



# 2025 City of Wheaton Citizen Satisfaction Survey Findings Report

Presented to the City of  
Wheaton, IL

July 2025

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# Executive Summary

# 2025 City of Wheaton Citizen Satisfaction Survey

## Executive Summary



### Purpose

ETC Institute administered a community survey for the City of Wheaton between May and June of 2025. The survey was conducted as part of the City's effort to gather resident opinions and feedback on programs and services. The results of the survey will be used to help the City improve existing programs and determine future needs of residents in the City. This is the second citizen survey ETC Institute has administered for the City of Wheaton; the first was conducted during February and March of 2014.

### Methodology

A five-page survey was mailed to a random sample of households throughout the City of Wheaton. The mailed survey included a postage-paid return envelope and a cover letter. The cover letter explained the purpose of the survey, encouraged residents to return their surveys in the mail, and provided a link to an online survey for those who preferred to complete the survey over the internet. After the surveys were mailed, ETC Institute followed up with residents to encourage participation.

To prevent people who were not residents of Wheaton from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected from the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to receive at least 400 completed surveys. This goal was far exceeded, with a total of 601 households responding to the survey. The results for the random sample of 601 households have a 95% level of confidence with a precision of at least +/- 4.0%.

**Interpretation of “Don’t Know” Responses.** 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 of the survey, including comparisons to the 2014 survey results where applicable (Section 1)
- benchmarking data that show how the results for the City of Wheaton compare to results in other communities in the Plains Region and across the U.S. (Section 2)

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- 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)

### Satisfaction with Major City Services

The 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: fire and ambulance services (96%), police services (93%), library programs and services (93%), water service (88%), and communication with the public (82%).

Based on the sum of their top three choices, the City services that were most important to households were: 1) police services, 2) fire and ambulance services, and 3) maintenance of city streets and sidewalks.

### Overall Ratings of the City

Nearly all (99%) of the residents surveyed, *who had an opinion*, rated the City of Wheaton as an “excellent” or “good” place to live; 98% rated the City as an “excellent” or “good” place to raise children, and 79% rated the City as an “excellent” or “good” place to work.

### Perceptions of the City

Ninety-eight percent (98%) of the residents surveyed, *who had an opinion*, gave the City of Wheaton “excellent” or “good” ratings for quality of life; 95% rated the quality of services provided by the City as “excellent” or “good,” 88% rated the appearance of residential property in the City as “excellent” or “good,” and 79% rated the appearance of commercial property in the City as “excellent” or “good.”

### Satisfaction with Specific City Services

**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: availability of sidewalks in the City (82%), ease of walking or biking in Wheaton (78%), and availability of parking (63%).

Based on the sum of their top two choices, the transportation services that residents thought should receive the most emphasis over the next two years were: 1) traffic conditions in the neighborhood relative to speed and volume and 2) traffic signal timing and coordination on major City streets.

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**City Codes and Regulations.** The highest levels of satisfaction with City codes and regulations, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: properties – exterior maintenance (76%), mowing/cutting of weeds/grass on private property (73%), and cleanup of debris on private property (73%).

**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/ambulance personnel respond to emergencies (95%), professionalism of Fire Department personnel (94%), how quickly police respond to emergencies (93%), overall quality of local fire protection (93%), and overall quality of local ambulance service (92%).

Based on the sum of their top three choices, the police, fire and ambulance services that residents thought should receive the most emphasis over the next two years were: 1) the City’s efforts to prevent crime, 2) how quickly police respond to emergencies, and 3) visibility of police in neighborhoods.

**Public Works.** The highest levels of satisfaction with public works, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: cleanliness of City streets/other public areas (93%), maintenance of traffic signals (91%), and snow removal on City streets (84%).

Based on the sum of their top three choices, the public works services that residents thought should receive the most emphasis over the next two years were: 1) snow removal on City streets, 2) cleanliness of City streets/other public areas, and 3) City’s parkway tree maintenance/preservation.

**Infrastructure.** The highest levels of satisfaction with infrastructure services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: reliability of water service (96%), maintenance of major City streets (85%), efforts to prevent backups from wastewater in the home (78%), and maintenance of neighborhood streets (78%).

Based on the sum of their top three choices, the infrastructure services that residents thought should receive the most emphasis over the next two years were: 1) effectiveness of stormwater runoff/management system, 2) maintenance of major City streets, and 3) maintenance of neighborhood streets.

**Public Communication and Outreach.** The highest levels of satisfaction with public communication and outreach, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: availability of information about City programs/services (80%), timeliness of information (79%), and efforts to use social media/technology to inform (78%).

Based on the sum of their top three choices, the public communication and outreach services that residents thought should receive the most emphasis over the next two years were: 1) availability of information about City programs/services, 2) efforts to inform about local issues, and 3) timeliness of information.

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**Library Services.** 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: overall helpfulness of library staff (94%), appearance and condition of the library (93%), condition of the print collection (92%), and availability of parking at the library (91%).

Based on the sum of their top three choices, the library services that residents thought should receive the most emphasis over the next two years were: 1) availability of materials, 2) library communication with the community, and 3) availability of virtual items.

**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 trash collection services (86%), residential recycling service (82%), and yard waste removal (74%).

### Other Findings

- Based on the sum of their top three choices, the types of information that respondents are most interested in receiving from the City are: 1) public safety information, 2) infrastructure improvements, and 3) City programs/services.
- Based on the sum of their top three choices, the sources from which respondents most prefer to get information about the City of Wheaton are: 1) email/text updates from the City, 2) the City’s website, and 3) the City’s social media pages.
- Based on the sum of their top three choices, the sources that respondents would turn to in the event of a local emergency are: 1) email/text updates from the City, 2) the City’s website, and 3) the City’s social media pages.
- More than half (55%) of respondents surveys, *who had an opinion*, think it is “very important” for the City of Wheaton to invest in initiatives that will help preserve the environment; 25% think it is “important,” 13% think it is “somewhat important,” and 6% think investing in these initiatives is “not important” or “not important at all.”

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### Trends Since 2014

In 2025, satisfaction levels for the City of Wheaton rated higher than the 2014 results in 45 of the 53 areas that were assessed. The City **rated significantly higher in 2025 (5% or more) in 36 of these areas**. Listed below and on the following page are the comparisons between the 2025 and 2014 results:

Service	2025	2014	Difference	Category
Efforts to use social media/technology to inform	78.4%	44.0%	34.4%	Public Communication & Outreach
Effectiveness of stormwater runoff/management system	65.4%	38.1%	27.3%	Infrastructure
Maintenance of city streets and sidewalks	76.0%	49.0%	27.0%	Major City Services
Condition of City sidewalks	66.4%	41.5%	24.9%	Infrastructure
Maintenance of neighborhood streets	77.7%	55.4%	22.3%	Infrastructure
Police community engagement & safety programs	82.2%	61.0%	21.2%	Police, Fire and Ambulance Services
Mowing/cutting of weeds/grass on private property	73.2%	53.6%	19.6%	City Codes and Regulations
The City's efforts to prevent crime	88.6%	70.3%	18.3%	Police, Fire and Ambulance Services
Maintenance of major City streets	85.0%	67.0%	18.0%	Infrastructure
Value received for City tax dollars and fees	70.6%	53.0%	17.6%	Perceptions of the City
Availability of sidewalks in the City	82.2%	64.8%	17.4%	Transportation
Cleanup of debris on private property	72.8%	57.5%	15.3%	City Codes and Regulations
Appearance of commercial property in the City	78.9%	64.3%	14.6%	Perceptions of the City
Value received for water/wastewater utility rates	65.5%	51.2%	14.3%	Infrastructure
Adequacy of street lighting	79.6%	65.7%	13.9%	Public Works
Quality of City's fire safety education programs	79.1%	65.7%	13.4%	Police, Fire and Ambulance Services
City's parkway tree maintenance/preservation	82.2%	69.1%	13.1%	Public Works
Efforts to prevent backups from wastewater in your home	77.9%	65.7%	12.2%	Infrastructure
Visibility of police in retail areas	65.2%	53.1%	12.1%	Police, Fire and Ambulance Services
Efforts to inform about local issues	78.1%	66.1%	12.0%	Public Communication & Outreach
Communication with the public	82.0%	70.8%	11.2%	Major City Services
As a place to work	79.1%	68.1%	11.0%	Overall Ratings of the City
Quality of services provided by the City	95.3%	84.3%	11.0%	Perceptions of the City
How quickly police respond to emergencies	93.3%	83.1%	10.2%	Police, Fire and Ambulance Services
Overall quality of local ambulance service	92.2%	82.5%	9.7%	Police, Fire and Ambulance Services
Parking in residential neighborhoods	72.3%	62.7%	9.6%	City Codes and Regulations
Availability of information about City programs/services	80.1%	70.8%	9.3%	Public Communication & Outreach
Ease of walking or biking in Wheaton	78.4%	70.5%	7.9%	Transportation
Quality of life in the City	98.0%	90.2%	7.8%	Perceptions of the City
Traffic signal timing & coordination on major City streets	62.4%	54.6%	7.8%	Transportation
Appearance of residential property in the City	88.2%	81.0%	7.2%	Perceptions of the City

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### Trends Since 2014 (Cont.)

Service	2025	2014	Difference	Category
Overall quality of local police protection	89.8%	82.9%	6.9%	Police, Fire and Ambulance Services
Overall quality of local fire protection	93.1%	86.4%	6.7%	Police, Fire and Ambulance Services
Cleanliness of City streets/other public areas	93.1%	86.7%	6.4%	Public Works
Customer service from City employees	81.2%	75.0%	6.2%	Major City Services
Snow removal on City streets	84.4%	78.2%	6.2%	Public Works
Visibility of police in neighborhoods	67.6%	62.8%	4.8%	Police, Fire and Ambulance Services
Overall helpfulness of library staff	93.9%	89.4%	4.5%	Library Services
In commercial & retail areas	95.1%	90.8%	4.3%	Feeling of Safety
As a place to live	98.8%	95.0%	3.8%	Overall Ratings of the City
Enforcement of local traffic laws	73.3%	69.5%	3.8%	Police, Fire and Ambulance Services
Maintenance of traffic signals	91.0%	88.1%	2.9%	Public Works
Overall feeling of safety in Wheaton	98.2%	95.6%	2.6%	Feeling of Safety
As a place to raise children	98.1%	95.9%	2.2%	Overall Ratings of the City
Reliability of your water service	95.7%	94.1%	1.6%	Infrastructure
Enforcement of City codes & ordinances	65.2%	66.6%	-1.4%	Major City Services
Residential trash collection services	86.1%	88.6%	-2.5%	Garbage and Recycling Services
Flow of traffic & congestion management	54.3%	60.8%	-6.5%	Major City Services
Yard waste removal	74.2%	81.1%	-6.9%	Garbage and Recycling Services
Traffic conditions in neighborhood relative to speed & volume	58.8%	66.8%	-8.0%	Transportation
Residential recycling service	82.1%	90.8%	-8.7%	Garbage and Recycling Services
Leaf collection	61.9%	72.3%	-10.4%	Garbage and Recycling Services
Removal of large, bulky items	55.9%	75.1%	-19.2%	Garbage and Recycling Services

# 2025 City of Wheaton Citizen Satisfaction Survey

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### How the City of Wheaton Compares to Other Communities Nationally

Satisfaction levels for Wheaton **rated significantly higher (5% or more) than the U.S. average in all 46 areas** that were assessed. Listed below are the comparisons between Wheaton and the U.S. average:

Service	Wheaton	U.S.	Difference	Category
As a place to live	98.8%	48.5%	50.3%	Overall Ratings of the City
Quality of services provided by the City	95.3%	49.0%	46.3%	Perceptions of the City
Communication with the public	82.0%	36.9%	45.1%	Major City Services
Police community engagement & safety programs	82.2%	37.2%	45.0%	Police, Fire and Ambulance Services
Customer service from City employees	81.2%	39.4%	41.8%	Major City Services
Garbage, recycling & yard waste services	78.5%	37.1%	41.4%	Major City Services
The City's efforts to prevent crime	88.6%	48.6%	40.0%	Police, Fire and Ambulance Services
Cleanliness of City streets/other public areas	93.1%	53.3%	39.8%	Public Works
Efforts to use social media/technology to inform	78.4%	39.3%	39.1%	Public Communication & Outreach
Value received for City tax dollars and fees	70.6%	32.9%	37.7%	Perceptions of the City
How quickly police respond to emergencies	93.3%	56.1%	37.2%	Police, Fire and Ambulance Services
Overall quality of local police protection	89.8%	53.0%	36.8%	Police, Fire and Ambulance Services
As a place to raise children	98.1%	61.4%	36.7%	Overall Ratings of the City
Timeliness of information	78.7%	42.5%	36.2%	Public Communication & Outreach
Water service	87.9%	51.9%	36.0%	Major City Services
Maintenance of city streets and sidewalks	76.0%	40.5%	35.5%	Major City Services
Ability to find information on City's website	77.8%	42.4%	35.4%	Public Communication & Outreach
Maintenance of major City streets	85.0%	50.1%	34.9%	Infrastructure
Efforts to inform about local issues	78.1%	43.3%	34.8%	Public Communication & Outreach
Availability of info about City programs/services	80.1%	46.4%	33.7%	Public Communication & Outreach
Properties - exterior maintenance	76.4%	44.1%	32.3%	City Codes and Regulations
Overall feeling of safety	98.2%	66.0%	32.2%	Feeling of Safety
Feeling of safety in commercial & retail areas	95.1%	63.7%	31.4%	Feeling of Safety
Quality of City's fire safety education programs	79.1%	48.6%	30.5%	Police, Fire and Ambulance Services
Library programs and services	93.1%	63.9%	29.2%	Major City Services
Maintenance of neighborhood streets	77.7%	49.3%	28.4%	Infrastructure
Maintenance of traffic signals	91.0%	63.1%	27.9%	Public Works
Cleanup of debris on private property	72.8%	45.1%	27.7%	City Codes and Regulations
Mowing/cutting of weeds/grass on private property	73.2%	46.1%	27.1%	City Codes and Regulations
Residential recycling service	82.1%	55.6%	26.5%	Garbage and Recycling Services
Snow removal on City streets	84.4%	58.1%	26.3%	Public Works
Enforcement of City codes & ordinances	65.2%	40.1%	25.1%	Major City Services
Enforcement of local traffic laws	73.3%	49.6%	23.7%	Police, Fire and Ambulance Services
How quickly fire/ambulance personnel respond to emergencies	95.0%	71.7%	23.3%	Police, Fire and Ambulance Services
As a place to work	79.1%	57.1%	22.0%	Overall Ratings of the City
Overall quality of local ambulance service	92.2%	70.5%	21.7%	Police, Fire and Ambulance Services
Adequacy of street lighting	79.6%	58.5%	21.1%	Public Works
Drainage & stormwater management services	70.5%	49.5%	21.0%	Major City Services
Yard waste removal	74.2%	53.8%	20.4%	Garbage and Recycling Services
Condition of City sidewalks	66.4%	46.7%	19.7%	Infrastructure
Residential trash collection services	86.1%	67.5%	18.6%	Garbage and Recycling Services
Overall quality of local fire protection	93.1%	76.2%	16.9%	Police, Fire and Ambulance Services
Visibility of police in retail areas	65.2%	50.6%	14.6%	Police, Fire and Ambulance Services
Visibility of police in neighborhoods	67.6%	54.1%	13.5%	Police, Fire and Ambulance Services
Flow of traffic & congestion management	54.3%	44.8%	9.5%	Major City Services
Removal of large, bulky items	55.9%	46.6%	9.3%	Garbage and Recycling Services

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### How the City of Wheaton Compares to Other Communities in the Region

Satisfaction levels for Wheaton **rated significantly higher (5% or more) than the Plains regional average in 45 of the 46 areas** that were assessed. Listed below are the comparisons between Wheaton and the Plains regional average:

Service	Wheaton	Plains Region	Difference	Category
As a place to live	98.8%	49.4%	49.4%	Overall Ratings of the City
Police community engagement & safety programs	82.2%	33.9%	48.3%	Police, Fire and Ambulance Services
Communication with the public	82.0%	37.2%	44.8%	Major City Services
Ability to find information on City's website	77.8%	33.3%	44.5%	Public Communication & Outreach
Maintenance of major City streets	85.0%	40.5%	44.5%	Infrastructure
Water service	87.9%	43.9%	44.0%	Major City Services
Quality of services provided by the City	95.3%	51.7%	43.6%	Perceptions of the City
Cleanliness of City streets/other public areas	93.1%	51.4%	41.7%	Public Works
Maintenance of city streets and sidewalks	76.0%	35.3%	40.7%	Major City Services
Garbage, recycling & yard waste services	78.5%	38.0%	40.5%	Major City Services
As a place to raise children	98.1%	57.7%	40.4%	Overall Ratings of the City
Availability of info about City programs/services	80.1%	39.7%	40.4%	Public Communication & Outreach
Efforts to use social media/technology to inform	78.4%	38.0%	40.4%	Public Communication & Outreach
Customer service from City employees	81.2%	42.0%	39.2%	Major City Services
Timeliness of information	78.7%	39.9%	38.8%	Public Communication & Outreach
Value received for City tax dollars and fees	70.6%	32.8%	37.8%	Perceptions of the City
How quickly police respond to emergencies	93.3%	55.6%	37.7%	Police, Fire and Ambulance Services
Properties - exterior maintenance	76.4%	39.9%	36.5%	City Codes and Regulations
The City's efforts to prevent crime	88.6%	52.2%	36.4%	Police, Fire and Ambulance Services
Quality of City's fire safety education programs	79.1%	43.2%	35.9%	Police, Fire and Ambulance Services
Efforts to inform about local issues	78.1%	42.2%	35.9%	Public Communication & Outreach
Maintenance of traffic signals	91.0%	57.2%	33.8%	Public Works
Overall feeling of safety	98.2%	64.9%	33.3%	Feeling of Safety
Residential recycling service	82.1%	48.9%	33.2%	Garbage and Recycling Services
Overall quality of local police protection	89.8%	56.8%	33.0%	Police, Fire and Ambulance Services
Maintenance of neighborhood streets	77.7%	45.0%	32.7%	Infrastructure
Feeling of safety in commercial & retail areas	95.1%	64.0%	31.1%	Feeling of Safety
Library programs and services	93.1%	62.9%	30.2%	Major City Services
Mowing/cutting of weeds/grass on private property	73.2%	44.1%	29.1%	City Codes and Regulations
Cleanup of debris on private property	72.8%	44.1%	28.7%	City Codes and Regulations
Yard waste removal	74.2%	45.7%	28.5%	Garbage and Recycling Services
How quickly fire/ambulance personnel respond to emergencies	95.0%	67.0%	28.0%	Police, Fire and Ambulance Services
Condition of City sidewalks	66.4%	39.6%	26.8%	Infrastructure
As a place to work	79.1%	52.9%	26.2%	Overall Ratings of the City
Overall quality of local ambulance service	92.2%	67.3%	24.9%	Police, Fire and Ambulance Services
Drainage & stormwater management services	70.5%	46.2%	24.3%	Major City Services
Residential trash collection services	86.1%	62.4%	23.7%	Garbage and Recycling Services
Enforcement of City codes & ordinances	65.2%	42.3%	22.9%	Major City Services
Snow removal on City streets	84.4%	62.3%	22.1%	Public Works
Adequacy of street lighting	79.6%	57.9%	21.7%	Public Works
Overall quality of local fire protection	93.1%	76.1%	17.0%	Police, Fire and Ambulance Services
Visibility of police in retail areas	65.2%	48.7%	16.5%	Police, Fire and Ambulance Services
Enforcement of local traffic laws	73.3%	56.9%	16.4%	Police, Fire and Ambulance Services
Removal of large, bulky items	55.9%	41.2%	14.7%	Garbage and Recycling Services
Visibility of police in neighborhoods	67.6%	60.5%	7.1%	Police, Fire and Ambulance Services
Flow of traffic & congestion management	54.3%	49.9%	4.4%	Major City Services

# 2025 City of Wheaton Citizen Satisfaction Survey

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### 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.

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

- Flow of traffic and congestion management (I-S Rating = 0.1188)

The table below shows the Importance-Satisfaction rating for all 13 major City services that were rated.

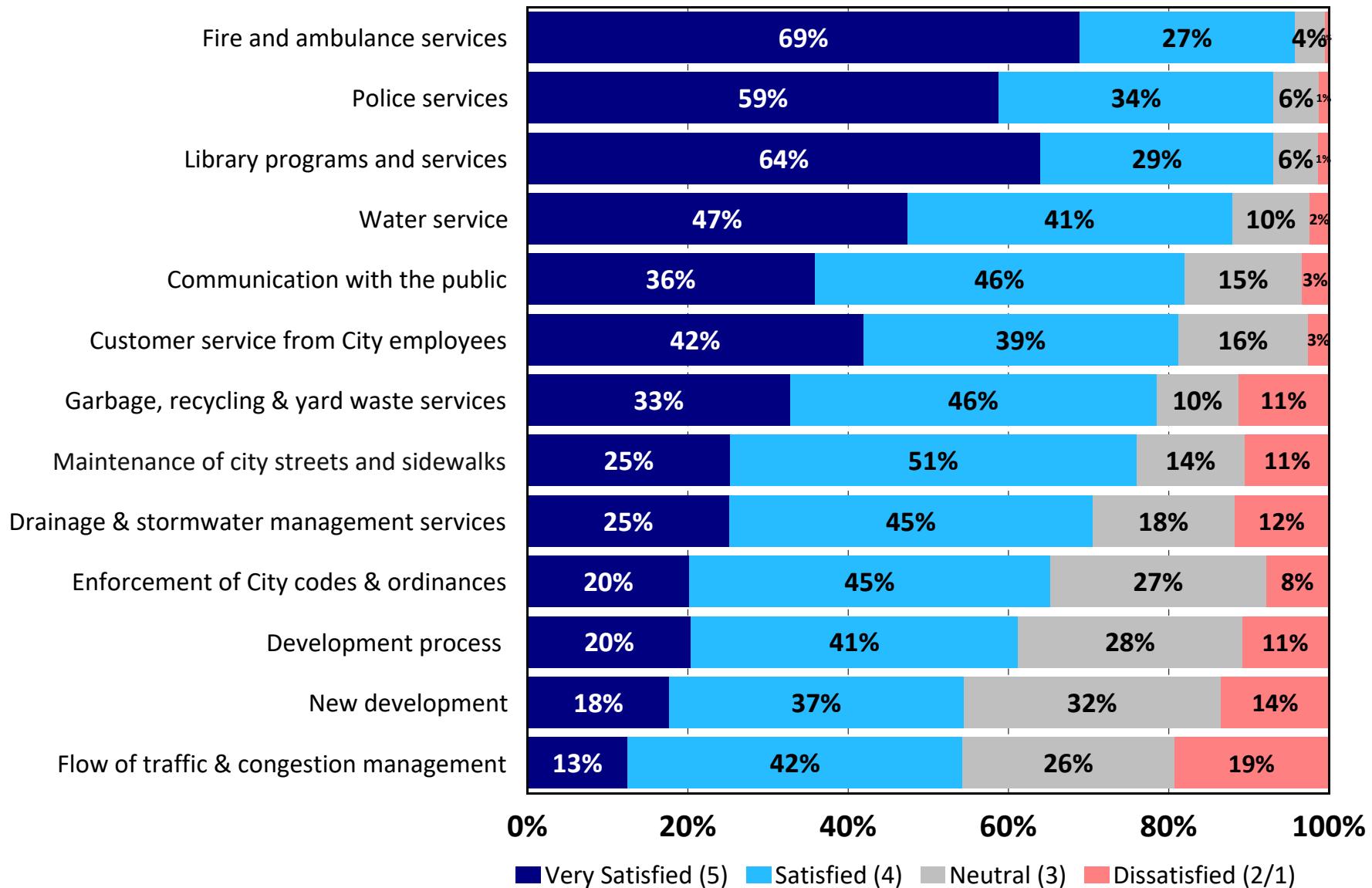
Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	
					Rating	I-S Rating Rank
<b>High Priority (IS.10-20)</b>						
Flow of traffic & congestion management	26%	5	54%	13	0.1188	1
<b>Medium Priority (IS&lt;10)</b>						
New development	18%	8	54%	12	0.0798	2
Maintenance of city streets and sidewalks	31%	3	76%	8	0.0754	3
Drainage & stormwater management services	17%	9	71%	9	0.0496	4
Garbage, recycling & yard waste services	18%	7	79%	7	0.0389	5
Police services	55%	1	93%	2	0.0377	6
Communication with the public	19%	6	82%	5	0.0337	7
Enforcement of City codes & ordinances	8%	11	65%	10	0.0261	8
Fire and ambulance services	47%	2	96%	1	0.0203	9
Water service	16%	10	88%	4	0.0194	10
Library programs and services	27%	4	93%	3	0.0187	11
Development process	4%	13	61%	11	0.0159	12
Customer service from City employees	5%	12	81%	6	0.0086	13



# Charts and Graphs

# Q1. Satisfaction with Major City Services

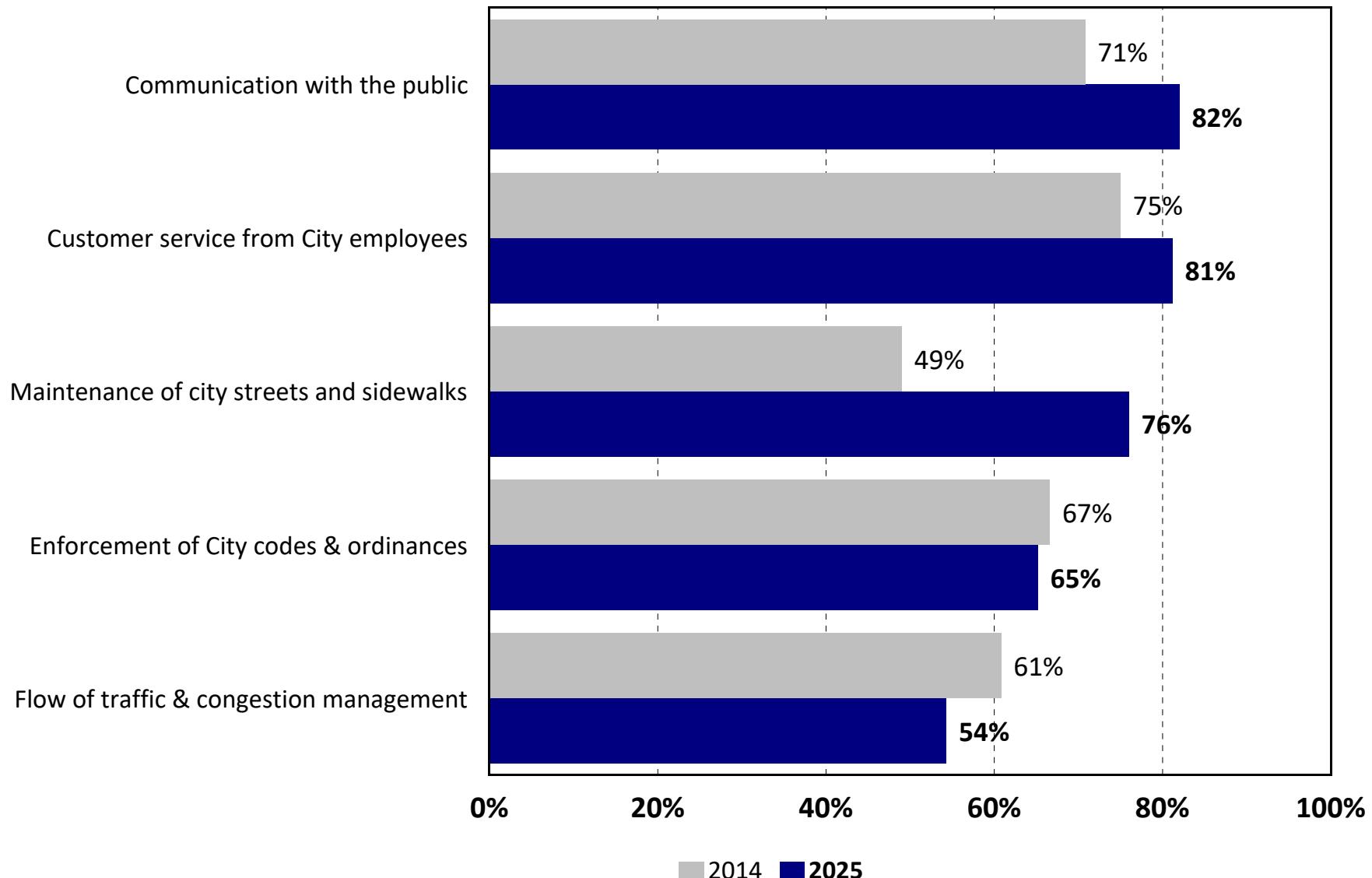
by percentage of respondents (excluding “don’t know”)



# TRENDS: Satisfaction with Major City Services

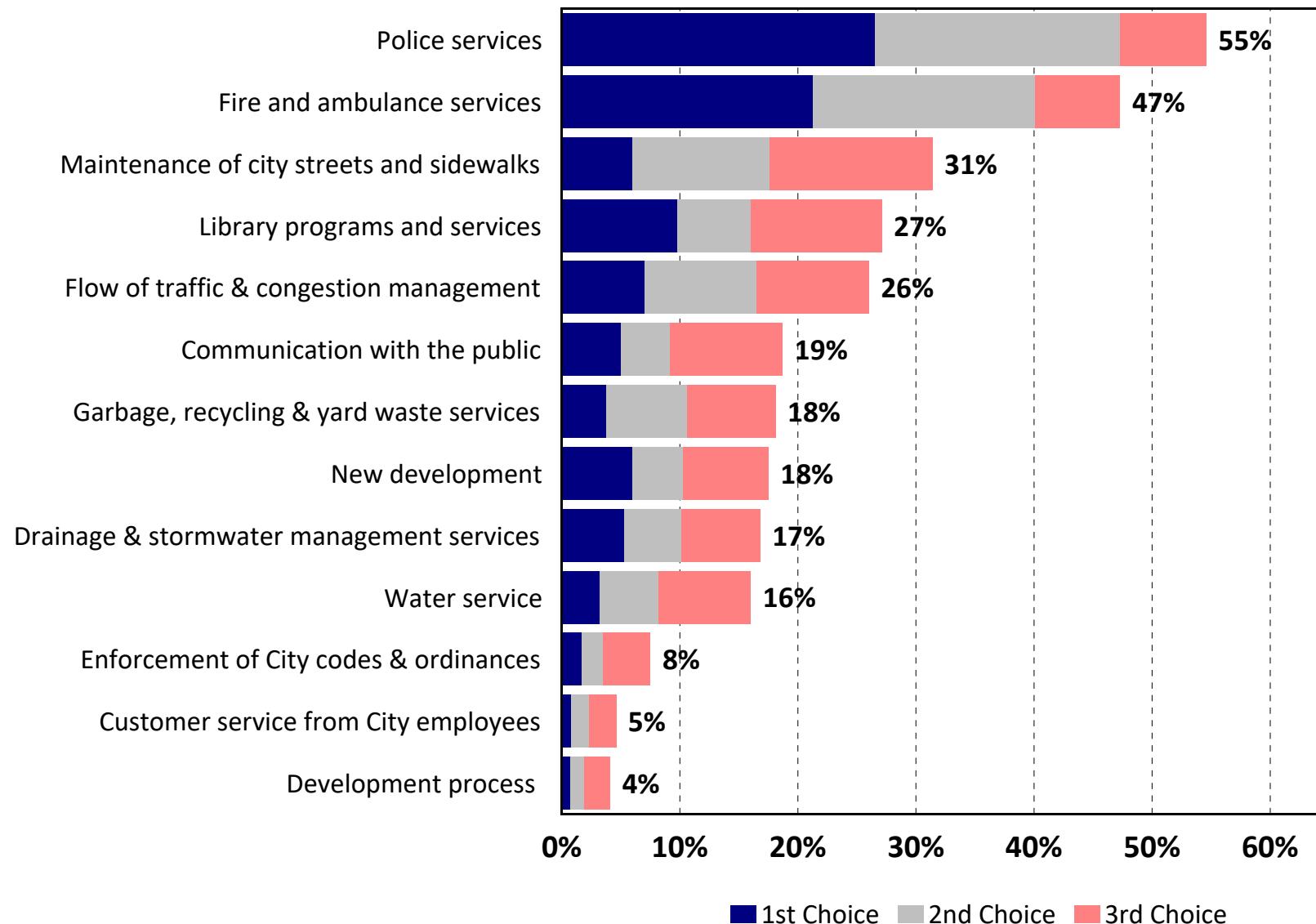
## 2014 vs. 2025

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don’t know”)



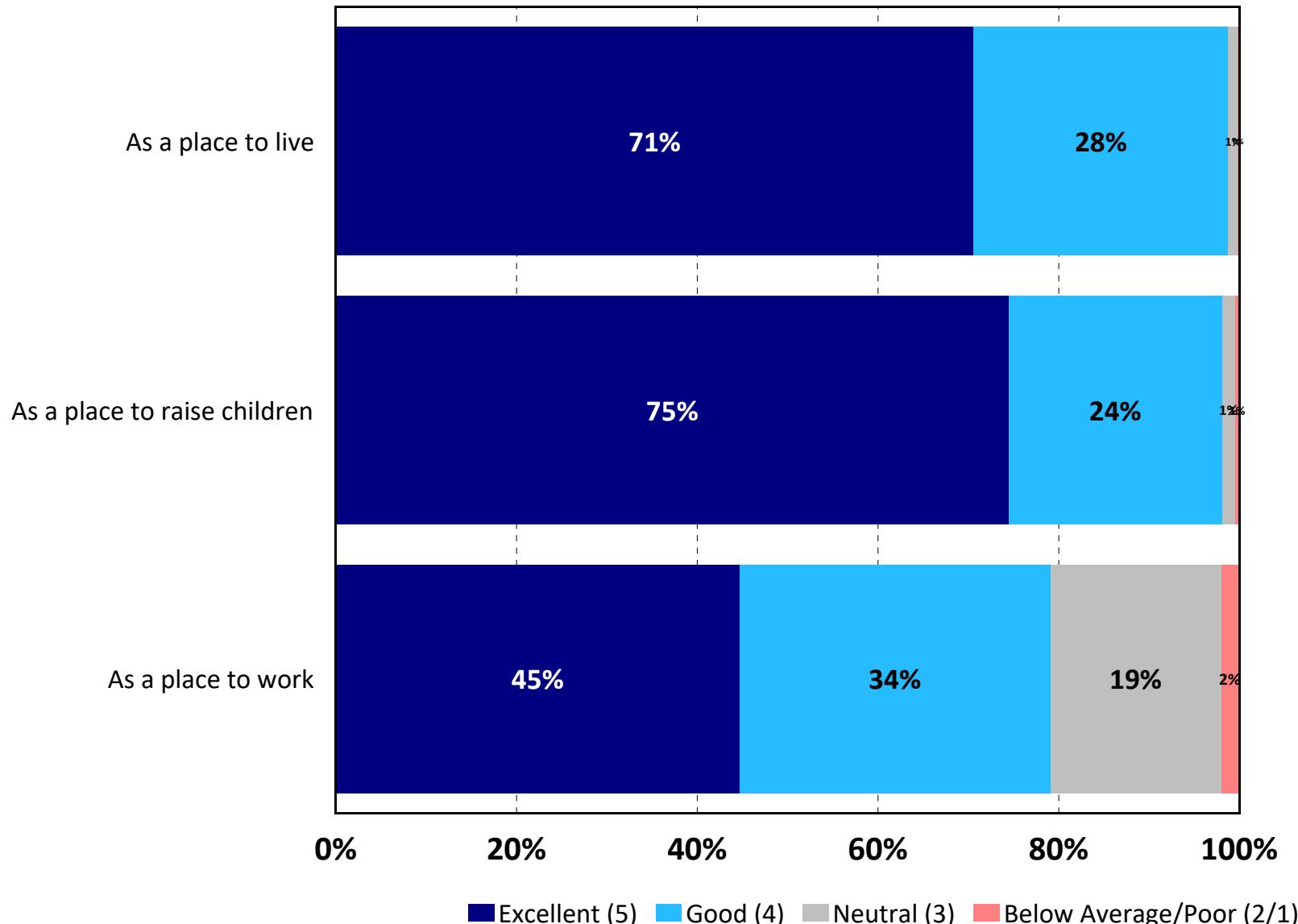
## Q2. City Services That Are Most Important to Households

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



# Q4. Overall Ratings of the City

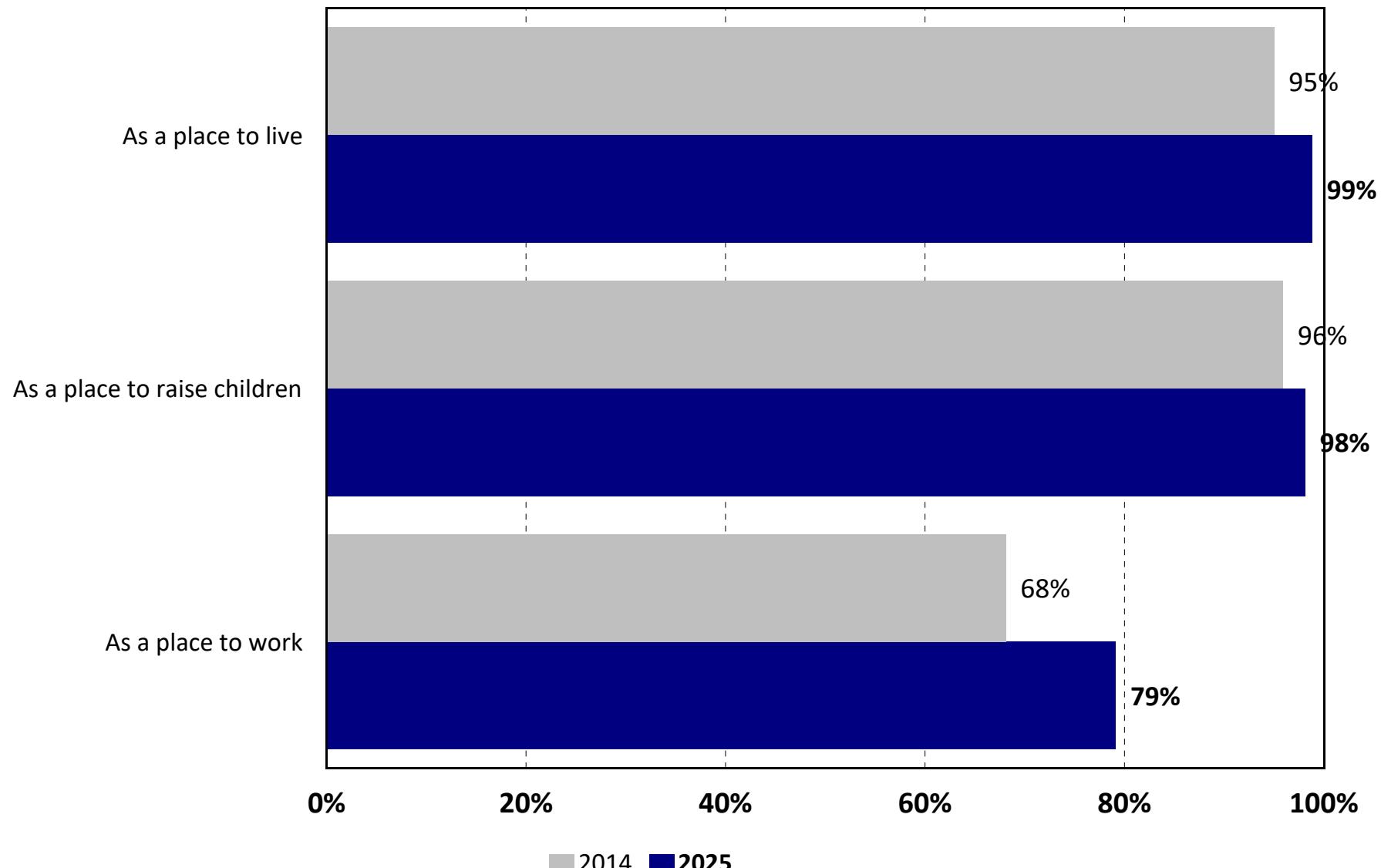
by percentage of respondents (excluding “don’t know”)



# TRENDS: Overall Ratings of the City

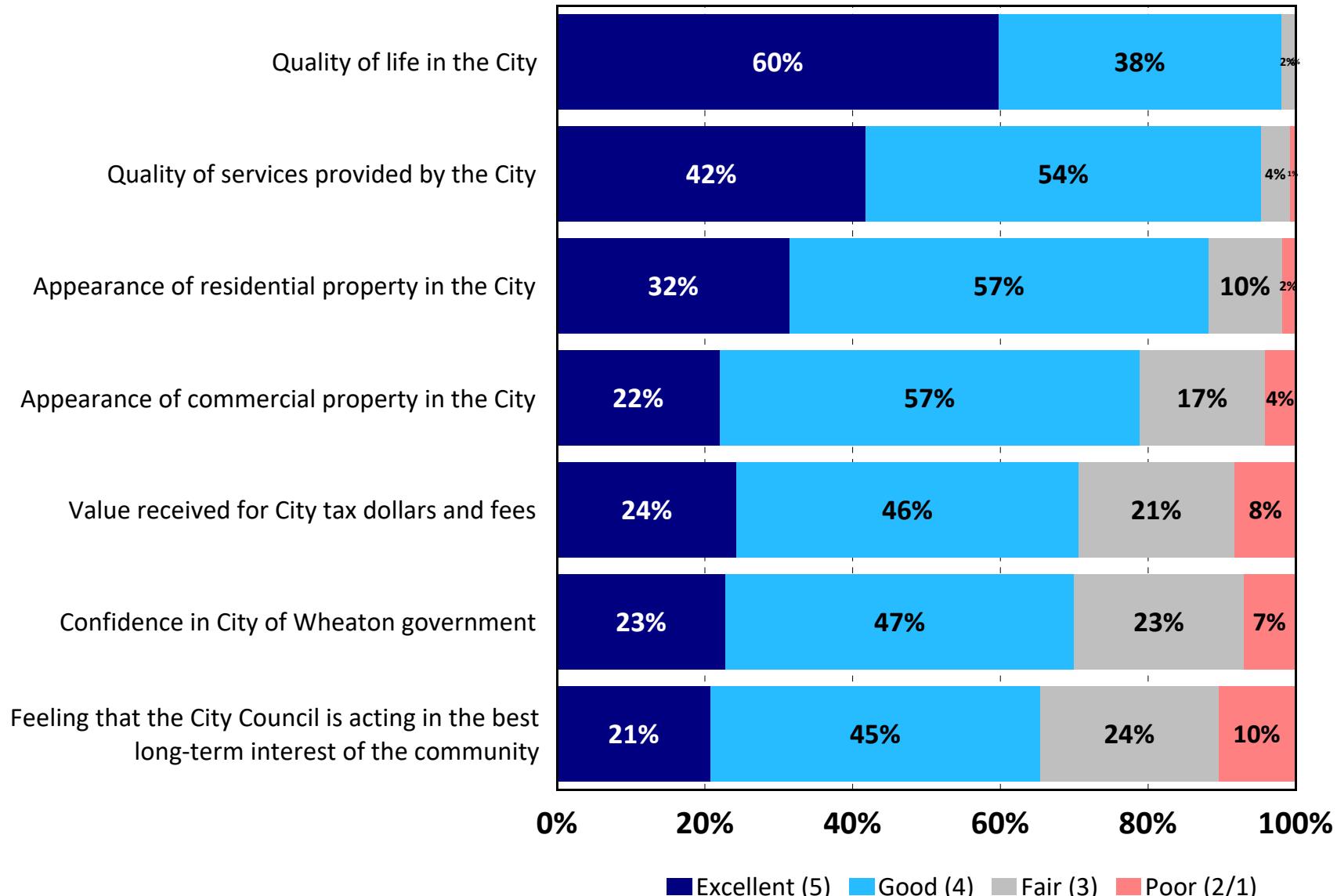
## 2014 vs. 2025

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don’t know”)



# Q5. Perceptions of the City

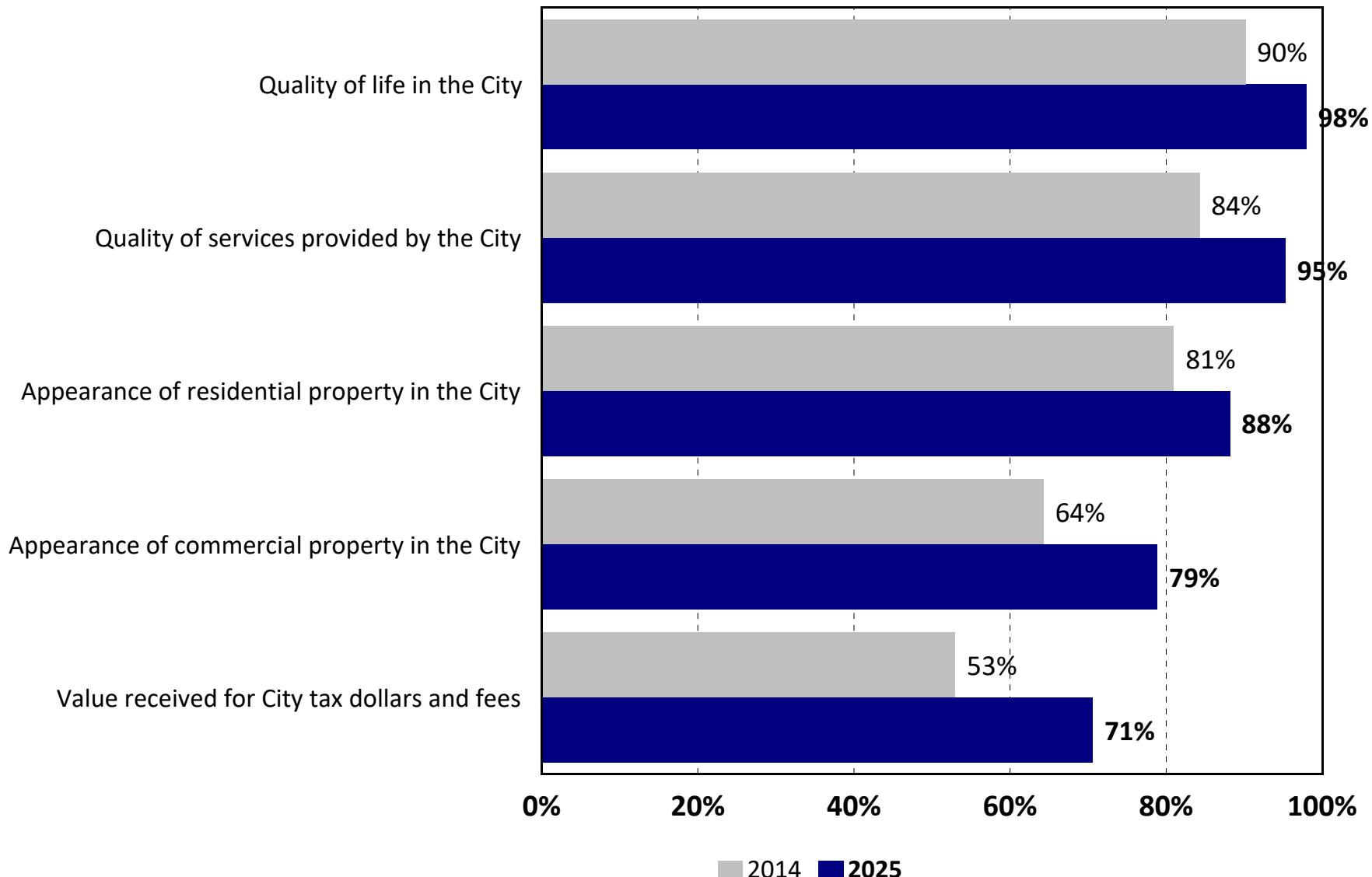
by percentage of respondents (excluding “don’t know”)



# TRENDS: Perceptions of the City

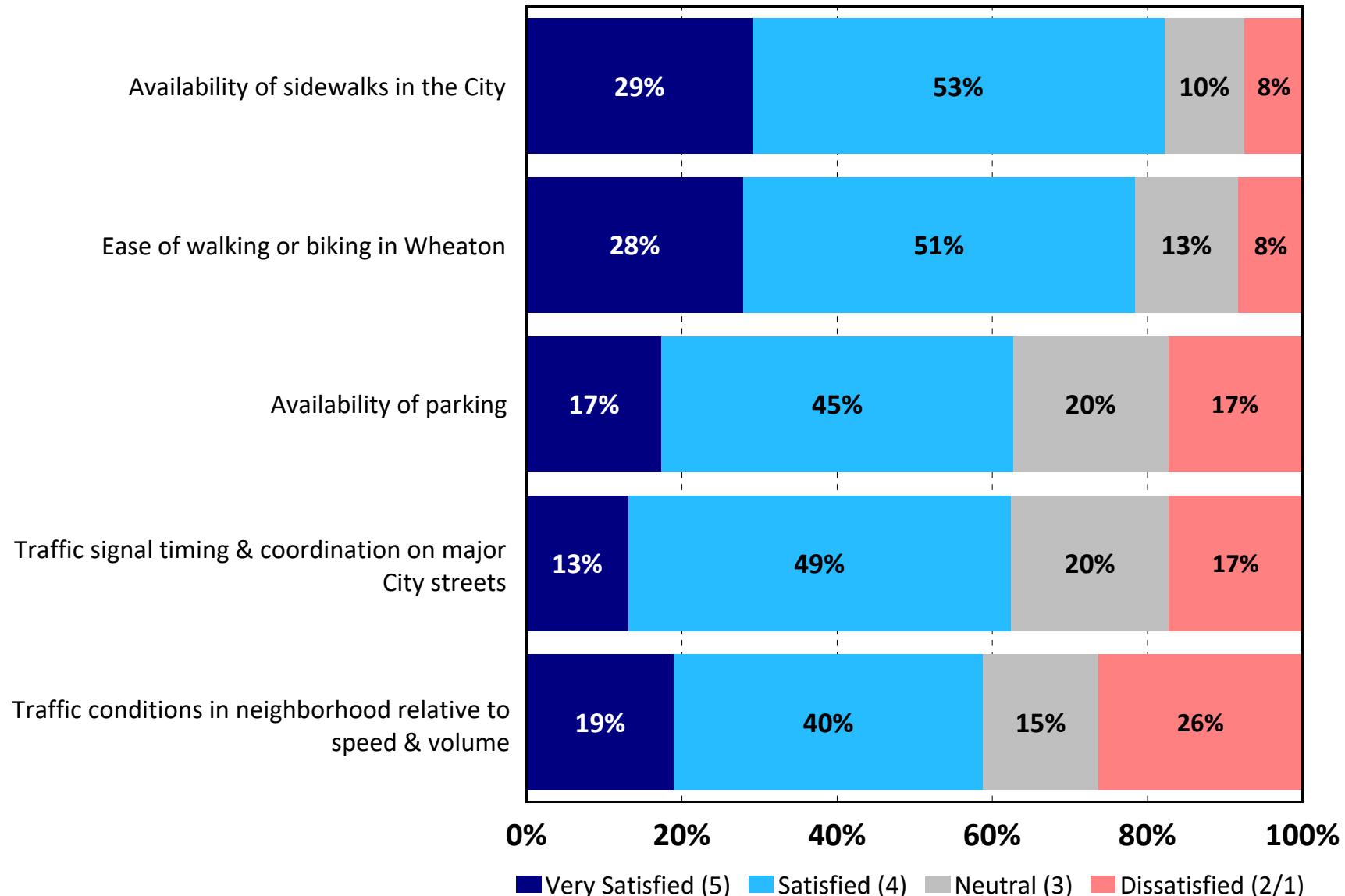
## 2014 vs. 2025

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don’t know”)



# Q6. Satisfaction with Transportation

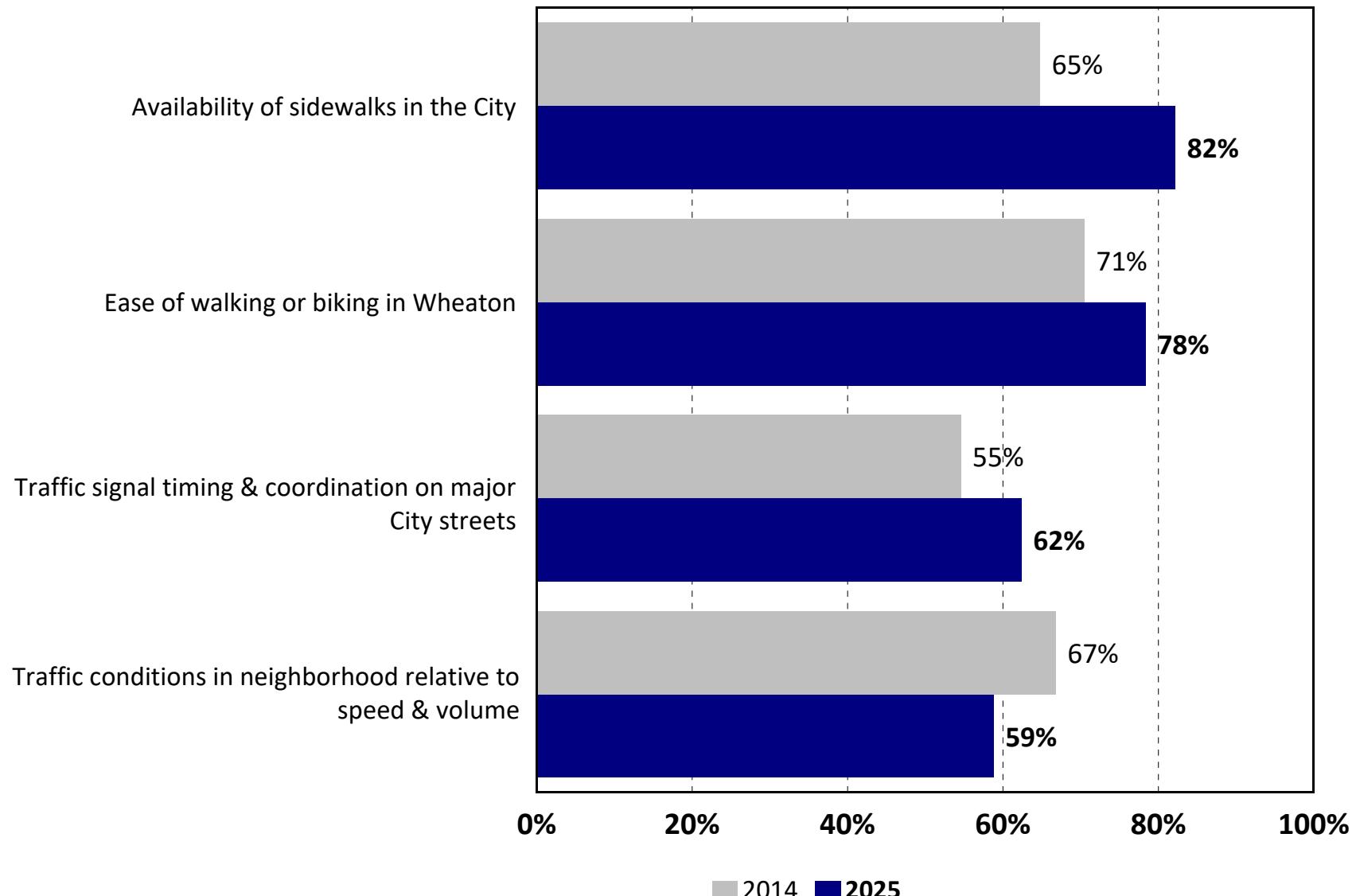
by percentage of respondents (excluding “don’t know”)



# TRENDS: Satisfaction with Transportation

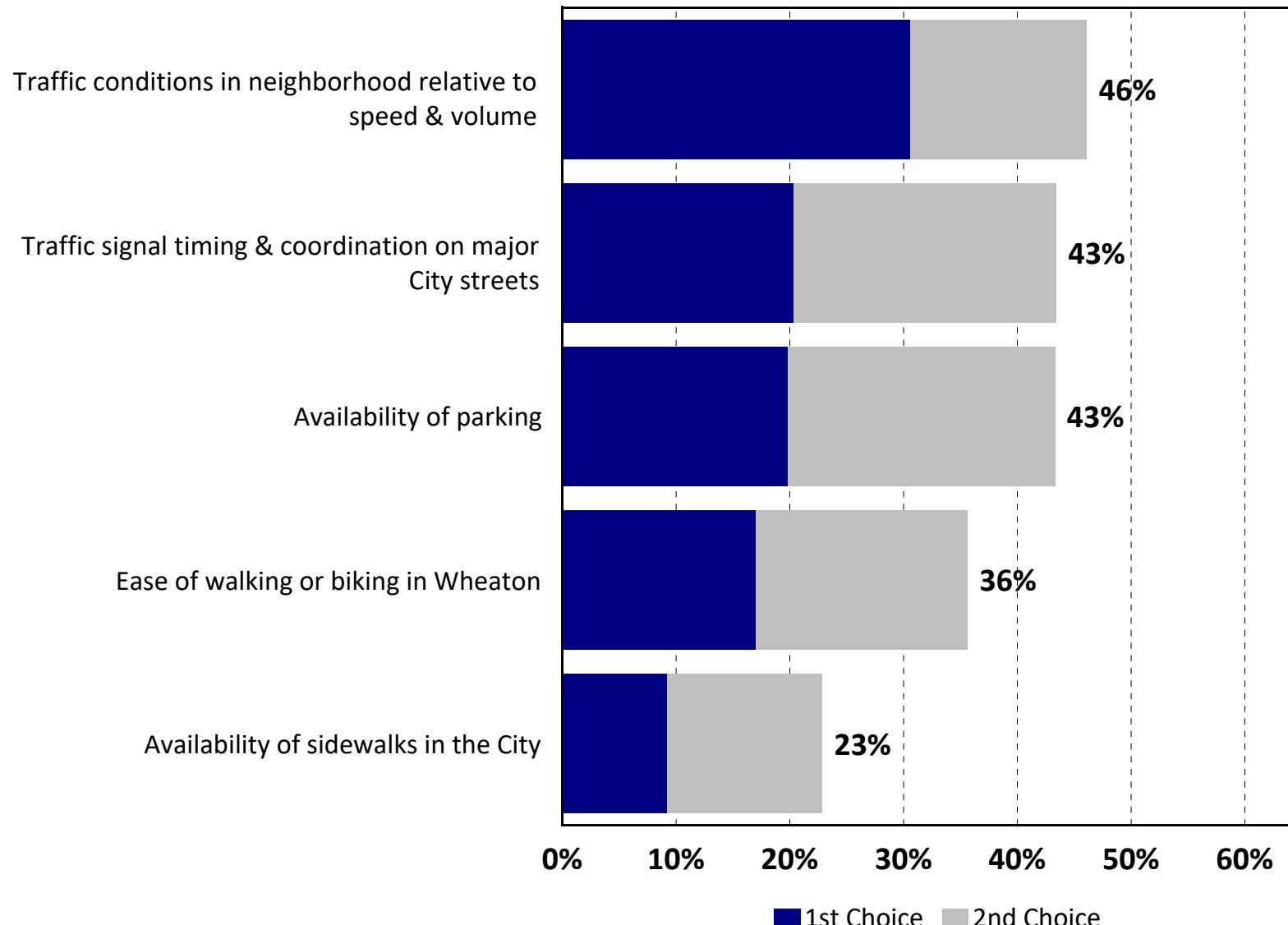
## 2014 vs. 2025

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don’t know”)



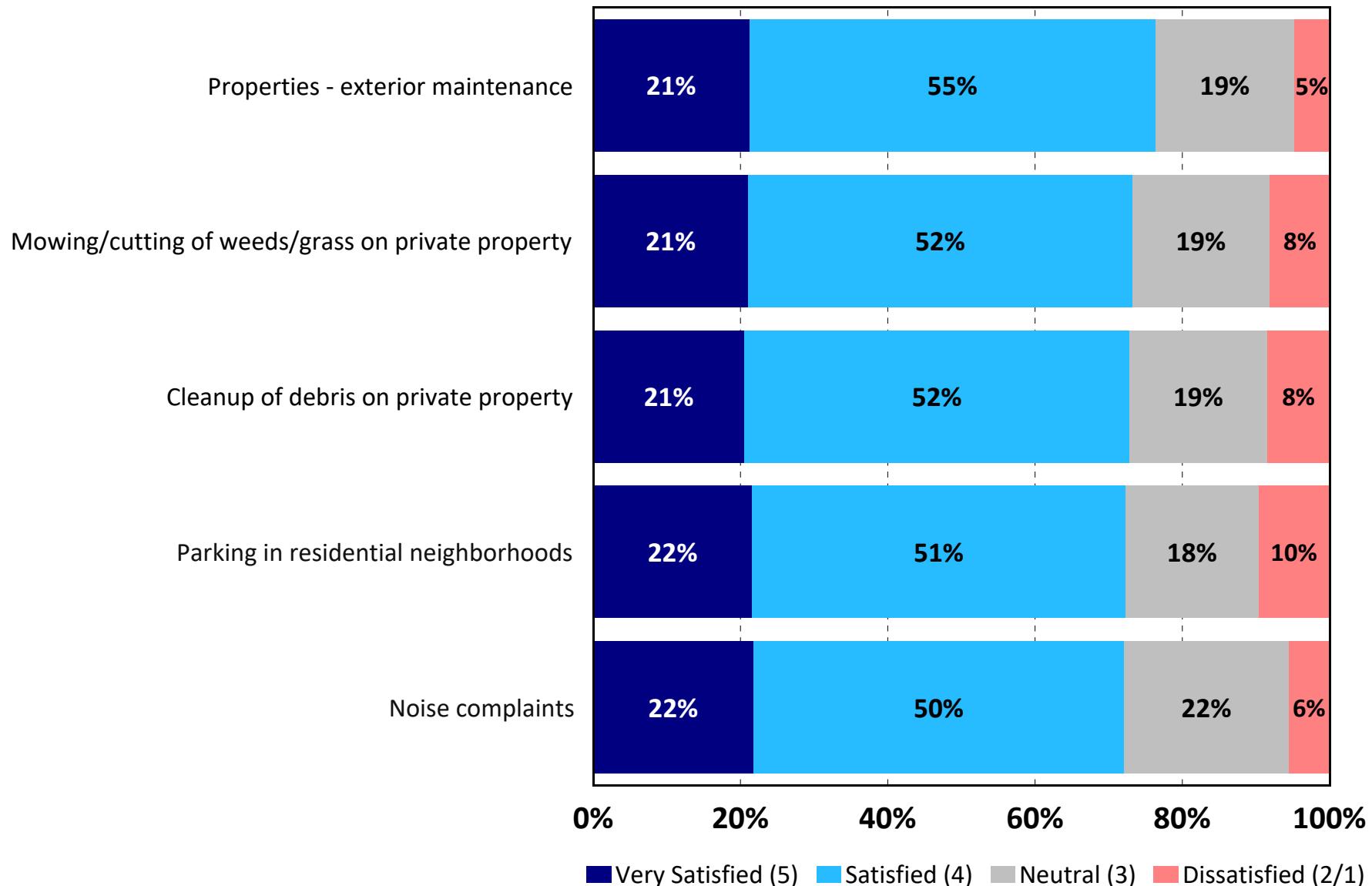
# Q7. Transportation Services That Should Receive the Most Emphasis Over the Next Two Years

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



# Q8. Satisfaction with City Codes and Regulations

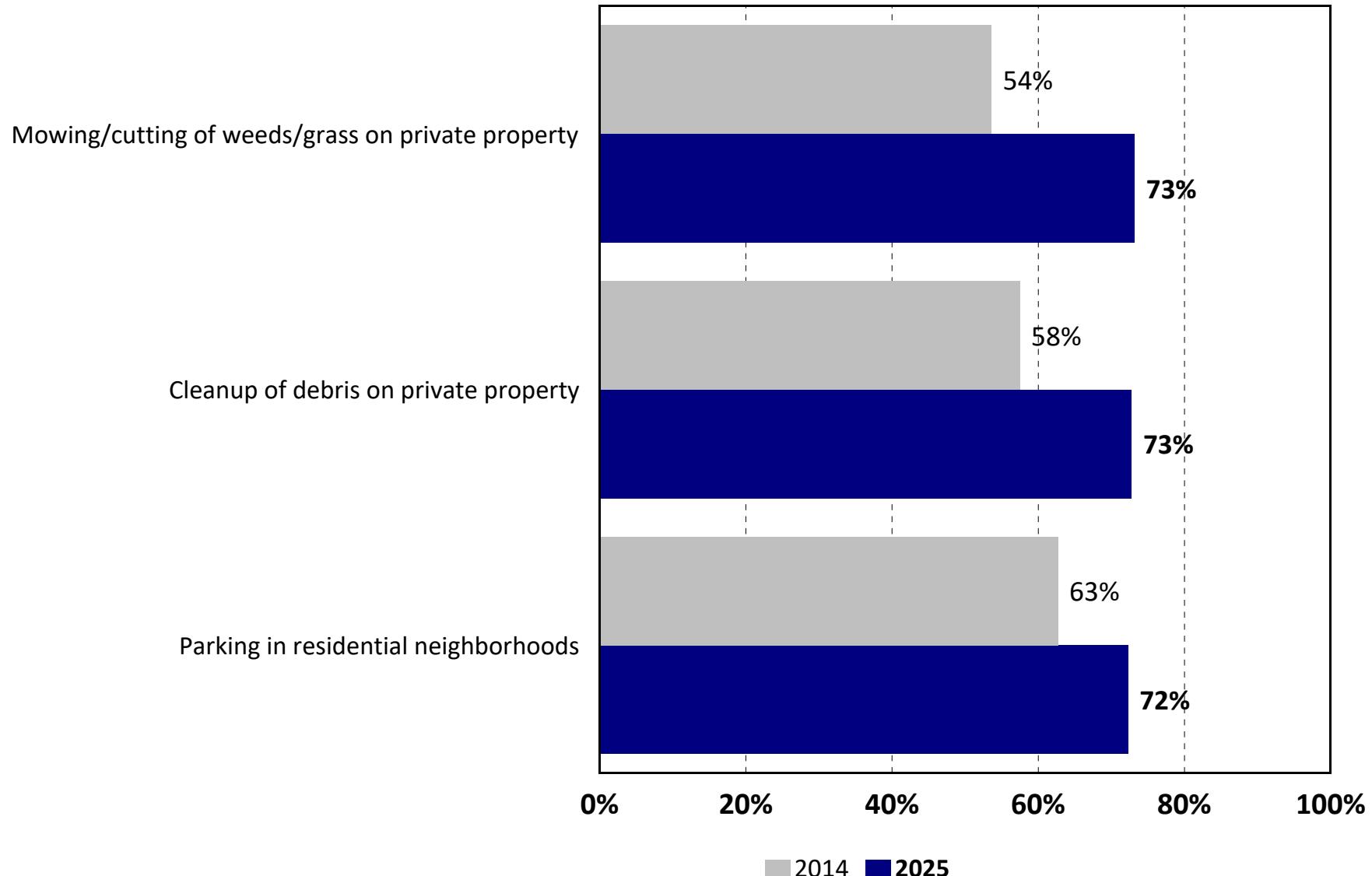
by percentage of respondents (excluding “don’t know”)



# TRENDS: Satisfaction with City Codes and Regulations

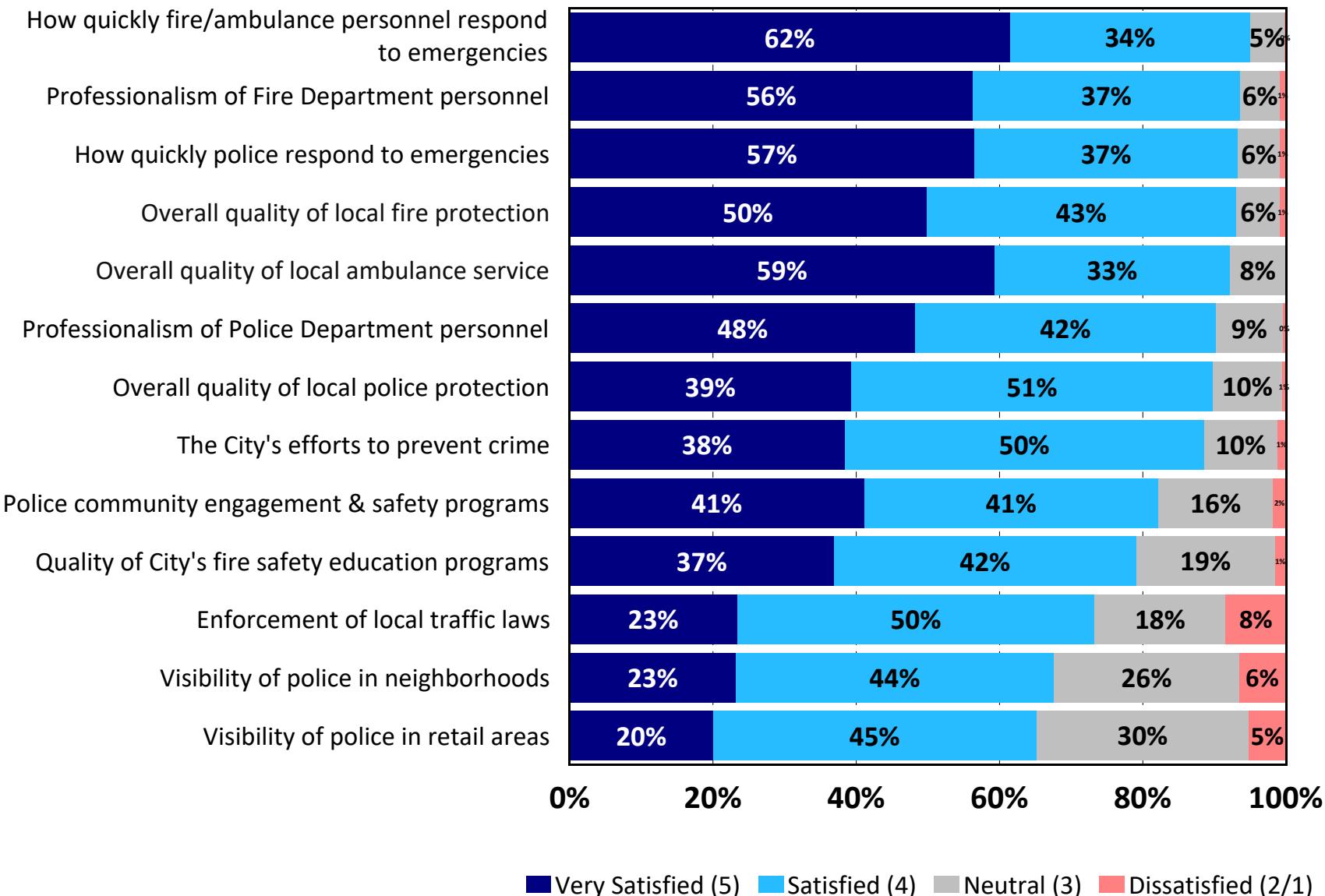
## 2014 vs. 2025

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don’t know”)



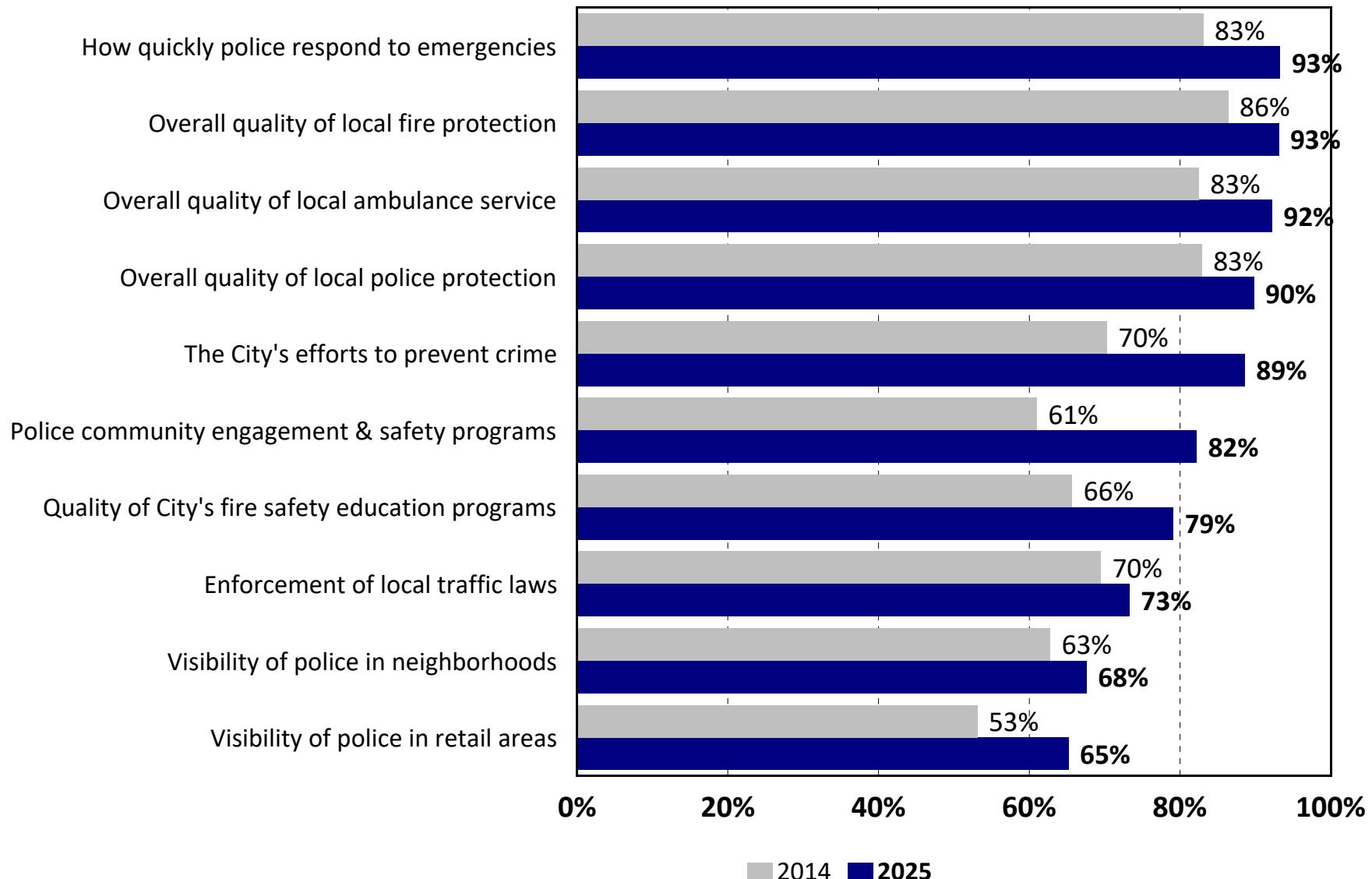
# Q9. Satisfaction with Police, Fire and Ambulance Services

by percentage of respondents (excluding “don’t know”)



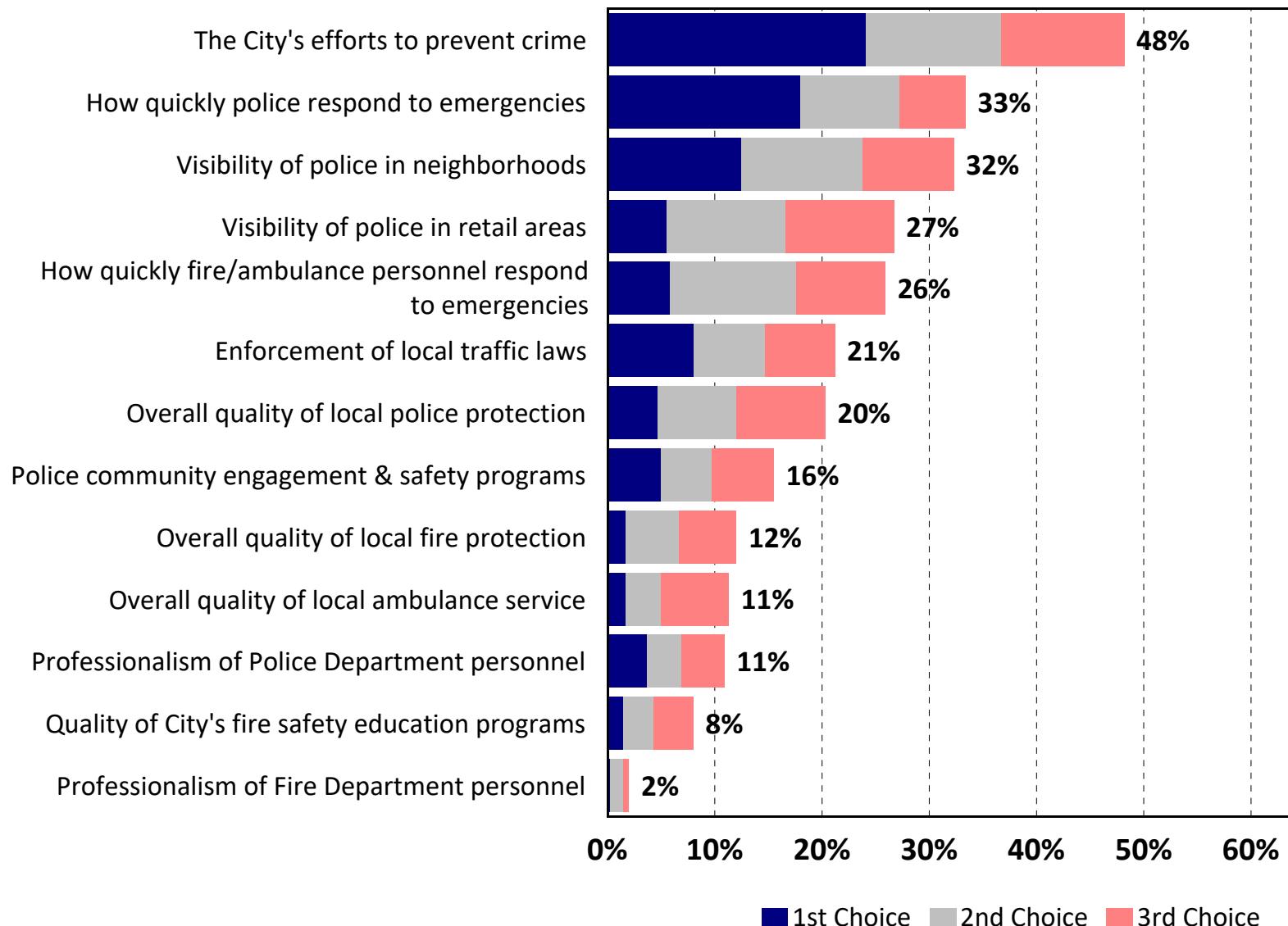
# TRENDS: Satisfaction with Police, Fire and Ambulance Services - 2014 vs. 2025

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don’t know”)



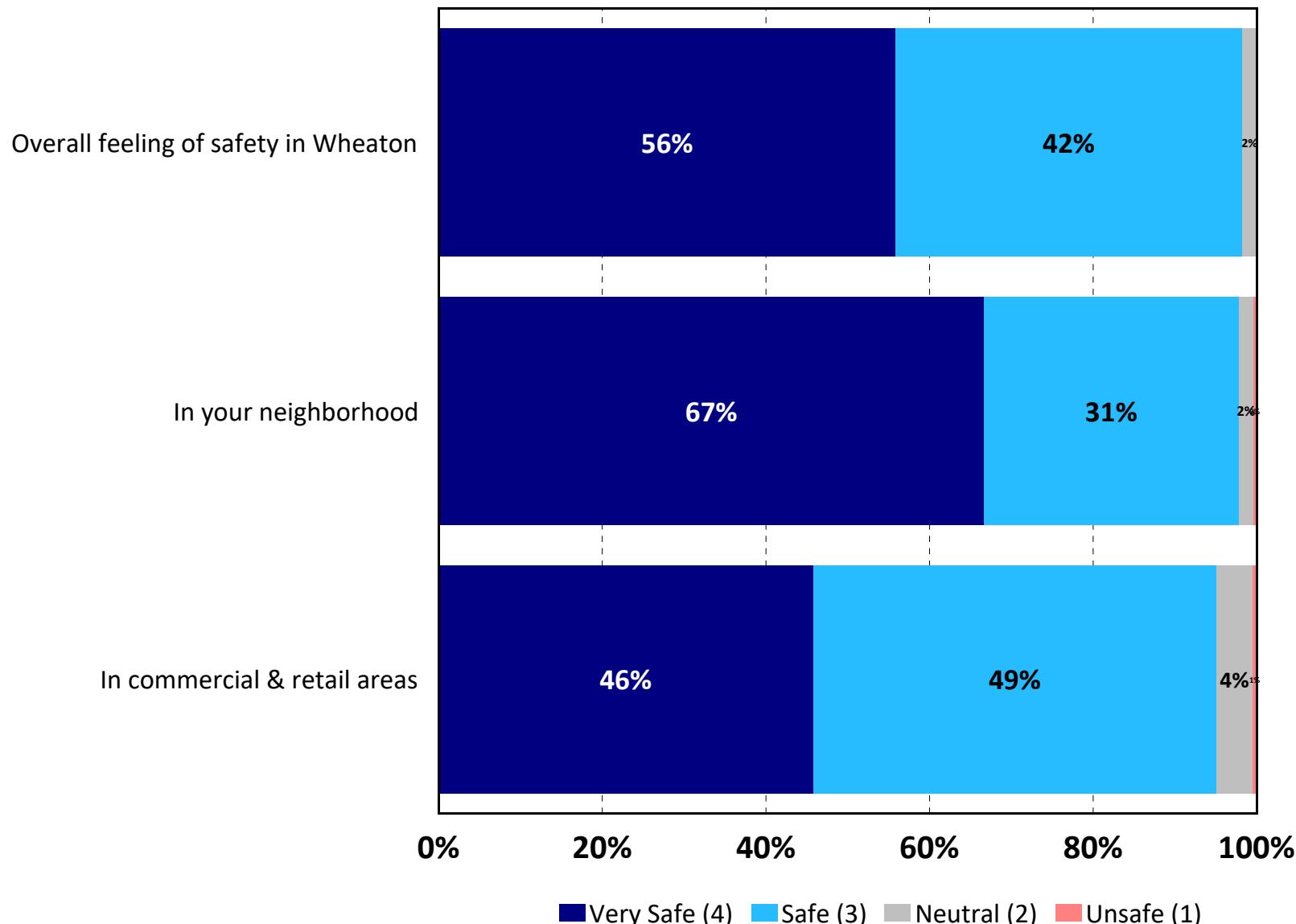
# Q10. Police, Fire and Ambulance Services That Should Receive the Most Emphasis Over the Next Two Years

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



# Q11. Feeling of Safety in the Following Situations

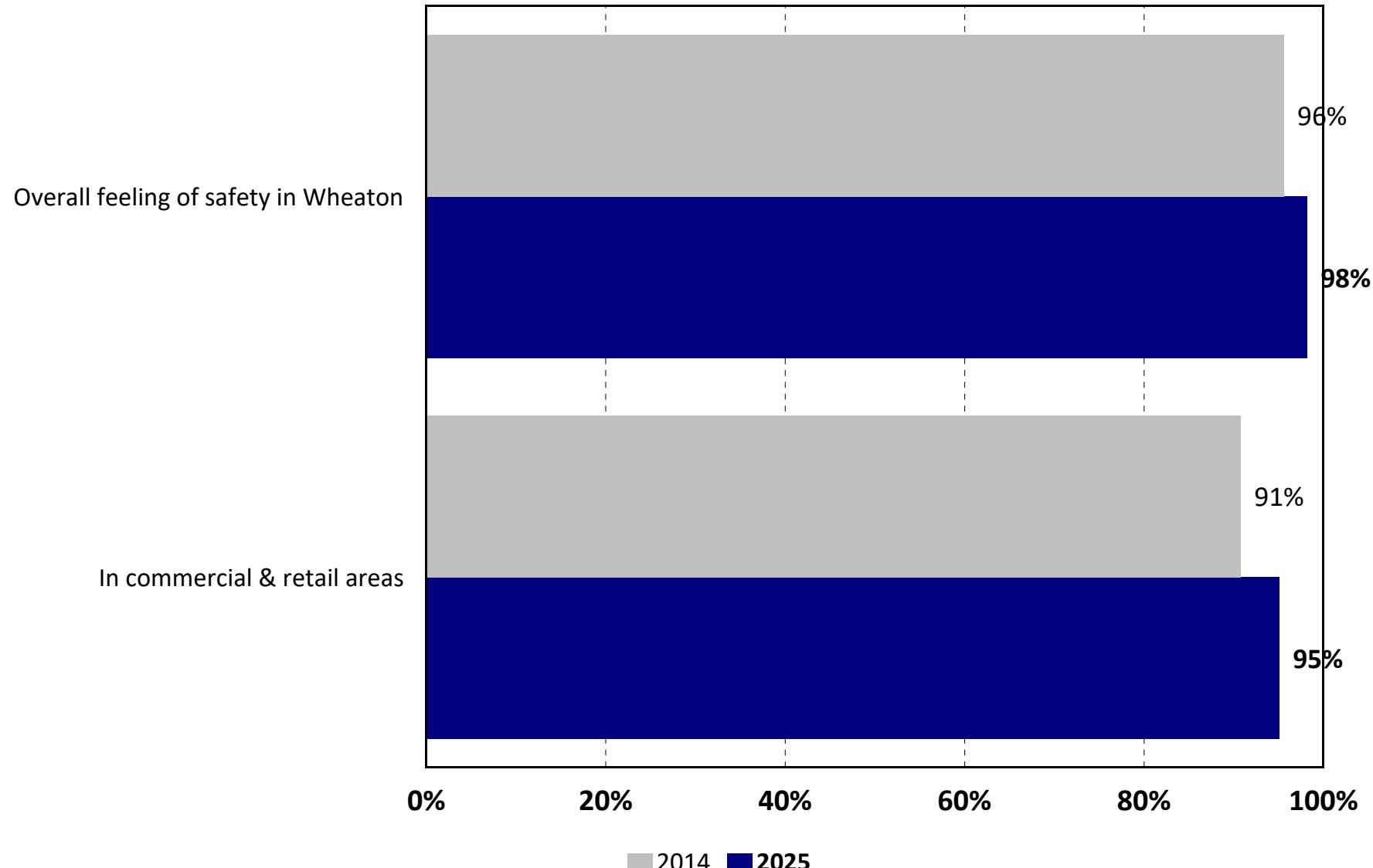
by percentage of respondents (excluding “don’t know”)



# TRENDS: Feeling of Safety in the Following Situations

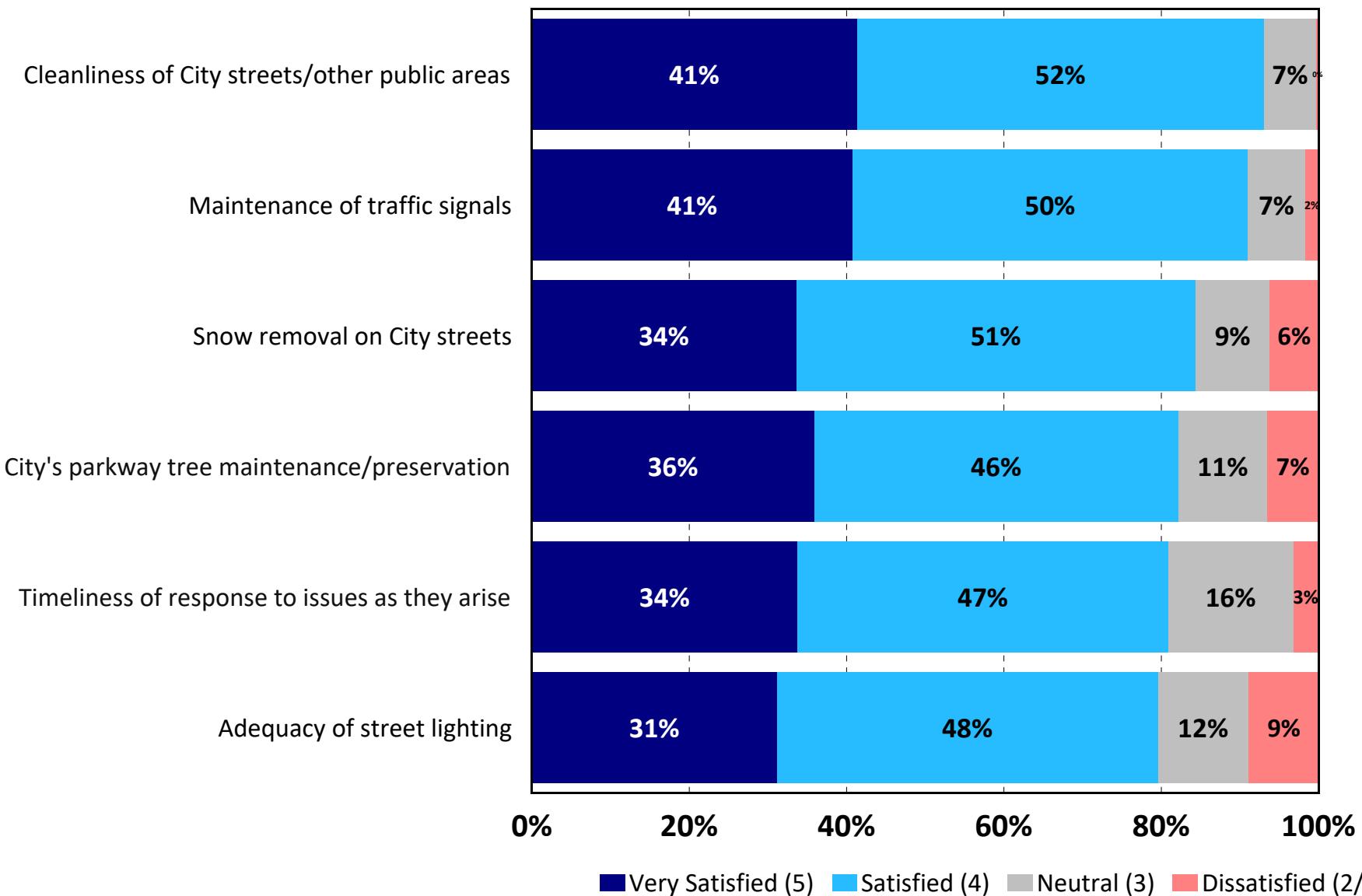
## 2014 vs. 2025

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don’t know”)



