton	48%	1	49%	6	0.2478	2
<u>High Priority (IS .10 - .20)</u>						
Traffic signal timing/coordination on streets	41%	2	54%	5	0.1868	3
Availability of public transportation services	25%	6	36%	7	0.1626	4
<u>Medium Priority (IS < .10)</u>						
Availability of sidewalks in City	25%	7	65%	4	0.0894	5
Traffic conditions in neighborhoods relative to speed/volume	26%	4	67%	3	0.0857	6
Ease of walking or biking in Wheaton	26%	5	71%	2	0.0752	7
Ease of east/west travel in Wheaton	23%	8	73%	1	0.0631	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 receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the 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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Importance-Satisfaction Rating

City of Wheaton, IL

Library Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>Medium Priority (IS <.10)</i>						
Number of e-materials available	20%	4	68%	12	0.0630	1
Overall quality & quantity of programs for teens	15%	6	73%	11	0.0407	2
Overall quality & quantity of programs for adults	16%	5	81%	7	0.0304	3
Number of DVDs available	14%	7	79%	9	0.0298	4
Quality/quantity of programs for children	20%	3	85%	6	0.0291	5
Number of public access computers available	11%	10	80%	8	0.0226	6
Overall quality of available materials	32%	1	93%	2	0.0221	7
Number of recorded books available	8%	12	77%	10	0.0186	8
Number of collection items available	12%	8	86%	5	0.0174	9
Overall quality of City library	26%	2	94%	1	0.0153	10
Overall helpfulness of library staff	12%	9	90%	3	0.0120	11
Quality of reference services	9%	11	89%	4	0.0101	12

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 receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the 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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Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

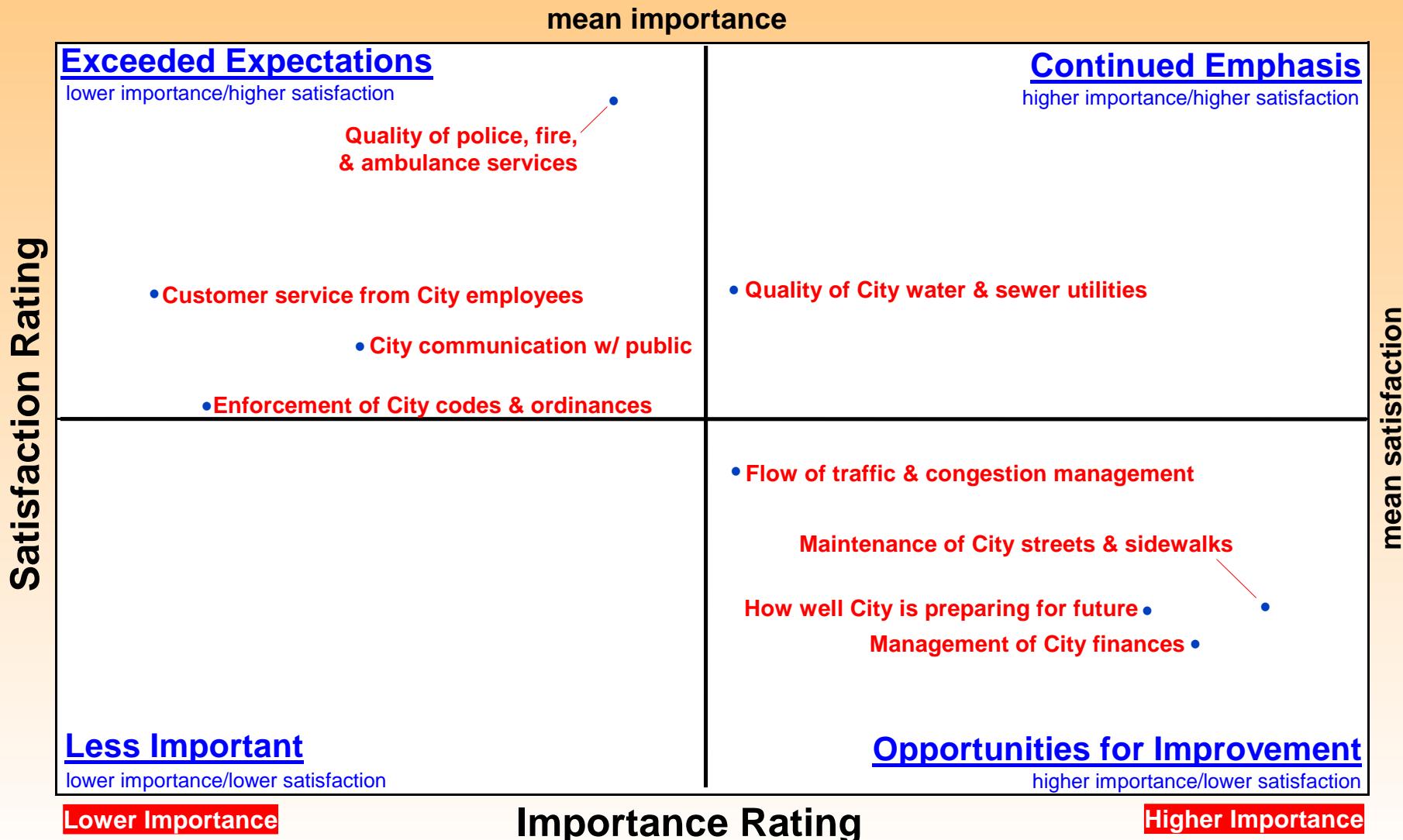
Matrices showing the results for Wheaton are provided on the following pages.