# Q12. Satisfaction with Public Works

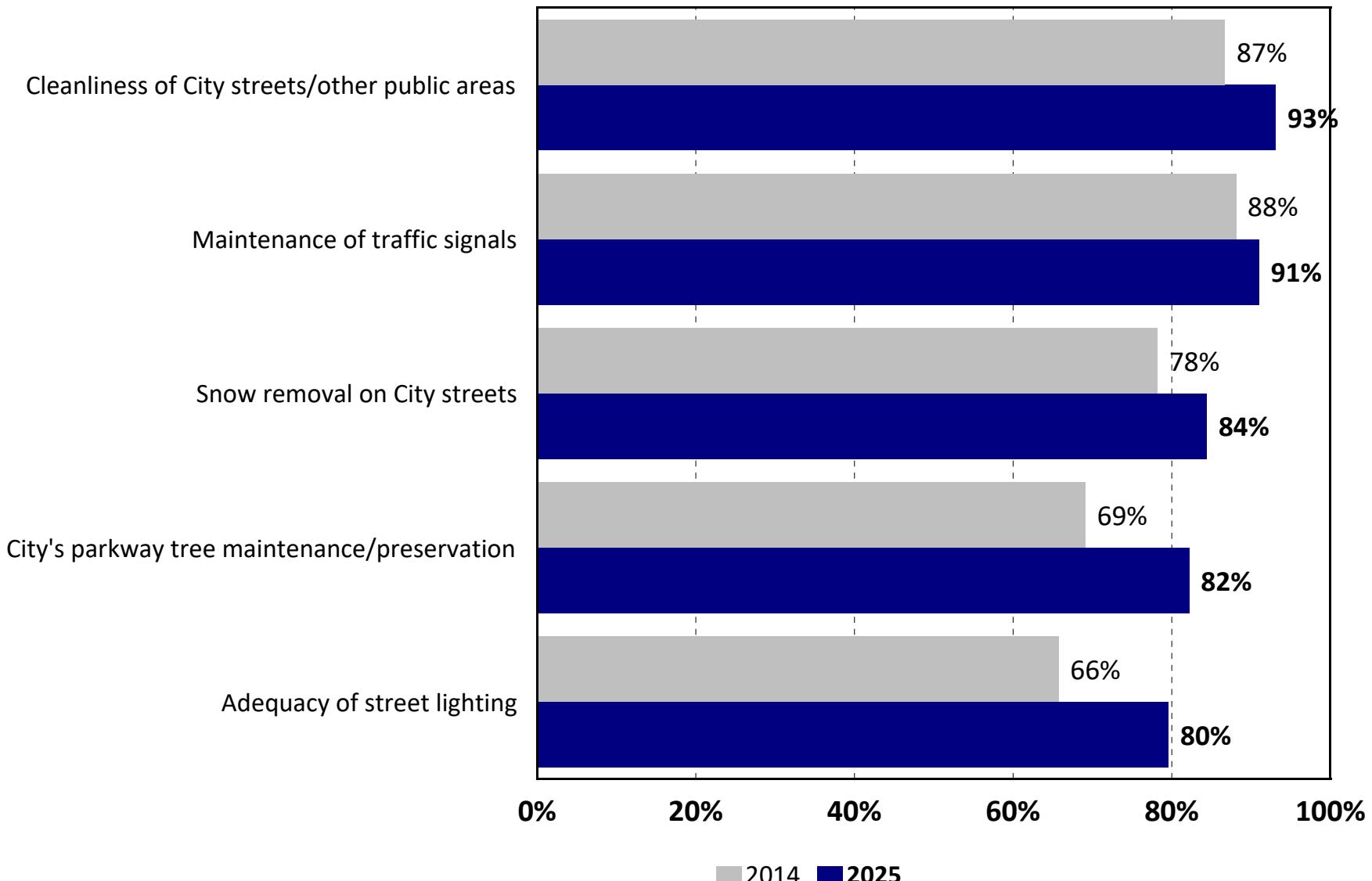
by percentage of respondents (excluding “don’t know”)



# TRENDS: Satisfaction with Public Works

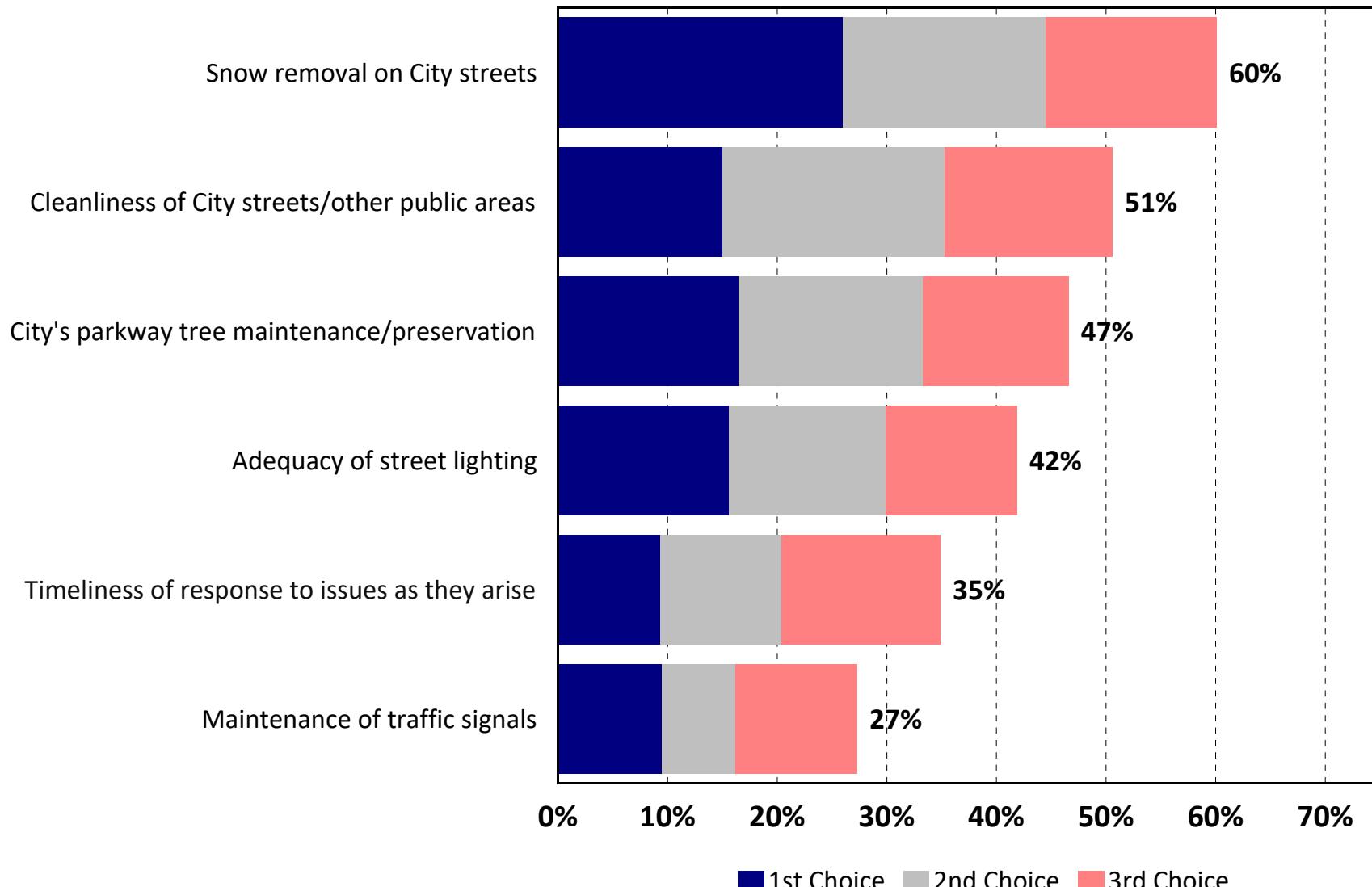
## 2014 vs. 2025

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don’t know”)



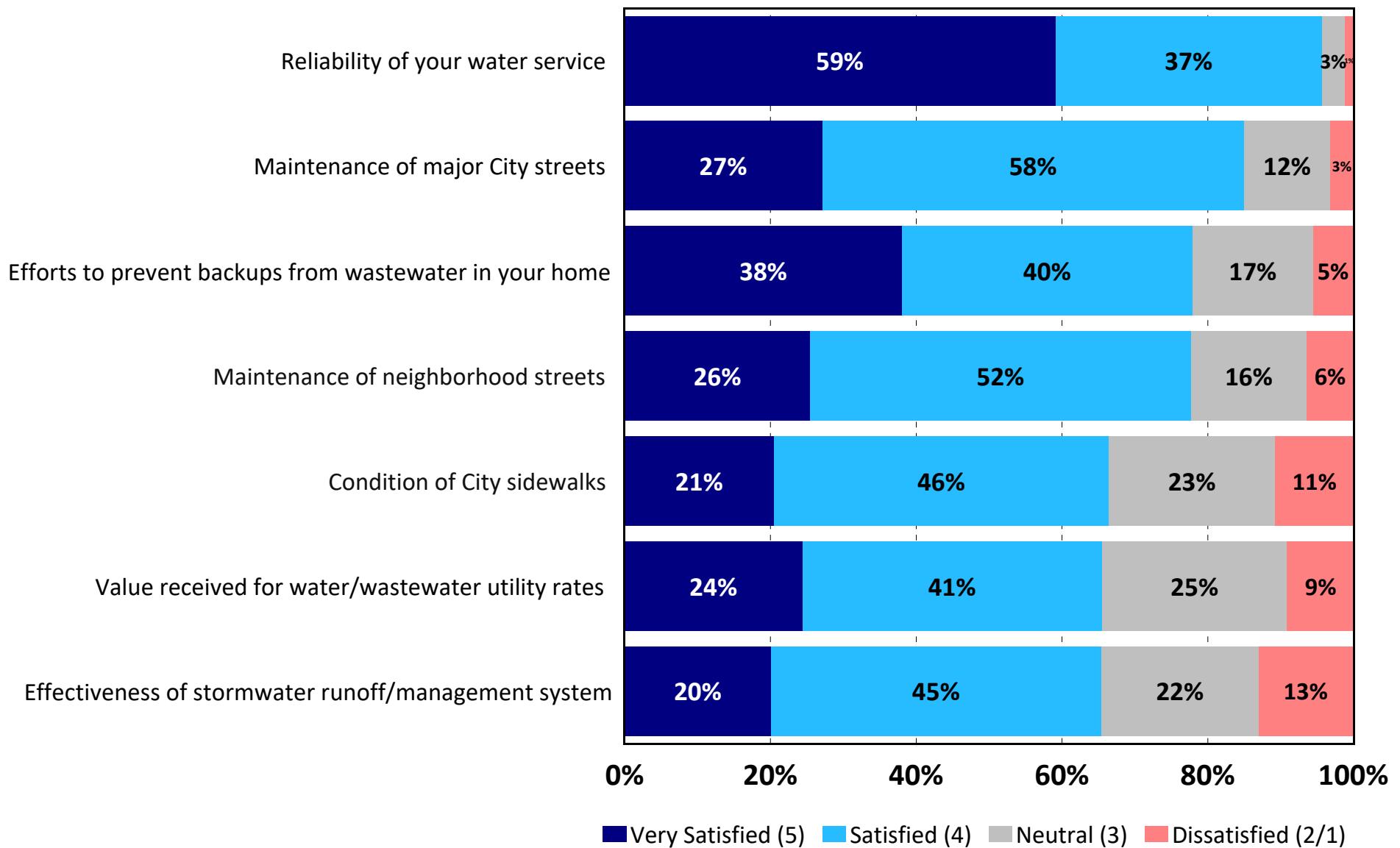
# Q13. Public Works Services That Should Receive the Most Emphasis Over the Next Two Years

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



# Q14. Satisfaction with Infrastructure

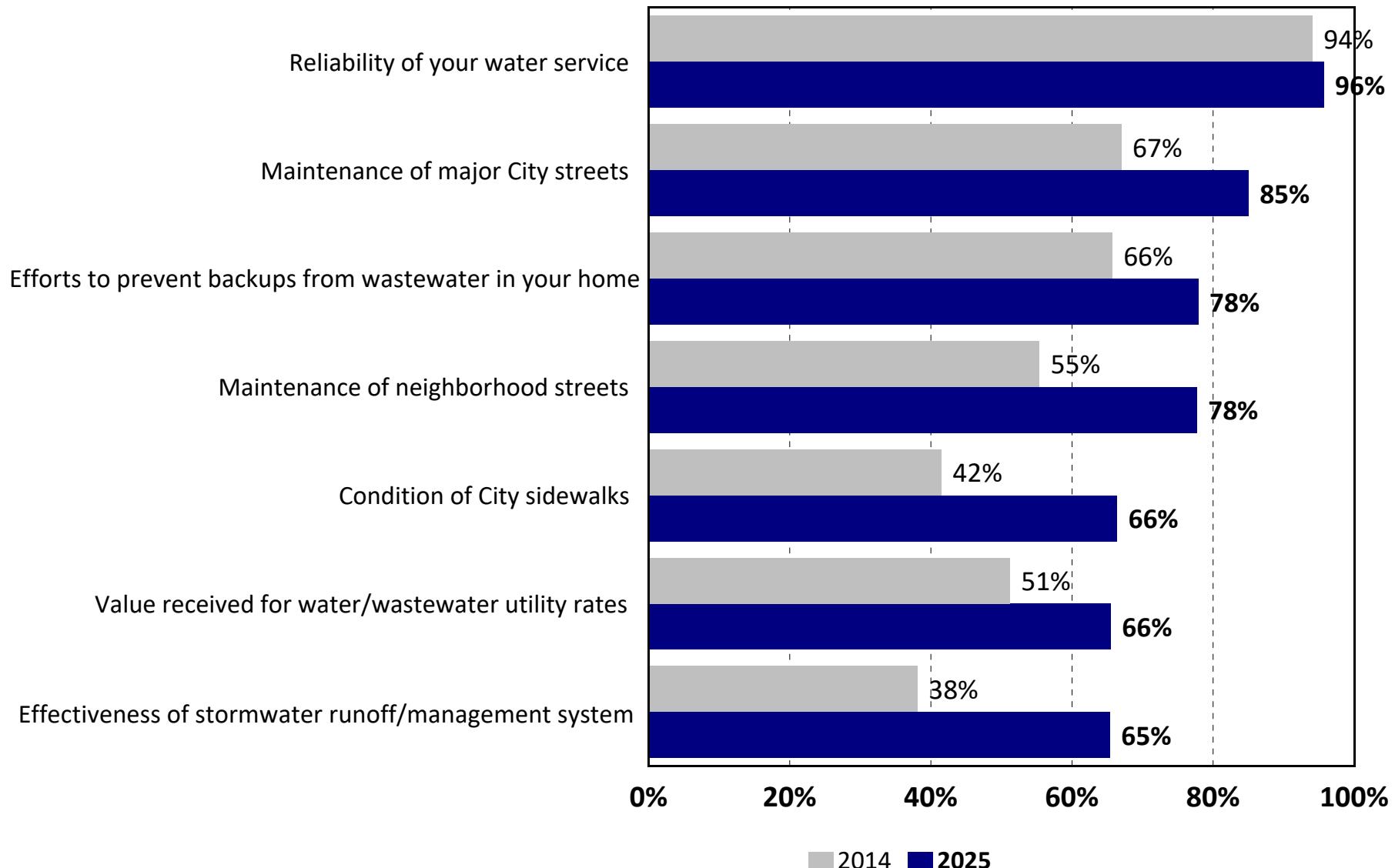
by percentage of respondents (excluding “don’t know”)



# TRENDS: Satisfaction with Infrastructure

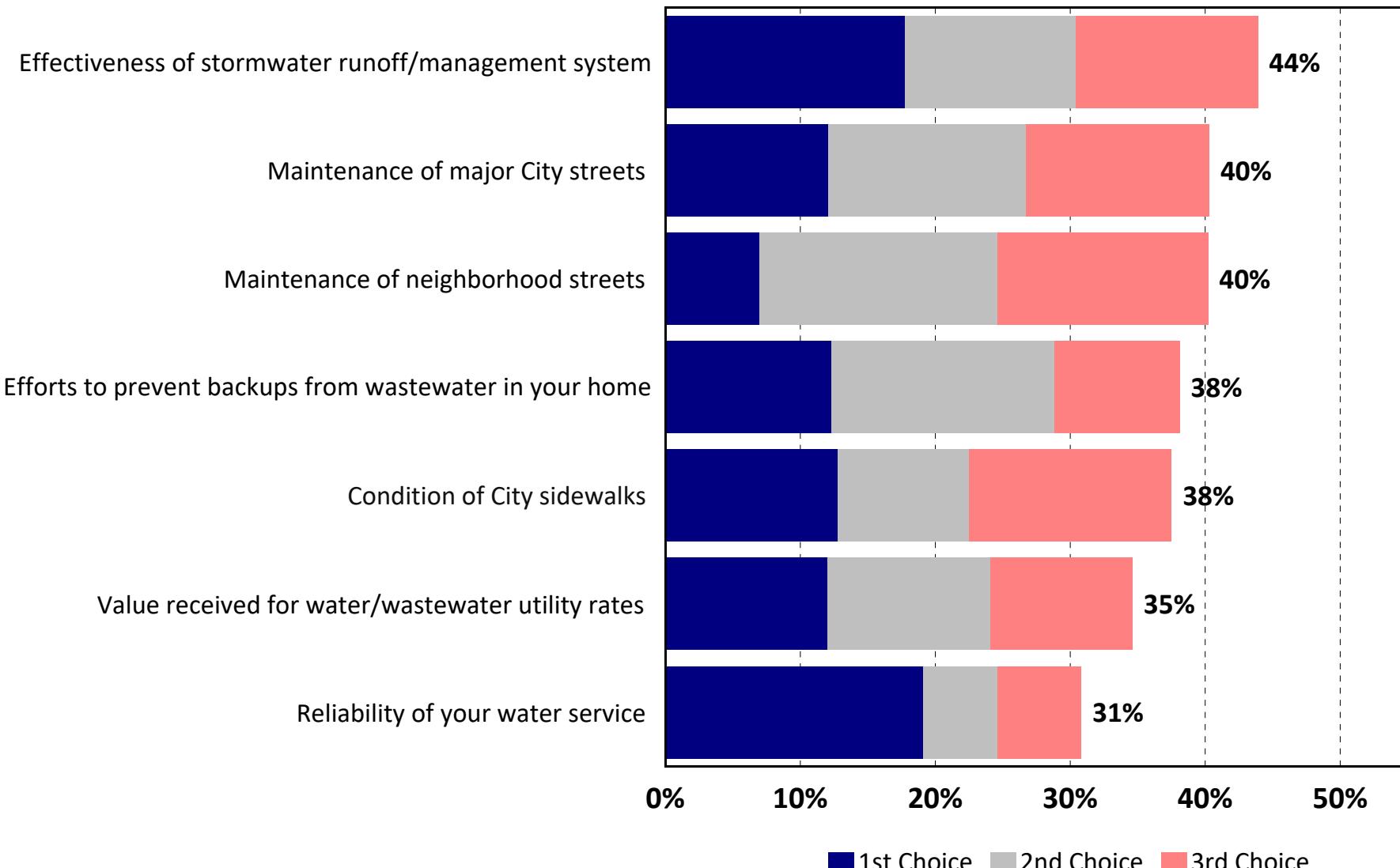
## 2014 vs. 2025

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don’t know”)



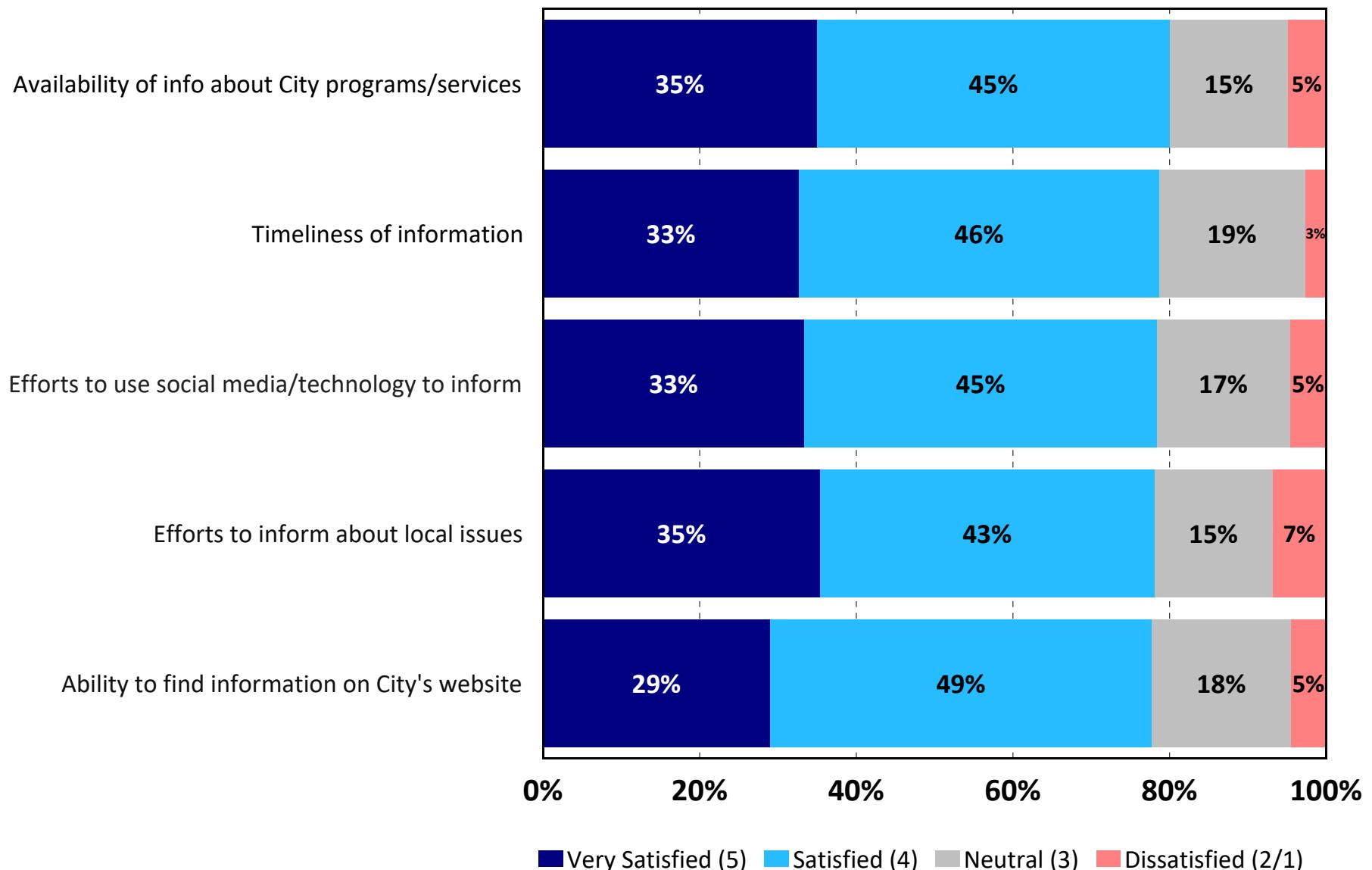
# Q15. Infrastructure Services That Should Receive the Most Emphasis Over the Next Two Years

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



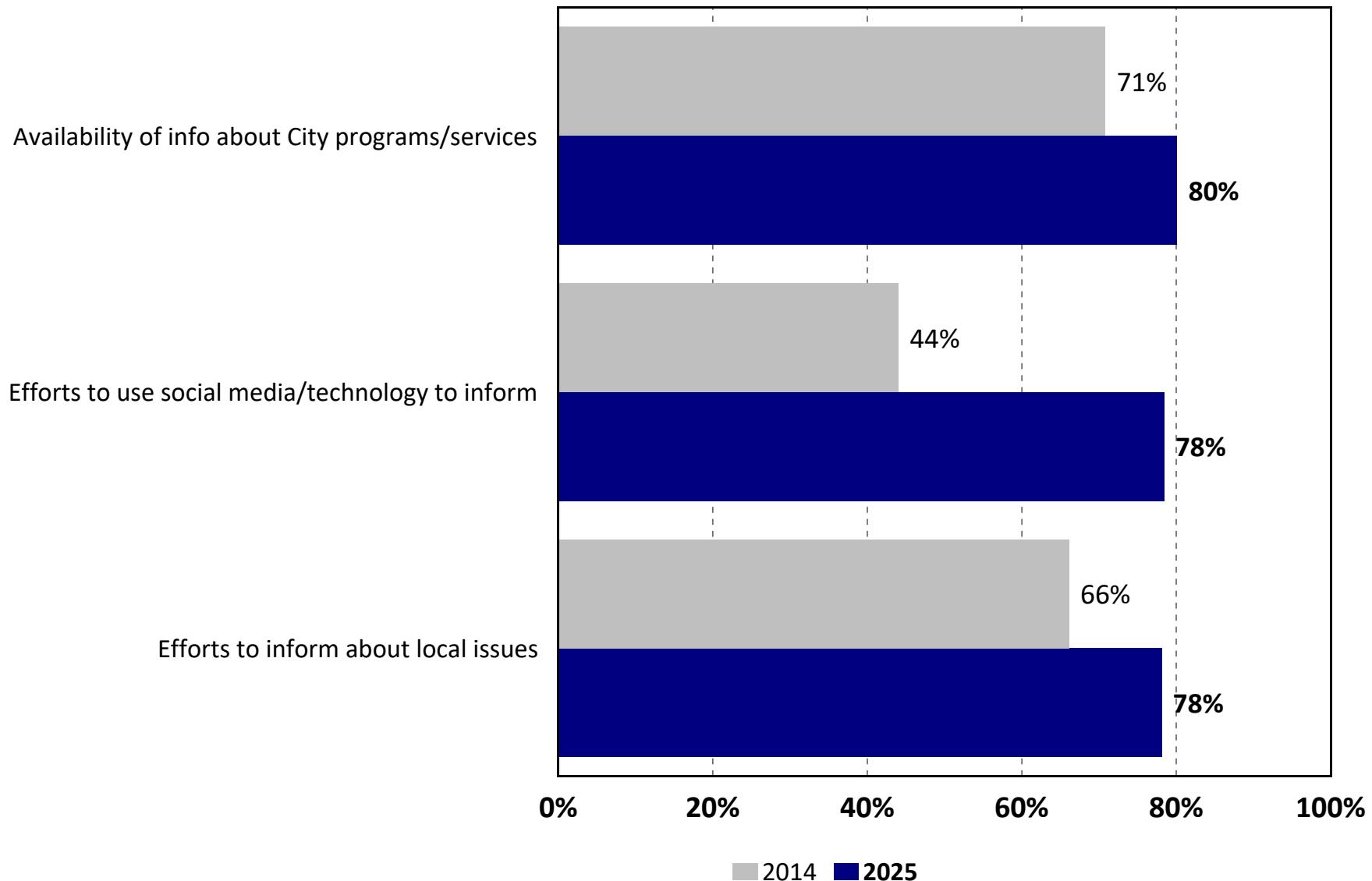
# Q14. Satisfaction with Public Communication and Outreach

by percentage of respondents (excluding “don’t know”)



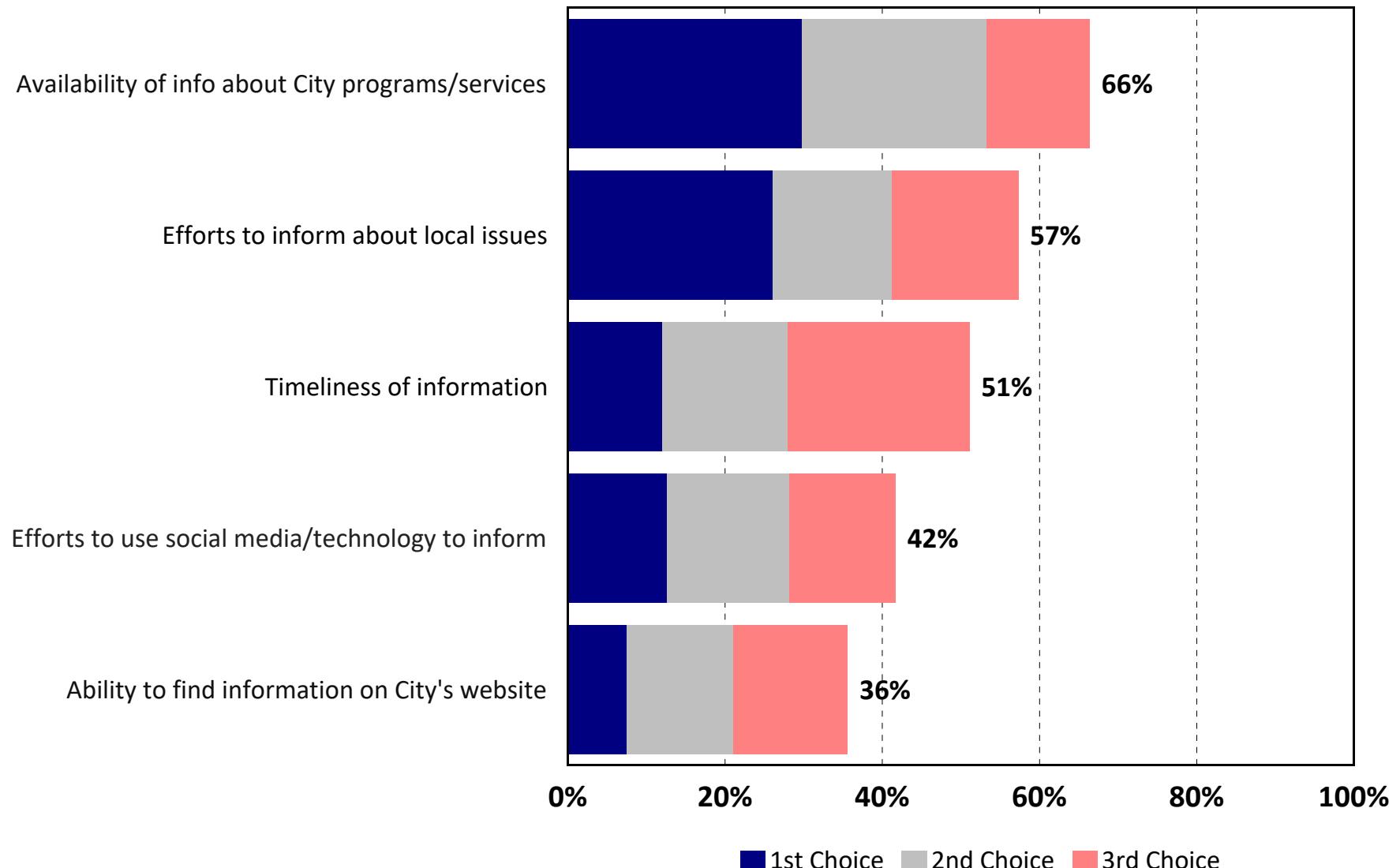
# TRENDS: Satisfaction with Public Communication and Outreach - 2014 vs. 2025

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don’t know”)



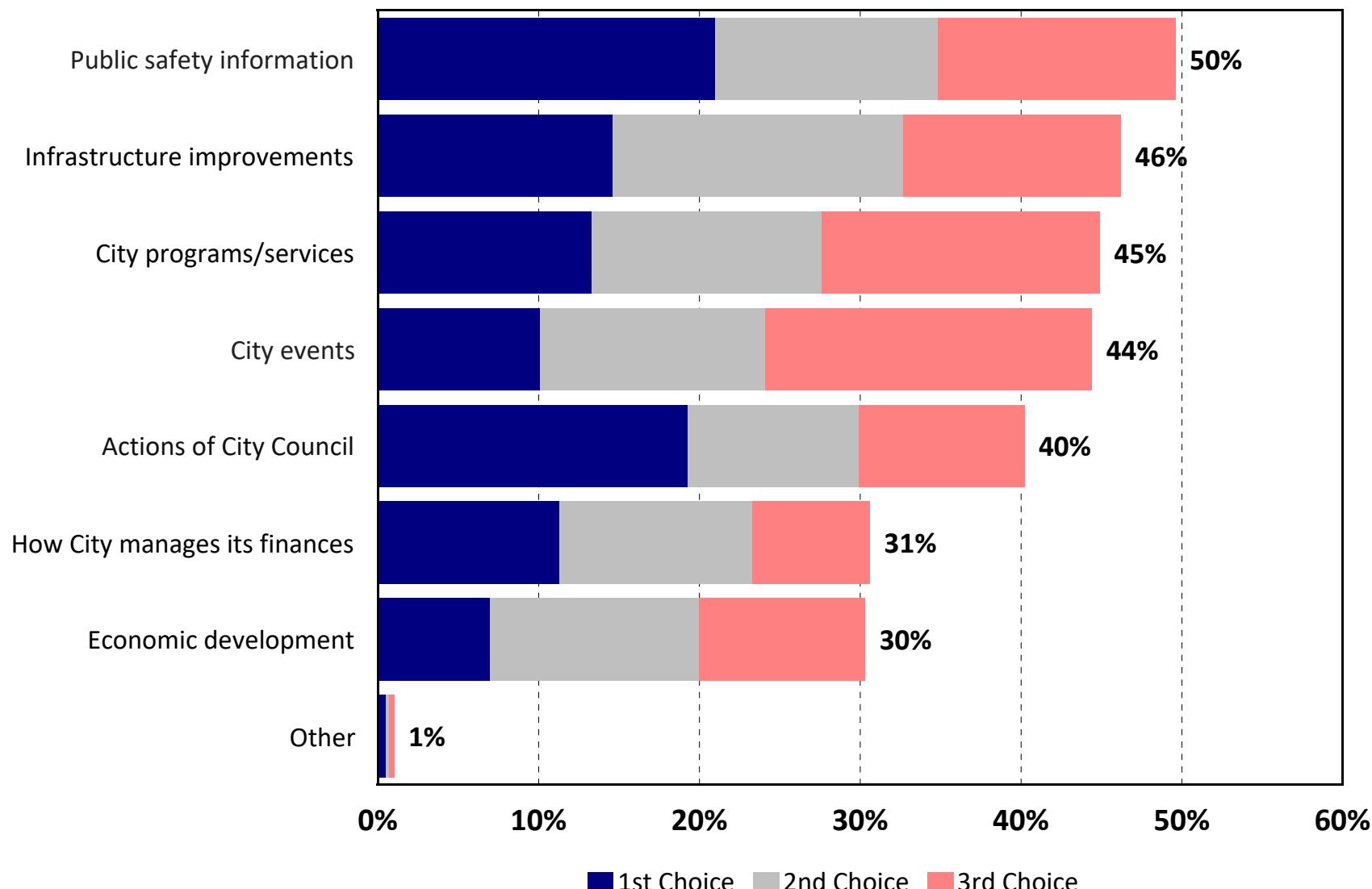
# Q17. Public Communication and Outreach Services That Should Receive the Most Emphasis Over the Next Two Years

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



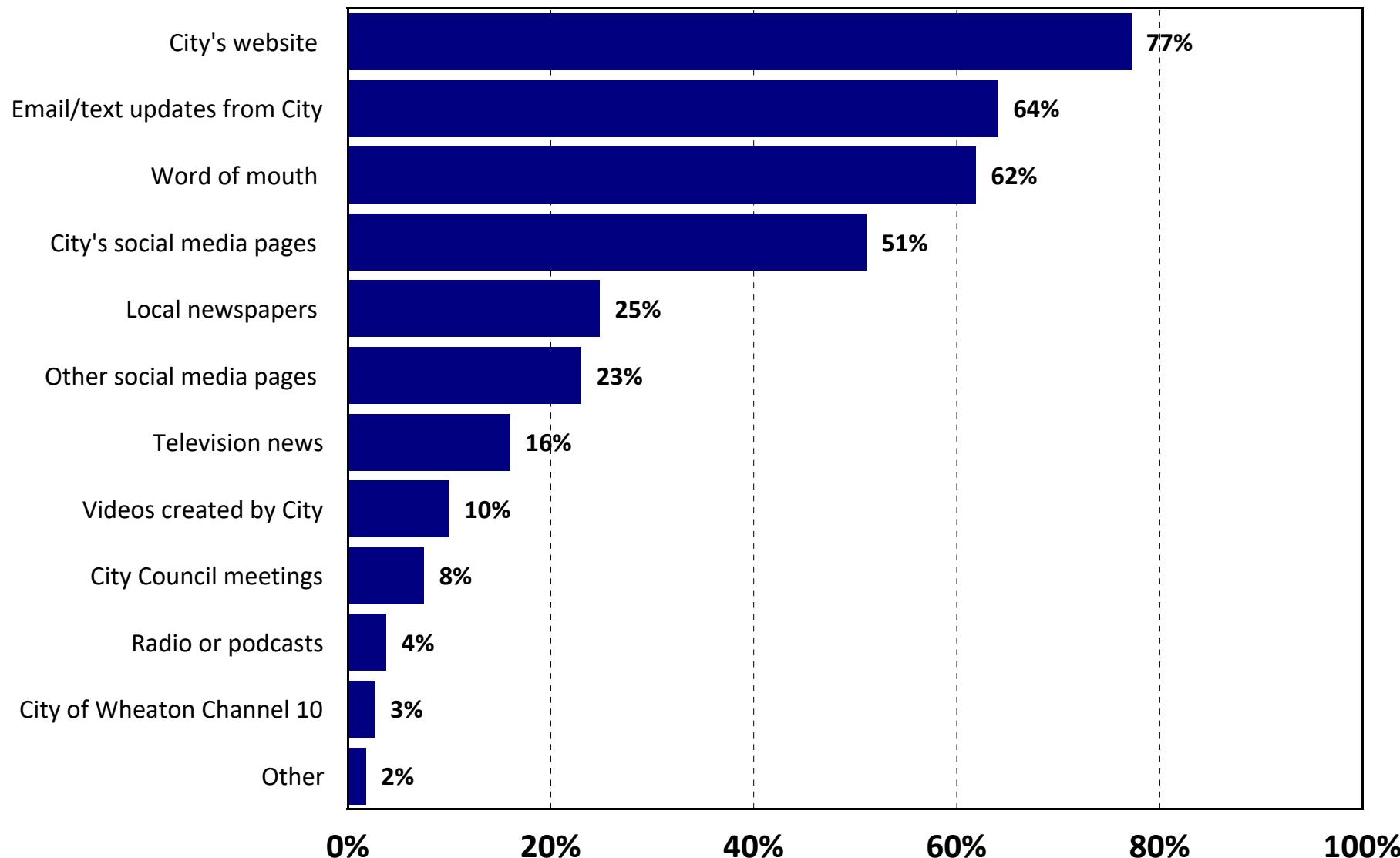
# Q18. Types of Information That Respondents Are Most Interested in Receiving from the City

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



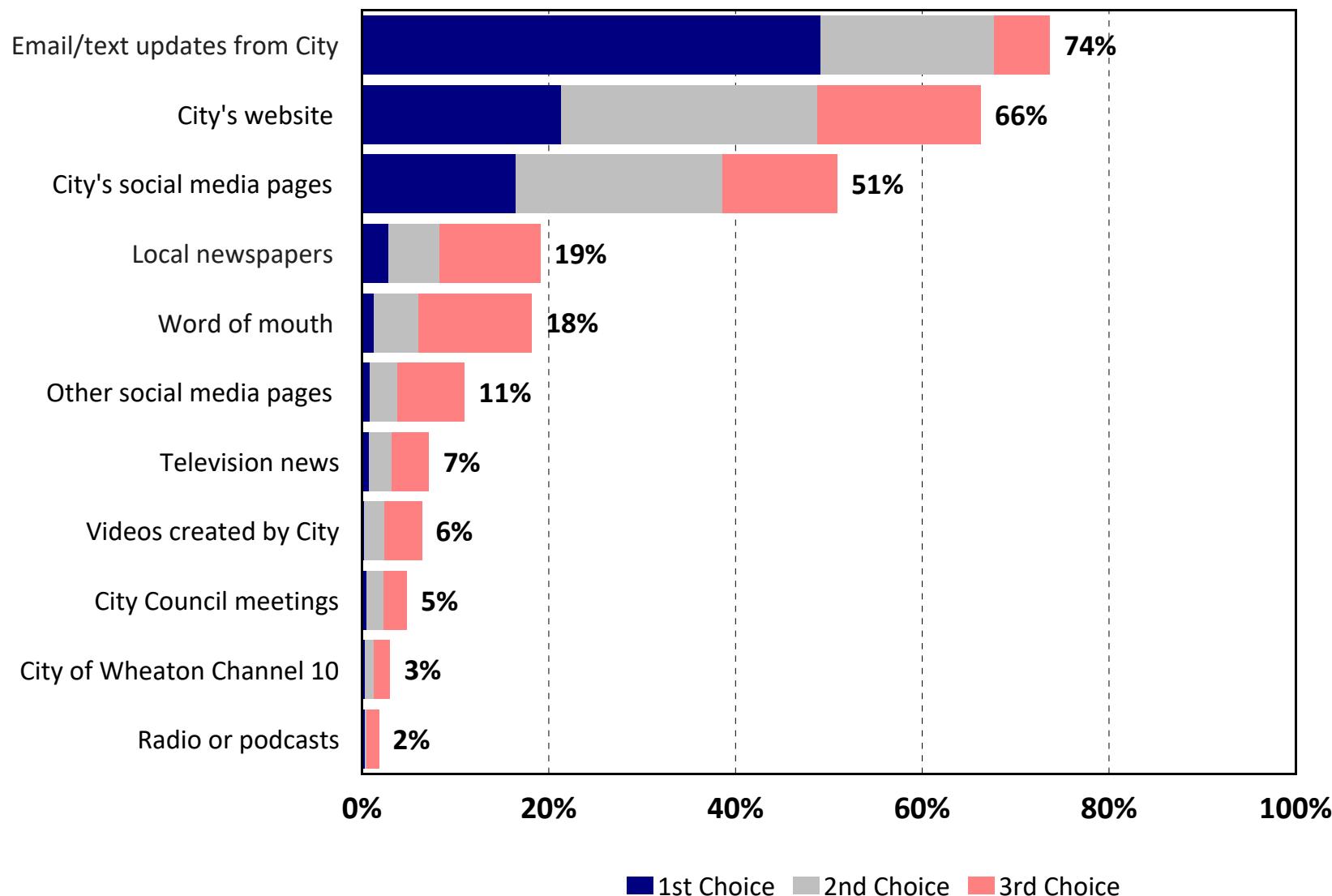
# Q19. Sources That Respondents Currently Use to Get News and Information About City Programs, Services and Events

by percentage of respondents (multiple selections could be made)



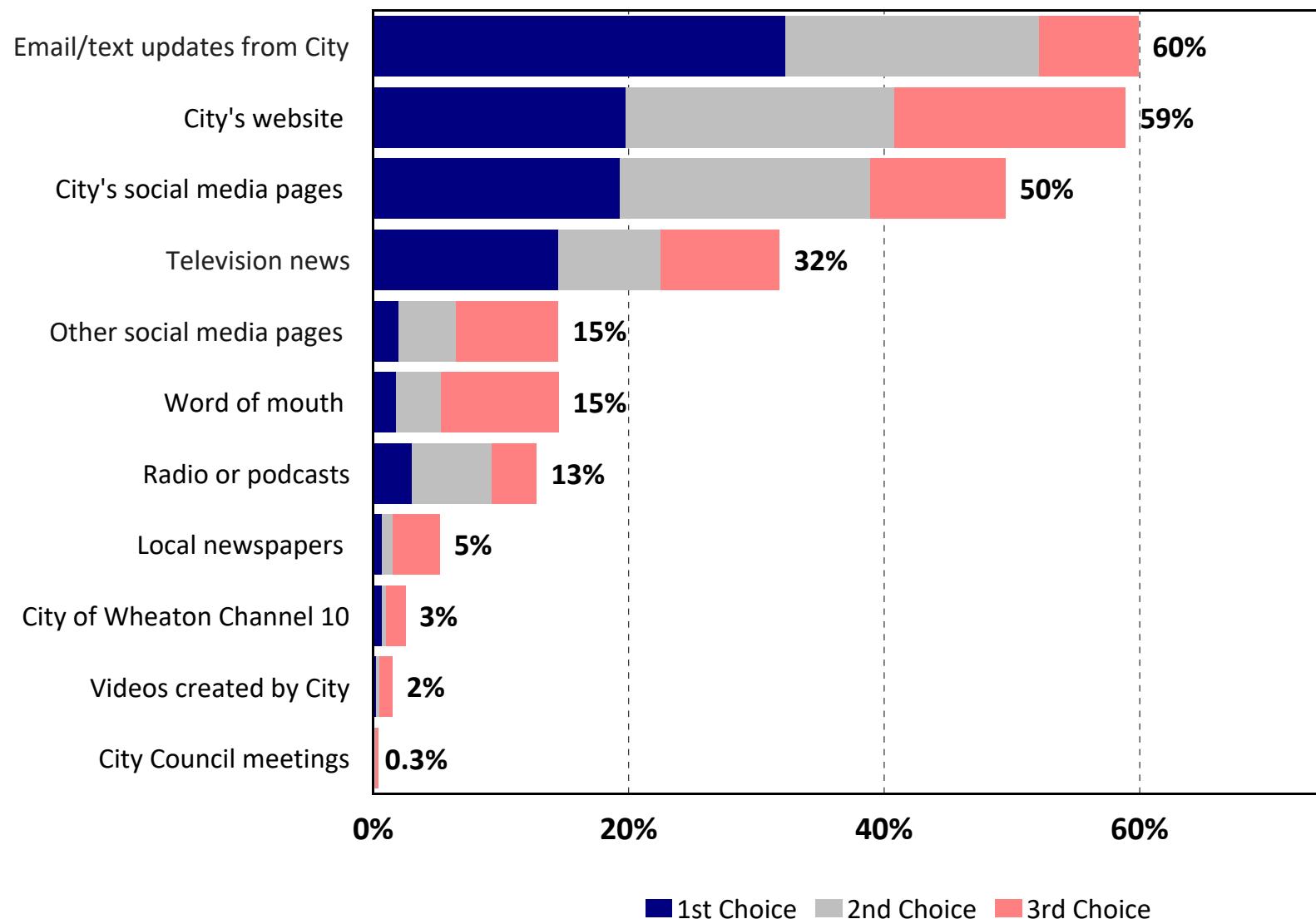
# Q20. Sources From Which Respondents MOST PREFER to Get Information About the City of Wheaton

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



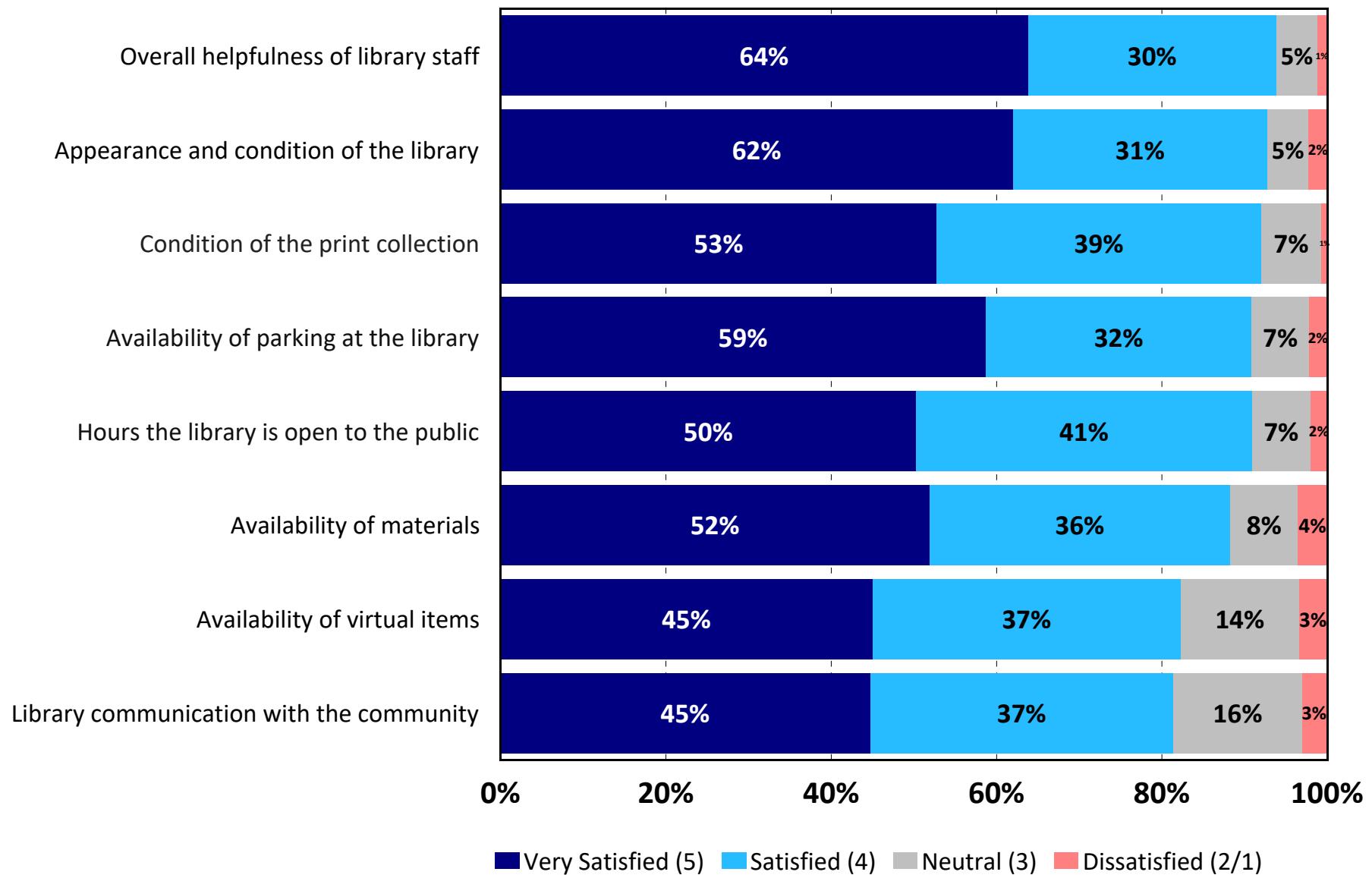
# Q21. Sources That Respondents Would Turn to in the Event of a Local Emergency

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



# Q22. Satisfaction with Library Services

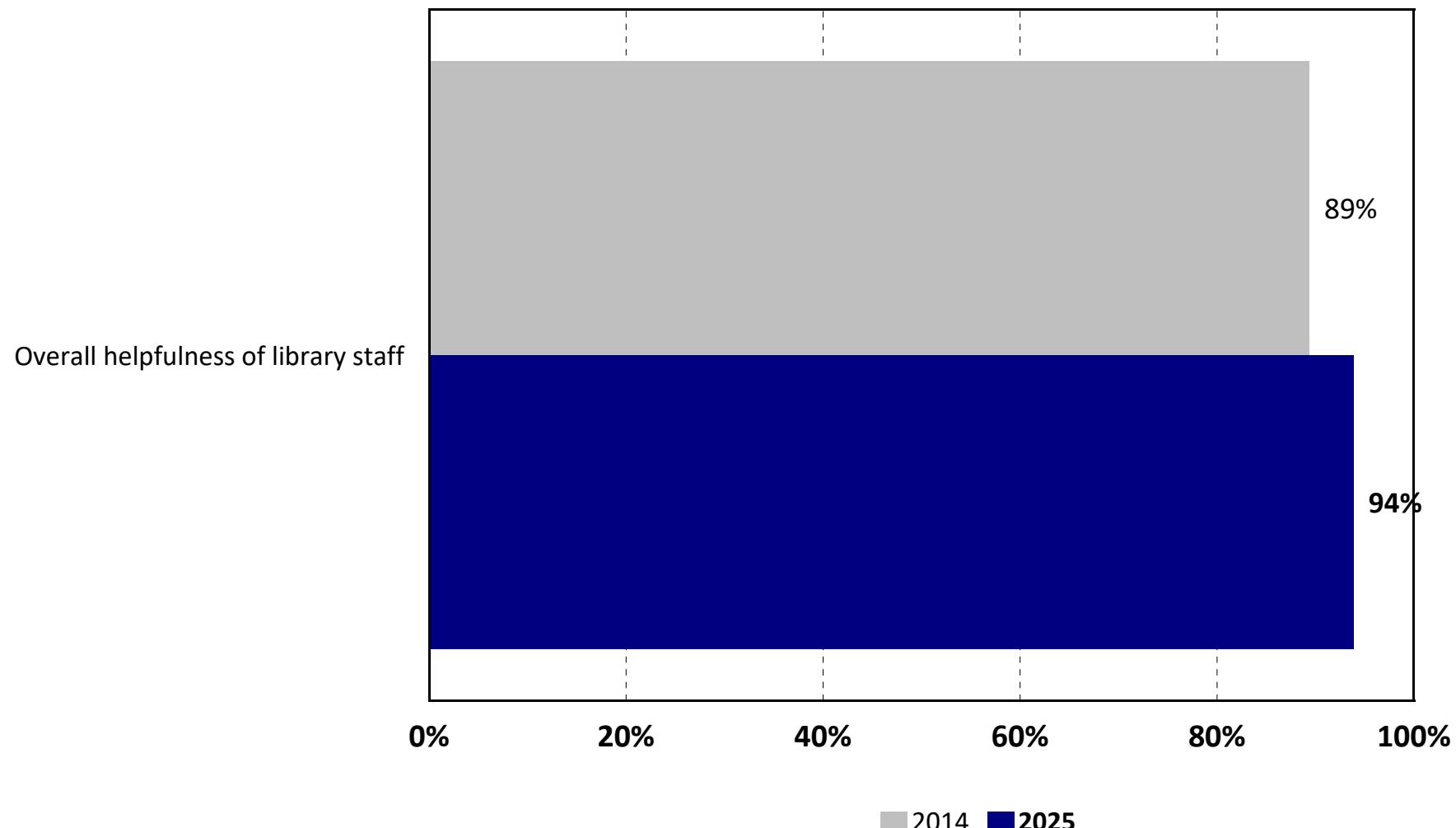
by percentage of respondents (excluding “don’t know”)



# TRENDS: Satisfaction with Library Services

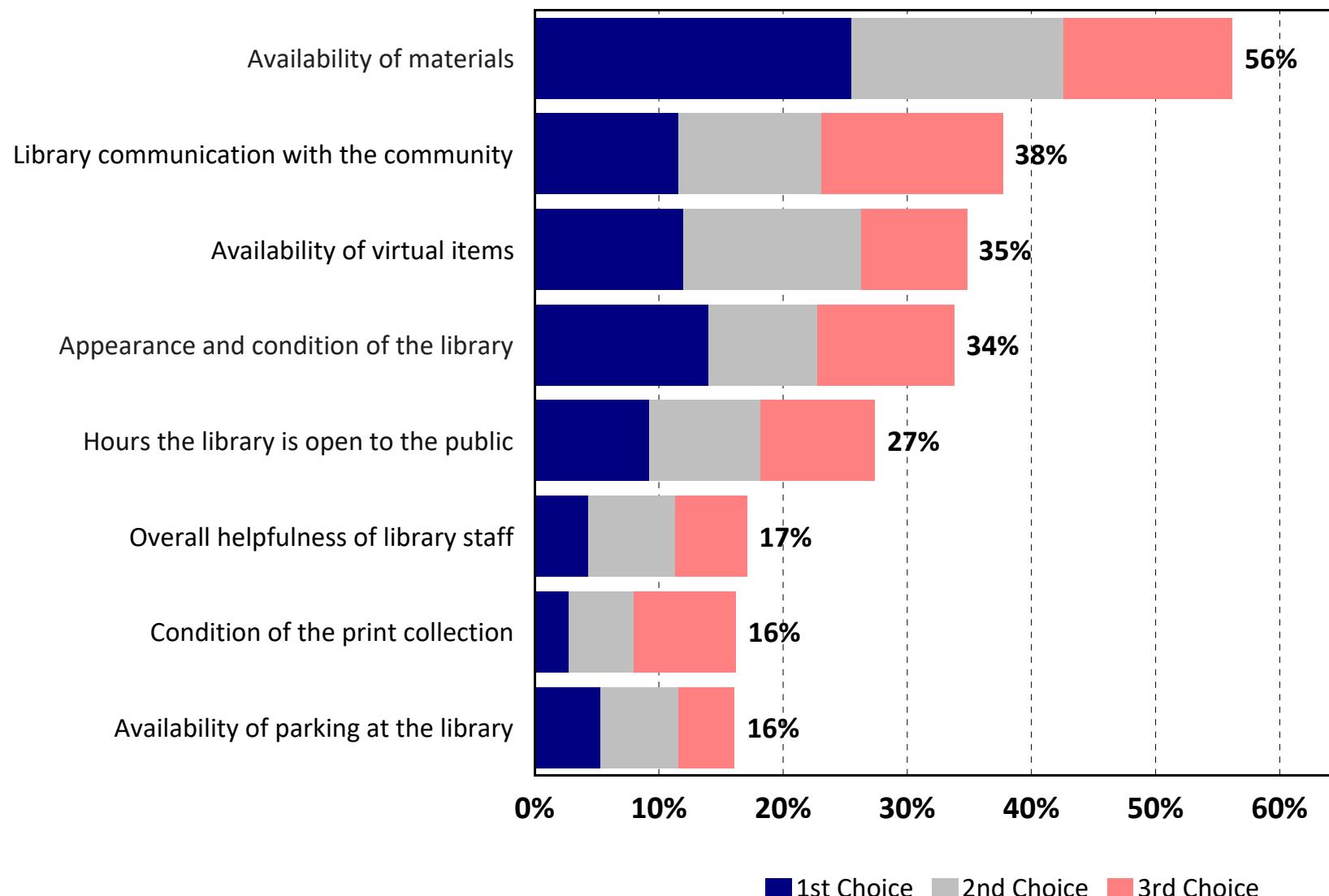
## 2014 vs. 2025

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don’t know”)



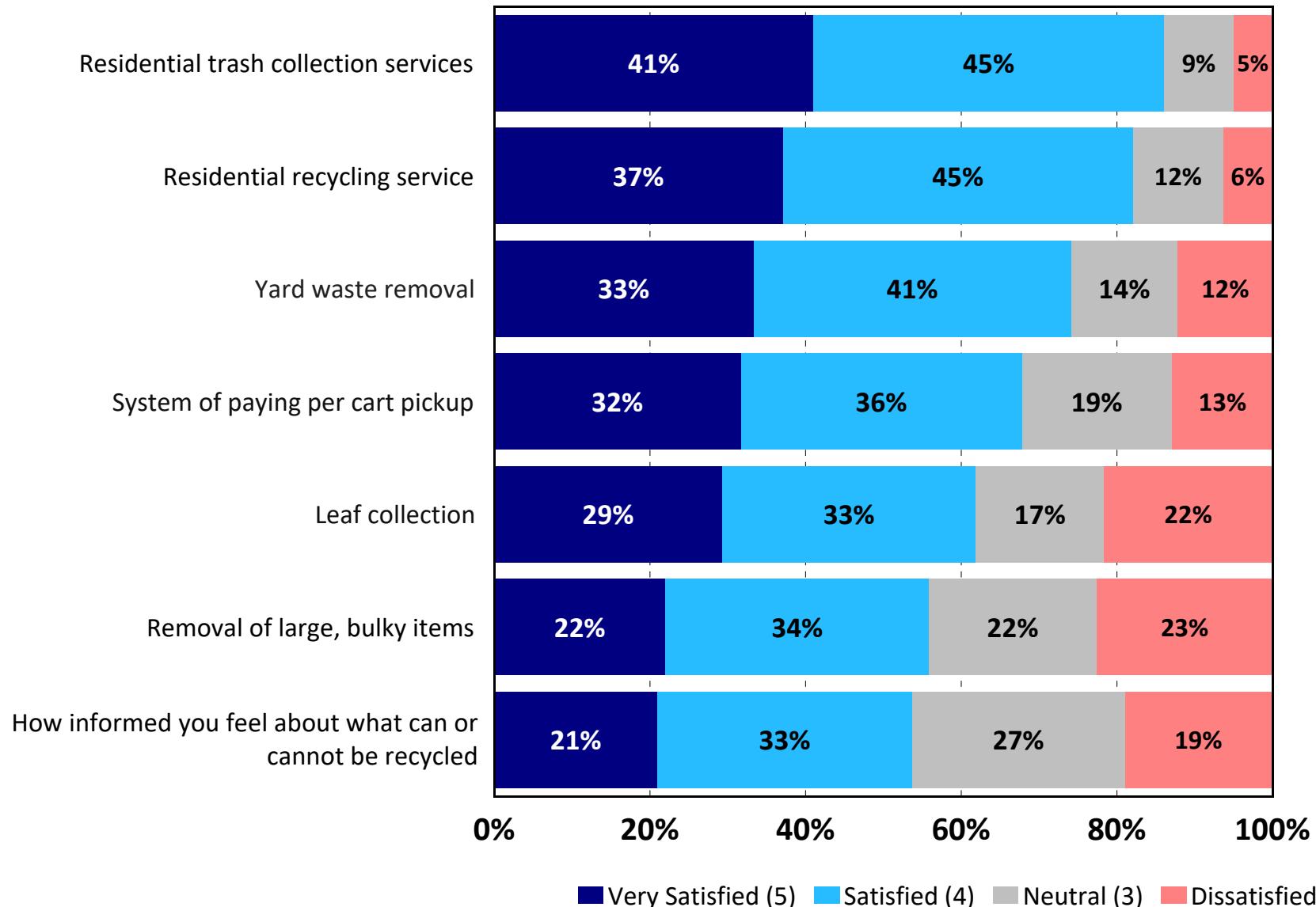
# Q23. Library Services That Should Receive the Most Emphasis Over the Next Two Years

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



# Q24. Satisfaction with Garbage and Recycling Services

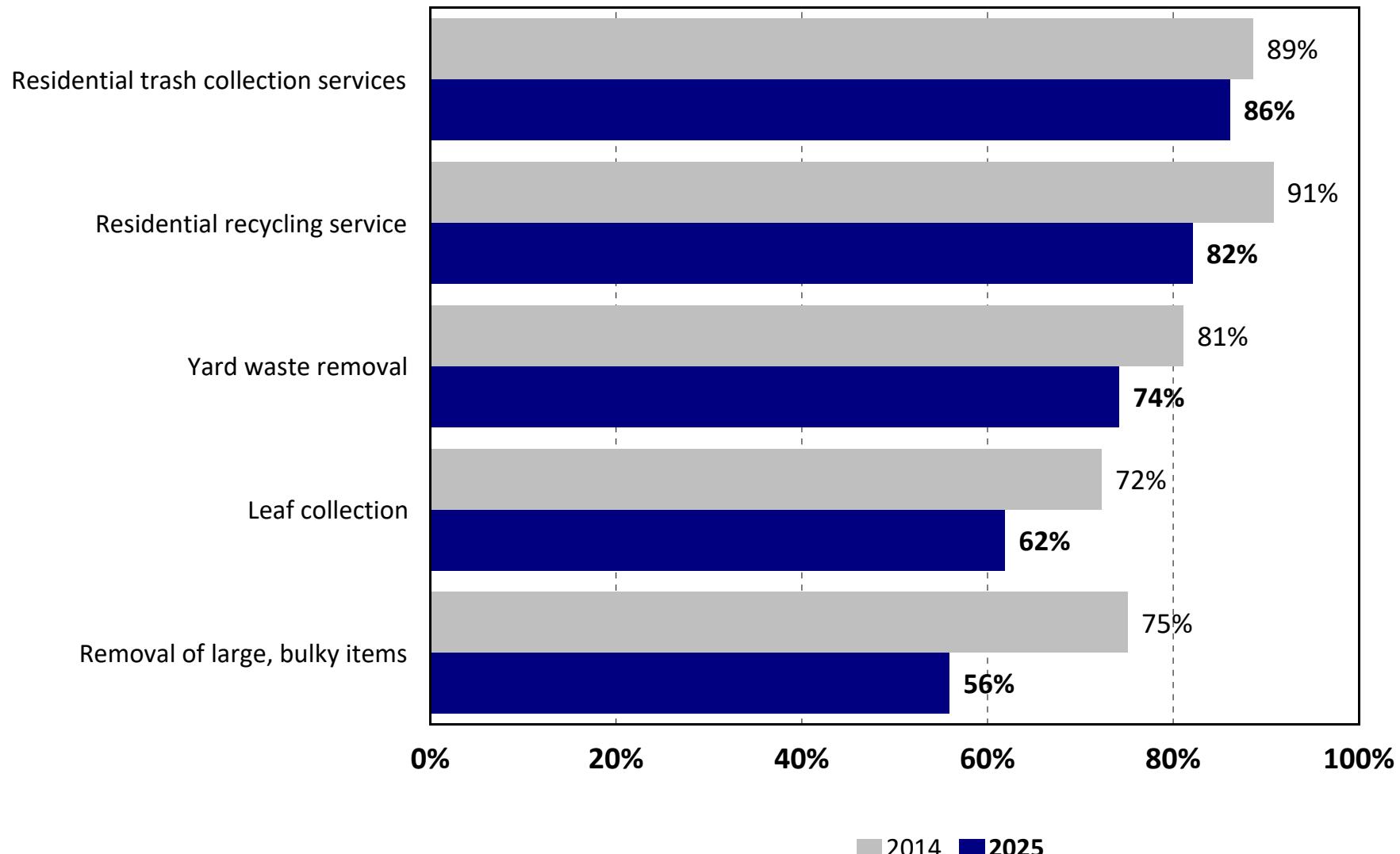
by percentage of respondents (excluding “don’t know”)



# TRENDS: Satisfaction with Garbage and Recycling Services

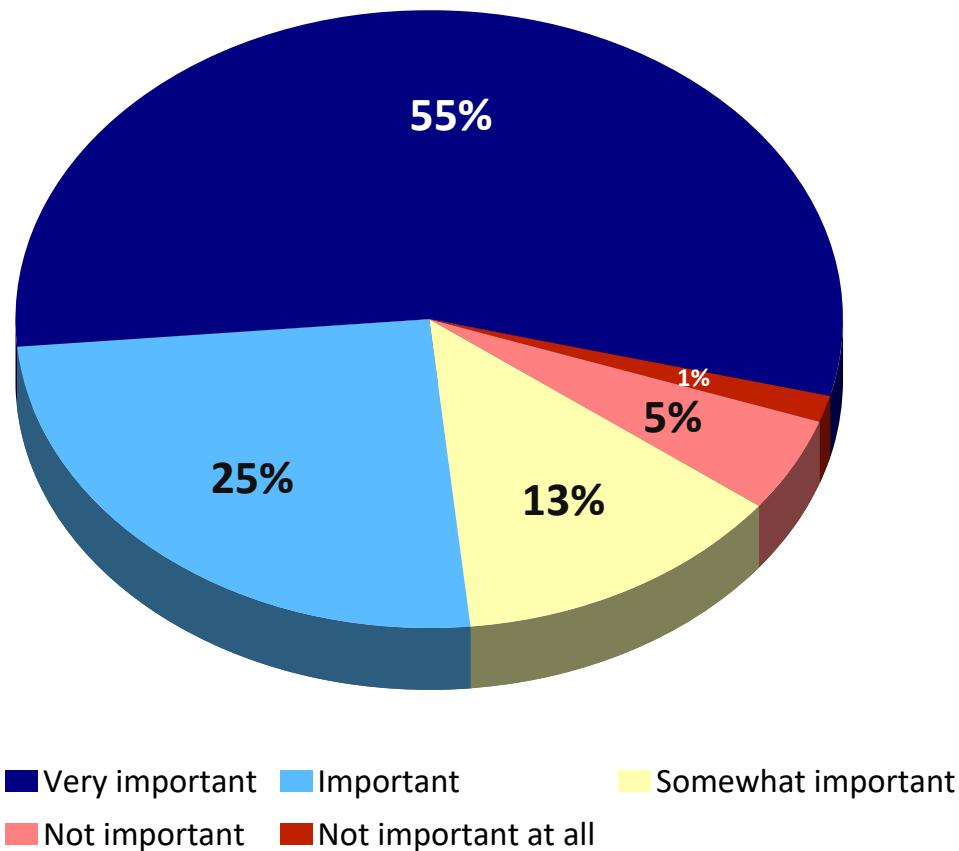
## 2014 vs. 2025

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don’t know”)



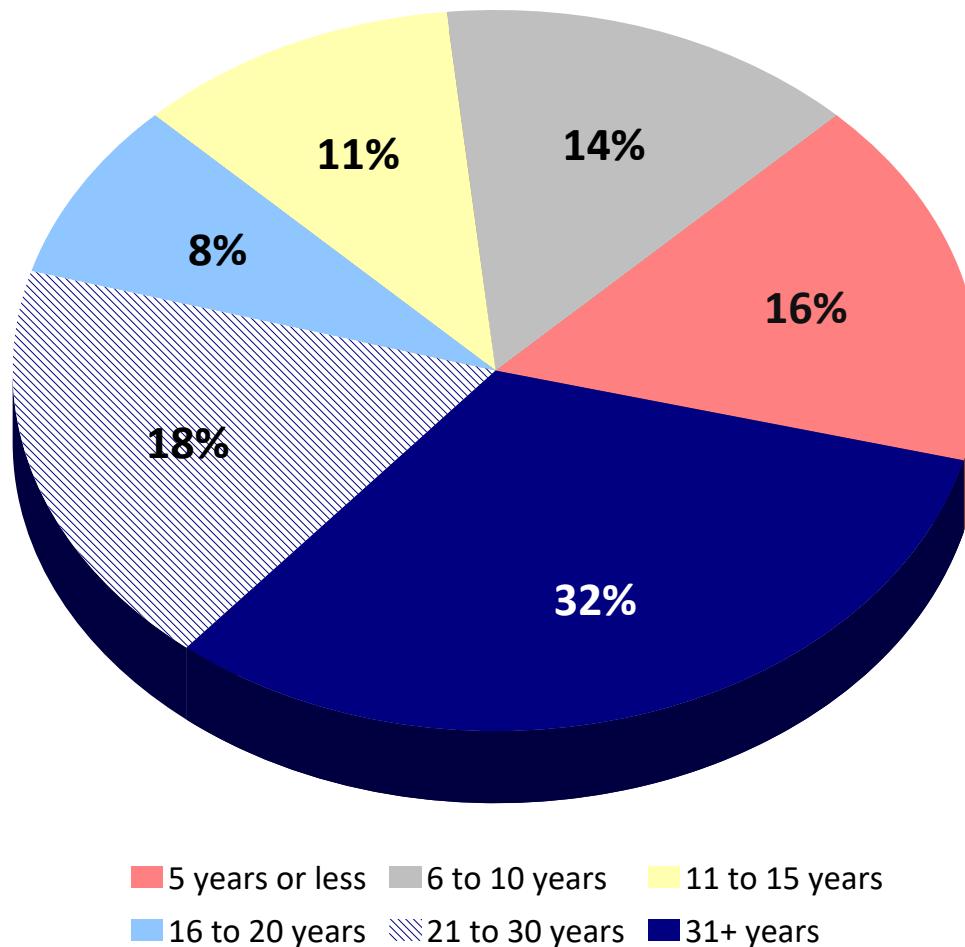
# Q25. Overall, how important do you think it is for the City of Wheaton to invest in initiatives that will help preserve the environment?

by percentage of respondents (excluding “don’t know”)



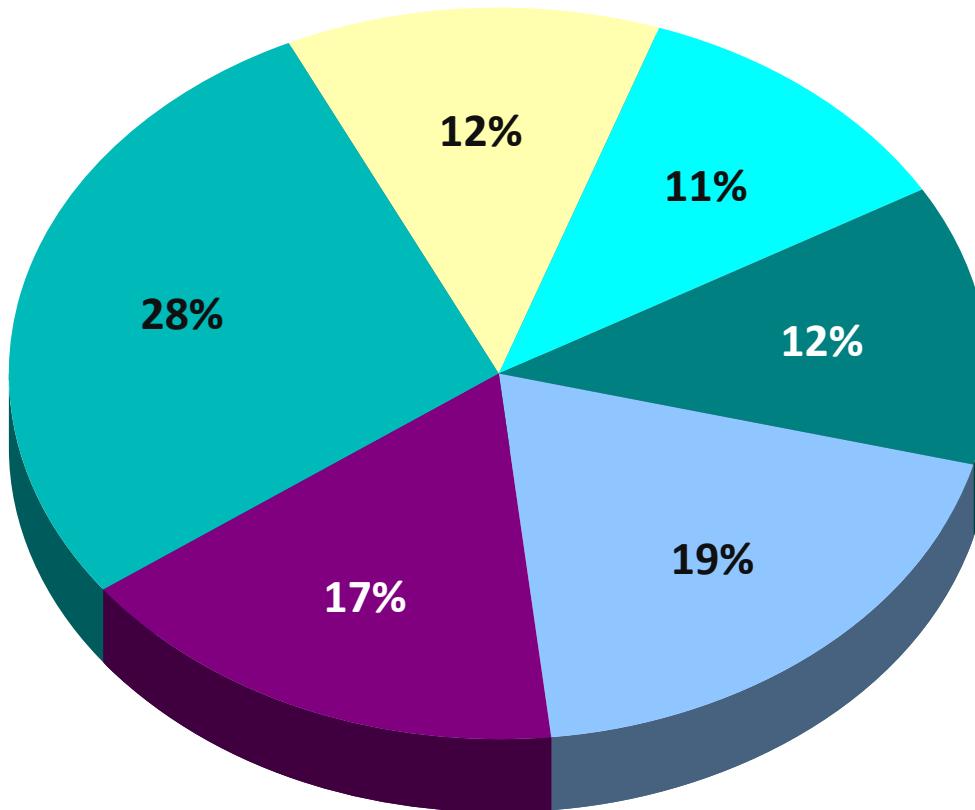
# Q27. Demographics: Number of Years Respondents Have Lived in Wheaton

by percentage of respondents (excluding “not provided”)



# Q28. Demographics: Ages of Household Members

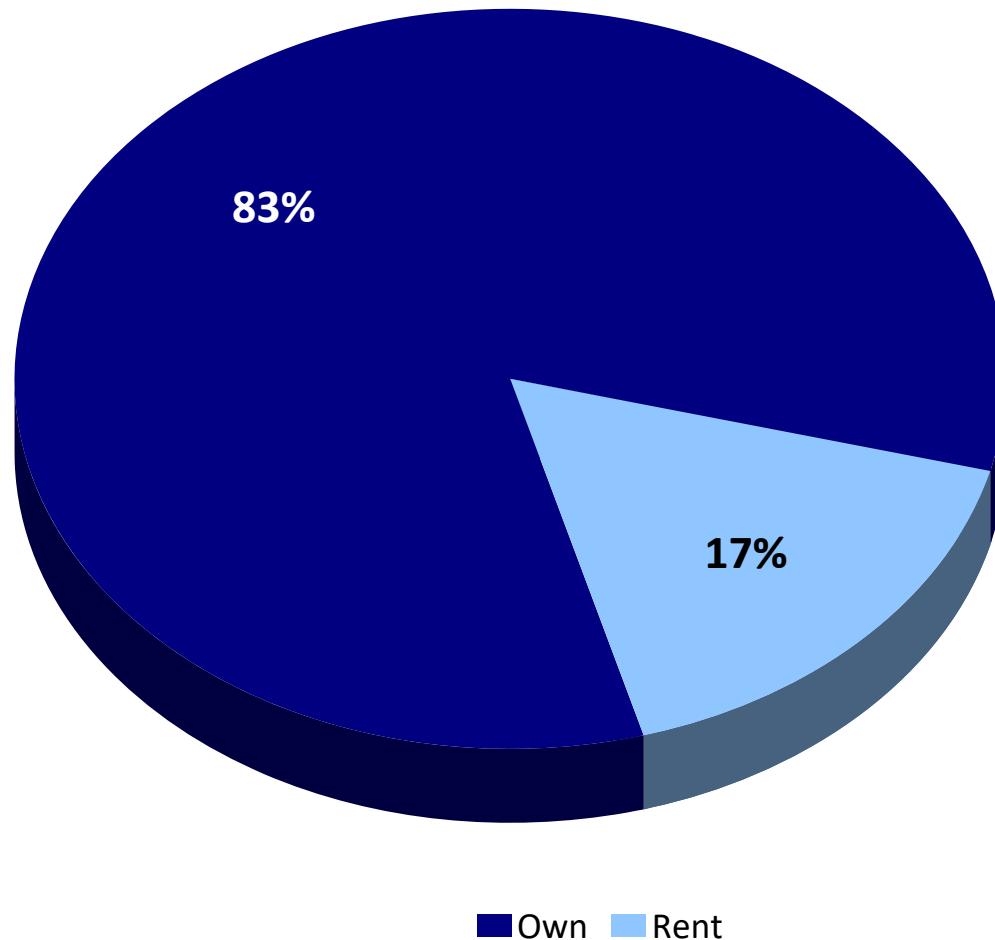
by percentage of persons in the household



■ Under age 10   ■ Ages 10 to 19   ■ Ages 20 to 34  
■ Ages 35 to 54   ■ Ages 55 to 64   ■ Ages 65+

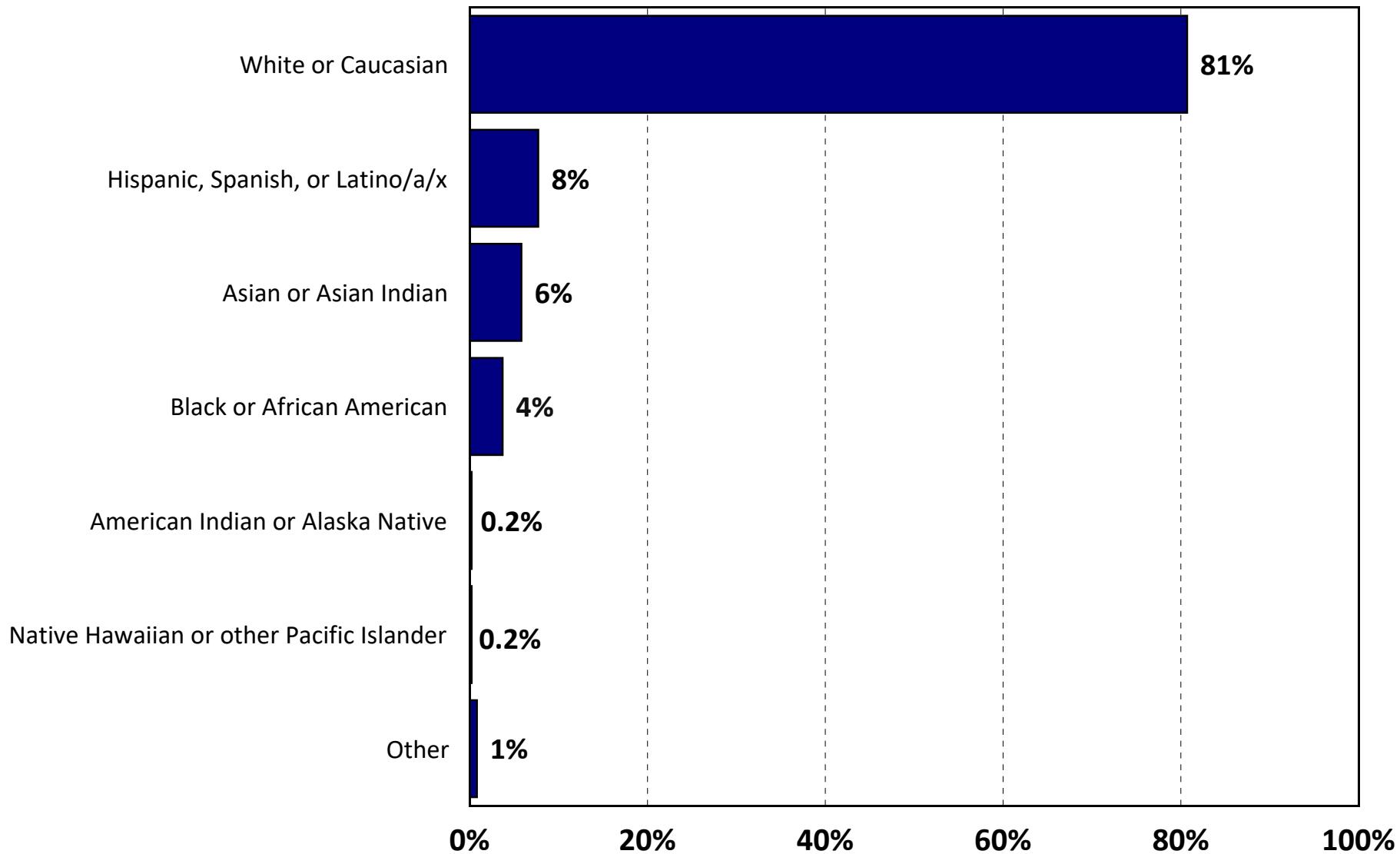
## Q29. Demographics: Current Living Arrangement

by percentage of respondents (excluding “not provided”)



# Q30. Demographics: Race/Ethnicity

by percentage of respondents (multiple selections could be made)



2

## Benchmarking Analysis

# Benchmarking Analysis



## Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 500 cities and counties in 49 states. Most participating communities 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 during the summer of 2023 to a random sample of over 10,000 residents in the continental United States and (2) a regional survey that was administered by ETC Institute during the summer of 2023 to a random sample of residents living in the Plains Region of the United States. The Plains Region includes the states of North and South Dakota, Minnesota, Iowa, Nebraska, Wisconsin, Illinois, Kansas, Missouri and Oklahoma.

The charts on the following pages show how the results for the City of Wheaton compare to the national average and the Plains regional average. The blue bar shows the results for Wheaton. The red bar shows the Plains regional average from communities that administered the *DirectionFinder*® survey during the summer of 2023. The yellow bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 10,000 U.S. residents during the summer of 2023.

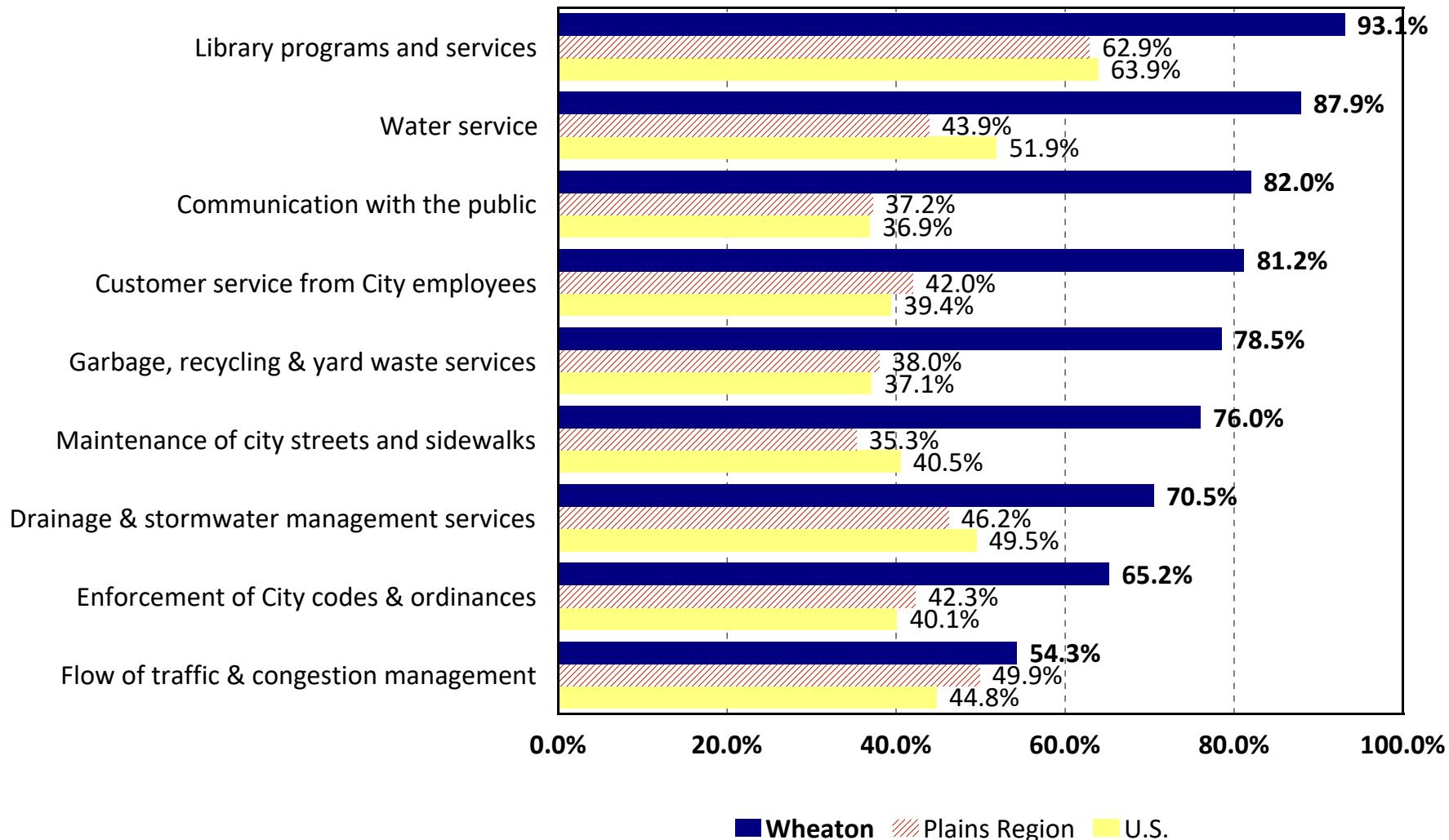
# National Benchmarks

**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 Wheaton, IL is not authorized without written consent from ETC Institute**

# Satisfaction with Major City Services

## Wheaton vs. Plains Region vs. U.S.

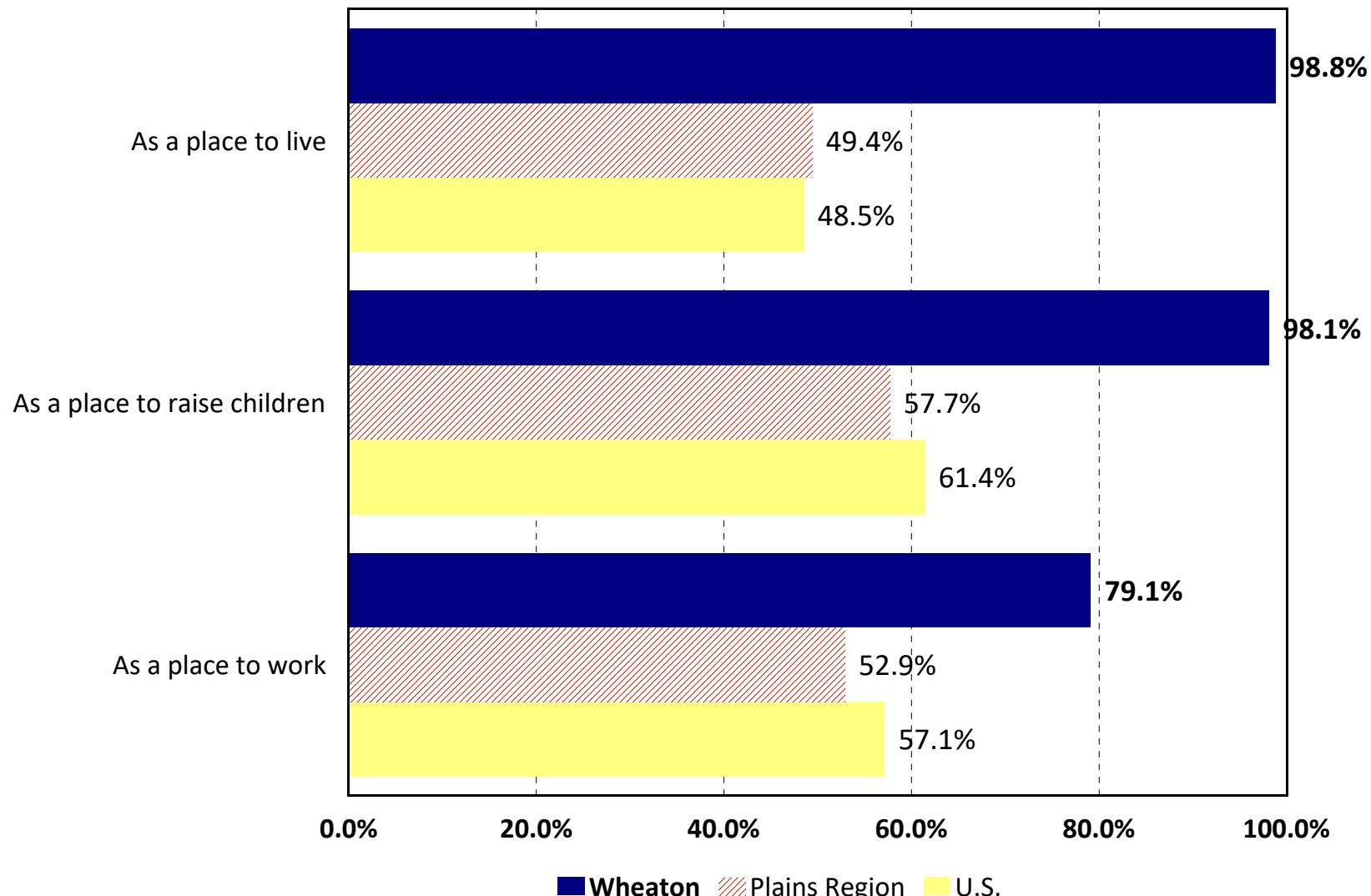
by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied"



# Overall Ratings of the City

## Wheaton vs. Plains Region vs. U.S.

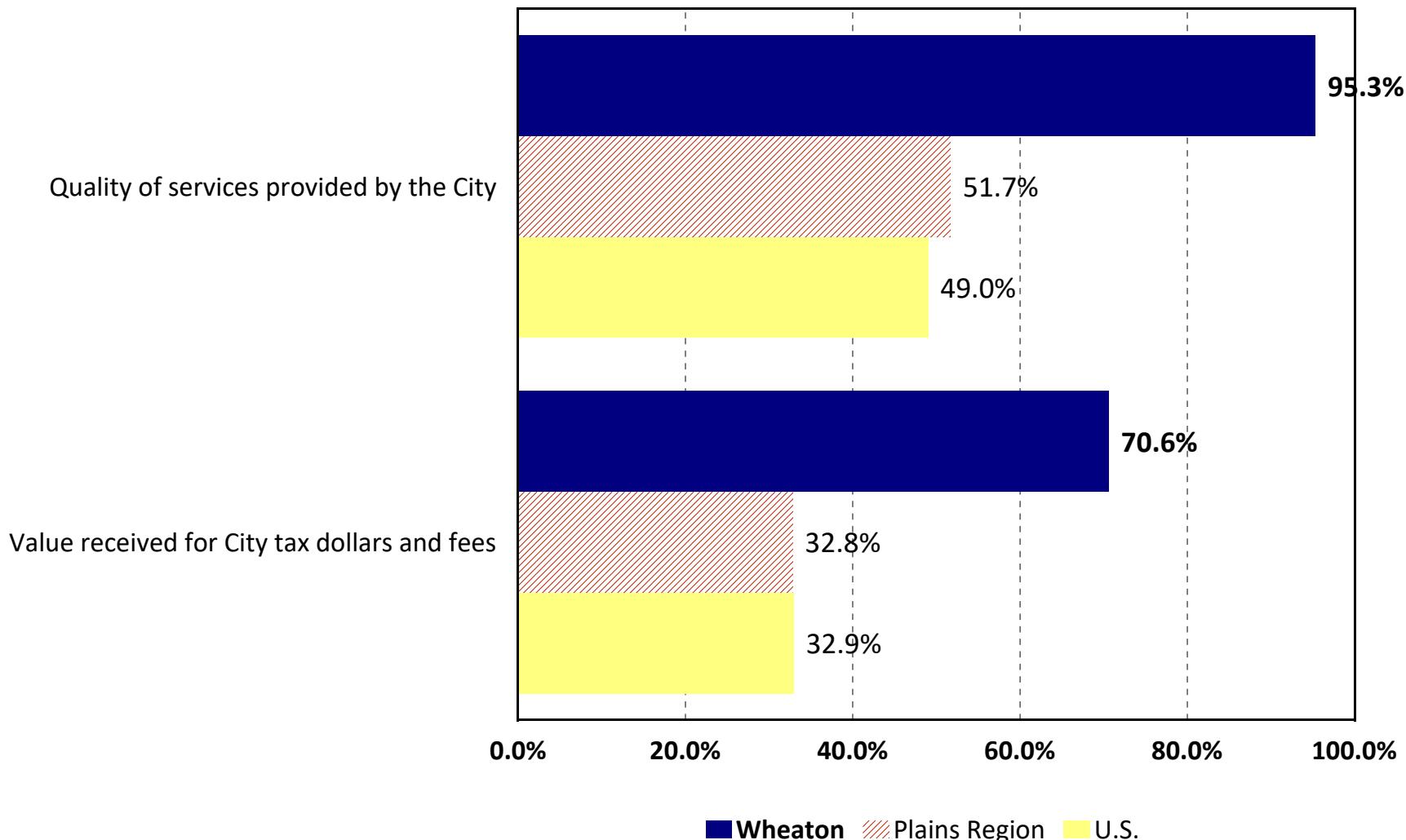
by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "excellent" and 1 was "poor"



# Perceptions of the City

## Wheaton vs. Plains Region vs. U.S.

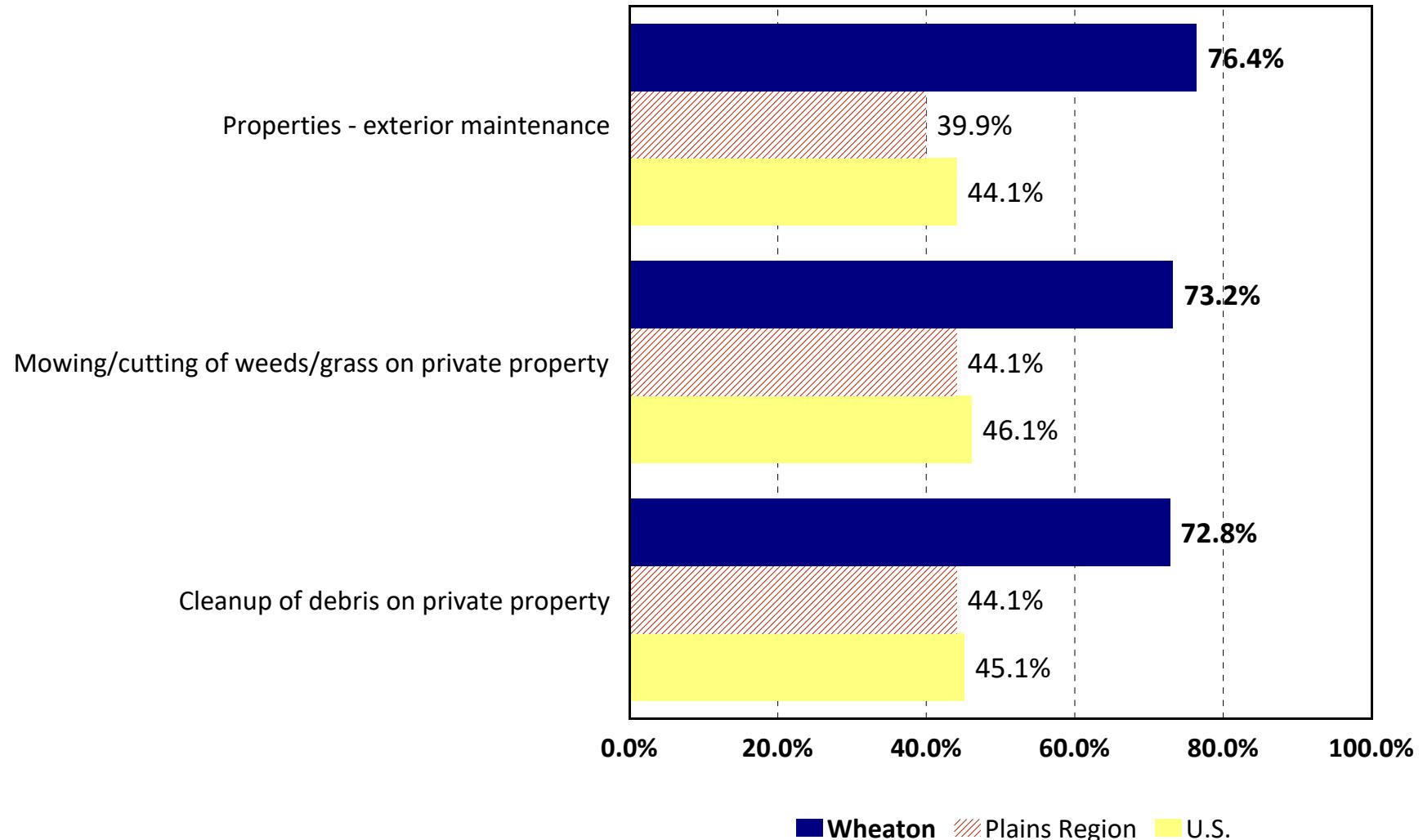
by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied"



# City Codes and Regulations

## Wheaton vs. Plains Region vs. U.S.

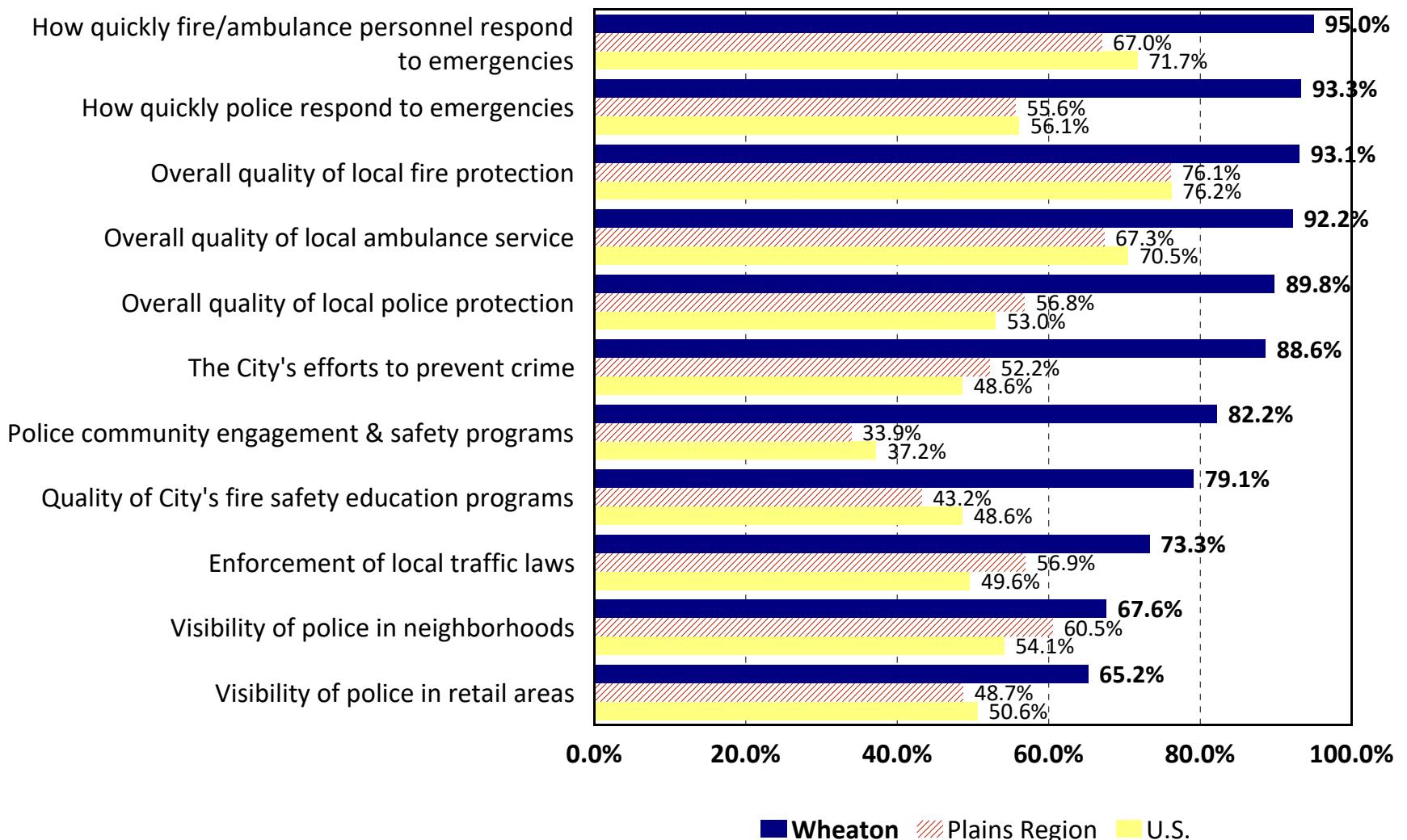
by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied"



# Police, Fire and Ambulance Services

## City Wheaton vs. Plains Region vs. U.S.

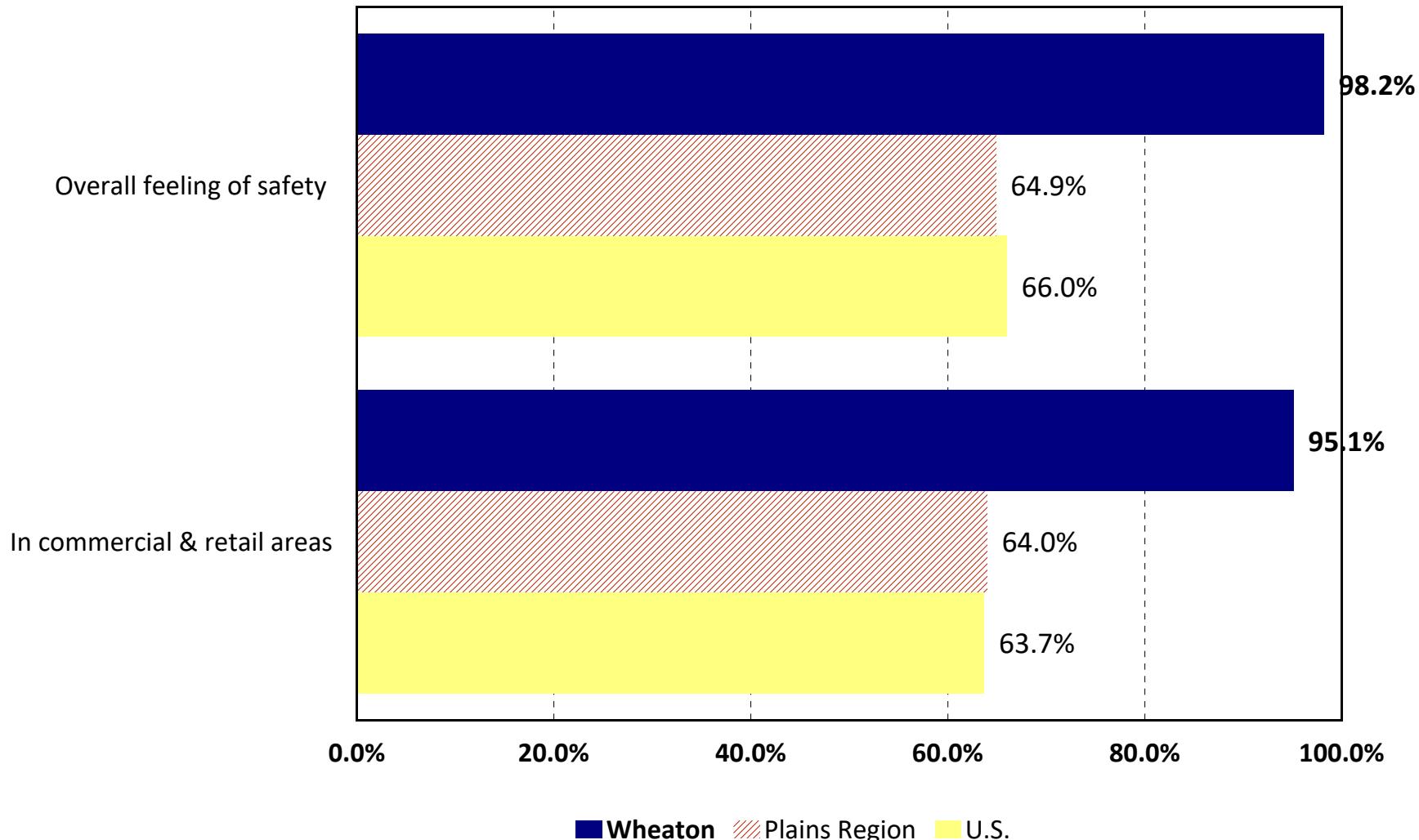
by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied"



# Feeling of Safety in the Following Situations

## Wheaton vs. Plains Region vs. U.S.

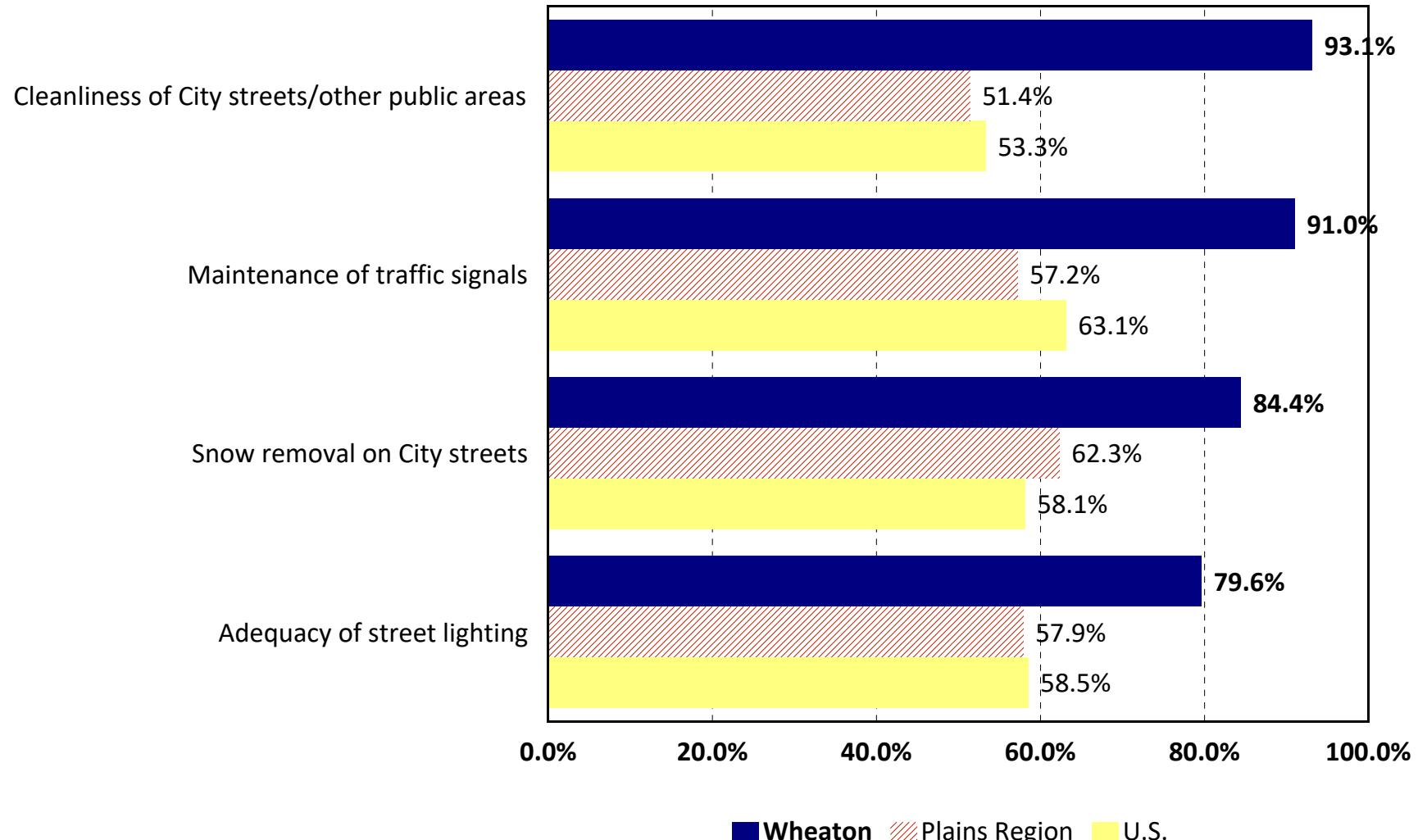
by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very safe" and 1 was "very unsafe"



# Public Works

## Wheaton vs. Plains Region vs. U.S.

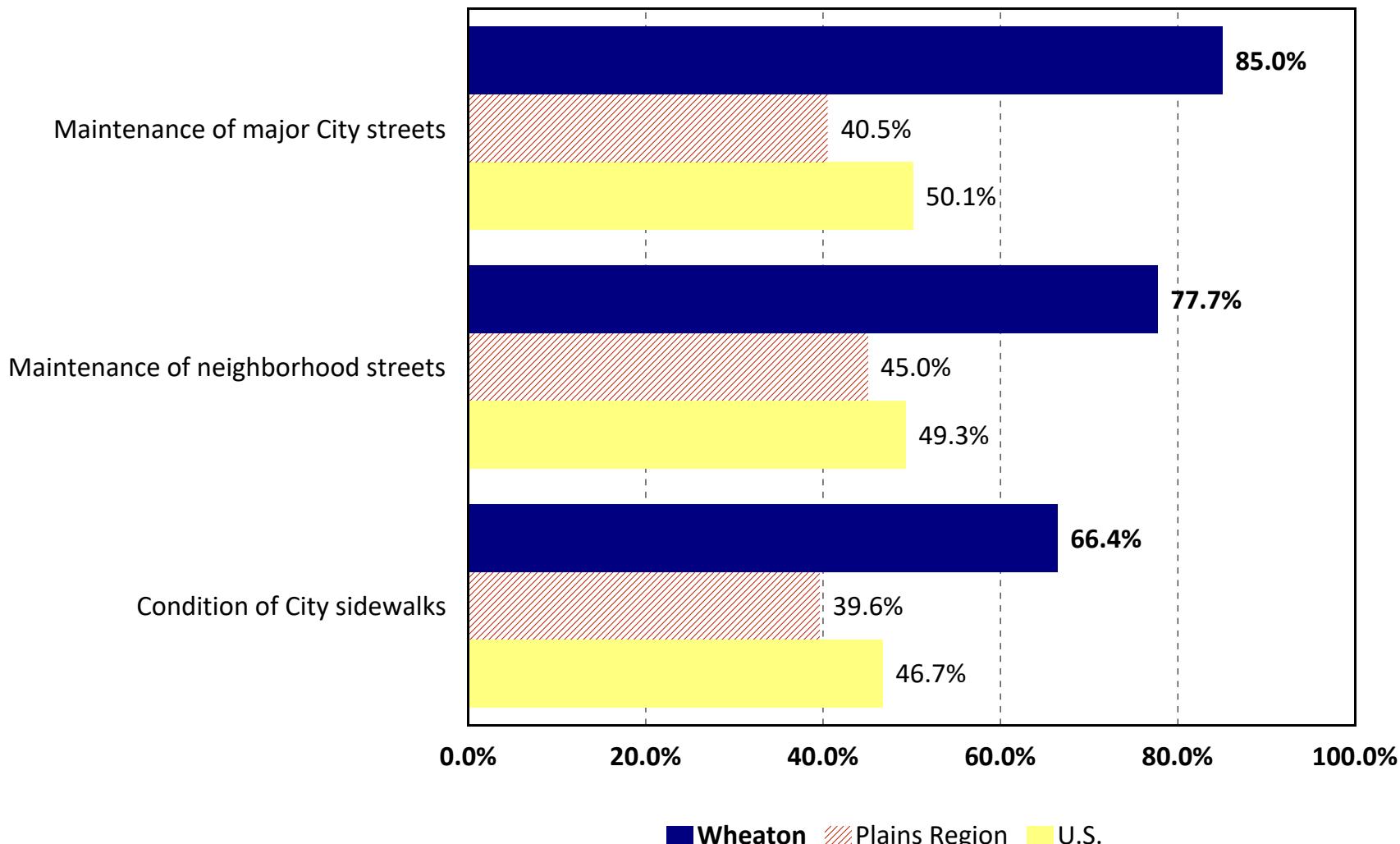
by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied"



# Infrastructure

## Wheaton vs. Plains Region vs. U.S.

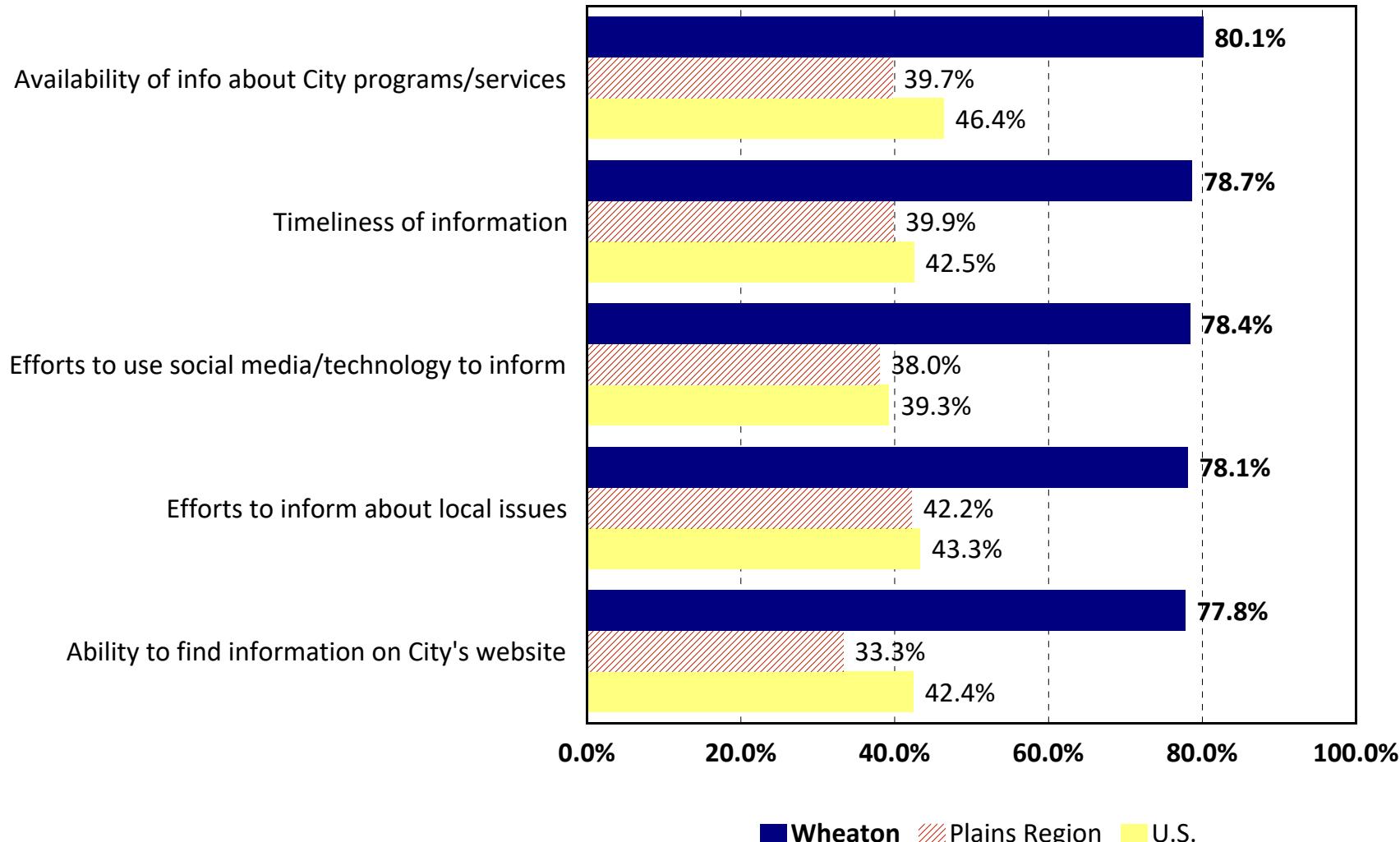
by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied"



# Public Communication and Outreach

## Wheaton vs. Plains Region vs. U.S.

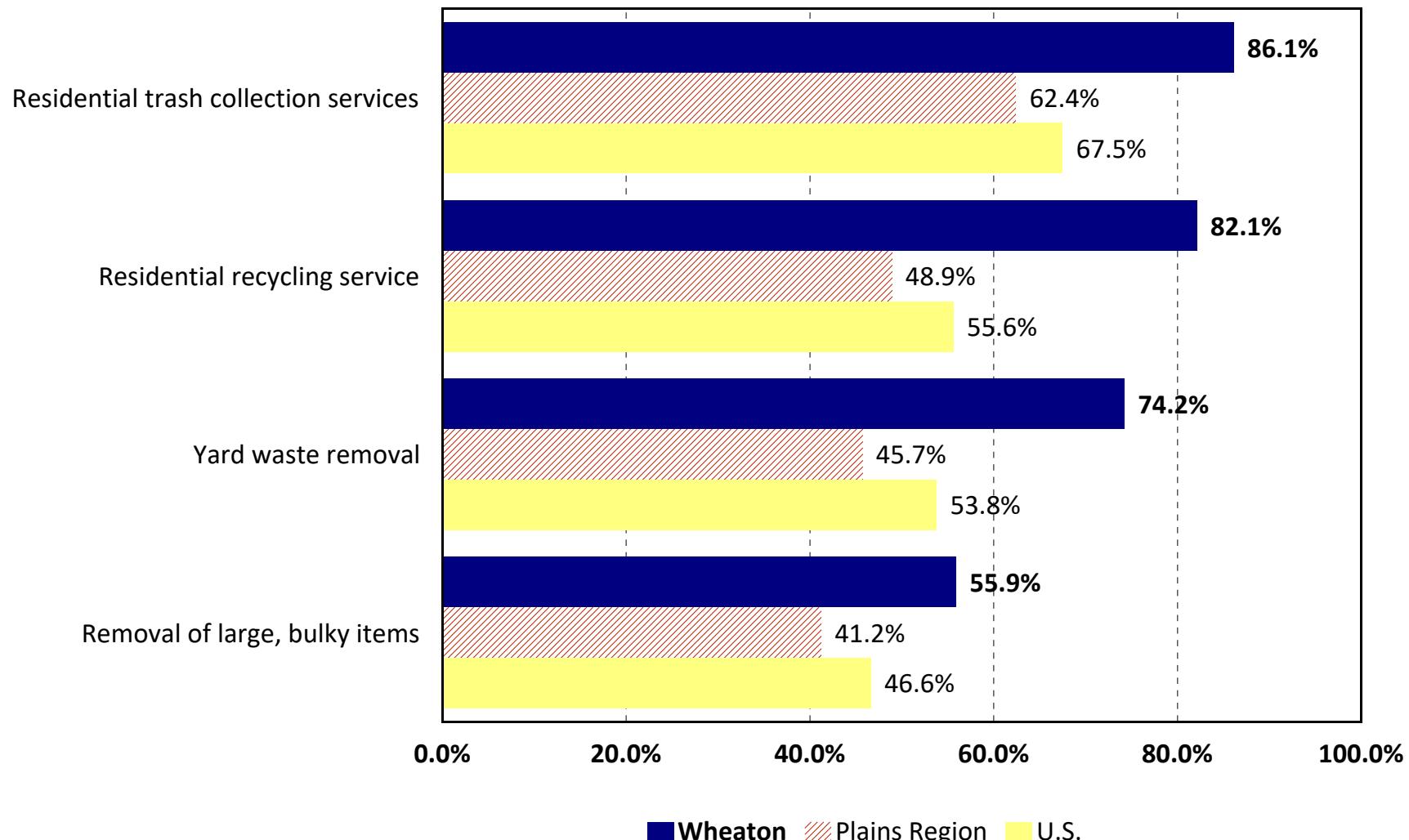
by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied"



# Garbage and Recycling Services

## Wheaton vs. Plains Region vs. 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"



# 3

## Importance-Satisfaction Analysis

# Importance-Satisfaction Analysis



## Overview

Today, community leaders 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 (I-S) 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 (I-S) 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.

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. The sum is then multiplied by 1 minus the percentage of respondents who 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). The "don't know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

## Example of the Calculation

Respondents were asked to identify the major categories of City services that were most important to their household. More than one-fourth (26%) of the respondent households selected "*flow of traffic and congestion management*" as one of the City services that was most important to households.

With regard to satisfaction, 54.3% of respondents surveyed rated "*flow of traffic and congestion management*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "don't know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 26% was multiplied by 45.7% (1-0.543). This calculation yielded an I-S rating of 0.1188, which ranked first out of thirteen categories of City services analyzed.

# Importance-Satisfaction Analysis



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 of importance and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either 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.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis ( $I-S > 0.20$ )
- Increase Current Emphasis ( $I-S = 0.10 - 0.20$ )
- Maintain Current Emphasis ( $I-S < 0.10$ )

Tables showing the results for the City of Wheaton are provided on the following pages.

# Importance-Satisfaction Rating

## City of Wheaton, IL

### Major City Services

Service	Most Important %	Most Important		Satisfaction %	Satisfaction Rank	Importance- Satisfaction	
		Rank	Satisfaction %			Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>							
Flow of traffic & congestion management	26%	5	54%	13	0.1188	1	
<b>Medium Priority (IS &lt;.10)</b>							
New development	18%	8	54%	12	0.0798	2	
Maintenance of city streets and sidewalks	31%	3	76%	8	0.0754	3	
Drainage & stormwater management services	17%	9	71%	9	0.0496	4	
Garbage, recycling & yard waste services	18%	7	79%	7	0.0389	5	
Police services	55%	1	93%	2	0.0377	6	
Communication with the public	19%	6	82%	5	0.0337	7	
Enforcement of City codes & ordinances	8%	11	65%	10	0.0261	8	
Fire and ambulance services	47%	2	96%	1	0.0203	9	
Water service	16%	10	88%	4	0.0194	10	
Library programs and services	27%	4	93%	3	0.0187	11	
Development process	4%	13	61%	11	0.0159	12	
Customer service from City employees	5%	12	81%	6	0.0086	13	

**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 services that were most important to their household.

#### Satisfaction %:

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

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# Importance-Satisfaction Rating

## City of Wheaton, IL

### Transportation Services

Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Traffic conditions in neighborhood relative to speed & volume	46%	1	59%	5	0.1899	1
Traffic signal timing & coordination on major City streets	43%	2	62%	4	0.1632	2
Availability of parking	43%	3	63%	3	0.1615	3
<b>Medium Priority (IS &lt;.10)</b>						
Ease of walking or biking in Wheaton	36%	4	78%	2	0.0769	4
Availability of sidewalks in the City	23%	5	82%	1	0.0406	5

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

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the services 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 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

Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Visibility of police in neighborhoods	32%	3	68%	12	0.1047	1
<b>Medium Priority (IS &lt;.10)</b>						
Visibility of police in retail areas	27%	4	65%	13	0.0929	2
Enforcement of local traffic laws	21%	6	73%	11	0.0566	3
The City's efforts to prevent crime	48%	1	89%	8	0.0549	4
Police community engagement & safety programs	16%	8	82%	9	0.0276	5
How quickly police respond to emergencies	33%	2	93%	3	0.0224	6
Overall quality of local police protection	20%	7	90%	7	0.0207	7
Quality of City's fire safety education programs	8%	12	79%	10	0.0167	8
How quickly fire/ambulance personnel respond to emergencies	26%	5	95%	1	0.0130	9
Professionalism of Police Department personnel	11%	11	90%	6	0.0107	10
Overall quality of local ambulance service	11%	10	92%	5	0.0088	11
Overall quality of local fire protection	12%	9	93%	4	0.0083	12
Professionalism of Fire Department personnel	2%	13	94%	2	0.0013	13

**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 services 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 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 Services

Service	Most Important %	Most Important		Satisfaction %	Satisfaction Rank	Importance- Satisfaction Rating	I-S Rating Rank
		Rank	Satisfaction %				
<b>Medium Priority (IS &lt;10)</b>							
Snow removal on City streets	60%	1	84%	3	0.0938	1	
Adequacy of street lighting	42%	4	80%	6	0.0855	2	
City's parkway tree maintenance/preservation	47%	3	82%	4	0.0829	3	
Timeliness of response to issues as they arise	35%	5	81%	5	0.0667	4	
Cleanliness of City streets/other public areas	51%	2	93%	1	0.0349	5	
Maintenance of traffic signals	27%	6	91%	2	0.0246	6	

**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 services 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 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 Services

Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>High Priority (IS .10-.20)</u></b>						
Effectiveness of stormwater runoff/management system	44%	1	65%	7	0.1519	1
Condition of City sidewalks	38%	5	66%	5	0.1260	2
Value received for water/wastewater utility rates	35%	6	66%	6	0.1194	3
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Maintenance of neighborhood streets	40%	3	78%	4	0.0896	4
Efforts to prevent backups from wastewater in your home	38%	4	78%	3	0.0842	5
Maintenance of major City streets	40%	2	85%	2	0.0605	6
Reliability of your water service	31%	7	96%	1	0.0132	7

**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 services 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 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 Communications and Outreach Services

Service	Most Important %	Most Important		Satisfaction %	Satisfaction Rank	Importance- Satisfaction Rating	I-S Rating Rank
		Rank	Satisfaction %				
<b><u>High Priority (IS .10-.20)</u></b>							
Availability of info about City programs/services	66%	1	80%	1	0.1321	1	
Efforts to inform about local issues	57%	2	78%	4	0.1255	2	
Timeliness of information	51%	3	79%	2	0.1088	3	
<b><u>Medium Priority (IS &lt;.10)</u></b>							
Efforts to use social media/technology to inform	42%	4	78%	3	0.0901	4	
Ability to find information on City's website	36%	5	78%	5	0.0790	5	

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

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the services 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 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

Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Library communication with the community	38%	2	81%	8	0.0701	1
Availability of materials	56%	1	88%	6	0.0658	2
Availability of virtual items	35%	3	82%	7	0.0616	3
Hours the library is open to the public	27%	5	91%	5	0.0249	4
Appearance and condition of the library	34%	4	93%	2	0.0243	5
Availability of parking at the library	16%	8	91%	4	0.0147	6
Condition of the print collection	16%	7	92%	3	0.0130	7
Overall helpfulness of library staff	17%	6	94%	1	0.0104	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 services 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 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 Analysis



## 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 its 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.

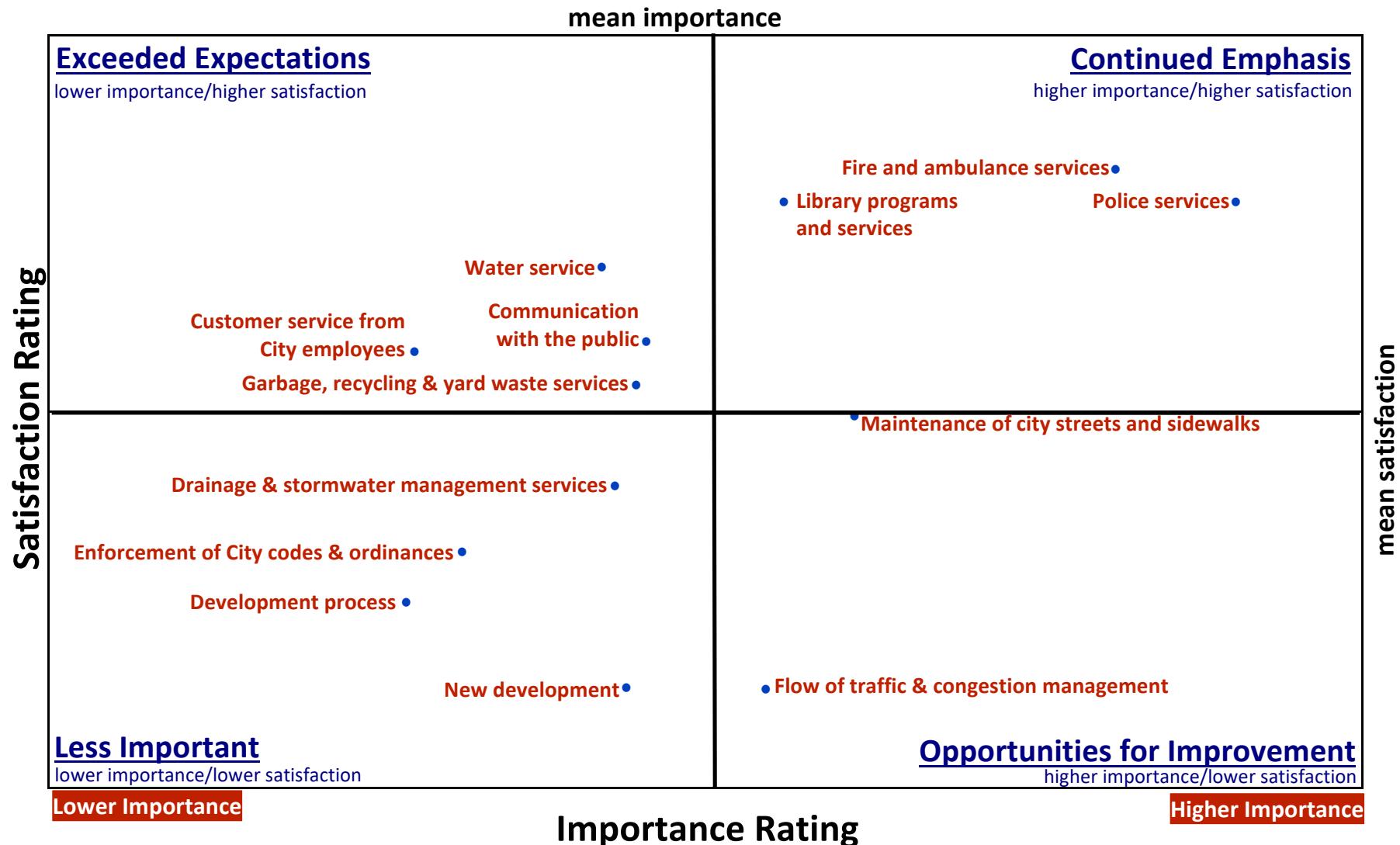
Matrix charts showing the results for the City of Wheaton are provided on the following pages.

# 2025 City of Wheaton Citizen Satisfaction Survey

## Importance-Satisfaction Assessment Matrix

### -Major Categories of City Services-

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

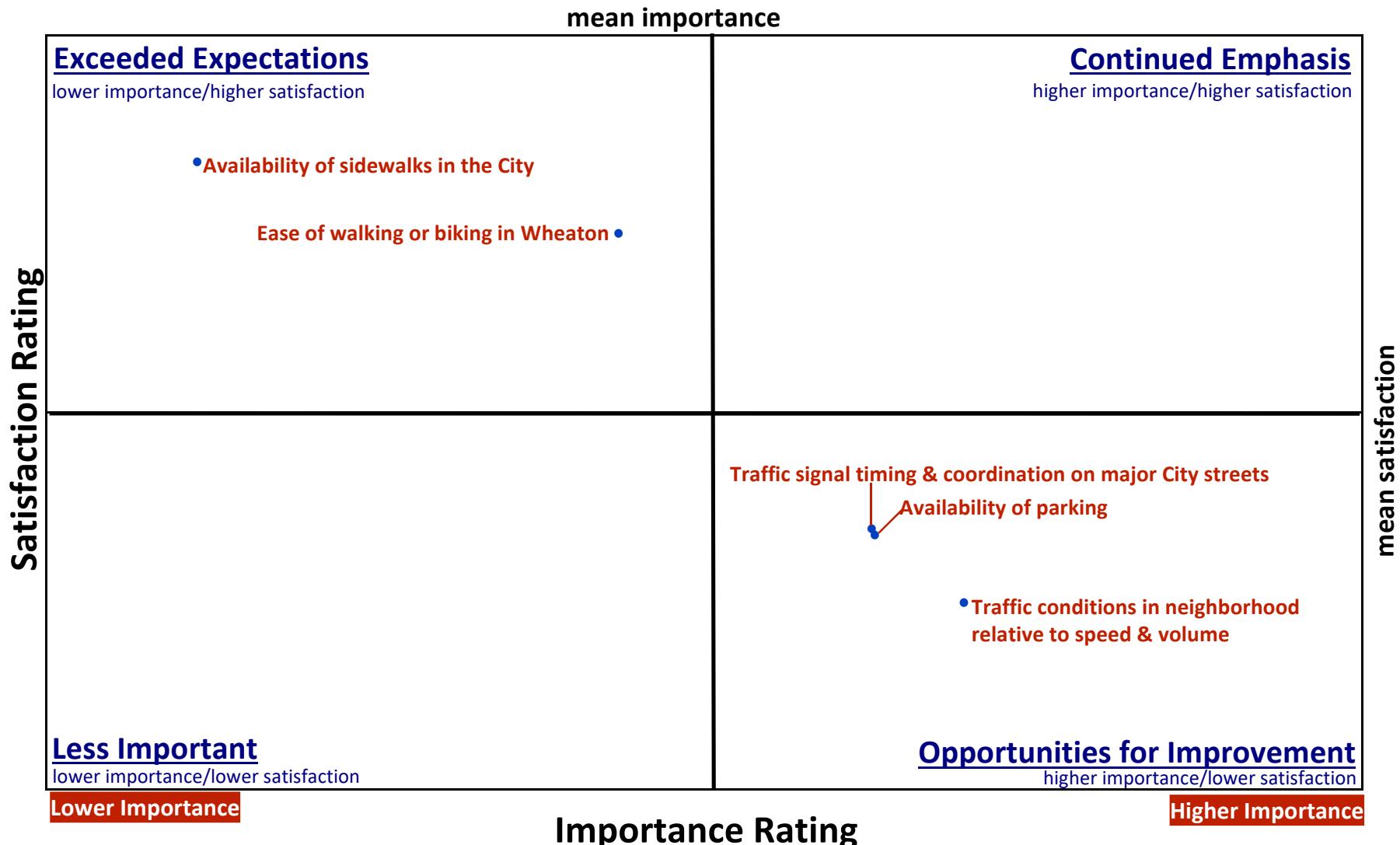


# 2025 City of Wheaton Citizen Satisfaction Survey

## Importance-Satisfaction Assessment Matrix

### -Transportation

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

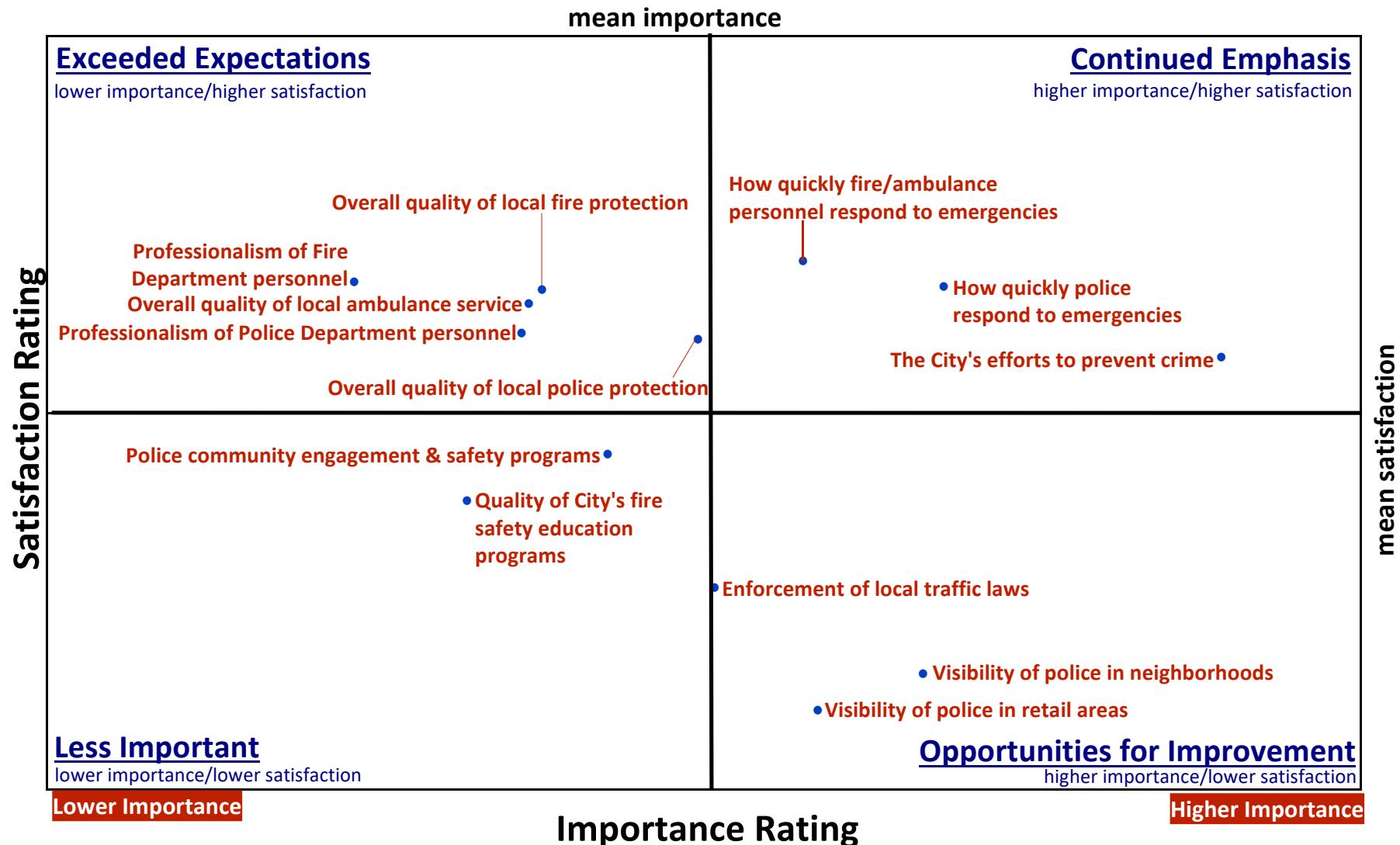


# 2025 City of Wheaton Citizen Satisfaction Survey

## 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)

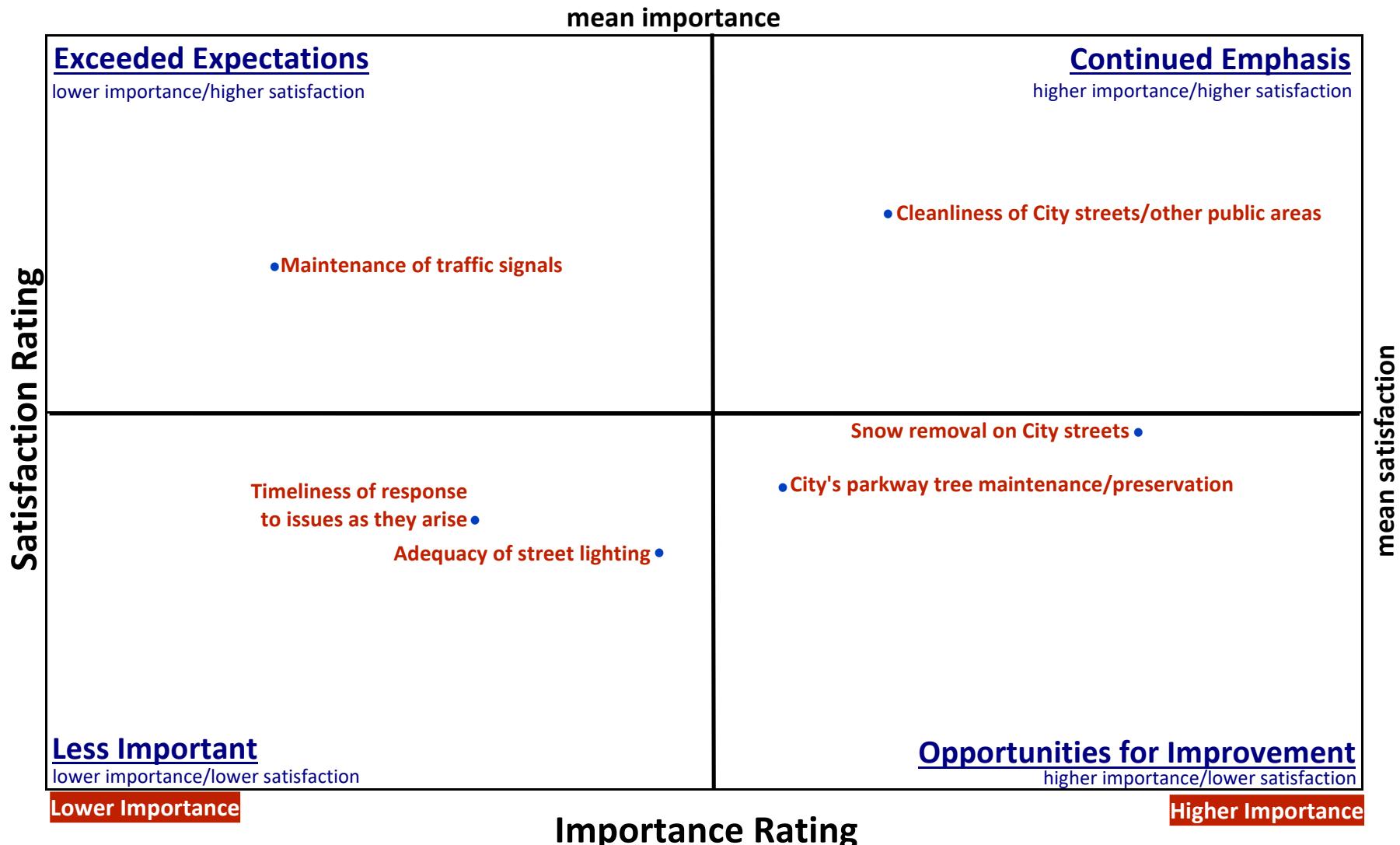


# 2025 City of Wheaton Citizen Satisfaction Survey

## 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)

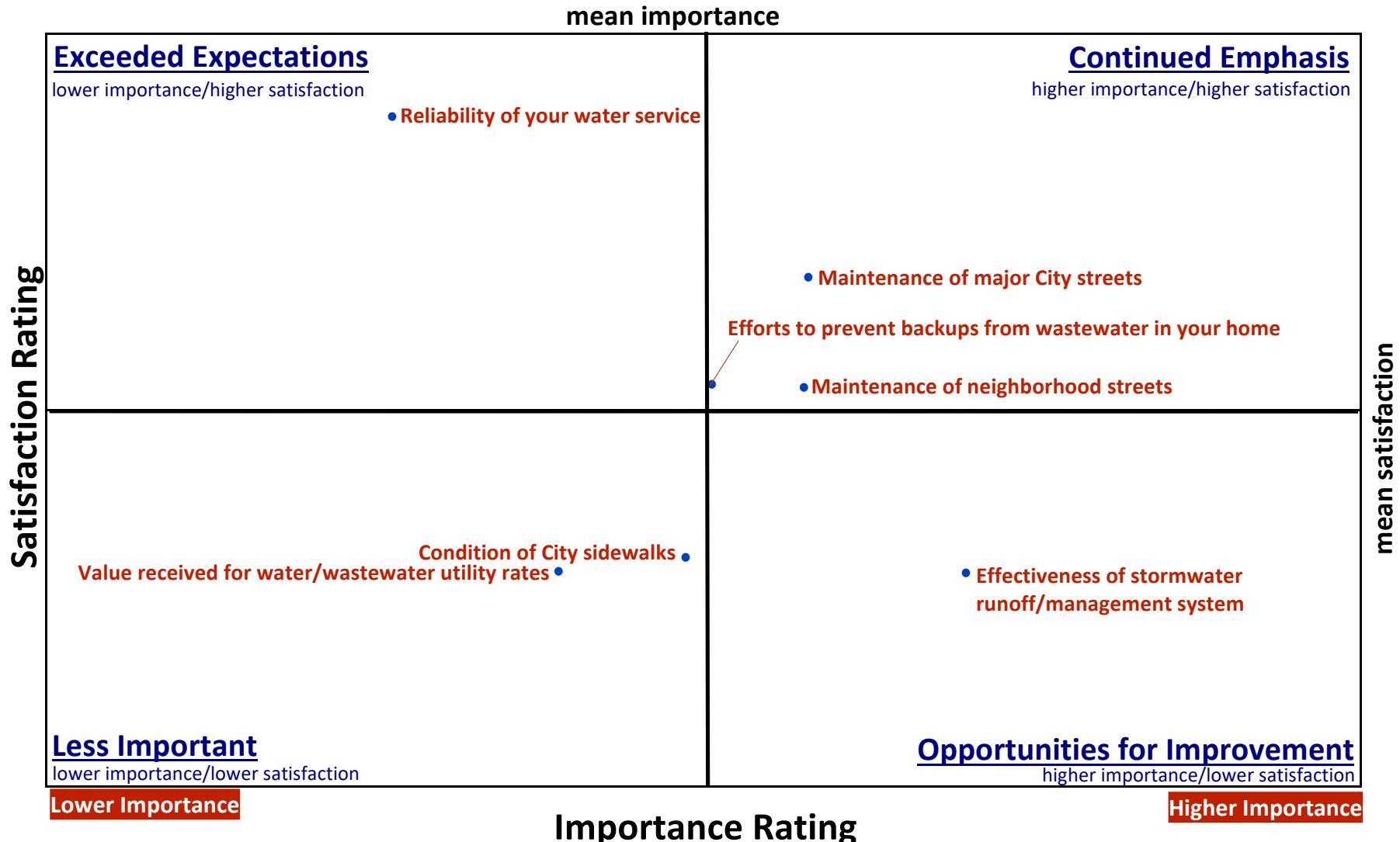


# 2025 City of Wheaton Citizen Satisfaction Survey

## Importance-Satisfaction Assessment Matrix

### -Infrastructure-

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

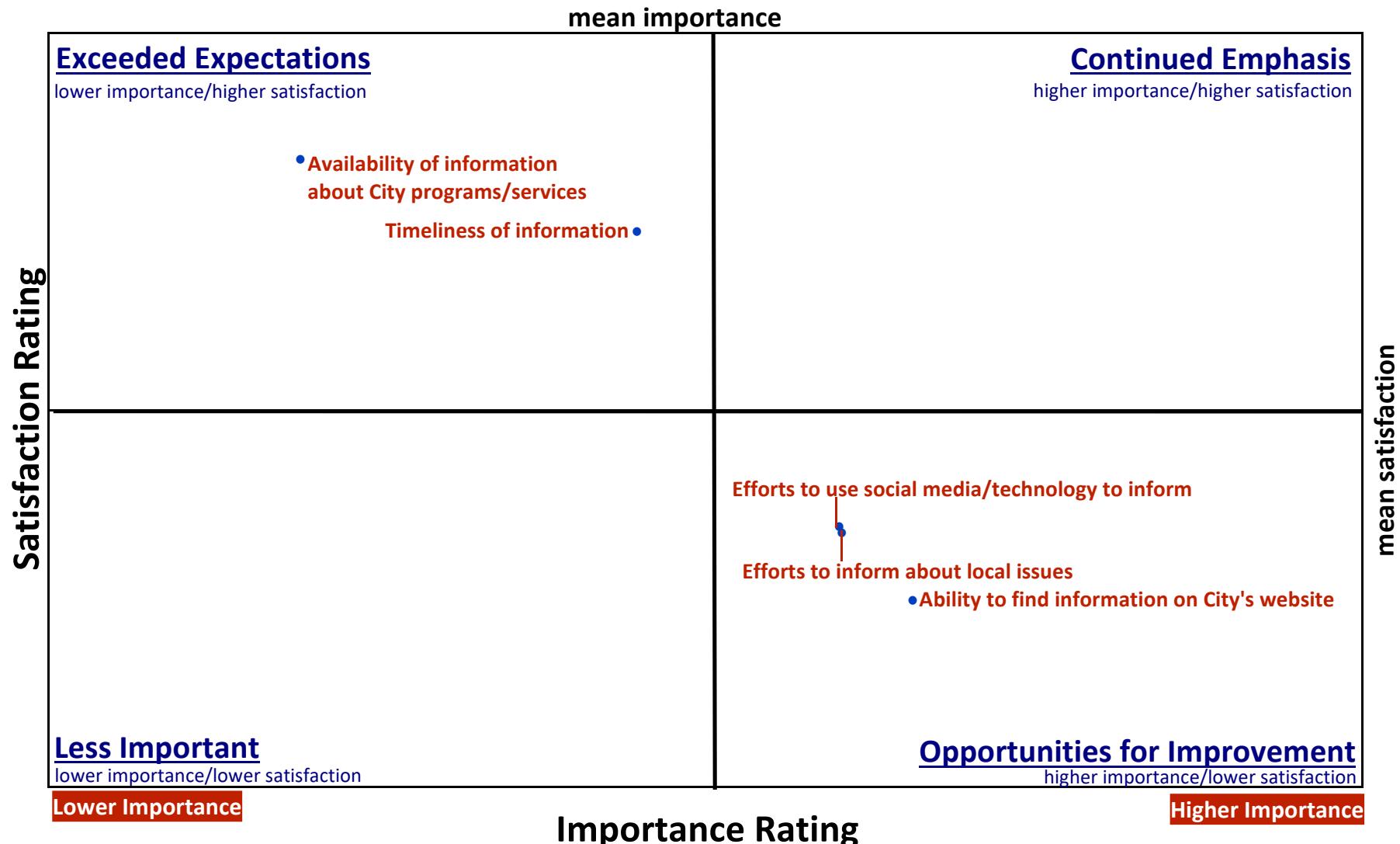


# 2025 City of Wheaton Citizen Satisfaction Survey

## Importance-Satisfaction Assessment Matrix

### -Public Communication and Outreach-

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

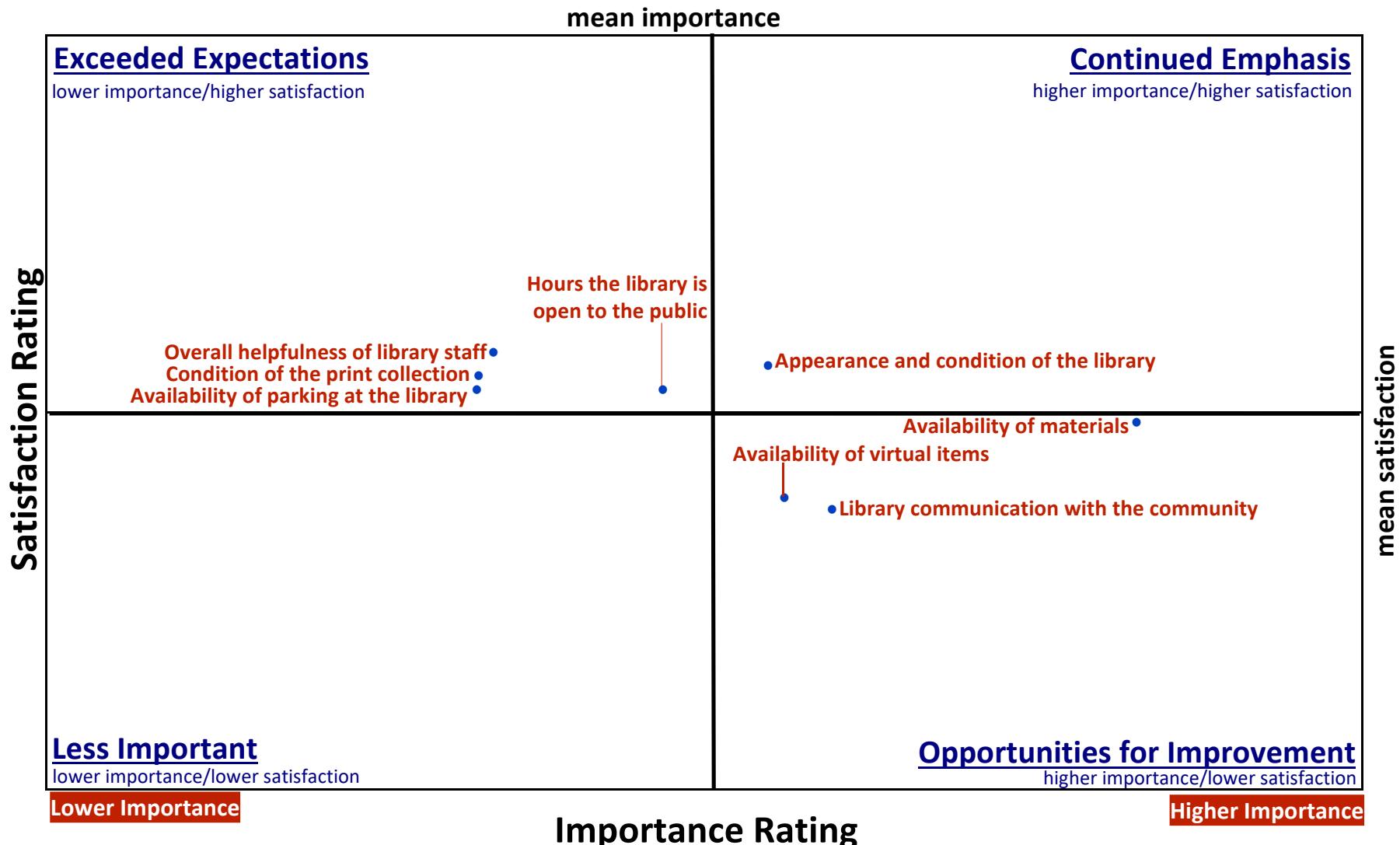


# 2025 City of Wheaton Citizen Satisfaction Survey

## 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)





## Tabular Data

**Q1. City Services. 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=601)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Fire & ambulance services	53.9%	21.0%	3.0%	0.2%	0.2%	21.8%
Q1-2. Police services	52.6%	30.6%	5.0%	1.2%	0.0%	10.6%
Q1-3. Water service	45.8%	39.1%	9.3%	1.8%	0.5%	3.5%
Q1-4. Maintenance of City streets & sidewalks	25.0%	50.1%	13.3%	8.5%	2.0%	1.2%
Q1-5. Drainage & stormwater management services (in City rights of way including streets & sidewalks)	24.6%	44.3%	17.3%	8.5%	3.0%	2.3%
Q1-6. Flow of traffic & congestion management	12.3%	41.1%	26.0%	14.8%	4.2%	1.7%
Q1-7. Enforcement of City codes & ordinances	17.0%	37.8%	22.6%	5.7%	0.8%	16.1%
Q1-8. Communication with the public	35.1%	45.3%	14.3%	2.3%	1.0%	2.0%
Q1-9. Customer service you receive from City employees	31.8%	29.8%	12.3%	1.8%	0.2%	24.1%
Q1-10. Development process (permit issuance & inspections)	13.0%	26.0%	17.8%	5.2%	1.7%	36.4%
Q1-11. New development (new buildings, commercial developments)	13.5%	28.0%	24.5%	7.8%	2.5%	23.8%
Q1-12. Garbage, recycling & yard waste services	31.4%	43.8%	9.8%	9.0%	1.8%	4.2%
Q1-13. Library programs & services	60.4%	27.5%	5.2%	1.2%	0.2%	5.7%

**WITHOUT "DON'T KNOW"**

**Q1. City Services. 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=601)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Fire & ambulance services	68.9%	26.8%	3.8%	0.2%	0.2%
Q1-2. Police services	58.8%	34.3%	5.6%	1.3%	0.0%
Q1-3. Water service	47.4%	40.5%	9.7%	1.9%	0.5%
Q1-4. Maintenance of City streets & sidewalks	25.3%	50.7%	13.5%	8.6%	2.0%
Q1-5. Drainage & stormwater management services (in City rights of way including streets & sidewalks)	25.2%	45.3%	17.7%	8.7%	3.1%
Q1-6. Flow of traffic & congestion management	12.5%	41.8%	26.4%	15.1%	4.2%
Q1-7. Enforcement of City codes & ordinances	20.2%	45.0%	27.0%	6.7%	1.0%
Q1-8. Communication with the public	35.8%	46.2%	14.6%	2.4%	1.0%
Q1-9. Customer service you receive from City employees	41.9%	39.3%	16.2%	2.4%	0.2%
Q1-10. Development process (permit issuance & inspections)	20.4%	40.8%	28.0%	8.1%	2.6%
Q1-11. New development (new buildings, commercial developments)	17.7%	36.7%	32.1%	10.3%	3.3%
Q1-12. Garbage, recycling & yard waste services	32.8%	45.7%	10.2%	9.4%	1.9%
Q1-13. Library programs & services	64.0%	29.1%	5.5%	1.2%	0.2%

**Q2. Which THREE of these items listed in Question 1 are MOST IMPORTANT to you and the members of your household?**

Q2. Top choice	Number	Percent
Fire & ambulance services	128	21.3 %
Police services	159	26.5 %
Water service	19	3.2 %
Maintenance of City streets & sidewalks	36	6.0 %
Drainage & stormwater management services (in City rights of way including streets & sidewalks)	32	5.3 %
Flow of traffic & congestion management	42	7.0 %
Enforcement of City codes & ordinances	10	1.7 %
Communication with the public	30	5.0 %
Customer service you receive from City employees	5	0.8 %
Development process (permit issuance & inspections)	4	0.7 %
New development (new buildings, commercial developments)	36	6.0 %
Garbage, recycling & yard waste services	23	3.8 %
Library programs & services	59	9.8 %
<u>None chosen</u>	18	3.0 %
Total	601	100.0 %

**Q2. Which THREE of these items listed in Question 1 are MOST IMPORTANT to you and the members of your household?**

Q2. 2nd choice	Number	Percent
Fire & ambulance services	113	18.8 %
Police services	125	20.8 %
Water service	30	5.0 %
Maintenance of City streets & sidewalks	70	11.6 %
Drainage & stormwater management services (in City rights of way including streets & sidewalks)	29	4.8 %
Flow of traffic & congestion management	57	9.5 %
Enforcement of City codes & ordinances	11	1.8 %
Communication with the public	25	4.2 %
Customer service you receive from City employees	9	1.5 %
Development process (permit issuance & inspections)	7	1.2 %
New development (new buildings, commercial developments)	26	4.3 %
Garbage, recycling & yard waste services	41	6.8 %
Library programs & services	37	6.2 %
<u>None chosen</u>	21	3.5 %
Total	601	100.0 %

**Q2. Which THREE of these items listed in Question 1 are MOST IMPORTANT to you and the members of your household?**

Q2. 3rd choice	Number	Percent
Fire & ambulance services	43	7.2 %
Police services	44	7.3 %
Water service	47	7.8 %
Maintenance of City streets & sidewalks	83	13.8 %
Drainage & stormwater management services (in City rights of way including streets & sidewalks)	40	6.7 %
Flow of traffic & congestion management	57	9.5 %
Enforcement of City codes & ordinances	24	4.0 %
Communication with the public	57	9.5 %
Customer service you receive from City employees	14	2.3 %
Development process (permit issuance & inspections)	13	2.2 %
New development (new buildings, commercial developments)	43	7.2 %
Garbage, recycling & yard waste services	45	7.5 %
Library programs & services	67	11.1 %
<u>None chosen</u>	24	4.0 %
Total	601	100.0 %

**SUM OF TOP 3 CHOICES**

**Q2. Which THREE of these items listed in Question 1 are MOST IMPORTANT to you and the members of your household? (top 3)**

Q2. Sum of top 3 choices	Number	Percent
Fire & ambulance services	284	47.3 %
Police services	328	54.6 %
Water service	96	16.0 %
Maintenance of City streets & sidewalks	189	31.4 %
Drainage & stormwater management services (in City rights of way including streets & sidewalks)	101	16.8 %
Flow of traffic & congestion management	156	26.0 %
Enforcement of City codes & ordinances	45	7.5 %
Communication with the public	112	18.6 %
Customer service you receive from City employees	28	4.7 %
Development process (permit issuance & inspections)	24	4.0 %
New development (new buildings, commercial developments)	105	17.5 %
Garbage, recycling & yard waste services	109	18.1 %
Library programs & services	163	27.1 %
<u>None chosen</u>	18	3.0 %
Total	1758	

**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=601)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q4-1. As a place to live	70.4%	28.1%	1.0%	0.2%	0.0%	0.3%
Q4-2. As a place to raise children	69.9%	22.1%	1.3%	0.5%	0.0%	6.2%
Q4-3. As a place to work	31.1%	24.0%	13.1%	1.0%	0.3%	30.4%

**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=601)

	Excellent	Good	Neutral	Below average	Poor
Q4-1. As a place to live	70.6%	28.2%	1.0%	0.2%	0.0%
Q4-2. As a place to raise children	74.5%	23.6%	1.4%	0.5%	0.0%
Q4-3. As a place to work	44.7%	34.4%	18.9%	1.4%	0.5%

**Q5. Perception. Several items that may influence your perception of the City of Wheaton are listed below.**  
**Please rate Wheaton on a scale of 5 to 1, where 5 means "Excellent" and 1 means "Very Poor."**

(N=601)

	Excellent	Very good	Fair	Poor	Very poor	Don't know
Q5-1. Quality of life in City	59.6%	38.1%	1.8%	0.2%	0.0%	0.3%
Q5-2. Quality of services provided by City	41.3%	52.7%	3.8%	0.8%	0.0%	1.3%
Q5-3. Value that you receive for your City tax dollars & fees	23.8%	45.4%	20.6%	5.2%	3.0%	2.0%
Q5-4. Feeling that City Council is acting in the best long-term interest of the community	18.8%	40.3%	21.8%	6.2%	3.2%	9.8%
Q5-5. Confidence in City of Wheaton government	21.3%	44.1%	21.5%	4.5%	2.0%	6.7%
Q5-6. Appearance of residential property in City	31.3%	56.2%	9.8%	1.8%	0.0%	0.8%
Q5-7. Appearance of commercial property in City	21.6%	55.9%	16.6%	4.2%	0.0%	1.7%

**WITHOUT "DON'T KNOW"**

**Q5. Perception. Several items that may influence your perception of the City of Wheaton are listed below. Please rate Wheaton on a scale of 5 to 1, where 5 means "Excellent" and 1 means "Very Poor." (without "don't know")**

(N=601)

	Excellent	Very good	Fair	Poor	Very poor
Q5-1. Quality of life in City	59.8%	38.2%	1.8%	0.2%	0.0%
Q5-2. Quality of services provided by City	41.8%	53.5%	3.9%	0.8%	0.0%
Q5-3. Value that you receive for your City tax dollars & fees	24.3%	46.3%	21.1%	5.3%	3.1%
Q5-4. Feeling that City Council is acting in the best long-term interest of the community	20.8%	44.6%	24.2%	6.8%	3.5%
Q5-5. Confidence in City of Wheaton government	22.8%	47.2%	23.0%	4.8%	2.1%
Q5-6. Appearance of residential property in City	31.5%	56.7%	9.9%	1.8%	0.0%
Q5-7. Appearance of commercial property in City	22.0%	56.9%	16.9%	4.2%	0.0%

**Q6. Transportation. For each of the items below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=601)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Traffic conditions in your neighborhood relative to speed & volume	18.8%	39.4%	14.8%	21.1%	5.0%	0.8%
Q6-2. Traffic signal timing & coordination on major City streets	13.0%	48.8%	20.1%	12.8%	4.2%	1.2%
Q6-3. Ease of walking or biking in Wheaton	27.3%	49.4%	13.0%	6.8%	1.3%	2.2%
Q6-4. Availability of sidewalks in City	28.8%	52.6%	10.1%	6.5%	1.0%	1.0%
Q6-5. Availability of parking	17.1%	44.6%	19.6%	14.5%	2.5%	1.7%

**WITHOUT "DON'T KNOW"**

**Q6. Transportation. For each of the items 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=601)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Traffic conditions in your neighborhood relative to speed & volume	19.0%	39.8%	14.9%	21.3%	5.0%
Q6-2. Traffic signal timing & coordination on major City streets	13.1%	49.3%	20.4%	13.0%	4.2%
Q6-3. Ease of walking or biking in Wheaton	27.9%	50.5%	13.3%	7.0%	1.4%
Q6-4. Availability of sidewalks in City	29.1%	53.1%	10.3%	6.6%	1.0%
Q6-5. Availability of parking	17.4%	45.3%	20.0%	14.7%	2.5%

**Q7. Which TWO of the services listed in Question 6 do you think should receive the most emphasis from City leaders over the next TWO years?**

<u>Q7. Top choice</u>	Number	Percent
Traffic conditions in your neighborhood relative to speed & volume	184	30.6 %
Traffic signal timing & coordination on major City streets	122	20.3 %
Ease of walking or biking in Wheaton	102	17.0 %
Availability of sidewalks in City	55	9.2 %
Availability of parking	119	19.8 %
<u>None chosen</u>	<u>19</u>	<u>3.2 %</u>
Total	601	100.0 %

**Q7. Which TWO of the services listed in Question 6 do you think should receive the most emphasis from City leaders over the next TWO years?**

<u>Q7. 2nd choice</u>	Number	Percent
Traffic conditions in your neighborhood relative to speed & volume	93	15.5 %
Traffic signal timing & coordination on major City streets	139	23.1 %
Ease of walking or biking in Wheaton	112	18.6 %
Availability of sidewalks in City	82	13.6 %
Availability of parking	141	23.5 %
<u>None chosen</u>	<u>34</u>	<u>5.7 %</u>
Total	601	100.0 %

**SUM OF TOP 2 CHOICES**

**Q7. Which TWO of the services listed in Question 6 do you think should receive the most emphasis from City leaders over the next TWO years? (top 2)**

<u>Q7. Sum of top 2 choices</u>	Number	Percent
Traffic conditions in your neighborhood relative to speed & volume	277	46.1 %
Traffic signal timing & coordination on major City streets	261	43.4 %
Ease of walking or biking in Wheaton	214	35.6 %
Availability of sidewalks in City	137	22.8 %
Availability of parking	260	43.3 %
<u>None chosen</u>	<u>19</u>	<u>3.2 %</u>
Total	1168	

**Q8. City Codes and Regulations. For each of the items below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=601)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Cleanup of debris on private property	17.6%	44.8%	16.1%	5.8%	1.3%	14.3%
Q8-2. Mowing & cutting of weeds/grass on private property	19.0%	46.9%	16.8%	5.8%	1.5%	10.0%
Q8-3. Properties-exterior maintenance	19.1%	49.8%	17.0%	3.3%	1.0%	9.8%
Q8-4. Parking in residential neighborhoods	20.3%	47.6%	17.0%	7.7%	1.3%	6.2%
Q8-5. Noise complaints	17.6%	40.8%	18.1%	3.5%	1.0%	19.0%

**WITHOUT "DON'T KNOW"**

**Q8. City Codes and Regulations. For each of the items 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=601)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Cleanup of debris on private property	20.6%	52.2%	18.8%	6.8%	1.6%
Q8-2. Mowing & cutting of weeds/grass on private property	21.1%	52.1%	18.7%	6.5%	1.7%
Q8-3. Properties-exterior maintenance	21.2%	55.2%	18.8%	3.7%	1.1%
Q8-4. Parking in residential neighborhoods	21.6%	50.7%	18.1%	8.2%	1.4%
Q8-5. Noise complaints	21.8%	50.3%	22.4%	4.3%	1.2%

**Q9. 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=601)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. How quickly police respond to emergencies	39.6%	25.8%	4.2%	0.5%	0.0%	30.0%
Q9-2. City's efforts to prevent crime	32.1%	41.9%	8.5%	1.0%	0.0%	16.5%
Q9-3. Visibility of police in neighborhoods	21.5%	41.1%	24.0%	5.5%	0.5%	7.5%
Q9-4. Visibility of police in retail areas	17.3%	39.1%	25.6%	3.8%	0.7%	13.5%
Q9-5. Police community engagement & safety programs	35.4%	35.4%	13.8%	1.2%	0.3%	13.8%
Q9-6. Professionalism of Police Department personnel	41.1%	35.6%	8.0%	0.3%	0.0%	15.0%
Q9-7. Enforcement of local traffic laws	20.8%	44.4%	16.3%	6.0%	1.5%	11.0%
Q9-8. Overall quality of local police protection	36.3%	46.6%	9.0%	0.5%	0.0%	7.7%
Q9-9. How quickly fire/ambulance personnel respond to emergencies	43.1%	23.5%	3.3%	0.0%	0.2%	30.0%
Q9-10. Quality of City's fire safety education programs	22.1%	25.3%	11.6%	0.7%	0.2%	40.1%
Q9-11. Overall quality of local fire protection	39.4%	34.3%	4.8%	0.3%	0.3%	20.8%
Q9-12. Professionalism of Fire Department personnel	41.9%	27.8%	4.2%	0.3%	0.3%	25.5%
Q9-13. Overall quality of local ambulance service	39.3%	21.8%	5.2%	0.0%	0.0%	33.8%

**WITHOUT "DON'T KNOW"**

**Q9. 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=601)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. How quickly police respond to emergencies	56.5%	36.8%	5.9%	0.7%	0.0%
Q9-2. City's efforts to prevent crime	38.4%	50.2%	10.2%	1.2%	0.0%
Q9-3. Visibility of police in neighborhoods	23.2%	44.4%	25.9%	5.9%	0.5%
Q9-4. Visibility of police in retail areas	20.0%	45.2%	29.6%	4.4%	0.8%
Q9-5. Police community engagement & safety programs	41.1%	41.1%	16.0%	1.4%	0.4%
Q9-6. Professionalism of Police Department personnel	48.3%	41.9%	9.4%	0.4%	0.0%
Q9-7. Enforcement of local traffic laws	23.4%	49.9%	18.3%	6.7%	1.7%
Q9-8. Overall quality of local police protection	39.3%	50.5%	9.7%	0.5%	0.0%
Q9-9. How quickly fire/ambulance personnel respond to emergencies	61.5%	33.5%	4.8%	0.0%	0.2%
Q9-10. Quality of City's fire safety education programs	36.9%	42.2%	19.4%	1.1%	0.3%
Q9-11. Overall quality of local fire protection	49.8%	43.3%	6.1%	0.4%	0.4%
Q9-12. Professionalism of Fire Department personnel	56.3%	37.3%	5.6%	0.4%	0.4%
Q9-13. Overall quality of local ambulance service	59.3%	32.9%	7.8%	0.0%	0.0%

**Q10. Which THREE of the Police, Fire and Ambulance services listed in Question 9 do you think should receive the most emphasis from City leaders over the next TWO years?**

<u>Q10. Top choice</u>	Number	Percent
How quickly police respond to emergencies	108	18.0 %
City's efforts to prevent crime	145	24.1 %
Visibility of police in neighborhoods	75	12.5 %
Visibility of police in retail areas	33	5.5 %
Police community engagement & safety programs	30	5.0 %
Professionalism of Police Department personnel	22	3.7 %
Enforcement of local traffic laws	48	8.0 %
Overall quality of local police protection	28	4.7 %
How quickly fire/ambulance personnel respond to emergencies	35	5.8 %
Quality of City's fire safety education programs	9	1.5 %
Overall quality of local fire protection	10	1.7 %
Professionalism of Fire Department personnel	1	0.2 %
Overall quality of local ambulance service	10	1.7 %
<u>None chosen</u>	47	7.8 %
Total	601	100.0 %

**Q10. Which THREE of the Police, Fire and Ambulance services listed in Question 9 do you think should receive the most emphasis from City leaders over the next TWO years?**

<u>Q10. 2nd choice</u>	Number	Percent
How quickly police respond to emergencies	55	9.2 %
City's efforts to prevent crime	76	12.6 %
Visibility of police in neighborhoods	68	11.3 %
Visibility of police in retail areas	67	11.1 %
Police community engagement & safety programs	28	4.7 %
Professionalism of Police Department personnel	19	3.2 %
Enforcement of local traffic laws	40	6.7 %
Overall quality of local police protection	44	7.3 %
How quickly fire/ambulance personnel respond to emergencies	71	11.8 %
Quality of City's fire safety education programs	17	2.8 %
Overall quality of local fire protection	30	5.0 %
Professionalism of Fire Department personnel	8	1.3 %
Overall quality of local ambulance service	20	3.3 %
<u>None chosen</u>	58	9.7 %
Total	601	100.0 %

**Q10. Which THREE of the Police, Fire and Ambulance services listed in Question 9 do you think should receive the most emphasis from City leaders over the next TWO years?**

<u>Q10. 3rd choice</u>	Number	Percent
How quickly police respond to emergencies	37	6.2 %
City's efforts to prevent crime	69	11.5 %
Visibility of police in neighborhoods	51	8.5 %
Visibility of police in retail areas	61	10.1 %
Police community engagement & safety programs	35	5.8 %
Professionalism of Police Department personnel	24	4.0 %
Enforcement of local traffic laws	39	6.5 %
Overall quality of local police protection	50	8.3 %
How quickly fire/ambulance personnel respond to emergencies	50	8.3 %
Quality of City's fire safety education programs	22	3.7 %
Overall quality of local fire protection	32	5.3 %
Professionalism of Fire Department personnel	3	0.5 %
Overall quality of local ambulance service	38	6.3 %
<u>None chosen</u>	90	15.0 %
Total	601	100.0 %

**SUM OF TOP 3 CHOICES**

**Q10. Which THREE of the Police, Fire and Ambulance services listed in Question 9 do you think should receive the most emphasis from City leaders over the next TWO years? (top 3)**

<u>Q10. Sum of top 3 choices</u>	Number	Percent
How quickly police respond to emergencies	200	33.3 %
City's efforts to prevent crime	290	48.3 %
Visibility of police in neighborhoods	194	32.3 %
Visibility of police in retail areas	161	26.8 %
Police community engagement & safety programs	93	15.5 %
Professionalism of Police Department personnel	65	10.8 %
Enforcement of local traffic laws	127	21.1 %
Overall quality of local police protection	122	20.3 %
How quickly fire/ambulance personnel respond to emergencies	156	26.0 %
Quality of City's fire safety education programs	48	8.0 %
Overall quality of local fire protection	72	12.0 %
Professionalism of Fire Department personnel	12	2.0 %
Overall quality of local ambulance service	68	11.3 %
<u>None chosen</u>	47	7.8 %
Total	1655	

**Q11. 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=601)

	Very safe	Safe	Neutral	Unsafe	Don't know
Q11-1. In your neighborhood	66.4%	30.9%	1.8%	0.3%	0.5%
Q11-2. In commercial & retail areas	45.4%	48.9%	4.3%	0.5%	0.8%
Q11-3. Overall feeling of safety in Wheaton	55.6%	42.1%	1.8%	0.0%	0.5%

**WITHOUT "DON'T KNOW"**

**Q11. 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=601)

	Very safe	Safe	Neutral	Unsafe
Q11-1. In your neighborhood	66.7%	31.1%	1.8%	0.3%
Q11-2. In commercial & retail areas	45.8%	49.3%	4.4%	0.5%
Q11-3. Overall feeling of safety in Wheaton	55.9%	42.3%	1.8%	0.0%

**Q12. 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=601)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Maintenance of traffic signals	39.1%	48.1%	7.0%	1.5%	0.2%	4.2%
Q12-2. Adequacy of street lighting	30.8%	47.8%	11.3%	7.0%	1.8%	1.3%
Q12-3. Snow removal on City streets	33.1%	50.1%	9.3%	5.2%	1.0%	1.3%
Q12-4. Overall cleanliness of City streets & other public areas	40.9%	51.2%	6.5%	0.2%	0.2%	1.0%
Q12-5. City's parkway tree maintenance & preservation	34.9%	45.1%	11.0%	5.2%	1.2%	2.7%
Q12-6. Timeliness of Public Works response to issues as they arise	24.5%	34.1%	11.5%	2.2%	0.2%	27.6%

**WITHOUT "DON'T KNOW"**

**Q12. 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=601)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Maintenance of traffic signals	40.8%	50.2%	7.3%	1.6%	0.2%
Q12-2. Adequacy of street lighting	31.2%	48.4%	11.5%	7.1%	1.9%
Q12-3. Snow removal on City streets	33.6%	50.8%	9.4%	5.2%	1.0%
Q12-4. Overall cleanliness of City streets & other public areas	41.3%	51.8%	6.6%	0.2%	0.2%
Q12-5. City's parkway tree maintenance & preservation	35.9%	46.3%	11.3%	5.3%	1.2%
Q12-6. Timeliness of Public Works response to issues as they arise	33.8%	47.1%	15.9%	3.0%	0.2%

**Q13. Which THREE of the Public Works items listed in Question 12 do you think should receive the most emphasis from City leaders over the next TWO years?**

<u>Q13. Top choice</u>	Number	Percent
Maintenance of traffic signals	57	9.5 %
Adequacy of street lighting	94	15.6 %
Snow removal on City streets	156	26.0 %
Overall cleanliness of City streets & other public areas	90	15.0 %
City's parkway tree maintenance & preservation	99	16.5 %
Timeliness of Public Works response to issues as they arise	56	9.3 %
<u>None chosen</u>	49	8.2 %
<b>Total</b>	<b>601</b>	<b>100.0 %</b>

**Q13. Which THREE of the Public Works items listed in Question 12 do you think should receive the most emphasis from City leaders over the next TWO years?**

<u>Q13. 2nd choice</u>	Number	Percent
Maintenance of traffic signals	40	6.7 %
Adequacy of street lighting	86	14.3 %
Snow removal on City streets	111	18.5 %
Overall cleanliness of City streets & other public areas	122	20.3 %
City's parkway tree maintenance & preservation	101	16.8 %
Timeliness of Public Works response to issues as they arise	67	11.1 %
<u>None chosen</u>	74	12.3 %
<b>Total</b>	<b>601</b>	<b>100.0 %</b>

**Q13. Which THREE of the Public Works items listed in Question 12 do you think should receive the most emphasis from City leaders over the next TWO years?**

<u>Q13. 3rd choice</u>	Number	Percent
Maintenance of traffic signals	67	11.1 %
Adequacy of street lighting	72	12.0 %
Snow removal on City streets	94	15.6 %
Overall cleanliness of City streets & other public areas	92	15.3 %
City's parkway tree maintenance & preservation	80	13.3 %
Timeliness of Public Works response to issues as they arise	87	14.5 %
<u>None chosen</u>	109	18.1 %
<b>Total</b>	<b>601</b>	<b>100.0 %</b>

**SUM OF TOP 3 CHOICES****Q13. Which THREE of the Public Works items listed in Question 12 do you think should receive the most emphasis from City leaders over the next TWO years? (top 3)**

<u>Q13. Sum of top 3 choices</u>	Number	Percent
Maintenance of traffic signals	164	27.3 %
Adequacy of street lighting	252	41.9 %
Snow removal on City streets	361	60.1 %
Overall cleanliness of City streets & other public areas	304	50.6 %
City's parkway tree maintenance & preservation	280	46.6 %
Timeliness of Public Works response to issues as they arise	210	34.9 %
<u>None chosen</u>	49	8.2 %
Total	1620	

**Q14. 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=601)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Reliability of your water service	57.6%	35.6%	3.0%	1.0%	0.2%	2.7%
Q14-2. City efforts to prevent backups from wastewater in your home	30.1%	31.4%	13.1%	2.3%	2.0%	21.0%
Q14-3. Overall value that you receive for water & wastewater utility rates	23.1%	38.9%	24.1%	6.3%	2.3%	5.2%
Q14-4. Maintenance of major City streets	26.8%	57.2%	11.6%	2.3%	0.8%	1.2%
Q14-5. Maintenance of neighborhood streets	25.1%	51.4%	15.6%	5.5%	0.8%	1.5%
Q14-6. Condition of City sidewalks	20.3%	45.4%	22.6%	8.2%	2.5%	1.0%
Q14-7. Effectiveness of stormwater runoff/management system	18.0%	40.4%	19.3%	8.7%	2.8%	10.8%

**WITHOUT "DON'T KNOW"**

**Q14. 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=601)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Reliability of your water service	59.1%	36.6%	3.1%	1.0%	0.2%
Q14-2. City efforts to prevent backups from wastewater in your home	38.1%	39.8%	16.6%	2.9%	2.5%
Q14-3. Overall value that you receive for water & wastewater utility rates	24.4%	41.1%	25.4%	6.7%	2.5%
Q14-4. Maintenance of major City streets	27.1%	57.9%	11.8%	2.4%	0.8%
Q14-5. Maintenance of neighborhood streets	25.5%	52.2%	15.9%	5.6%	0.8%
Q14-6. Condition of City sidewalks	20.5%	45.9%	22.9%	8.2%	2.5%
Q14-7. Effectiveness of stormwater runoff/management system	20.1%	45.3%	21.6%	9.7%	3.2%

**Q15. Which THREE of the Infrastructure items listed in Question 14 do you think should receive the most emphasis from City leaders over the next TWO years?**

<u>Q15. Top choice</u>	Number	Percent
Reliability of your water service	115	19.1 %
City efforts to prevent backups from wastewater in your home	74	12.3 %
Overall value that you receive for water & wastewater utility rates	72	12.0 %
Maintenance of major City streets	73	12.1 %
Maintenance of neighborhood streets	42	7.0 %
Condition of City sidewalks	77	12.8 %
Effectiveness of stormwater runoff/management system	107	17.8 %
<u>None chosen</u>	41	6.8 %
Total	601	100.0 %

**Q15. Which THREE of the Infrastructure items listed in Question 14 do you think should receive the most emphasis from City leaders over the next TWO years?**

<u>Q15. 2nd choice</u>	Number	Percent
Reliability of your water service	33	5.5 %
City efforts to prevent backups from wastewater in your home	99	16.5 %
Overall value that you receive for water & wastewater utility rates	73	12.1 %
Maintenance of major City streets	88	14.6 %
Maintenance of neighborhood streets	106	17.6 %
Condition of City sidewalks	58	9.7 %
Effectiveness of stormwater runoff/management system	76	12.6 %
<u>None chosen</u>	68	11.3 %
Total	601	100.0 %

**Q15. Which THREE of the Infrastructure items listed in Question 14 do you think should receive the most emphasis from City leaders over the next TWO years?**

<u>Q15. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Reliability of your water service	37	6.2 %
City efforts to prevent backups from wastewater in your home	56	9.3 %
Overall value that you receive for water & wastewater utility rates	63	10.5 %
Maintenance of major City streets	82	13.6 %
Maintenance of neighborhood streets	94	15.6 %
Condition of City sidewalks	90	15.0 %
Effectiveness of stormwater runoff/management system	81	13.5 %
<u>None chosen</u>	<u>98</u>	<u>16.3 %</u>
Total	601	100.0 %

**SUM OF TOP 3 CHOICES**

**Q15. Which THREE of the Infrastructure items listed in Question 14 do you think should receive the most emphasis from City leaders over the next TWO years? (top 3)**

<u>Q15. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Reliability of your water service	185	30.8 %
City efforts to prevent backups from wastewater in your home	229	38.1 %
Overall value that you receive for water & wastewater utility rates	208	34.6 %
Maintenance of major City streets	243	40.4 %
Maintenance of neighborhood streets	242	40.3 %
Condition of City sidewalks	225	37.4 %
Effectiveness of stormwater runoff/management system	264	43.9 %
<u>None chosen</u>	<u>41</u>	<u>6.8 %</u>
Total	1637	

**Q16. Public Communications and Outreach. For each of the items below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=601)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Availability of information about City programs & services	32.9%	42.4%	14.1%	4.2%	0.5%	5.8%
Q16-2. City efforts to keep you informed about local issues	33.9%	40.9%	14.5%	6.0%	0.5%	4.2%
Q16-3. Ability to find information on City's website	26.8%	45.1%	16.3%	3.2%	1.0%	7.7%
Q16-4. City efforts to use social media & technology to keep you informed	29.8%	40.1%	15.1%	3.5%	0.7%	10.8%
Q16-5. Timeliness of information	30.1%	42.4%	17.1%	2.3%	0.2%	7.8%

**WITHOUT "DON'T KNOW"**

**Q16. Public Communications and Outreach. For each of the items 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=601)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Availability of information about City programs & services	35.0%	45.1%	15.0%	4.4%	0.5%
Q16-2. City efforts to keep you informed about local issues	35.4%	42.7%	15.1%	6.3%	0.5%
Q16-3. Ability to find information on City's website	29.0%	48.8%	17.7%	3.4%	1.1%
Q16-4. City efforts to use social media & technology to keep you informed	33.4%	45.0%	17.0%	3.9%	0.7%
Q16-5. Timeliness of information	32.7%	46.0%	18.6%	2.5%	0.2%

**Q17. Which THREE of the Public Communication and Outreach items listed in Question 16 do you think should receive the most emphasis from City leaders over the next TWO years?**

<u>Q17. Top choice</u>	Number	Percent
Availability of information about City programs & services	157	26.1 %
City efforts to keep you informed about local issues	179	29.8 %
Ability to find information on City's website	76	12.6 %
City efforts to use social media & technology to keep you informed	45	7.5 %
Timeliness of information	72	12.0 %
<u>None chosen</u>	72	12.0 %
<b>Total</b>	<b>601</b>	<b>100.0 %</b>

**Q17. Which THREE of the Public Communication and Outreach items listed in Question 16 do you think should receive the most emphasis from City leaders over the next TWO years?**

<u>Q17. 2nd choice</u>	Number	Percent
Availability of information about City programs & services	91	15.1 %
City efforts to keep you informed about local issues	141	23.5 %
Ability to find information on City's website	94	15.6 %
City efforts to use social media & technology to keep you informed	82	13.6 %
Timeliness of information	96	16.0 %
<u>None chosen</u>	97	16.1 %
<b>Total</b>	<b>601</b>	<b>100.0 %</b>

**Q17. Which THREE of the Public Communication and Outreach items listed in Question 16 do you think should receive the most emphasis from City leaders over the next TWO years?**

<u>Q17. 3rd choice</u>	Number	Percent
Availability of information about City programs & services	97	16.1 %
City efforts to keep you informed about local issues	79	13.1 %
Ability to find information on City's website	81	13.5 %
City efforts to use social media & technology to keep you informed	87	14.5 %
Timeliness of information	139	23.1 %
<u>None chosen</u>	118	19.6 %
<b>Total</b>	<b>601</b>	<b>100.0 %</b>

**SUM OF TOP 3 CHOICES****Q17. Which THREE of the Public Communication and Outreach items listed in Question 16 do you think should receive the most emphasis from City leaders over the next TWO years? (top 3)**