2014 City of Wheaton Citizen Satisfaction Survey

Importance-Satisfaction Assessment Matrix

-Major City Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

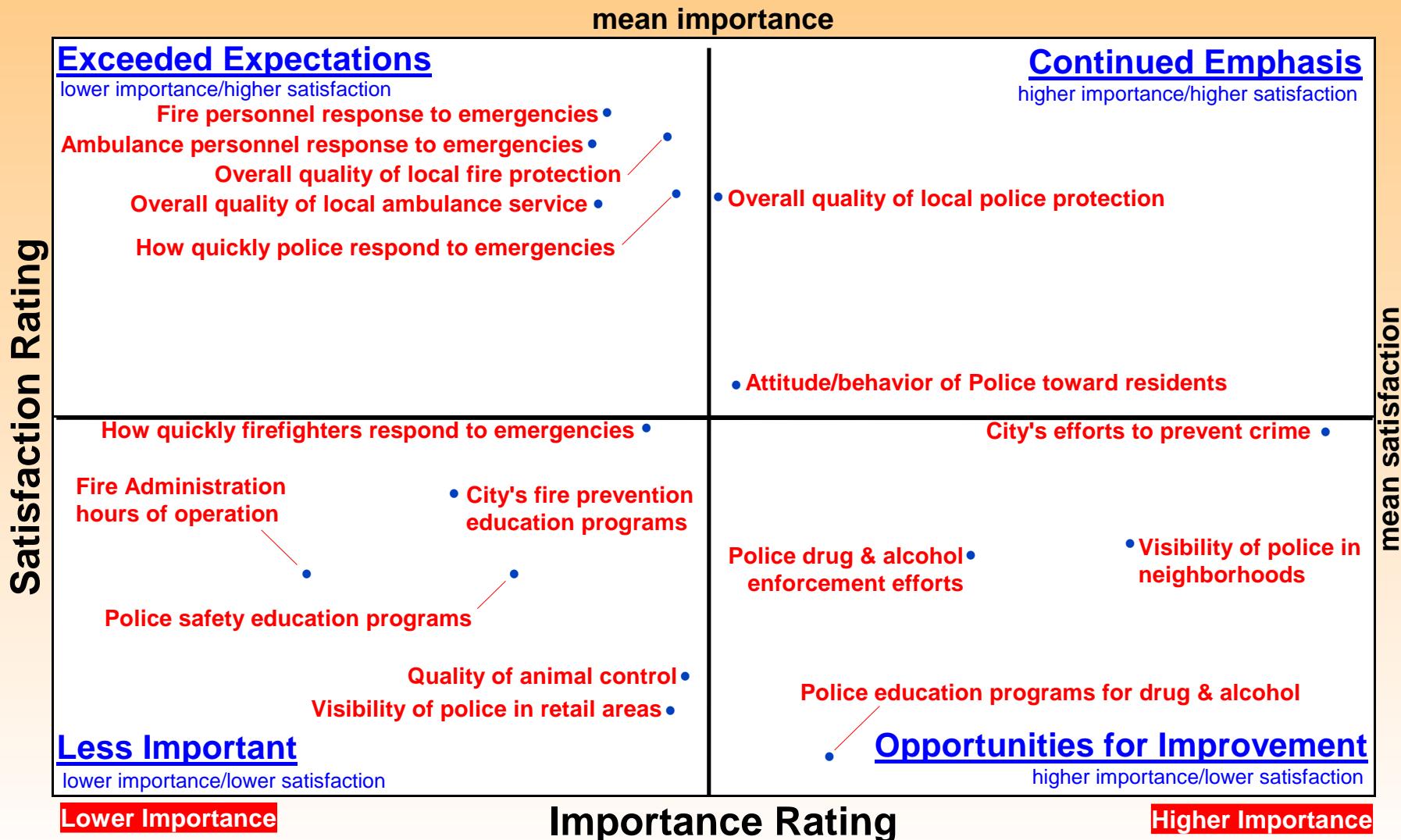


2014 City of Wheaton Citizen Satisfaction Survey

Importance-Satisfaction Assessment Matrix

-Police, Fire and Ambulance Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

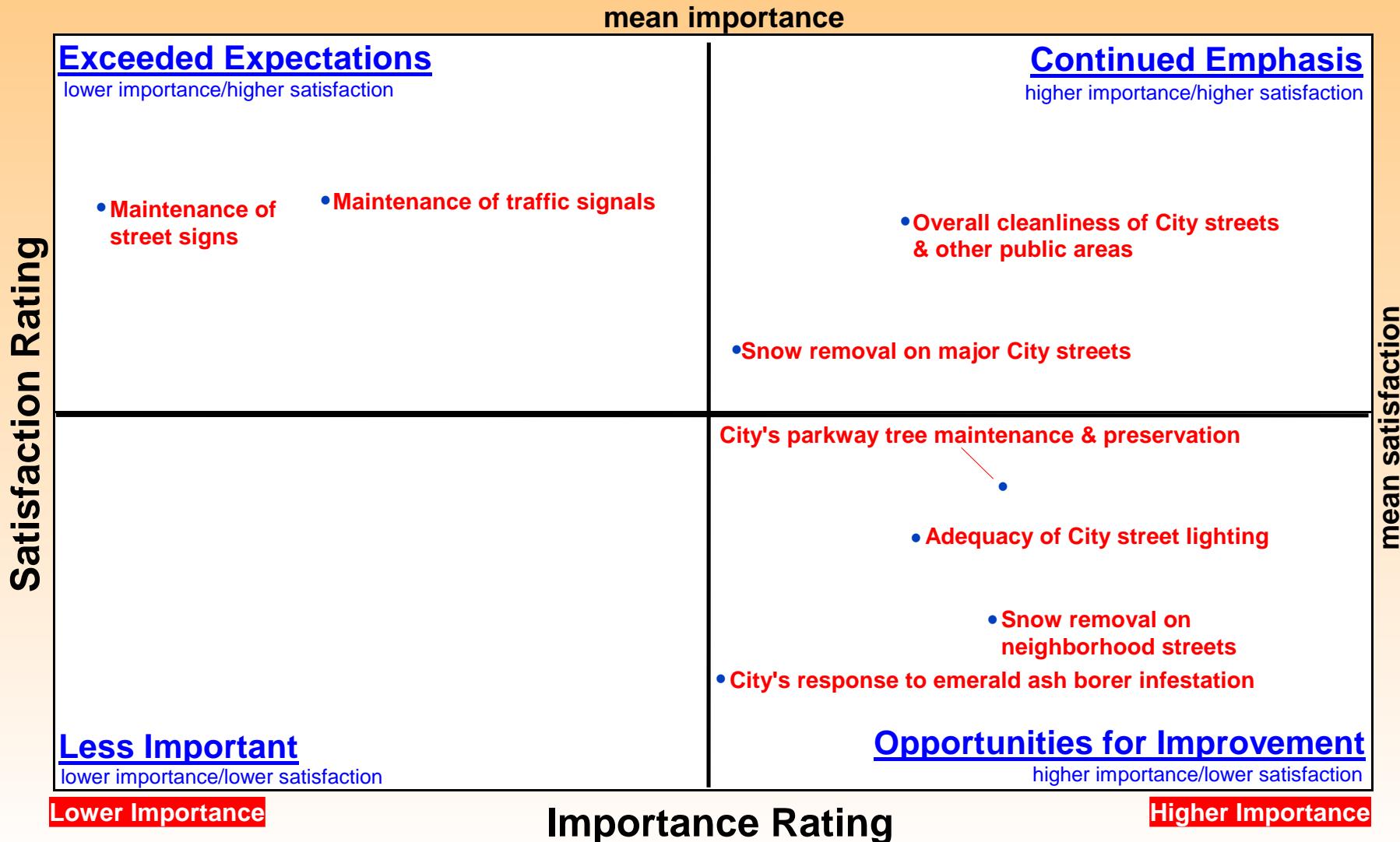


2014 City of Wheaton Citizen Satisfaction Survey

Importance-Satisfaction Assessment Matrix

-Public Works-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

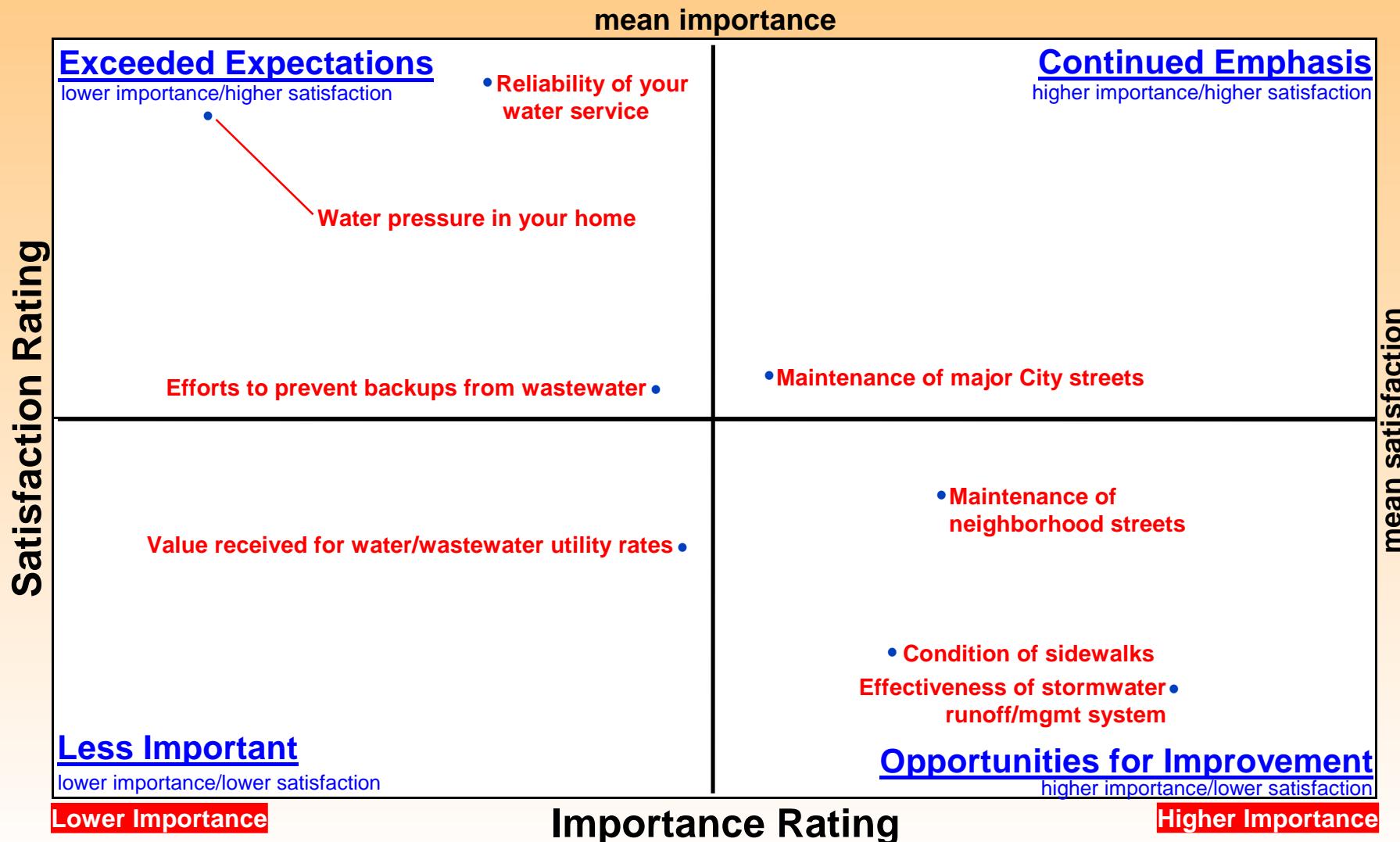


2014 City of Wheaton Citizen Satisfaction Survey

Importance-Satisfaction Assessment Matrix

-Infrastructure-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

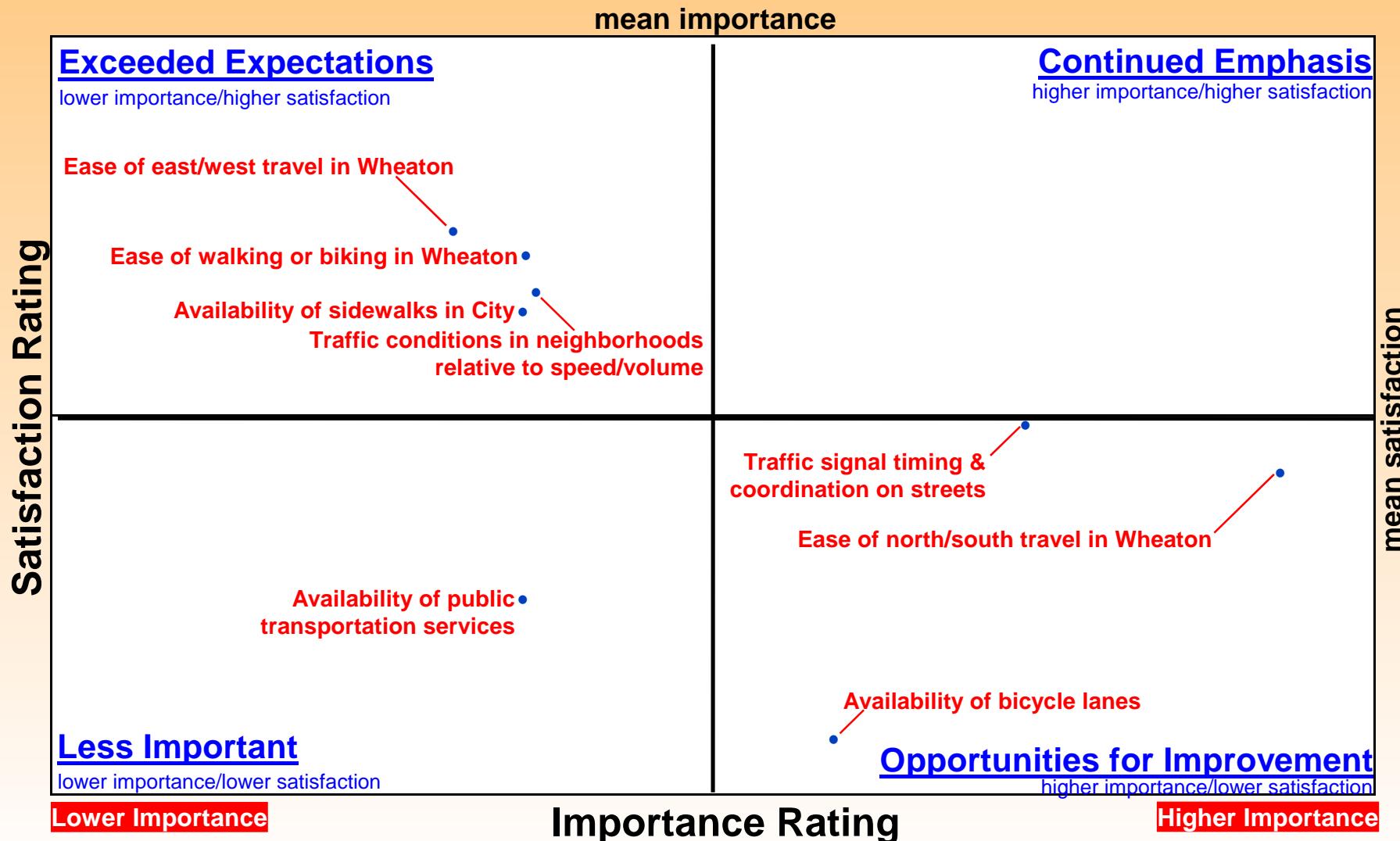


2014 City of Wheaton Citizen Satisfaction Survey

Importance-Satisfaction Assessment Matrix

-Transportation-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

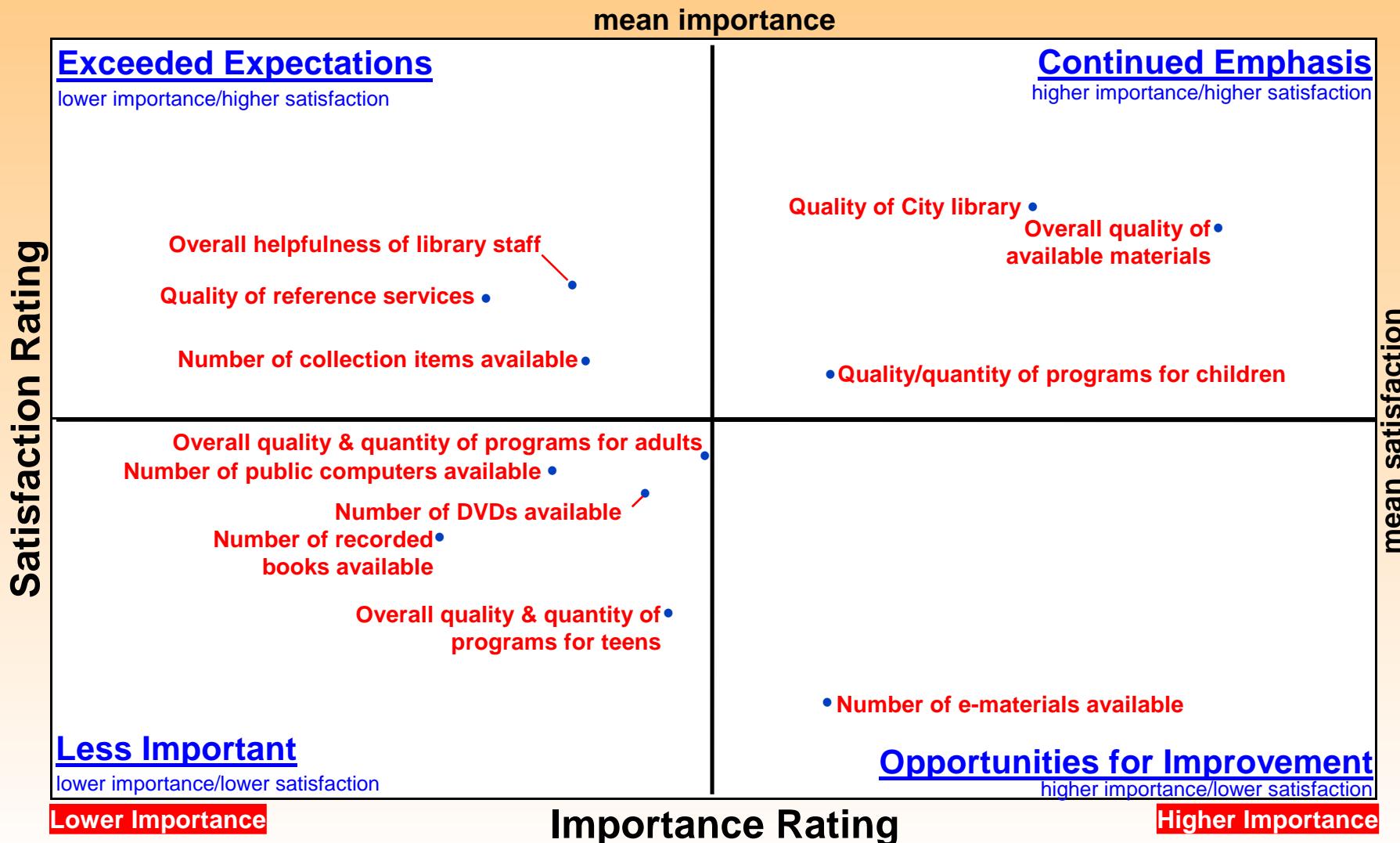


2014 City of Wheaton Citizen Satisfaction Survey

Importance-Satisfaction Assessment Matrix

-Library Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Section 4:
Tabular Data

Q1. Please rate your overall satisfaction with major categories of services provided by the City of Wheaton on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=683)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1a. Quality of police, fire, & ambulance services	41.4%	41.4%	6.1%	2.0%	0.6%	8.3%
Q1b. Quality of City water & sewer utilities	26.4%	46.9%	12.2%	8.5%	3.4%	2.8%
Q1c. Enforcement of City codes & ordinances	18.3%	39.0%	23.6%	3.5%	1.6%	13.9%
Q1d. Quality of customer service you receive from City employees	24.9%	40.9%	16.4%	4.4%	1.2%	12.2%
Q1e. Effectiveness of City communication with public	20.5%	46.4%	21.8%	5.0%	0.9%	5.4%
Q1f. Flow of traffic & congestion management	12.2%	46.9%	23.4%	12.2%	2.5%	2.9%
Q1g. How well City is preparing for future	7.2%	31.7%	28.3%	9.3%	1.8%	21.7%
Q1h. Maintenance of City streets & sidewalks	7.3%	40.6%	23.5%	21.0%	5.4%	2.2%
Q1i. Management of City finances	6.4%	29.6%	29.6%	8.0%	2.2%	24.1%

WITHOUT DON'T KNOW

Q1. Please rate your overall satisfaction with major categories of services provided by the City of Wheaton on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "don't know")