<u>Q17. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Availability of information about City programs & services	345	57.4 %
City efforts to keep you informed about local issues	399	66.4 %
Ability to find information on City's website	251	41.8 %
City efforts to use social media & technology to keep you informed	214	35.6 %
Timeliness of information	307	51.1 %
<u>None chosen</u>	<u>72</u>	<u>12.0 %</u>
Total	1588	

**Q18. Which THREE of the following types of information are you MOST interested in receiving from the City?**

<u>Q18. Top choice</u>	Number	Percent
Actions of City Council	116	19.3 %
Infrastructure improvements	88	14.6 %
How City manages its finances	68	11.3 %
City programs/services	80	13.3 %
Economic development	42	7.0 %
Public safety information	126	21.0 %
City events	61	10.1 %
Other	3	0.5 %
<u>None chosen</u>	17	2.8 %
<b>Total</b>	<b>601</b>	<b>100.0 %</b>

**Q18. Which THREE of the following types of information are you MOST interested in receiving from the City?**

<u>Q18. 2nd choice</u>	Number	Percent
Actions of City Council	64	10.6 %
Infrastructure improvements	109	18.1 %
How City manages its finances	72	12.0 %
City programs/services	86	14.3 %
Economic development	78	13.0 %
Public safety information	83	13.8 %
City events	84	14.0 %
Other	1	0.2 %
<u>None chosen</u>	24	4.0 %
<b>Total</b>	<b>601</b>	<b>100.0 %</b>

**Q18. Which THREE of the following types of information are you MOST interested in receiving from the City?**

<u>Q18. 3rd choice</u>	Number	Percent
Actions of City Council	62	10.3 %
Infrastructure improvements	81	13.5 %
How City manages its finances	44	7.3 %
City programs/services	104	17.3 %
Economic development	62	10.3 %
Public safety information	89	14.8 %
City events	122	20.3 %
Other	2	0.3 %
<u>None chosen</u>	35	5.8 %
<b>Total</b>	<b>601</b>	<b>100.0 %</b>

**SUM OF TOP 3 CHOICES**

**Q18. Which THREE of the following types of information are you MOST interested in receiving from the City? (top 3)**

<u>Q18. Sum of top 3 choices</u>	Number	Percent
Actions of City Council	242	40.3 %
Infrastructure improvements	278	46.3 %
How City manages its finances	184	30.6 %
City programs/services	270	44.9 %
Economic development	182	30.3 %
Public safety information	298	49.6 %
City events	267	44.4 %
Other	6	1.0 %
<u>None chosen</u>	17	2.8 %
<b>Total</b>	<b>1744</b>	

**Q18-8. Other:**

<u>Q18-8. Other</u>	Number	Percent
Legalize backyard chickens for our residents	1	16.7 %
New business	1	16.7 %
Stormwater management in the city	1	16.7 %
Improvements and accessibility for special needs individuals	1	16.7 %
CONSERVATION AND SUSTAINABILITY	1	16.7 %
RESOURCES/OPPORTUNITIES FOR THE		
IMMUNOCOMPROMISED	1	16.7 %
<b>Total</b>	<b>6</b>	<b>100.0 %</b>

**Q19. Please check all the sources of information listed below that you currently use to get news and information about City programs, services and events.**

Q19. Sources of information you currently use to get news & information about City programs, services & events	Number	Percent
City's website (wheaton.il.us)	464	77.2 %
Email/text updates from City (Wheaton Informs, Wheaton Weekly, Monthly Newsletter)	385	64.1 %
City's social media pages (Facebook, Instagram, X/Twitter, etc.)	307	51.1 %
Other social media pages (information shared by a friend or non-City organization)	138	23.0 %
City Council meetings	45	7.5 %
City of Wheaton Channel 10	16	2.7 %
Local newspapers (online or print)	149	24.8 %
Radio or podcasts	23	3.8 %
Television news	96	16.0 %
Word of mouth (friends, neighbors, etc.)	372	61.9 %
Videos created by City	60	10.0 %
Other	11	1.8 %
Total	2066	

**Q19-12. Other**

- City council meeting minutes
- Library bulletin boards
- Mailers like this one would be the best
- Nextdoor
- Sirens
- The Patch
- Wheaton Chamber of Commerce
- Wheaton Patch
- Wheaton Patch
- word of mouth
- Word of mouth from my neighbors

**Q20. Which THREE sources from the list in Question 19 do you MOST PREFER to use to get information about the City of Wheaton?**

<u>Q20. Top choice</u>	Number	Percent
City's website (wheaton.il.us)	128	21.3 %
Email/text updates from City (Wheaton Informs, Wheaton Weekly, Monthly Newsletter)	295	49.1 %
City's social media pages (Facebook, Instagram, X/Twitter, etc.)	99	16.5 %
Other social media pages (information shared by a friend or non-City organization)	5	0.8 %
City Council meetings	3	0.5 %
City of Wheaton Channel 10	2	0.3 %
Local newspapers (online or print)	17	2.8 %
Radio or podcasts	2	0.3 %
Television news	4	0.7 %
Word of mouth (friends, neighbors, etc.)	8	1.3 %
Videos created by City	1	0.2 %
<u>None chosen</u>	37	6.2 %
<b>Total</b>	<b>601</b>	<b>100.0 %</b>

**Q20. Which THREE sources from the list in Question 19 do you MOST PREFER to use to get information about the City of Wheaton?**

<u>Q20. 2nd choice</u>	Number	Percent
City's website (wheaton.il.us)	165	27.5 %
Email/text updates from City (Wheaton Informs, Wheaton Weekly, Monthly Newsletter)	112	18.6 %
City's social media pages (Facebook, Instagram, X/Twitter, etc.)	133	22.1 %
Other social media pages (information shared by a friend or non-City organization)	18	3.0 %
City Council meetings	11	1.8 %
City of Wheaton Channel 10	6	1.0 %
Local newspapers (online or print)	33	5.5 %
Radio or podcasts	1	0.2 %
Television news	15	2.5 %
Word of mouth (friends, neighbors, etc.)	29	4.8 %
Videos created by City	13	2.2 %
<u>None chosen</u>	65	10.8 %
<b>Total</b>	<b>601</b>	<b>100.0 %</b>

**Q20. Which THREE sources from the list in Question 19 do you MOST PREFER to use to get information about the City of Wheaton?**

Q20. 3rd choice	Number	Percent
City's website (wheaton.il.us)	105	17.5 %
Email/text updates from City (Wheaton Informs, Wheaton Weekly, Monthly Newsletter)	36	6.0 %
City's social media pages (Facebook, Instagram, X/Twitter, etc.)	74	12.3 %
Other social media pages (information shared by a friend or non-City organization)	43	7.2 %
City Council meetings	15	2.5 %
City of Wheaton Channel 10	10	1.7 %
Local newspapers (online or print)	65	10.8 %
Radio or podcasts	8	1.3 %
Television news	24	4.0 %
Word of mouth (friends, neighbors, etc.)	73	12.1 %
Videos created by City	24	4.0 %
<u>None chosen</u>	124	20.6 %
Total	601	100.0 %

**SUM OF TOP 3 CHOICES**

**Q20. Which THREE sources from the list in Question 19 do you MOST PREFER to use to get information about the City of Wheaton? (top 3)**

Q20. Sum of top 3 choices	Number	Percent
City's website (wheaton.il.us)	398	66.2 %
Email/text updates from City (Wheaton Informs, Wheaton Weekly, Monthly Newsletter)	443	73.7 %
City's social media pages (Facebook, Instagram, X/Twitter, etc.)	306	50.9 %
Other social media pages (information shared by a friend or non-City organization)	66	11.0 %
City Council meetings	29	4.8 %
City of Wheaton Channel 10	18	3.0 %
Local newspapers (online or print)	115	19.1 %
Radio or podcasts	11	1.8 %
Television news	43	7.2 %
Word of mouth (friends, neighbors, etc.)	110	18.3 %
Videos created by City	38	6.3 %
<u>None chosen</u>	37	6.2 %
Total	1614	

**Q21. Which of the sources of information listed in Question 19 would you turn to in the event of a local emergency (severe weather, community threat, etc.)?**

<u>Q21. Top choice</u>	Number	Percent
City's website (wheaton.il.us)	119	19.8 %
Email/text updates from City (Wheaton Informs, Wheaton Weekly, Monthly Newsletter)	194	32.3 %
City's social media pages (Facebook, Instagram, X/Twitter, etc.)	116	19.3 %
Other social media pages (information shared by a friend or non-City organization)	12	2.0 %
City of Wheaton Channel 10	4	0.7 %
Local newspapers (online or print)	4	0.7 %
Radio or podcasts	18	3.0 %
Television news	87	14.5 %
Word of mouth (friends, neighbors, etc.)	11	1.8 %
Videos created by City	1	0.2 %
<u>None chosen</u>	35	5.8 %
<b>Total</b>	<b>601</b>	<b>100.0 %</b>

**Q21. Which of the sources of information listed in Question 19 would you turn to in the event of a local emergency (severe weather, community threat, etc.)?**

<u>Q21. 2nd choice</u>	Number	Percent
City's website (wheaton.il.us)	126	21.0 %
Email/text updates from City (Wheaton Informs, Wheaton Weekly, Monthly Newsletter)	119	19.8 %
City's social media pages (Facebook, Instagram, X/Twitter, etc.)	118	19.6 %
Other social media pages (information shared by a friend or non-City organization)	27	4.5 %
City Council meetings	1	0.2 %
City of Wheaton Channel 10	2	0.3 %
Local newspapers (online or print)	5	0.8 %
Radio or podcasts	38	6.3 %
Television news	48	8.0 %
Word of mouth (friends, neighbors, etc.)	21	3.5 %
Videos created by City	2	0.3 %
<u>None chosen</u>	94	15.6 %
<b>Total</b>	<b>601</b>	<b>100.0 %</b>

**Q21. Which of the sources of information listed in Question 19 would you turn to in the event of a local emergency (severe weather, community threat, etc.)?**

<u>Q21. 3rd choice</u>	Number	Percent
City's website (wheaton.il.us)	109	18.1 %
Email/text updates from City (Wheaton Informs, Wheaton Weekly, Monthly Newsletter)	47	7.8 %
City's social media pages (Facebook, Instagram, X/Twitter, etc.)	64	10.6 %
Other social media pages (information shared by a friend or non-City organization)	48	8.0 %
City Council meetings	1	0.2 %
City of Wheaton Channel 10	9	1.5 %
Local newspapers (online or print)	22	3.7 %
Radio or podcasts	21	3.5 %
Television news	56	9.3 %
Word of mouth (friends, neighbors, etc.)	55	9.2 %
Videos created by City	6	1.0 %
<u>None chosen</u>	163	27.1 %
Total	601	100.0 %

**SUM OF TOP 3 CHOICES**

**Q21. Which of the sources of information listed in Question 19 would you turn to in the event of a local emergency (severe weather, community threat, etc.)? (top 3)**

<u>Q21. Sum of top 3 choices</u>	Number	Percent
City's website (wheaton.il.us)	354	58.9 %
Email/text updates from City (Wheaton Informs, Wheaton Weekly, Monthly Newsletter)	360	59.9 %
City's social media pages (Facebook, Instagram, X/Twitter, etc.)	298	49.6 %
Other social media pages (information shared by a friend or non-City organization)	87	14.5 %
City Council meetings	2	0.3 %
City of Wheaton Channel 10	15	2.5 %
Local newspapers (online or print)	31	5.2 %
Radio or podcasts	77	12.8 %
Television news	191	31.8 %
Word of mouth (friends, neighbors, etc.)	87	14.5 %
Videos created by City	9	1.5 %
<u>None chosen</u>	35	5.8 %
Total	1546	

**Q22. 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=601)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q22-1. Appearance & condition of the library	56.9%	28.3%	4.5%	1.8%	0.3%	8.2%
Q22-2. Availability of parking at the library	53.4%	29.3%	6.3%	2.0%	0.0%	9.0%
Q22-3. Hours the library is open to the public	45.8%	36.9%	6.5%	1.8%	0.0%	9.0%
Q22-4. Overall helpfulness of library staff	56.4%	26.6%	4.3%	1.0%	0.0%	11.6%
Q22-5. Availability of materials	46.4%	32.6%	7.3%	2.0%	1.2%	10.5%
Q22-6. Condition of the print collection	45.9%	34.1%	6.3%	0.7%	0.0%	13.0%
Q22-7. Availability of virtual items	33.1%	27.5%	10.5%	2.3%	0.2%	26.5%
Q22-8. Library communication with the community	38.1%	31.3%	13.3%	2.3%	0.2%	14.8%

**WITHOUT "DON'T KNOW"**

**Q22. 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=601)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q22-1. Appearance & condition of the library	62.0%	30.8%	4.9%	2.0%	0.4%
Q22-2. Availability of parking at the library	58.7%	32.2%	6.9%	2.2%	0.0%
Q22-3. Hours the library is open to the public	50.3%	40.6%	7.1%	2.0%	0.0%
Q22-4. Overall helpfulness of library staff	63.8%	30.1%	4.9%	1.1%	0.0%
Q22-5. Availability of materials	51.9%	36.4%	8.2%	2.2%	1.3%
Q22-6. Condition of the print collection	52.8%	39.2%	7.3%	0.8%	0.0%
Q22-7. Availability of virtual items	45.0%	37.3%	14.3%	3.2%	0.2%
Q22-8. Library communication with the community	44.7%	36.7%	15.6%	2.7%	0.2%

**Q23. Which THREE of the Library items listed in Question 22 do you think should receive the most emphasis from City leaders over the next TWO years?**

Q23. Top choice	Number	Percent
Appearance & condition of the library	84	14.0 %
Availability of parking at the library	32	5.3 %
Hours the library is open to the public	55	9.2 %
Overall helpfulness of library staff	26	4.3 %
Availability of materials	153	25.5 %
Condition of the print collection	16	2.7 %
Availability of virtual items	72	12.0 %
Library communication with the community	70	11.6 %
<u>None chosen</u>	93	15.5 %
Total	601	100.0 %

**Q23. Which THREE of the Library items listed in Question 22 do you think should receive the most emphasis from City leaders over the next TWO years?**

Q23. 2nd choice	Number	Percent
Appearance & condition of the library	53	8.8 %
Availability of parking at the library	38	6.3 %
Hours the library is open to the public	54	9.0 %
Overall helpfulness of library staff	42	7.0 %
Availability of materials	103	17.1 %
Condition of the print collection	32	5.3 %
Availability of virtual items	86	14.3 %
Library communication with the community	69	11.5 %
<u>None chosen</u>	124	20.6 %
Total	601	100.0 %

**Q23. Which THREE of the Library items listed in Question 22 do you think should receive the most emphasis from City leaders over the next TWO years?**

<u>Q23. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Appearance & condition of the library	66	11.0 %
Availability of parking at the library	27	4.5 %
Hours the library is open to the public	55	9.2 %
Overall helpfulness of library staff	35	5.8 %
Availability of materials	82	13.6 %
Condition of the print collection	49	8.2 %
Availability of virtual items	51	8.5 %
Library communication with the community	88	14.6 %
<u>None chosen</u>	<u>148</u>	<u>24.6 %</u>
<b>Total</b>	<b>601</b>	<b>100.0 %</b>

**SUM OF TOP 3 CHOICES**

**Q23. Which THREE of the Library items listed in Question 22 do you think should receive the most emphasis from City leaders over the next TWO years? (top 3)**

<u>Q23. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Appearance & condition of the library	203	33.8 %
Availability of parking at the library	97	16.1 %
Hours the library is open to the public	164	27.3 %
Overall helpfulness of library staff	103	17.1 %
Availability of materials	338	56.2 %
Condition of the print collection	97	16.1 %
Availability of virtual items	209	34.8 %
Library communication with the community	227	37.8 %
<u>None chosen</u>	<u>93</u>	<u>15.5 %</u>
<b>Total</b>	<b>1531</b>	

**Q24. Garbage and Recycling Services. For each of the items below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=601)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q24-1. Residential trash collection services	39.3%	43.3%	8.5%	3.8%	1.0%	4.2%
Q24-2. Yard waste removal	29.8%	36.6%	12.1%	8.5%	2.5%	10.5%
Q24-3. Leaf collection	24.8%	27.6%	14.0%	13.1%	5.2%	15.3%
Q24-4. Residential recycling service	35.1%	42.6%	11.0%	4.5%	1.5%	5.3%
Q24-5. Removal of large, bulky items	18.6%	28.6%	18.1%	13.0%	6.2%	15.5%
Q24-6. System of paying per cart pickup	28.5%	32.4%	17.3%	8.0%	3.7%	10.1%
Q24-7. How informed you feel about what can or cannot be recycled	19.6%	30.6%	25.6%	13.5%	4.2%	6.5%

**WITHOUT "DON'T KNOW"**

**Q24. Garbage and Recycling Services. For each of the items 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=601)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q24-1. Residential trash collection services	41.0%	45.1%	8.9%	4.0%	1.0%
Q24-2. Yard waste removal	33.3%	40.9%	13.6%	9.5%	2.8%
Q24-3. Leaf collection	29.3%	32.6%	16.5%	15.5%	6.1%
Q24-4. Residential recycling service	37.1%	45.0%	11.6%	4.7%	1.6%
Q24-5. Removal of large, bulky items	22.0%	33.9%	21.5%	15.4%	7.3%
Q24-6. System of paying per cart pickup	31.7%	36.1%	19.3%	8.9%	4.1%
Q24-7. How informed you feel about what can or cannot be recycled	21.0%	32.7%	27.4%	14.4%	4.4%

**Q25. Overall, how important do you think it is for the City of Wheaton to invest in initiatives that will help preserve the environment?**

Q25. How important is it for City to invest in initiatives

that will help preserve the environment

	Number	Percent
Very important	323	53.7 %
Important	147	24.5 %
Somewhat important	77	12.8 %
Not important	29	4.8 %
Not important at all	8	1.3 %
<u>Don't know</u>	17	2.8 %
Total	601	100.0 %

**WITHOUT "DON'T KNOW"**

**Q25. Overall, how important do you think it is for the City of Wheaton to invest in initiatives that will help preserve the environment? (without "don't know")**

Q25. How important is it for City to invest in initiatives

that will help preserve the environment

	Number	Percent
Very important	323	55.3 %
Important	147	25.2 %
Somewhat important	77	13.2 %
Not important	29	5.0 %
<u>Not important at all</u>	8	1.4 %
Total	584	100.0 %

**Q27. Approximately how many years have you lived in Wheaton?**

Q27. How many years have you lived in Wheaton	Number	Percent
0-5	96	16.0 %
6-10	82	13.6 %
11-15	64	10.6 %
16-20	48	8.0 %
21-30	107	17.8 %
31+	188	31.3 %
<u>Not provided</u>	16	2.7 %
Total	601	100.0 %

**WITHOUT "NOT PROVIDED"****Q27. Approximately how many years have you lived in Wheaton? (without "not provided")**

Q27. How many years have you lived in Wheaton	Number	Percent
0-5	96	16.4 %
6-10	82	14.0 %
11-15	64	10.9 %
16-20	48	8.2 %
21-30	107	18.3 %
31+	188	32.1 %
Total	585	100.0 %

**Q28. Including yourself, how many people in your household are...**

	Mean	Sum
number	2.6	1557
Under age 10	0.3	190
Ages 10-19	0.3	179
Ages 20-34	0.3	189
Ages 35-54	0.7	437
Ages 55-64	0.4	259
Ages 65+	0.5	303

**Q29. What best describes your current living arrangement:**

Q29. What best describes your current living arrangement

	Number	Percent
Own	498	82.9 %
Rent	101	16.8 %
<u>Not provided</u>	2	0.3 %
Total	601	100.0 %

**WITHOUT "NOT PROVIDED"****Q29. What best describes your current living arrangement: (without "not provided")**

Q29. What best describes your current living arrangement

	Number	Percent
Own	498	83.1 %
Rent	101	16.9 %
Total	599	100.0 %

**Q30. Which of the following best describes your race/ethnicity?**

<u>Q30. Your race/ethnicity</u>	Number	Percent
Asian or Asian Indian	35	5.8 %
Black or African American	22	3.7 %
American Indian or Alaska Native	1	0.2 %
White or Caucasian	485	80.7 %
Native Hawaiian or other Pacific Islander	1	0.2 %
Hispanic, Spanish, or Latino/a/x	46	7.7 %
<u>Other</u>	5	0.8 %
<b>Total</b>	<b>595</b>	

**Q30-7. Self-describe your race/ethnicity:**

<u>Q30-7. Self-describe your race/ethnicity</u>	Number	Percent
Arabic American/Middle Eastern	1	20.0 %
Armenian	1	20.0 %
Mixed	1	20.0 %
Middle Eastern	1	20.0 %
<u>3 Caucasian, one bi-racial</u>	1	20.0 %
<b>Total</b>	<b>5</b>	<b>100.0 %</b>



## Survey Instrument

May 2025

**Dear Wheaton Resident,**

Your voice matters in guiding Wheaton's future. The City of Wheaton is committed to listening to our residents, and we value your feedback as we strive to ensure Wheaton is an outstanding community for everyone who chooses to call Wheaton home.

As part of an important initiative by the Wheaton City Council, we have enlisted ETC Institute to conduct a community satisfaction survey to better understand how we're doing and guide future decisions. You have been randomly selected to complete the survey, and we would greatly appreciate your participation.

*About the Survey*

ETC Institute, a national leader in municipal surveys, will be administering this survey to collect a statistically valid sampling of Wheaton residents. This will help ensure the data the City receives represents all parts of our community. ETC Institute will not provide the City with any identifying information or the addresses of survey respondents.

Please complete the survey in one of these two ways as soon as possible:

- 1) Use the QR code included on your survey to complete it online at [wheatonsurvey.org](http://wheatonsurvey.org), OR
- 2) Return this survey using the postage-paid envelope provided.

ETC Institute will compile the survey data and will present the results to the City Council at a future Planning Session. The City will also share these results through the City's email/text updates, website and social media channels. Visit [wheaton.il.us/inform](http://wheaton.il.us/inform) to receive updates from the City.

On behalf of the Wheaton City Council, thank you for taking the time to share your feedback. Your input will help shape the future of our community.

Sincerely,

**Philip J. Suess**  
Wheaton Mayor



WHEATON MAYOR PHILIP J. SUESS

CITY MANAGER MICHAEL DZUGAN

CITY COUNCIL: ERICA BRAY-PARKER | LEAH BRICE | SCOTT BROWN | BRADLEY CLOUSING | LYNN ROBBINS | SCOTT WELLER

# 2025 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 ongoing effort to involve citizens in long-range planning and investment decisions. If you have questions, please contact the Communications Department at [communications@wheaton.il.us](mailto:communications@wheaton.il.us) or 630-260-2190. THANK YOU!

1. **City Services.** 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."

How satisfied are you with the overall quality of the City's ...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Fire and ambulance services		5	4	3	2	1	9
02. Police services		5	4	3	2	1	9
03. Water service		5	4	3	2	1	9
04. Maintenance of city streets and sidewalks		5	4	3	2	1	9
05. Drainage and stormwater management services (in City rights of way including streets and sidewalks)		5	4	3	2	1	9
06. Flow of traffic and congestion management		5	4	3	2	1	9
07. Enforcement of City codes and ordinances		5	4	3	2	1	9
08. Communication with the public		5	4	3	2	1	9
09. Customer service you receive from City employees		5	4	3	2	1	9
10. Development process (permit issuance and inspections)		5	4	3	2	1	9
11. New development (new buildings, commercial developments)		5	4	3	2	1	9
12. Garbage, recycling and yard waste services		5	4	3	2	1	9
13. Library programs and services		5	4	3	2	1	9

2. Which THREE of these items are MOST IMPORTANT to you and the members of your household? [Write in your answers below using the numbers from the list in Question 1.]

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

3. Are there any other services the City of Wheaton is not currently providing that you would like to see provided in the future?

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."

Ratings of the City		Excellent	Good	Neutral	Below Average	Poor	Don't Know
1. As a place to live		5	4	3	2	1	9
2. As a place to raise children		5	4	3	2	1	9
3. As a place to work		5	4	3	2	1	9

5. **Perception.** Several items that may influence your perception of the City of Wheaton are listed below. Please rate Wheaton on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Very Poor."

How would you rate the overall...		Excellent	Very Good	Fair	Poor	Very Poor	Don't Know
1. Quality of life in the City		5	4	3	2	1	9
2. Quality of services provided by the City		5	4	3	2	1	9
3. Value that you receive for your City tax dollars and fees		5	4	3	2	1	9
4. Feeling that the City Council is acting in the best long-term interest of the community		5	4	3	2	1	9
5. Confidence in City of Wheaton government		5	4	3	2	1	9
6. Appearance of residential property in the City		5	4	3	2	1	9
7. Appearance of commercial property in the City		5	4	3	2	1	9

6. **Transportation.** For each of the items 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
1. Traffic conditions in your neighborhood relative to speed and volume	5	4	3	2	1	9
2. Traffic signal timing and coordination on major City streets	5	4	3	2	1	9
3. Ease of walking or biking in Wheaton	5	4	3	2	1	9
4. Availability of sidewalks in the City	5	4	3	2	1	9
5. Availability of parking	5	4	3	2	1	9

7. **Which TWO of the services listed above do you think should receive the most emphasis from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 6.]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

8. **City Codes and Regulations.** For each of the items 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 the enforcement of:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Cleanup of debris on private property	5	4	3	2	1	9
2. Mowing and cutting of weeds/grass on private property	5	4	3	2	1	9
3. Properties - exterior maintenance	5	4	3	2	1	9
4. Parking in residential neighborhoods	5	4	3	2	1	9
5. Noise complaints	5	4	3	2	1	9

9. **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
01. How quickly police respond to emergencies	5	4	3	2	1	9
02. The City's efforts to prevent crime	5	4	3	2	1	9
03. The visibility of police in neighborhoods	5	4	3	2	1	9
04. The visibility of police in retail areas	5	4	3	2	1	9
05. Police community engagement and safety programs	5	4	3	2	1	9
06. The professionalism of Police Department personnel	5	4	3	2	1	9
07. Enforcement of local traffic laws	5	4	3	2	1	9
08. Overall quality of local police protection	5	4	3	2	1	9
09. How quickly fire/ambulance personnel respond to emergencies	5	4	3	2	1	9
10. Quality of City's fire safety education programs	5	4	3	2	1	9
11. Overall quality of local fire protection	5	4	3	2	1	9
12. The professionalism of Fire Department personnel	5	4	3	2	1	9
13. Overall quality of local ambulance service	5	4	3	2	1	9

10. **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 your answers below using the numbers from the list in Question 9.]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

11. **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
1. In your neighborhood	5	4	3	2	1	9
2. In commercial and retail areas	5	4	3	2	1	9
3. Overall feeling of safety in Wheaton	5	4	3	2	1	9

12. **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
1. Maintenance of traffic signals	5	4	3	2	1	9
2. Adequacy of street lighting	5	4	3	2	1	9
3. Snow removal on City streets	5	4	3	2	1	9
4. Overall cleanliness of City streets and other public areas	5	4	3	2	1	9
5. City's parkway tree maintenance and preservation	5	4	3	2	1	9
6. Timeliness of Public Works response to issues as they arise	5	4	3	2	1	9

13. 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 your answers below using the numbers from the list in Question 12.]

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

14. **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
1. The reliability of your water service	5	4	3	2	1	9
2. City efforts to prevent backups from wastewater in your home	5	4	3	2	1	9
3. Overall value that you receive for water and wastewater utility rates	5	4	3	2	1	9
4. Maintenance of major City streets	5	4	3	2	1	9
5. Maintenance of neighborhood streets	5	4	3	2	1	9
6. Condition of City sidewalks	5	4	3	2	1	9
7. Effectiveness of the stormwater runoff/management system	5	4	3	2	1	9

15. Which THREE of the Infrastructure items listed above do you think should receive the most emphasis from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 14 above.]

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

16. **Public Communications and Outreach.** For each of the items 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
1. Availability of information about City programs and services	5	4	3	2	1	9
2. City efforts to keep you informed about local issues	5	4	3	2	1	9
3. Ability to find information on the City's website	5	4	3	2	1	9
4. City efforts to use social media and technology to keep you informed	5	4	3	2	1	9
5. Timeliness of information	5	4	3	2	1	9

17. Which THREE of the Public Communication and Outreach items listed above do you think should receive the most emphasis from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 16.]

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

**18. Which THREE of the following types of information are you MOST interested in receiving from the City? [Write in your answers using the numbers from the list below.]**

- |                                       |                                   |
|---------------------------------------|-----------------------------------|
| (1) Actions of the City Council       | (5) Economic development          |
| (2) Infrastructure improvements       | (6) Public safety information     |
| (3) How the City manages its finances | (7) City events                   |
| (4) City programs/services            | (8) Other (please explain): _____ |

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

**19. Check all the sources of information listed below that you currently use to get news and information about City programs, services and events. [Check all that apply.]**

- (01) City's website (wheaton.il.us)
- (02) Email/text updates from the City (Wheaton Informs, Wheaton Weekly, Monthly Newsletter)
- (03) City's social media pages (Facebook, Instagram, X (Twitter), etc.)
- (04) Other social media pages (information shared by a friend or non-City organization)
- (05) City Council meetings
- (06) City of Wheaton Channel 10
- (07) Local newspapers (online or print)
- (08) Radio or podcasts
- (09) Television news
- (10) Word of mouth (friends, neighbors, etc.)
- (11) Videos created by the City
- (12) Other: \_\_\_\_\_

**20. Which THREE sources from the list above do you MOST PREFER to use to get information about the City of Wheaton? [Write in your answers below using the numbers from the list in Question 19.]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

**21. Which of the sources of information listed in Question 19 would you turn to in the event of a local emergency (severe weather, community threat, etc.)?**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

**22. 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
1. Appearance and condition of the library	5	4	3	2	1	9
2. Availability of parking at the library	5	4	3	2	1	9
3. Hours the library is open to the public	5	4	3	2	1	9
4. Overall helpfulness of library staff	5	4	3	2	1	9
5. Availability of materials	5	4	3	2	1	9
6. Condition of the print collection	5	4	3	2	1	9
7. Availability of virtual items	5	4	3	2	1	9
8. Library communication with the community	5	4	3	2	1	9

**23. Which THREE of the Library items listed above do you think should receive the most emphasis from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 22.]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

24. **Garbage and Recycling Services.** For each of the items 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
1. Residential trash collection services	5	4	3	2	1	9
2. Yard waste removal	5	4	3	2	1	9
3. Leaf collection	5	4	3	2	1	9
4. Residential recycling service	5	4	3	2	1	9
5. Removal of large, bulky items	5	4	3	2	1	9
6. System of paying per cart pickup	5	4	3	2	1	9
7. How informed you feel about what can or cannot be recycled	5	4	3	2	1	9

25. 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

26. If there is an area of primary importance that you think the City needs to focus its efforts that is not covered in this survey, please share your concern here:

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### Demographics

27. Approximately how many years have you lived in Wheaton? \_\_\_\_\_ years

28. Including yourself, how many people in your household are...

Under age 10: \_\_\_\_\_      Ages 20-34: \_\_\_\_\_      Ages 55-64: \_\_\_\_\_  
 Ages 10-19: \_\_\_\_\_      Ages 35-54: \_\_\_\_\_      Ages 65+: \_\_\_\_\_

29. What best describes your current living arrangement:

(1) Own       (2) Rent

30. Which of the following best describes your race/ethnicity? [Check all that apply.]

(01) Asian or Asian Indian       (05) Native Hawaiian or other Pacific Islander  
 (02) Black or African American       (06) Hispanic, Spanish, or Latino/a/x  
 (03) American Indian or Alaska Native       (99) Other: \_\_\_\_\_  
 (04) White or Caucasian

31. Would you be willing to participate in future surveys sponsored by the City of Wheaton?

(1) Yes [Answer Q31a.]       (2) No

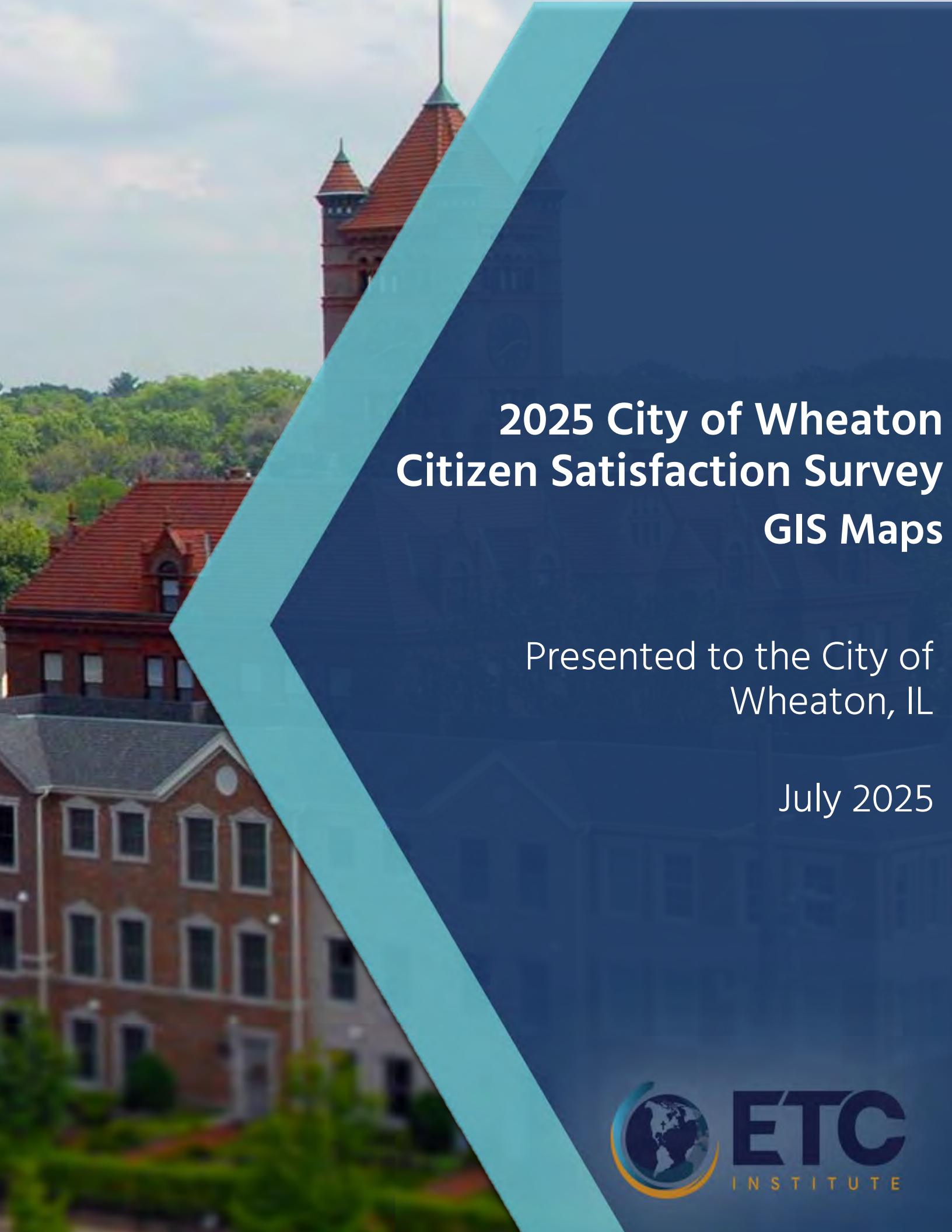
- 31a. Please provide your contact information.

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**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 concerns and to assist in future planning efforts. If your address is not correct, please provide the correct information. Thank you.



# 2025 City of Wheaton Citizen Satisfaction Survey GIS Maps

Presented to the City of  
Wheaton, IL

July 2025



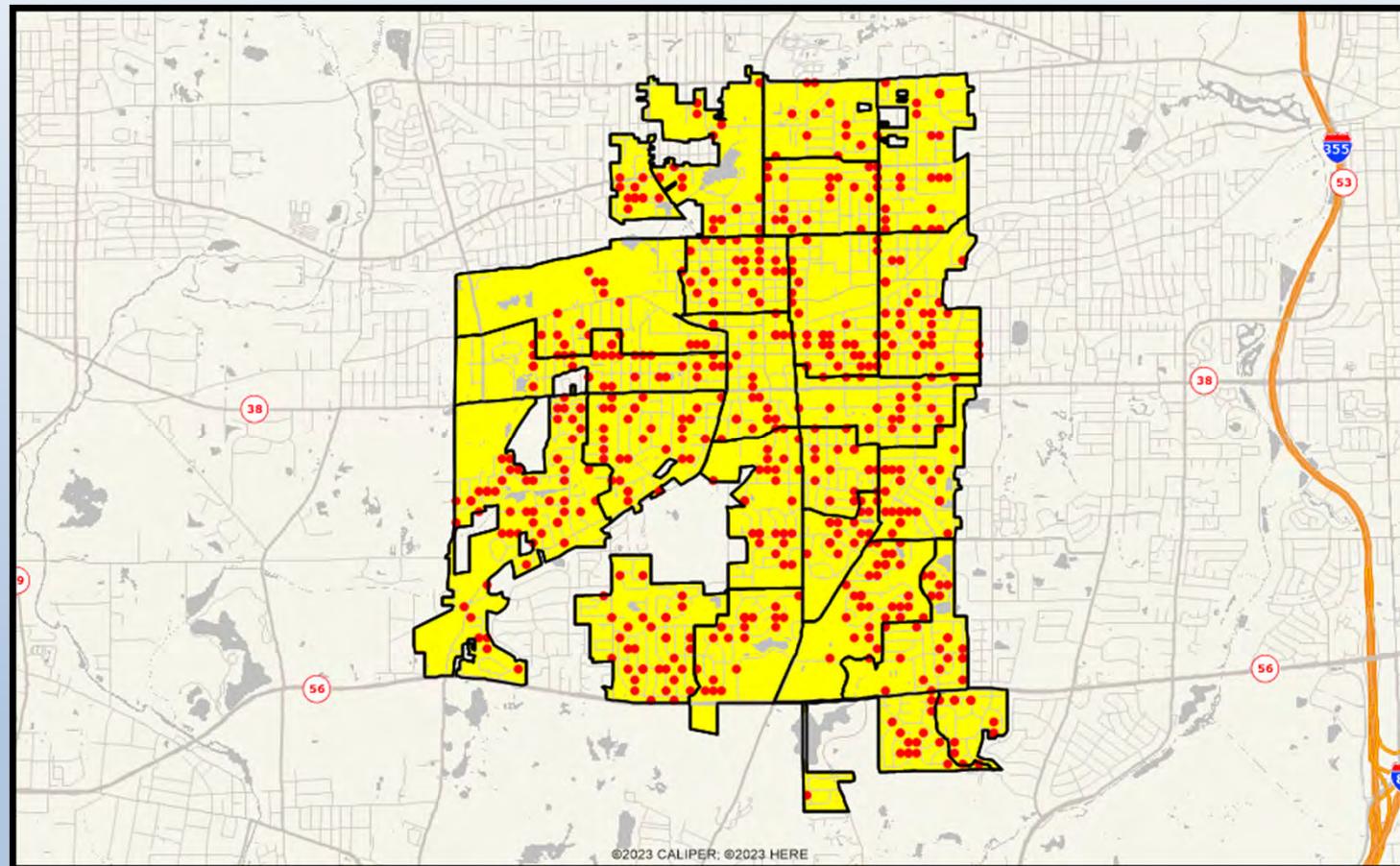
## Interpreting the Maps

The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

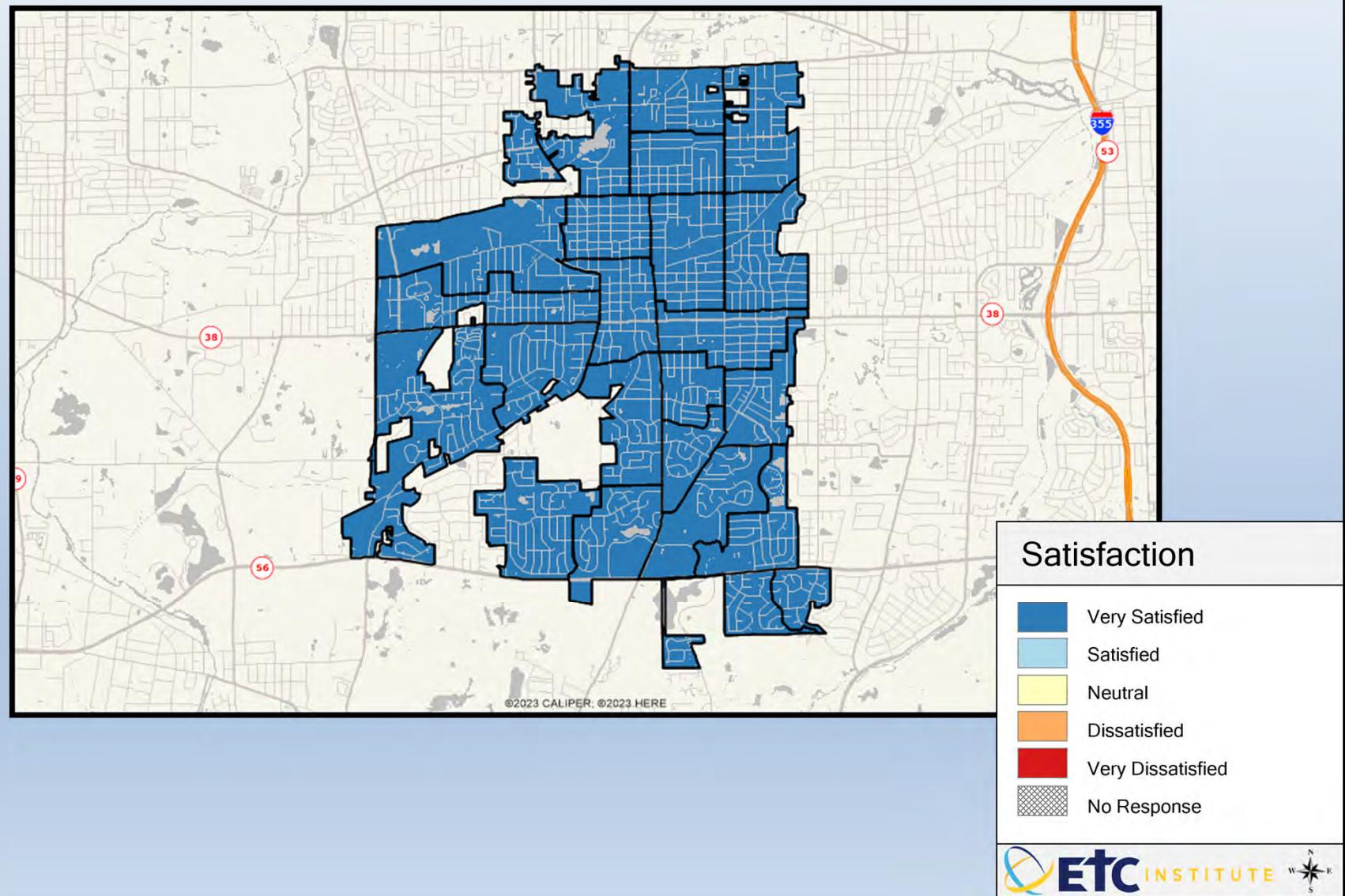
When reading the maps, please use the following color scheme as a guide:

- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- OFF-WHITE shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of “below average” or “poor” and ratings of “unsafe” or “very unsafe.”

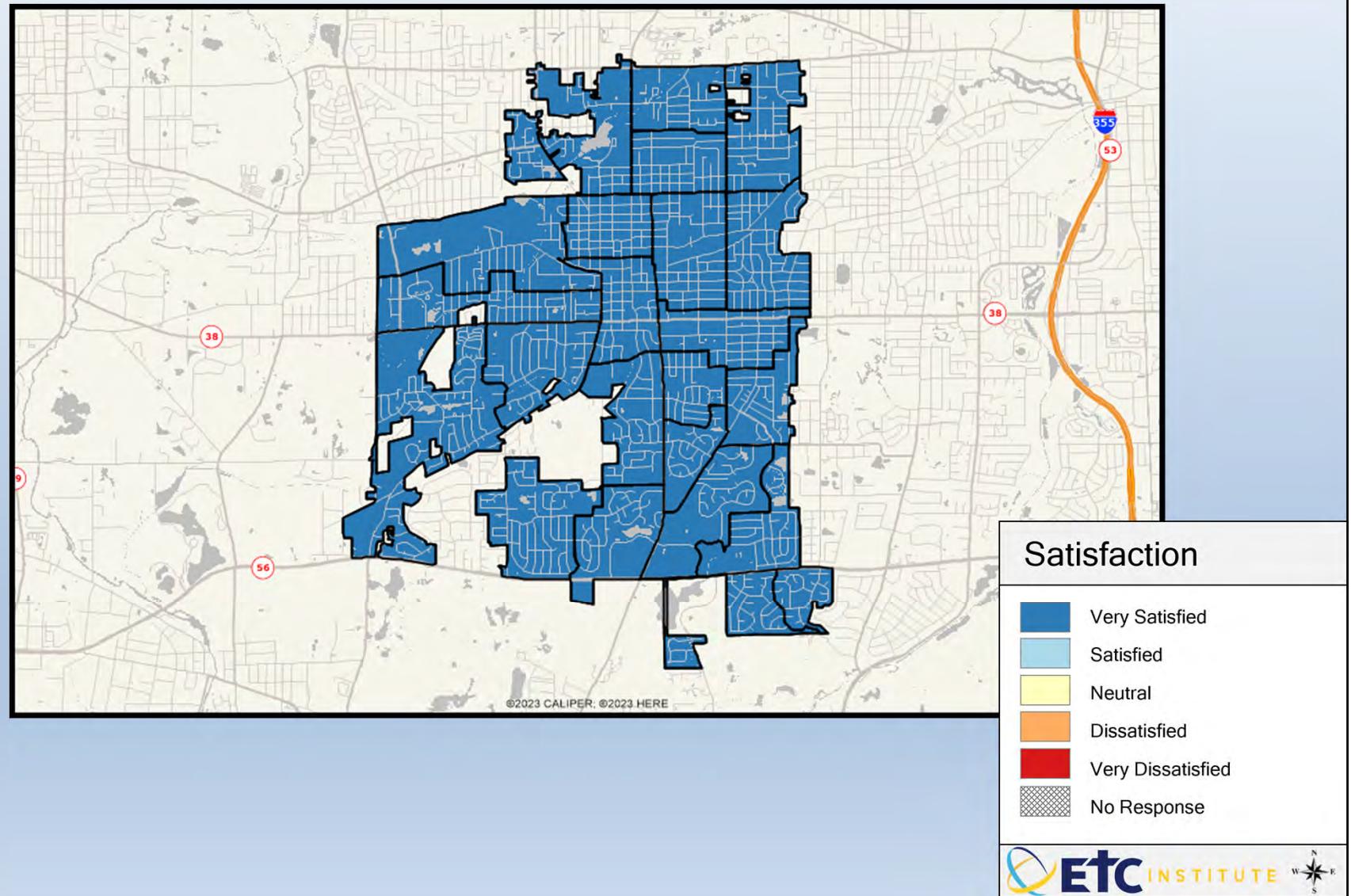
# Location of Respondents (Boundaries by Census Block Group)



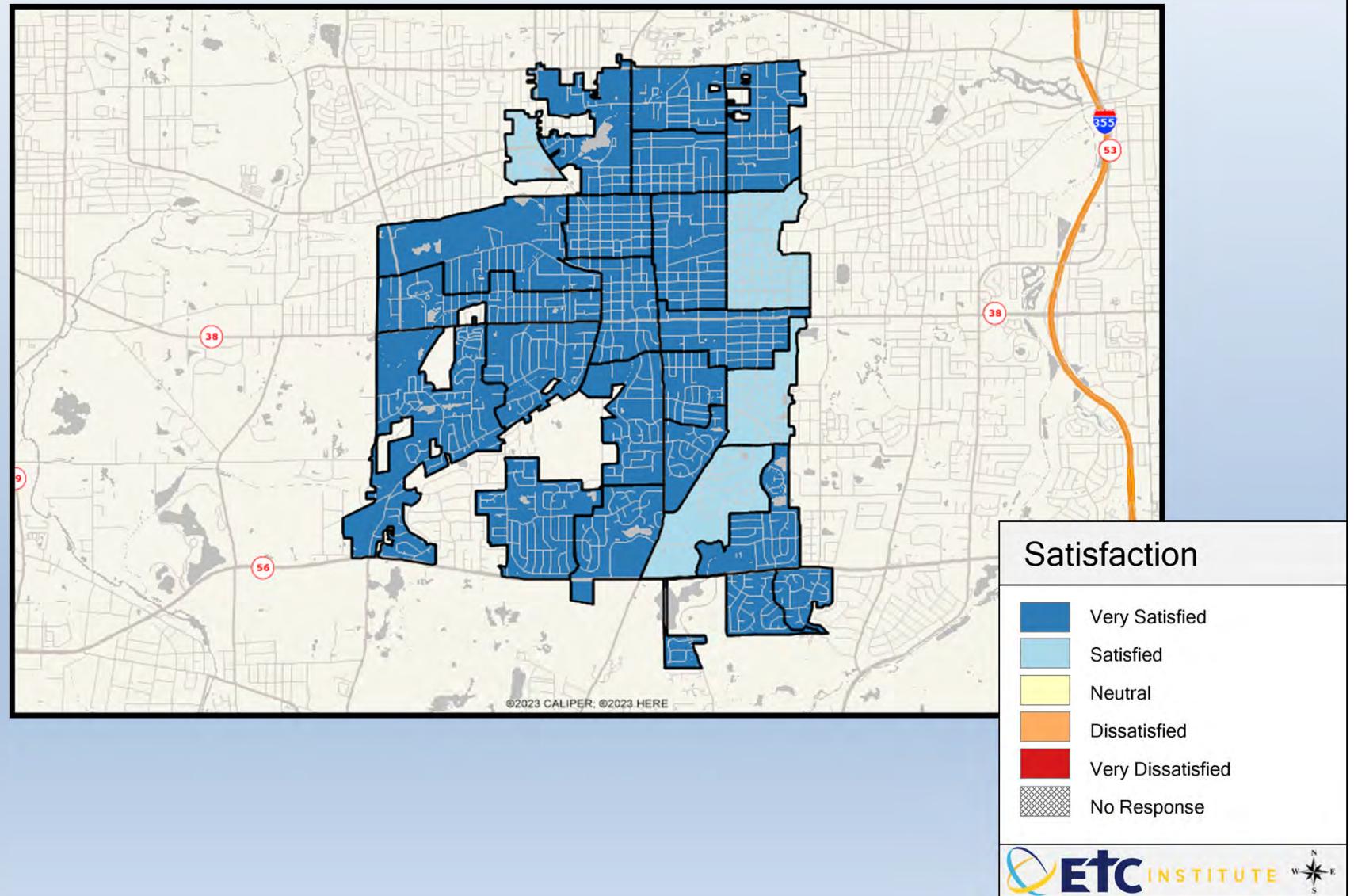
## Q1-01. Fire and ambulance services



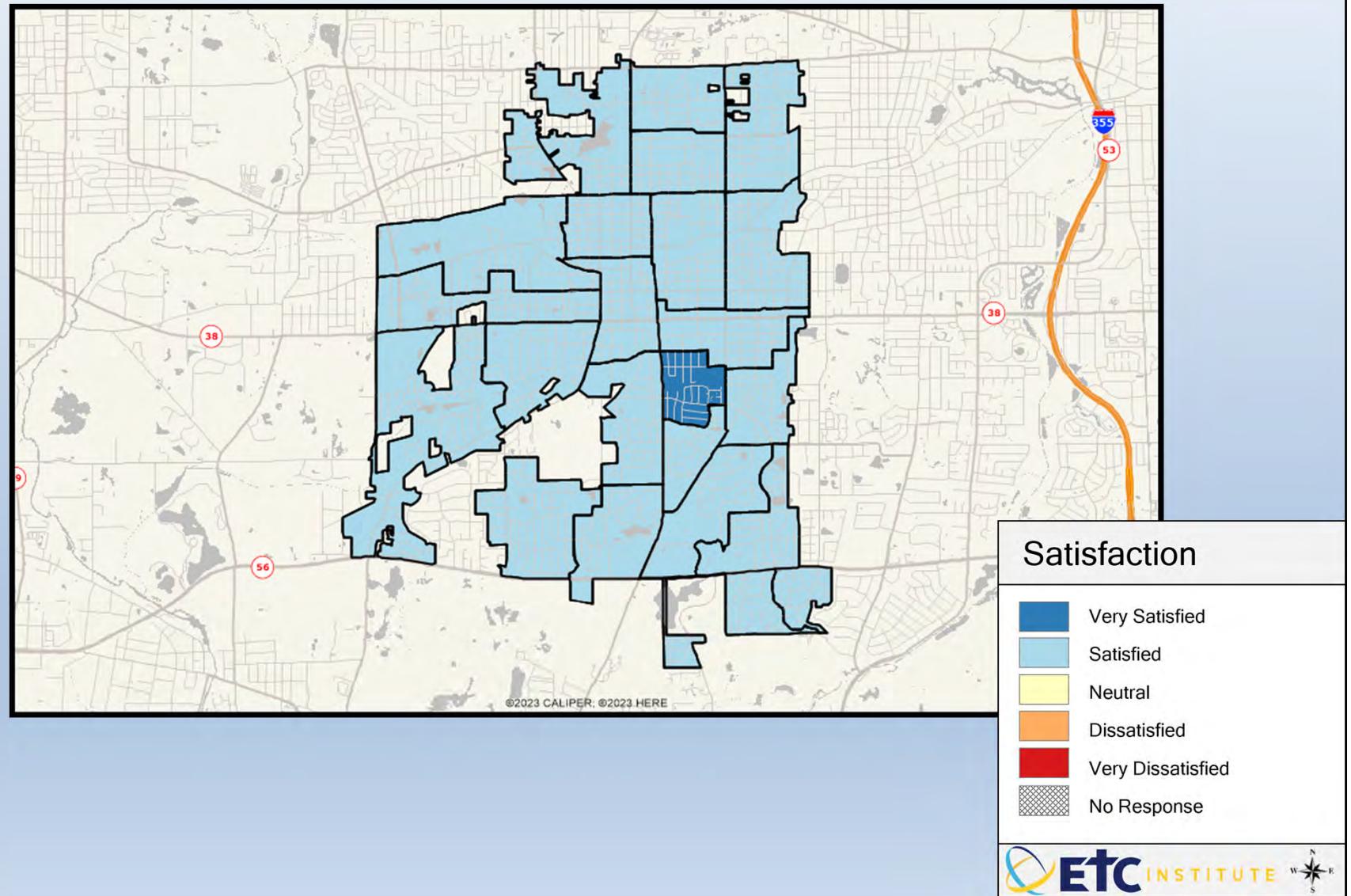
## Q1-02. Police services



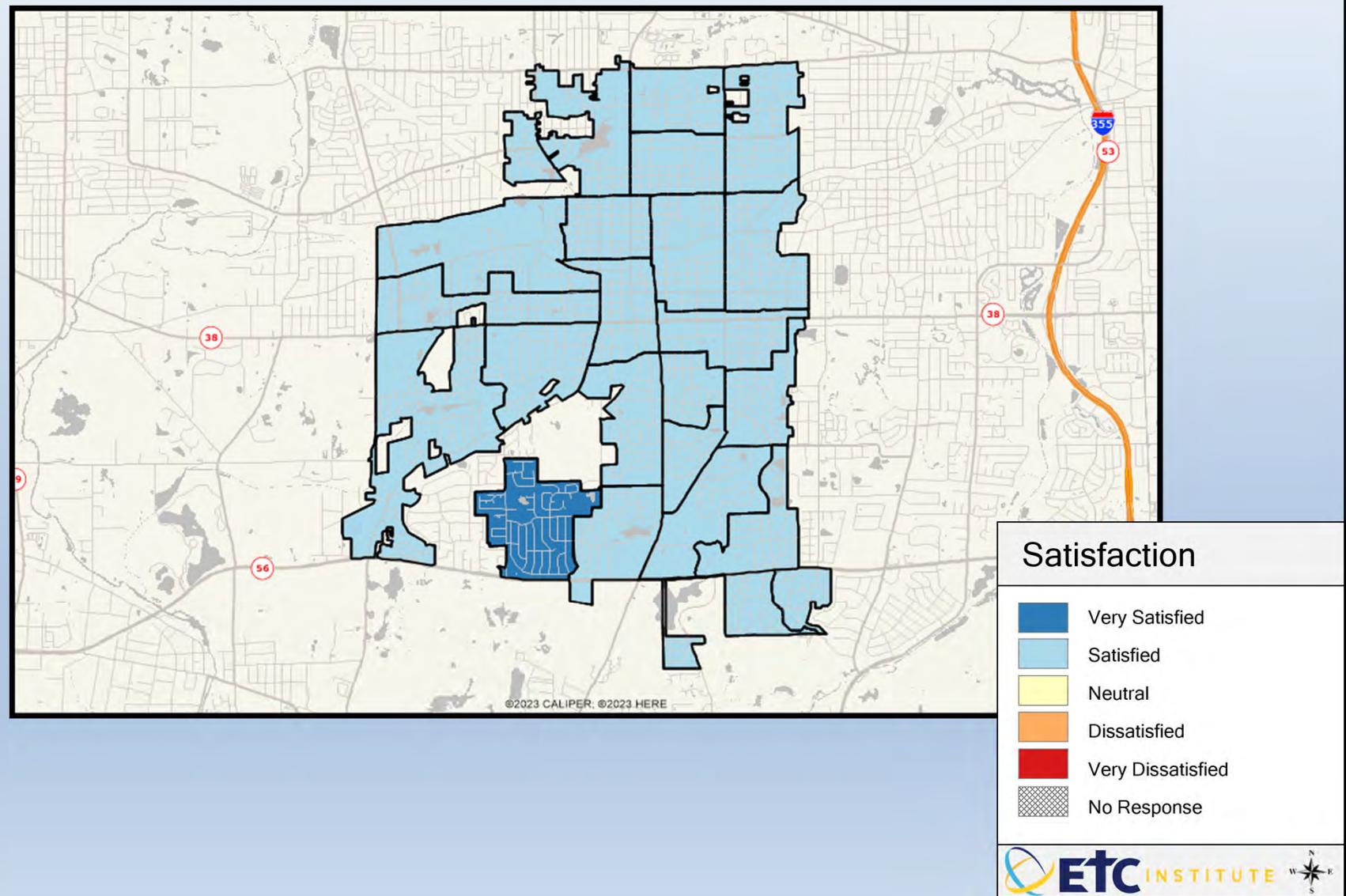
## Q1-03. Water service



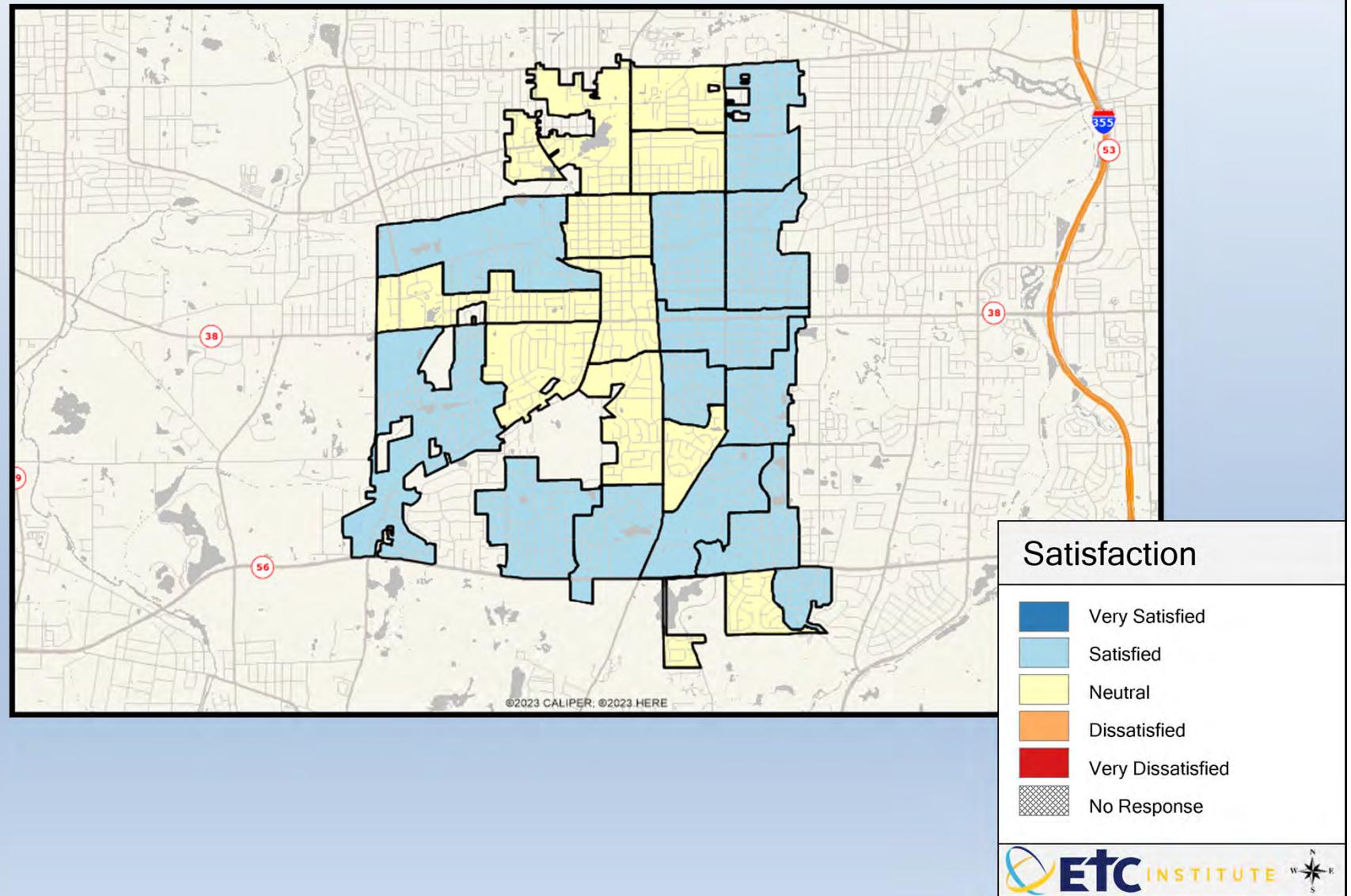
## Q1-04. Maintenance of city streets and sidewalks



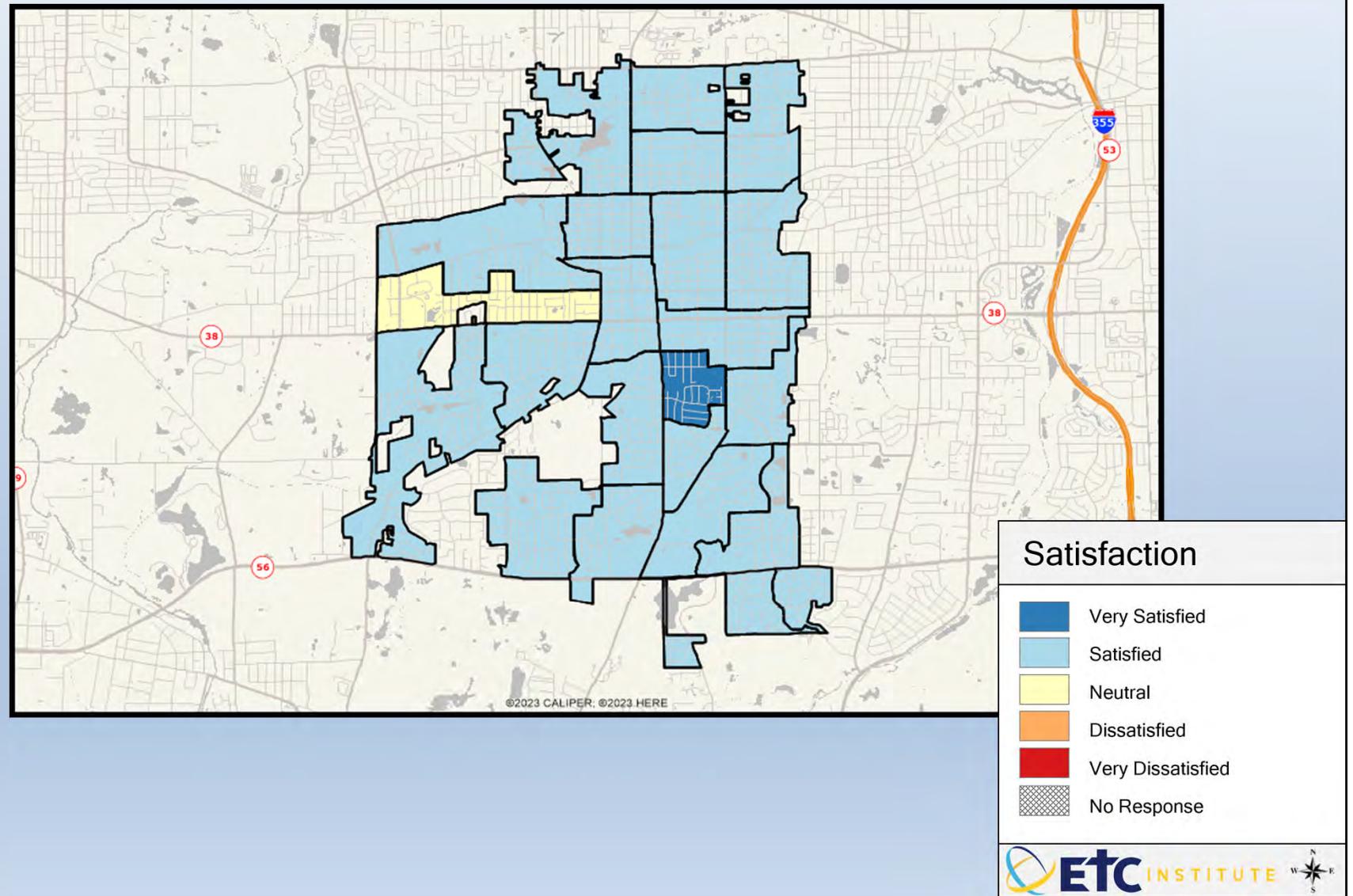
# Q1-05. Drainage and stormwater management services (in City rights of way including streets and sidewalks)



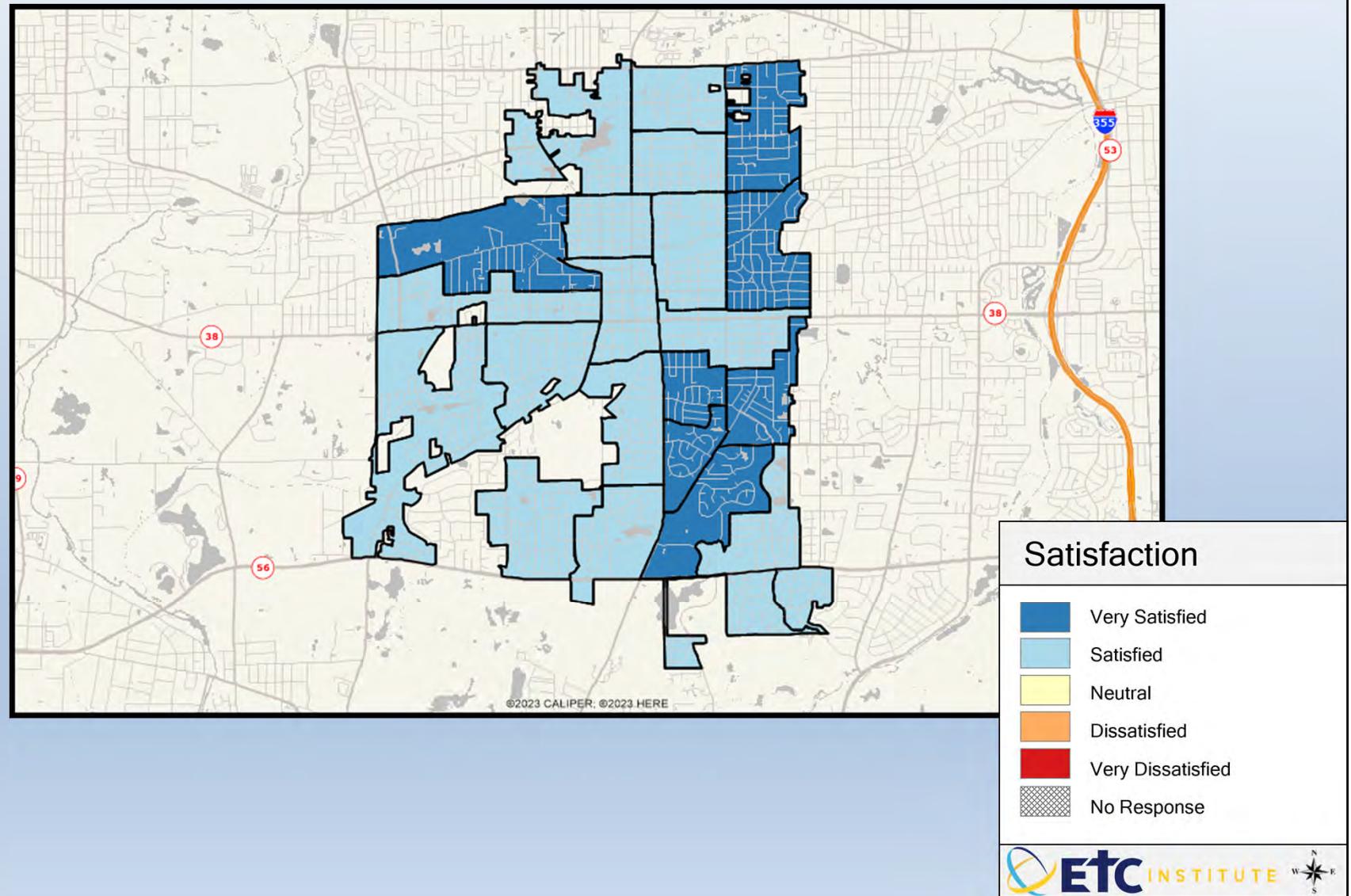
## Q1-06. Flow of traffic and congestion management



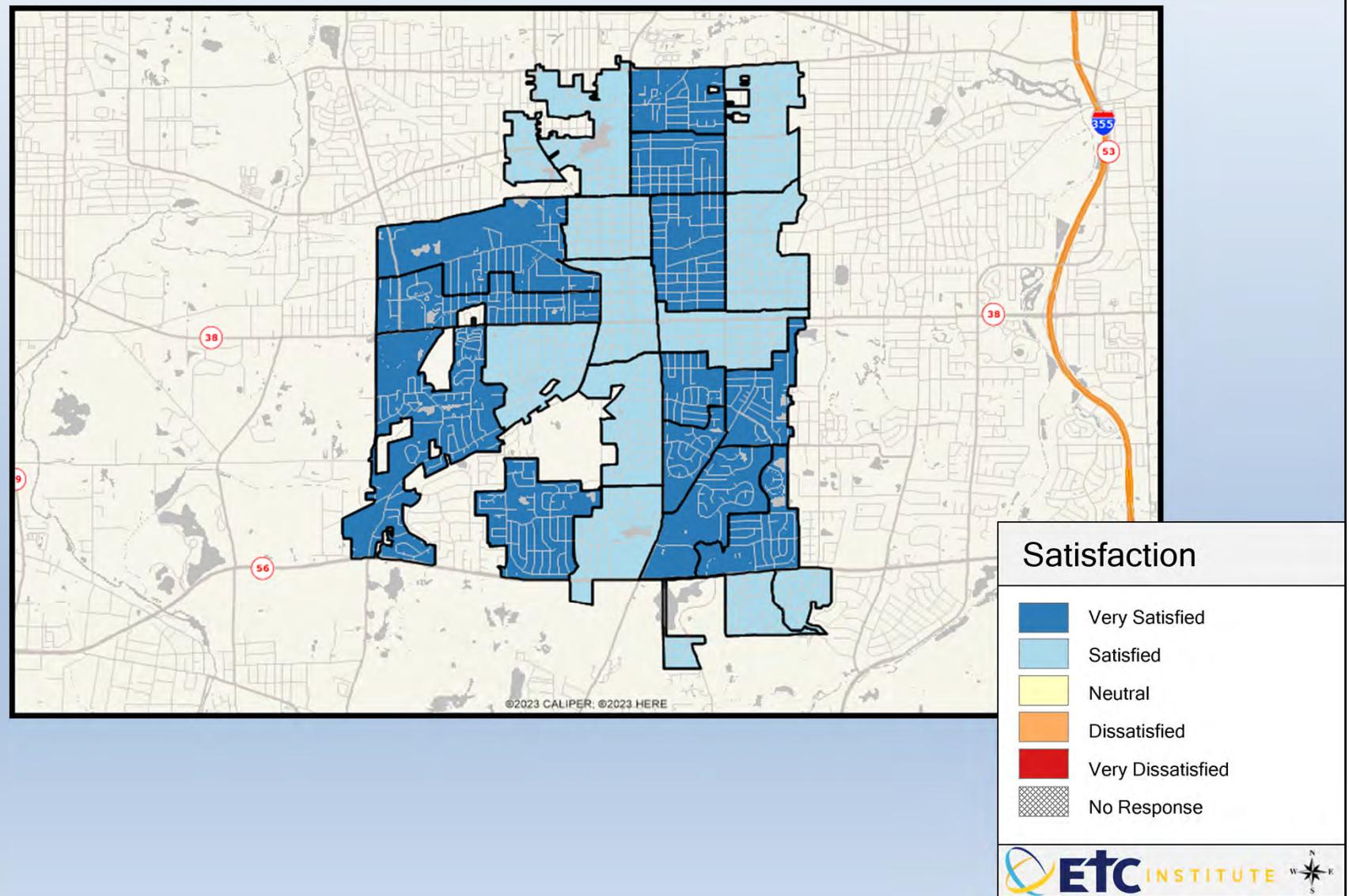
## Q1-07. Enforcement of City codes and ordinances



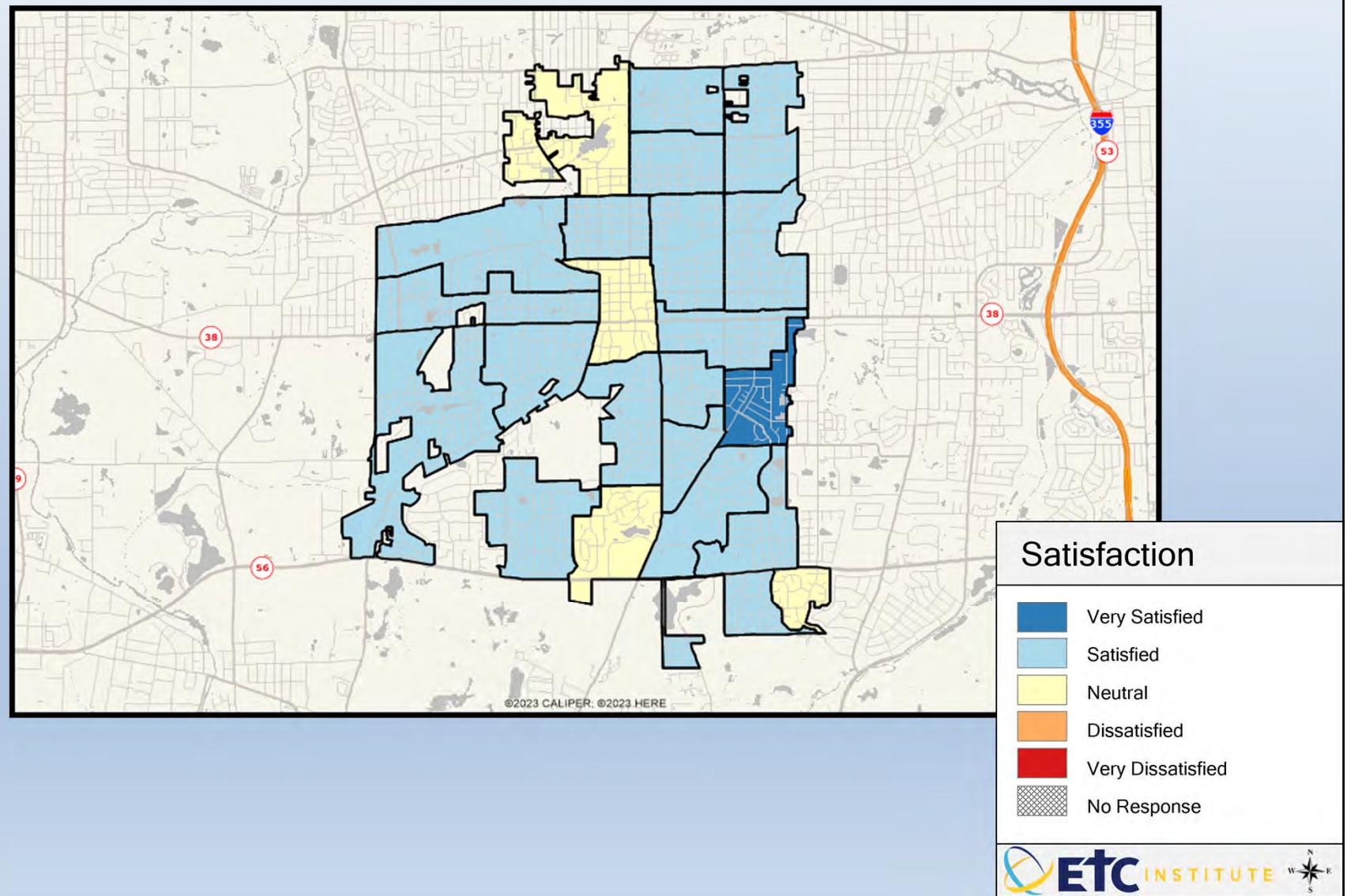
## Q1-08. Communication with the public



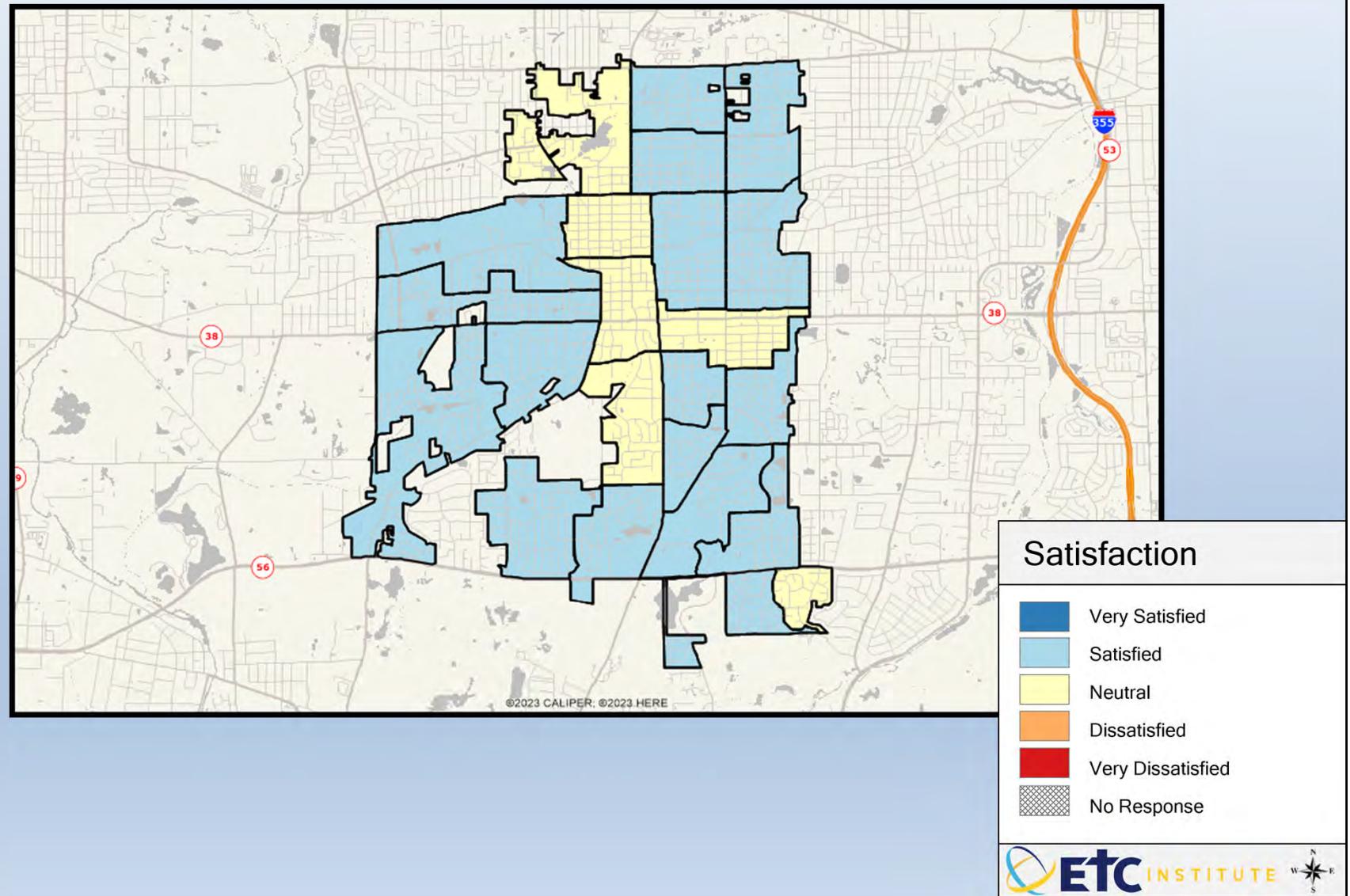
# Q1-09. Customer service you receive from City employees



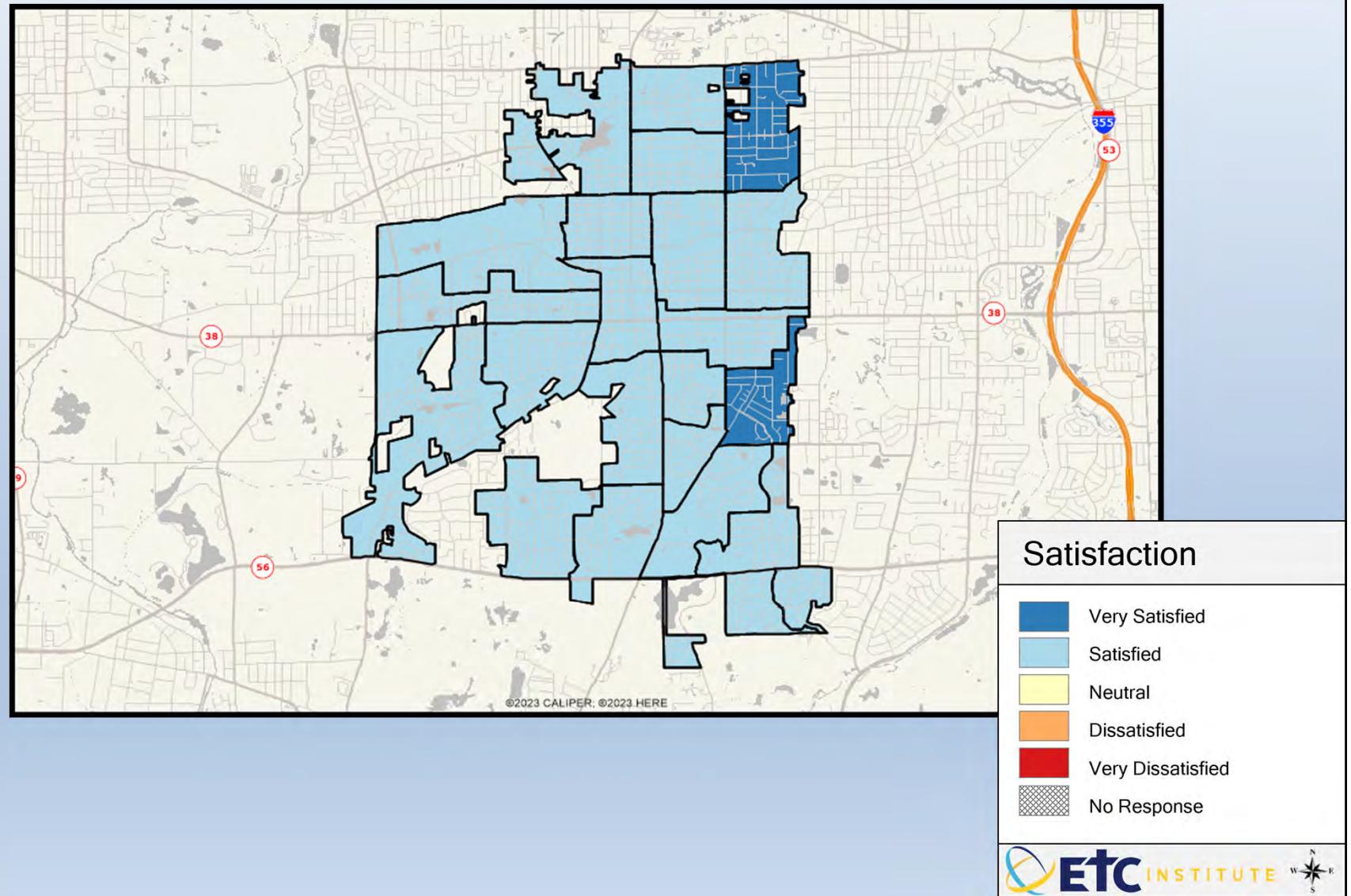
# Q1-10. Development process (permit issuance and inspections)



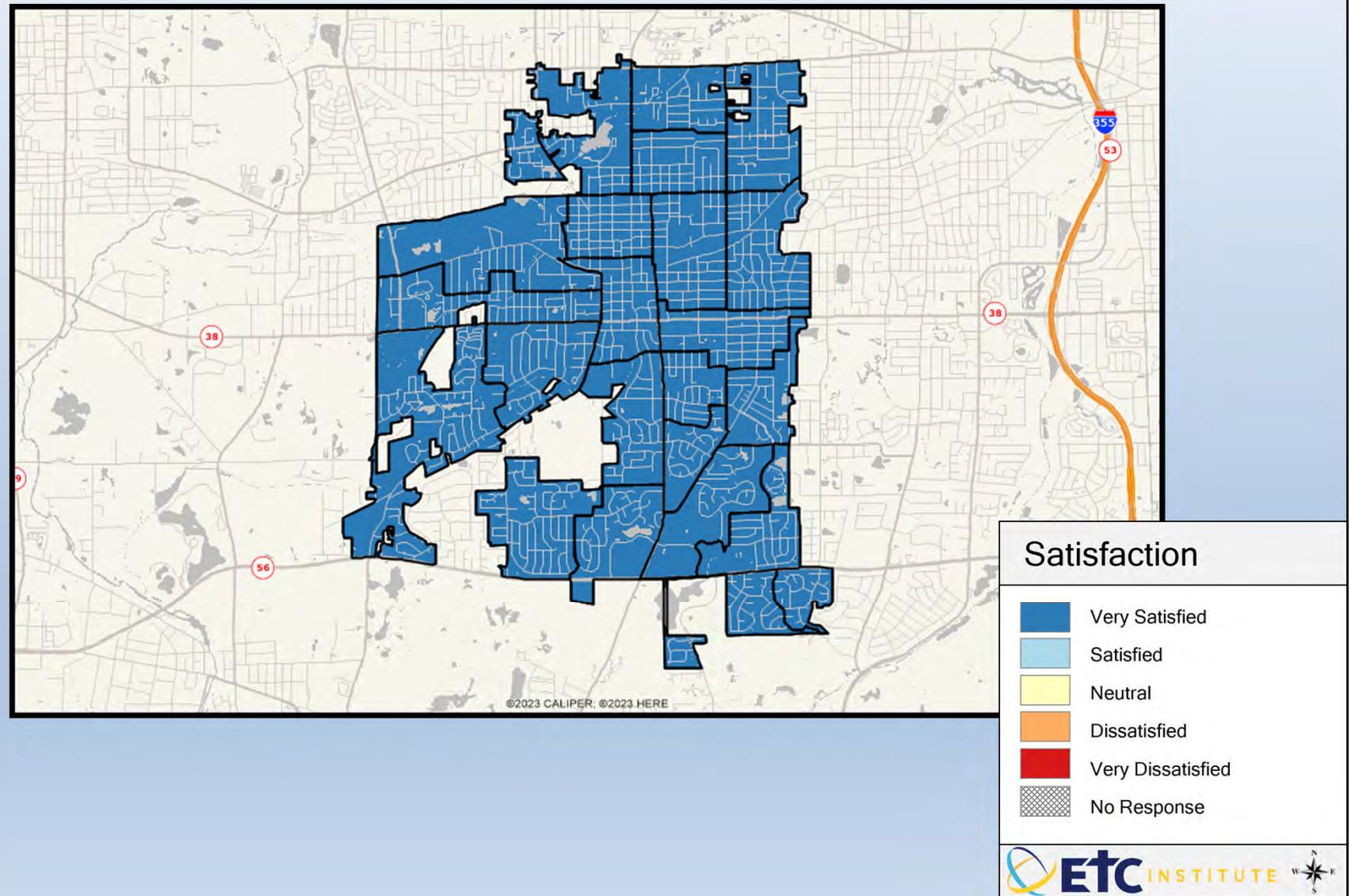
## Q1-11. New development (new buildings, commercial developments)



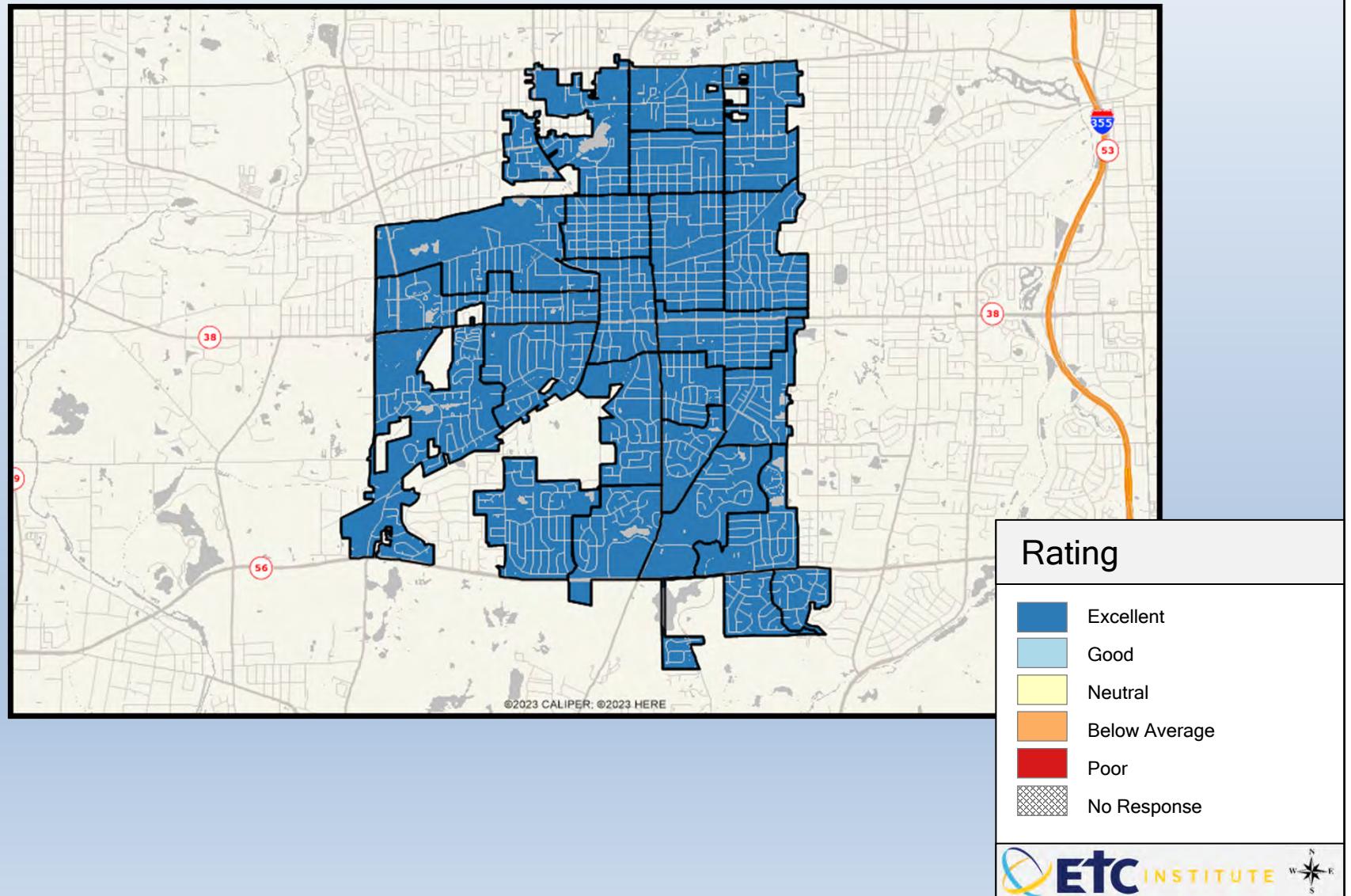
## Q1-12. Garbage, recycling and yard waste services