(N=683)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1a. Quality of police, fire, & ambulance services	45.2%	45.2%	6.7%	2.2%	0.6%
Q1b. Quality of City water & sewer utilities	27.1%	48.2%	12.5%	8.7%	3.5%
Q1c. Enforcement of City codes & ordinances	21.3%	45.3%	27.4%	4.1%	1.9%
Q1d. Quality of customer service you receive from City employees	28.4%	46.6%	18.7%	5.0%	1.3%
Q1e. Effectiveness of City communication with public	21.7%	49.1%	23.1%	5.3%	0.9%
Q1f. Flow of traffic & congestion management	12.5%	48.3%	24.1%	12.5%	2.6%
Q1g. How well City is preparing for future	9.2%	40.5%	36.2%	11.8%	2.3%
Q1h. Maintenance of City streets & sidewalks	7.5%	41.5%	24.0%	21.4%	5.5%
Q1i. Management of City finances	8.4%	39.1%	39.1%	10.5%	2.9%

Q2. Which THREE of the Major Categories of City Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q2. 1st choice</u>	Number	Percent
Quality of police, fire, & ambulance services	83	12.2 %
Quality of City water & sewer utilities	65	9.5 %
Enforcement of City codes & ordinances	9	1.3 %
Quality of customer service you receive from City employees	9	1.3 %
Effectiveness of City communication with public	15	2.2 %
Flow of traffic & congestion management	59	8.6 %
How well City is preparing for future	140	20.5 %
Maintenance of City streets & sidewalks	112	16.4 %
Management of City finances	152	22.3 %
<u>None chosen</u>	39	5.7 %
Total	683	100.0 %

Q2. Which THREE of the Major Categories of City Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q2. 2nd choice</u>	Number	Percent
Quality of police, fire, & ambulance services	45	6.6 %
Quality of City water & sewer utilities	82	12.0 %
Enforcement of City codes & ordinances	17	2.5 %
Quality of customer service you receive from City employees	9	1.3 %
Effectiveness of City communication with public	38	5.6 %
Flow of traffic & congestion management	88	12.9 %
How well City is preparing for future	101	14.8 %
Maintenance of City streets & sidewalks	149	21.8 %
Management of City finances	102	14.9 %
<u>None chosen</u>	52	7.6 %
Total	683	100.0 %

Q2. Which THREE of the Major Categories of City Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q2. 3rd choice	Number	Percent
Quality of police, fire, & ambulance services	50	7.3 %
Quality of City water & sewer utilities	69	10.1 %
Enforcement of City codes & ordinances	25	3.7 %
Quality of customer service you receive from City employees	17	2.5 %
Effectiveness of City communication with public	46	6.7 %
Flow of traffic & congestion management	70	10.2 %
How well City is preparing for future	104	15.2 %
Maintenance of City streets & sidewalks	121	17.7 %
Management of City finances	106	15.5 %
<u>None chosen</u>	75	11.0 %
Total	683	100.0 %

Q2. Which THREE of the Major Categories of City Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (Sum of Top 3 Choices)

Q2. Sum of Top 3 Choices	Number	Percent
Quality of police, fire, & ambulance services	178	26.1 %
Quality of City water & sewer utilities	216	31.6 %
Enforcement of City codes & ordinances	51	7.5 %
Quality of customer service you receive from City employees	35	5.1 %
Effectiveness of City communication with public	99	14.5 %
Flow of traffic & congestion management	217	31.8 %
How well City is preparing for future	345	50.5 %
Maintenance of City streets & sidewalks	382	55.9 %
Management of City finances	360	52.7 %
<u>None chosen</u>	44	6.4 %
Total	1927	

Q3. Several items that may influence your perception of the City of Wheaton are listed below. 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=683)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3a. Quality of services provided by City	20.4%	61.2%	11.9%	2.8%	0.4%	3.2%
Q3b. Overall image of City	29.5%	52.7%	11.5%	3.7%	0.4%	2.2%
Q3c. Quality of life in City	39.6%	49.0%	7.4%	1.9%	0.3%	1.9%
Q3d. Quality of your neighborhood	41.0%	46.4%	8.8%	2.2%	0.3%	1.3%
Q3e. Feeling of safety in City	43.9%	48.9%	4.7%	1.2%	0.1%	1.2%
Q3f. Overall value you receive for City tax & fees	11.6%	39.1%	29.1%	12.6%	3.2%	4.4%
Q3g. Appearance of residential property in City	21.1%	59.2%	15.3%	3.1%	0.4%	0.9%
Q3h. Appearance of commercial property in City	11.6%	51.5%	25.8%	8.7%	0.6%	1.8%

WITHOUT DON'T KNOW

Q3. Several items that may influence your perception of the City of Wheaton are listed below. 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")

(N=683)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3a. Quality of services provided by City	21.1%	63.2%	12.3%	2.9%	0.5%
Q3b. Overall image of City	30.2%	53.9%	11.7%	3.8%	0.5%
Q3c. Quality of life in City	40.3%	49.9%	7.5%	1.9%	0.3%
Q3d. Quality of your neighborhood	41.5%	47.0%	8.9%	2.2%	0.3%
Q3e. Feeling of safety in City	44.4%	49.5%	4.8%	1.2%	0.1%
Q3f. Overall value you receive for City tax & fees	12.1%	40.9%	30.4%	13.2%	3.4%
Q3g. Appearance of residential property in City	21.3%	59.7%	15.4%	3.1%	0.4%
Q3h. Appearance of commercial property in City	11.8%	52.5%	26.3%	8.8%	0.6%

Q4. How would you rate the City of Wheaton on the items listed below? Please rate each item on a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor."

(N=683)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
Q4a. As a place to live	58.9%	35.4%	3.8%	0.9%	0.3%	0.7%
Q4b. As a place to raise children	63.3%	28.8%	3.2%	0.6%	0.1%	4.0%
Q4c. As a place to work	25.4%	31.8%	20.5%	5.0%	1.2%	16.1%
Q4d. As a place to shop	14.1%	37.2%	27.2%	14.9%	5.6%	1.0%
Q4e. As a place for recreation	23.4%	44.9%	21.8%	6.4%	1.8%	1.6%
Q4f. As a place for entertainment/leisure	10.6%	38.6%	29.2%	15.2%	5.0%	1.5%

WITHOUT DON'T KNOW

Q4. How would you rate the City of Wheaton on the items listed below? Please rate each item on a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor." (Without "don't know")

(N=683)

	Excellent	Good	Neutral	Below Average	Poor
Q4a. As a place to live	59.3%	35.7%	3.8%	0.9%	0.3%
Q4b. As a place to raise children	65.9%	30.0%	3.4%	0.6%	0.2%
Q4c. As a place to work	30.2%	37.9%	24.5%	5.9%	1.4%
Q4d. As a place to shop	14.2%	37.6%	27.5%	15.1%	5.6%
Q4e. As a place for recreation	23.8%	45.7%	22.2%	6.5%	1.8%
Q4f. As a place for entertainment/leisure	10.7%	39.1%	29.6%	15.5%	5.1%

Q5. POLICE, FIRE AND AMBULANCE SERVICES. Please rate the City of Wheaton on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied" with each of the following:

(N=683)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q5a. Police safety education programs	9.8%	26.2%	21.1%	1.5%	0.4%	41.0%
Q5b. Police education programs for prevention of drug & alcohol abuse	7.5%	21.1%	22.7%	4.7%	0.7%	43.3%
Q5c. Police drug & alcohol enforcement efforts	7.9%	33.0%	21.3%	2.8%	0.9%	34.2%
Q5d. Attitude & behavior of Police Department personnel toward residents	22.3%	42.2%	18.0%	5.6%	2.5%	9.4%
Q5e. Visibility of police in neighborhoods	16.1%	44.9%	27.4%	7.6%	1.0%	2.9%
Q5f. Visibility of police in retail areas	10.6%	36.7%	35.5%	5.7%	0.6%	11.0%
Q5g. City's efforts to prevent crime	14.1%	41.9%	20.7%	2.5%	0.4%	20.4%
Q5h. How quickly police respond to emergencies	26.6%	34.2%	10.4%	1.5%	0.4%	26.9%
Q5i. Enforcement of local traffic laws	16.0%	47.1%	19.5%	6.3%	1.8%	9.3%
Q5j. Overall quality of local police protection	23.8%	52.7%	13.2%	2.1%	0.6%	7.6%
Q5k. How quickly fire personnel respond to emergencies	29.0%	28.9%	7.3%	0.6%	0.1%	34.0%
Q5l. Quality of City's fire prevention education programs	11.6%	23.5%	17.3%	0.9%	0.1%	46.6%
Q5m. Overall quality of local fire protection	25.2%	42.6%	10.2%	0.3%	0.1%	21.5%
Q5n. Fire Administration hours of operation	9.8%	16.4%	17.1%	0.0%	0.0%	56.7%
Q5o. How quickly ambulance personnel respond to emergencies	27.3%	27.3%	7.6%	0.6%	0.3%	37.0%
Q5p. Overall quality of local ambulance service	24.0%	30.1%	10.6%	0.4%	0.4%	34.4%
Q5q. Quality of animal control	10.3%	28.3%	22.0%	7.1%	2.4%	29.9%

WITHOUT DON'T KNOW

Q5. POLICE, FIRE AND AMBULANCE SERVICES. Please rate the City of Wheaton on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied" with each of the following: (Without "don't know")

(N=683)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q5a. Police safety education programs	16.6%	44.4%	35.7%	2.5%	0.7%
Q5b. Police education programs for prevention of drug & alcohol abuse	13.2%	37.2%	40.1%	8.3%	1.3%
Q5c. Police drug & alcohol enforcement efforts	12.0%	50.1%	32.3%	4.2%	1.3%
Q5d. Attitude & behavior of Police Department personnel toward residents	24.6%	46.6%	19.9%	6.1%	2.8%
Q5e. Visibility of police in neighborhoods	16.6%	46.2%	28.2%	7.9%	1.1%
Q5f. Visibility of police in retail areas	11.9%	41.2%	39.9%	6.4%	0.7%
Q5g. City's efforts to prevent crime	17.7%	52.6%	26.0%	3.1%	0.6%
Q5h. How quickly police respond to emergencies	36.3%	46.8%	14.3%	2.0%	0.6%
Q5i. Enforcement of local traffic laws	17.6%	51.9%	21.5%	7.0%	1.9%
Q5j. Overall quality of local police protection	25.8%	57.1%	14.3%	2.2%	0.6%
Q5k. How quickly fire personnel respond to emergencies	44.0%	43.8%	11.1%	0.9%	0.2%
Q5l. Quality of City's fire prevention education programs	21.7%	44.0%	32.4%	1.6%	0.3%
Q5m. Overall quality of local fire protection	32.1%	54.3%	13.1%	0.4%	0.2%
Q5n. Fire Administration hours of operation	22.6%	37.8%	39.5%	0.0%	0.0%
Q5o. How quickly ambulance personnel respond to emergencies	43.3%	43.3%	12.1%	0.9%	0.5%
Q5p. Overall quality of local ambulance service	36.5%	46.0%	16.1%	0.7%	0.7%
Q5q. Quality of animal control	14.7%	40.4%	31.4%	10.1%	3.4%

Q6. Which THREE of the Police, Fire and Ambulance services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q6. 1st choice	Number	Percent
Police safety education programs	21	3.1 %
Police education programs for prevention of drug & alcohol abuse	63	9.2 %
Police drug & alcohol enforcement efforts	65	9.5 %
Attitude & behavior of Police Department personnel toward residents	50	7.3 %
Visibility of police in neighborhoods	71	10.4 %
Visibility of police in retail areas	14	2.0 %
City's efforts to prevent crime	120	17.6 %
How quickly police respond to emergencies	29	4.2 %
Quality of City's fire prevention education programs	23	3.4 %
Overall quality of local police protection	31	4.5 %
How quickly fire personnel respond to emergencies	9	1.3 %
Quality of City's fire prevention education programs	4	0.6 %
Overall quality of local fire protection	7	1.0 %
Fire Administration hours of operation	2	0.3 %
How quickly ambulance personnel respond to emergencies	22	3.2 %
Overall quality of local ambulance service	14	2.0 %
Quality of animal control	34	5.0 %
<u>None chosen</u>	104	15.2 %
Total	683	100.0 %

Q6. Which THREE of the Police, Fire and Ambulance services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q6. 2nd choice	Number	Percent
Police safety education programs	11	1.6 %
Police education programs for prevention of drug & alcohol abuse	32	4.7 %
Police drug & alcohol enforcement efforts	54	7.9 %
Attitude & behavior of Police Department personnel toward residents	22	3.2 %
Visibility of police in neighborhoods	82	12.0 %
Visibility of police in retail areas	36	5.3 %
City's efforts to prevent crime	59	8.6 %
How quickly police respond to emergencies	38	5.6 %
Quality of City's fire prevention education programs	25	3.7 %
Overall quality of local police protection	32	4.7 %
How quickly fire personnel respond to emergencies	31	4.5 %
Quality of City's fire prevention education programs	18	2.6 %
Overall quality of local fire protection	47	6.9 %
How quickly ambulance personnel respond to emergencies	23	3.4 %
Overall quality of local ambulance service	15	2.2 %
Quality of animal control	23	3.4 %
<u>None chosen</u>	135	19.8 %
Total	683	100.0 %

Q6. Which THREE of the Police, Fire and Ambulance services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q6. 3rd choice	Number	Percent
Police safety education programs	19	2.8 %
Police education programs for prevention of drug & alcohol abuse	28	4.1 %
Police drug & alcohol enforcement efforts	36	5.3 %
Attitude & behavior of Police Department personnel toward residents	30	4.4 %
Visibility of police in neighborhoods	38	5.6 %
Visibility of police in retail areas	37	5.4 %
City's efforts to prevent crime	57	8.3 %
How quickly police respond to emergencies	21	3.1 %
Quality of City's fire prevention education programs	33	4.8 %
Overall quality of local police protection	35	5.1 %
How quickly fire personnel respond to emergencies	33	4.8 %
Quality of City's fire prevention education programs	16	2.3 %
Overall quality of local fire protection	32	4.7 %
Fire Administration hours of operation	2	0.3 %
How quickly ambulance personnel respond to emergencies	24	3.5 %
Overall quality of local ambulance service	42	6.1 %
Quality of animal control	33	4.8 %
<u>None chosen</u>	167	24.5 %
Total	683	100.0 %

Q6. Which THREE of the Police, Fire and Ambulance services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (Sum of Top 3 Choices)

Q6. Sum of Top 3 Choices	Number	Percent
Police safety education programs	51	7.5 %
Police education programs for prevention of drug & alcohol abuse	123	18.0 %
Police drug & alcohol enforcement efforts	155	22.7 %
Attitude & behavior of Police Department personnel toward residents	102	14.9 %
Visibility of police in neighborhoods	191	28.0 %
Visibility of police in retail areas	87	12.7 %
City's efforts to prevent crime	236	34.6 %
How quickly police respond to emergencies	88	12.9 %
Quality of City's fire prevention education programs	81	11.9 %
Overall quality of local police protection	98	14.3 %
How quickly fire personnel respond to emergencies	73	10.7 %
Quality of City's fire prevention education programs	38	5.6 %
Overall quality of local fire protection	86	12.6 %
Fire Administration hours of operation	4	0.6 %
How quickly ambulance personnel respond to emergencies	69	10.1 %
Overall quality of local ambulance service	71	10.4 %
Quality of animal control	90	13.2 %
<u>None chosen</u>	125	18.3 %
Total	1768	

Q7. SAFETY. Using a scale of 1 to 5 where 5 means "very safe" and 1 means "very unsafe," please indicate how safe you feel in the following situations.