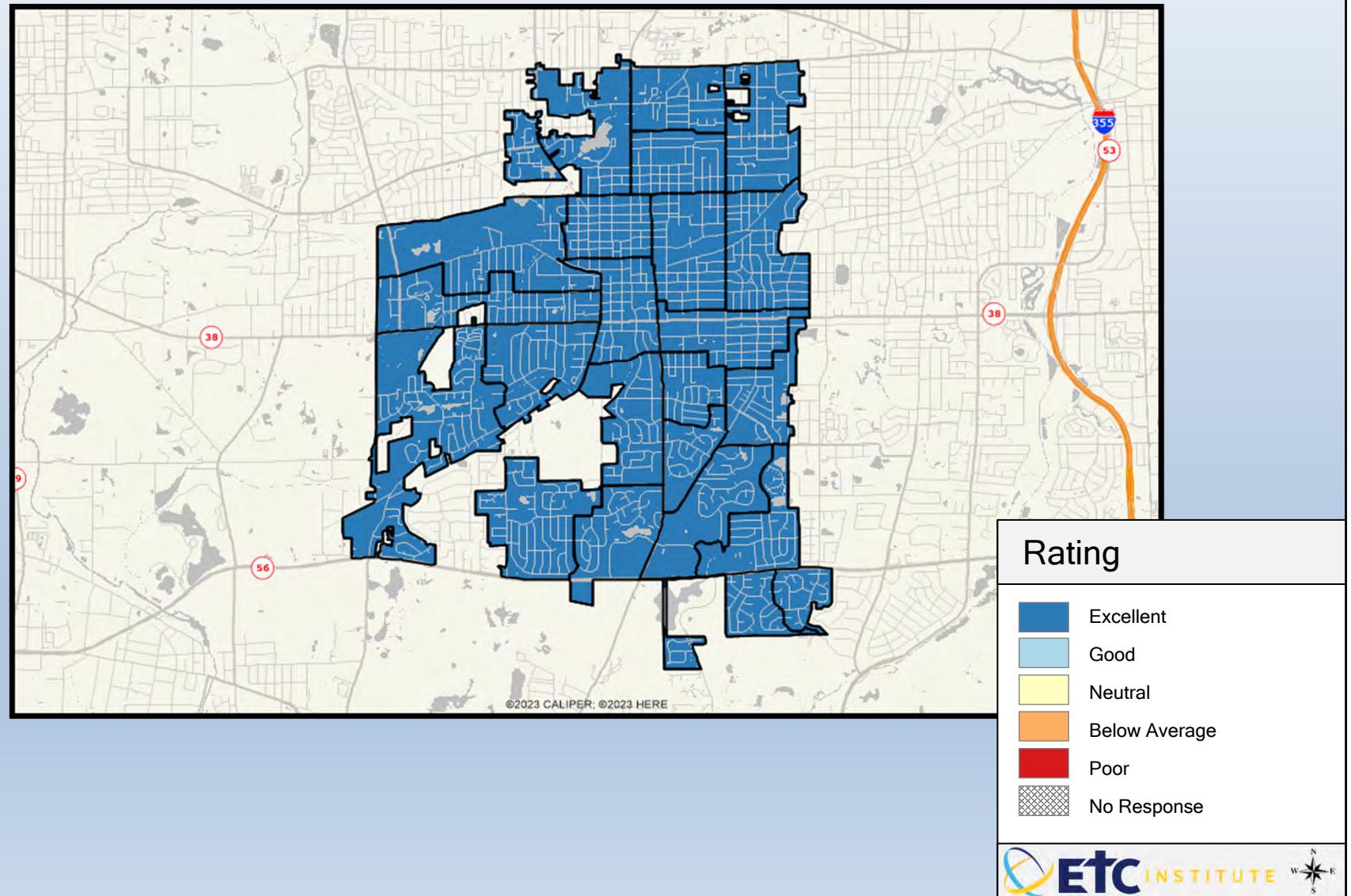
## Q1-13. Library programs and services



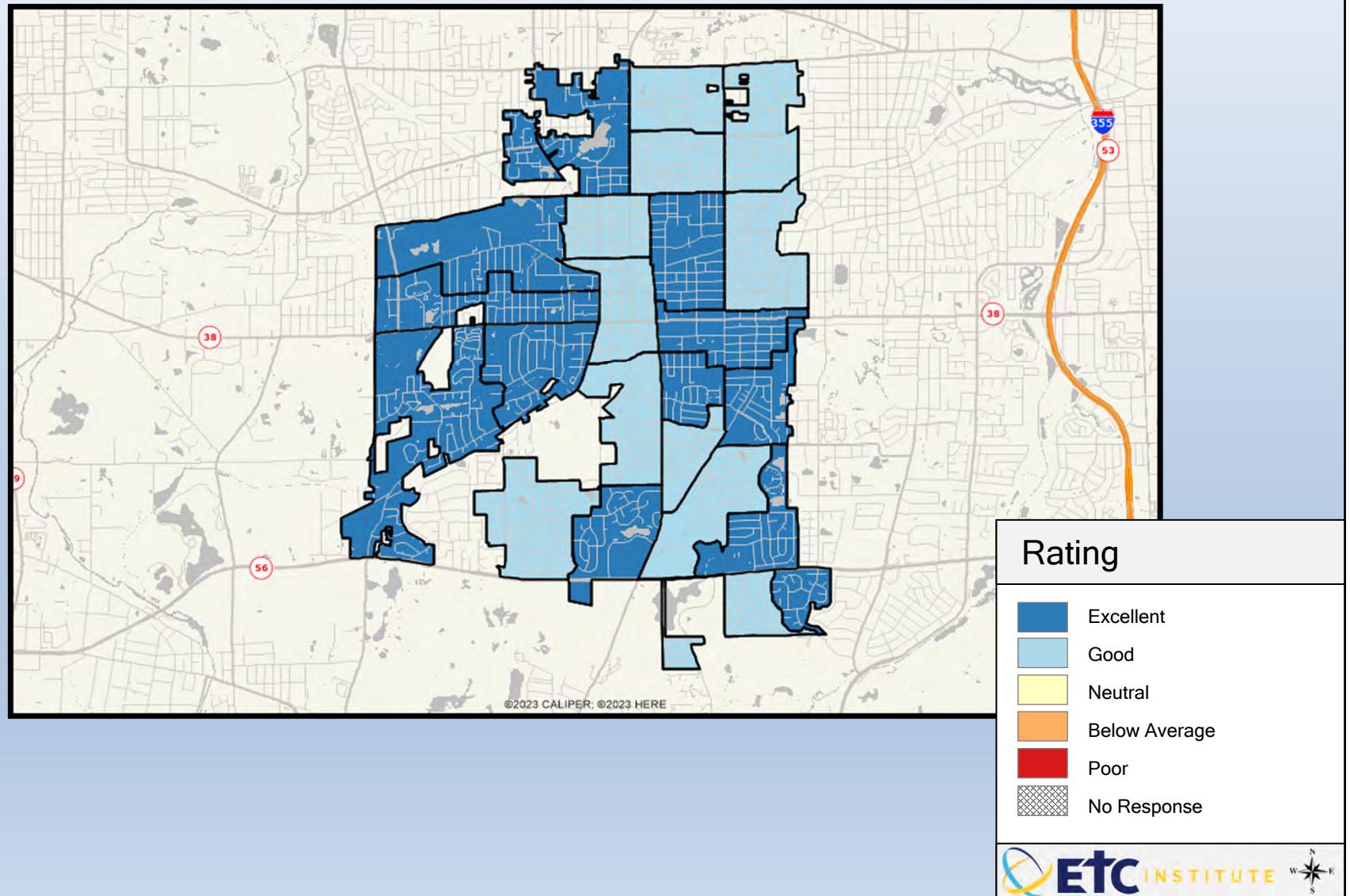
## Q4-01. As a place to live



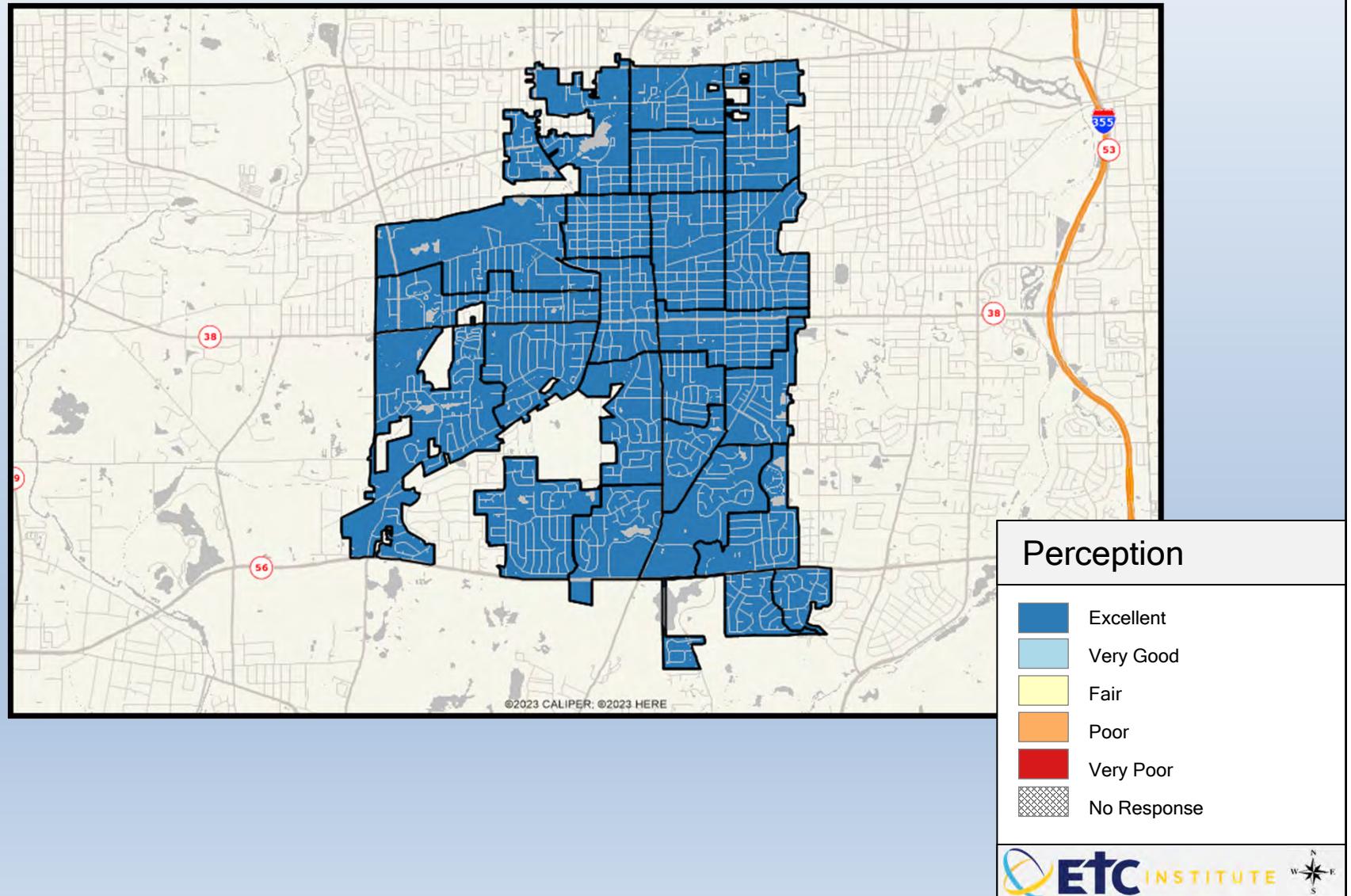
## Q4-02. As a place to raise children



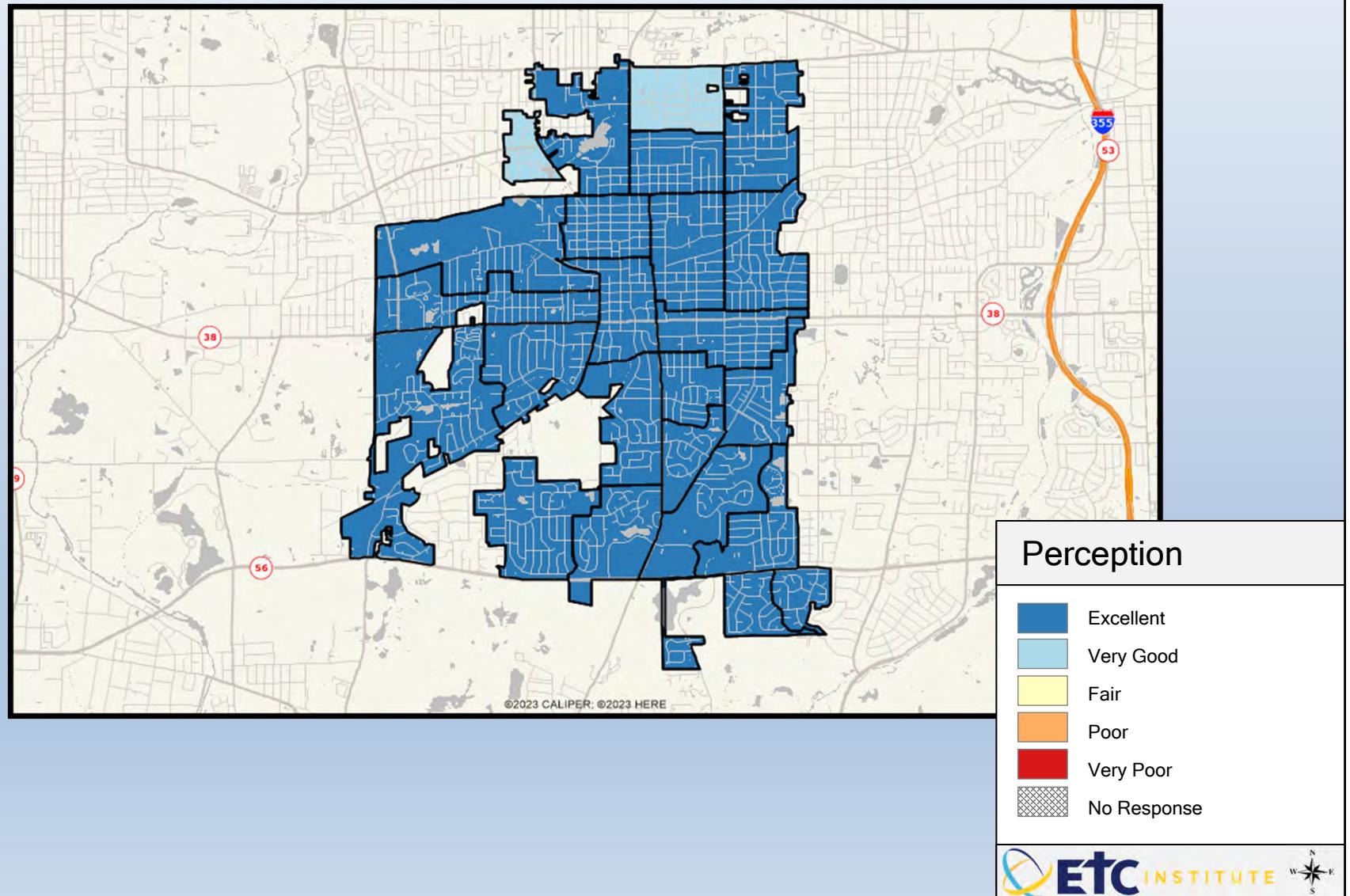
## Q4-03. As a place to work



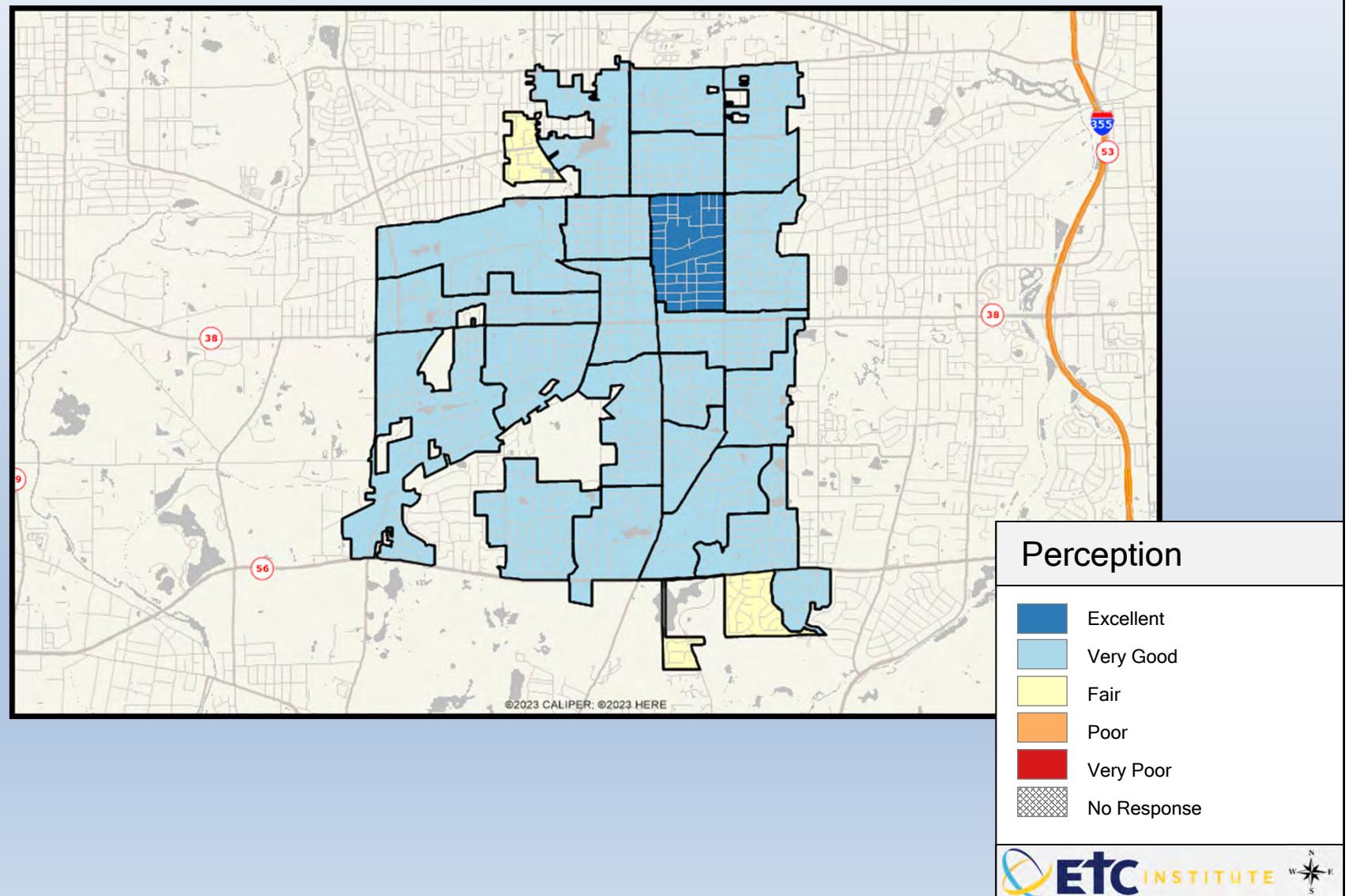
## Q5-01. Quality of life in the City



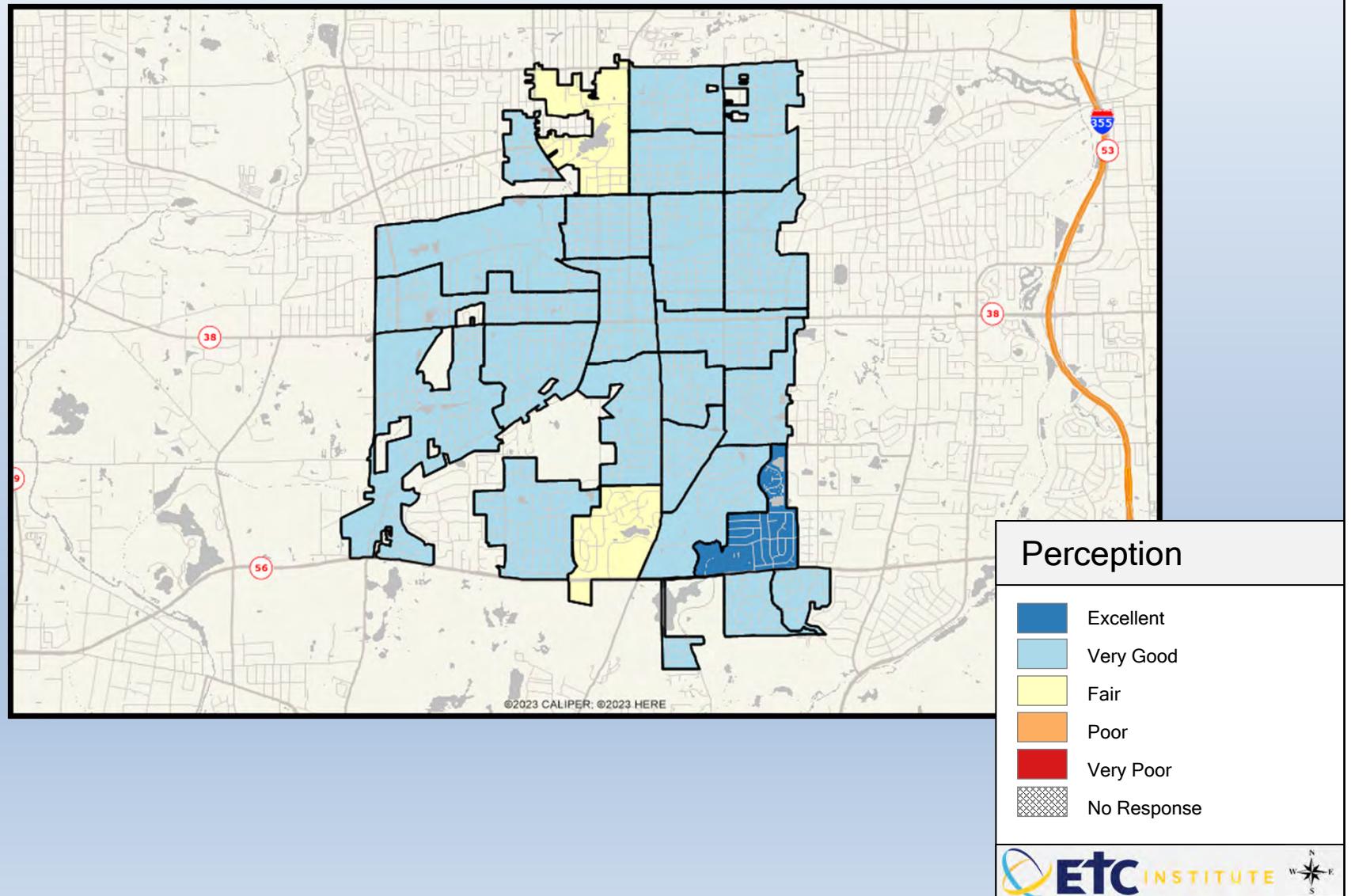
## Q5-02. Quality of services provided by the City



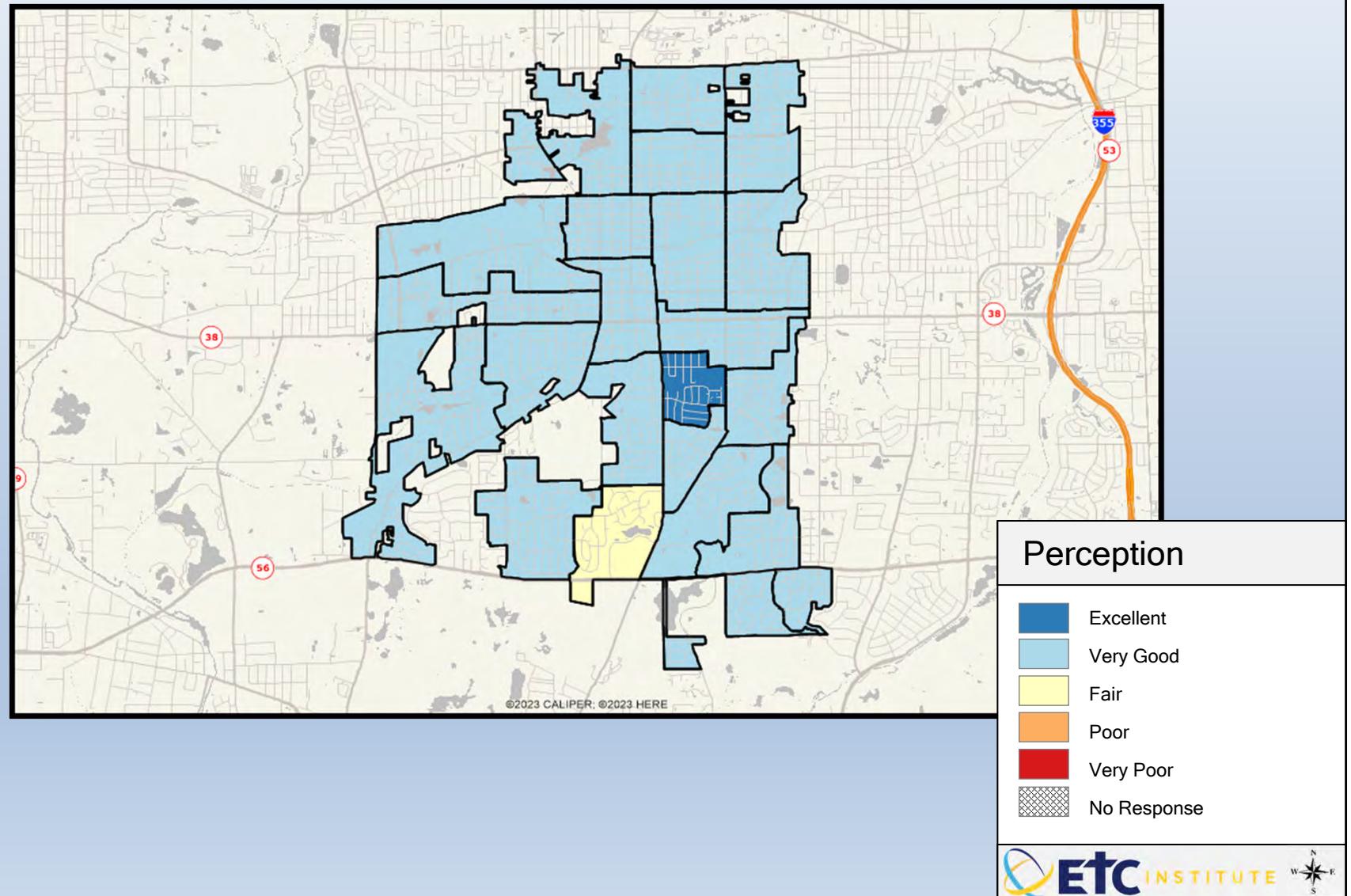
## Q5-03. Value that you receive for your City tax dollars and fees



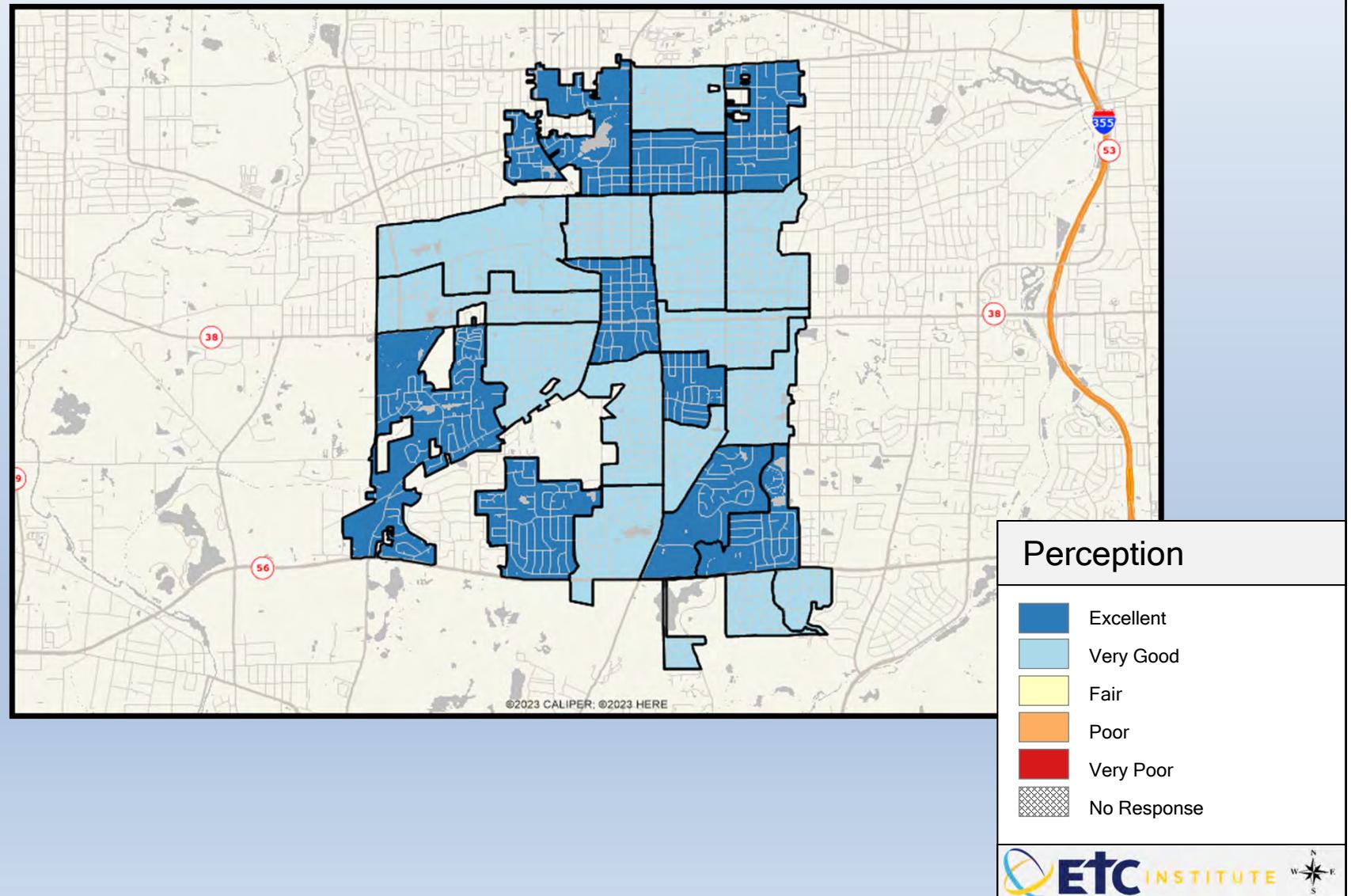
## Q5-04. Feeling that the City Council is acting in the best long-term interest of the community



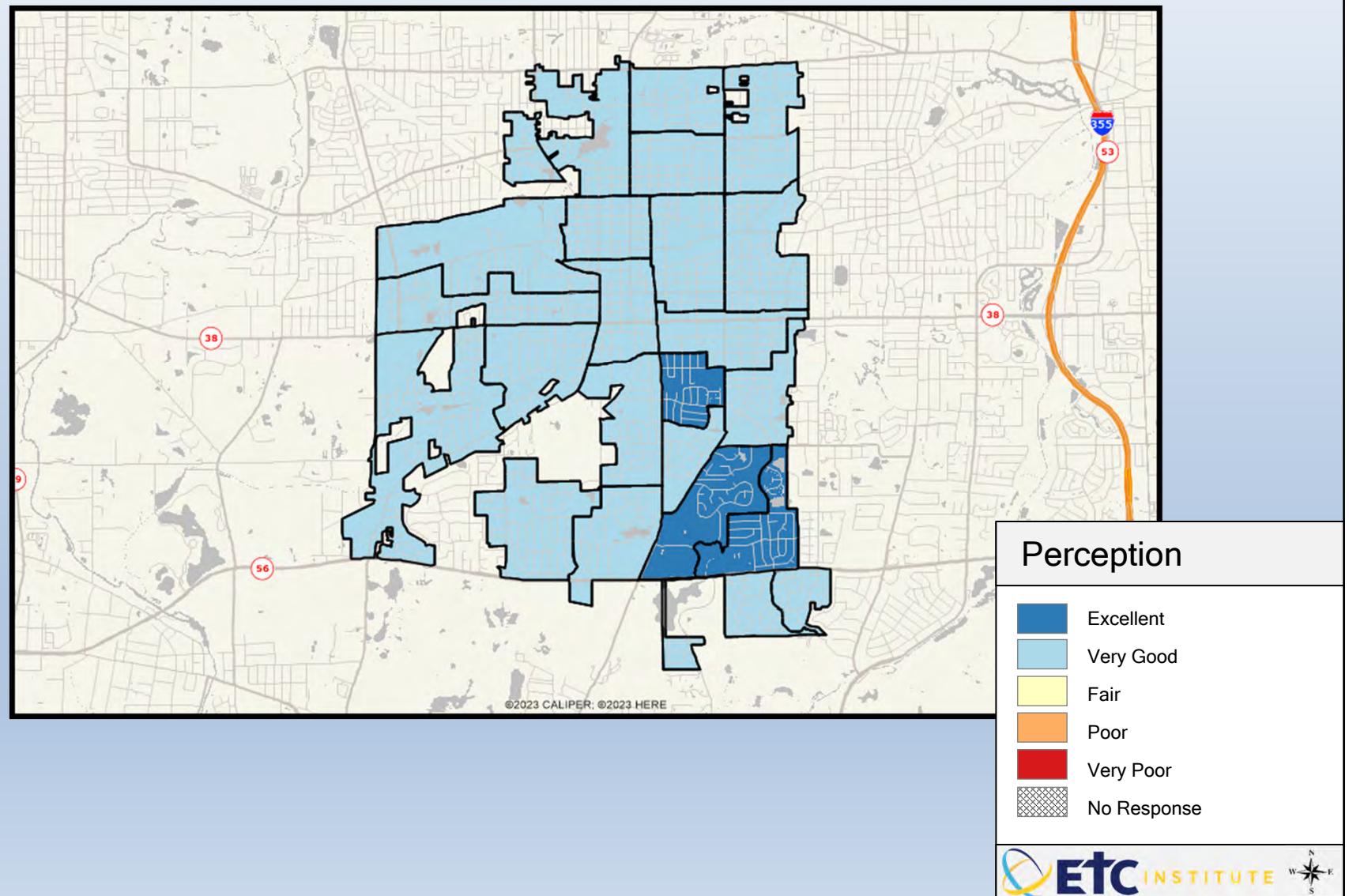
## Q5-05. Confidence in City of Wheaton government



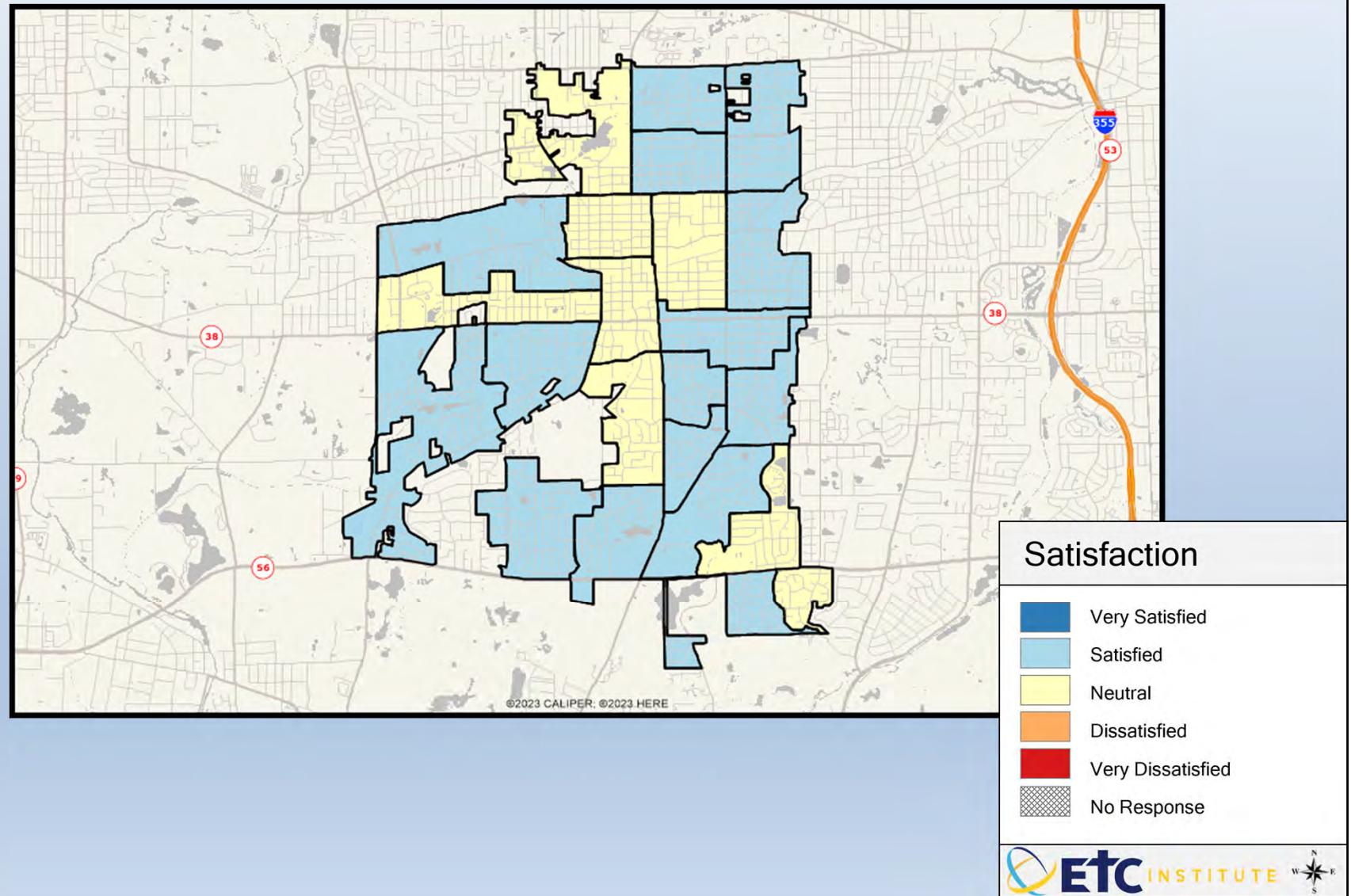
## Q5-06. Appearance of residential property in the City



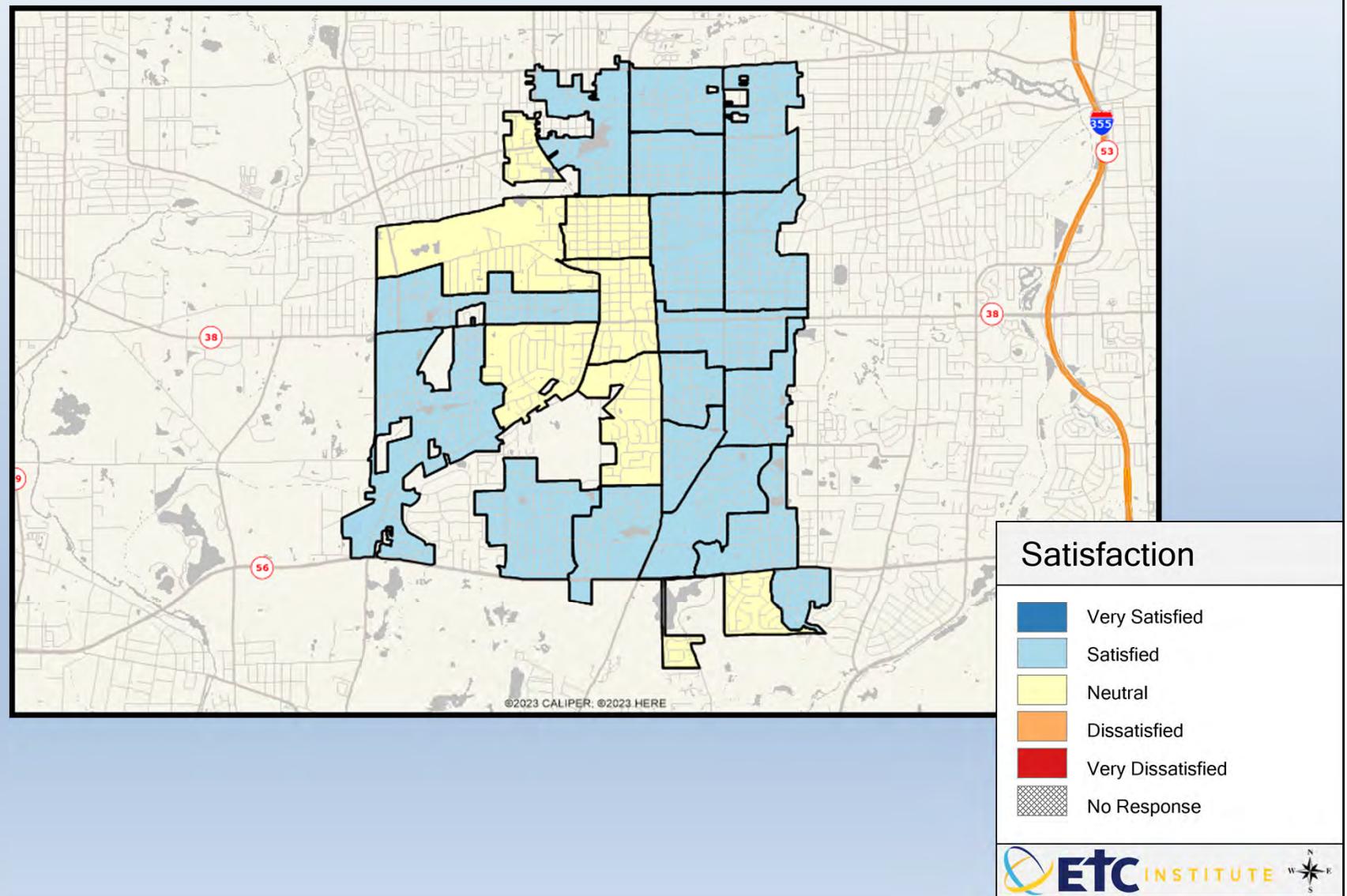
## Q5-07. Appearance of commercial property in the City



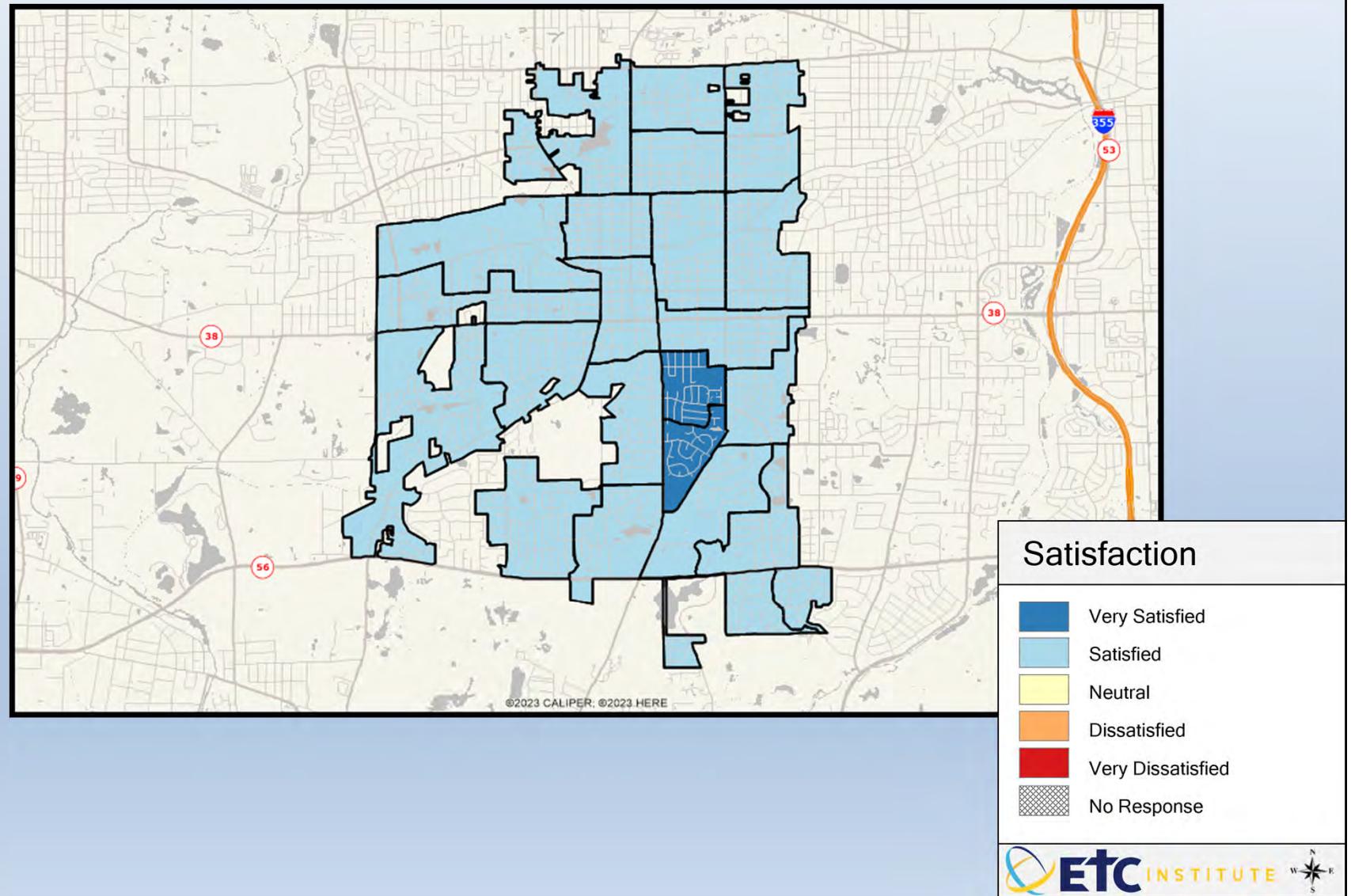
## Q6-01. Traffic conditions in your neighborhood relative to speed and volume



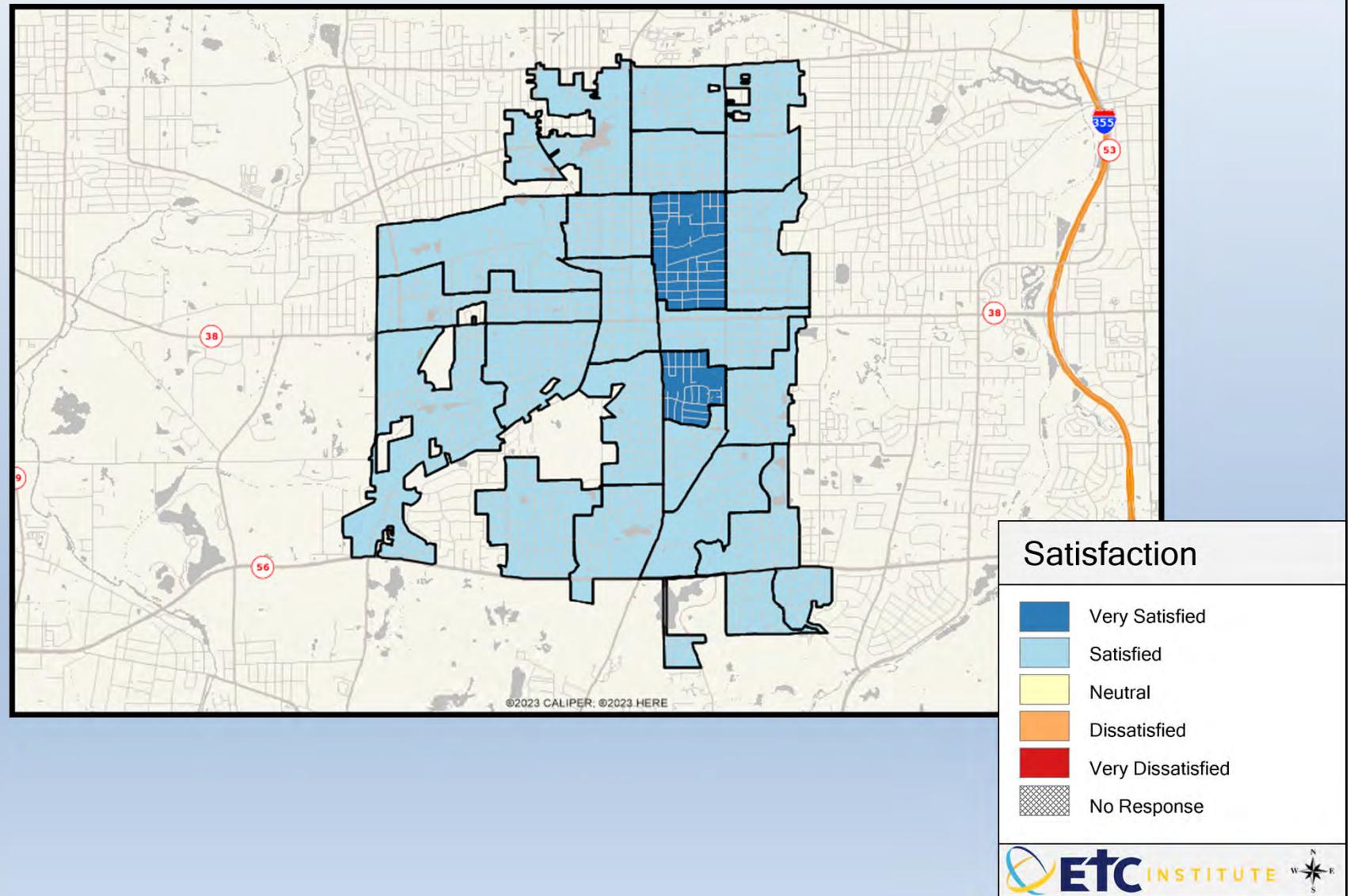
## Q6-02. Traffic signal timing and coordination on major City streets



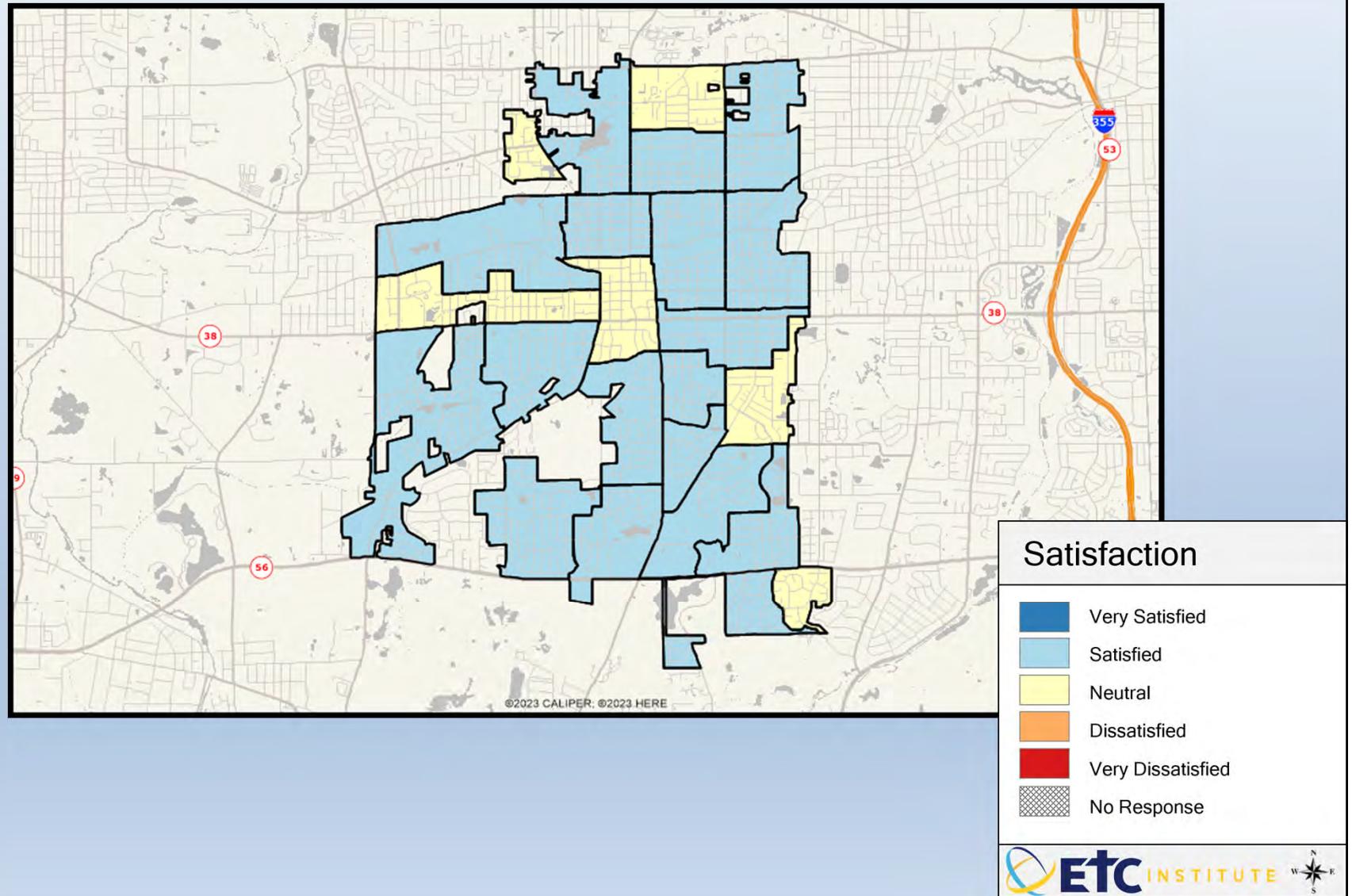
## Q6-03. Ease of walking or biking in Wheaton



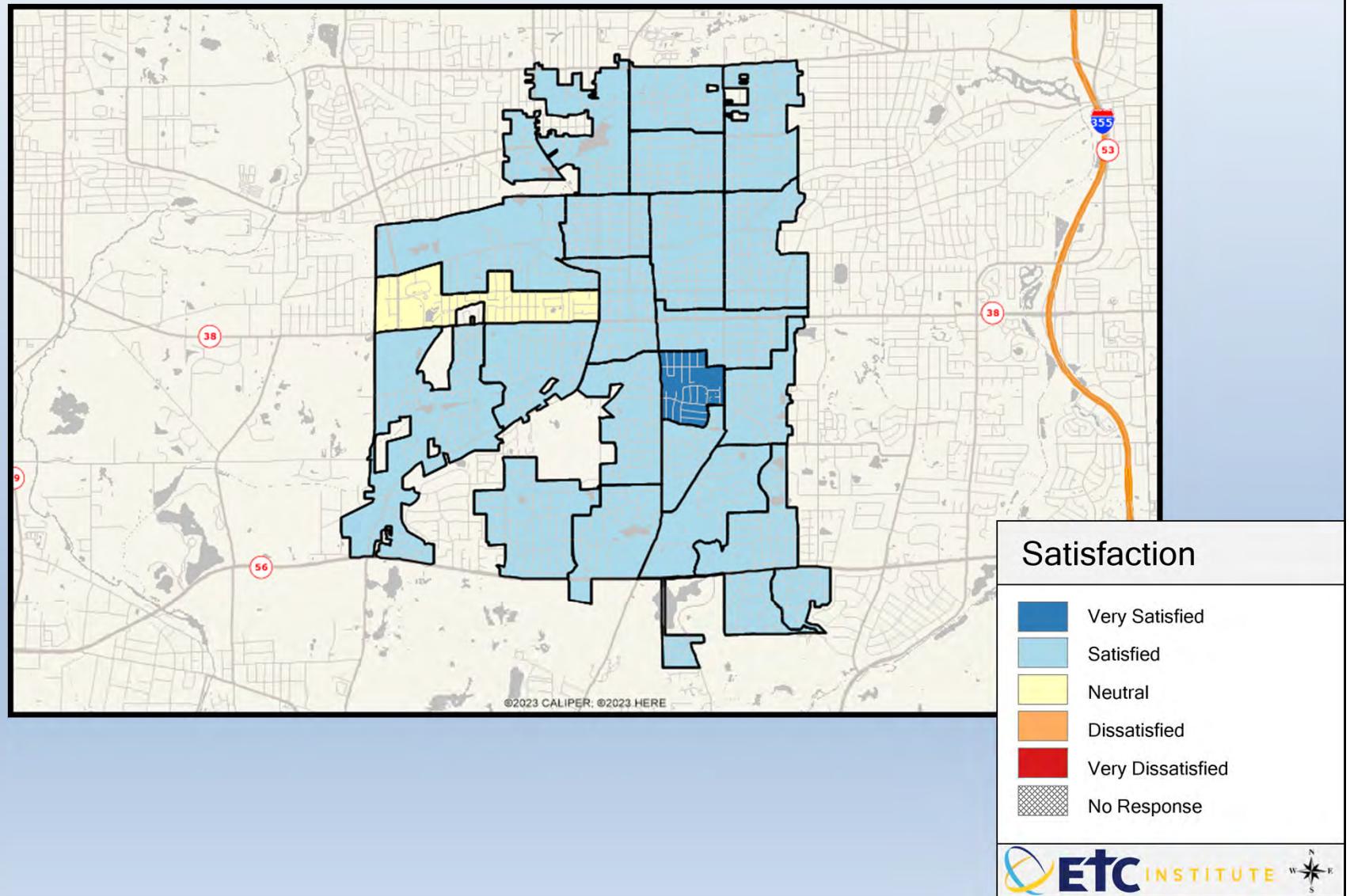
## Q6-04. Availability of sidewalks in the City



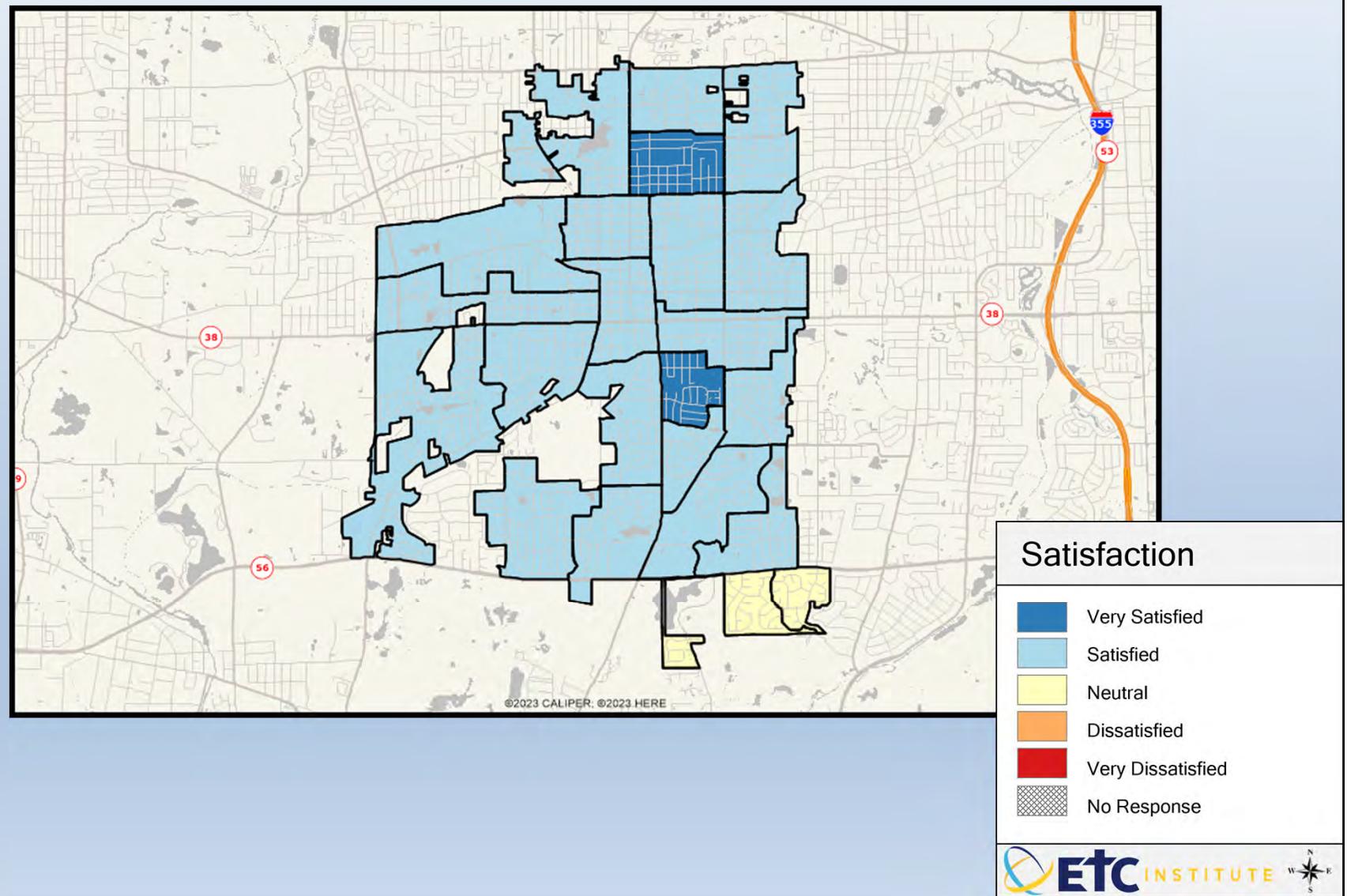
## Q6-05. Availability of parking



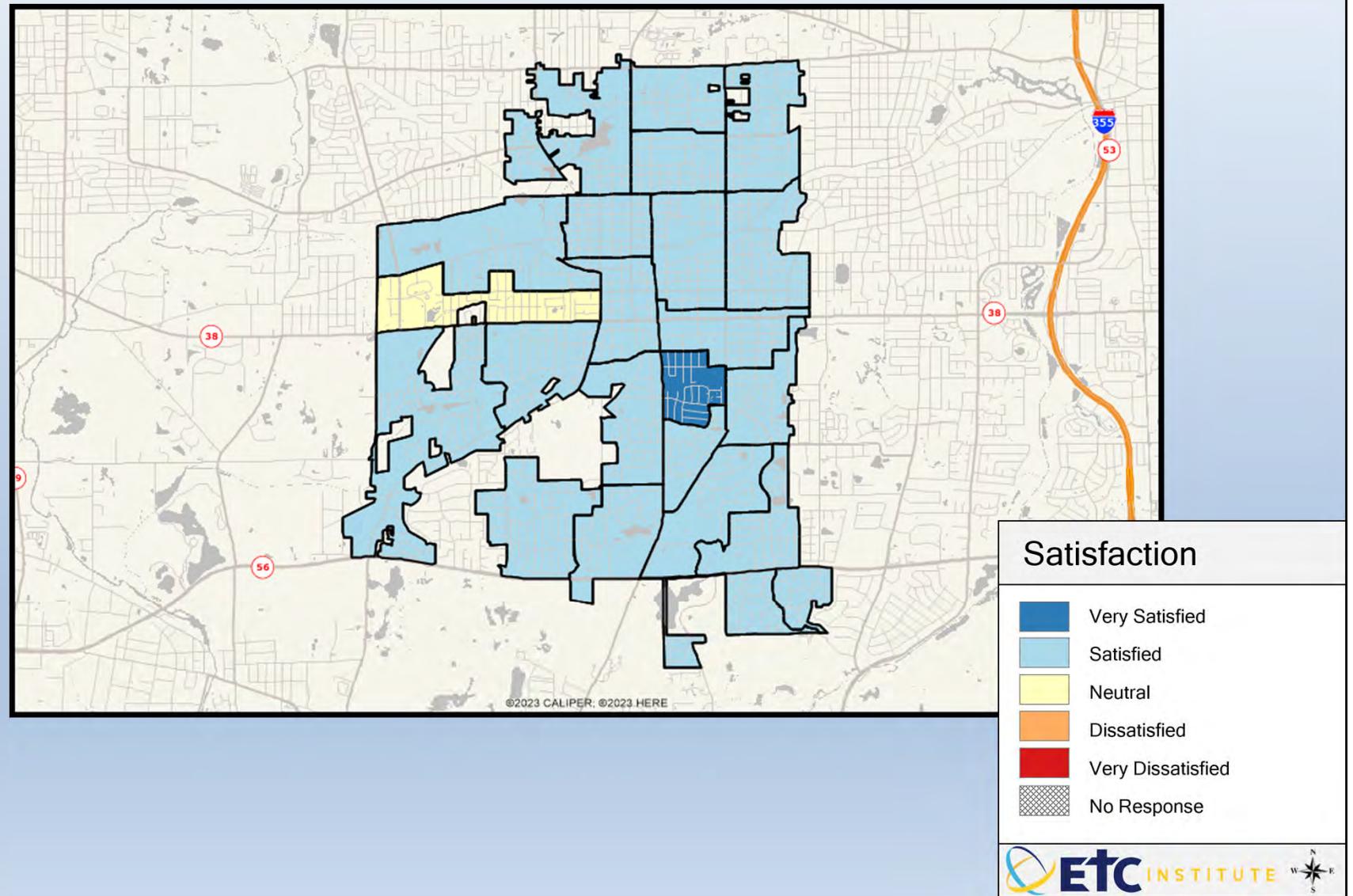
## Q8-01. Cleanup of debris on private property



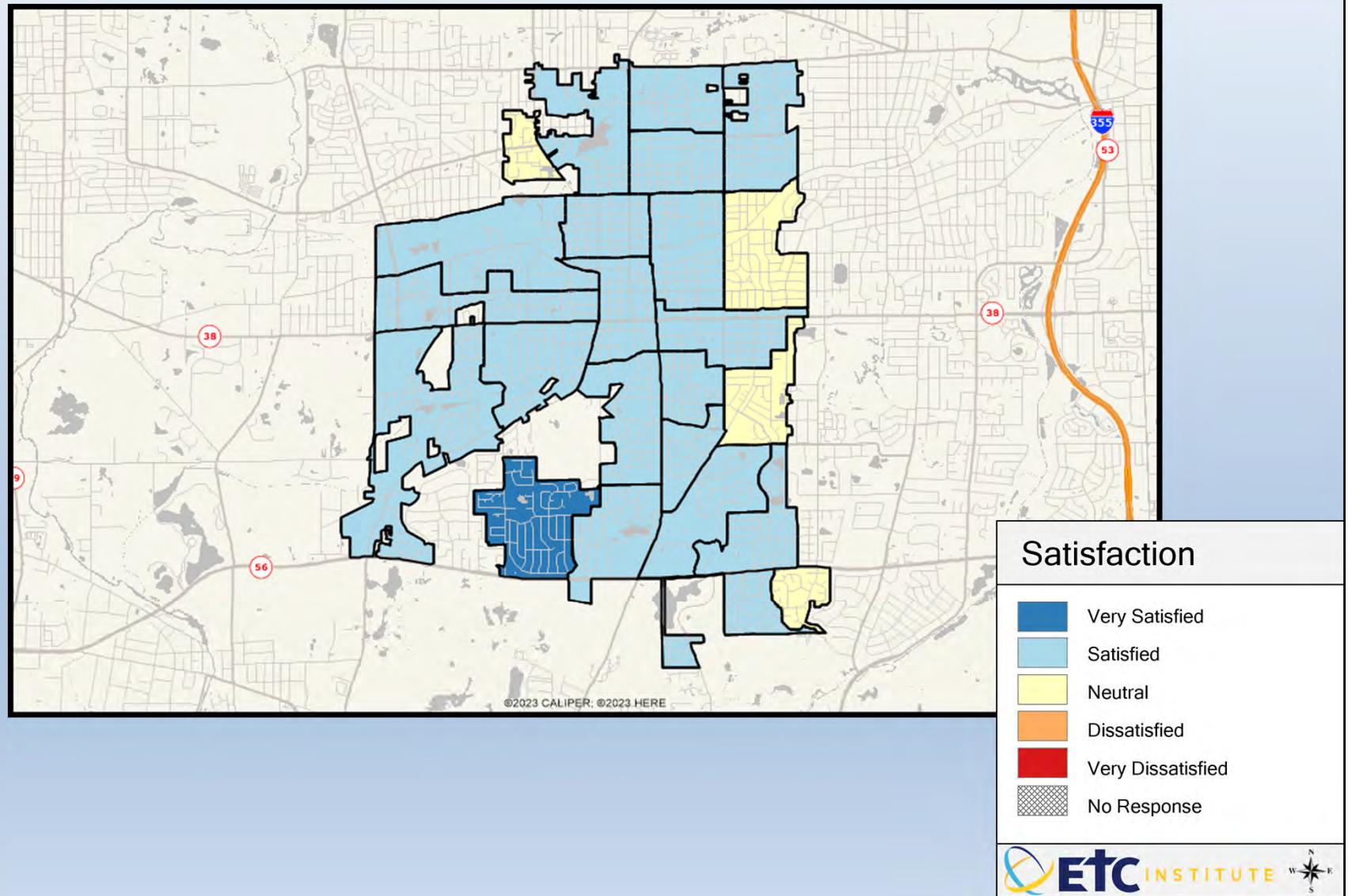
## Q8-02. Mowing and cutting of weeds/grass on private property



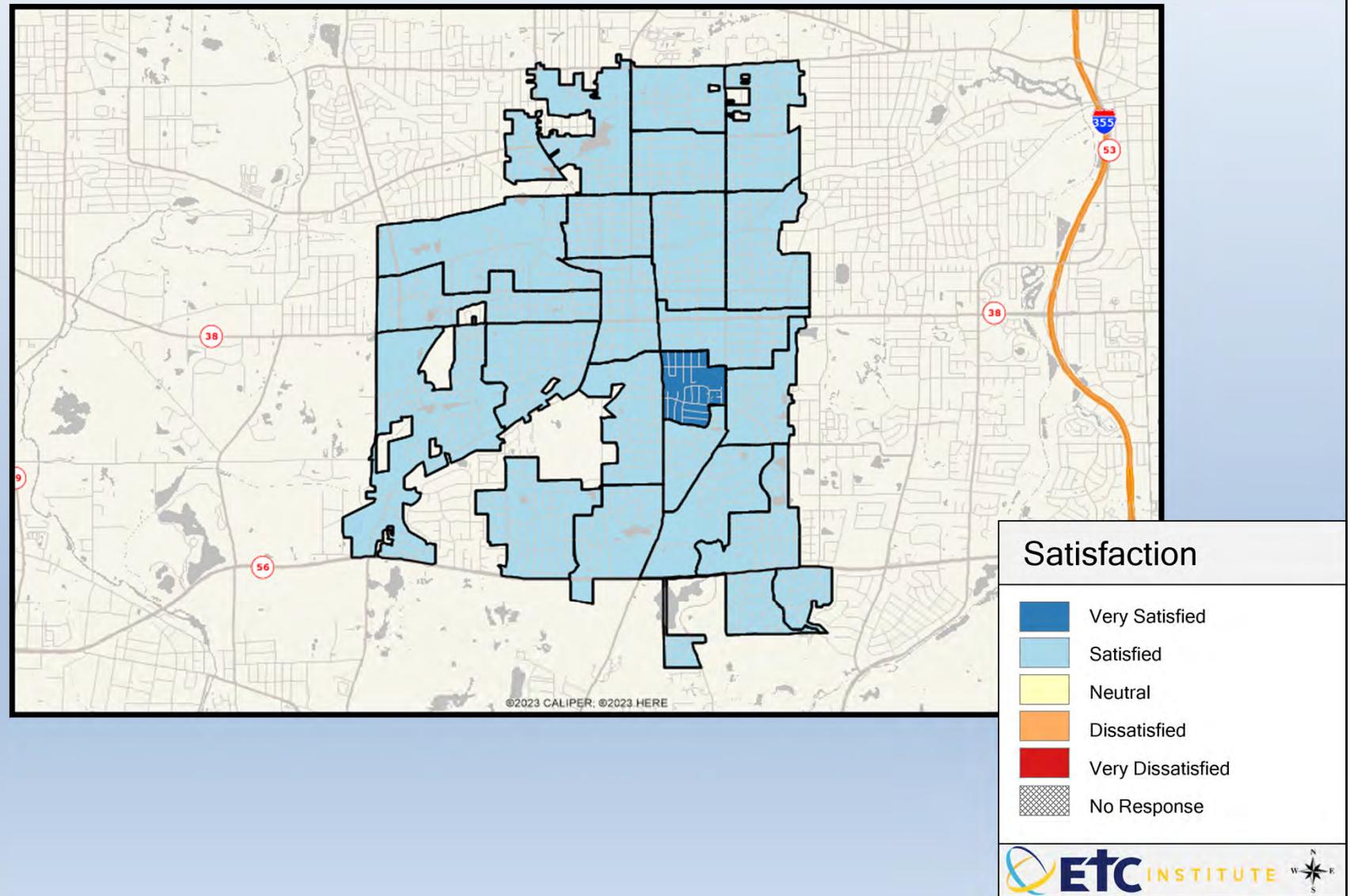
## Q8-03. Properties - exterior maintenance



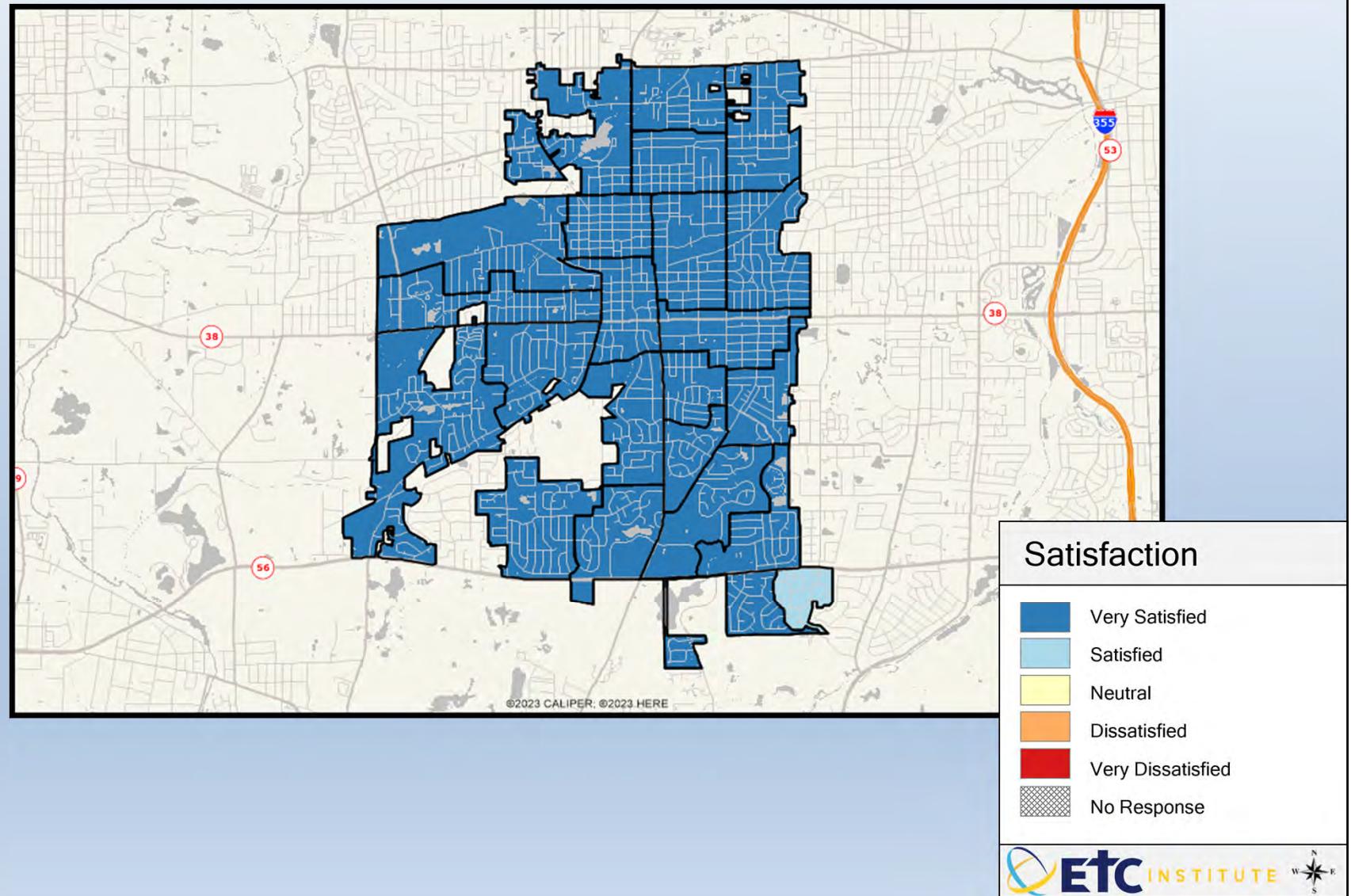
## Q8-04. Parking in residential neighborhoods



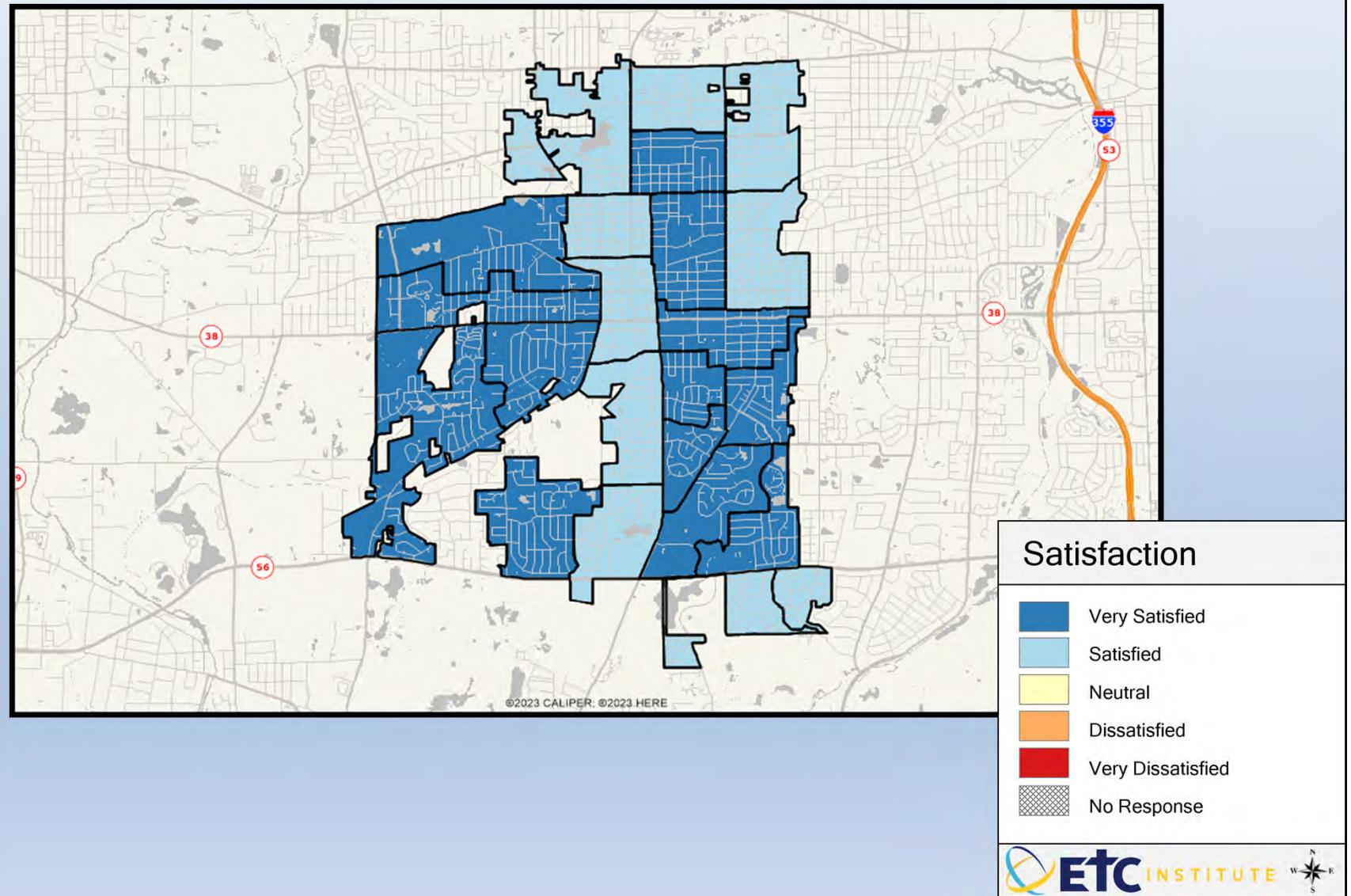
## Q8-05. Noise complaints



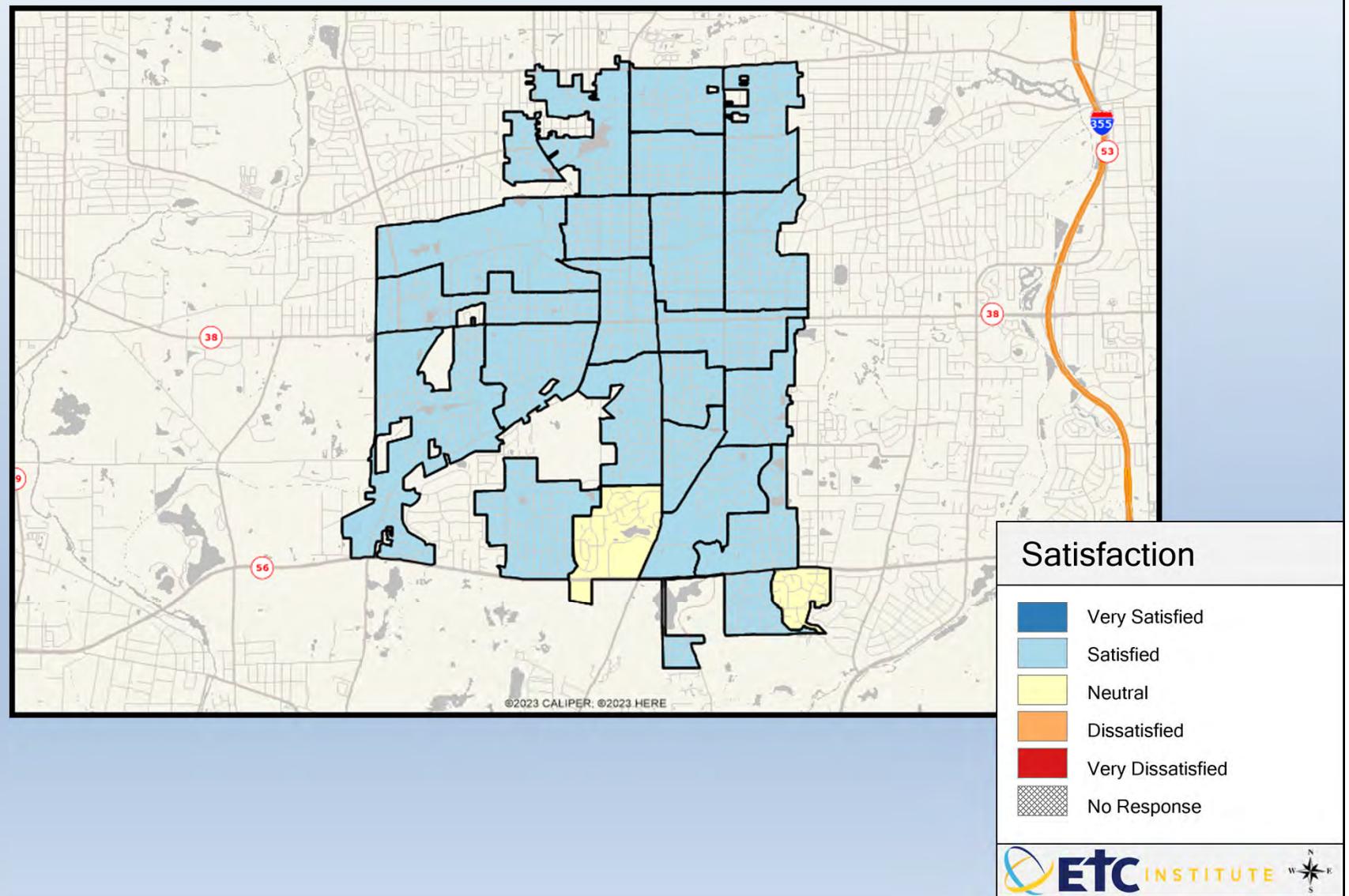
## Q9-01. How quickly police respond to emergencies



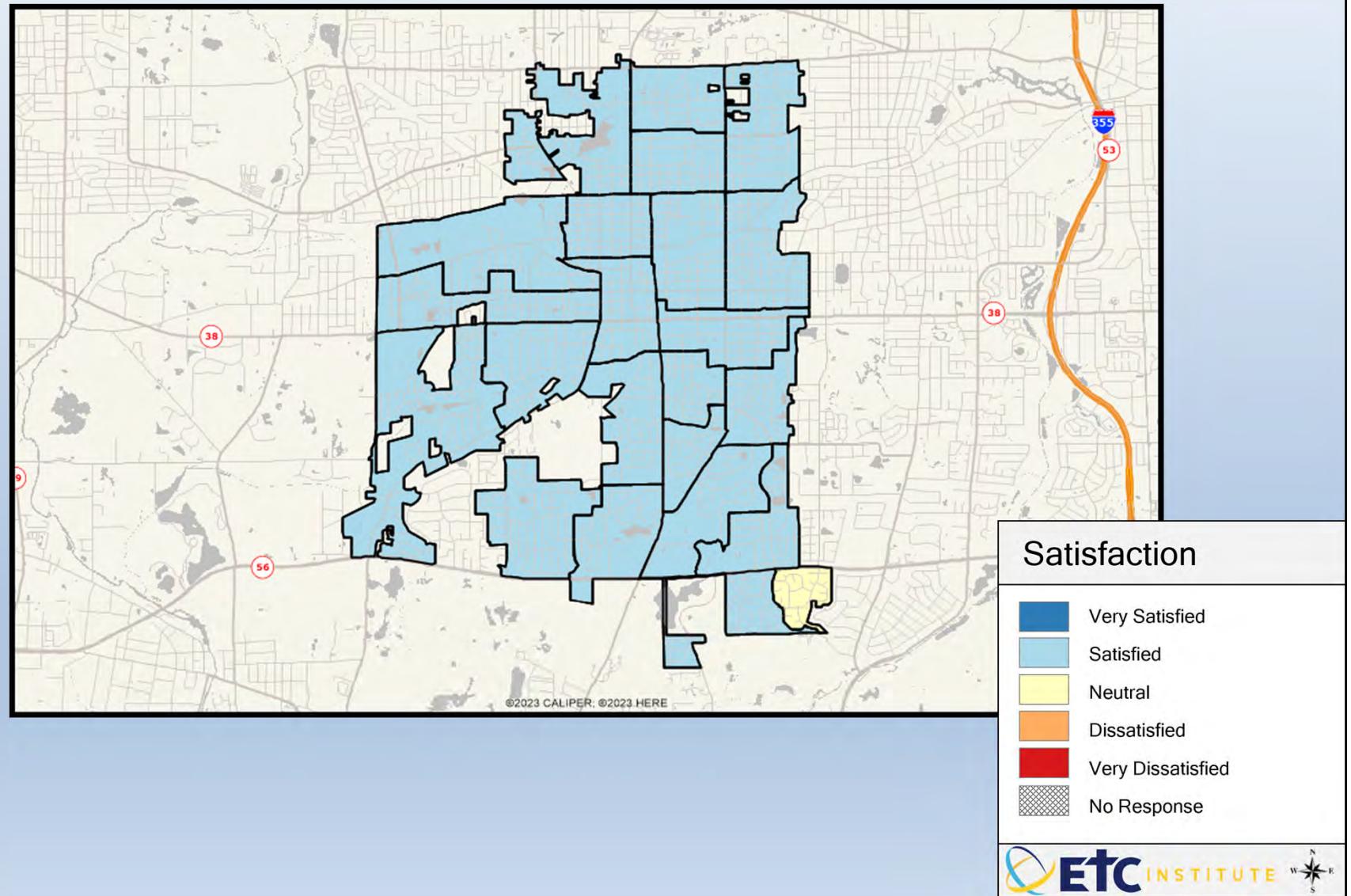
## Q9-02. The City's efforts to prevent crime



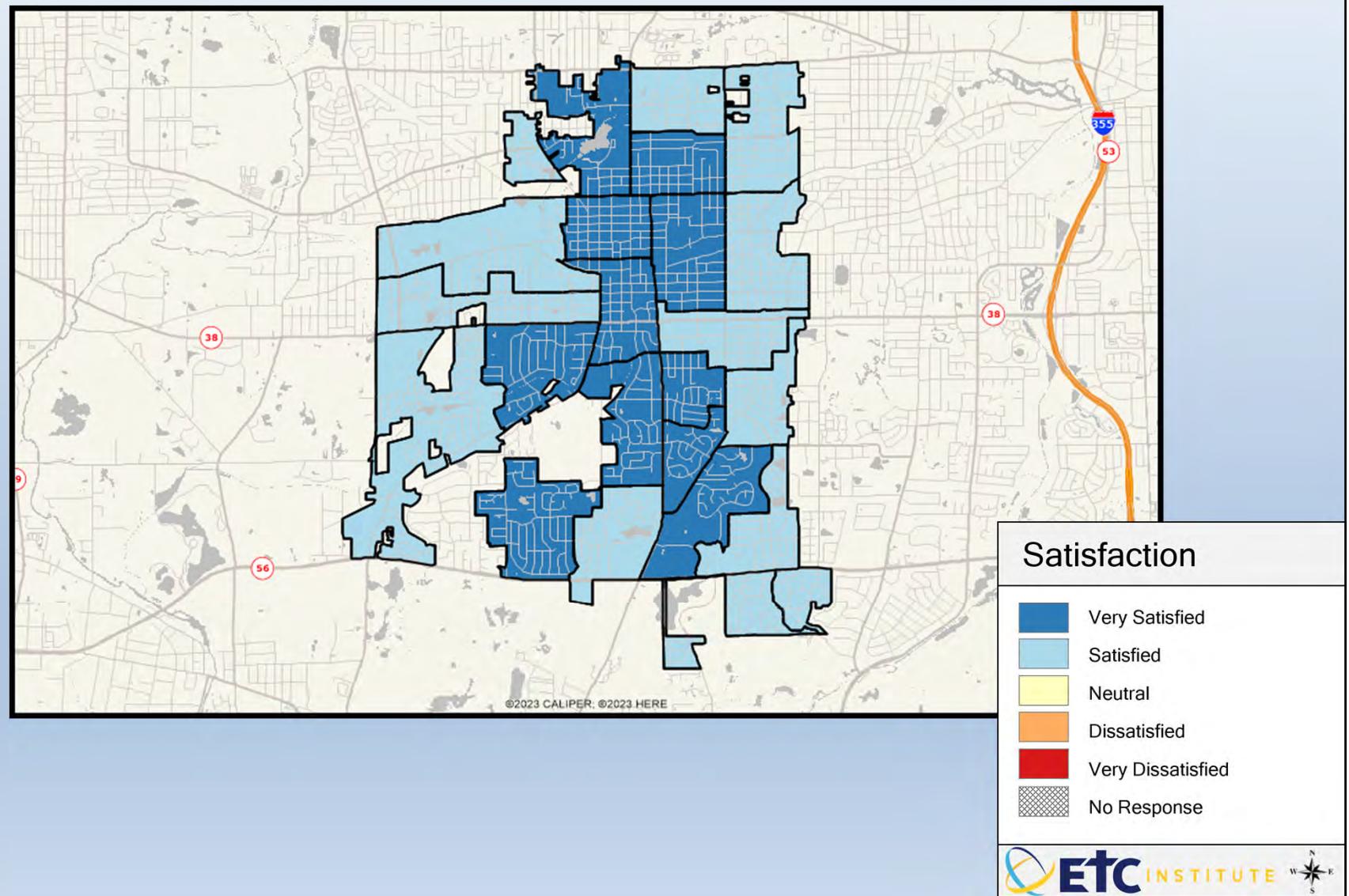
## Q9-03. The visibility of police in neighborhoods



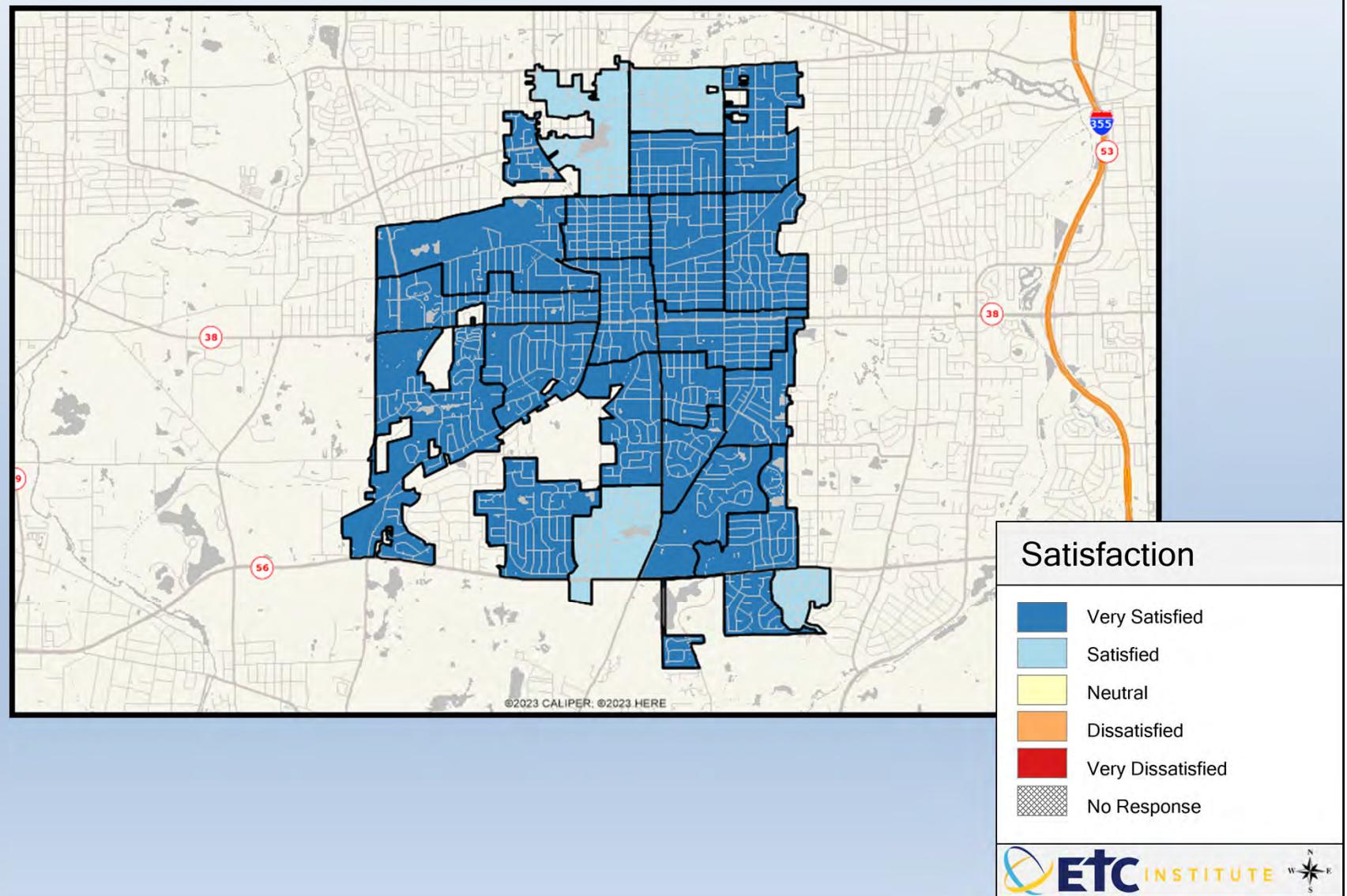
## Q9-04. The visibility of police in retail areas



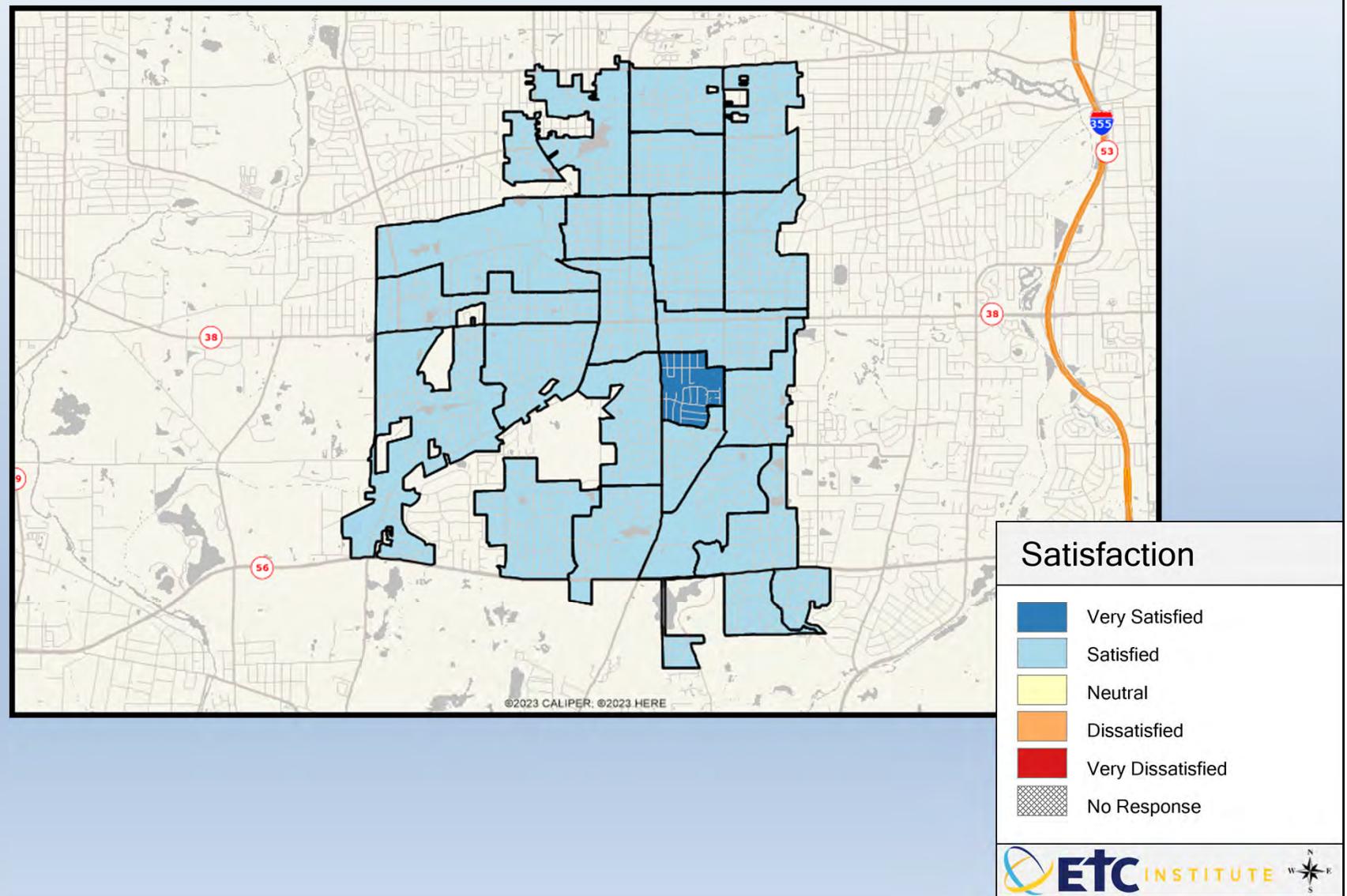
## Q9-05. Police community engagement and safety programs



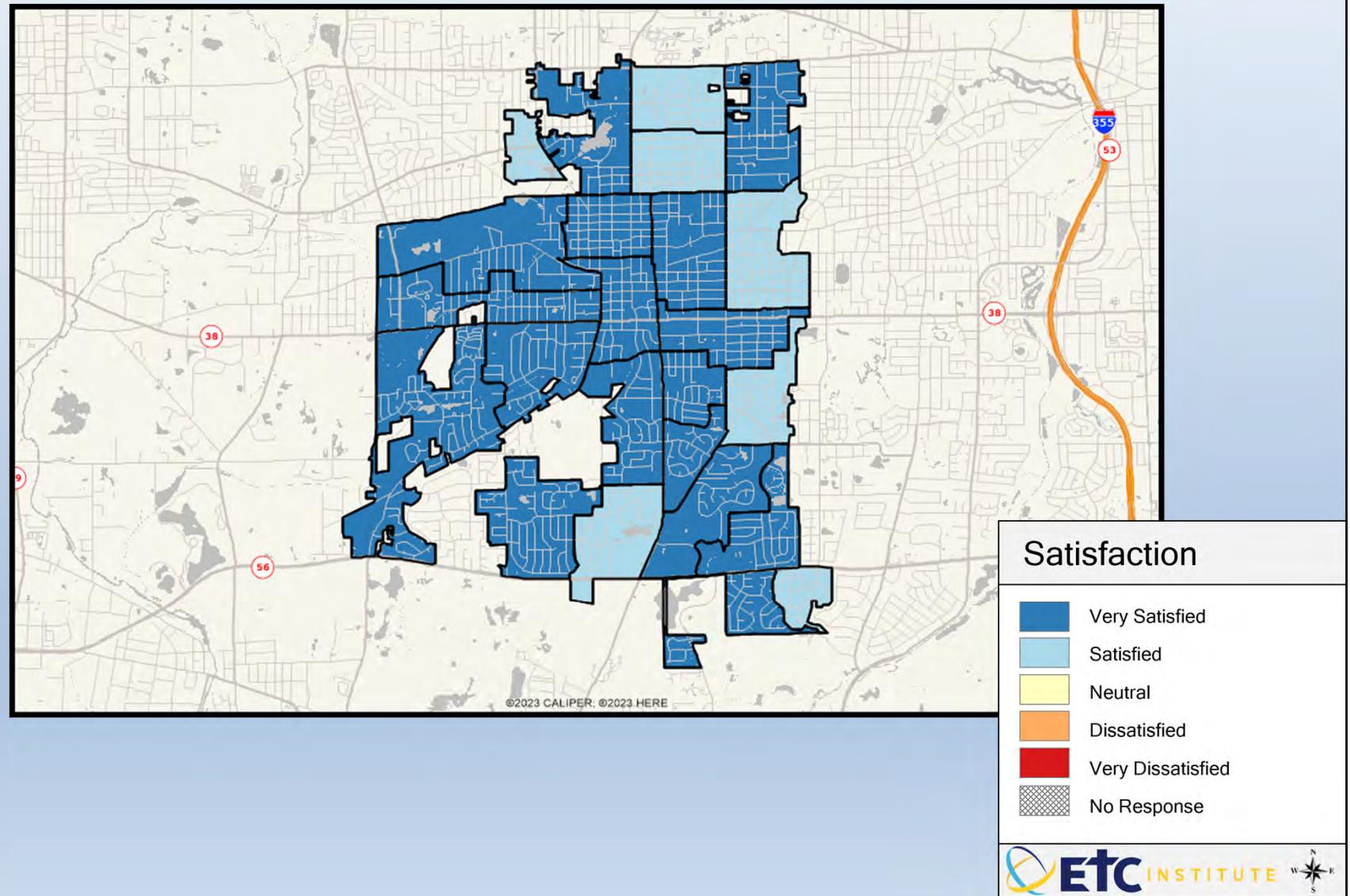
## Q9-06. The professionalism of Police Department personnel



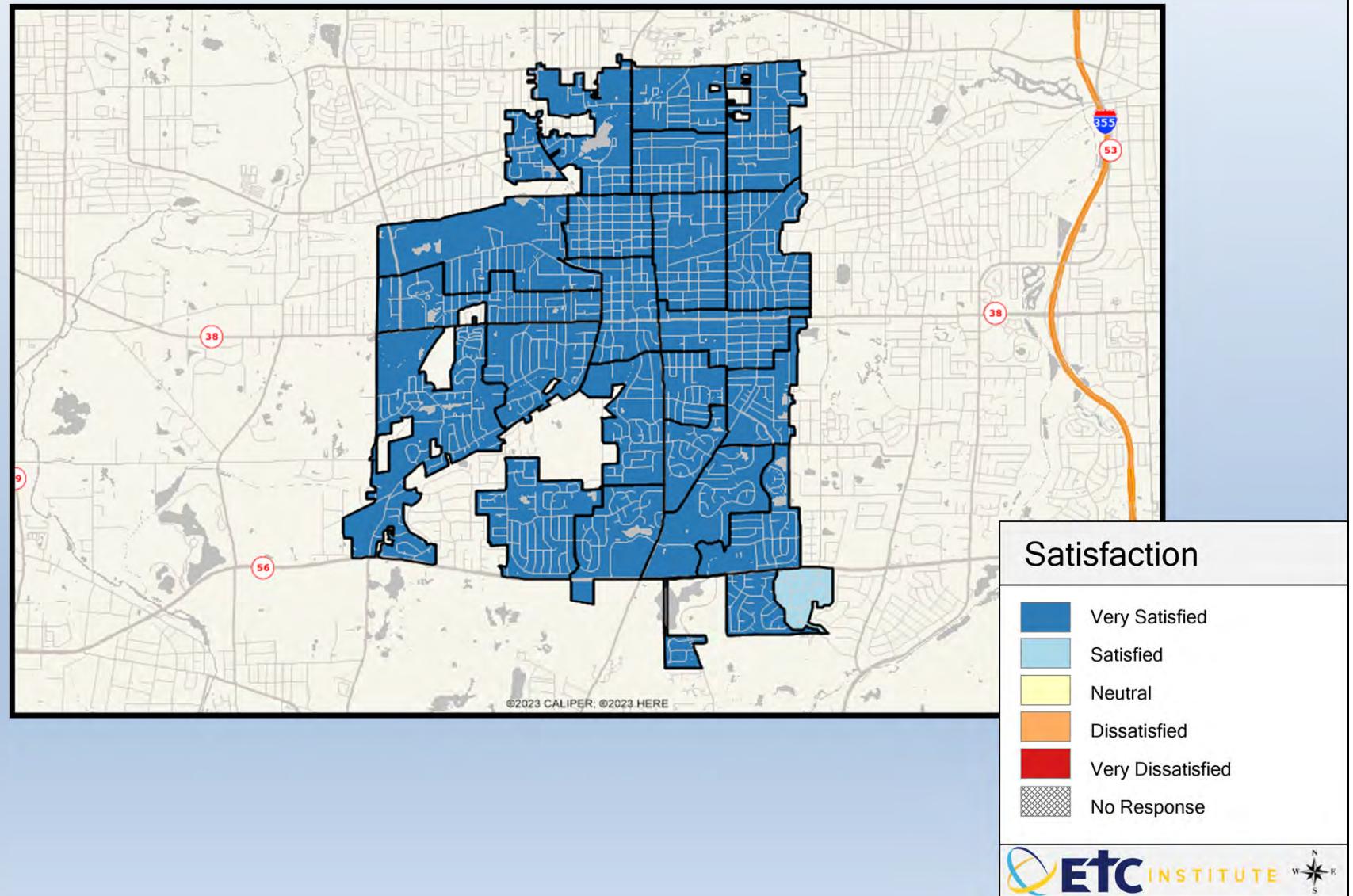
## Q9-07. Enforcement of local traffic laws



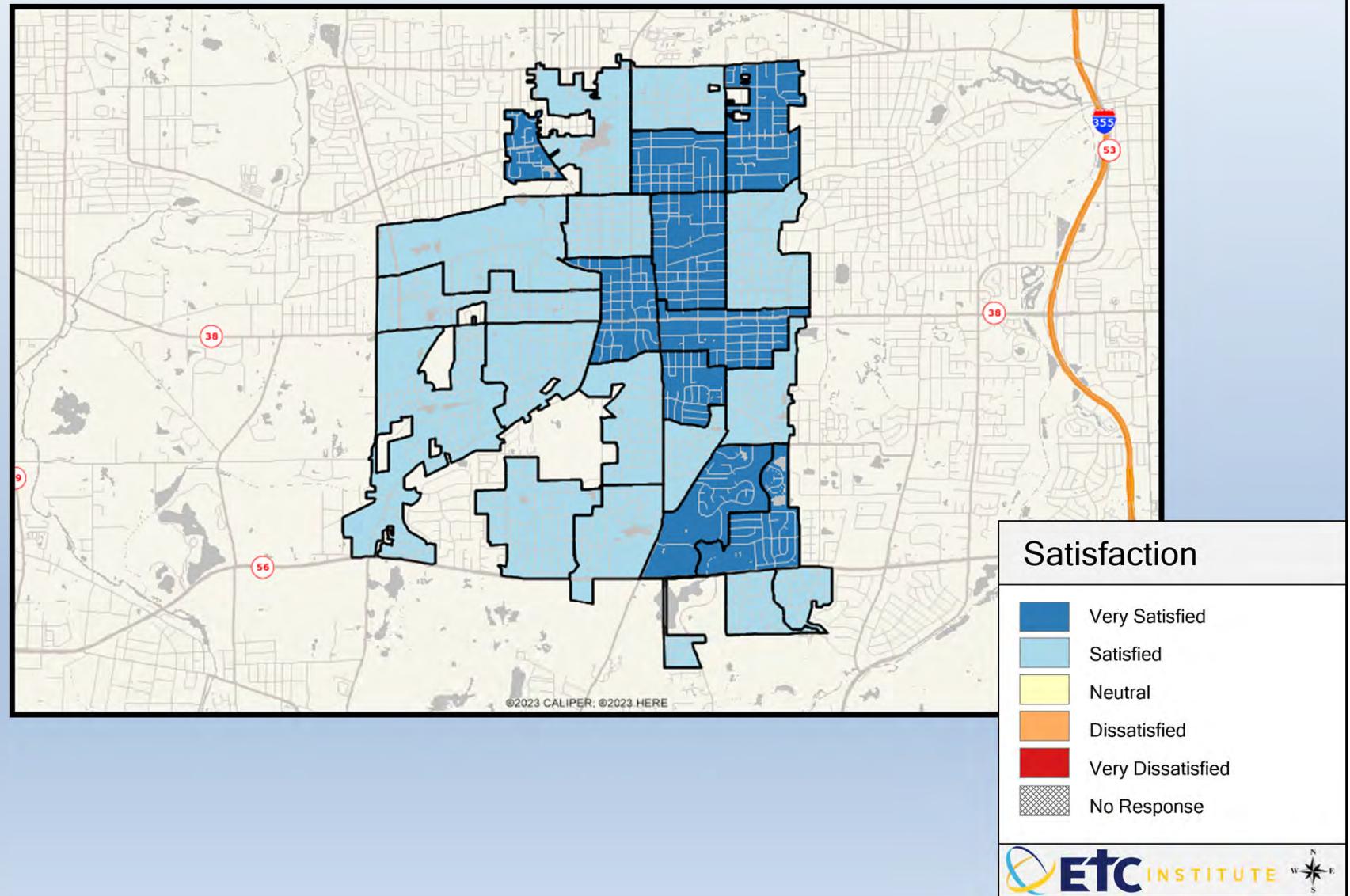
## Q9-08. Overall quality of local police protection



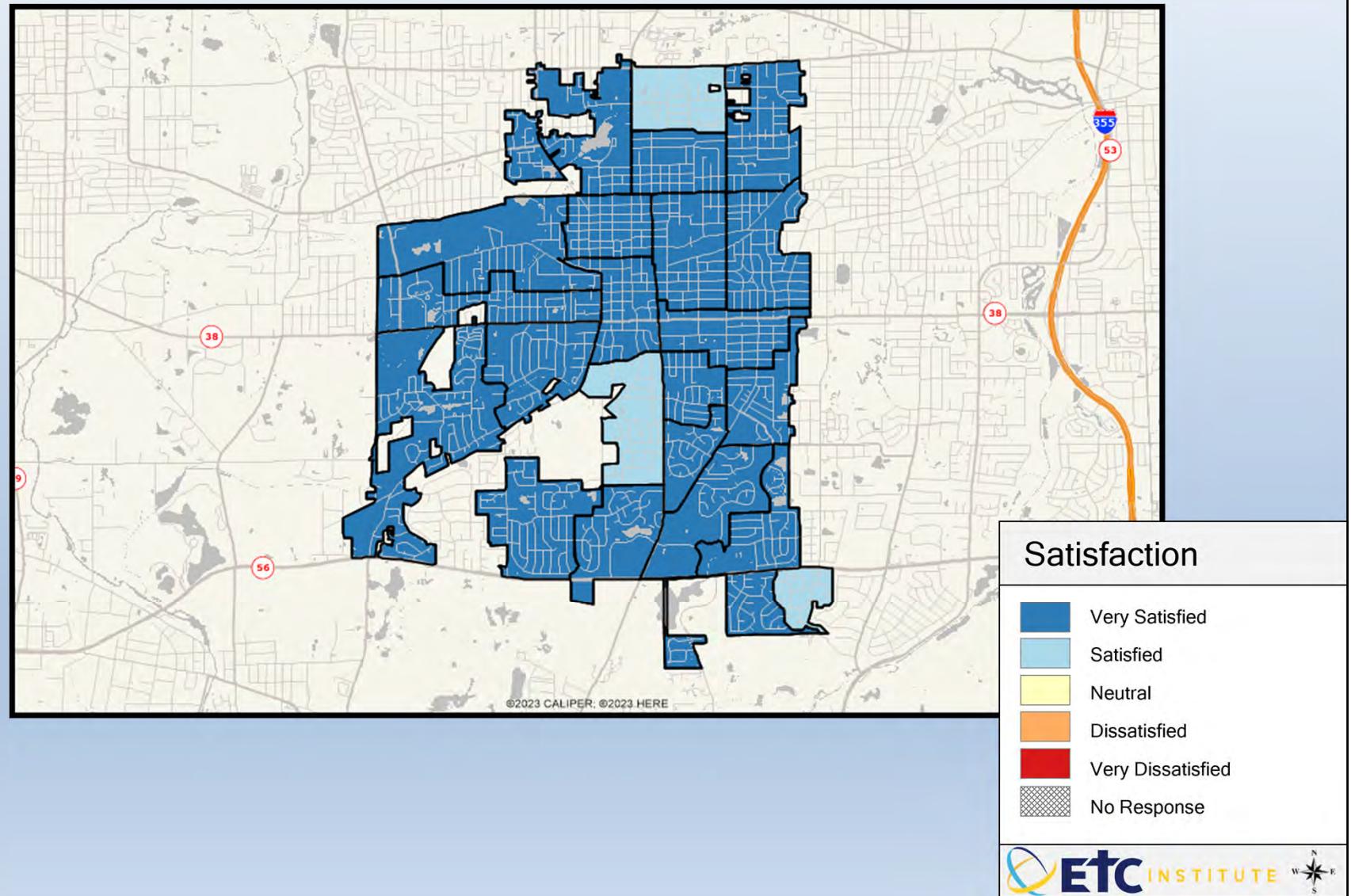
## Q9-09. How quickly fire/ambulance personnel respond to emergencies



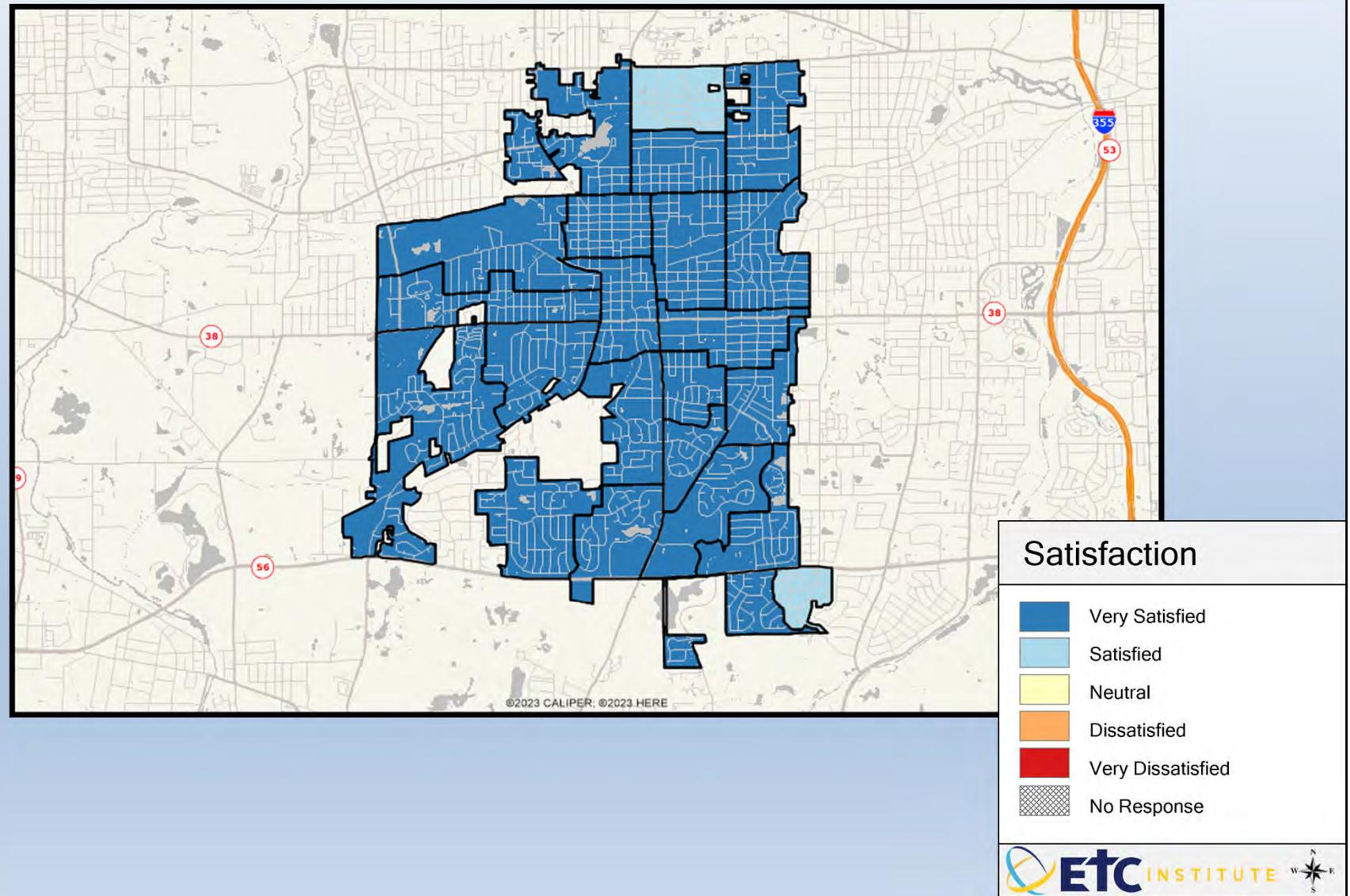
## Q9-10. Quality of City's fire safety education programs



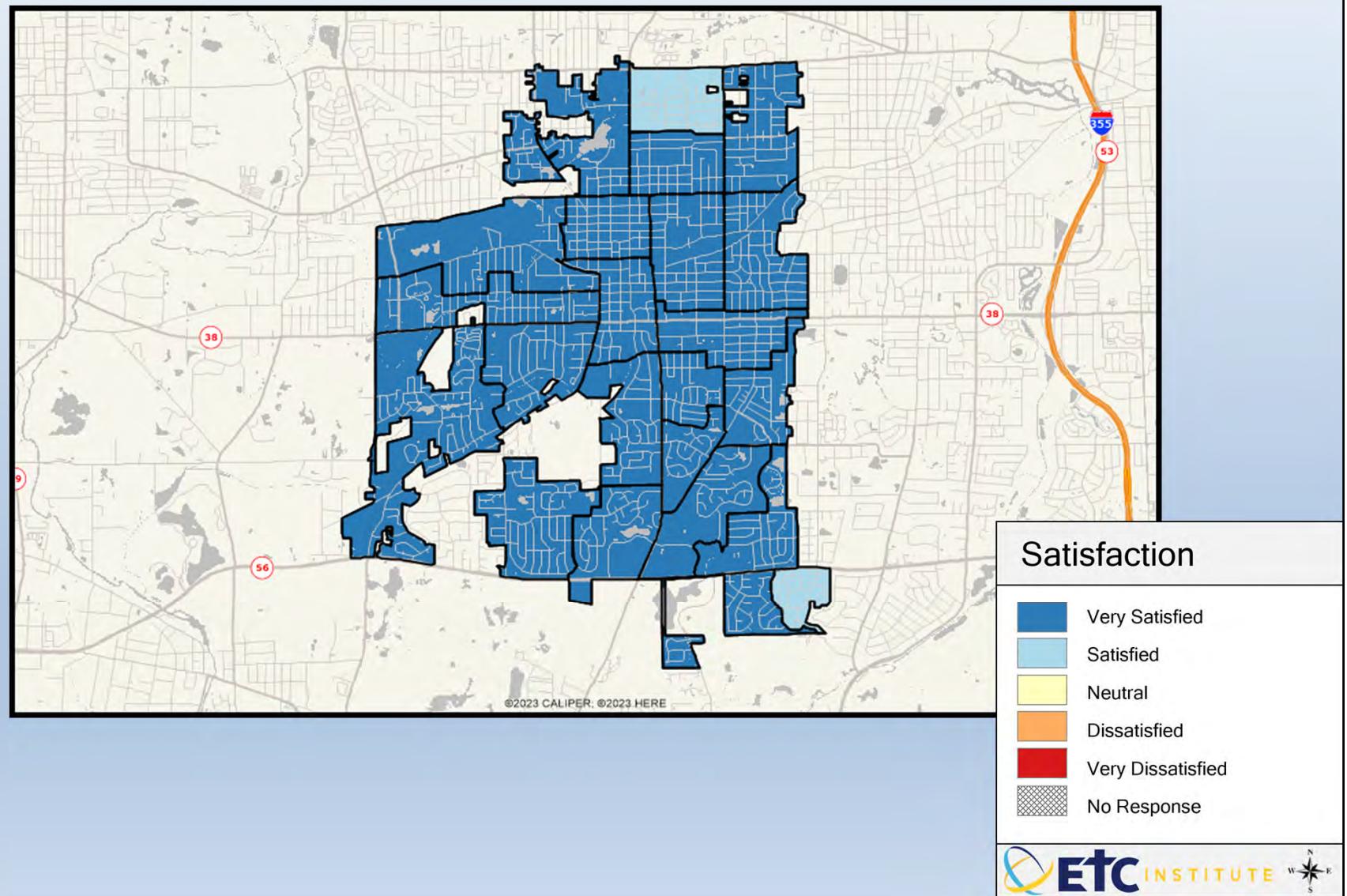
## Q9-11. Overall quality of local fire protection



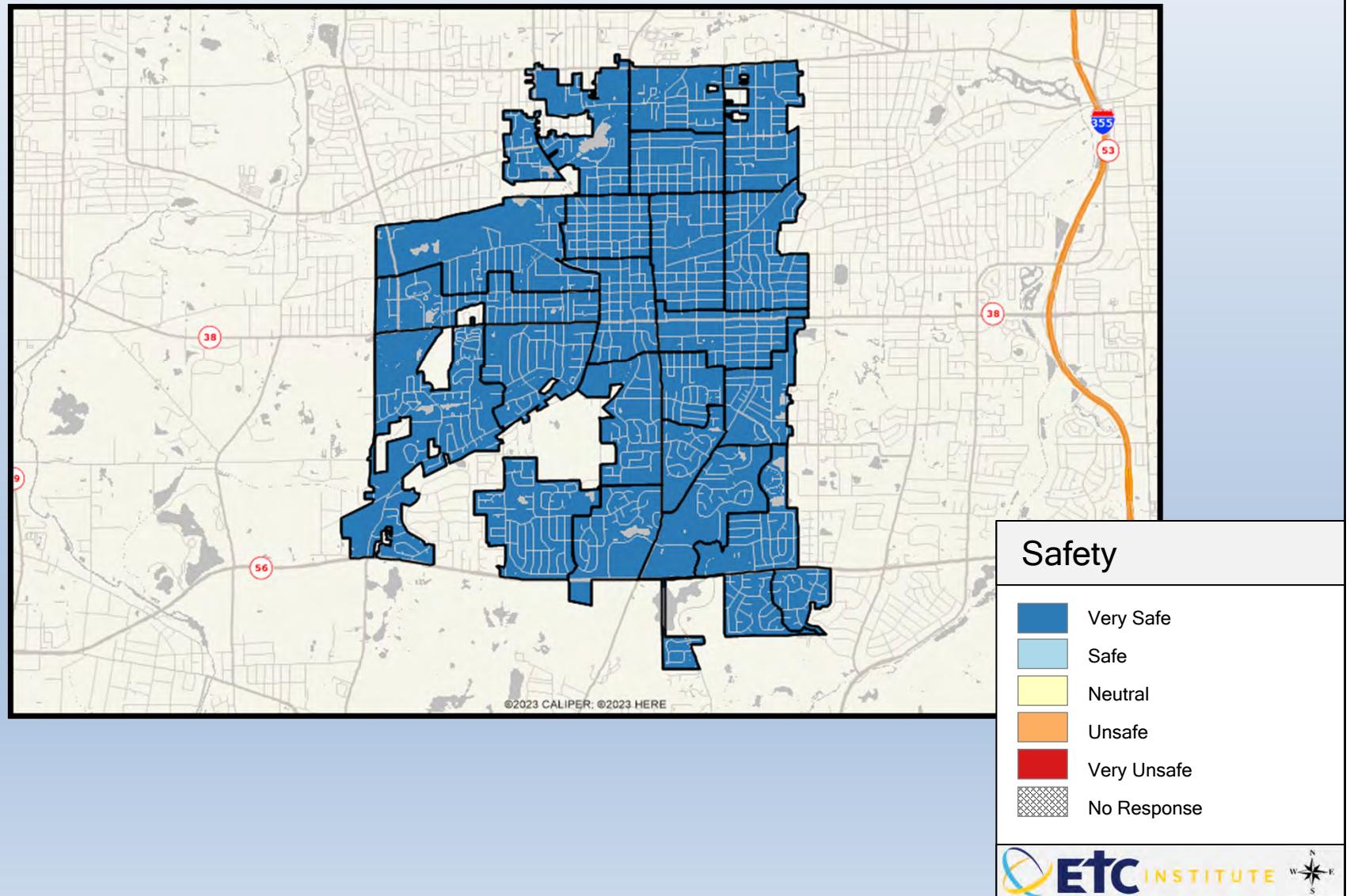
## Q9-12. The professionalism of Fire Department personnel



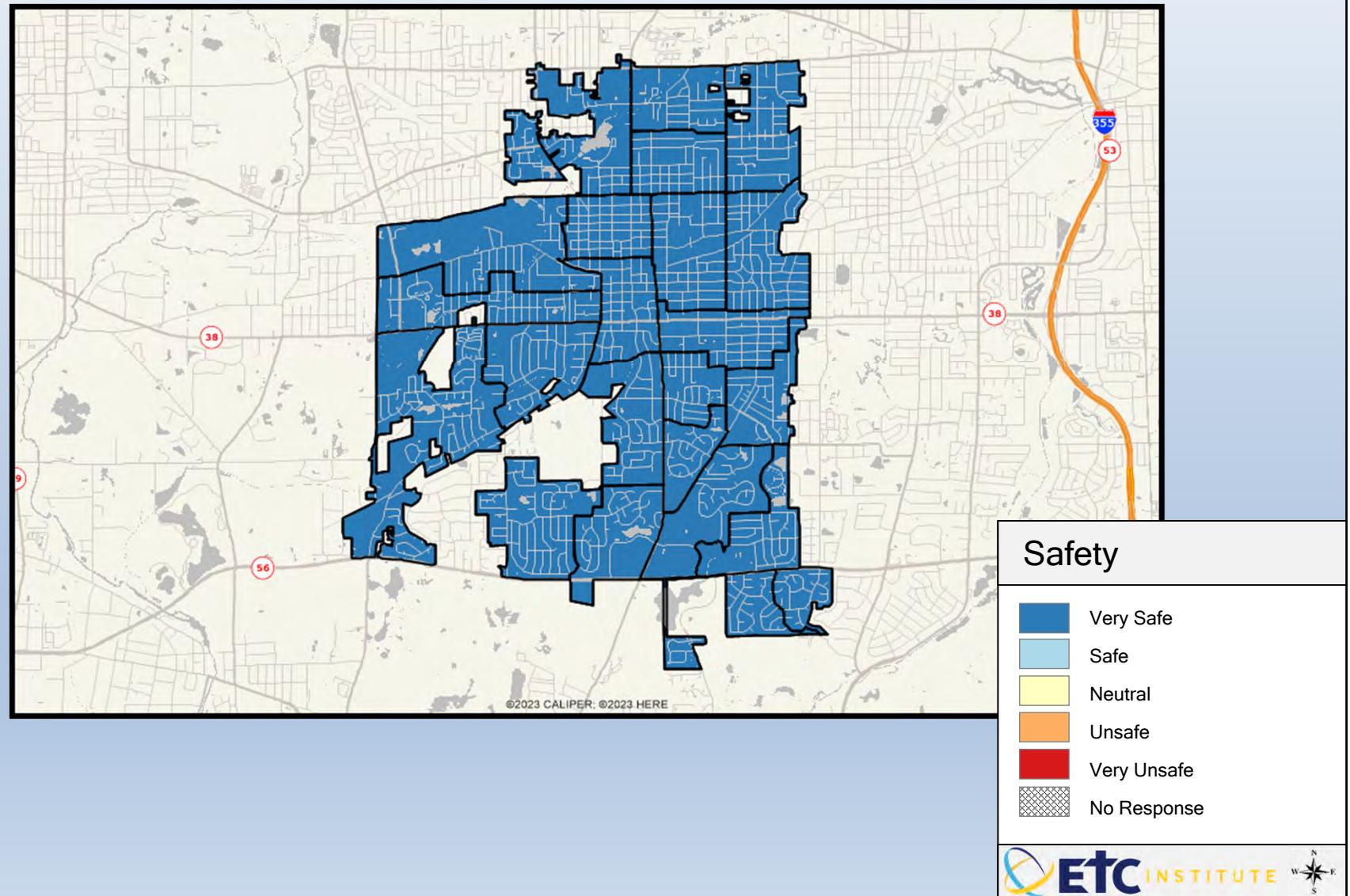
## Q9-13. Overall quality of local ambulance service



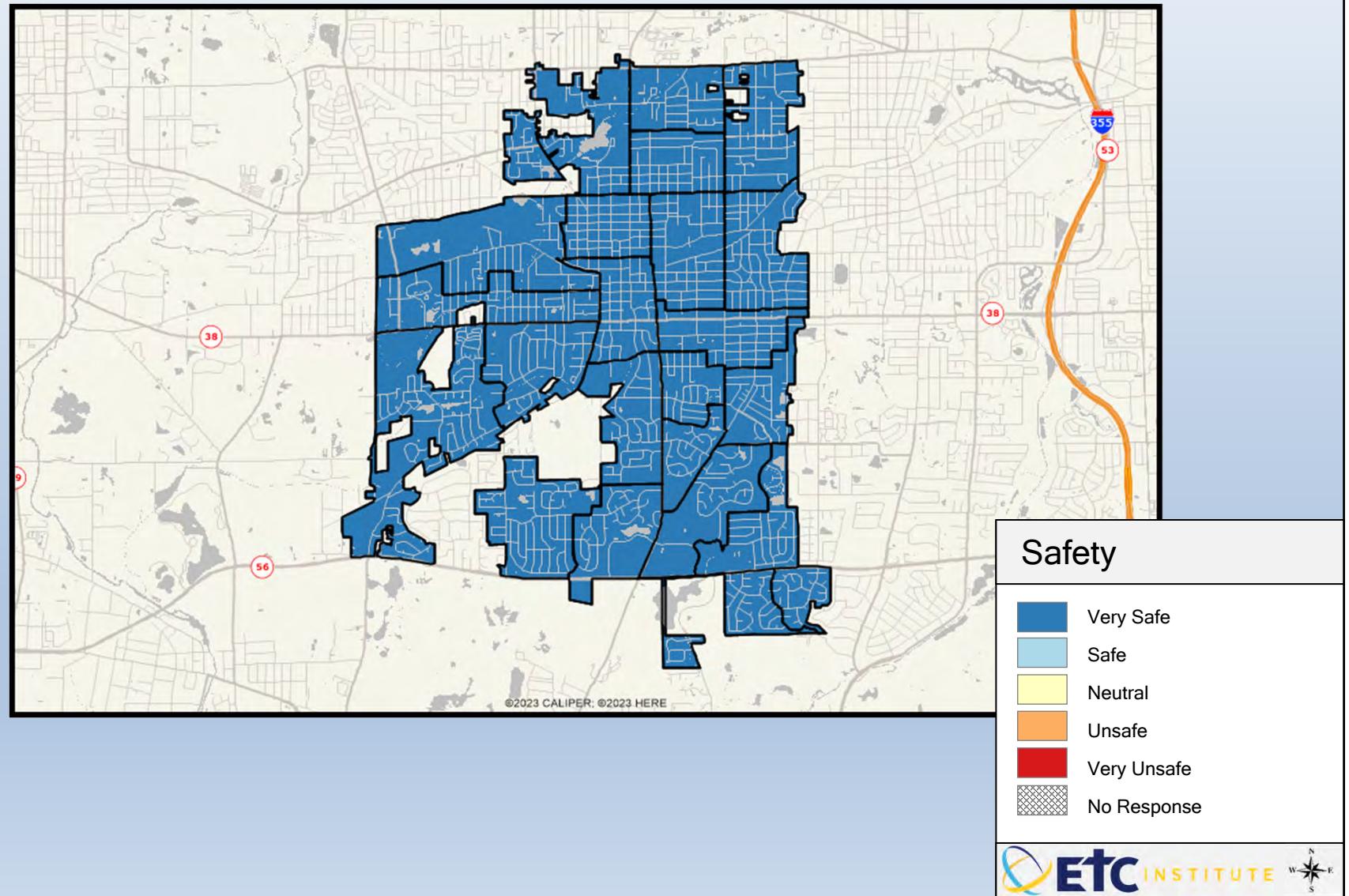
## Q11-01. In your neighborhood



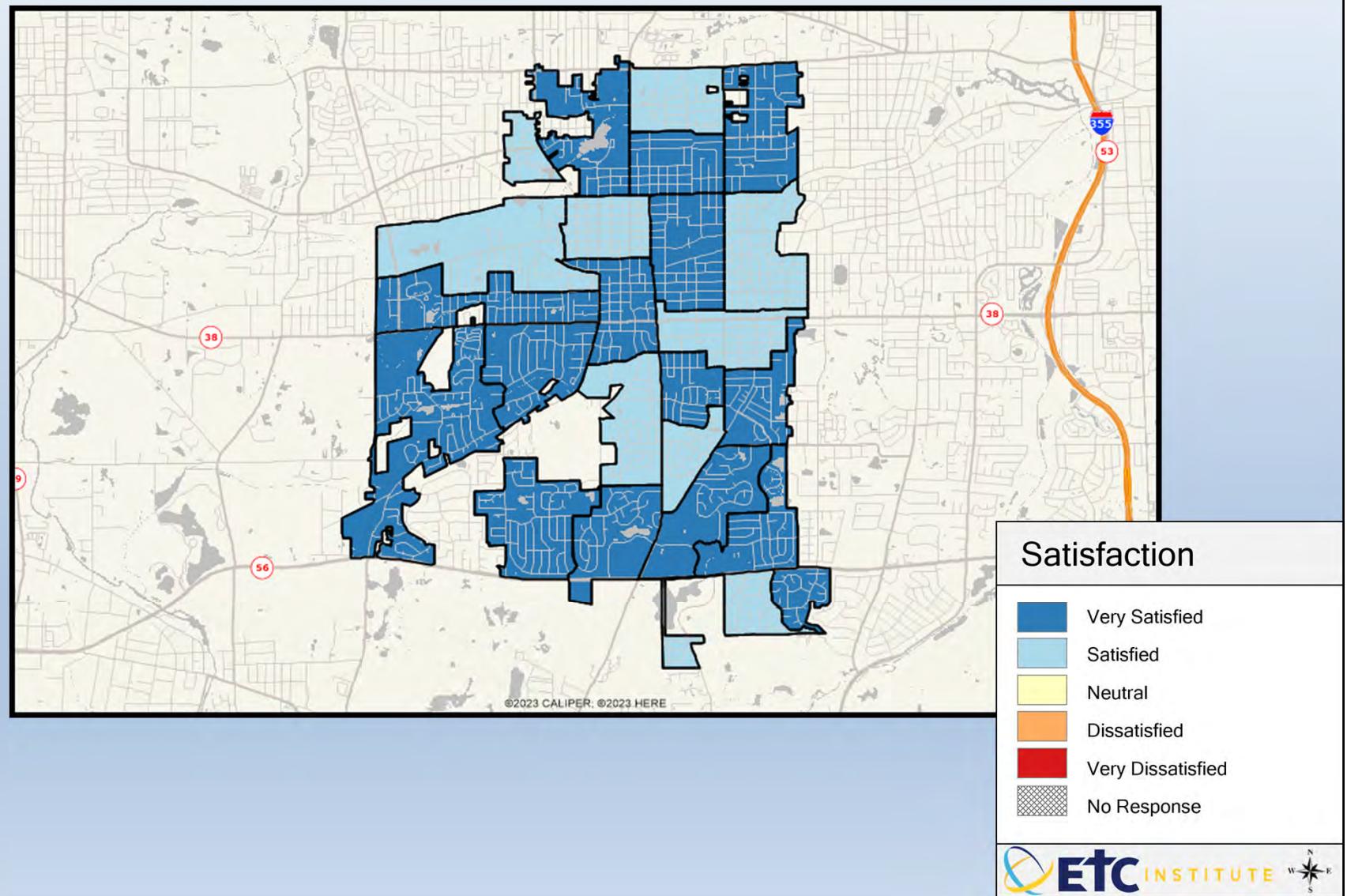
## Q11-02. In commercial and retail areas



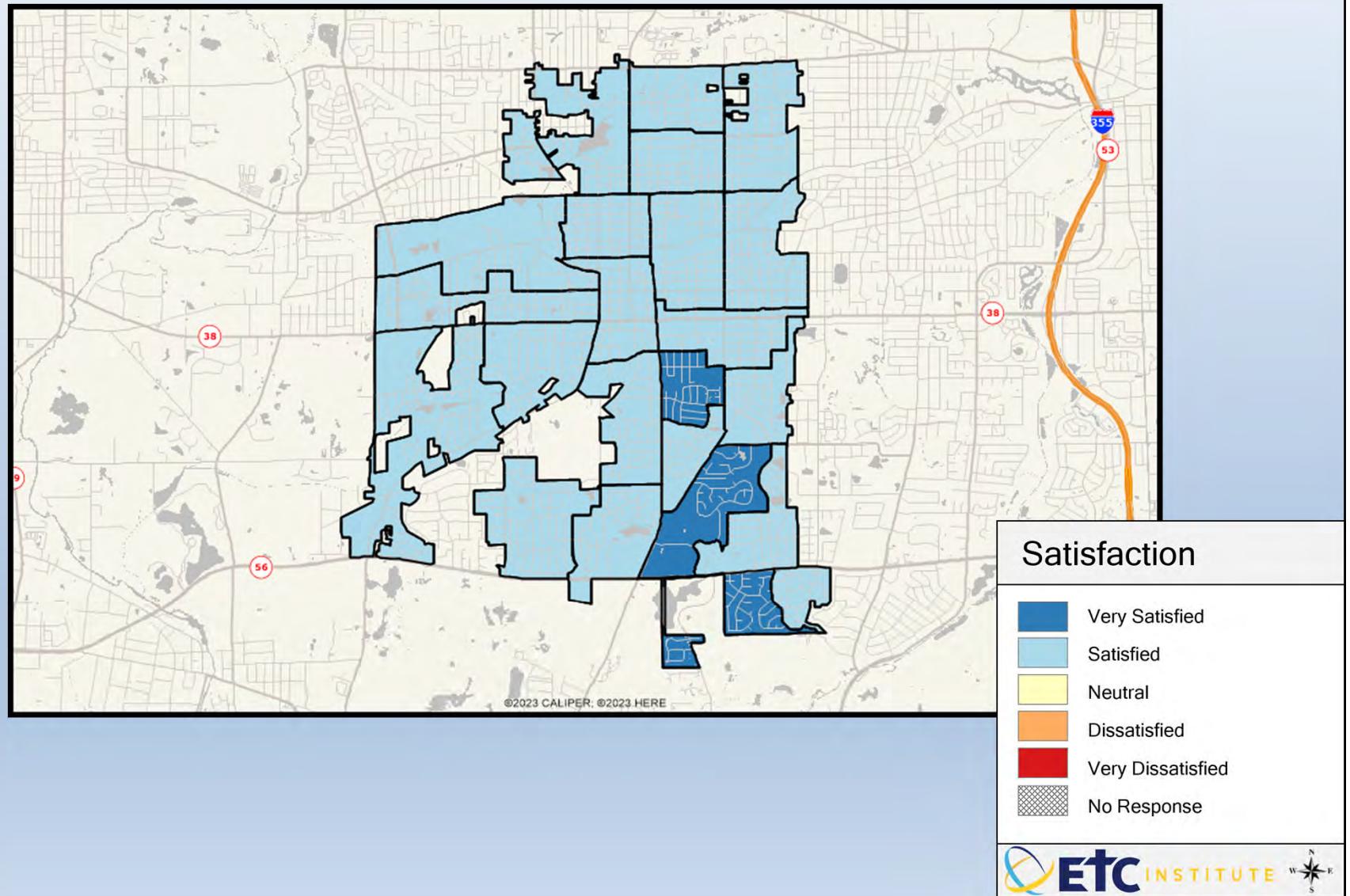
## Q11-03. Overall feeling of safety in Wheaton



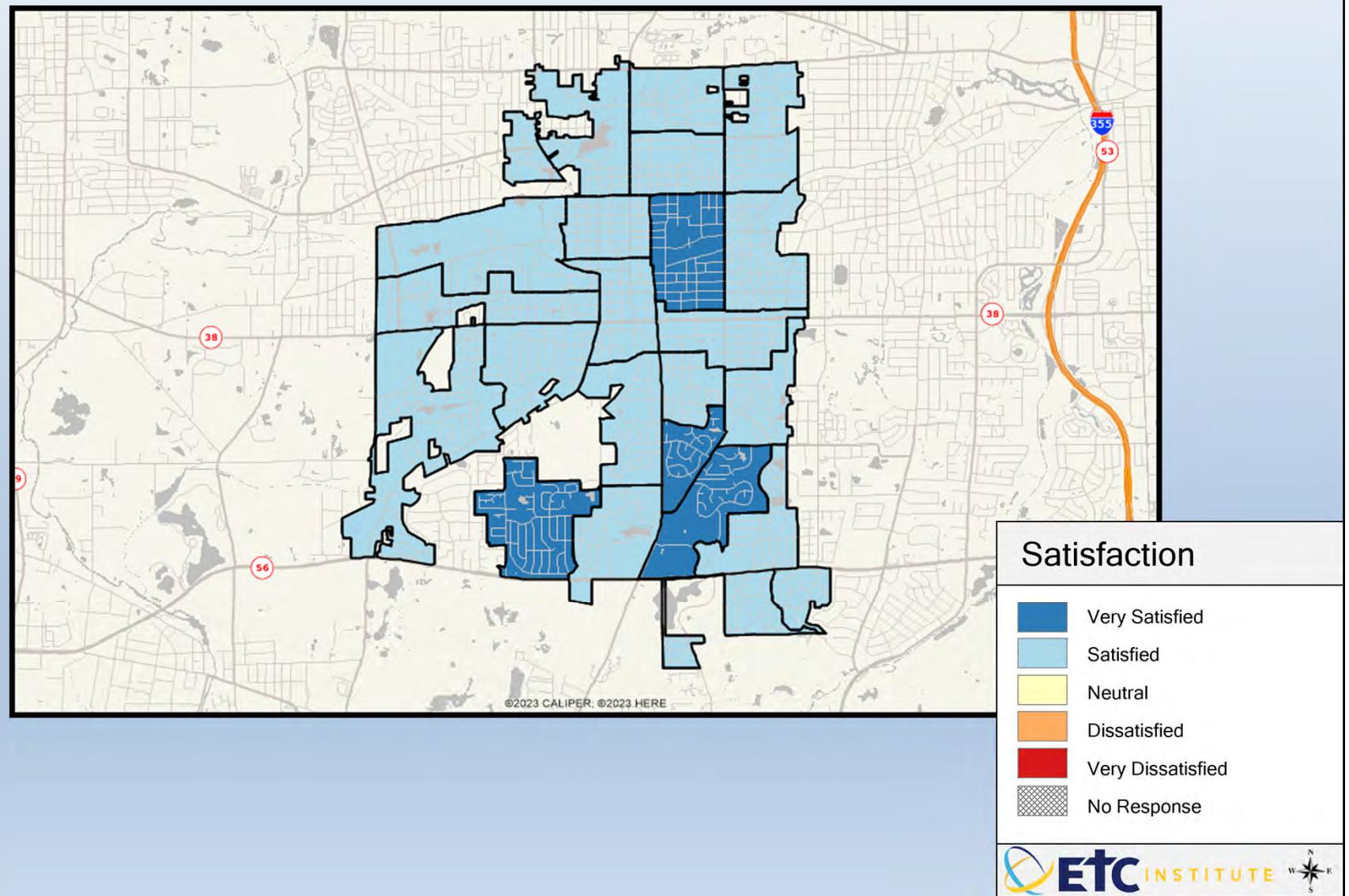
## Q12-01. Maintenance of traffic signals



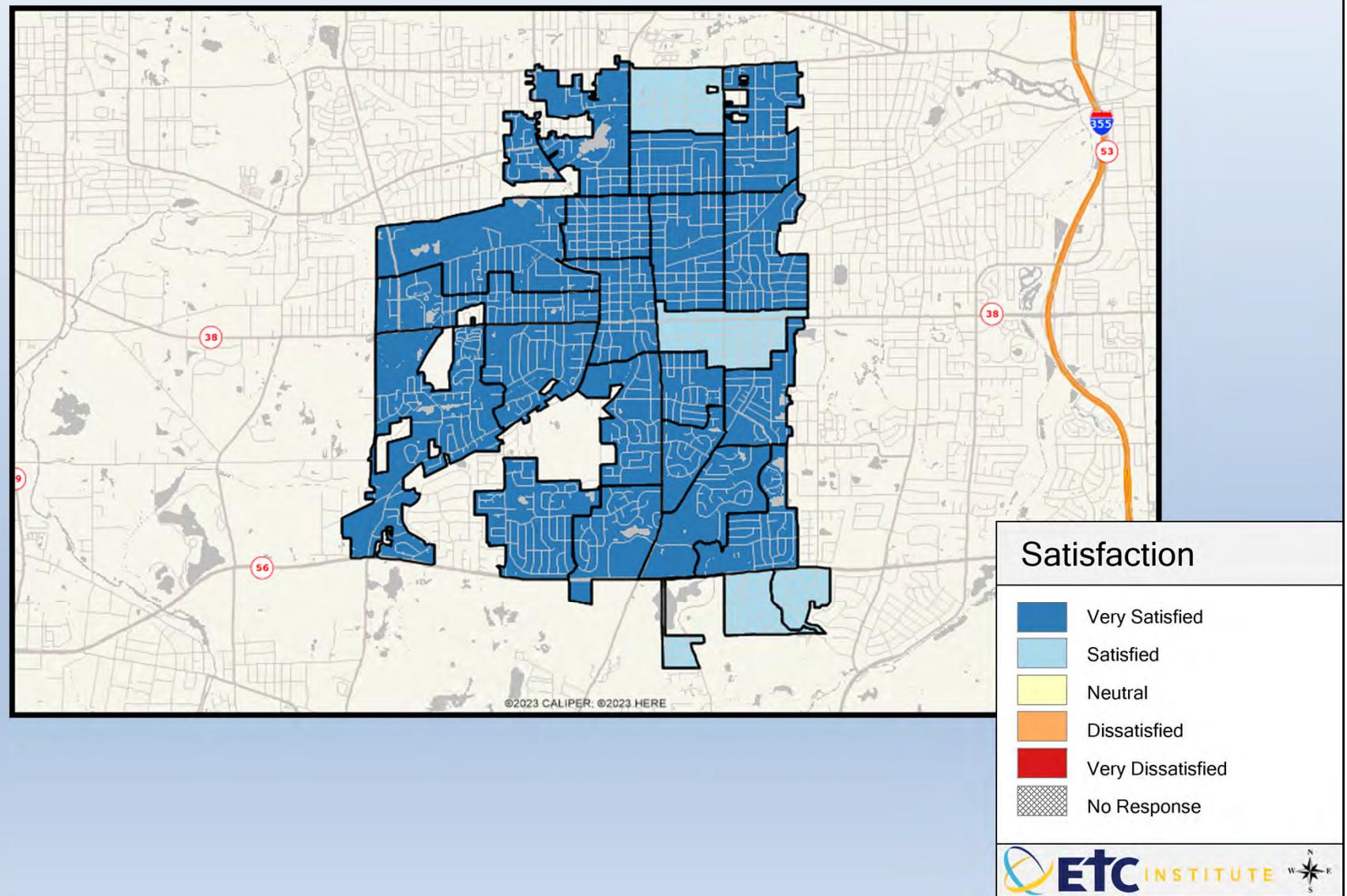
## Q12-02. Adequacy of street lighting



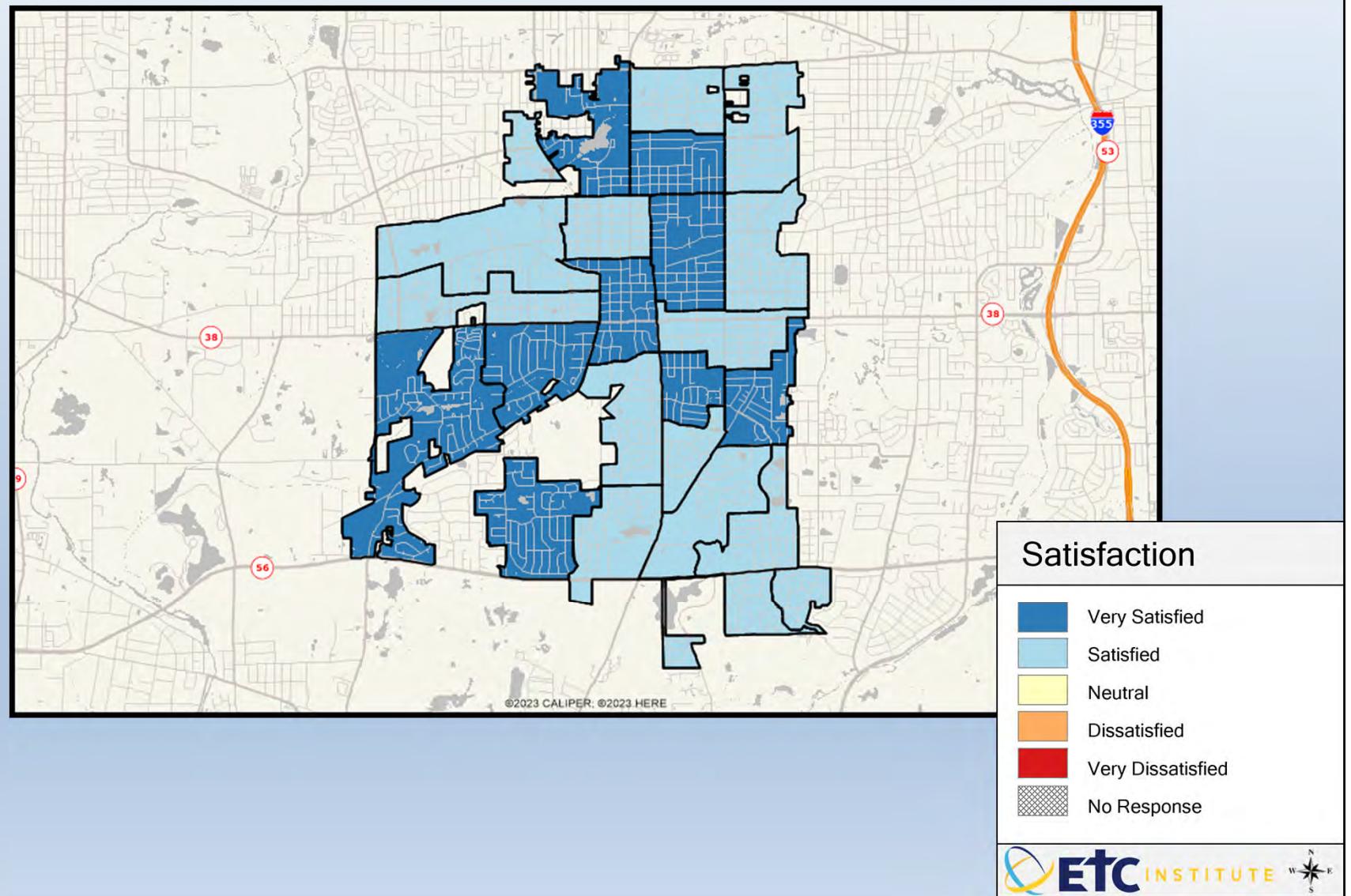
## Q12-03. Snow removal on City streets



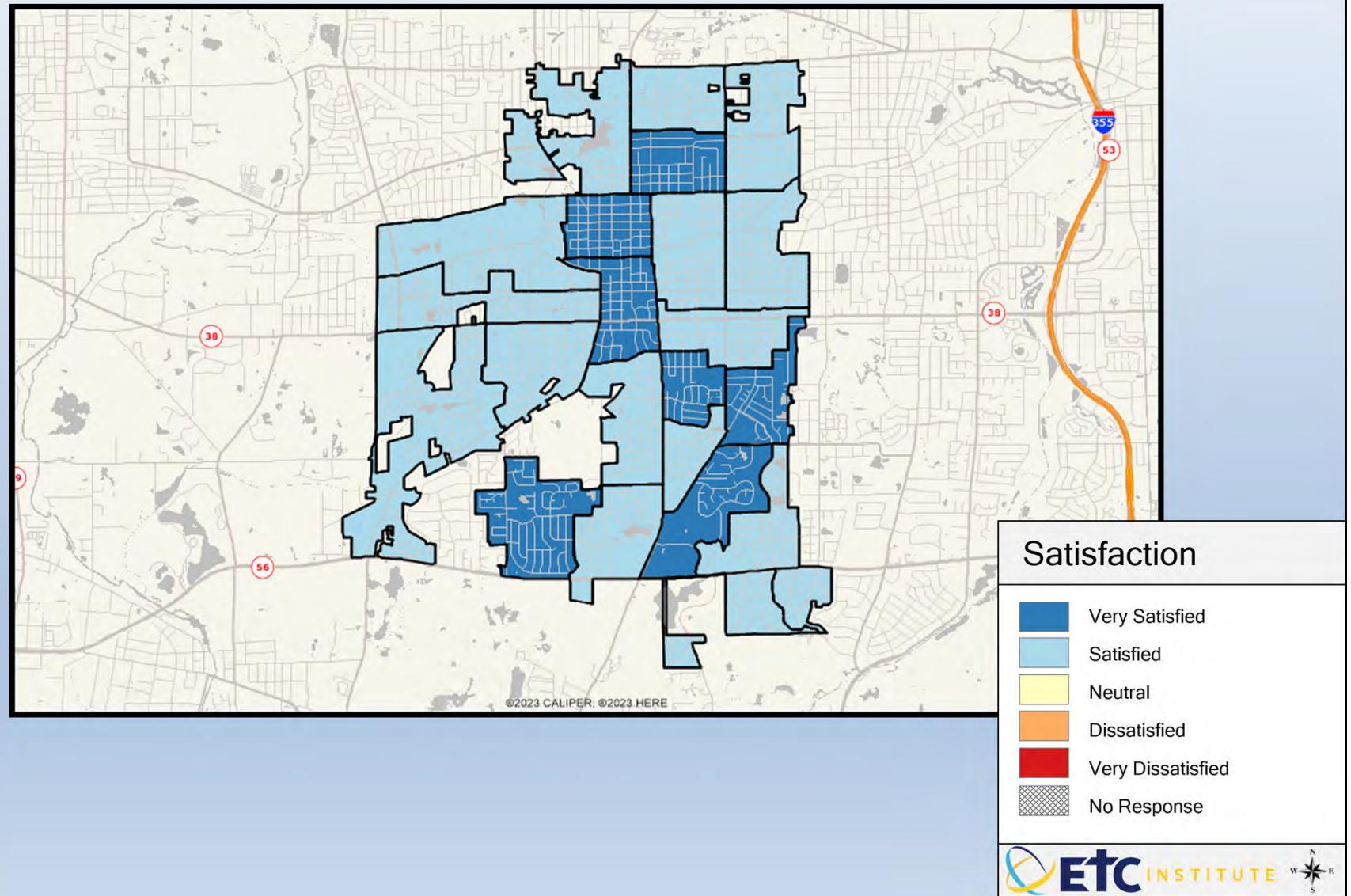
## Q12-04. Overall cleanliness of City streets and other public areas



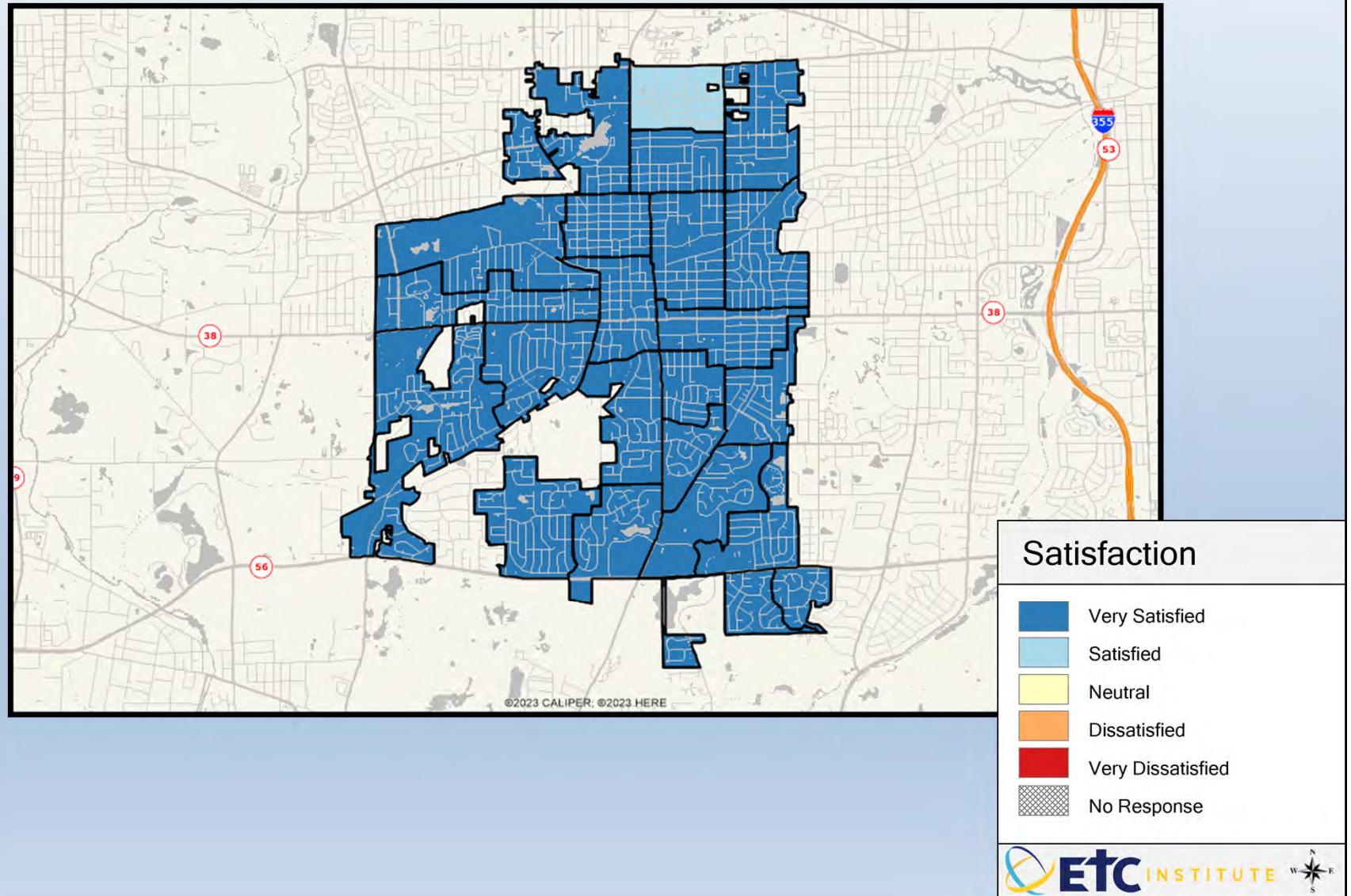
## Q12-05. City's parkway tree maintenance and preservation



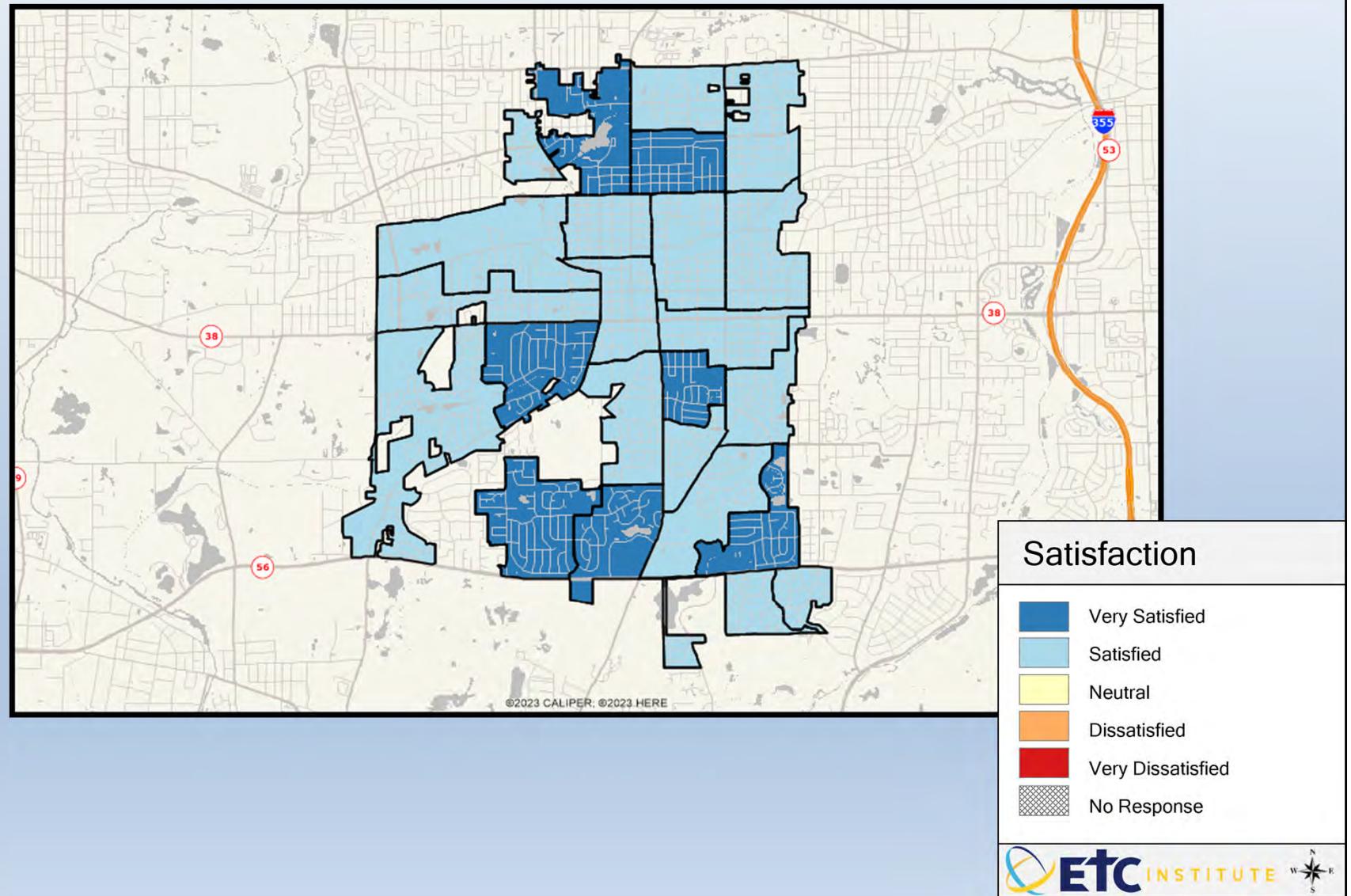
## Q12-06. Timeliness of Public Works response to issues as they arise



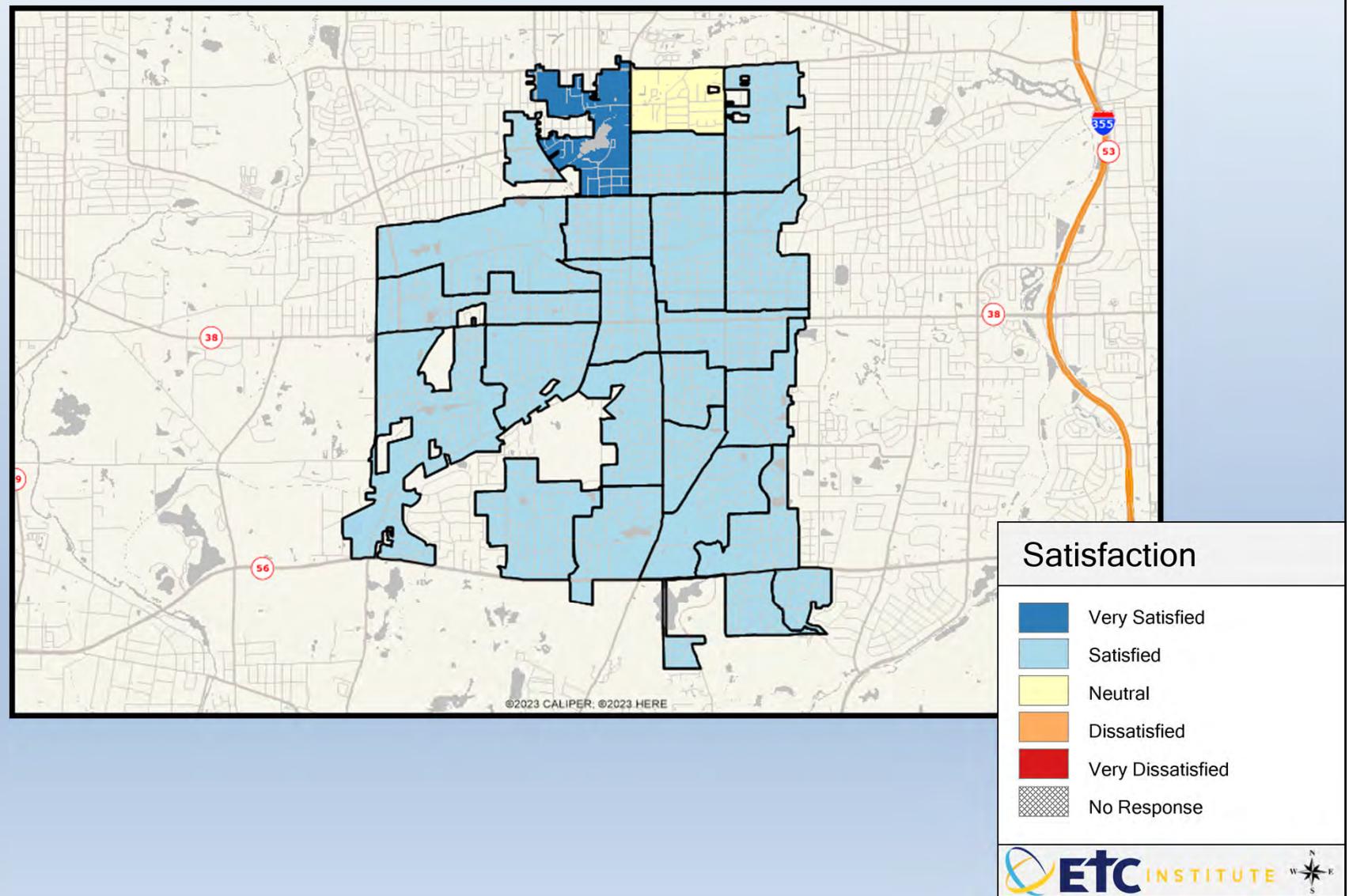
## Q14-01. The reliability of your water service



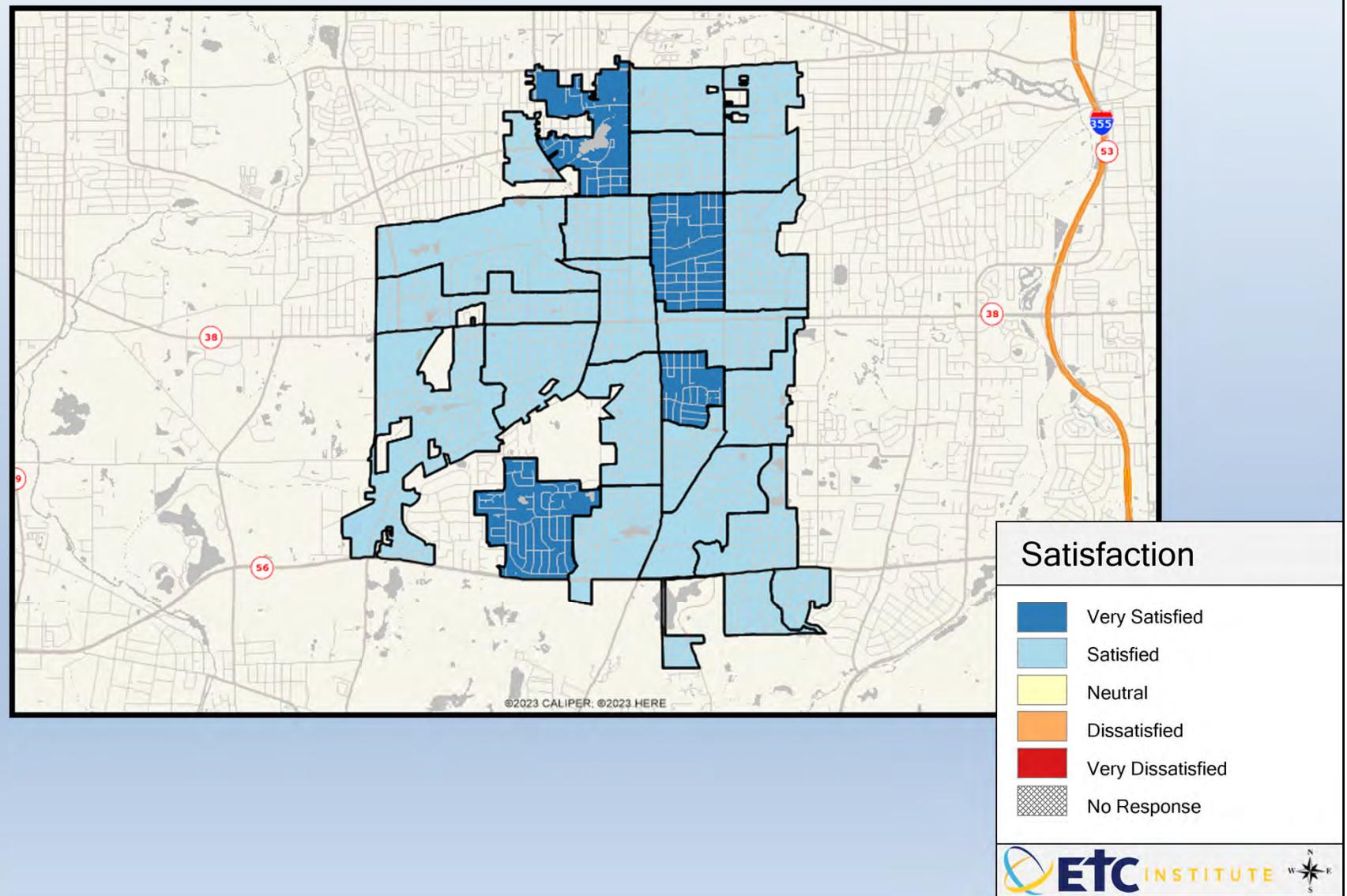
## Q14-02. City efforts to prevent backups from wastewater in your home



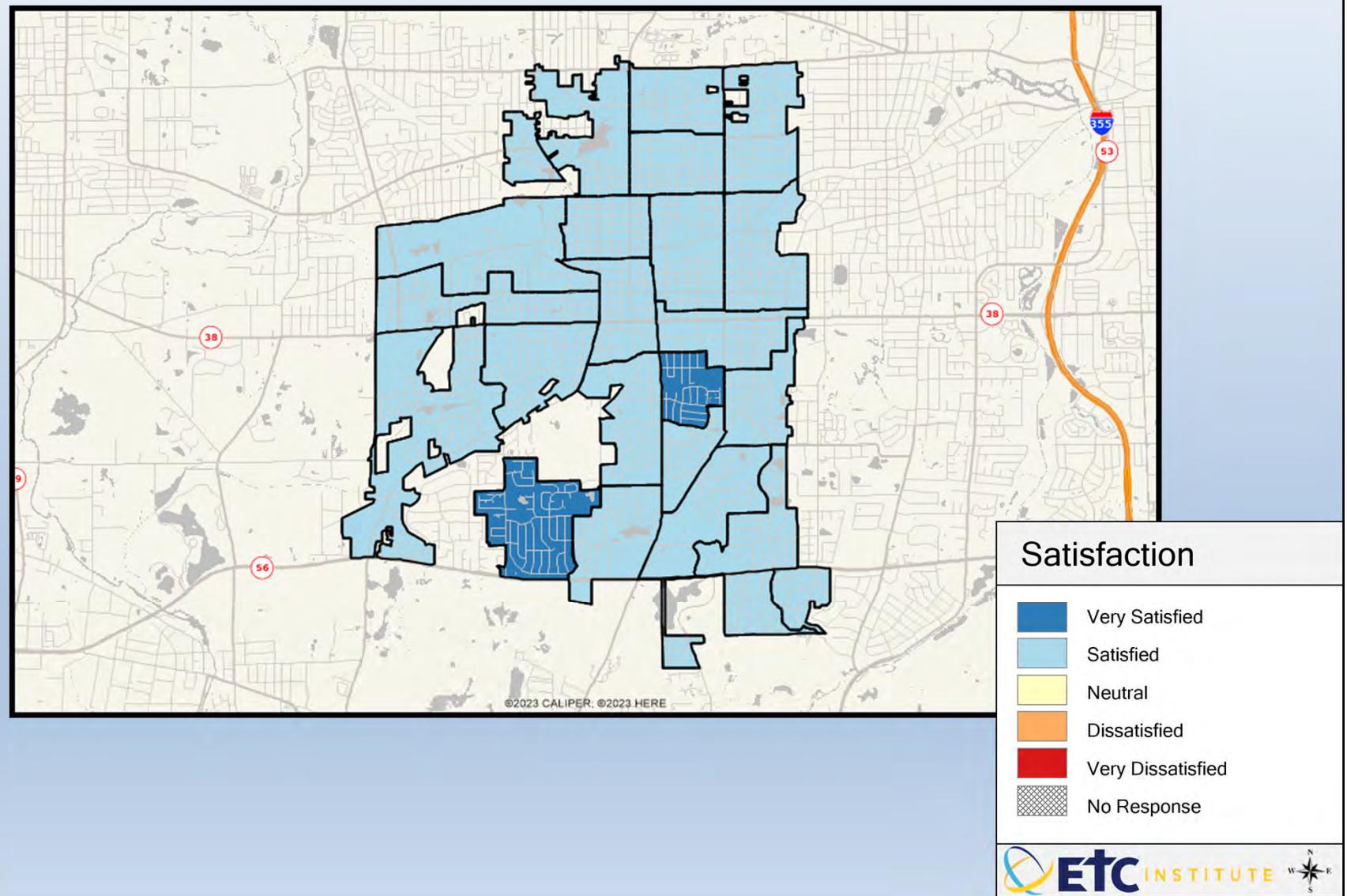
## Q14-03. Overall value that you receive for water and wastewater utility rates



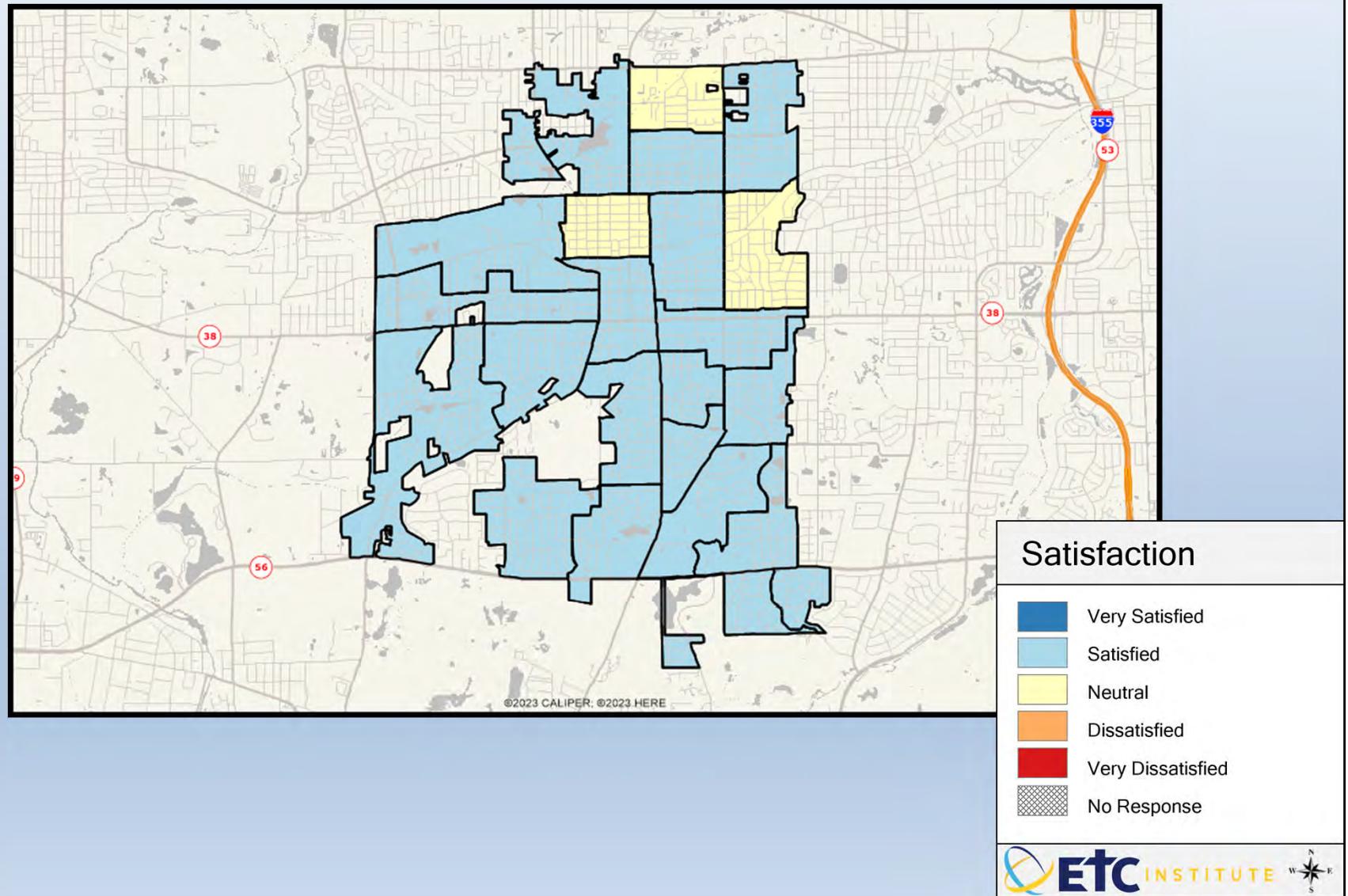
## Q14-04. Maintenance of major City streets



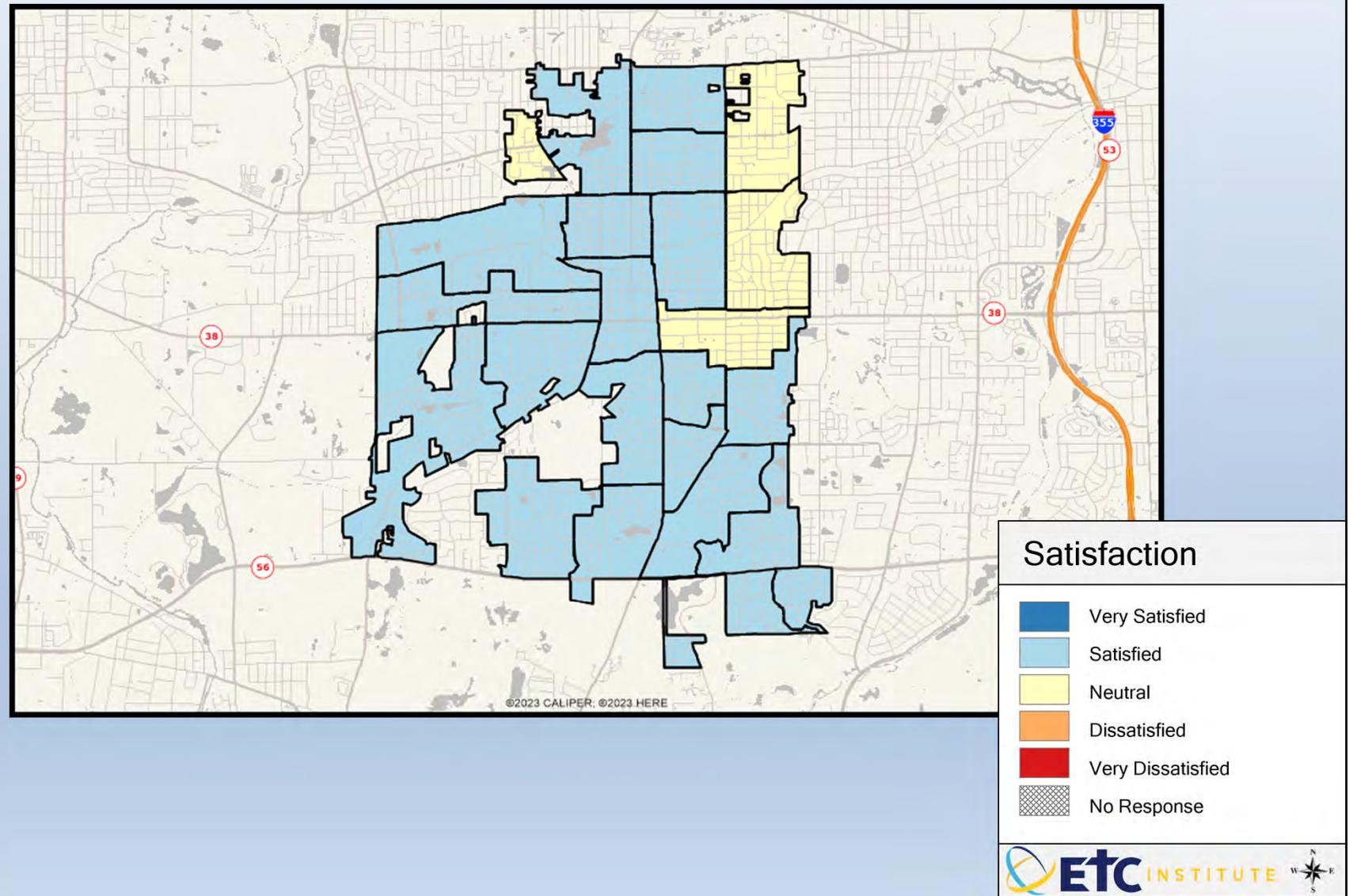
## Q14-05. Maintenance of neighborhood streets