(N=683)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
Q7a. In parks	40.7%	47.4%	7.3%	1.8%	0.1%	2.6%
Q7b. In your neighborhood during the day	67.3%	29.7%	1.9%	0.0%	0.0%	1.0%
Q7c. In your neighborhood at night	38.1%	48.9%	9.7%	1.9%	0.1%	1.3%
Q7d. In commercial & retail areas	36.8%	52.5%	8.2%	0.9%	0.0%	1.6%
Q7e. Overall feeling of safety in Wheaton	44.7%	49.6%	4.0%	0.4%	0.0%	1.3%

WITHOUT DON'T KNOW

Q7. SAFETY. Using a scale of 1 to 5 where 5 means "very safe" and 1 means "very unsafe," please indicate how safe you feel in the following situations. (Without "don't know")

(N=683)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe
Q7a. In parks	41.8%	48.7%	7.5%	1.8%	0.2%
Q7b. In your neighborhood during the day	68.0%	30.0%	1.9%	0.0%	0.0%
Q7c. In your neighborhood at night	38.6%	49.6%	9.8%	1.9%	0.1%
Q7d. In commercial & retail areas	37.4%	53.4%	8.3%	0.9%	0.0%
Q7e. Overall feeling of safety in Wheaton	45.3%	50.3%	4.0%	0.4%	0.0%

Q8. PUBLIC WORKS. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=683)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q8a. Maintenance of street signs	31.3%	54.5%	10.1%	1.8%	0.3%	2.0%
Q8b. Maintenance of traffic signals	30.5%	56.2%	9.4%	2.0%	0.3%	1.6%
Q8c. Adequacy of City street lighting	18.9%	45.7%	16.7%	13.9%	3.1%	1.8%
Q8d. Snow removal on major City streets	27.2%	49.3%	11.3%	7.5%	2.5%	2.2%
Q8e. Snow removal on neighborhood streets	16.7%	42.2%	18.9%	14.8%	5.1%	2.3%
Q8f. Overall cleanliness of City streets & other public areas	23.5%	61.9%	11.4%	1.5%	0.1%	1.6%
Q8g. City's parkway tree maintenance & preservation	18.9%	47.1%	15.1%	10.8%	3.7%	4.4%
Q8h. City's response to emerald ash borer infestation	11.0%	32.1%	17.3%	11.1%	5.0%	23.6%

WITHOUT DON'T KNOW

Q8. PUBLIC WORKS. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "don't know")

(N=683)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q8a. Maintenance of street signs	32.0%	55.6%	10.3%	1.8%	0.3%
Q8b. Maintenance of traffic signals	31.0%	57.1%	9.5%	2.1%	0.3%
Q8c. Adequacy of City street lighting	19.2%	46.5%	17.0%	14.2%	3.1%
Q8d. Snow removal on major City streets	27.8%	50.4%	11.5%	7.6%	2.5%
Q8e. Snow removal on neighborhood streets	17.1%	43.2%	19.3%	15.1%	5.2%
Q8f. Overall cleanliness of City streets & other public areas	23.8%	62.9%	11.6%	1.5%	0.1%
Q8g. City's parkway tree maintenance & preservation	19.8%	49.3%	15.8%	11.3%	3.8%
Q8h. City's response to emerald ash borer infestation	14.4%	42.0%	22.6%	14.6%	6.5%

Q9. Which THREE of the Public Works items listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q9. 1st choice	Number	Percent
Maintenance of street signs	20	2.9 %
Maintenance of traffic signals	34	5.0 %
Adequacy of City street lighting	129	18.9 %
Snow removal on major City streets	88	12.9 %
Snow removal on neighborhood streets	90	13.2 %
Overall cleanliness of City streets & other public areas	81	11.9 %
City's parkway tree maintenance & preservation	64	9.4 %
City's response to emerald ash borer infestation	99	14.5 %
<u>None chosen</u>	78	11.4 %
Total	683	100.0 %

Q9. Which THREE of the Public Works items listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q9. 2nd choice	Number	Percent
Maintenance of street signs	12	1.8 %
Maintenance of traffic signals	38	5.6 %
Adequacy of City street lighting	60	8.8 %
Snow removal on major City streets	89	13.0 %
Snow removal on neighborhood streets	121	17.7 %
Overall cleanliness of City streets & other public areas	75	11.0 %
City's parkway tree maintenance & preservation	124	18.2 %
City's response to emerald ash borer infestation	53	7.8 %
<u>None chosen</u>	111	16.3 %
Total	683	100.0 %

Q9. Which THREE of the Public Works items listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q9. 3rd choice	Number	Percent
Maintenance of street signs	22	3.2 %
Maintenance of traffic signals	40	5.9 %
Adequacy of City street lighting	76	11.1 %
Snow removal on major City streets	42	6.1 %
Snow removal on neighborhood streets	74	10.8 %
Overall cleanliness of City streets & other public areas	106	15.5 %
City's parkway tree maintenance & preservation	99	14.5 %
City's response to emerald ash borer infestation	62	9.1 %
<u>None chosen</u>	162	23.7 %
Total	683	100.0 %

Q9. Which THREE of the Public Works items listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (Sum of Top 3 Choices)

Q9. Sum of Top 3 Choices	Number	Percent
Maintenance of street signs	54	7.9 %
Maintenance of traffic signals	112	16.4 %
Adequacy of City street lighting	265	38.8 %
Snow removal on major City streets	219	32.1 %
Snow removal on neighborhood streets	285	41.7 %
Overall cleanliness of City streets & other public areas	262	38.4 %
City's parkway tree maintenance & preservation	287	42.0 %
City's response to emerald ash borer infestation	214	31.3 %
<u>None chosen</u>	92	13.5 %
Total	1790	

Q10. INFRASTRUCTURE. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=683)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q10a. Reliability of your water service	47.8%	44.4%	4.7%	0.7%	0.3%	2.1%
Q10b. Water pressure in your home	41.9%	46.6%	5.7%	2.9%	1.0%	1.8%
Q10c. City efforts to prevent backups from wastewater in your home	14.7%	37.3%	17.4%	5.2%	4.6%	20.9%
Q10d. Overall value you receive for water & wastewater utility rates	12.9%	36.8%	27.9%	14.4%	5.0%	2.9%
Q10e. Maintenance of major City streets	12.5%	53.1%	20.6%	10.3%	1.5%	2.1%
Q10f. Maintenance of neighborhood streets	9.6%	44.9%	22.6%	17.4%	3.8%	1.8%
Q10g. Condition of sidewalks	4.9%	35.5%	27.7%	23.6%	5.7%	2.7%
Q10h. Effectiveness of stormwater runoff/management system	5.6%	28.2%	26.0%	18.4%	10.6%	11.2%

WITHOUT DON'T KNOW**Q10. INFRASTRUCTURE. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "don't know")**

(N=683)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q10a. Reliability of your water service	48.8%	45.3%	4.8%	0.8%	0.3%
Q10b. Water pressure in your home	42.7%	47.5%	5.8%	3.0%	1.0%
Q10c. City efforts to prevent backups from wastewater in your home	18.6%	47.1%	22.0%	6.5%	5.8%
Q10d. Overall value you receive for water & wastewater utility rates	13.3%	37.9%	28.8%	14.8%	5.2%
Q10e. Maintenance of major City streets	12.8%	54.2%	21.0%	10.5%	1.5%
Q10f. Maintenance of neighborhood streets	9.7%	45.7%	23.1%	17.7%	3.9%
Q10g. Condition of sidewalks	5.0%	36.5%	28.4%	24.2%	5.9%
Q10h. Effectiveness of stormwater runoff/management system	6.3%	31.8%	29.3%	20.7%	11.9%

Q11. Which THREE of the services listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q11. 1st choice</u>	Number	Percent
Reliability of your water service	61	8.9 %
Water pressure in your home	10	1.5 %
City efforts to prevent backups from wastewater in your home	66	9.7 %
Overall value you receive for water & wastewater utility rates	75	11.0 %
Maintenance of major City streets	78	11.4 %
Maintenance of neighborhood streets	60	8.8 %
Condition of sidewalks	79	11.6 %
Effectiveness of stormwater runoff/management system	201	29.4 %
<u>None chosen</u>	53	7.8 %
Total	683	100.0 %

Q11. Which THREE of the services listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q11. 2nd choice</u>	Number	Percent
Reliability of your water service	23	3.4 %
Water pressure in your home	17	2.5 %
City efforts to prevent backups from wastewater in your home	80	11.7 %
Overall value you receive for water & wastewater utility rates	66	9.7 %
Maintenance of major City streets	84	12.3 %
Maintenance of neighborhood streets	136	19.9 %
Condition of sidewalks	99	14.5 %
Effectiveness of stormwater runoff/management system	99	14.5 %
<u>None chosen</u>	79	11.6 %
Total	683	100.0 %

Q11. Which THREE of the services listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q11. 3rd choice	Number	Percent
Reliability of your water service	23	3.4 %
Water pressure in your home	14	2.0 %
City efforts to prevent backups from wastewater in your home	57	8.3 %
Overall value you receive for water & wastewater utility rates	71	10.4 %
Maintenance of major City streets	82	12.0 %
Maintenance of neighborhood streets	110	16.1 %
Condition of sidewalks	110	16.1 %
Effectiveness of stormwater runoff/management system	90	13.2 %
<u>None chosen</u>	126	18.4 %
Total	683	100.0 %

Q11. Which THREE of the services listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (Sum of Top 3 Choices)

Q11. Sum of Top 3 Choices	Number	Percent
Reliability of your water service	107	15.7 %
Water pressure in your home	41	6.0 %
City efforts to prevent backups from wastewater in your home	203	29.7 %
Overall value you receive for water & wastewater utility rates	212	31.0 %
Maintenance of major City streets	244	35.7 %
Maintenance of neighborhood streets	306	44.8 %
Condition of sidewalks	288	42.2 %
Effectiveness of stormwater runoff/management system	390	57.1 %
<u>None chosen</u>	59	8.6 %
Total	1850	

Q12. ECONOMIC DEVELOPMENT. These are the four areas that have potential for economic growth. Please rank these four areas in the order of importance for new development, using the letters A-D.

Q12. Most important	Number	Percent
Central Business District (Downtown)	409	59.9 %
North Wheaton-N. Main St & Geneva Rd	66	9.7 %
Roosevelt Road	88	12.9 %
South Wheaton-Danada, Town Square & Butterfield Rd	104	15.2 %
<u>None Chosen</u>	16	2.3 %
Total	683	100.0 %

Q12. ECONOMIC DEVELOPMENT. These are the four areas that have potential for economic growth. Please rank these four areas in the order of importance for new development, using the letters A-D.

Q12. 2nd important	Number	Percent
Central Business District (Downtown)	139	20.4 %
North Wheaton-N. Main St & Geneva Rd	159	23.3 %
Roosevelt Road	205	30.0 %
South Wheaton-Danada, Town Square & Butterfield Rd	162	23.7 %
<u>None Chosen</u>	18	2.6 %
Total	683	100.0 %

Q12. ECONOMIC DEVELOPMENT. These are the four areas that have potential for economic growth. Please rank these four areas in the order of importance for new development, using the letters A-D.

Q12. 3rd important	Number	Percent
Central Business District (Downtown)	86	12.6 %
North Wheaton-N. Main St & Geneva Rd	185	27.1 %
Roosevelt Road	256	37.5 %
South Wheaton-Danada, Town Square & Butterfield Rd	129	18.9 %
<u>None Chosen</u>	27	4.0 %
Total	683	100.0 %

Q12. ECONOMIC DEVELOPMENT. These are the four areas that have potential for economic growth. Please rank these four areas in the order of importance for new development, using the letters A-D.