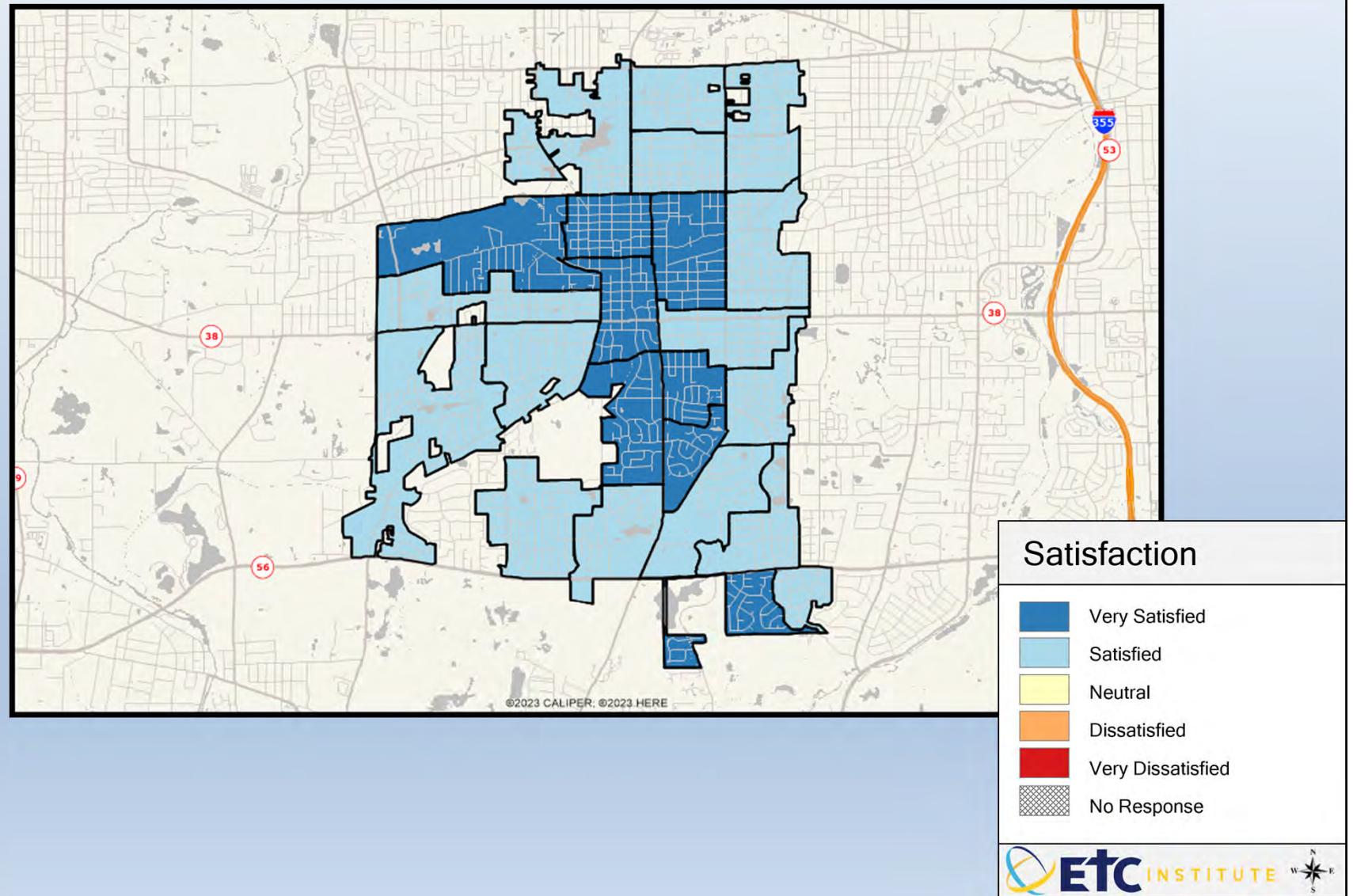
## Q14-06. Condition of City sidewalks



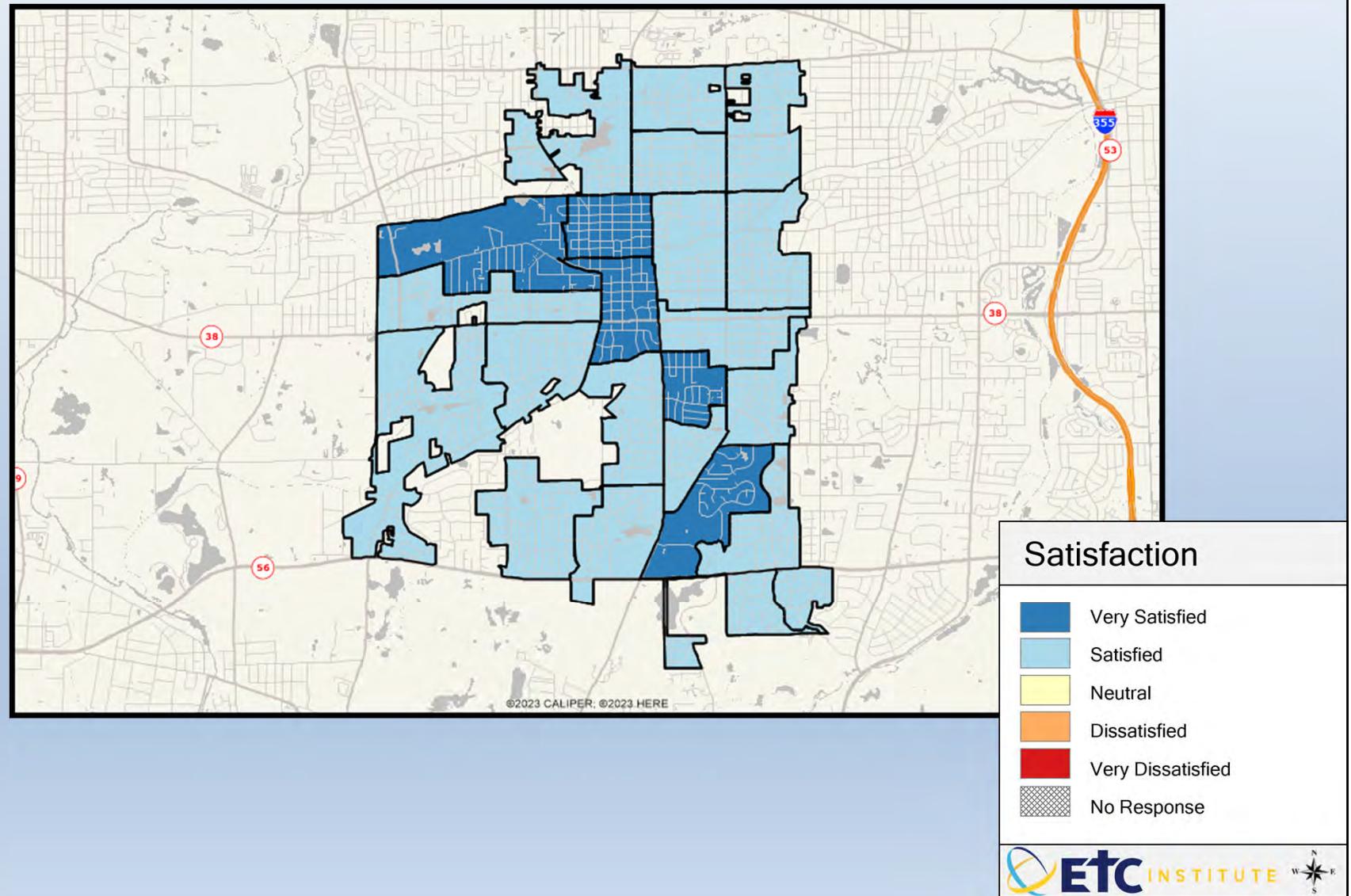
## Q14-07. Effectiveness of the stormwater runoff/management system



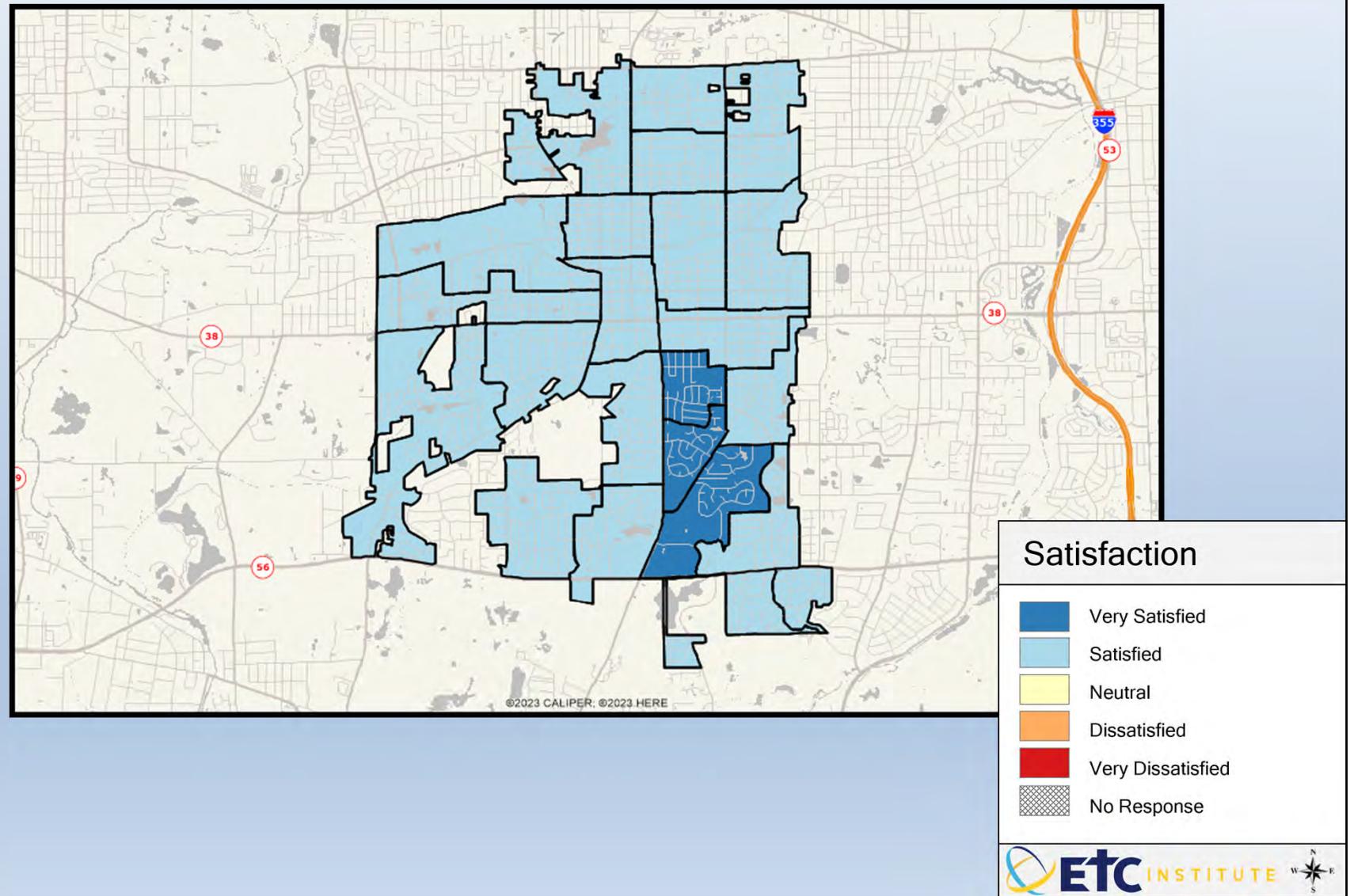
# Q16-01. Availability of information about City programs and services



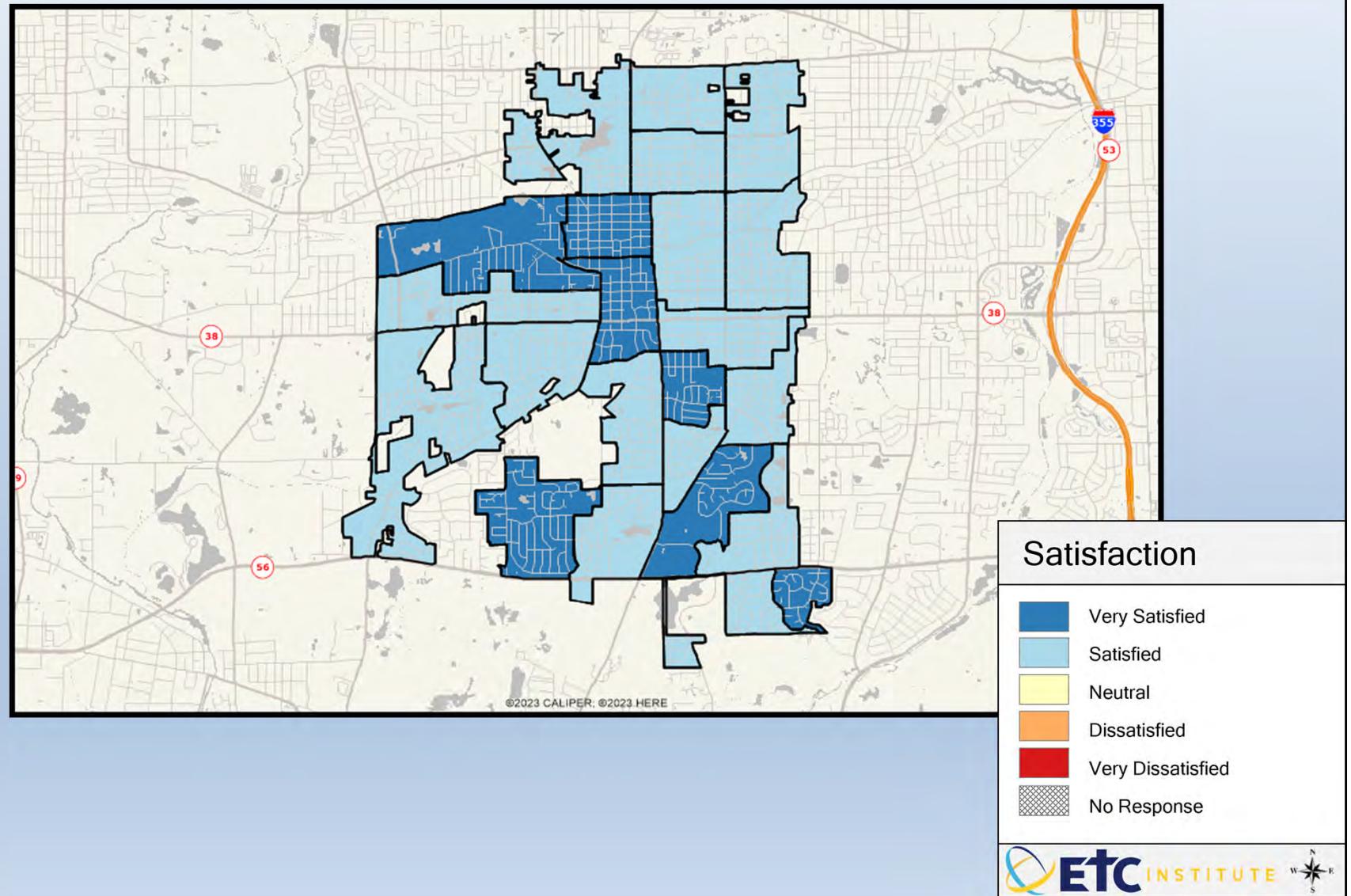
## Q16-02. City efforts to keep you informed about local issues



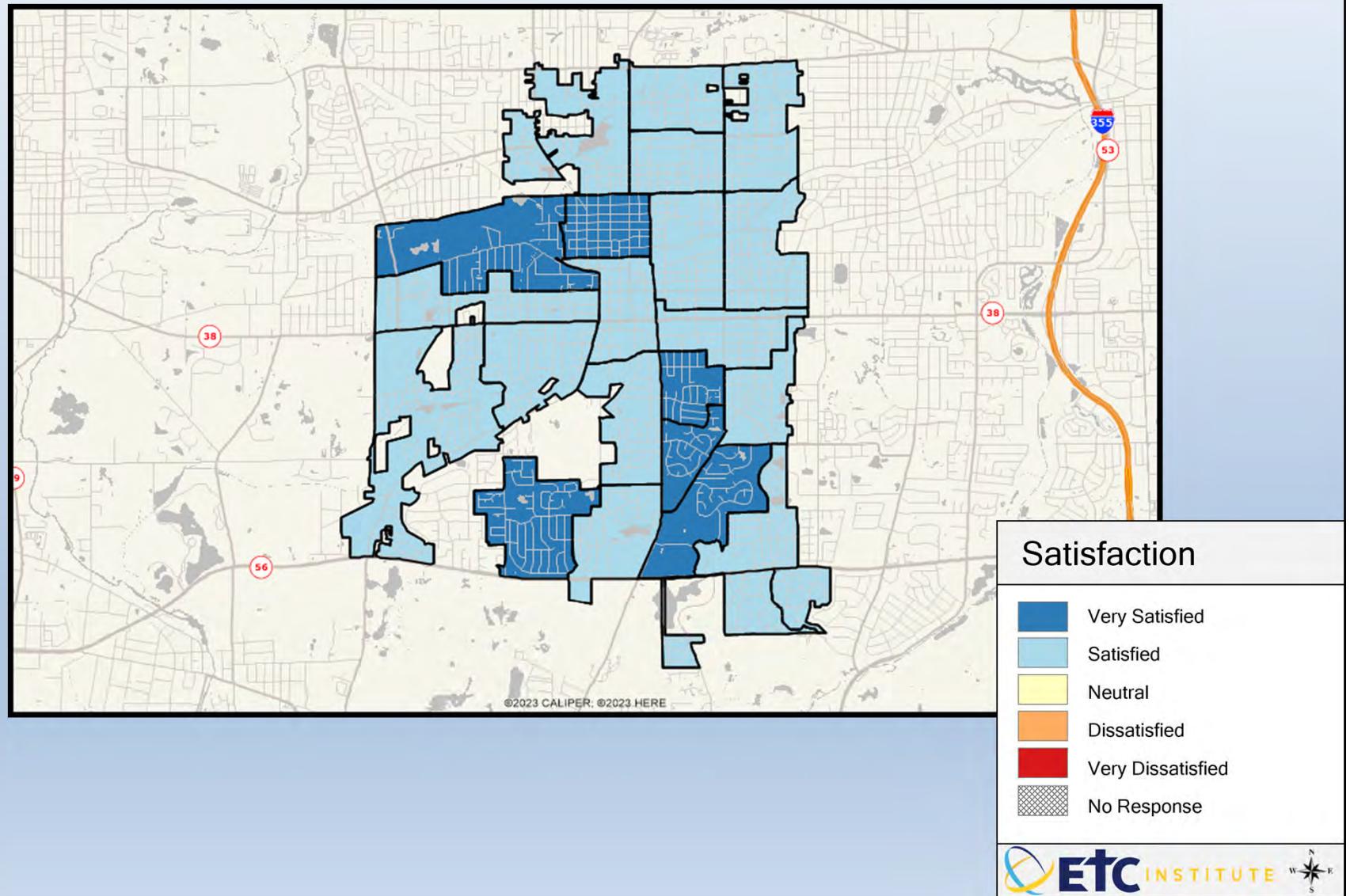
## Q16-03. Ability to find information on the City's website



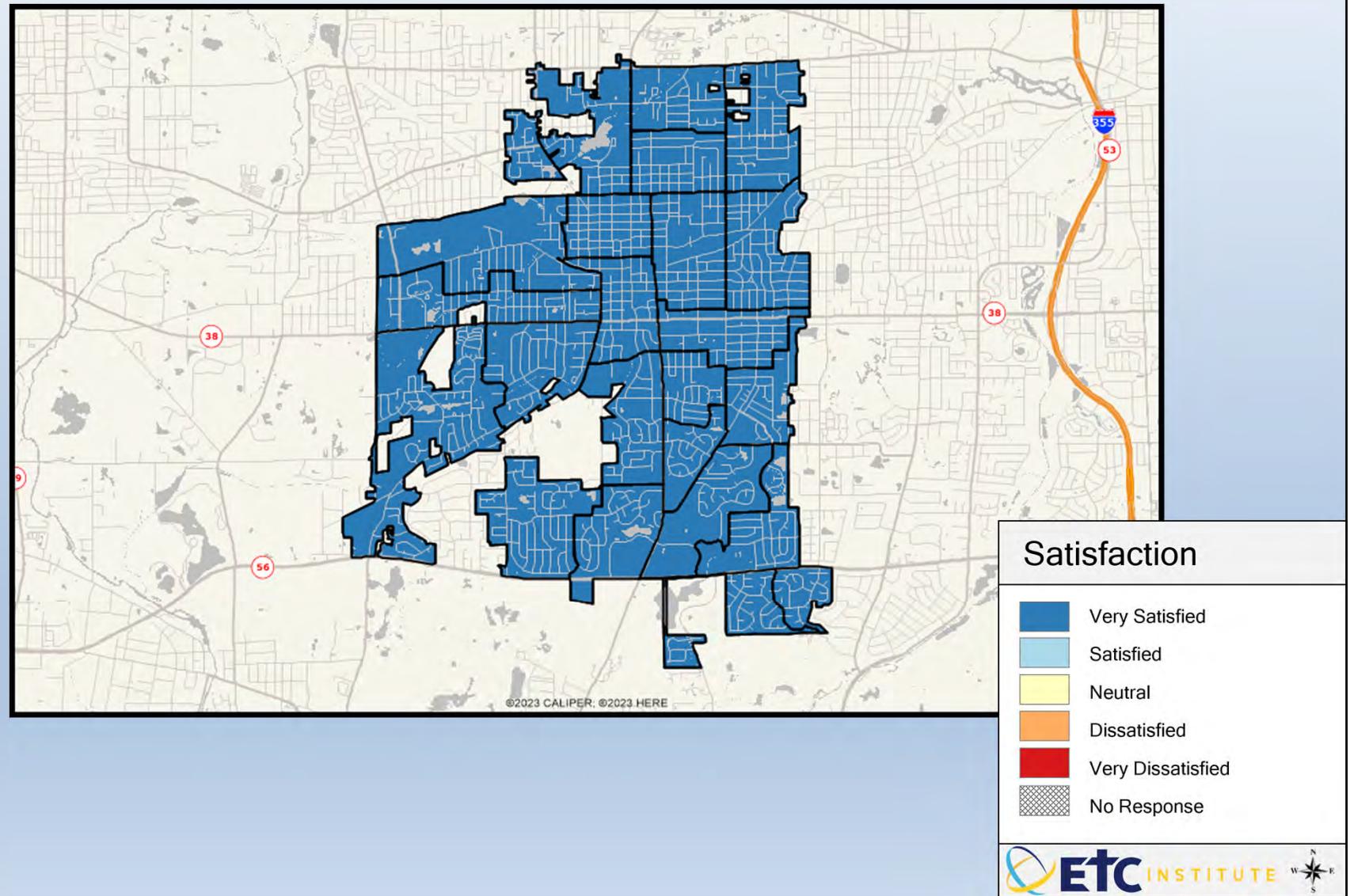
## Q16-04. City efforts to use social media and technology to keep you informed



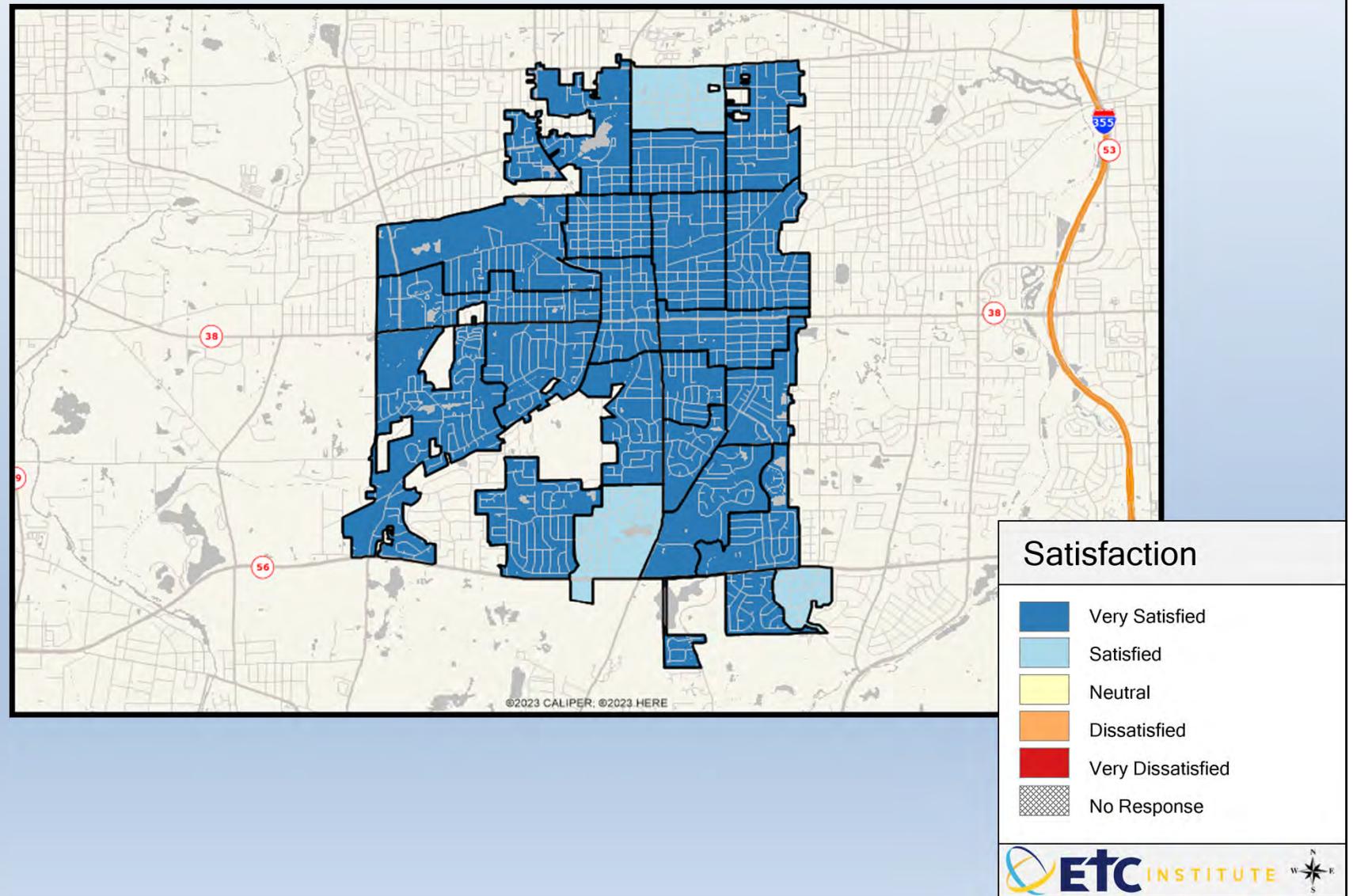
## Q16-05. Timeliness of information



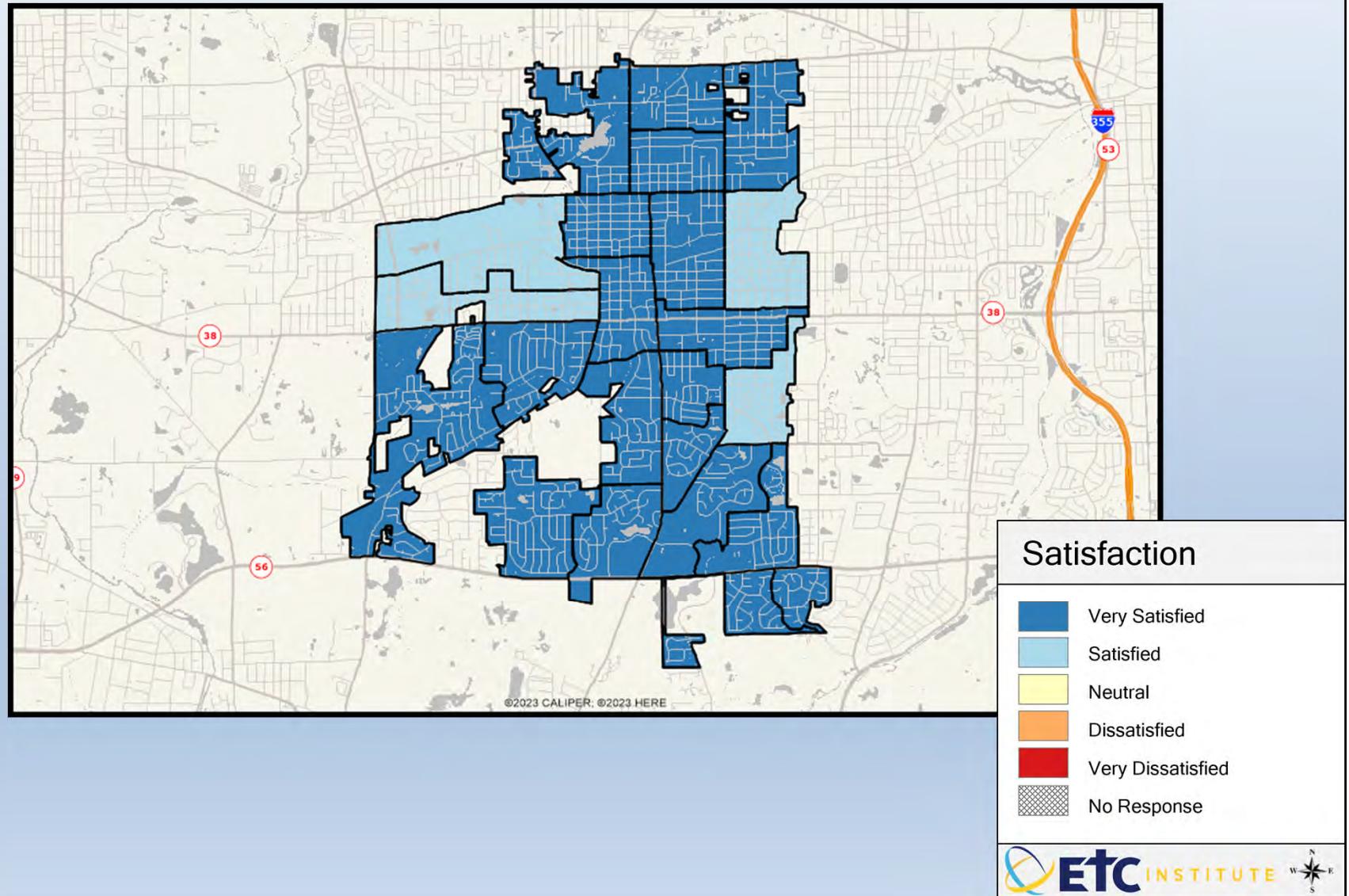
## Q22-01. Appearance and condition of the library



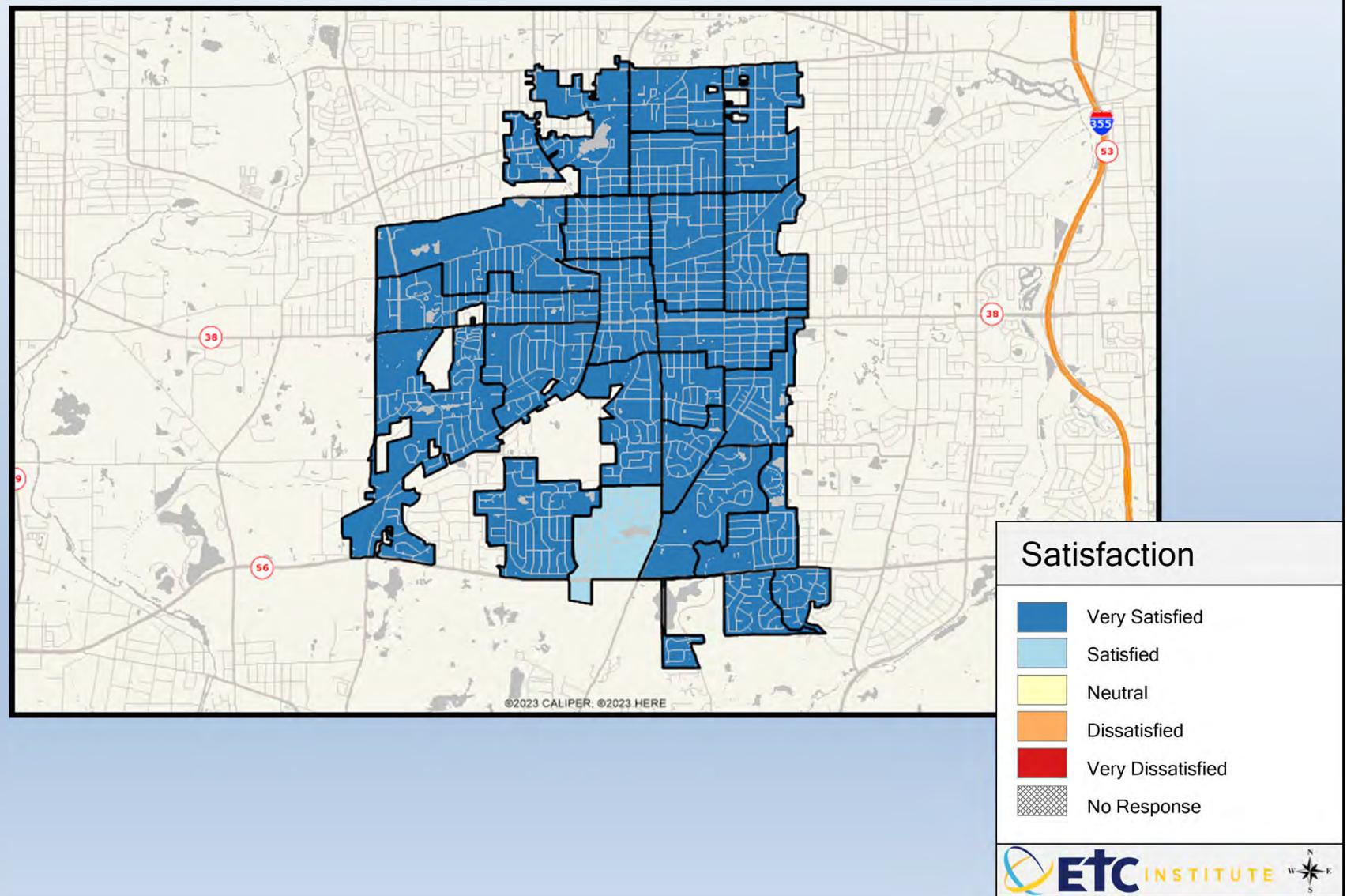
## Q22-02. Availability of parking at the library



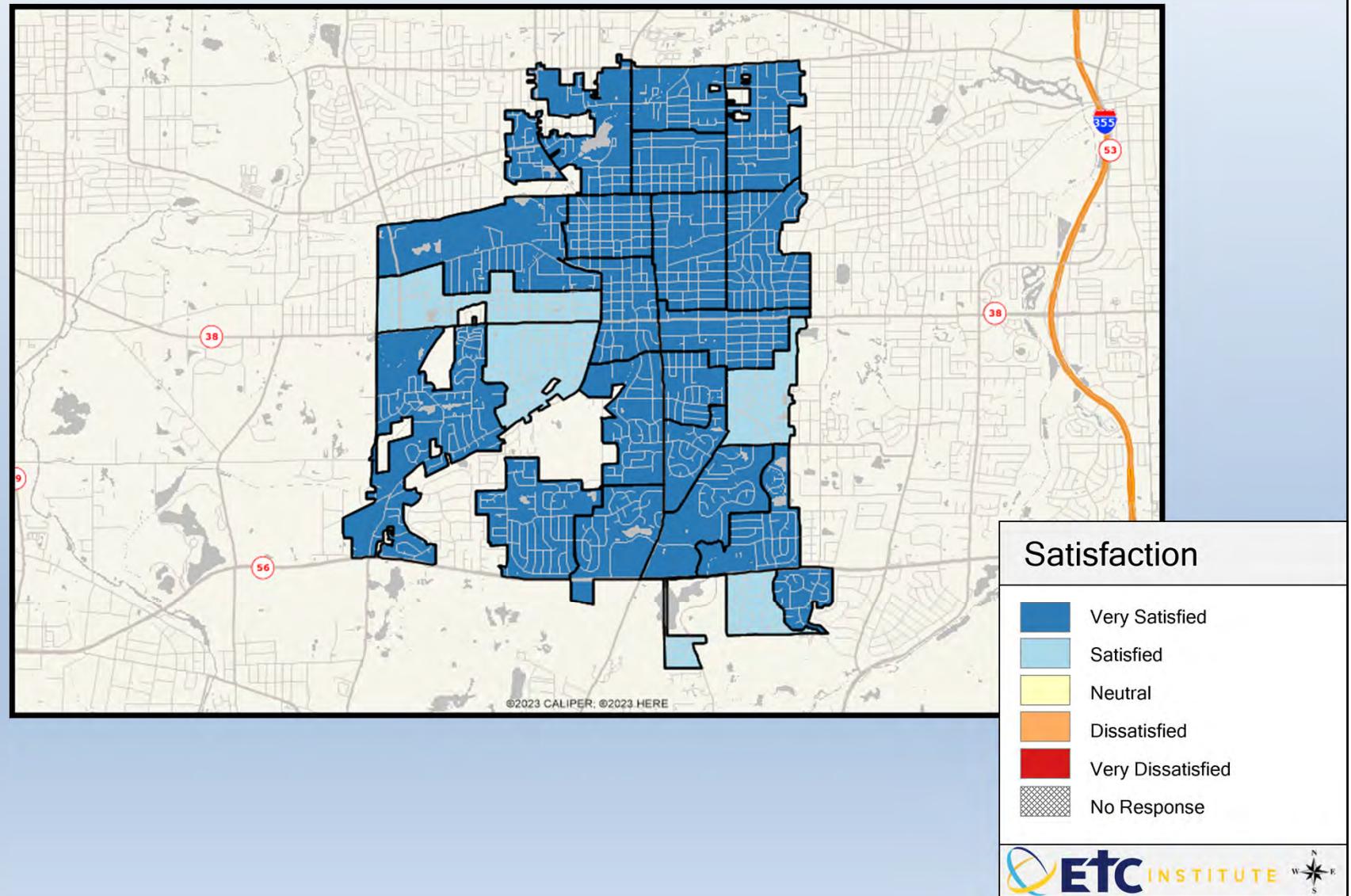
## Q22-03. Hours the library is open to the public



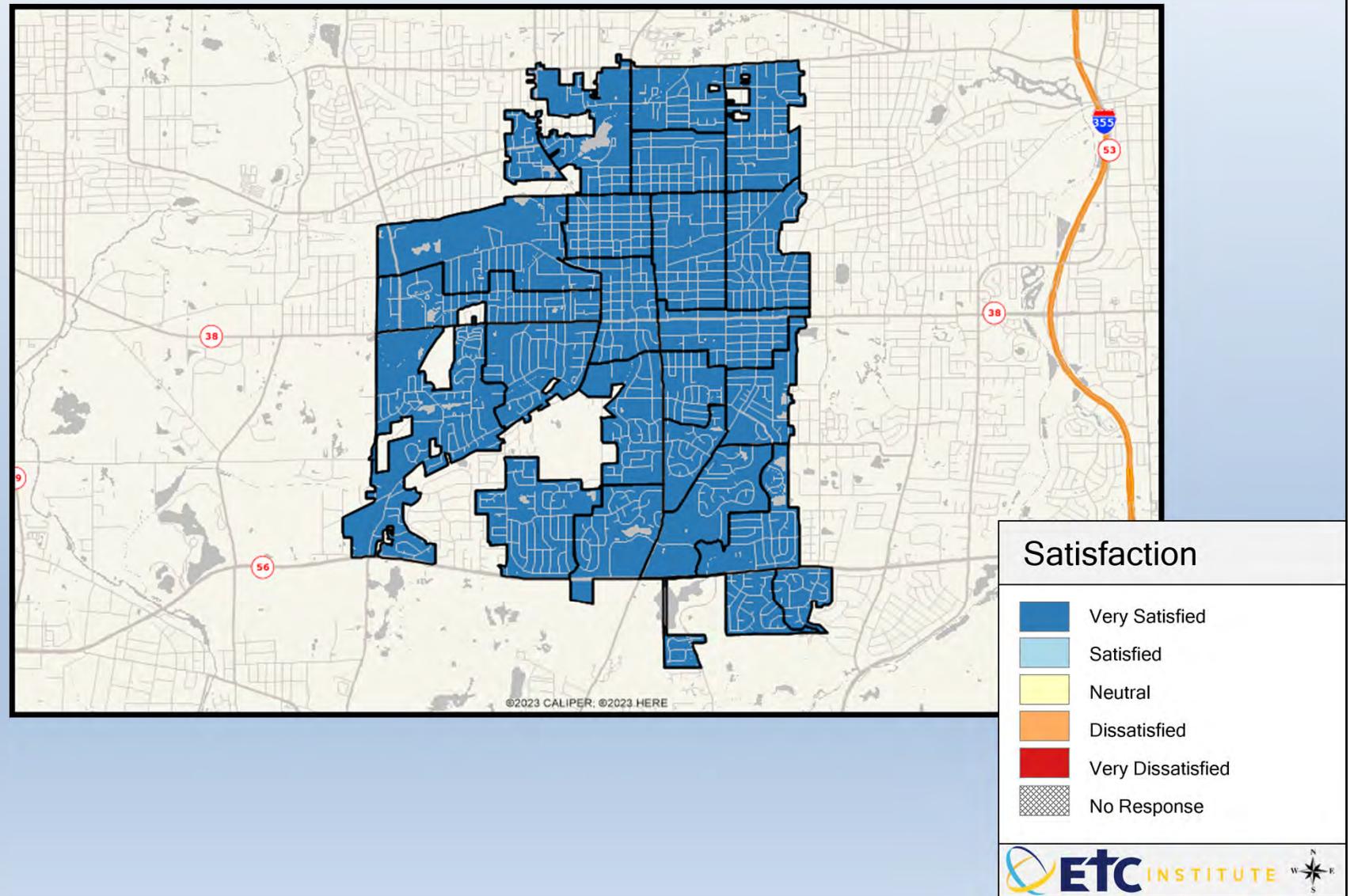
## Q22-04. Overall helpfulness of library staff



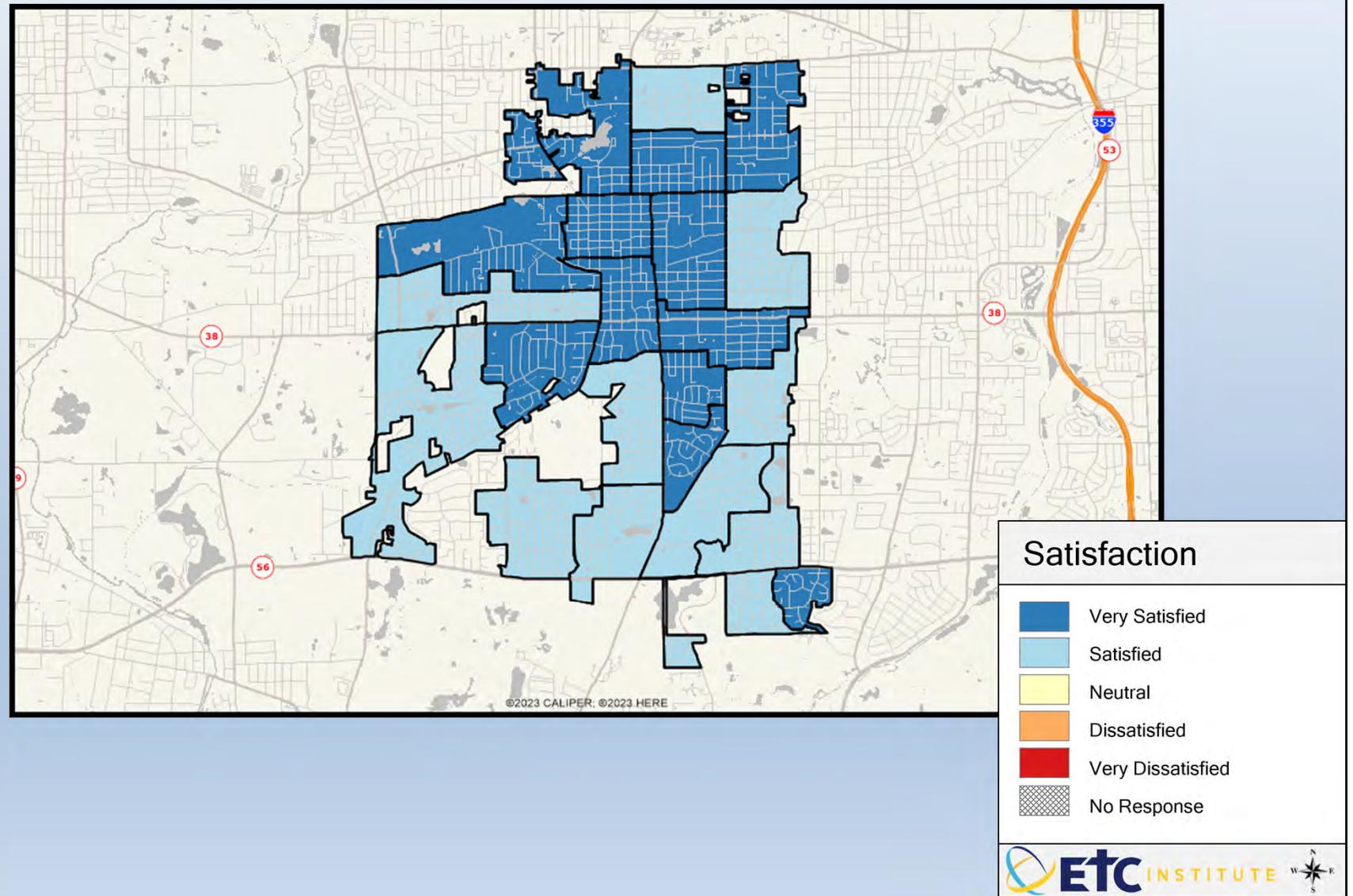
## Q22-05. Availability of materials



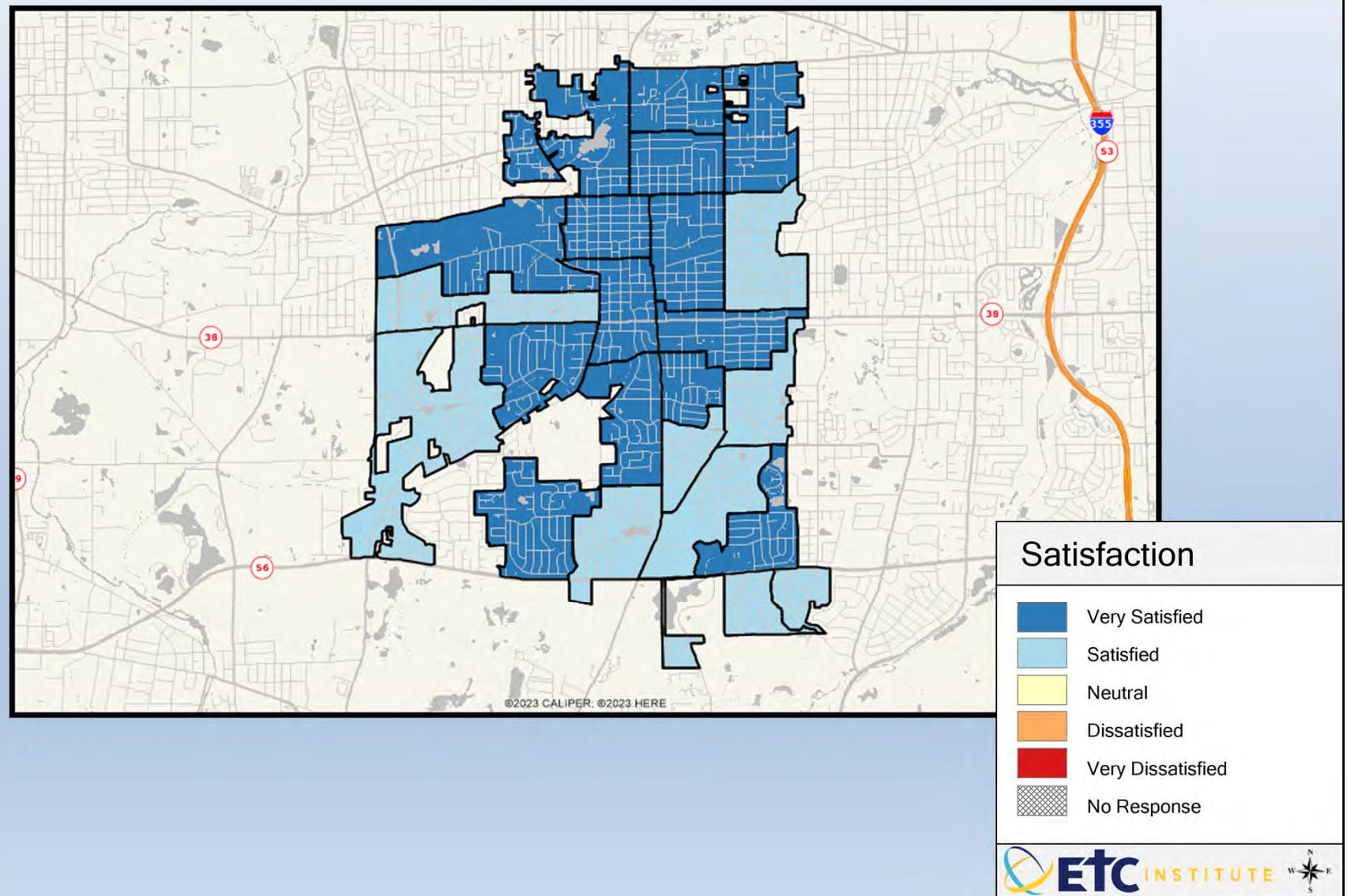
## Q22-06. Condition of the print collection



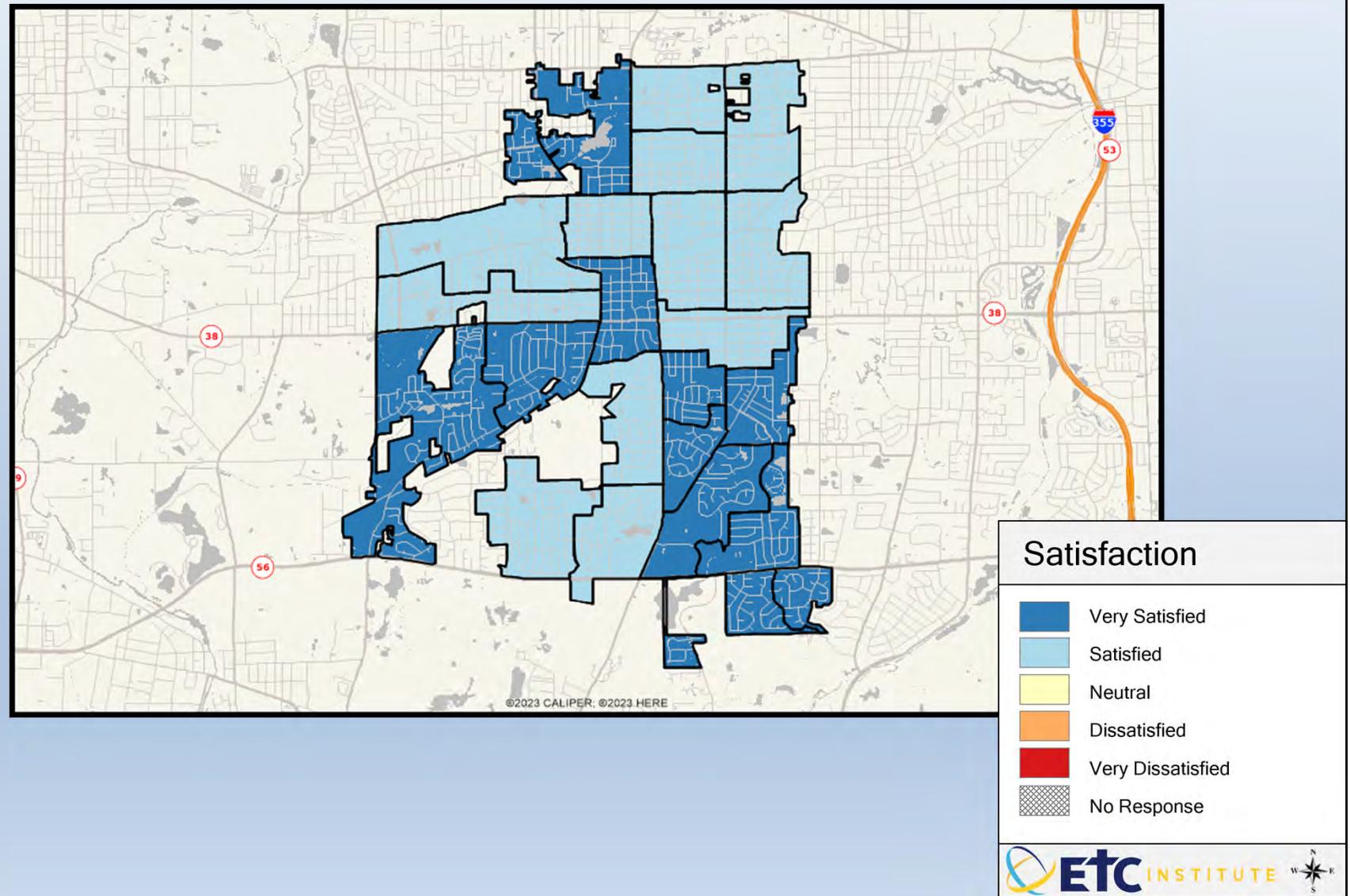
## Q22-07. Availability of virtual items



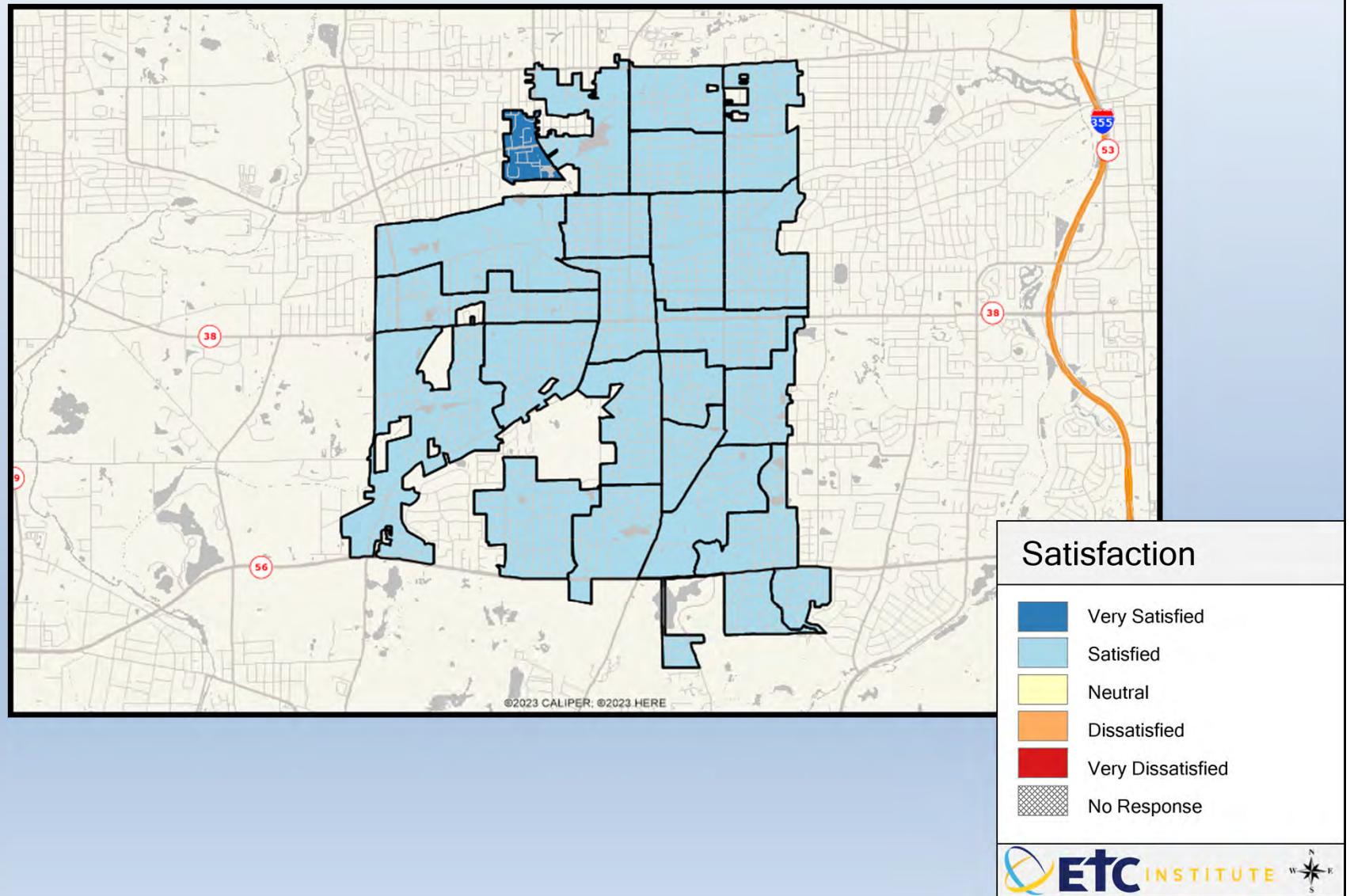
## Q22-08. Library communication with the community



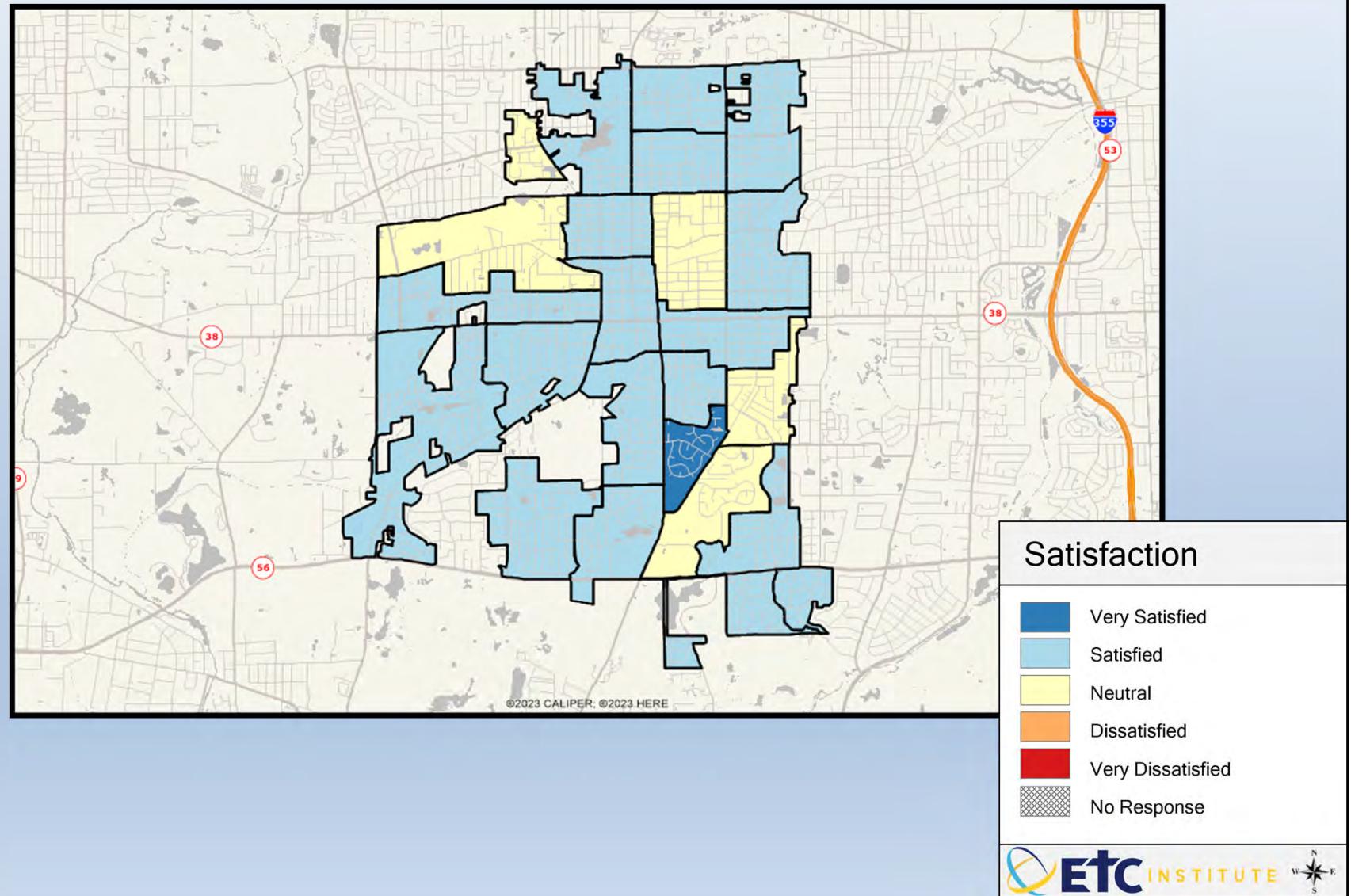
## Q24-01. Residential trash collection services



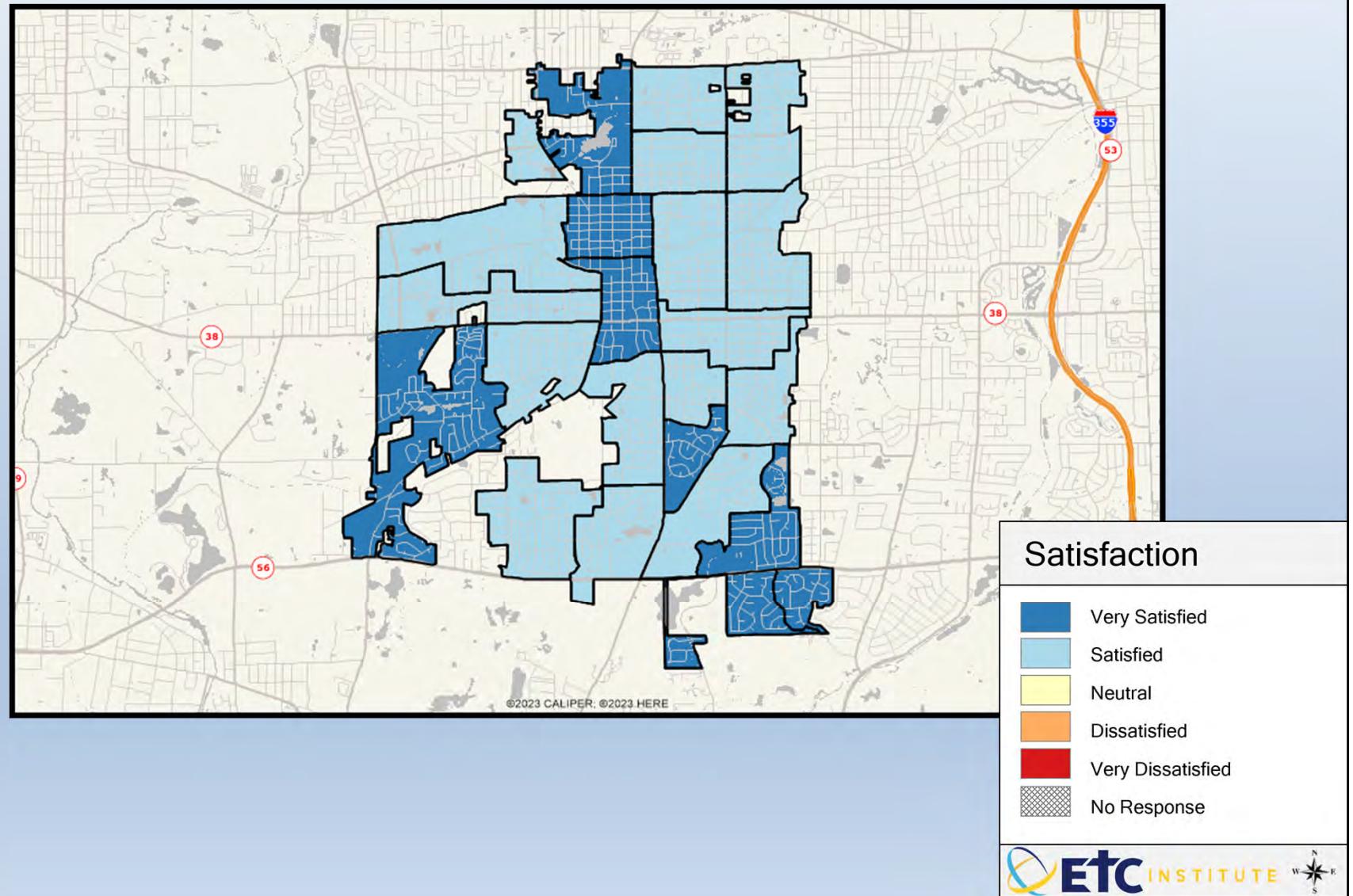
## Q24-02. Yard waste removal



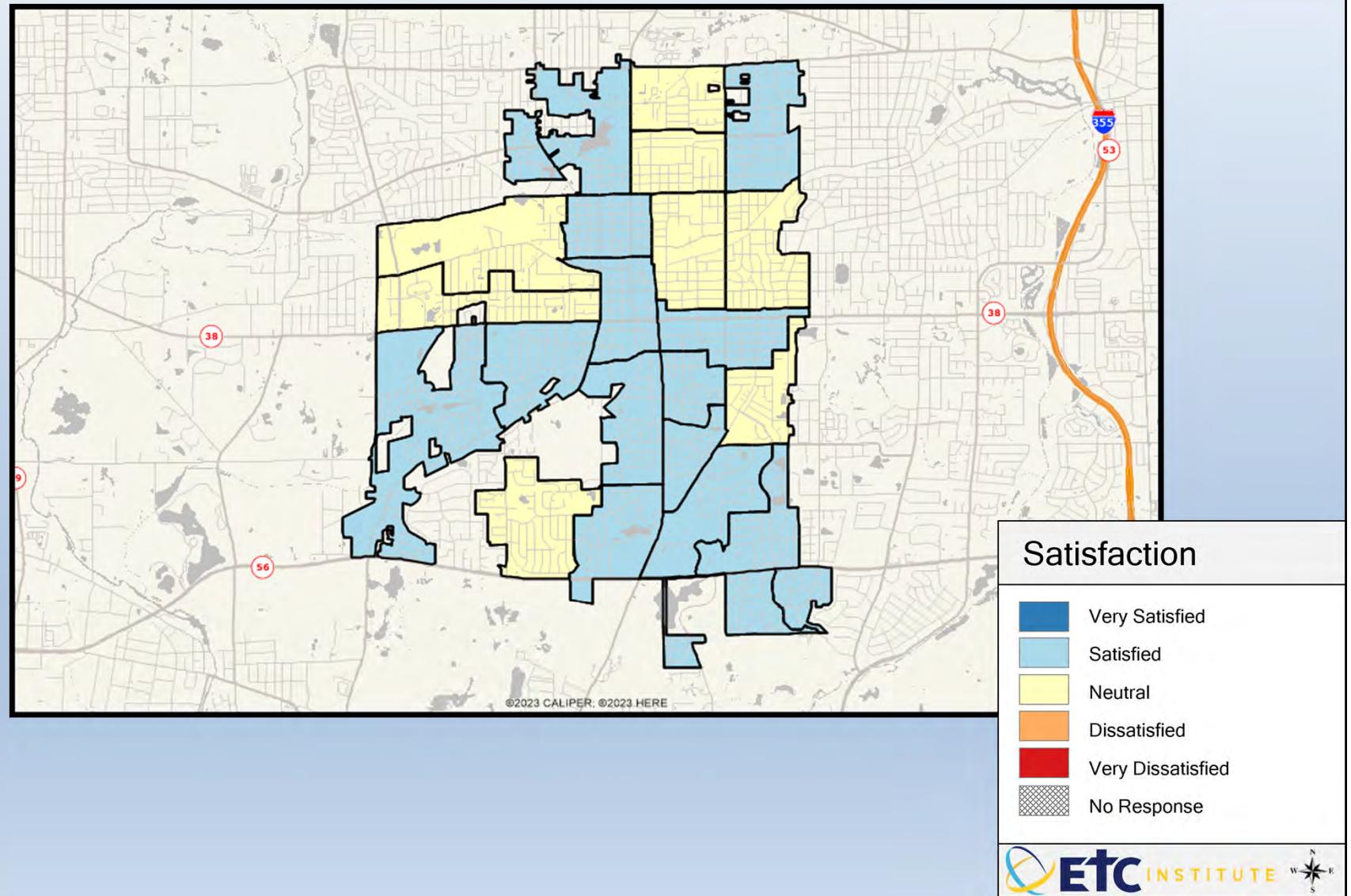
## Q24-03. Leaf collection



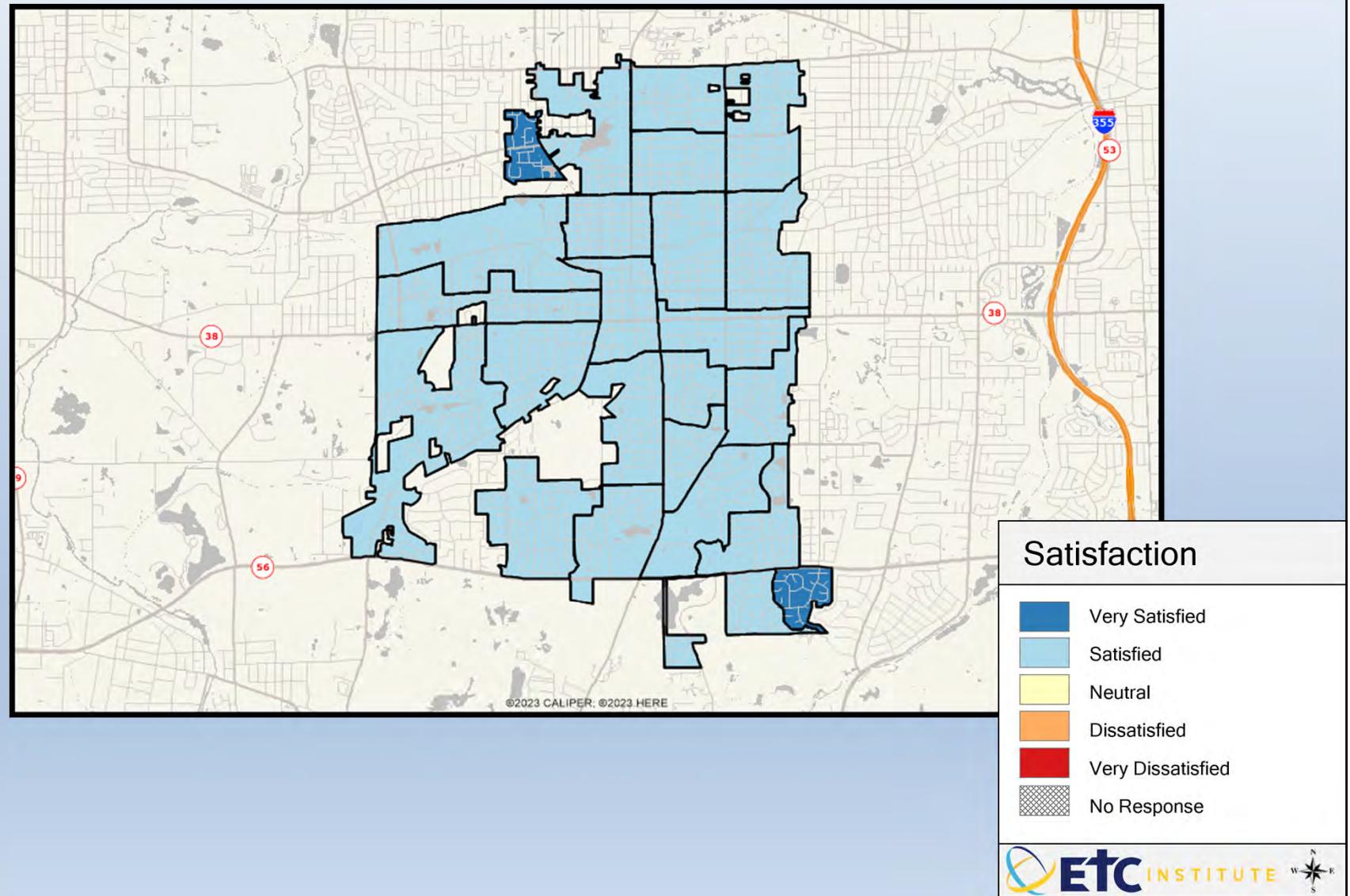
## Q24-04. Residential recycling service



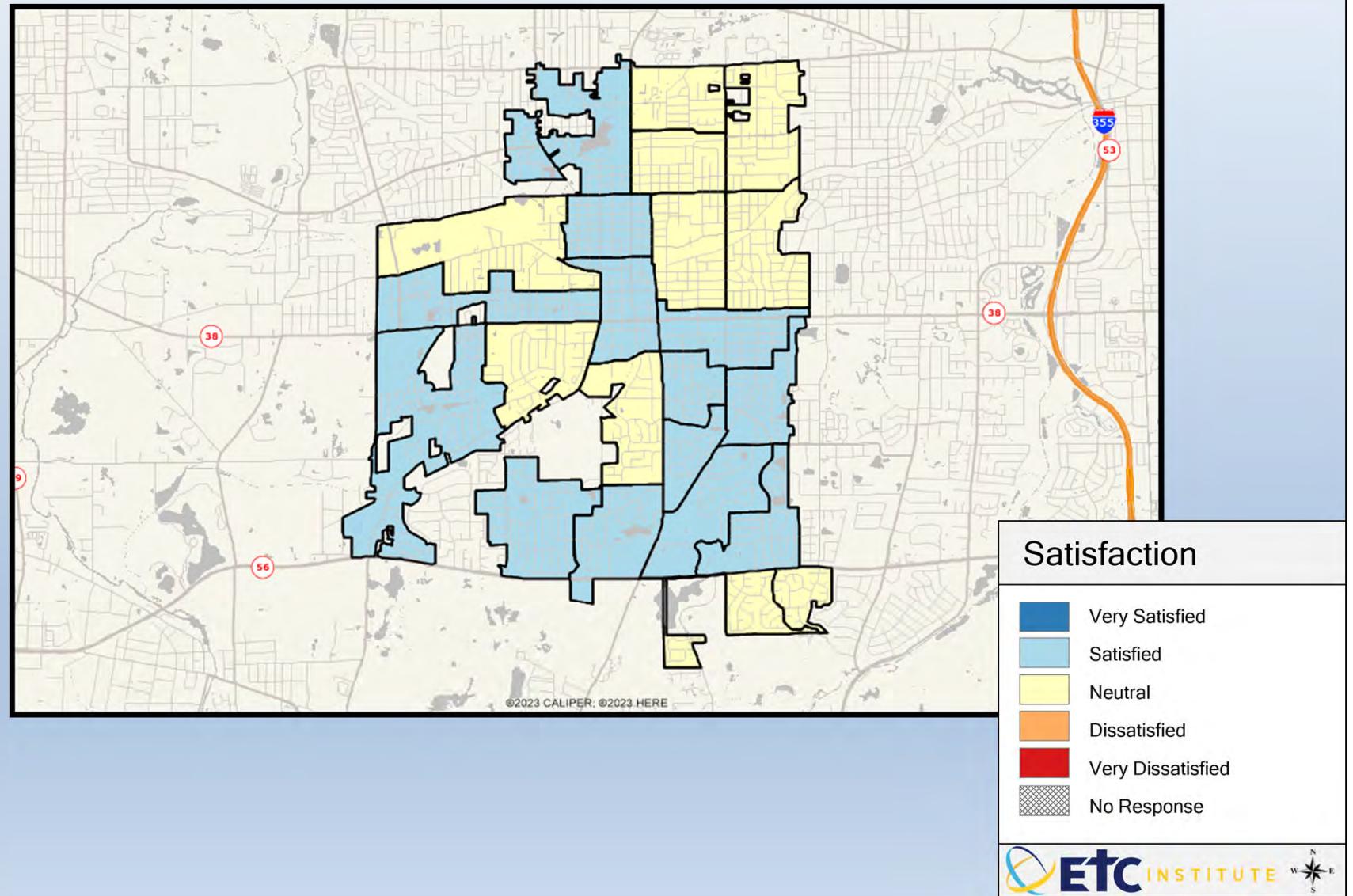
## Q24-05. Removal of large, bulky items

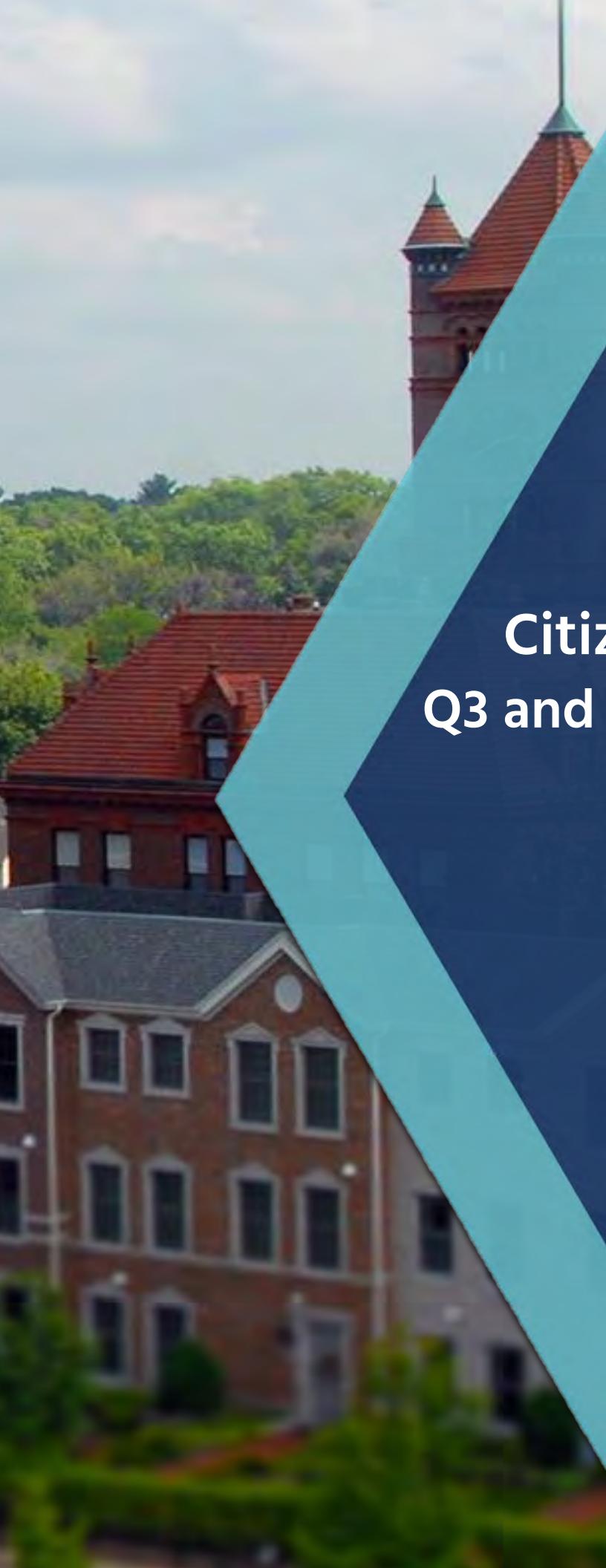


## Q24-06. System of paying per cart pickup



## Q24-07. How informed you feel about what can or cannot be recycled





# **2025 City of Wheaton Citizen Satisfaction Survey Q3 and Q26 Random Comments**

Presented to the City of  
Wheaton, IL

July 2025

**Q3. Are there any other services the City of Wheaton is not currently providing that you would like to see provided in the future?**

The “word cloud” below represents the comments from the above question. Individual comments are provided on the following pages.



- A community site to receive larger yard waste (Branches).
- A day we can put stuff out without stickers.
- A dog park. Revitalize Town Square.
- A free day of garbage (like Glen Ellyn)
- A garbage contract like Glen Ellyn. They have scheduled community-wide pick ups for furniture and anything the community needs to discard. If I have items like this I need to get a bagster and that costs \$\$\$
- A recycling center for batteries, electronics, fluorescence, etc., at no additional charge to residents.
- A tree removal shared cost program would be great. The planting program is great but when trees start dying I think they would get taken of quicker if the burden wasn't solely on the homeowner.
- Ability to rake leaves in street for pick up vs having to bag leaves
- Annual brush pickup. Annual junk pickup.
- As a resident its not clear where to turn for something that's beyond Wheaton's responsibility. Strengthen ties with overlapping governments and organizations, and help them navigate to the right resource easily. Provide a better understanding of funds spent, change in spend over time, and why the change is occurring.
- As someone who has lived here 23 years and would like to retire and continue to live here, it would be helpful if Wheaton provided a comprehensive list of the discounts for seniors that now seem fragmented. I think there is a senior freeze on property taxes but I'm not really sure. I'm sure there are other discounts available for >65 to help people be able to "age in place" but it feels very fragmented, with some information coming from the county, some from the township and some from the city.
- Assistance with trimming trees that are too big and close to electric fixtures
- auto rules of road enforcement
- BETTER AND MORE LIGHTING AND SPEED CONTROL ON SOUTH GABLES BLVD
- Better code enforcement when it comes to noise, animal leash laws, loud cars and motorcycles, and yard waste burning. Fines on the first offense, warnings do nothing.
- Better parking
- Better pedestrian access throughout Wheaton. Including access from main street parks to Mariano's and access north along theosophical society to Geneva road. And including enforcing snow and ice removal at the sidewalk along the Manchester and gables strip mall and the bridge. And the crossing from Manchester road to Graf Park.. VERY DANGEROUS!
- BETTER TRAFFIC FLOW ON MAIN ST. NORTH AND SOUTH OF TRACKS. TIMING OF LIGHTS IS REALLY FRUSTRATING
- Bike lanes
- Bike Lanes on busy roads. i.e. President, Geneva, Harrison, West
- Bring animal control back.
- Brush and leaf collection
- Brush pick-up at curb once a year where branches can be ground up
- Budgeting should have been a listed item above.
- bulk garbage pickup
- Cable

- Can't think of any.
- Choice of waste providers or the one day a month or qtr. where we can put anything out like Glen Ellyn.
- Commercial composting in addition to recycling and trash service
- Commercial development on the south side of town and Roosevelt Road needed. Storage facilities in my opinion is not quality commercial development & does not serve a majority of the community.
- Communal compost share. Yard waste cans instead of bags and stickers. City library is fantastic. Streets always look great. Public works is great.
- Complimentary leaf pickup in the fall. Lots of other communities offer it.
- Composed bins and a community composed where we can take compost materials and drop off and get dirt back from it when we need it like they do in Naperville
- COMPOST
- Composting and leaf pickup
- Composting as part of waste management
- Composting initiatives/education, rainwater collection incentives, more than one competitive option for home internet its basically Comcast or nothing where I live.
- Composting, community gardens, hen-keeping
- Curb leaf pickup in the fall like LISLE and Naperville.
- CURBSIDE LEAF PICKUP-PUSH LEAVES TO THE CURB
- Curbside pickup of leaves. More retail and restaurants downtown south of the tracks.
- dedicated pickleball courts indoors
- Different approach to leaf collection. Too expensive.
- Drainage, storm sewage, curbs, Streetlights
- Electric Charging infrastructure downtown Wheaton. Every other downtown area has chargers for EV and Wheaton does not. Your current parking structures would be perfect for a string of chargers. While people are charging their cars they are more inclined to patron the shops while there.
- Enforcement of phone usage while driving
- EV chargers. Many other surroundings towns have a few, and I feel Wheaton is lacking in their numbers.
- Fall leaf pickup
- Fall leaf street collection. Not a bagged program. Residents would be able to put loose leaves in the street, in front of residence, for 2 collection dates.
- Fall removal of leaves and help with removal of tree debris after a storm.
- FARMERS MARKET WAY TOO SMOOSHED; BETTER LIGHTS IN PARKING LOTS. LOTS ALWAYS DARK-ESP DANANDA-LIGHTS DONT SHINE DOWN ENOUGH; STREET LIGHTS DONT SHINE ON STREETS TO SEE PEOPLE WALKING
- Fill cracks in streets, free leaf and brush pick up.
- fix sidewalks
- For street cleaning in fall
- Forest park allows you to sweep leaves and yard waste in the streets and vacuums then up.
- Free Bulk and yard waste pickup at certain times a year
- Free garbage day pickup like Glen Ellyn does.
- Free leaf and yard waste pick up for month of OCT

- Free leaf pick up in the fall, spring clean up day (where they do free pick up of whatever is on the curb)
- free recycling pickup, snow clearing for seniors
- Free stick and leaf pickup. Bagging everything is outrageous
- Free yard waste pick up after a certain date like other towns do.
- FREE YARD WASTE PICK UP WINDOW. FREE ANNUAL GARBAGE DAY
- free yard waste pickup
- Free yard waste pickup or a two-week time in the fall where you can place leaves out and brush to be picked up for free.
- Free Electric Car Charging Stations Downtown Wheaton Area
- Garden/ leaf pickup is too expensive. Other towns have a free leaf pickup of a certain period during fall. We should have it too. If these leaves are left it can block the drains and will be a more expensive problem
- Harm reduction!!!!!! Ex clean needle exchanges, free narcan, community based events FOCUSED on substance abuse and recovery. Dead addicts cannot recover.
- Has the city ever considered an active compost program aside from using yard waste bags? What about adhering to its own development standards so that new developments are in keeping with the charm of downtown? The 121, planned building at Egglectic block, building blocking the historic courthouse, and dental office addition at Naperville Rd and Roosevelt all lack any cohesive plan and are way too prone to allowing variances.
- High speed rail into the city free of charge
- Historic preservation/Historic district. Probably too late though.
- Hours for elderly, who can't get upstairs to bathrooms and for the homeless.
- I have heard many people complain that the handicap spot on East Wesley is not close enough to the shops downtown or the museum's handicap entrance. If it could be moved back to where it used to be on Main Street that would be more convenient for the elderly and disabled that I am friends with.
- I love living in Wheaton and have been living here for 18 years. Recently, I had to use the ambulance service for the first time in my life and my bill was ridiculously high even with insurance because apparently ambulance services are not in network. I live in an incorporated area, but that doesn't seem to matter. My share is about \$2,000. I couldn't drive to the hospital, but I hope I will never need to ever need to use them. The charge for mileage less than 3.5 miles drive was like \$50. Really?
- I was informed last year that the city's water line in the street is lead and that it would be replaced in 2025. Now the city says it will not be replaced until 2026. I am very disappointed that the city has delayed the replacement another year and I have zero confidence that they will keep their word as they reneged on their promise once already. It is very disappointing but I guess that is the trend - public officials not keeping their promises, that is to say. I thought Wheaton was better than that.
- I wish residents were allowed to have backyard chickens like everyone else in surrounding areas. A city-wide week where we could have community garage sales and complimentary yard waste/large item disposal like Windfield provides THEIR residents.
- I wish you had an annual pickup day. I can't afford the stickers required for garbage disposal.
- I would appreciate more sidewalk maintenance because I am partially disabled. Especially at Southwest corner of Park and Main.
- I would like the library to have a creative center and could loan small appliances like Elmhurst.

- I would like to see a sidewalk shoveling ordinance with enforcement measures (e.g. fines for not shoveling) for every property with sidewalks. Sidewalks have been very dangerous for walking to school, pregnant women, and elderly people. I would enjoy living in Wheaton more if it was more accessible by foot year-round.
- I would like to see a walkway/bridge under or over Butterfield road by Leask Lane. Too many accidents and not safe for pedestrians or bikers to access paths!
- I would like to see the library more modernized. Other libraries around us (Lombard, for example) seem to have more modern library services and programs. Even the library's social media seems behind the times.
- I would think the city of Wheaton has services for seniors. But don't see any listed. Not at that age yet, but getting closer.
- I would very much like to know what options are available to Wheaton residents to curb the non-stop totally annoying and toxic low flying prop planes from the DuPage county airport over our houses ? These small planes still use lead based fuels, are loud and obnoxious, total invasion of privacy and start as early as 5am until after midnight. Do I need to start to get signatures to stop them from flying right over our rooftops ?? Please Advise. Bill Cunningham.
- I'd like to see the garage rate go down
- I'm confused about the recycling program. Why do we separate when the truck just dumps it all into the same "bucket"? And why do we now have to pay for recycling?
- I'm sure there's something but I can't think of anything at the moment
- I'd really like to be able to rake leaves to the curb and have a sucker truck pick them up. I've lived places that did this, and some of the other local suburbs do this.
- If the city could help homeowners with downed trees and large branches after a storm. That would be a huge help.
- I'm happy with the Wheaton city services. I worked at another municipality.
- Inclusive council members who don't just love the neighbor who resembles them and their beliefs; who possess empathy and are educated and have experiences beyond their own doors. I would like to see composting options available in addition to charging stations around town.
- It would be nice when in the fall when all of the leaves from trees have fallen that Wheaton residences could rake the leaves into the parkway where then the city of Wheaton could coordinate with LRS or another refuse company who has the use of a vacuum to suck up all of the leaves FREE of charge to the residents. St. Charles provides this service, why can't Wheaton? Also have a once a year refuse pickup where ANYTHING, except toxic or dangerous refuse items, can be placed at the curb on their regular garbage pickup day with the charge of the largest garbage container where garbage refuse is put out.
- Junk garbage day like other towns offer once a year
- Keep city government to a minimum
- large item collection days including large yard waste items.
- large item pick ups
- Leaf and brush pick up
- Leaf collection and large item removal days
- Leaf curbside pickup in the Fall, other places have a designated day or days to rake leaves into the side street in front of your house and they will be picked up. Noise from gas high powered leaf blowers is also an issue in the Spring and Summer. The lawn services and even the Parks people blowing leaves off the playgrounds is very loud.
- Leaf pick up from parkway. Where I used to live we raked our leaves to the parkway and the city collected the leaves with machines that sucked them up from there.

- Leaf pick up from the street to eliminate the need to use bags and stickers
- Leaf pick up in Naperville
- Leaf pick up program similar to other towns where public works goes around and collects leaves which are raked by the homeowner to the curb as opposed to bagging leaves in the fall.
- leaf pickup
- Leaf pickup in the fall
- Leaf pickup in the fall.
- Leaf removement in the fall as done by Naperville
- Leaf service
- Lower property taxes
- Lower taxes
- Management of community engagement, like Hale St Tent and band concerts. Very important to me and Wheaton is going great. Public Education would be another area. I'd score it a 75% approval.
- Many towns around us have one or two amnesty days a year, Glen Ellyn being one of them. They can put any garbage or junk out and it's taken for free. It would be fantastic if Wheaton did at least one day a year like this. Some examples are: <https://www.glenellyn.org/210/Unlimited-Refuse-Collection>, <https://www.willowbrookil.org/106/Amnesty-Day>
- MASK REQUIRED EVENTS SO IMMUNE COMPROMISED CAN ATTEND
- MAYBE WIDER STREETS-HOWEVER, I KNOW THAT IS NOT POSSIBLE
- More flexibility in residential code, always hear chickens.
- More Parking downtown. Too many condos and apartments downtown and not enough parking for other residents to shop or dine downtown.
- More parking tickets should be given on the residential streets. Also, Cars should not be allowed to park "on" the alley. Code enforcement? Why are garbage cans allowed to be everywhere.??. People have garages.....pls enforce they should be stored inside!!!! Thank you!
- MORE SERVICES FOR SENIORS
- More trees and plants and small bushes
- Moved here two years ago and very happy living in Wheaton
- Negotiated electrical contract with comed similar to Naperville. They pay less for electricity
- Occasional large waste pickup days
- one free day a year of household items pickup
- One free garbage day a year for large items. Better traffic mitigation for North Wheaton, especially crash prone areas.
- One free garbage pickup
- Our parks were maintained better in the past
- Parking is a big issue downtown and I would like to see steps to solve that.
- Parking is an issue, particularly when taking a class at the DuPage Art League. Signs - Replace the TINY leased parking sign in the parking garage with a larger sign that is easily seen. Put speed bumps on Farnham Lane/Gamon it might help the Speeders who constantly travel 40-60 mph. There are children living on these streets, their lives are precious. Speed bumps are a positive way to remind motorists to observe the 25mph speed limit. Finally, How to prevent motorists from ignoring the red light at the intersections on Naperville Road. Twice, I've seen people be hit or have almost been a victim. What to do??? What to do??? Compliment: Wheaton City Council has addressed several issues that are taken for granted. Thank you for the time, efforts, and consistency by the council to provide a safe community, repair streets, and change the facade of the community these past several years.