Q12. Least important	Number	Percent
Central Business District (Downtown)	32	4.7 %
North Wheaton-N. Main St & Geneva Rd	244	35.7 %
Roosevelt Road	113	16.5 %
South Wheaton-Danada, Town Square & Butterfield Rd	262	38.4 %
<u>None Chosen</u>	32	4.7 %
Total	683	100.0 %

Q13. Are you satisfied with the existing broadband service options?

Q13. Are you satisfied with existing broadband service

<u>options</u>	Number	Percent
Yes	351	51.4 %
No	286	41.9 %
Don't know	46	6.7 %
Total	683	100.0 %

Q14. Would you be willing to pay more for higher speed broadband?

Q14. Would you be willing to pay more for higher speed

<u>broadband</u>	Number	Percent
Yes	152	22.3 %
No	498	72.9 %
Don't know	33	4.8 %
Total	683	100.0 %

Q15. PUBLIC COMMUNICATION AND OUTREACH. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=683)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q15a. Availability of information about City programs & services	17.6%	48.2%	20.4%	5.9%	0.9%	7.2%
Q15b. City efforts to keep you informed about local issues	15.4%	46.9%	21.4%	9.2%	1.3%	5.7%
Q15c. Level of public involvement in local decision-making	7.6%	29.0%	33.7%	11.1%	2.9%	15.7%
Q15d. Quality of programming on City's cable television channel (Channel 10/CWC10)	3.5%	15.2%	27.7%	3.5%	1.8%	48.2%
Q15e. Quality of City's online videos	3.4%	14.1%	25.0%	2.6%	0.7%	54.2%
Q15f. Quality of City's website	9.2%	37.9%	24.9%	4.0%	0.4%	23.6%
Q15g. Ease of navigating City's website	10.1%	34.9%	26.8%	4.8%	0.7%	22.6%
Q15h. City efforts to use social media & emerging technology to keep you informed	6.4%	21.7%	29.3%	5.4%	1.2%	36.0%
Q15i. Quality of City's monthly newsletter	11.6%	41.7%	23.4%	3.4%	0.9%	19.0%
Q15j. City efforts to keep you informed of special studies, projects & initiatives through public meetings	8.2%	34.6%	27.9%	7.2%	1.0%	21.1%

WITHOUT DON'T KNOW

Q15. PUBLIC COMMUNICATION AND OUTREACH. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "don't know")

(N=683)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q15a. Availability of information about City programs & services	18.9%	51.9%	21.9%	6.3%	0.9%
Q15b. City efforts to keep you informed about local issues	16.3%	49.8%	22.7%	9.8%	1.4%
Q15c. Level of public involvement in local decision-making	9.0%	34.4%	39.9%	13.2%	3.5%
Q15d. Quality of programming on City's cable television channel (Channel 10/CWC10)	6.8%	29.5%	53.5%	6.8%	3.4%
Q15e. Quality of City's online videos	7.3%	30.7%	54.6%	5.8%	1.6%
Q15f. Quality of City's website	12.1%	49.6%	32.6%	5.2%	0.6%
Q15g. Ease of navigating City's website	13.1%	45.1%	34.7%	6.3%	0.9%
Q15h. City efforts to use social media & emerging technology to keep you informed	10.1%	33.9%	45.8%	8.5%	1.8%
Q15i. Quality of City's monthly newsletter	14.3%	51.5%	28.9%	4.2%	1.1%
Q15j. City efforts to keep you informed of special studies, projects & initiatives through public meetings	10.4%	43.9%	35.3%	9.1%	1.3%

Q16. Which of the following types of information would you be MOST interested in having the City of Wheaton include in communications, such as the City of Wheaton Newsletter or Email Updates?

Q16. Types of information would you be most interested in having City include in communications	Number	Percent
Infrastructure improvements	497	72.8 %
New developments in City	557	81.6 %
City events	528	77.3 %
Wheaton history	156	22.8 %
City Council actions	414	60.6 %
Other	23	3.4 %
<u>None chosen</u>	26	3.8 %
Total	2201	

Q16. Other

Q16. Other	Number	Percent
Coyote control	2	5.7 %
Housing market, school news	1	2.9 %
Environmental issues	1	2.9 %
Recycle events	1	2.9 %
Increase in taxes	1	2.9 %
Human interest subjects	1	2.9 %
Crime statistics	1	2.9 %
All of the above	1	2.9 %
Personal interest, business	1	2.9 %
Master plan for stormwater	1	2.9 %
Library events and news	1	2.9 %
Removal of diseased trees	1	2.9 %
Rising water bills	1	2.9 %
Stormwater management initiatives	1	2.9 %
Communication w/city officials	1	2.9 %
Crime stats	1	2.9 %
School spending updates	1	2.9 %
Public works news	1	2.9 %
Road construction updates	1	2.9 %
Special programs	1	2.9 %
Environmental efforts	1	2.9 %
Drug use	1	2.9 %
Budget	1	2.9 %
Water/rain problems	1	2.9 %
Garbage removal delays	1	2.9 %
Local happenings	1	2.9 %
Ordinance changes: new ones, deletions, revisions	1	2.9 %
Pension tax rates and extent of actuarial shortfall	1	2.9 %
All above	1	2.9 %
New business and residential development	1	2.9 %
Entertainment, social opportunities	1	2.9 %
Green initiatives that the city is promoting	1	2.9 %
CWC10 on ATT U-Verse	1	2.9 %
<u>Would like to request all info sent to me via email!</u>	1	2.9 %
Total	35	100.0 %

Q17. Which of the following are your primary sources of information about City issues, services, and events?

Q17. Your primary sources of information about City issues, services, & events	Number	Percent
City of Wheaton Newsletter	417	61.1 %
Local newspapers	407	59.6 %
Television news	216	31.6 %
City Cable Channel (Channel 10/CWC10)	58	8.5 %
Local news websites	122	17.9 %
Social media (Twitter, etc.)	52	7.6 %
City website	269	39.4 %
Online City Videos	14	2.0 %
Email updates (Wheaton Weekly, etc.)	188	27.5 %
Other	60	8.8 %
<u>None chosen</u>	21	3.1 %
Total	1824	

Q17. Other

Q17. Other	Number	Percent
Radio	15	23.8 %
Word of mouth	7	11.1 %
Patch	4	6.3 %
Wheaton patch	4	6.3 %
Chicago tribune	2	3.2 %
Neighbors	2	3.2 %
Neighbors, radio	1	1.6 %
Email	1	1.6 %
Friend	1	1.6 %
Ask neighbors	1	1.6 %
Call the city	1	1.6 %
City employees	1	1.6 %
News on water bill	1	1.6 %
People	1	1.6 %
Radio (local)	1	1.6 %
Weather channel	1	1.6 %
Texting, email	1	1.6 %
Weather app	1	1.6 %
Word of mouth	1	1.6 %
Friends/family	1	1.6 %
Weather.com	1	1.6 %
Talking to people	1	1.6 %
Radio AM 780	1	1.6 %
Radio WBBM	1	1.6 %
DWA	1	1.6 %
Pacit	1	1.6 %
Merchants	1	1.6 %
Rumors	1	1.6 %
Water bill comments	1	1.6 %
Updates w/water bill	1	1.6 %
Phone (weather app)	1	1.6 %
Wheaton lender	1	1.6 %
Patch web	1	1.6 %
Email (recently)	1	1.6 %
<u>The Wheaton patch</u>	1	1.6 %
Total	63	100.0 %

Q18. Which of the sources of information listed in Question 17 above will you turn to in the event of an emergency (severe weather, community threat and etc.)?

Q18. 1st choice	Number	Percent
City of Wheaton Newsletter	4	0.6 %
Local newspapers	21	3.1 %
Television news	376	55.1 %
City Cable Channel (Channel 10/CWC10)	27	4.0 %
Local news websites	51	7.5 %
Social media (Twitter, etc.)	24	3.5 %
City website	84	12.3 %
Online City Videos	2	0.3 %
Email updates (Wheaton Weekly, etc.)	26	3.8 %
Other	18	2.6 %
<u>None chosen</u>	50	7.3 %
Total	683	100.0 %

Q18. Which of the sources of information listed in Question 17 above will you turn to in the event of an emergency (severe weather, community threat and etc.)?

Q18. 2nd choice	Number	Percent
City of Wheaton Newsletter	7	1.0 %
Local newspapers	42	6.1 %
Television news	78	11.4 %
City Cable Channel (Channel 10/CWC10)	53	7.8 %
Local news websites	120	17.6 %
Social media (Twitter, etc.)	34	5.0 %
City website	105	15.4 %
Online City Videos	3	0.4 %
Email updates (Wheaton Weekly, etc.)	56	8.2 %
Other	22	3.2 %
<u>None chosen</u>	163	23.9 %
Total	683	100.0 %

Q18. Which of the sources of information listed in Question 17 above will you turn to in the event of an emergency (severe weather, community threat and etc.)?

<u>Q18. 3rd choice</u>	Number	Percent
City of Wheaton Newsletter	17	2.5 %
Local newspapers	39	5.7 %
Television news	40	5.9 %
City Cable Channel (Channel 10/CWC10)	28	4.1 %
Local news websites	73	10.7 %
Social media (Twitter, etc.)	39	5.7 %
City website	85	12.4 %
Online City Videos	5	0.7 %
Email updates (Wheaton Weekly, etc.)	44	6.4 %
Other	28	4.1 %
<u>None chosen</u>	<u>285</u>	<u>41.7 %</u>
Total	683	100.0 %

Q18. Which of the sources of information listed in Question 17 above will you turn to in the event of an emergency (severe weather, community threat and etc.)? (Sum of Top 3 Choices)

<u>Q18. Sum of Top 3 Choices</u>	Number	Percent
City of Wheaton Newsletter	28	4.1 %
Local newspapers	102	14.9 %
Television news	494	72.3 %
City Cable Channel (Channel 10/CWC10)	108	15.8 %
Local news websites	244	35.7 %
Social media (Twitter, etc.)	97	14.2 %
City website	274	40.1 %
Online City Videos	10	1.5 %
Email updates (Wheaton Weekly, etc.)	126	18.4 %
Other	68	10.0 %
<u>None chosen</u>	<u>65</u>	<u>9.5 %</u>
Total	1616	

Q19. Have you used the City's website?

<u>Q19. Have you used City's website</u>	Number	Percent
Yes	405	59.3 %
No	277	40.6 %
<u>Not provided</u>	<u>1</u>	<u>0.1 %</u>
Total	683	100.0 %

Q19b. (If YES to Question 19) What additional services/information would you like to see the City of Wheaton include on the City's website?

Q19b Additional

- Please update the website so doesn't look like it's from 2002
- Online form for trees, sidewalks, etc.
- Current volunteer/job opportunities for residents
- Make it easier to use and navigate
- Status of adding streetlights and sidewalks
- Info on festivals and other major city events
- Road repair, removal of diseased trees
- When ordinances change, people like to be told
- It seems comprehensive as is
- Timely headlines or information
- More year-round info on landscaping
- Website is good
- Pending proposals
- Voicemail for mayor and city council
- Infrastructure updates/plans
- Would like newsletter emailed to me
- City council agenda and decisions
- Website is satisfactory
- Has everything I need
- Current severe weather information
- Not sure, maybe news flashes
- Activities for kids
- Master planning for stormwater on summit
- Easier navigation
- Chamber of commerce, new business/services opening
- More complete access to codes and regulations
- Better maps of city areas under construction
- Recycling info, volunteer opportunities
- Ways homeowners/biz can help solve city issues
- Easier navigation of city code
- Main page indicator of weather-related delays
- It is fine
- Auto bill payment/1 sign-on for all accounts
- Sidewalk repair information
- Volunteer opportunities
- Sex offenders and gang activity
- More information on crimes in Wheaton
- History
- New developments
- Building ordinance, Illinois drainage law
- Local employment in Wheaton businesses
- Detailed info on City Hall actions
- More details on council meeting minutes
- Navigation is not easy
- More info on social/business happenings
- Special features, i.e. regarding coyotes
- Informational videos on city services
- Good as is

Q19b. (If YES to Question 19) What additional services/information would you like to see the City of Wheaton include on the City's website?

Q19b Additional

- Updates on infrastructure initiatives
- One location for special services
- More access to code/ordinances/council actions
- Live CCTV
- History
- Community gardens, Christmas tree/yard waste recycling
- Snow levels after each storm, historical levels
- More info, ease of access of local crimes
- Road conditions
- Major area projects and their impact
- Updates on sidewalk maintenance overall plan
- Upcoming events, news on the bicycle program
- How to get involved, where volunteers needed
- Emergency garbage delays
- Economic development updates/infrastructure repair updates
- Wheaton history link
- Save my credit card info
- Bill pay link for water/sanitary bill payment
- Recycle information
- Not sure at this time. Information seems to be there, just easy to navigate.
- What future construction, destruction, improvements and events and a schedule of when those are to occur.
- Garbage pickup changes
- I would like to be able to find contact information for concerns more easily.
- Local news
- It would be great to be able to order trash stickers for delivery by mail.
- Services offered are fine, finding what you want is more difficult
- Easier to find and search local laws and ordinances
- Online emails to departments so that I can discuss issues directly without having to leave home (which is hard for me)
- None
- It's already pretty good
- Don't know what's not there. Haven't looked enough
- Can't think of anything.
- A tab clearly labeled
- Good job, keep it up!
- Number of traffic stops and type
- Link to local activities, entertainment, social opportunities (local music performances, school performances, park district)
- Events, library events, movies, ...So when I want to do something I can see
- Promote green initiatives in every possible way.
- Clearly-marked list of emergency numbers
- More updates on infrastructure and all city improvements
- More about weather emergencies
- Better reporting on crime statistics in Wheaton and progress on solving crimes
- Street improvement updates
- All

Q20. How often do you watch the following cable television access stations?

(N=683)

	Almost Daily	At Least Once/Week	Few Times Per Month	A Few Times Per Year	Never	Don't Know
Q20a. City of Wheaton Channel 10/ CWC10	0.4%	2.1%	6.9%	26.5%	61.6%	2.5%
Q20b. Public Access Channel [Channel 17 or 18]	0.1%	0.7%	5.4%	21.0%	69.6%	3.1%

WITHOUT DON'T KNOW

Q20. How often do you watch the following cable television access stations? (Without "don't know")

(N=683)

	Almost Daily	At Least Once/ Week	Few Times Per Month	A Few Times Per Year	Never
Q20a. City of Wheaton Channel 10/ CWC10	0.5%	2.1%	7.1%	27.2%	63.2%
Q20b. Public Access Channel [Channel 17 or 18]	0.2%	0.8%	5.6%	21.7%	71.8%

Q21. Which of the following types of programs or videos would you like to see on the City of Wheaton website or the City Cable Channel (Channel 10/CWC10)?

Q21. Types of programs or videos would you like to see on City website or City Cable Channel (Channel 10/CWC10)

	Number	Percent
Interviews with City leaders	168	24.6 %
Media event coverage	197	28.8 %
Special events/parade coverage	228	33.4 %
Informational videos about City services	277	40.6 %
Updates about legislative priorities	243	35.6 %
Other	23	3.4 %
<u>None chosen</u>	177	25.9 %
Total	1313	

Q21. Other

Q21 Other

- Seems like a waste of money
- Historical
- Infrastructure, future plans
- School district priorities
- Student of the week
- Do not need, save the money
- Where the budget and any money is being spent
- Coyote updates
- Tree replacements
- Financial plan, expenditures
- Wheaton college events
- Local newspapers
- Council meetings
- Events, parks, chamber commerce
- Events, activities, programs
- Tour of historic sites
- All of them
- Stop cable/waste of money
- Green/ecology projects
- Kill it, use money for useful stuff
- News and police matters
- Council and zoning meetings
- History
- Mini-documentaries about Wheaton residents, especially the history of long-time residents. Also, short infomercials promoting various volunteer groups in the community. Listings of the diverse religious organizations in town without promoting or endorsing their theology - a smorgasbord of high level listing.
- Future events and issues and when the City Council will decide on them
- More accessible volunteer opportunity database
- If I had cable, all of these
- Discussions about the City's financial situation & priorities
- Council and committee meetings
- I'd like more information about what is already on the City Cable Channel.
- Listing of
- My cable carrier does not have these channels
- CWC10 and Public Access Channel 17/18 on ATT U-verse
- City and Park District Board Meetings
- I have DirecTV and would like to have online access

Q22. TRANSPORTATION. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=683)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q22a. Ease of north/south travel in Wheaton	6.1%	42.0%	21.1%	23.1%	6.4%	1.2%
Q22b. Ease of east/west travel in Wheaton	10.2%	61.3%	18.3%	7.5%	0.7%	1.9%
Q22c. Traffic signal timing & coordination on major City streets	6.2%	47.3%	22.2%	18.4%	3.8%	2.2%
Q22d. Traffic conditions in your neighborhood relative to speed & volume	13.3%	52.7%	16.0%	13.2%	3.7%	1.2%
Q22e. Availability of public transportation services in Wheaton	3.8%	19.9%	24.6%	13.6%	5.1%	32.9%
Q22f. Ease of walking or biking in Wheaton	16.3%	52.0%	16.1%	8.9%	3.5%	3.2%
Q22g. Availability of sidewalks in City	12.6%	51.1%	16.8%	13.9%	3.8%	1.8%
Q22h. Availability of bicycle lanes	3.5%	14.1%	29.0%	24.7%	8.3%	20.4%

WITHOUT DON'T KNOW

Q22. TRANSPORTATION. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "don't know")

(N=683)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q22a. Ease of north/south travel in Wheaton	6.2%	42.5%	21.3%	23.4%	6.5%
Q22b. Ease of east/west travel in Wheaton	10.4%	62.5%	18.7%	7.6%	0.7%
Q22c. Traffic signal timing & coordination on major City streets	6.3%	48.3%	22.7%	18.8%	3.9%
Q22d. Traffic conditions in your neighborhood relative to speed & volume	13.5%	53.3%	16.1%	13.3%	3.7%
Q22e. Availability of public transportation services in Wheaton	5.7%	29.7%	36.7%	20.3%	7.6%
Q22f. Ease of walking or biking in Wheaton	16.8%	53.7%	16.6%	9.2%	3.6%
Q22g. Availability of sidewalks in City	12.8%	52.0%	17.1%	14.2%	3.9%
Q22h. Availability of bicycle lanes	4.4%	17.6%	36.4%	31.1%	10.5%

Q23. Which THREE of the services listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q23. 1st choice	Number	Percent
Ease of north/south travel in Wheaton	192	28.1 %
Ease of east/west travel in Wheaton	28	4.1 %
Traffic signal timing & coordination on major City streets	114	16.7 %
Traffic conditions in your neighborhood relative to speed & volume	58	8.5 %
Availability of public transportation services in Wheaton	62	9.1 %
Ease of walking or biking in Wheaton	42	6.1 %
Availability of sidewalks in City	59	8.6 %
Availability of bicycle lanes	69	10.1 %
<u>None chosen</u>	59	8.6 %
Total	683	100.0 %

Q23. Which THREE of the services listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q23. 2nd choice	Number	Percent
Ease of north/south travel in Wheaton	92	13.5 %
Ease of east/west travel in Wheaton	80	11.7 %
Traffic signal timing & coordination on major City streets	81	11.9 %
Traffic conditions in your neighborhood relative to speed & volume	67	9.8 %
Availability of public transportation services in Wheaton	53	7.8 %
Ease of walking or biking in Wheaton	64	9.4 %
Availability of sidewalks in City	57	8.3 %
Availability of bicycle lanes	84	12.3 %
<u>None chosen</u>	105	15.4 %
Total	683	100.0 %

Q23. Which THREE of the services listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q23. 3rd choice	Number	Percent
Ease of north/south travel in Wheaton	46	6.7 %
Ease of east/west travel in Wheaton	51	7.5 %
Traffic signal timing & coordination on major City streets	82	12.0 %
Traffic conditions in your neighborhood relative to speed & volume	51	7.5 %
Availability of public transportation services in Wheaton	58	8.5 %
Ease of walking or biking in Wheaton	68	10.0 %
Availability of sidewalks in City	58	8.5 %
Availability of bicycle lanes	85	12.4 %
<u>None chosen</u>	184	26.9 %
Total	683	100.0 %

Q23. Which THREE of the services listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (Sum of Top 3 Choices)

Q23. Sum of Top 3 Choices	Number	Percent
Ease of north/south travel in Wheaton	330	48.3 %
Ease of east/west travel in Wheaton	159	23.3 %
Traffic signal timing & coordination on major City streets	277	40.6 %
Traffic conditions in your neighborhood relative to speed & volume	176	25.8 %
Availability of public transportation services in Wheaton	173	25.3 %
Ease of walking or biking in Wheaton	174	25.5 %
Availability of sidewalks in City	174	25.5 %
Availability of bicycle lanes	238	34.8 %
<u>None chosen</u>	68	10.0 %
Total	1769	

Q24. CITY CODES AND REGULATIONS. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=683)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q24a. Enforcing clean-up of debris on private property	7.8%	38.9%	22.4%	9.8%	2.2%	18.9%
Q24b. Enforcing mowing & cutting of weeds on private property	7.6%	36.4%	22.1%	13.5%	2.5%	17.9%
Q24c. Enforcing exterior maintenance of residential property	6.3%	36.1%	27.3%	9.7%	1.8%	18.9%
Q24d. Enforcing exterior maintenance of business property	6.5%	37.8%	27.4%	8.5%	1.2%	18.6%
Q24e. Enforcing sign regulations	7.8%	39.9%	24.6%	3.8%	1.3%	22.6%
Q24f. Enforcing parking-residential neighborhoods	11.1%	44.9%	23.0%	7.5%	2.8%	10.7%
Q24g. Enforcement of graffiti removal	10.7%	37.9%	21.0%	1.3%	0.6%	28.5%

WITHOUT DON'T KNOW

Q24. CITY CODES AND REGULATIONS. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "don't know")

(N=683)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q24a. Enforcing clean-up of debris on private property	9.6%	47.9%	27.7%	12.1%	2.7%
Q24b. Enforcing mowing & cutting of weeds on private property	9.3%	44.3%	27.0%	16.4%	3.0%
Q24c. Enforcing exterior maintenance of residential property	7.8%	44.5%	33.6%	11.9%	2.2%
Q24d. Enforcing exterior maintenance of business property	7.9%	46.5%	33.7%	10.5%	1.4%
Q24e. Enforcing sign regulations	10.0%	51.5%	31.8%	4.9%	1.7%
Q24f. Enforcing parking-residential neighborhoods	12.5%	50.2%	25.8%	8.4%	3.1%
Q24g. Enforcement of graffiti removal	15.0%	53.0%	29.4%	1.8%	0.8%

Q25. GARBAGE AND RECYCLING SERVICES. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=683)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q25a. Residential trash collection services	33.4%	52.9%	7.0%	2.6%	1.5%	2.5%
Q25b. Yard waste removal	26.7%	48.9%	10.6%	5.1%	1.9%	6.8%
Q25c. Leaf collection	23.9%	42.7%	11.7%	10.3%	3.5%	7.9%
Q25d. Residential recycling service	37.5%	50.6%	6.2%	2.1%	0.7%	2.9%
Q25e. Removal of large bulky items	21.6%	43.0%	14.5%	5.7%	1.2%	14.0%
Q25f. "Pay-As-You-Throw" garbage sticker program	23.3%	37.4%	15.4%	10.4%	6.0%	7.5%
Q25g. Curbside electronics recycling services	10.3%	25.1%	18.8%	8.7%	2.6%	34.5%
Q25h. Household hazardous waste disposal services	7.3%	24.4%	19.1%	14.0%	5.0%	30.2%

WITHOUT DON'T KNOW

Q25. GARBAGE AND RECYCLING SERVICES. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=683)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q25a. Residential trash collection services	34.3%	54.3%	7.2%	2.7%	1.5%
Q25b. Yard waste removal	28.7%	52.4%	11.3%	5.5%	2.0%
Q25c. Leaf collection	26.0%	46.3%	12.7%	11.1%	3.8%
Q25d. Residential recycling service	38.7%	52.1%	6.3%	2.1%	0.8%
Q25e. Removal of large bulky items	25.1%	50.0%	16.9%	6.7%	1.4%
Q25f. "Pay-As-You-Throw" garbage sticker program	25.2%	40.4%	16.6%	11.3%	6.5%
Q25g. Curbside electronics recycling services	15.7%	38.3%	28.7%	13.2%	4.0%
Q25h. Household hazardous waste disposal services	10.5%	34.9%	27.4%	20.0%	7.2%

Q26. Please rank the City's environmental sustainability initiatives listed below from 1 to 5, where a rating of 1 means you feel the initiative is most important and a rating of 5 means you feel the initiative is least important.

Q26. Most important	Number	Percent
Waste management & recycling	341	49.9 %
Sustainable development & infrastructure	119	17.4 %
Sustainable transportation & mobility	66	9.7 %
Renewable resources & energy	83	12.2 %
Environmental leadership & education	32	4.7 %
<u>None chosen</u>	42	6.1 %
Total	683	100.0 %

Q26. Please rank the City's environmental sustainability initiatives listed below from 1 to 5, where a rating of 1 means you feel the initiative is most important and a rating of 5 means you feel the initiative is least important.

Q26. 2nd important	Number	Percent
Waste management & recycling	122	17.9 %
Sustainable development & infrastructure	185	27.1 %
Sustainable transportation & mobility	148	21.7 %
Renewable resources & energy	116	17.0 %
Environmental leadership & education	57	8.3 %
<u>None chosen</u>	55	8.1 %
Total	683	100.0 %

Q26. Please rank the City's environmental sustainability initiatives listed below from 1 to 5, where a rating of 1 means you feel the initiative is most important and a rating of 5 means you feel the initiative is least important.

Q26. 3rd important	Number	Percent
Waste management & recycling	93	13.6 %
Sustainable development & infrastructure	137	20.1 %
Sustainable transportation & mobility	159	23.3 %
Renewable resources & energy	157	23.0 %
Environmental leadership & education	70	10.2 %
<u>None chosen</u>	67	9.8 %
Total	683	100.0 %

Q26. Please rank the City's environmental sustainability initiatives listed below from 1 to 5, where a rating of 1 means you feel the initiative is most important and a rating of 5 means you feel the initiative is least important.

<u>Q26. 4th important</u>	Number	Percent
Waste management & recycling	55	8.1 %
Sustainable development & infrastructure	112	16.4 %
Sustainable transportation & mobility	135	19.8 %
Renewable resources & energy	192	28.1 %
Environmental leadership & education	112	16.4 %
<u>None chosen</u>	77	11.3 %
Total	683	100.0 %

Q26. Please rank the City's environmental sustainability initiatives listed below from 1 to 5, where a rating of 1 means you feel the initiative is most important and a rating of 5 means you feel the initiative is least important.

<u>Q26. Least important</u>	Number	Percent
Waste management & recycling	26	3.8 %
Sustainable development & infrastructure	69	10.1 %
Sustainable transportation & mobility	104	15.2 %
Renewable resources & energy	65	9.5 %
Environmental leadership & education	336	49.2 %
<u>None chosen</u>	83	12.2 %
Total	683	100.0 %

Q27. Overall, how important do you think it is for the City of Wheaton to invest in initiatives that will help preserve the environment?

Q27. How important is it for City to invest in initiatives that will help preserve environment	Number	Percent
Very important	279	40.8 %
Important	230	33.7 %
Somewhat important	117	17.1 %
Not important	26	3.8 %
Not important at all	9	1.3 %
Don't know	22	3.2 %
Total	683	100.0 %

Q28. CUSTOMER SERVICE. Have you interacted with (call, on-line service form, or visit) the City with a question, problem, or complaint during the past year?

Q28. Have you interacted with City during past year	Number	Percent
Yes	312	45.7 %
No	369	54.0 %
Not provided	2	0.3 %
Total	683	100.0 %

Q28a. (If YES to Question 28) How did you contact the City?

Q28a. How did you contact City	Number	Percent
By phone	234	75.0 %
Using online service form	12	3.8 %
By mail	40	12.8 %
In person	100	32.1 %
Not provided	4	1.3 %
Total	390	

Q28b. (If YES to Question 28) Which Department did you contact most recently?

<u>Q28b. Which Department did you contact most recently</u>	Number	Percent
Public Works	177	56.7 %
Police	72	23.1 %
Fire	5	1.6 %
Finance	14	4.5 %
Building & Code Enforcement	69	22.1 %
Planning	2	0.6 %
Economic Development	2	0.6 %
Communications	5	1.6 %
Human Resources	4	1.3 %
Engineering	18	5.8 %
Other	20	6.4 %
<u>None Chosen</u>	2	0.6 %
Total	390	

Q28b. Other

Q28b Other

- Tree
- City council
- Animal control
- Property tax department
- Not sure - for cable service
- Water
- Water
- Forestry
- Garbage pickup
- Administration
- Tax/tag
- Clerk
- Desk in Village Hall
- Forestry
- Forestry
- Library
- City Hall
- Animal Control
- For parkway trees
- City manager's office

Q28c. (If YES to Question 28) How easy was it to contact the person you needed to reach in the Department you listed in Question 28b?

Q28c. How easy was it to contact the person you

needed to reach

Number

Percent

Very easy

147

47.1 %

Somewhat easy

111

35.6 %

Difficult

25

8.0 %

Very difficult

26

8.3 %

Don't know

3

1.0 %

Total

312

100.0 %

Q28d. (If YES to Question 28) Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often and 1 means "Never."

(N=312)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q28d-1. They were courteous & polite	53.5%	30.1%	8.0%	3.8%	1.6%	2.9%
Q28d-2. They gave prompt, accurate & complete answers to questions	42.3%	31.4%	12.2%	7.7%	3.5%	2.9%
Q28d-3. They did what they said they would do in a timely manner	39.7%	29.2%	9.3%	8.7%	6.1%	7.1%
Q28d-4. They helped you resolve an issue to your satisfaction	39.7%	26.0%	14.4%	8.0%	9.0%	2.9%

WITHOUT DON'T KNOW**Q28d. (If YES to Question 28) Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often and 1 means "Never."**

(N=312)

	Always	Usually	Sometimes	Seldom	Never
Q28d-1. They were courteous & polite	55.1%	31.0%	8.3%	4.0%	1.7%
Q28d-2. They gave prompt, accurate & complete answers to questions	43.6%	32.3%	12.5%	7.9%	3.6%
Q28d-3. They did what they said they would do in a timely manner	42.8%	31.4%	10.0%	9.3%	6.6%
Q28d-4. They helped you resolve an issue to your satisfaction	40.9%	26.7%	14.9%	8.3%	9.2%

Q29. LIBRARY SERVICES. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=683)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q29a. Overall quality of available materials	44.8%	36.4%	5.3%	0.6%	0.3%	12.7%
Q29b. Overall quality & quantity of programs for children	28.9%	25.5%	8.4%	0.9%	0.1%	36.2%
Q29c. Overall quality & quantity of programs for teens	17.6%	19.8%	11.9%	1.6%	0.4%	48.7%
Q29d. Overall quality & quantity of programs for adults	28.3%	33.3%	13.4%	0.9%	0.1%	24.0%
Q29e. Overall helpfulness of library staff	47.5%	30.4%	7.4%	1.5%	0.4%	12.8%
Q29f. Quality of reference services	36.1%	34.2%	8.0%	0.3%	0.1%	21.4%
Q29g. Number of collection items available	30.5%	35.2%	10.0%	1.2%	0.1%	23.0%
Q29h. Number of DVDs available	26.1%	33.3%	13.1%	2.1%	0.6%	24.9%
Q29i. Number of recorded books available	23.9%	26.1%	13.6%	1.2%	0.4%	34.8%
Q29j. Number of e-materials available	19.3%	21.7%	13.6%	4.3%	0.6%	40.5%
Q29k. Number of public access computers available	24.0%	29.8%	12.8%	0.4%	0.1%	32.8%
Q29l. Overall quality of City library	47.9%	34.2%	4.4%	0.6%	0.1%	12.7%

WITHOUT DON'T KNOW

Q29. LIBRARY SERVICES. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "don't know")

(N=683)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q29a. Overall quality of available materials	51.3%	41.7%	6.1%	0.7%	0.3%
Q29b. Overall quality & quantity of programs for children	45.3%	40.0%	13.2%	1.4%	0.2%
Q29c. Overall quality & quantity of programs for teens	34.2%	38.5%	23.3%	3.2%	0.9%
Q29d. Overall quality & quantity of programs for adults	37.2%	43.8%	17.6%	1.2%	0.2%
Q29e. Overall helpfulness of library staff	54.5%	34.9%	8.5%	1.7%	0.5%
Q29f. Quality of reference services	45.9%	43.4%	10.1%	0.4%	0.2%
Q29g. Number of collection items available	39.6%	45.7%	13.0%	1.5%	0.2%
Q29h. Number of DVDs available	34.7%	44.3%	17.5%	2.7%	0.8%
Q29i. Number of recorded books available	36.7%	40.0%	20.8%	1.8%	0.7%
Q29j. Number of e-materials available	32.4%	36.4%	22.9%	7.2%	1.0%
Q29k. Number of public access computers available	35.8%	44.4%	19.0%	0.7%	0.2%
Q29l. Overall quality of City library	54.9%	39.2%	5.1%	0.7%	0.2%

Q30. Which THREE of the services listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q30. 1st choice	Number	Percent
Overall quality of available materials	111	16.3 %
Overall quality & quantity of programs for children	54	7.9 %
Overall quality & quantity of programs for teens	24	3.5 %
Overall quality & quantity of programs for adults	32	4.7 %
Overall helpfulness of library staff	24	3.5 %
Quality of reference services	13	1.9 %
Number of collection items available	26	3.8 %
Number of DVDs available	24	3.5 %
Number of recorded books available	21	3.1 %
Number of e-materials available	68	10.0 %
Number of public access computers available	24	3.5 %
Overall quality of City library	62	9.1 %
<u>None chosen</u>	200	29.3 %
Total	683	100.0 %

Q30. Which THREE of the services listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q30. 2nd choice	Number	Percent
Overall quality of available materials	60	8.8 %
Overall quality & quantity of programs for children	51	7.5 %
Overall quality & quantity of programs for teens	45	6.6 %
Overall quality & quantity of programs for adults	41	6.0 %
Overall helpfulness of library staff	28	4.1 %
Quality of reference services	27	4.0 %
Number of collection items available	27	4.0 %
Number of DVDs available	46	6.7 %
Number of recorded books available	20	2.9 %
Number of e-materials available	38	5.6 %
Number of public access computers available	25	3.7 %
Overall quality of City library	39	5.7 %
<u>None chosen</u>	236	34.6 %
Total	683	100.0 %

Q30. Which THREE of the services listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q30. 3rd choice	Number	Percent
Overall quality of available materials	44	6.4 %
Overall quality & quantity of programs for children	30	4.4 %
Overall quality & quantity of programs for teens	33	4.8 %
Overall quality & quantity of programs for adults	36	5.3 %
Overall helpfulness of library staff	30	4.4 %
Quality of reference services	24	3.5 %
Number of collection items available	32	4.7 %
Number of DVDs available	27	4.0 %
Number of recorded books available	14	2.0 %
Number of e-materials available	28	4.1 %
Number of public access computers available	29	4.2 %
Overall quality of City library	76	11.1 %
<u>None chosen</u>	280	41.0 %
Total	683	100.0 %

Q30. Which THREE of the services listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (Sum of Top 3 Choices)

Q30. Sum of Top 3 Choices	Number	Percent
Overall quality of available materials	215	31.5 %
Overall quality & quantity of programs for children	135	19.8 %
Overall quality & quantity of programs for teens	102	14.9 %
Overall quality & quantity of programs for adults	109	16.0 %
Overall helpfulness of library staff	82	12.0 %
Quality of reference services	64	9.4 %
Number of collection items available	85	12.4 %
Number of DVDs available	97	14.2 %
Number of recorded books available	55	8.1 %
Number of e-materials available	134	19.6 %
Number of public access computers available	78	11.4 %
Overall quality of City library	177	25.9 %
<u>None chosen</u>	217	31.8 %
Total	1550	

DEMOGRAPHICS**Approximately how many years have you lived at your current residence?**

Q31. How many years have you lived at your current residence	Number	Percent
5 years or less	118	17.3 %
6 to 10 years	87	12.7 %
11 to 15 years	103	15.1 %
16 to 20 years	103	15.1 %
21 to 30 years	174	25.5 %
31+ years	93	13.6 %
<u>Not provided</u>	5	0.7 %
Total	683	100.0 %

How many persons in your household (counting yourself) are at your current residence?

	Mean	Sum
Average Number	2.9	1965

Are you or other members of your household of Hispanic or Latino ancestry?

Q34. Are you of Hispanic or Latino ancestry	Number	Percent
Yes	41	6.0 %
No	629	92.1 %
<u>Not provided</u>	13	1.9 %
Total	683	100.0 %

Which of the following best describes your race?

<u>Q35. Your race</u>	Number	Percent
African American/Black	9	1.3 %
Asian, Hawaiian or Other Pacific Islander	35	5.1 %
American Indian or Alaska Native	6	0.9 %
White	621	90.9 %
Other	8	1.2 %
<u>Not Provided</u>	14	2.0 %
Total	693	

Which of the following best describes your race? (Other)

<u>Q35. Other</u>	number	percent
Multiracial	3	33.2 %
Irish/German	1	11.1 %
Hispanic	2	22.2 %
Indian	1	11.1 %
<u>Not provided</u>	2	22.2 %
Total	9	100.0 %

What is your gender?

<u>Q36. Your gender</u>	Number	Percent
Male	309	45.2 %
Female	374	54.8 %
Total	683	100.0 %

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

<u>Q37. Do you have a disability as recognized in Americans with Disabilities Act</u>	Number	Percent
Yes	55	8.1 %
No	617	90.3 %
<u>Not provided</u>	11	1.6 %
Total	683	100.0 %

Section 5:
Survey Instrument



City of Wheaton, Illinois

City of Wheaton
303 W. Wesley Street
Wheaton, IL 60187-0727
630-260-2000

www.wheaton.il.us

Dear City of Wheaton Resident,

You have been randomly chosen to participate in a community survey to help guide the City Council's future decisions, gauge public sentiment and identify areas where the City can make improvements. Your opinions are an important part of this process.

Enclosed you will find a survey designed to gather feedback about City services, programs and issues affecting Wheaton. An outside contractor, ETC Institute, is conducting the survey so the City can receive a statistically valid representation of the community. Individual survey responses are confidential; ETC Institute will not release them to the City.

Please return your completed survey using the postage-paid envelope provided, or you can complete it online at www.Wheaton2014Survey.com.

ETC Institute will present the results to the City after survey data is compiled, and the City Council will discuss the results at a future Planning Session.

We greatly appreciate your participation. Your assistance will help shape Wheaton's future.

Sincerely,

City of Wheaton Mayor and City Council.



2014 City of Wheaton Citizen Satisfaction Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to involve citizens in long-range planning and investment decisions. If you have questions, please call Gary White at 630-260-2190. **THANK YOU!**

1. Please rate your overall satisfaction with major categories of services provided by the City of Wheaton on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

Major Categories of City Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Overall quality of police, fire, and ambulance services	5	4	3	2	1	9
B. Overall quality of City water and sewer utilities	5	4	3	2	1	9
C. Overall enforcement of City codes and ordinances	5	4	3	2	1	9
D. Overall quality of customer service you receive from City employees	5	4	3	2	1	9
E. Overall effectiveness of City communication with the public	5	4	3	2	1	9
F. Overall flow of traffic and congestion management	5	4	3	2	1	9
G. How well the City is preparing for the future	5	4	3	2	1	9
H. Maintenance of City streets and sidewalks	5	4	3	2	1	9
I. Management of City finances	5	4	3	2	1	9

2. Which THREE of the Major Categories of City Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in the letters below using the letters from the list in Question 1 above.]

1st ____ 2nd ____ 3rd ____

3. Several items that may influence your perception of the City of Wheaton are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

Perceptions of the City	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Overall quality of services provided by the City	5	4	3	2	1	9
B. Overall image of the City	5	4	3	2	1	9
C. Overall quality of life in the City	5	4	3	2	1	9
D. Overall quality of your neighborhood	5	4	3	2	1	9
E. Overall feeling of safety in the City	5	4	3	2	1	9
F. The overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
G. Appearance of residential property in the City	5	4	3	2	1	9
H. Appearance of commercial property in the City	5	4	3	2	1	9

4. How would you rate the City of Wheaton on the items listed below? Please rate each item on a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor."

Rating of the City	Excellent	Good	Neutral	Below Average	Poor	Don't Know
A. As a place to live	5	4	3	2	1	9
B. As a place to raise children	5	4	3	2	1	9
C. As a place to work	5	4	3	2	1	9
D. As a place to shop	5	4	3	2	1	9
E. As a place for recreation	5	4	3	2	1	9
F. As a place for entertainment/leisure	5	4	3	2	1	9

5. **POLICE, FIRE AND AMBULANCE SERVICES.** Please rate the City of Wheaton on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied" with each of the following:

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Police safety education programs	5	4	3	2	1	9
B. Police education programs for the prevention of drug and alcohol abuse	5	4	3	2	1	9
C. Police drug and alcohol enforcement efforts	5	4	3	2	1	9
D. The attitude and behavior of Police Department personnel toward residents	5	4	3	2	1	9
E. The visibility of police in neighborhoods	5	4	3	2	1	9
F. The visibility of police in retail areas	5	4	3	2	1	9
G. The City's efforts to prevent crime	5	4	3	2	1	9
H. How quickly police respond to emergencies	5	4	3	2	1	9
I. Enforcement of local traffic laws	5	4	3	2	1	9
J. Overall quality of local police protection	5	4	3	2	1	9
K. How quickly fire personnel respond to emergencies	5	4	3	2	1	9
L. Quality of the City's fire prevention education programs	5	4	3	2	1	9
M. Overall quality of local fire protection	5	4	3	2	1	9
N. Fire Administration hours of operation	5	4	3	2	1	9
O. How quickly ambulance personnel respond to emergencies	5	4	3	2	1	9
P. Overall quality of local ambulance service	5	4	3	2	1	9
Q. Quality of animal control	5	4	3	2	1	9

6. Which THREE of the **Police, Fire and Ambulance services** do you think should receive the **MOST EMPHASIS** from City leaders over the next **TWO years**? [Write in the letters below using the letters from the list in Question 5 above.]

1st _____

2nd _____

3rd _____

7. **SAFETY.** Using a scale of 1 to 5 where 5 means "very safe" and 1 means "very unsafe," please indicate how safe you feel in the following situations.

How safe do you feel:	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
A. In parks	5	4	3	2	1	9
B. In your neighborhood during the day	5	4	3	2	1	9
C. In your neighborhood at night	5	4	3	2	1	9
D. In commercial and retail areas	5	4	3	2	1	9
E. Overall feeling of safety in Wheaton	5	4	3	2	1	9

8. **PUBLIC WORKS.** For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Maintenance of street signs	5	4	3	2	1	9
B. Maintenance of traffic signals	5	4	3	2	1	9
C. Adequacy of City street lighting	5	4	3	2	1	9
D. Snow removal on major City streets	5	4	3	2	1	9
E. Snow removal on neighborhood streets	5	4	3	2	1	9
F. Overall cleanliness of City streets and other public areas	5	4	3	2	1	9
G. City's parkway tree maintenance and preservation	5	4	3	2	1	9
H. City's response to emerald ash borer infestation	5	4	3	2	1	9

9. Which THREE of the Public Works items listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in the letters below using the letters from Question 8 above.]

1st _____ 2nd _____ 3rd _____

10. **INFRASTRUCTURE.** For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. The reliability of your water service	5	4	3	2	1	9
B. Water pressure in your home	5	4	3	2	1	9
C. City efforts to prevent backups from wastewater in your home	5	4	3	2	1	9
D. Overall value that you receive for water and wastewater utility rates	5	4	3	2	1	9
E. Maintenance of major City streets	5	4	3	2	1	9
F. Maintenance of neighborhood streets	5	4	3	2	1	9
G. Condition of sidewalks	5	4	3	2	1	9
H. Effectiveness of the stormwater runoff/management system	5	4	3	2	1	9

11. 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 letters below using the letters from the list in Question 10 above.]

1st _____ 2nd _____ 3rd _____

12. **ECONOMIC DEVELOPMENT** These are the four areas that have potential for economic growth. Please rank these four areas in the order of importance for new development, using the letters A-D.

- (A) Central Business District (Downtown)
- (B) North Wheaton – N. Main Street and Geneva Rd.
- (C) Roosevelt Road
- (D) South Wheaton – Danada, Town Square and Butterfield Rd

1st _____ 2nd _____ 3rd _____ 4th _____
MOST LEAST
Important Important

13. Are you satisfied with the existing broadband service options?

_____ (1) Yes _____ (2) No

14. Would you be willing to pay more for higher speed broadband?

_____ (1) Yes _____ (2) No

15. PUBLIC COMMUNICATION AND OUTREACH. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. The availability of information about City programs and services	5	4	3	2	1	9
B. City efforts to keep you informed about local issues	5	4	3	2	1	9
C. The level of public involvement in local decision-making	5	4	3	2	1	9
D. The quality of programming on the City's cable television channel (Channel 10/CWC10)	5	4	3	2	1	9
E. The quality of the City's online videos	5	4	3	2	1	9
F. The quality of the City's website	5	4	3	2	1	9
G. Ease of navigating the City's website	5	4	3	2	1	9
H. City efforts to use social media and emerging technology to keep you informed	5	4	3	2	1	9
I. The quality of the City's monthly newsletter	5	4	3	2	1	9
J. City efforts to keep you informed of special studies, projects and initiatives through public meetings	5	4	3	2	1	9

16. Which of the following types of information would you be **MOST interested in having the City of Wheaton include in communications, such as the City of Wheaton Newsletter or Email Updates? [Check all that apply]**

(1) Infrastructure improvements (3) City events (5) City Council actions
 (2) New developments in the City (4) Wheaton history (6) Other (please explain): _____

17. Which of the following are your primary sources of information about City issues, services, and events? [Check all that apply]

(01) The City of Wheaton Newsletter (06) Social media (Twitter, etc.)
 (02) Local newspapers (07) City website
 (03) Television news (08) Online City Videos
 (04) City Cable Channel (Channel 10/CWC10) (09) Email updates (Wheaton Weekly, etc.)
 (05) Local news websites (10) Other: _____

18. Which of the sources of information listed in Question 17 above will you turn to in the event of an emergency (severe weather, community threat and etc.)?

1st _____ 2nd _____ 3rd _____

19. Have you used the City's website?

(1) Yes [go to 19a and 19b] (2) No [go to 20]

19a. Which website services/features on the City website do you use most often?

19b. What additional services/information would you like to see the City of Wheaton include on the City's website?

20. How often do you watch the following cable television access stations?

How often do you watch the:	Almost Daily	At least Once/Week	Few Times Per Month	A Few Times Per Year	Never
A. City of Wheaton Channel 10/CWC10	5	4	3	2	1
B. Public Access Channel [Channel 17 or 18]	5	4	3	2	1

21. Which of the following types of programs or videos would you like to see on the City of Wheaton website or the City Cable Channel (Channel 10/CWC10)? [Check all that apply]

(1) Interviews with City leaders (5) Updates about legislative priorities
 (2) Media event coverage (6) Other: _____
 (3) Special events/parade coverage
 (4) Informational videos about City services

22. **TRANSPORTATION.** For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Ease of north/south travel in Wheaton	5	4	3	2	1	9
B. Ease of east/west travel in Wheaton	5	4	3	2	1	9
C. Traffic signal timing and coordination on major City streets	5	4	3	2	1	9
D. Traffic conditions in your neighborhood relative to speed and volume	5	4	3	2	1	9
E. Availability of public transportation services in Wheaton	5	4	3	2	1	9
F. The ease of walking or biking in Wheaton	5	4	3	2	1	9
G. Availability of sidewalks in the City	5	4	3	2	1	9
H. Availability of bicycle lanes	5	4	3	2	1	9

23. 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 letters below using the letters from the list in Question 22 above.]

1st _____ 2nd _____ 3rd _____

24. **CITY CODES AND REGULATIONS.** For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

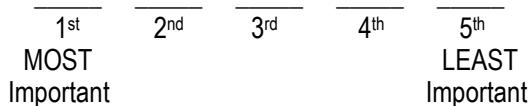
How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Enforcing the clean-up of debris on private property	5	4	3	2	1	9
B. Enforcing the mowing and cutting of weeds on private property	5	4	3	2	1	9
C. Enforcing the exterior maintenance of residential property	5	4	3	2	1	9
D. Enforcing the exterior maintenance of business property	5	4	3	2	1	9
E. Enforcing sign regulations	5	4	3	2	1	9
F. Enforcing parking – residential neighborhoods	5	4	3	2	1	9
G. Enforcement of graffiti removal	5	4	3	2	1	9

25. **GARBAGE AND RECYCLING SERVICES.** For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Residential trash collection services	5	4	3	2	1	9
B. Yard waste removal	5	4	3	2	1	9
C. Leaf collection	5	4	3	2	1	9
D. Residential recycling service	5	4	3	2	1	9
E. Removal of large bulky items	5	4	3	2	1	9
F. "Pay-As-You-Throw" garbage sticker program	5	4	3	2	1	9
G. Curbside electronics recycling services	5	4	3	2	1	9
H. Household hazardous waste disposal services (for motor oil, pesticides, etc.)	5	4	3	2	1	9

26. Please rank the City's environmental sustainability initiatives listed below from 1 to 5, where a rating of 1 means you feel the initiative is most important and a rating of 5 means you feel the initiative is least important. Write the letters that correspond to each of the categories in the spaces provided below.

- (A) Waste management and recycling
- (B) Sustainable development and infrastructure
 - (e.g. best practices, building codes)
- (C) Sustainable transportation and mobility
- (D) Renewable resources and energy
- (E) Environmental leadership and education



27. Overall, how important do you think it is for the City of Wheaton 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

28. **CUSTOMER SERVICE**. Have you interacted with (call, on-line service form, or visit) the City with a question, problem, or complaint during the past year?

(1) Yes [Answer Q28a-d] (2) No [Go to Q29]

28a. [If YES to Q#28] How did you contact the City?

(1) By phone (3) By email
 (2) Using online service form (4) In person

28b. [If YES to Q#28] Which Department did you contact most recently?

- (01) Public Works (street maintenance, water, sewers, forestry)
- (02) Police
- (03) Fire
- (04) Finance
- (05) Building & Code Enforcement
- (06) Planning
- (07) Economic Development
- (08) Communications
- (09) Human Resources
- (10) Engineering
- (11) Other: _____

28c. [If YES to Q#28] How easy was it to contact the person you needed to reach in the Department you listed in Question 28b?

(1) Very Easy (3) Difficult (9) Don't know
 (2) Somewhat Easy (4) Very Difficult

28d. [If YES to Q#28] Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never."

Frequency that:	Always	Usually	Sometimes	Seldom	Never	Don't Know
1. They were courteous and polite	5	4	3	2	1	9
2. They gave prompt, accurate and complete answers to questions	5	4	3	2	1	9
3. They did what they said they would do in a timely manner	5	4	3	2	1	9
4. They helped you resolve an issue to your satisfaction	5	4	3	2	1	9

29. **LIBRARY SERVICES.** For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Overall quality of available materials	5	4	3	2	1	9
B. Overall quality & quantity of programs for children	5	4	3	2	1	9
C. Overall quality & quantity of programs for teens	5	4	3	2	1	9
D. Overall quality & quantity of programs for adults	5	4	3	2	1	9
E. Overall helpfulness of library staff	5	4	3	2	1	9
F. The quality of reference services	5	4	3	2	1	9
G. The number of collection items available	5	4	3	2	1	9
H. The number of DVDs available	5	4	3	2	1	9
I. The number of recorded books available	5	4	3	2	1	9
J. The number of e-materials available	5	4	3	2	1	9
K. Number of public access computers available	5	4	3	2	1	9
L. Overall quality of City library	5	4	3	2	1	9

30. 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 letters below using the letters from the list in Question 29 above.]

1st _____ 2nd _____ 3rd _____

DEMOGRAPHICS

31. Approximately how many years have you lived at your current residence? _____ years

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

33. How many persons in your household (counting yourself) are at your current residence?

Under age 10 _____ Ages 20-34 _____ Ages 55-64 _____
Ages 10-19 _____ Ages 35-54 _____ Ages 65+ _____

34. Are you or other members of your household of Hispanic or Latino ancestry?

_____ (1) Yes _____ (2) No

35. Which of the following best describes your race?

_____ (1) African American/Black _____ (4) White
_____ (2) Asian, Hawaiian or Other Pacific Islander _____ (5) Other: _____
_____ (3) American Indian or Alaska Native

36. What is your gender? _____ (1) Male _____ (2) Female

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

_____ (1) Yes _____ (2) No

This concludes the survey. Thank you for your time!

Please Return Your Completed Survey in the Enclosed Postage Paid Envelope Addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

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. Thank you.