- pick up leaves curbside without bags
- PLANNING CONSTRUCTION AND REPAIR OF ROADS TO NO OCCUR ALL AT SAME TIME-GARY, BUTTERFIELD, ROOSEVELT, ETC TRAFFIC AWFUL, PLAN BETTER
- Please stop making us pay an obscene amount of money for yard waste! When we lived in Naperville the city had times you could put branches on the curb to be picked up and leaves left on curb to be sucked up. It was a great system. We waste so much more time and money doing it Wheaton's way!
- Program for special needs children and adults to increase visibility and have prior information when approaching a home. For example, have an open house for special needs and their families to see the fire and police equipment and see the stations. Have a communication system prior to an emergency that would inform the police/fire regarding homes with special needs persons so that the encounter can be calm and show compassion.
- Public transportation and more walkways
- Put a 9 ft pool table in a place reserved for adults. There used to be one in the Senior building at Memorial Park but it was removed because the floor might get wet in heavy rains.
- Q2 is not a good one. Of course every community needs fire, police and water. You have no way to rank the other concerns by placing them next to infrastructure that is essential.
- Recognizing diversity: cultured, ethnic, faith, etc. all year round
- Scooters or bikes would be cool.
- Seasonal Tree branch pick up and after storm limb pick ups. Fall leaf pickup , curbside not bagged
- seasonal unlimited garbage pickup, curbside leaf pickup
- Several surrounding cities have free yard waste pick up twice a year. As a senior citizen, I would appreciate times when I didn't have to pay so much to dispose of my yard waste. It has become very costly especially in the Fall.
- shared bike services along the prairie path
- Sharps recycling - a lot of families doing IVF do not have anywhere to safely recycle our sharps. Maybe a seasonal collection / drop off? Several places have open door policy at police stations too. It would be VERY helpful!
- Small business incubator, yard waste pickup, we'd like to have chickens.
- Some concern for the brightness of the residential streetlights.
- Speed camera set up on residential street. Also a space on website to report homes that do not adhere to codes regarding unkempt grass.
- Stop having to have garbage stickers for yard waste
- Street safety- Butterfield rd. between Lambert rd. and Naperville rd. is incredibly unsafe. This includes the intersections as well as speeders at all times of day. I always feel unsafe driving in that area. Also, the stretch on Butterfield between Briarcliffe and Naperville rd. needs a safe sidewalk option. There is a trailhead at Leask and Butterfield with no marked crosswalk. We live at Butterfield and Briarcliffe and cannot safely access the bike trails nearby which is such a disappointment considering how closely we live.
- Styrofoam recycling, tree/bush clippings pick-up
- Testing my water,
- Thank you for maintaining the underpass, I see how quickly debris, ice, graffiti is responded to and we really appreciate it!
- The city needs to step up its performance with sidewalk repairs and new installation. While it's doing better, there's still room for improvement.
- The downtown area needs better and more parking options
- The library should support Hoopla and Kanopy services for patrons.

- Too many traffic lights. It stops the flow of traffic. Ridiculous amount of traffic lights.
- TRAIN STATION AND PARKING LOT-COLLEGE AVE-LANDSCAPE ALL WEEDS. ADD SOME PRAIRIE PLANTS
- Tree branch service!!! (Like Glen Ellyn does)
- tree trimming
- We rarely discuss aging in place. We talk all the time about seniors. But there seems to be no interest in the need to develop a community that supports aging in place. Why is that?
- Wish we could do more about Coyotes in area
- Wish we had leaf pick up and an annual junk pick up day!
- Would like a day for yard waste and garbage pickup that is free as much as you want like our surrounding cities have. The Glen Ellyn garbage day also encourages people to go out and reuse others trash.
- Would like to see an end of year leaf/yard cleanup pickup like other towns do. A splash pad for kids. Not putting the tent up on shape street in the summer to open up the roads driving through downtown. Sync the lights on Main Street so traffic flows faster.
- Would love to have a week where we can put out big items for removal either by other citizens or by the trash / recycling vendor. Glen Ellyn does it and it's a nice service.
- Year round composting
- Year-round compostable waste. More pollinator gardens. Renovate Wheaton Theater.
- Yes, Wheaton should offer a free brush pick-up once every quarter. It would let residents keep their property well groomed.

**Q26. If there is an area of primary importance that you think the City needs to focus its efforts that is not covered in this survey, please share your concern here:**

The “word cloud” below represents the comments from the above question. Individual comments are provided on the following pages.



- #1) More info on causes of fire in Wheaton. I feel that the police department and library do an exceptional job! They are some of the reasons I love about living in Wheaton. Other than the high ambulance cost not being better covered by the insurance, the staff do an excellent job. The two guys who helped me when I needed an ambulance were very kind and professional. They were exceptional. The fire department is also excellent and quite busy! What I would really like to see is more education about the causes of fire as there has been so many in my area in the past few years. It would be great to have more information about the causes without violating anyone's privacy. Just to educate people more. #2) I live in a condo and birds have been nesting in some of the dryer vents. I had a nest removed from mine and added a cage over mine. I save birds flying into the dryer vents of other units and I reported it (and followed up twice) to the Association. Nothing is happening. I would also love to see, if possible, some code/regulation that would require condo management companies to insure that they address this fire hazard issue. It would be great if there is a way that one can report their concerns to the city of they live in a condo. Thank you.
- 1. Accurate information about goings on. Especially political events and accidents. 2. Pro active attention to gangs and drugs. 3. Given the movement toward police state actions by Trump, I think police preparedness and communication, as well as responsible citizenship is becoming increasingly important. 4. Sounder connections to county and state government. All politics is local. 5. Proactive response to gossip and fear mongering, especially in social media. I think there are dangers to come, and training of police in easing of tension will become more important. 6. Coordination of things like resources for the poor and elderly, quicker response times to what's happening and information in social media. 7. All units in gave. Local, state, county etc. will need sound sharing of information among themselves and ability to distribute information to the public.
- 1. There is a lack of historic preservation and city planning in regard to a unified visual aesthetic that makes Wheaton a charming and recognizable city. 2. Planning again—the downtown is too dense with multi level housing. On top of that, it is all hodgepodge looking and subjectively ugly, lol.
- A better and cheaper way to pick up leaves. Better patrolling and ticketing for speeders. Better regulation for property upkeep. Too many properties around town are cluttered with garbage and unkempt yards, etc..
- A composting program would be a nice addition.
- add Styrofoam recycling to monthly recycling event
- Adding crosswalk lights to more lights such as Butterfield and Lambert, connecting forest preserves to neighborhoods such as at Leask and Butterfield.
- Aesthetics of new development
- Affordability of housing
- Again, a place to recycle batteries, electronics, etc. at no additional charge to us.
- Allowing the library to have books that represent all citizens of Wheaton. To not allow City Councilman Scott Brown to try and intimidate librarians on what books him and his Christian beliefs believe should be banned from the Wheaton library!
- An unlimited trash pickup day like in glen Ellyn would be nice
- ANNUAL REVIEW OF CITY ORDINANCES AND UPDATING THEM AS NECESSARY
- Basically we pay incorporated taxes yet my street on Cadillac and Santa Rosa Ave their is no storm system in place just drains and they often get overworked and clogged and my house floods as a result as all the water from the neighborhood then runs into my house. Yes the city has made the larger storm system down stream but theirs a bottle neck at my junction that no matter the size

of the main sewer pipes the surface drains get overworked and the water then runs over the driveway and into the house. It's a fundamental flaw, also the city keeps paving the street and over time the street is higher than my foundation so all water runoff again washes into the property. The street needs to be lowered by a couple inches and a sewer drainage system installed with concrete curbs to channel the storm water appropriately and keep the properties from flooding. Big job yes but needs to be done.

- Belleau Woods, fallen trees through the woods and dead trees all over. It is a fire hazard, spoils the look of the forest.
- Better and safer traffic flow through downtown area. Excessive road closures for events, and the illegal parking and crowds at the French Market make Saturday's a nightmare - especially since the traffic lights across the train tracks are horrific.
- Bike/walk safety education emphasis with public and police enforcement. Drivers are not respectful of cross walks or bikers on road.
- Bikes on sidewalks. Too many adult bikers use sidewalks, don't announce themselves. Also, e bikes on sidewalks, kids and adults. Young kids should not be on e bikes, are there regulations for them?
- Branch pickup after storms is also something that other communities offer that we don't receive. Curb pickup for storm debris is always something of a hot button issue. The sticker system overall is a tough one. Most people hate it.
- Bringing in businesses that add to the sales tax base
- Burning Trail Rd. is being used as a passthrough from Roosevelt to Orchard Rd. As a result we regularly get cars flying through a neighborhood with a ton of kids at up to 50 MPH or more in particular the portion south of Creekside Dr and north of Weisbrook road. Putting up a speed limit sign on to a light post that flashes and tell people their speed would drastically increase safety and be highly appreciated or alternatively increasing police presence there, especially during evening rush hour. South Wheaton residential sidewalks are becoming uneven to walk on due to growth of residential trees and their roots since installation, resulting in increased tripping hazards. They could use a concrete shaving to make them safer. It's a one time service that would probably last 10+ years.
- Butterfield road between Scottdale and briar cliffs subdivisions looks neglected compared to the rest of town. The medians, sidewalks overgrown and the shopping center with Fox bowl looks junky and does not feel as safe as Danada.
- City council should listen to the citizens
- City planning with respect to commercial development downtown and along the Roosevelt corridor. The preponderance of restaurants and hair salons in downtown is mind boggling! We need to do more to ensure retail and other service providers do business in Wheaton. We also remain concerned about the availability of affordable housing options.
- Closing off streets for cream of Wheaton and other events centered in Memorial Park creates a traffic fiasco every time it happens. Saturday's are the worst. Can you locate these events in another part of town that is not so congested?
- Code enforcement ....illegal parking on streets & have garbage cans inside garages!!!!!! When is the Wheaton Theater going to be functional? It will be a gem when it finally opens.....but when????????!!!!???
- Commercial Development! Go to Naperville, Downers Grove, etc. look at the restaurants and shopping. Wheaton has empty buildings and lots everywhere. Stop with the car washes and mattress stores and gas stations.

- Communication about how residents can keep informed about the city of Wheaton. This is in regards about Question 19. What are all the forms of communication and how do you access/sign up for them? Especially how do you sign up for the text updates?
- Community engagement- events like Good Citizens. Also honoring, educating and celebrating our diverse cultures.
- community outside art. See exhibits in Naperville
- Community wide trash day once a year AND a system that doesn't require buying yard waste bag stickers. Offer a leaf pickup service through the fall where you just put the leaves on the curb and a machine comes through and sucks them up. Overall, I feel it is hard to dispose of anything that doesn't go in a can in Wheaton.
- Compost support!
- Composting service!
- concerned with the perceived observation that many drivers "blow" stop signs in residential neighborhoods
- Congestion on down town streets!
- Continue to buildup our downtown area! Try and get a movie theater back. Encourage retail and try and keep the empty buildings to a minimum.
- Cost
- Cost of garbage and recycling
- Cost of trash service. Stormwater management including the pitching of neighborhood roads, culverts and curb and gutter.
- Curbs, storm sewage, streetlights ON ALL RESIDENTIAL STREETS.
- Develop the western Roosevelt Road corridor and attract high-quality, upscale retail and restaurants to the County Farm shopping areas. Attract more residential development and less gas stations. Why have storefront locations at Roosevelt and County Farm been empty for years?! Provide better code enforcement for blighted areas on Roosevelt road and those residential areas of town that have dilapidated homes. More adult-oriented events.
- Disappointed that the city has not allowed the two tax revenue resources that almost every city around us has done. Video gambling and cannabis stores. They generate tax revenue that could be used to maybe lower personal or property taxes and I see no evidence of bad consequences in the towns that have welcomed these businesses to their town.
- Diversity
- Diversity in downtown businesses. I have lived here for 50 plus years and downtown is one large eatery. 5 Mexican themed restaurants in a 3 block area. The density of additional residents with all the apartment buildings is crazy. Lastly allowing these McMansions that take up the majority of the lot with the tear downs. The loss of historic homes like the Powell home on Harrison and Wheaton with that house that takes up the whole lot is ridiculous. You just keep rubber stamping Patrick Murphy and ruining this town.
- Do something about the loud-obnoxious cars that drive by.
- Downtown traffic is frequently gridlocked. Too many stop lights. Go visit Glen Ellyn to see how they keep traffic moving. Rt 38 snow removal is bad. Traffic is terrible. In Winfield it's okay, in en Ellyn and beyond it's fine.
- E-bikes in parks and sidewalks.
- EDUCATE US ABOUT WHAT/HOW TO RECYCLE. CAPS ON BOTTLE OR OFF? AMAZON MAILING ENVELOPES? WRAPPING PAPER? ETC
- Empathy and educational training for the white male Council members: they need to learn about people other than white male Christian's within our community. The need education on the

history and experiences of people who reside in our community: refugees, those of different colored skin, those of different sex, those who were not born in Wheaton or in this country, those who are not Christian. Diversity training would be very beneficial to avoid the white male's from offending people in this community.

- Encouraging businesses (not more restaurants) to locate in empty storefronts
- Enforce speeding laws on Manchester from the Bridge west past the schools
- Enforcement of speed limits and stop signs
- Enforcing the rules of the road is needed! Every day we see drivers going the wrong way on one-way streets, cars not stopping at stop signs, cars passing on a 25 mph neighborhood street, cars not slowing/stopping at yield signs all on the north side. No enforcement has led to too many near misses and many accidents.
- Environment, conservation and diversity
- Excellent leadership, vision / development, variety of engaging community activities, and standards of excellence.
- Excited to be a part of the new sensory inclusivity committee for the Wheaton Park District, but should be done for special needs community as well. Communication for available services should be approved.
- Focus now is good.
- Free to use electric vehicle charging stations available in downtown Wheaton.
- Frequent yard sales.
- Gas powered leaf blower ban
- Get rid of Lakeshore Recycling Service. Their customer service is horrible.
- Have a day like Glen Ellyn where you can put out items for free.
- Have garbage pickup twice per week offered
- Have lived here 60 years - and LOVE Wheaton. Thank you for making it a wonderful place to live.
- Having business permits to start or open a new business. Not bringing in several more storage places and getting businesses that people enjoy going to or that will bring in money like Portillo's or the Home Depot we could have had but is not in Carol Stream. I don't want taxes raised but many of the City Buildings need major updates or repairs including the Police Department and Fire Departments. Having a hire number of City Employees in various roles such as finance, IT, Public Works, Police, and Fire to adequately address the needs of the City and solve manpower issues I would imagine all of those departments have. The sidewalk and street improvements are a good start, but I feel even when streets are done they still seem to be uneven or not as smooth as other towns. A free leaf or brush pickup during late fall would be nice. I feel other towns pay a similar amount in taxes but offer more services. Keep Wheaton out of controversial issues and stand behind the police and fire.
- High property taxes is by far the biggest issue we have without question. Everything else pales in comparison. We are not getting anywhere near the amount of value we pay for in property tax every year. Please try to address this!
- How the federal government impacts Wheaton and what our local officials are doing to help us.
- how to dispose of Styrofoam
- I am very concerned about all the air traffic right over my house !
- I believe we have a wonderful city and the City council and services all do a wonderful job overall. It is why I have lived here for almost 40 years. I do wonder if we should have more community engagement that brings people together across all age groups for fun charity events, clean-up, or anything that allows people to meet each other and build personal relationships. This happens in

neighborhoods, through schools and churches, but maybe we need something at a city level. Just a thought

- I don't think they should promote LGBTQ agenda.
- I greatly appreciate the city's text and weekly newsletter, as I am not a huge social media user. It provides all of the pertinent information. The only social media I follow is Instagram and I follow the downtown Wheaton Association, mostly for happenings like events and restaurant openings. I use the website only when looking for certain services, and only when I need them. I love living in Wheaton, I love the library, the downtown and its vibrancy. I wish more could be done for Town Square Wheaton.
- I know there is a LOT to balance running the city. A lot of the questions asked about what the focus should be over the next TWO years, which is important, but I think we should think about what the world may look like in 5-10 years and let that drive how we plan for the next 2 years. I think it's very important for us to invest in our infrastructure, especially water and green spaces and to make Wheaton an attractive place for businesses and families to grow. That means using our tax dollars effectively and bringing in enough revenue to support our vision. Wheaton is fairly diverse, and we need to balance the desires of the wealthy with those of the poor and make sure we're creating a sense of COMMUNITY. I would love for there to be more opportunities to interact with each other to do that.
- I live in Cole ave near the high school. It's normally a bad traffic situation and my kids have been at risk multiple times of people driving too fast and recklessly. I've emailed the city and over many communications the speed limit was lowered. This is an ineffective solution as no one enforces it. This problem is exacerbated by the Gary ave closure. Additional signage, enforcement, or lane management solutions could be an option - and the city is welcome to sit in my driveway any day to monitor drivers bumping curbs, hitting mailboxes (once or twice per year, typically in winter), or speeding with no lane adherence.
- I live on Beverly st, off Roosevelt rd, the streets near me are dead ends. Our street is used for traffic, should be a one-way street going south
- I live on South Dorchester avenue off of Roosevelt rd. We have young kids, and there are cars that drive way too fast multiple times per day. We would appreciate some police presence and or interventions to curb this practice. We understand that this street is a way for people to get to Manchester road, but it is important to keep all the kids in the neighborhood safe. Thank you.
- I realize that this is for the park district but I think it's high time we had a park with a playground in DT Wheaton again.. the one at the school is UNAVAILABLE during any school day. Thanks for all of your hard work
- I really love living in Wheaton. It's a wonderful town
- I recently discovered that the city's ambulance personnel are outside contractors and make approximately half what the firefighters make per year despite answering the vast majority of 911 calls. This disparity should be corrected.
- I see people speeding and rolling though STOP signs, all the time. Could you please ask the police to be more attentive to enforcing our basic traffic laws. It makes a difference.
- I think closing Willow Avenue is a mistake. It's already congested in that area. I think it will become worse.
- I think Danada has some concerning areas of vacancy that should be discussed with the building owners both in town square and also with the hooligan and outback properties. Those are valuable pieces of land that are highly underutilized. I hope property owners are being pushed and communicated with on a frequent basis.
- I think the City government and the elected City officials are doing a great job.

- I think the city needs to really focus on keeping costs down. Our taxes are super high, and I think the city can do more to keep costs in control and make cuts to help lower taxes. I also believe that the city seems to be getting more involved in certain political things that we really shouldn't be spending time on.
- I understand that the city is planning on destroying the lakes in the streams, I think that there should be more information for the public. This is something that should be improved upon, Parkside, not destroyed!!
- I want to see recycling bins around parks, strip malls, restaurants
- I wanted to clarify that if I did not answer a choice of importance to me it is because I am completely satisfied of the status quo.
- I would like to see more opportunities for birth to 3 years old especially around caring for them
- I'd like to better understand how committee members are selected. I'd like better acceptance and inclusion from certain members of the city council and the mayor. Belonging is important and I think that ensuring people of all walks of life, backgrounds, and ethnicities should feel welcome here. They starts with our leaders. I was disappointed in certain council members and their behavior around immigrants being brought to Wheaton. We can do much better to be a welcoming town. I really appreciate certain members of the council who are open and present and inclusive.
- I'd like to see less expensive garbage and recycling, as well as water and sewer prices. These services are significantly more expensive than they were in our previous neighborhood and include a lot less (e.g., the extra cost for bulk items and yard waste).
- I'd love to be able to put leaves in the street for pickup rather than using leaf bags.
- I'm very pro development in the downtown area however future developments should maintain street level ambience and amenities. Changing a full block that was previously mixed use to only residential ruins the feel of the area. PUD should be mixed use and take these factors into account.
- I'd like to be able to change my garbage cart annually as the rate follows the cart size. I don't think we need more sidewalks and could simply add walk lanes on many residential streets, which are plenty wide already and underused. These streets do get patched often so a layer of asphalt/ overall smooth surface would be nicer to drive on and look at, thereby raising the appearance of the city and the condition of its infrastructure.
- If we have a free bulky junk amnesty day I don't know about it. I'd like one.
- I'm really not aware that Wheaton has ever had a program where people could dispose of large/yard waste items. Maybe yard waste but it is pretty costly for yard waste stickers. As I have stated before, Windfield does this complimentary for their residents TWICE a year. I pay almost \$9,000 a year in property tax. It would be nice if residents could get the benefit related to the high taxes we pay.
- Improve bicycle infrastructure (protected paths, parking).
- Improve sidewalks and access to make Wheaton a walking friendly city from all neighborhoods. Invest in more library services, particularly youth programs, services, play areas, and the addition of new books.
- Improve traffic flow on main streets (Roosevelt) and around Danada shopping center.
- Is fine
- It seems that there is duplication of services. There's a huge maintenance yard for park district vehicles and another for city vehicles. Can't all of the vehicles use the same facility to save money?
- It would be nice to have a day you can dispose of anything at no cost. The Street I live on is too narrow. 75% of the people that come down it turn around in my driveway. We have replaced the

parkway section 3 times. They drive on my lawn, back into my fence, and damaged a tree (which had to be cut down).

- Keep the citizens of Wheaton informed about what is going on with vacant commercial buildings online. Seems like we hear about closing but we hear nothing about why they are still empty. Example is County Farm rd and Roosevelt Rd corner.
- Lack of parking downtown.
- Leaf and stick pickup should model Naperville. It should be free, no bags! Also, more street lights are needed. Hale street parking can be difficult to find as well
- Leaf collection - bagging has a high cost and effort
- Leaf collection should be offered as a free service once in the fall. Other local communities do it and find it helpful.
- Less expensive bulky trash pick up. Fill the cracks in the road more often.
- Library aesthetics- we go to many and Wheaton is lacking. Police - my home alarm went off and it took them 25 minutes to show up. Parkway streets - please stop planting dead trees. Garbage/recycling - WAY too expensive. We need a free day like all the other surrounding suburbs.
- Library removed most of its books from the main floor recently. Why?!!! I politely complained, and the head person didn't have the courtesy to respond. As a donor and a long time patron who loves the library, I am upset. I am disabled. I find it hard to get to the second floor fiction/mystery section. Any extra walking is a challenge. Why did no one think of this? Is it surprising that many people actually want quick and easy access to actual books to check out? Why make people go upstairs?
- Lisle and Naperville rake their leaves to curb and they pick them up. This should be available.
- Lower taxes, lower spending, fewer employees, longer use of assets without buying more and new.
- Lowering costs for all waste related services. Many other towns have free leaf pick up and some amnesty days
- Many nearby cities offer leaf pickup curbside w/o using bags. Wheaton needs this.
- More assistance from police to help manage traffic at schools. Crossing guards should not have to direct traffic.
- More attention/focus on Wheaton south of the railroad tracks, particularly in the downtown area and also the residential area covered by school district 89. Downtown south of the tracks needs more economic development focus. District 89 area feels forgotten/left out. For example - the police roll call events don't cover this area.
- More enforcement of distracted drivers on their phones
- More information and availability of composting
- More safe walkway/ bridges over busy streets
- More street patrols by police in all retail areas.
- My family is very grateful for the Pride and Juneteenth proclamations. The inclusion of ALL people is very important to our family.
- neighborhood safety
- Offering a free day of recycling like they do in Glen Ellyn
- One week where you can put out as much garbage as necessary ,with no extra charge . Like the city of Elmhurst does.
- OPPORTUNITIES FOR EVENTS THAT MEET THE NEEDS OF THOSE TRYING NOT TO GET SICK- MASKED HOURS AT THE LIBRARY, MASKED CONCERTS, AVAILABILITY OF MASKS AND RAPID TESTS

- Our neighbors have been complaining about water leaking into their basements all on casa solana and madera dr and Cordova ct and for ten years no one did anything about it. Then a pipe blew in my neighbors yard and it was fixed. Weird how the basements were leaking for years and when the city's water pipe blew it was fixed.
- Our parks are not great. They need some updating, cleaning. The baseball fields are not great nor are the concessions.
- Overnight illegal parking on neighborhood streets.
- Parking for people who work in downtown Wheaton. Make more accessible and cheaper for workers to park.
- parking garage S of tracks in downtown
- Permit process takes too long. Garbage cans should be in discreet places, not by their front doors.
- Plant more trees on city property every year
- PLEASE ENHANCE THE PARKING LOT OFF BLANCHARD FOR COLLEGE AVE STATION. ITS ALL WEEDS AND NATIVE PRAIRIE PLANTS WOULD MAKE IT LOOK SO MUCH NICER. IT FEELS LIKE THE BLACK SHEEP-NO ONE WANTS TO CARE FOR IT
- Please look at Butterfield road between Briarcliffe and Naperville road. It is unsafe for drivers and pedestrians and I would love to see that addressed immediately. Access to sidewalks and bike paths should be addressed as well in that area.
- Potential for too much development – density apartments, destroying the feel of the city. City Council doesn't always listen to neighborhood concerns. Development of Roosevelt Road corridor is still a concern. We don't want or need low cost housing or extensive commercial development. The property depths are too shallow and Roosevelt Road is already getting too congested.
- PUBLIC AND COMMUNITY HEALTH
- Quit putting new businesses in where traffic and parking is already challenged. Ex. Danada with Starbucks in front, backing up traffic into Whole Foods and other businesses. Then you added a Nordstrom Rack. It's a wonder nobody has been killed.
- Recognize diversity of our residents and business owners. The city is no longer all white Christian community. Recognize diversity all year. Celebrate diversity, not just white Christian holidays.
- Recycling required at larger multi housing properties
- Reduce speeding on busy residential roads (example: Creekside Dr. by Madison School).
- Reducing the City's emphasis on public safety to focus on infrastructure. Wheaton is a very safe community, it feels like resources could be better allocated.
- Reduction/elimination of cost to residents for garbage/recycle/yard waste collection.
- Regarding the library, the librarians need to be more open to patron requests. In Naperville the library would buy any worthy material I requested, so long as another library in the linkin system did not have the material. Here, the Wheaton librarians only purchase the requested material if the book was published this year. The library is missing out on having some amazing books for this silly reason!!
- REGULATION OF EBIKES IN ALL PUBLIC AREAS
- Replacement of as many lights and 4 way stops as possible with roundabouts
- SAFER CROSSING OPTIONS OVER THE TRAIN TRACKS IN DOWNTOWN NEAR HALE AND MAIN ST- AS A CUSD200 TEACHER, WE WOULD DO MORE WALKING FIELDTRIPS IF WE COULD CROSS SAFELY
- Safety in schools. Lock down drills and procedures.
- Safety of our community.
- Safety of residents with increased use of motorized bikes/scooters by underage people being seen on sidewalks and streets. Enforcing no dogs at Wheaton Farmers Market.

- Sewer backups and waste water backups. I'm a new resident and have come to learn that my neighbor hood is prone to flooding and the city has done absolutely nothing about it. The neighbors tell me there have been 3 major floods in the past decade but have been told the infrastructure repairs needed are "years away from reality." This gives me no sense of comfort.
- Sidewalk usage in correlation to street cross walks. With the uptick in walkers and visitors, the main sidewalks should match up to cross walks. Example: casa solana and Blanchard. The sidewalks into the subdivision moves and does not align with the cross walks. Also the cross walk on casa solana by the park. The cross walk is on the hardly used side.
- Social Workers and Library Involvement. The library is one of a few locations where teens are able to hangout for free without annoying personal property/retail/restaurants. If given the ability, the library should be given additional funding to help create less problems with teens in Downtown Wheaton where they'd made to feel like annoying pests by adults because they have limited abilities on where they can/cannot hang out at. Social Workers are a predominant need in this time where things are uncertain and unclear; whether it be housing or receiving enough funds to pay bills. Our city's social workers Rosa and Khadija have been a fantastic addition to our city's community and we need either more manpower, or more hours for the staff already employed. I've seen numerous people ask for either social worker when they're not in the library, or off hours, and people comment about how helpful they've been during time of need/crisis.
- Solar on city buildings, green the city fleet for the future as vehicles need replacing
- Speed control on Roosevelt Road. Speeding on my street. Loud cars.
- Spending on nonessential items
- Splash pad for kids. Improving traffic flow in downtown, traffic gets really bad with the tent up on Hale Street in the summer.
- Splash pad, more shops and restaurants, contain the geese at Park- there is poop everywhere.
- Start accessing the tax levy so we have money for the future!! This city has lost so much revenue from not levying.
- Storm and civil emergencies. A contact for residents to get information.
- Support for seniors with property maintenance, such as tree removal on private property, ride service, and senior parking spots
- Sustainable initiatives that help people compost, store rain water
- TAXES
- Taxes are really high. What can we do to reduce them. Teachers don't get a 40% raise. Love the schools, but getting very expensive and affordability is tough.
- Teardowns. The rule seems to favor bulldozers running 7 AM to dusk seven days a week. What about consideration for the neighbors?
- The City Council and Park District board do not listen to the community. I've lived in Wheaton for 56 years and have never been so disappointed in our local government. They do not represent the community or value our input. The perfect example is the Cosley Zoo project and the ridiculous number of new condos, apartments and tear-downs of beautiful homes. Wheaton seems to have lost its way and continues to lose its charm.
- The city council needs to be more future focused and more focused on the environment. Adding bike lanes to the city as many towns have done promotes a healthier way to commute, lessen parking issues in the downtown area, and help with cleaner air. More bike racks are needed throughout the city as well. School boundaries need to be redone. I live in Wheaton and my kids should go to Wheaton schools not glen ellyn schools. There should also be happy hours allowed in Wheaton. It's ridiculous that it's 2025 and adults can't benefit from a few bucks off a drink.

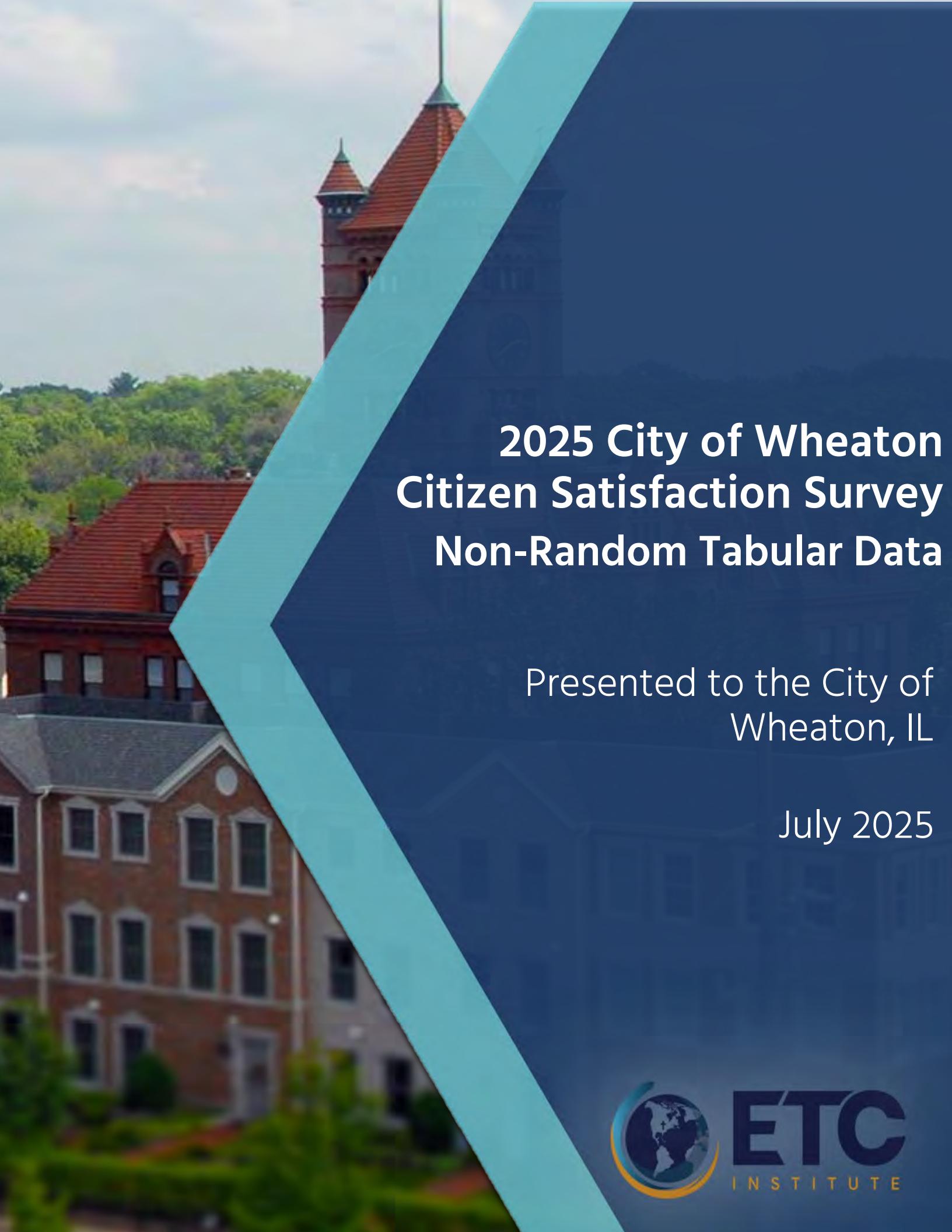
Restaurant prices are outrageous and I just don't go out eat much anymore. A little break would be helpful during these hard economic times. Lighten up city council, amend the codes.

- The city has not addressed the lack of affordable housing in the area while it allows builders to build overpriced homes. Would like to see the council commit to a better balance.
- The city has stopped being responsive to citizen input on development. As a result we have 24 hour clinics, car washes and gas stations in residential adjacent neighborhoods that went ahead after stiff opposition from residents. This would indicate that city council members are being bribed.
- The City needs to relax storm water management requirements when issuing permits for resurfacing of parking lots for commercial buildings. Otherwise, commercial parking lots throughout the City will fall into a state of disrepair. The storm water management requirements make resurfacing prohibitively expensive.
- The condition of some of residential streets. I live off of Wheaton Avenue and the streets are eroding. Also, work on repairing the pedestrian walkway under Roosevelt road. The steps are becoming unsafe and dangerous. Also, there are many people who do not stop at the corner of Roosevelt and main. As a pedestrian with a toddler, we have almost gotten hit trying to cross the road.
- The customer service for LRS is abysmal. The drivers are wonderful and helpful. If you have to call the office for any reason it is horrific. It would be great if the city would explore offering specific days where leaf clean up / debris can be picked up for a fee without the use of stickers and bags. Paying \$75 in stickers for leaves is outrageous and frustrating.
- The Hale Street Tents disrupt an already delicate traffic pattern in the City and take away some already limited parking. Most restaurants have some form of outside eating without the Tents.
- The irresponsible and unethical pursuit of the cosley expansion and Gary disruption despite significant dissent from the public.
- The major arterial roads, including Roosevelt, Naperville and RR, create "moats" that divide the community. They give highest priority to movement of cars/trucks. Movement of people across these roads (by walking, biking, even driving) is too subordinated. Sacrifices for cars and parking should be minimized in plans for Wheaton's future.
- The price of residential trash collection and recycle is crazy, too much money.
- The relatively new ordinance related to outdoor residential lighting restrictions needs to be actively explained and emphasized to achieve greater compliance throughout Wheaton.
- The South side of President Street by the train tracks is a disaster, and has been for well over a decade. It is lunacy that we have a stop sign for the North-bound traffic by the train tracks (rather than a traffic lamp, probably synced with the lamp on the North side of the tracks). That stop sign/intersection ALWAYS causes massive back-ups, often stretching most of the way from the tracks towards Roosevelt Road. The South-bound traffic is only a little better, because they soon hit a series of stop signs, too. That whole North/South artery from the train tracks to Roosevelt should be synced traffic lights, designed to clear out the congestion that builds up after every train that passes....Something that happens 100+ times per day.
- The traffic light intersection of Leask Ln & Butterfield should have an area where pedestrians can stand while waiting to cross Butterfield. In order to enter the Danada path from that intersection, pedestrians essentially have to stand in the street which can be dangerous.
- The traffic on Main Street is a daily trail and safety hazard. The taxes here are very high. We will have to retire somewhere else.
- The Wheaton Park District. There should be a better system to learn if facilities are available for use and rent. For example, on school breaks there should be a regularly updated online calendar

to show availability open gym times and locations. As it is now you have to call the front desk to ask, there is a delay while they look up info, a perceived annoyance that you are callings, and then a rant about ensuring parents remain with their children if under a certain age. Same with batting cage availability/rental. Why can't there be a website to see if available and then check out time to rent/utilize. Downers Grove Park District did a great job in this area.

- The zoning along Roosevelt. It's a shame that the residences behind the businesses on Roosevelt road hinder the development of that corridor. I'm aware of how that corridor is zoned, but change is needed for the betterment of the community. Potential tax dollars are being lost, high profile storefronts would draw people into this town, rather than drive through it.
- There are a lot of streets where parking on both sides of the street is allowed, but it is difficult to get through, especially for trucks serving the neighborhood (e.g., trash pickup). It would be easier if these were parking is only permitted on one side.
- There are many residential properties that have been neglected. Long grass, wood, and boarded up windows, etc. The city should have a link to report these properties to city officials.
- There is an opportunity to better advertise (educate about) and broaden the monthly recycling program to keep more hazardously materials - like electronic waste - out of landfill. It's an underutilized program but such a good one.
- There is nothing
- There needs to be a crosswalk at the apartment complex on Roosevelt Rd. across the street from Chipotle in the Target parking lot. There are far too many times I see people jay walking and it is extremely dangerous. People are not walking to the corner light on County Farm Rd. to cross.
- These cold, bright white street lights in small segments of neighborhoods are intolerable.
- This sticker situation with LRS sheisters is out of hand.
- To the City Council and City staff continue doing the great job. Thank you
- TRASH COLLECTION/RECYCLE COLLECTION-NOT ALL IS EMPTIED AND IT IS SPILLED INTO THE OPEN; KEEP PRICES AND BILLS DOWN FOR RESIDENTS
- Unincorporated wheaton information inclusion
- UPDATING INTERIORS OF LIBRARY. VISIT LIBRARIES IN COMPARABLE COMMUNITIES. OURS LOOKS DATED
- Very limited selections for internet. We need more affordable options.
- Water management of peoples properties. Others directing storm water from their gutters onto other peoples property causing massive erosion.
- ways to cut costs to lower property taxes, we are the 2nd highest tax in the nation and people are moving out of Illinois partly because of this reason.
- We have lived in same home since 1982. That answers what we think of WEATON.
- WE JUST MOVED TO WHEATON AND CANT BELIEVE WE NEED TO PAY FOR TRASH REMOVAL. OUR TAXES ARE SO MUCH HIGHER HERE THAN THEY WERE IN MADISON-WHERE WE DID NOT PAY ANYTHING. WHY?
- We live on Park Ave and it is used as an alternative route when traffic backs up on Main and Roosevelt. Cars fly down and it is in front of an elementary school, and nearby Kelly Park.
- While aspects of the new parking changes are good (allowing businesses to purchase permits), the parking downtown is atrocious and getting worse. So many people are now parking on roads they did not before, creating issues for those businesses (like on East Wesley). More parking garages closer to the heart of downtown are necessary to appeal to patrons of the businesses. When large events happen downtown or on busy days, even the library and museum and memorial park have issues with finding any close or even moderately close parking meaning more people are being turned away.

- WHY DO WE GET CHARGED A SEWER FEE FROM WHEATON AND DUPAGE COUNTY? DOUBLE DIPPING
- would like a biweekly bulk pickup included in our high property tax
- Would like an annual pick up of all items to help recycle and clean out the items that garbage does not take
- Would like to see more sidewalks on both sides of the streets. Add bike friendly lanes on city streets. Add more murals along the concrete walls downtown and at the ice rinks at Central Athletic Center
- Would love to see less of the budget go to policing and more toward social services that actually prevent crime. Also, why on earth is DARE (scientifically proven to NOT WORK) back in the schools??
- Yard pick up like Naperville. Saxon stickers are expensive and tedious. Better way and places to drop off old paint and round up containers.
- Yard waste bag not picked up for a week. Did not pick up the recycle.
- Zoning and code policy for porta potties that are much more prevalent than years ago. They a have become eyesores and take away from residential aesthetics when not placed thoughtfully on city, school, and residential properties.



# **2025 City of Wheaton Citizen Satisfaction Survey Non-Random Tabular Data**

Presented to the City of  
Wheaton, IL

July 2025

**Q1. City Services. 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=254)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Fire & ambulance services	48.8%	20.1%	7.9%	1.2%	0.4%	21.7%
Q1-2. Police services	44.1%	26.4%	9.4%	4.7%	1.6%	13.8%
Q1-3. Water service	38.6%	34.6%	16.1%	5.1%	1.2%	4.3%
Q1-4. Maintenance of City streets & sidewalks	17.7%	42.1%	18.9%	15.4%	3.5%	2.4%
Q1-5. Drainage & stormwater management services (in City rights of way including streets & sidewalks)	18.1%	40.6%	18.9%	13.0%	5.1%	4.3%
Q1-6. Flow of traffic & congestion management	9.1%	32.3%	24.8%	21.3%	10.6%	2.0%
Q1-7. Enforcement of City codes & ordinances	10.2%	31.1%	27.2%	10.6%	6.3%	14.6%
Q1-8. Communication with the public	27.2%	36.2%	21.7%	6.3%	3.5%	5.1%
Q1-9. Customer service you receive from City employees	23.2%	33.5%	15.4%	4.7%	3.1%	20.1%
Q1-10. Development process (permit issuance & inspections)	7.9%	15.7%	25.6%	8.7%	5.1%	37.0%
Q1-11. New development (new buildings, commercial developments)	7.9%	21.7%	31.1%	12.6%	5.9%	20.9%
Q1-12. Garbage, recycling & yard waste services	32.3%	33.5%	12.6%	11.8%	4.3%	5.5%
Q1-13. Library programs & services	54.7%	24.4%	8.3%	2.0%	2.0%	8.7%

**WITHOUT "DON'T KNOW"**

**Q1. City Services. 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=254)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Fire & ambulance services	62.3%	25.6%	10.1%	1.5%	0.5%
Q1-2. Police services	51.1%	30.6%	11.0%	5.5%	1.8%
Q1-3. Water service	40.3%	36.2%	16.9%	5.3%	1.2%
Q1-4. Maintenance of City streets & sidewalks	18.1%	43.1%	19.4%	15.7%	3.6%
Q1-5. Drainage & stormwater management services (in City rights of way including streets & sidewalks)	18.9%	42.4%	19.8%	13.6%	5.3%
Q1-6. Flow of traffic & congestion management	9.2%	32.9%	25.3%	21.7%	10.8%
Q1-7. Enforcement of City codes & ordinances	12.0%	36.4%	31.8%	12.4%	7.4%
Q1-8. Communication with the public	28.6%	38.2%	22.8%	6.6%	3.7%
Q1-9. Customer service you receive from City employees	29.1%	41.9%	19.2%	5.9%	3.9%
Q1-10. Development process (permit issuance & inspections)	12.5%	25.0%	40.6%	13.8%	8.1%
Q1-11. New development (new buildings, commercial developments)	10.0%	27.4%	39.3%	15.9%	7.5%
Q1-12. Garbage, recycling & yard waste services	34.2%	35.4%	13.3%	12.5%	4.6%
Q1-13. Library programs & services	59.9%	26.7%	9.1%	2.2%	2.2%

**Q2. Which THREE of these items listed in Question 1 are MOST IMPORTANT to you and the members of your household?**

Q2. Top choice	Number	Percent
Fire & ambulance services	74	29.1 %
Police services	63	24.8 %
Water service	7	2.8 %
Maintenance of City streets & sidewalks	13	5.1 %
Drainage & stormwater management services (in City rights of way including streets & sidewalks)	13	5.1 %
Flow of traffic & congestion management	25	9.8 %
Enforcement of City codes & ordinances	3	1.2 %
Communication with the public	12	4.7 %
Customer service you receive from City employees	3	1.2 %
Development process (permit issuance & inspections)	2	0.8 %
New development (new buildings, commercial developments)	10	3.9 %
Garbage, recycling & yard waste services	9	3.5 %
Library programs & services	14	5.5 %
<u>None chosen</u>	6	2.4 %
Total	254	100.0 %

**Q2. Which THREE of these items listed in Question 1 are MOST IMPORTANT to you and the members of your household?**

Q2. 2nd choice	Number	Percent
Fire & ambulance services	42	16.5 %
Police services	69	27.2 %
Water service	12	4.7 %
Maintenance of City streets & sidewalks	26	10.2 %
Drainage & stormwater management services (in City rights of way including streets & sidewalks)	17	6.7 %
Flow of traffic & congestion management	21	8.3 %
Enforcement of City codes & ordinances	6	2.4 %
Communication with the public	7	2.8 %
Customer service you receive from City employees	5	2.0 %
Development process (permit issuance & inspections)	4	1.6 %
New development (new buildings, commercial developments)	14	5.5 %
Garbage, recycling & yard waste services	11	4.3 %
Library programs & services	9	3.5 %
<u>None chosen</u>	11	4.3 %
Total	254	100.0 %

**Q2. Which THREE of these items listed in Question 1 are MOST IMPORTANT to you and the members of your household?**

Q2. 3rd choice	Number	Percent
Fire & ambulance services	7	2.8 %
Police services	19	7.5 %
Water service	29	11.4 %
Maintenance of City streets & sidewalks	42	16.5 %
Drainage & stormwater management services (in City rights of way including streets & sidewalks)	17	6.7 %
Flow of traffic & congestion management	27	10.6 %
Enforcement of City codes & ordinances	9	3.5 %
Communication with the public	21	8.3 %
Customer service you receive from City employees	6	2.4 %
Development process (permit issuance & inspections)	4	1.6 %
New development (new buildings, commercial developments)	20	7.9 %
Garbage, recycling & yard waste services	20	7.9 %
Library programs & services	18	7.1 %
<u>None chosen</u>	15	5.9 %
Total	254	100.0 %

**SUM OF TOP 3 CHOICES**

**Q2. Which THREE of these items listed in Question 1 are MOST IMPORTANT to you and the members of your household? (top 3)**

Q2. Sum of top 3 choices	Number	Percent
Fire & ambulance services	123	48.4 %
Police services	151	59.4 %
Water service	48	18.9 %
Maintenance of City streets & sidewalks	81	31.9 %
Drainage & stormwater management services (in City rights of way including streets & sidewalks)	47	18.5 %
Flow of traffic & congestion management	73	28.7 %
Enforcement of City codes & ordinances	18	7.1 %
Communication with the public	40	15.7 %
Customer service you receive from City employees	14	5.5 %
Development process (permit issuance & inspections)	10	3.9 %
New development (new buildings, commercial developments)	44	17.3 %
Garbage, recycling & yard waste services	40	15.7 %
Library programs & services	41	16.1 %
<u>None chosen</u>	6	2.4 %
Total	736	

**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=254)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q4-1. As a place to live	62.6%	29.5%	4.7%	2.8%	0.0%	0.4%
Q4-2. As a place to raise children	60.2%	27.2%	4.7%	1.2%	0.0%	6.7%
Q4-3. As a place to work	28.3%	20.5%	19.7%	3.5%	1.2%	26.8%

**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=254)

	Excellent	Good	Neutral	Below average	Poor
Q4-1. As a place to live	62.8%	29.6%	4.7%	2.8%	0.0%
Q4-2. As a place to raise children	64.6%	29.1%	5.1%	1.3%	0.0%
Q4-3. As a place to work	38.7%	28.0%	26.9%	4.8%	1.6%

**Q5. Perception. Several items that may influence your perception of the City of Wheaton are listed below.**  
**Please rate Wheaton on a scale of 5 to 1, where 5 means "Excellent" and 1 means "Very Poor."**

(N=254)

	Excellent	Very good	Fair	Poor	Very poor	Don't know
Q5-1. Quality of life in City	51.6%	39.0%	7.1%	1.6%	0.0%	0.8%
Q5-2. Quality of services provided by City	35.0%	44.9%	14.6%	3.1%	0.8%	1.6%
Q5-3. Value that you receive for your City tax dollars & fees	16.1%	42.1%	24.4%	9.8%	5.5%	2.0%
Q5-4. Feeling that City Council is acting in the best long-term interest of the community	14.2%	35.8%	24.0%	11.4%	7.1%	7.5%
Q5-5. Confidence in City of Wheaton government	15.7%	37.4%	26.0%	8.3%	6.3%	6.3%
Q5-6. Appearance of residential property in City	25.6%	53.1%	14.2%	3.5%	1.6%	2.0%
Q5-7. Appearance of commercial property in City	14.6%	53.1%	20.1%	7.1%	2.8%	2.4%

**WITHOUT "DON'T KNOW"****Q5. Perception. Several items that may influence your perception of the City of Wheaton are listed below.****Please rate Wheaton on a scale of 5 to 1, where 5 means "Excellent" and 1 means "Very Poor." (without "don't know")**

(N=254)

	Excellent	Very good	Fair	Poor	Very poor
Q5-1. Quality of life in City	52.0%	39.3%	7.1%	1.6%	0.0%
Q5-2. Quality of services provided by City	35.6%	45.6%	14.8%	3.2%	0.8%
Q5-3. Value that you receive for your City tax dollars & fees	16.5%	43.0%	24.9%	10.0%	5.6%
Q5-4. Feeling that City Council is acting in the best long-term interest of the community	15.3%	38.7%	26.0%	12.3%	7.7%
Q5-5. Confidence in City of Wheaton government	16.8%	39.9%	27.7%	8.8%	6.7%
Q5-6. Appearance of residential property in City	26.1%	54.2%	14.5%	3.6%	1.6%
Q5-7. Appearance of commercial property in City	14.9%	54.4%	20.6%	7.3%	2.8%

**Q6. Transportation. For each of the items below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=254)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Traffic conditions in your neighborhood relative to speed & volume	11.4%	35.0%	14.6%	25.6%	12.6%	0.8%
Q6-2. Traffic signal timing & coordination on major City streets	8.7%	40.9%	19.3%	20.1%	10.2%	0.8%
Q6-3. Ease of walking or biking in Wheaton	21.3%	45.7%	16.1%	11.8%	3.1%	2.0%
Q6-4. Availability of sidewalks in City	24.4%	47.2%	13.4%	11.0%	2.8%	1.2%
Q6-5. Availability of parking	9.4%	35.4%	27.2%	19.7%	6.7%	1.6%

**WITHOUT "DON'T KNOW"**

**Q6. Transportation. For each of the items 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=254)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Traffic conditions in your neighborhood relative to speed & volume	11.5%	35.3%	14.7%	25.8%	12.7%
Q6-2. Traffic signal timing & coordination on major City streets	8.7%	41.3%	19.4%	20.2%	10.3%
Q6-3. Ease of walking or biking in Wheaton	21.7%	46.6%	16.5%	12.0%	3.2%
Q6-4. Availability of sidewalks in City	24.7%	47.8%	13.5%	11.2%	2.8%
Q6-5. Availability of parking	9.6%	36.0%	27.6%	20.0%	6.8%

**Q7. Which TWO of the services listed in Question 6 do you think should receive the most emphasis from City leaders over the next TWO years?**

Q7. Top choice	Number	Percent
Traffic conditions in your neighborhood relative to speed & volume	84	33.1 %
Traffic signal timing & coordination on major City streets	62	24.4 %
Ease of walking or biking in Wheaton	34	13.4 %
Availability of sidewalks in City	18	7.1 %
Availability of parking	53	20.9 %
<u>None chosen</u>	3	1.2 %
Total	254	100.0 %

**Q7. Which TWO of the services listed in Question 6 do you think should receive the most emphasis from City leaders over the next TWO years?**

Q7. 2nd choice	Number	Percent
Traffic conditions in your neighborhood relative to speed & volume	46	18.1 %
Traffic signal timing & coordination on major City streets	63	24.8 %
Ease of walking or biking in Wheaton	49	19.3 %
Availability of sidewalks in City	26	10.2 %
Availability of parking	61	24.0 %
<u>None chosen</u>	9	3.5 %
Total	254	100.0 %

**SUM OF TOP 2 CHOICES**

**Q7. Which TWO of the services listed in Question 6 do you think should receive the most emphasis from City leaders over the next TWO years? (top 2)**

Q7. Sum of top 2 choices	Number	Percent
Traffic conditions in your neighborhood relative to speed & volume	130	51.2 %
Traffic signal timing & coordination on major City streets	125	49.2 %
Ease of walking or biking in Wheaton	83	32.7 %
Availability of sidewalks in City	44	17.3 %
Availability of parking	114	44.9 %
<u>None chosen</u>	3	1.2 %
Total	499	

**Q8. City Codes and Regulations. For each of the items below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=254)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Cleanup of debris on private property	10.6%	42.9%	23.6%	7.5%	2.4%	13.0%
Q8-2. Mowing & cutting of weeds/grass on private property	12.6%	41.7%	25.2%	7.9%	2.8%	9.8%
Q8-3. Properties-exterior maintenance	10.6%	48.4%	24.8%	5.9%	1.6%	8.7%
Q8-4. Parking in residential neighborhoods	13.0%	45.7%	23.2%	11.0%	2.0%	5.1%
Q8-5. Noise complaints	11.0%	40.9%	21.3%	6.7%	3.5%	16.5%

**WITHOUT "DON'T KNOW"**

**Q8. City Codes and Regulations. For each of the items 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=254)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Cleanup of debris on private property	12.2%	49.3%	27.1%	8.6%	2.7%
Q8-2. Mowing & cutting of weeds/grass on private property	14.0%	46.3%	27.9%	8.7%	3.1%
Q8-3. Properties-exterior maintenance	11.6%	53.0%	27.2%	6.5%	1.7%
Q8-4. Parking in residential neighborhoods	13.7%	48.1%	24.5%	11.6%	2.1%
Q8-5. Noise complaints	13.2%	49.1%	25.5%	8.0%	4.2%

**Q9. 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=254)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. How quickly police respond to emergencies	39.4%	24.0%	7.9%	2.4%	0.4%	26.0%
Q9-2. City's efforts to prevent crime	28.7%	35.4%	13.4%	4.3%	1.6%	16.5%
Q9-3. Visibility of police in neighborhoods	17.3%	34.6%	24.8%	11.8%	6.3%	5.1%
Q9-4. Visibility of police in retail areas	11.8%	35.0%	29.5%	8.7%	4.3%	10.6%
Q9-5. Police community engagement & safety programs	26.0%	31.1%	20.1%	4.3%	1.6%	16.9%
Q9-6. Professionalism of Police Department personnel	33.1%	35.8%	13.4%	1.6%	1.6%	14.6%
Q9-7. Enforcement of local traffic laws	14.6%	35.8%	21.7%	12.6%	3.5%	11.8%
Q9-8. Overall quality of local police protection	30.3%	42.1%	13.8%	3.5%	1.2%	9.1%
Q9-9. How quickly fire/ambulance personnel respond to emergencies	41.3%	24.8%	6.3%	0.8%	1.2%	25.6%
Q9-10. Quality of City's fire safety education programs	18.5%	20.5%	18.1%	1.6%	0.4%	40.9%
Q9-11. Overall quality of local fire protection	34.6%	33.9%	10.2%	0.4%	0.4%	20.5%
Q9-12. Professionalism of Fire Department personnel	42.9%	24.0%	5.5%	2.0%	0.4%	25.2%
Q9-13. Overall quality of local ambulance service	36.2%	20.5%	8.3%	2.0%	0.4%	32.7%

**WITHOUT "DON'T KNOW"**

**Q9. 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=254)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. How quickly police respond to emergencies	53.2%	32.4%	10.6%	3.2%	0.5%
Q9-2. City's efforts to prevent crime	34.4%	42.5%	16.0%	5.2%	1.9%
Q9-3. Visibility of police in neighborhoods	18.3%	36.5%	26.1%	12.4%	6.6%
Q9-4. Visibility of police in retail areas	13.2%	39.2%	33.0%	9.7%	4.8%
Q9-5. Police community engagement & safety programs	31.3%	37.4%	24.2%	5.2%	1.9%
Q9-6. Professionalism of Police Department personnel	38.7%	41.9%	15.7%	1.8%	1.8%
Q9-7. Enforcement of local traffic laws	16.5%	40.6%	24.6%	14.3%	4.0%
Q9-8. Overall quality of local police protection	33.3%	46.3%	15.2%	3.9%	1.3%
Q9-9. How quickly fire/ambulance personnel respond to emergencies	55.6%	33.3%	8.5%	1.1%	1.6%
Q9-10. Quality of City's fire safety education programs	31.3%	34.7%	30.7%	2.7%	0.7%
Q9-11. Overall quality of local fire protection	43.6%	42.6%	12.9%	0.5%	0.5%
Q9-12. Professionalism of Fire Department personnel	57.4%	32.1%	7.4%	2.6%	0.5%
Q9-13. Overall quality of local ambulance service	53.8%	30.4%	12.3%	2.9%	0.6%

**Q10. Which THREE of the Police, Fire and Ambulance services listed in Question 9 do you think should receive the most emphasis from City leaders over the next TWO years?**

<u>Q10. Top choice</u>	Number	Percent
How quickly police respond to emergencies	56	22.0 %
City's efforts to prevent crime	47	18.5 %
Visibility of police in neighborhoods	37	14.6 %
Visibility of police in retail areas	13	5.1 %
Police community engagement & safety programs	8	3.1 %
Professionalism of Police Department personnel	6	2.4 %
Enforcement of local traffic laws	23	9.1 %
Overall quality of local police protection	11	4.3 %
How quickly fire/ambulance personnel respond to emergencies	23	9.1 %
Quality of City's fire safety education programs	3	1.2 %
Overall quality of local fire protection	5	2.0 %
Professionalism of Fire Department personnel	2	0.8 %
Overall quality of local ambulance service	2	0.8 %
<u>None chosen</u>	18	7.1 %
Total	254	100.0 %

**Q10. Which THREE of the Police, Fire and Ambulance services listed in Question 9 do you think should receive the most emphasis from City leaders over the next TWO years?**

<u>Q10. 2nd choice</u>	Number	Percent
How quickly police respond to emergencies	26	10.2 %
City's efforts to prevent crime	33	13.0 %
Visibility of police in neighborhoods	44	17.3 %
Visibility of police in retail areas	24	9.4 %
Police community engagement & safety programs	10	3.9 %
Professionalism of Police Department personnel	10	3.9 %
Enforcement of local traffic laws	9	3.5 %
Overall quality of local police protection	16	6.3 %
How quickly fire/ambulance personnel respond to emergencies	27	10.6 %
Quality of City's fire safety education programs	2	0.8 %
Overall quality of local fire protection	13	5.1 %
Professionalism of Fire Department personnel	2	0.8 %
Overall quality of local ambulance service	10	3.9 %
<u>None chosen</u>	28	11.0 %
Total	254	100.0 %

**Q10. Which THREE of the Police, Fire and Ambulance services listed in Question 9 do you think should receive the most emphasis from City leaders over the next TWO years?**

<u>Q10. 3rd choice</u>	Number	Percent
How quickly police respond to emergencies	14	5.5 %
City's efforts to prevent crime	34	13.4 %
Visibility of police in neighborhoods	21	8.3 %
Visibility of police in retail areas	22	8.7 %
Police community engagement & safety programs	16	6.3 %
Professionalism of Police Department personnel	9	3.5 %
Enforcement of local traffic laws	22	8.7 %
Overall quality of local police protection	20	7.9 %
How quickly fire/ambulance personnel respond to emergencies	24	9.4 %
Quality of City's fire safety education programs	3	1.2 %
Overall quality of local fire protection	10	3.9 %
Professionalism of Fire Department personnel	1	0.4 %
Overall quality of local ambulance service	15	5.9 %
<u>None chosen</u>	43	16.9 %
Total	254	100.0 %

**SUM OF TOP 3 CHOICES**

**Q10. Which THREE of the Police, Fire and Ambulance services listed in Question 9 do you think should receive the most emphasis from City leaders over the next TWO years? (top 3)**

<u>Q10. Sum of top 3 choices</u>	Number	Percent
How quickly police respond to emergencies	96	37.8 %
City's efforts to prevent crime	114	44.9 %
Visibility of police in neighborhoods	102	40.2 %
Visibility of police in retail areas	59	23.2 %
Police community engagement & safety programs	34	13.4 %
Professionalism of Police Department personnel	25	9.8 %
Enforcement of local traffic laws	54	21.3 %
Overall quality of local police protection	47	18.5 %
How quickly fire/ambulance personnel respond to emergencies	74	29.1 %
Quality of City's fire safety education programs	8	3.1 %
Overall quality of local fire protection	28	11.0 %
Professionalism of Fire Department personnel	5	2.0 %
Overall quality of local ambulance service	27	10.6 %
<u>None chosen</u>	18	7.1 %
Total	691	

**Q11. 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=254)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q11-1. In your neighborhood	55.9%	36.6%	4.7%	1.6%	0.4%	0.8%
Q11-2. In commercial & retail areas	36.2%	51.2%	9.4%	0.8%	0.8%	1.6%
Q11-3. Overall feeling of safety in Wheaton	43.3%	49.2%	5.1%	0.8%	0.8%	0.8%

**WITHOUT "DON'T KNOW"**

**Q11. 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=254)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q11-1. In your neighborhood	56.3%	36.9%	4.8%	1.6%	0.4%
Q11-2. In commercial & retail areas	36.8%	52.0%	9.6%	0.8%	0.8%
Q11-3. Overall feeling of safety in Wheaton	43.7%	49.6%	5.2%	0.8%	0.8%

**Q12. 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=254)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Maintenance of traffic signals	30.3%	48.8%	12.2%	2.8%	2.0%	3.9%
Q12-2. Adequacy of street lighting	27.6%	46.9%	13.0%	7.5%	3.5%	1.6%
Q12-3. Snow removal on City streets	24.8%	52.8%	11.0%	6.7%	2.4%	2.4%
Q12-4. Overall cleanliness of City streets & other public areas	34.6%	49.6%	8.3%	4.7%	1.2%	1.6%
Q12-5. City's parkway tree maintenance & preservation	26.8%	41.7%	15.7%	8.3%	3.5%	3.9%
Q12-6. Timeliness of Public Works response to issues as they arise	18.1%	28.7%	18.9%	4.3%	2.4%	27.6%

**WITHOUT "DON'T KNOW"**

**Q12. 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=254)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Maintenance of traffic signals	31.6%	50.8%	12.7%	2.9%	2.0%
Q12-2. Adequacy of street lighting	28.0%	47.6%	13.2%	7.6%	3.6%
Q12-3. Snow removal on City streets	25.4%	54.0%	11.3%	6.9%	2.4%
Q12-4. Overall cleanliness of City streets & other public areas	35.2%	50.4%	8.4%	4.8%	1.2%
Q12-5. City's parkway tree maintenance & preservation	27.9%	43.4%	16.4%	8.6%	3.7%
Q12-6. Timeliness of Public Works response to issues as they arise	25.0%	39.7%	26.1%	6.0%	3.3%

**Q13. Which THREE of the Public Works items listed in Question 12 do you think should receive the most emphasis from City leaders over the next TWO years?**

<u>Q13. Top choice</u>	Number	Percent
Maintenance of traffic signals	35	13.8 %
Adequacy of street lighting	42	16.5 %
Snow removal on City streets	57	22.4 %
Overall cleanliness of City streets & other public areas	37	14.6 %
City's parkway tree maintenance & preservation	36	14.2 %
Timeliness of Public Works response to issues as they arise	30	11.8 %
<u>None chosen</u>	17	6.7 %
<b>Total</b>	<b>254</b>	<b>100.0 %</b>

**Q13. Which THREE of the Public Works items listed in Question 12 do you think should receive the most emphasis from City leaders over the next TWO years?**

<u>Q13. 2nd choice</u>	Number	Percent
Maintenance of traffic signals	20	7.9 %
Adequacy of street lighting	43	16.9 %
Snow removal on City streets	44	17.3 %
Overall cleanliness of City streets & other public areas	50	19.7 %
City's parkway tree maintenance & preservation	38	15.0 %
Timeliness of Public Works response to issues as they arise	31	12.2 %
<u>None chosen</u>	28	11.0 %
<b>Total</b>	<b>254</b>	<b>100.0 %</b>

**Q13. Which THREE of the Public Works items listed in Question 12 do you think should receive the most emphasis from City leaders over the next TWO years?**

<u>Q13. 3rd choice</u>	Number	Percent
Maintenance of traffic signals	17	6.7 %
Adequacy of street lighting	29	11.4 %
Snow removal on City streets	45	17.7 %
Overall cleanliness of City streets & other public areas	38	15.0 %
City's parkway tree maintenance & preservation	29	11.4 %
Timeliness of Public Works response to issues as they arise	50	19.7 %
<u>None chosen</u>	46	18.1 %
Total	254	100.0 %

**SUM OF TOP 3 CHOICES**

**Q13. Which THREE of the Public Works items listed in Question 12 do you think should receive the most emphasis from City leaders over the next TWO years? (top 3)**

<u>Q13. Sum of top 3 choices</u>	Number	Percent
Maintenance of traffic signals	72	28.3 %
Adequacy of street lighting	114	44.9 %
Snow removal on City streets	146	57.5 %
Overall cleanliness of City streets & other public areas	125	49.2 %
City's parkway tree maintenance & preservation	103	40.6 %
Timeliness of Public Works response to issues as they arise	111	43.7 %
<u>None chosen</u>	17	6.7 %
Total	688	

**Q14. 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=254)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Reliability of your water service	49.6%	36.6%	6.7%	1.6%	1.2%	4.3%
Q14-2. City efforts to prevent backups from wastewater in your home	24.0%	32.7%	16.9%	4.7%	2.0%	19.7%
Q14-3. Overall value that you receive for water & wastewater utility rates	15.0%	39.8%	21.7%	14.2%	4.7%	4.7%
Q14-4. Maintenance of major City streets	18.1%	50.0%	17.3%	7.5%	2.4%	4.7%
Q14-5. Maintenance of neighborhood streets	16.1%	48.4%	16.5%	10.2%	4.3%	4.3%
Q14-6. Condition of City sidewalks	9.8%	44.1%	26.0%	12.2%	4.3%	3.5%
Q14-7. Effectiveness of stormwater runoff/management system	10.6%	38.2%	23.2%	10.6%	4.7%	12.6%

**WITHOUT "DON'T KNOW"**

**Q14. 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=254)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Reliability of your water service	51.9%	38.3%	7.0%	1.6%	1.2%
Q14-2. City efforts to prevent backups from wastewater in your home	29.9%	40.7%	21.1%	5.9%	2.5%
Q14-3. Overall value that you receive for water & wastewater utility rates	15.7%	41.7%	22.7%	14.9%	5.0%
Q14-4. Maintenance of major City streets	19.0%	52.5%	18.2%	7.9%	2.5%
Q14-5. Maintenance of neighborhood streets	16.9%	50.6%	17.3%	10.7%	4.5%
Q14-6. Condition of City sidewalks	10.2%	45.7%	26.9%	12.7%	4.5%
Q14-7. Effectiveness of stormwater runoff/management system	12.2%	43.7%	26.6%	12.2%	5.4%

**Q15. Which THREE of the Infrastructure items listed in Question 14 do you think should receive the most emphasis from City leaders over the next TWO years?**

<u>Q15. Top choice</u>	Number	Percent
Reliability of your water service	53	20.9 %
City efforts to prevent backups from wastewater in your home	30	11.8 %
Overall value that you receive for water & wastewater utility rates	39	15.4 %
Maintenance of major City streets	26	10.2 %
Maintenance of neighborhood streets	20	7.9 %
Condition of City sidewalks	30	11.8 %
Effectiveness of stormwater runoff/management system	39	15.4 %
<u>None chosen</u>	17	6.7 %
Total	254	100.0 %

**Q15. Which THREE of the Infrastructure items listed in Question 14 do you think should receive the most emphasis from City leaders over the next TWO years?**

<u>Q15. 2nd choice</u>	Number	Percent
Reliability of your water service	20	7.9 %
City efforts to prevent backups from wastewater in your home	39	15.4 %
Overall value that you receive for water & wastewater utility rates	30	11.8 %
Maintenance of major City streets	42	16.5 %
Maintenance of neighborhood streets	43	16.9 %
Condition of City sidewalks	29	11.4 %
Effectiveness of stormwater runoff/management system	23	9.1 %
<u>None chosen</u>	28	11.0 %
Total	254	100.0 %

**Q15. Which THREE of the Infrastructure items listed in Question 14 do you think should receive the most emphasis from City leaders over the next TWO years?**

<u>Q15. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Reliability of your water service	13	5.1 %
City efforts to prevent backups from wastewater in your home	21	8.3 %
Overall value that you receive for water & wastewater utility rates	28	11.0 %
Maintenance of major City streets	34	13.4 %
Maintenance of neighborhood streets	51	20.1 %
Condition of City sidewalks	32	12.6 %
Effectiveness of stormwater runoff/management system	34	13.4 %
<u>None chosen</u>	<u>41</u>	<u>16.1 %</u>
Total	254	100.0 %

**SUM OF TOP 3 CHOICES**

**Q15. Which THREE of the Infrastructure items listed in Question 14 do you think should receive the most emphasis from City leaders over the next TWO years? (top 3)**

<u>Q15. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Reliability of your water service	86	33.9 %
City efforts to prevent backups from wastewater in your home	90	35.4 %
Overall value that you receive for water & wastewater utility rates	97	38.2 %
Maintenance of major City streets	102	40.2 %
Maintenance of neighborhood streets	114	44.9 %
Condition of City sidewalks	91	35.8 %
Effectiveness of stormwater runoff/management system	96	37.8 %
<u>None chosen</u>	<u>17</u>	<u>6.7 %</u>
Total	693	

**Q16. Public Communications and Outreach. For each of the items below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=254)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Availability of information about City programs & services	22.8%	37.0%	20.5%	8.3%	2.4%	9.1%
Q16-2. City efforts to keep you informed about local issues	24.4%	37.0%	19.3%	10.2%	2.0%	7.1%
Q16-3. Ability to find information on City's website	21.3%	35.0%	21.3%	9.4%	2.4%	10.6%
Q16-4. City efforts to use social media & technology to keep you informed	20.1%	36.2%	19.7%	7.5%	2.8%	13.8%
Q16-5. Timeliness of information	20.9%	40.9%	16.1%	8.3%	2.0%	11.8%

**WITHOUT "DON'T KNOW"**

**Q16. Public Communications and Outreach. For each of the items 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=254)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Availability of information about City programs & services	25.1%	40.7%	22.5%	9.1%	2.6%
Q16-2. City efforts to keep you informed about local issues	26.3%	39.8%	20.8%	11.0%	2.1%
Q16-3. Ability to find information on City's website	23.8%	39.2%	23.8%	10.6%	2.6%
Q16-4. City efforts to use social media & technology to keep you informed	23.3%	42.0%	22.8%	8.7%	3.2%
Q16-5. Timeliness of information	23.7%	46.4%	18.3%	9.4%	2.2%

**Q17. Which THREE of the Public Communication and Outreach items listed in Question 16 do you think should receive the most emphasis from City leaders over the next TWO years?**

<u>Q17. Top choice</u>	Number	Percent
Availability of information about City programs & services	56	22.0 %
City efforts to keep you informed about local issues	68	26.8 %
Ability to find information on City's website	36	14.2 %
City efforts to use social media & technology to keep you informed	20	7.9 %
Timeliness of information	40	15.7 %
<u>None chosen</u>	34	13.4 %
<b>Total</b>	<b>254</b>	<b>100.0 %</b>

**Q17. Which THREE of the Public Communication and Outreach items listed in Question 16 do you think should receive the most emphasis from City leaders over the next TWO years?**

<u>Q17. 2nd choice</u>	Number	Percent
Availability of information about City programs & services	38	15.0 %
City efforts to keep you informed about local issues	71	28.0 %
Ability to find information on City's website	37	14.6 %
City efforts to use social media & technology to keep you informed	32	12.6 %
Timeliness of information	37	14.6 %
<u>None chosen</u>	39	15.4 %
<b>Total</b>	<b>254</b>	<b>100.0 %</b>

**Q17. Which THREE of the Public Communication and Outreach items listed in Question 16 do you think should receive the most emphasis from City leaders over the next TWO years?**

<u>Q17. 3rd choice</u>	Number	Percent
Availability of information about City programs & services	40	15.7 %
City efforts to keep you informed about local issues	31	12.2 %
Ability to find information on City's website	40	15.7 %
City efforts to use social media & technology to keep you informed	33	13.0 %
Timeliness of information	60	23.6 %
<u>None chosen</u>	50	19.7 %
<b>Total</b>	<b>254</b>	<b>100.0 %</b>

**SUM OF TOP 3 CHOICES**

**Q17. Which THREE of the Public Communication and Outreach items listed in Question 16 do you think should receive the most emphasis from City leaders over the next TWO years? (top 3)**

<u>Q17. Sum of top 3 choices</u>	Number	Percent
Availability of information about City programs & services	134	52.8 %
City efforts to keep you informed about local issues	170	66.9 %
Ability to find information on City's website	113	44.5 %
City efforts to use social media & technology to keep you informed	85	33.5 %
Timeliness of information	137	53.9 %
<u>None chosen</u>	34	13.4 %
<b>Total</b>	<b>673</b>	

**Q18. Which THREE of the following types of information are you MOST interested in receiving from the City?**

<u>Q18. Top choice</u>	Number	Percent
Actions of City Council	64	25.2 %
Infrastructure improvements	37	14.6 %
How City manages its finances	39	15.4 %
City programs/services	26	10.2 %
Economic development	17	6.7 %
Public safety information	38	15.0 %
City events	22	8.7 %
Other	2	0.8 %
<u>None chosen</u>	9	3.5 %
<b>Total</b>	<b>254</b>	<b>100.0 %</b>

**Q18. Which THREE of the following types of information are you MOST interested in receiving from the City?**

<u>Q18. 2nd choice</u>	Number	Percent
Actions of City Council	25	9.8 %
Infrastructure improvements	44	17.3 %
How City manages its finances	25	9.8 %
City programs/services	37	14.6 %
Economic development	26	10.2 %
Public safety information	45	17.7 %
City events	39	15.4 %
<u>None chosen</u>	13	5.1 %
<b>Total</b>	<b>254</b>	<b>100.0 %</b>

**Q18. Which THREE of the following types of information are you MOST interested in receiving from the City?**

<u>Q18. 3rd choice</u>	Number	Percent
Actions of City Council	31	12.2 %
Infrastructure improvements	45	17.7 %
How City manages its finances	25	9.8 %
City programs/services	36	14.2 %
Economic development	25	9.8 %
Public safety information	32	12.6 %
City events	37	14.6 %
Other	2	0.8 %
<u>None chosen</u>	21	8.3 %
<b>Total</b>	<b>254</b>	<b>100.0 %</b>

**SUM OF TOP 3 CHOICES**

**Q18. Which THREE of the following types of information are you MOST interested in receiving from the City? (top 3)**

<u>Q18. Sum of top 3 choices</u>	Number	Percent
Actions of City Council	120	47.2 %
Infrastructure improvements	126	49.6 %
How City manages its finances	89	35.0 %
City programs/services	99	39.0 %
Economic development	68	26.8 %
Public safety information	115	45.3 %
City events	98	38.6 %
Other	4	1.6 %
<u>None chosen</u>	9	3.5 %
<b>Total</b>	<b>728</b>	

**Q18-8. Other:**

<u>Q18-8. Other</u>	Number	Percent
Updates on Lead Service Line Identification and Replacement	1	25.0 %
Issues under consideration in time to be useful	1	25.0 %
Programs to help low income seniors	1	25.0 %
<b>HIGH WATER AND SEWER RATES</b>	<b>1</b>	<b>25.0 %</b>
<b>Total</b>	<b>4</b>	<b>100.0 %</b>

**Q19. Please check all the sources of information listed below that you currently use to get news and information about City programs, services and events.**

Q19. Sources of information you currently use to get news & information about City programs, services & events	Number	Percent
City's website (wheaton.il.us)	180	70.9 %
Email/text updates from City (Wheaton Informs, Wheaton Weekly, Monthly Newsletter)	163	64.2 %
City's social media pages (Facebook, Instagram, X/Twitter, etc.)	113	44.5 %
Other social media pages (information shared by a friend or non-City organization)	55	21.7 %
City Council meetings	28	11.0 %
City of Wheaton Channel 10	8	3.1 %
Local newspapers (online or print)	69	27.2 %
Radio or podcasts	13	5.1 %
Television news	44	17.3 %
Word of mouth (friends, neighbors, etc.)	155	61.0 %
Videos created by City	15	5.9 %
Other	7	2.8 %
Total	850	

**Q19-12. Other**

- Channel 9 weather
- Flyers in the mail.
- Honest and open communication regarding other local government entities that keep raising our taxes. Why can't you think/act independently?
- On my news and weather
- Patch
- SIRENS TO WARN OF IMPENDING DANGER
- US MAIL

**Q20. Which THREE sources from the list in Question 19 do you MOST PREFER to use to get information about the City of Wheaton?**

<u>Q20. Top choice</u>	Number	Percent
City's website (wheaton.il.us)	59	23.2 %
Email/text updates from City (Wheaton Informs, Wheaton Weekly, Monthly Newsletter)	127	50.0 %
City's social media pages (Facebook, Instagram, X/Twitter, etc.)	28	11.0 %
Other social media pages (information shared by a friend or non-City organization)	6	2.4 %
City Council meetings	2	0.8 %
Local newspapers (online or print)	9	3.5 %
Radio or podcasts	1	0.4 %
Television news	3	1.2 %
Word of mouth (friends, neighbors, etc.)	3	1.2 %
Videos created by City	1	0.4 %
<u>None chosen</u>	15	5.9 %
<b>Total</b>	<b>254</b>	<b>100.0 %</b>

**Q20. Which THREE sources from the list in Question 19 do you MOST PREFER to use to get information about the City of Wheaton?**

<u>Q20. 2nd choice</u>	Number	Percent
City's website (wheaton.il.us)	70	27.6 %
Email/text updates from City (Wheaton Informs, Wheaton Weekly, Monthly Newsletter)	39	15.4 %
City's social media pages (Facebook, Instagram, X/Twitter, etc.)	43	16.9 %
Other social media pages (information shared by a friend or non-City organization)	10	3.9 %
City Council meetings	5	2.0 %
City of Wheaton Channel 10	1	0.4 %
Local newspapers (online or print)	25	9.8 %
Radio or podcasts	5	2.0 %
Television news	10	3.9 %
Word of mouth (friends, neighbors, etc.)	13	5.1 %
Videos created by City	1	0.4 %
<u>None chosen</u>	32	12.6 %
<b>Total</b>	<b>254</b>	<b>100.0 %</b>

**Q20. Which THREE sources from the list in Question 19 do you MOST PREFER to use to get information about the City of Wheaton?**

Q20. 3rd choice	Number	Percent
City's website (wheaton.il.us)	32	12.6 %
Email/text updates from City (Wheaton Informs, Wheaton Weekly, Monthly Newsletter)	18	7.1 %
City's social media pages (Facebook, Instagram, X/Twitter, etc.)	38	15.0 %
Other social media pages (information shared by a friend or non-City organization)	12	4.7 %
City Council meetings	17	6.7 %
City of Wheaton Channel 10	4	1.6 %
Local newspapers (online or print)	26	10.2 %
Radio or podcasts	4	1.6 %
Television news	12	4.7 %
Word of mouth (friends, neighbors, etc.)	21	8.3 %
Videos created by City	5	2.0 %
<u>None chosen</u>	65	25.6 %
Total	254	100.0 %

**SUM OF TOP 3 CHOICES**

**Q20. Which THREE sources from the list in Question 19 do you MOST PREFER to use to get information about the City of Wheaton? (top 3)**

Q20. Sum of top 3 choices	Number	Percent
City's website (wheaton.il.us)	161	63.4 %
Email/text updates from City (Wheaton Informs, Wheaton Weekly, Monthly Newsletter)	184	72.4 %
City's social media pages (Facebook, Instagram, X/Twitter, etc.)	109	42.9 %
Other social media pages (information shared by a friend or non-City organization)	28	11.0 %
City Council meetings	24	9.4 %
City of Wheaton Channel 10	5	2.0 %
Local newspapers (online or print)	60	23.6 %
Radio or podcasts	10	3.9 %
Television news	25	9.8 %
Word of mouth (friends, neighbors, etc.)	37	14.6 %
Videos created by City	7	2.8 %
<u>None chosen</u>	15	5.9 %
Total	665	

**Q21. Which of the sources of information listed in Question 19 would you turn to in the event of a local emergency (severe weather, community threat, etc.)?**

<u>Q21. Top choice</u>	Number	Percent
City's website (wheaton.il.us)	48	18.9 %
Email/text updates from City (Wheaton Informs, Wheaton Weekly, Monthly Newsletter)	87	34.3 %
City's social media pages (Facebook, Instagram, X/Twitter, etc.)	27	10.6 %
Other social media pages (information shared by a friend or non-City organization)	7	2.8 %
City Council meetings	1	0.4 %
City of Wheaton Channel 10	5	2.0 %
Local newspapers (online or print)	3	1.2 %
Radio or podcasts	12	4.7 %
Television news	41	16.1 %
Word of mouth (friends, neighbors, etc.)	3	1.2 %
<u>None chosen</u>	20	7.9 %
<b>Total</b>	<b>254</b>	<b>100.0 %</b>

**Q21. Which of the sources of information listed in Question 19 would you turn to in the event of a local emergency (severe weather, community threat, etc.)?**

<u>Q21. 2nd choice</u>	Number	Percent
City's website (wheaton.il.us)	37	14.6 %
Email/text updates from City (Wheaton Informs, Wheaton Weekly, Monthly Newsletter)	41	16.1 %
City's social media pages (Facebook, Instagram, X/Twitter, etc.)	48	18.9 %
Other social media pages (information shared by a friend or non-City organization)	11	4.3 %
City of Wheaton Channel 10	6	2.4 %
Local newspapers (online or print)	7	2.8 %
Radio or podcasts	20	7.9 %
Television news	32	12.6 %
Word of mouth (friends, neighbors, etc.)	8	3.1 %
Videos created by City	1	0.4 %
<u>None chosen</u>	43	16.9 %
<b>Total</b>	<b>254</b>	<b>100.0 %</b>

**Q21. Which of the sources of information listed in Question 19 would you turn to in the event of a local emergency (severe weather, community threat, etc.)?**

<u>Q21. 3rd choice</u>	Number	Percent
City's website (wheaton.il.us)	43	16.9 %
Email/text updates from City (Wheaton Informs, Wheaton Weekly, Monthly Newsletter)	22	8.7 %
City's social media pages (Facebook, Instagram, X/Twitter, etc.)	30	11.8 %
Other social media pages (information shared by a friend or non-City organization)	17	6.7 %
City of Wheaton Channel 10	6	2.4 %
Local newspapers (online or print)	9	3.5 %
Radio or podcasts	14	5.5 %
Television news	12	4.7 %
Word of mouth (friends, neighbors, etc.)	21	8.3 %
Videos created by City	1	0.4 %
<u>None chosen</u>	79	31.1 %
<b>Total</b>	<b>254</b>	<b>100.0 %</b>

**SUM OF TOP 3 CHOICES**

**Q21. Which of the sources of information listed in Question 19 would you turn to in the event of a local emergency (severe weather, community threat, etc.)? (top 3)**

<u>Q21. Sum of top 3 choices</u>	Number	Percent
City's website (wheaton.il.us)	128	50.4 %
Email/text updates from City (Wheaton Informs, Wheaton Weekly, Monthly Newsletter)	150	59.1 %
City's social media pages (Facebook, Instagram, X/Twitter, etc.)	105	41.3 %
Other social media pages (information shared by a friend or non-City organization)	35	13.8 %
City Council meetings	1	0.4 %
City of Wheaton Channel 10	17	6.7 %
Local newspapers (online or print)	19	7.5 %
Radio or podcasts	46	18.1 %
Television news	85	33.5 %
Word of mouth (friends, neighbors, etc.)	32	12.6 %
Videos created by City	2	0.8 %
<u>None chosen</u>	20	7.9 %
<b>Total</b>	<b>640</b>	

**Q22. 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=254)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q22-1. Appearance & condition of the library	49.6%	31.5%	6.3%	0.8%	1.6%	10.2%
Q22-2. Availability of parking at the library	43.3%	34.3%	7.1%	3.1%	0.4%	11.8%
Q22-3. Hours the library is open to the public	38.6%	38.2%	7.9%	2.8%	0.0%	12.6%
Q22-4. Overall helpfulness of library staff	50.0%	22.8%	8.7%	2.4%	2.4%	13.8%
Q22-5. Availability of materials	37.4%	35.8%	9.1%	2.4%	2.8%	12.6%
Q22-6. Condition of the print collection	36.6%	33.5%	11.4%	2.0%	1.2%	15.4%
Q22-7. Availability of virtual items	23.2%	32.3%	10.6%	3.1%	1.6%	29.1%
Q22-8. Library communication with the community	29.5%	33.9%	13.4%	3.5%	2.4%	17.3%

**WITHOUT "DON'T KNOW"**

**Q22. 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=254)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q22-1. Appearance & condition of the library	55.3%	35.1%	7.0%	0.9%	1.8%
Q22-2. Availability of parking at the library	49.1%	38.8%	8.0%	3.6%	0.4%
Q22-3. Hours the library is open to the public	44.1%	43.7%	9.0%	3.2%	0.0%
Q22-4. Overall helpfulness of library staff	58.0%	26.5%	10.0%	2.7%	2.7%
Q22-5. Availability of materials	42.8%	41.0%	10.4%	2.7%	3.2%
Q22-6. Condition of the print collection	43.3%	39.5%	13.5%	2.3%	1.4%
Q22-7. Availability of virtual items	32.8%	45.6%	15.0%	4.4%	2.2%
Q22-8. Library communication with the community	35.7%	41.0%	16.2%	4.3%	2.9%

**Q23. Which THREE of the Library items listed in Question 22 do you think should receive the most emphasis from City leaders over the next TWO years?**

<u>Q23. Top choice</u>	Number	Percent
Appearance & condition of the library	33	13.0 %
Availability of parking at the library	14	5.5 %
Hours the library is open to the public	18	7.1 %
Overall helpfulness of library staff	17	6.7 %
Availability of materials	74	29.1 %
Condition of the print collection	3	1.2 %
Availability of virtual items	28	11.0 %
Library communication with the community	24	9.4 %
<u>None chosen</u>	43	16.9 %
<b>Total</b>	<b>254</b>	<b>100.0 %</b>

**Q23. Which THREE of the Library items listed in Question 22 do you think should receive the most emphasis from City leaders over the next TWO years?**

<u>Q23. 2nd choice</u>	Number	Percent
Appearance & condition of the library	14	5.5 %
Availability of parking at the library	17	6.7 %
Hours the library is open to the public	28	11.0 %
Overall helpfulness of library staff	19	7.5 %
Availability of materials	40	15.7 %
Condition of the print collection	20	7.9 %
Availability of virtual items	34	13.4 %
Library communication with the community	28	11.0 %
<u>None chosen</u>	54	21.3 %
<b>Total</b>	<b>254</b>	<b>100.0 %</b>

**Q23. Which THREE of the Library items listed in Question 22 do you think should receive the most emphasis from City leaders over the next TWO years?**

<u>Q23. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Appearance & condition of the library	18	7.1 %
Availability of parking at the library	10	3.9 %
Hours the library is open to the public	28	11.0 %
Overall helpfulness of library staff	23	9.1 %
Availability of materials	26	10.2 %
Condition of the print collection	17	6.7 %
Availability of virtual items	24	9.4 %
Library communication with the community	38	15.0 %
<u>None chosen</u>	<u>70</u>	<u>27.6 %</u>
<b>Total</b>	<b>254</b>	<b>100.0 %</b>

**SUM OF TOP 3 CHOICES**

**Q23. Which THREE of the Library items listed in Question 22 do you think should receive the most emphasis from City leaders over the next TWO years? (top 3)**

<u>Q23. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Appearance & condition of the library	65	25.6 %
Availability of parking at the library	41	16.1 %
Hours the library is open to the public	74	29.1 %
Overall helpfulness of library staff	59	23.2 %
Availability of materials	140	55.1 %
Condition of the print collection	40	15.7 %
Availability of virtual items	86	33.9 %
Library communication with the community	90	35.4 %
<u>None chosen</u>	<u>43</u>	<u>16.9 %</u>
<b>Total</b>	<b>638</b>	

**Q24. Garbage and Recycling Services. For each of the items below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=254)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q24-1. Residential trash collection services	38.2%	33.9%	12.6%	4.3%	3.1%	7.9%
Q24-2. Yard waste removal	30.7%	29.9%	13.8%	6.3%	6.7%	12.6%
Q24-3. Leaf collection	22.8%	21.7%	15.4%	11.0%	10.6%	18.5%
Q24-4. Residential recycling service	31.1%	37.4%	14.2%	5.5%	3.5%	8.3%
Q24-5. Removal of large, bulky items	15.4%	26.0%	17.3%	11.8%	9.8%	19.7%
Q24-6. System of paying per cart pickup	28.0%	27.2%	22.8%	3.9%	4.3%	13.8%
Q24-7. How informed you feel about what can or cannot be recycled	15.4%	32.3%	22.4%	13.4%	5.1%	11.4%

**WITHOUT "DON'T KNOW"**

**Q24. Garbage and Recycling Services. For each of the items 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=254)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q24-1. Residential trash collection services	41.5%	36.8%	13.7%	4.7%	3.4%
Q24-2. Yard waste removal	35.1%	34.2%	15.8%	7.2%	7.7%
Q24-3. Leaf collection	28.0%	26.6%	18.8%	13.5%	13.0%
Q24-4. Residential recycling service	33.9%	40.8%	15.5%	6.0%	3.9%
Q24-5. Removal of large, bulky items	19.1%	32.4%	21.6%	14.7%	12.3%
Q24-6. System of paying per cart pickup	32.4%	31.5%	26.5%	4.6%	5.0%
Q24-7. How informed you feel about what can or cannot be recycled	17.3%	36.4%	25.3%	15.1%	5.8%

**Q25. Overall, how important do you think it is for the City of Wheaton to invest in initiatives that will help preserve the environment?**

Q25. How important is it for City to invest in initiatives

that will help preserve the environment

	Number	Percent
Very important	139	54.7 %
Important	53	20.9 %
Somewhat important	33	13.0 %
Not important	6	2.4 %
Not important at all	10	3.9 %
<u>Don't know</u>	13	5.1 %
Total	254	100.0 %

**WITHOUT "DON'T KNOW"**

**Q25. Overall, how important do you think it is for the City of Wheaton to invest in initiatives that will help preserve the environment? (without "don't know")**

Q25. How important is it for City to invest in initiatives

that will help preserve the environment

	Number	Percent
Very important	139	57.7 %
Important	53	22.0 %
Somewhat important	33	13.7 %
Not important	6	2.5 %
<u>Not important at all</u>	10	4.1 %
Total	241	100.0 %

**Q27. Approximately how many years have you lived in Wheaton?**

Q27. How many years have you lived in Wheaton	Number	Percent
0-5	30	11.8 %
6-10	24	9.4 %
11-15	23	9.1 %
16-20	18	7.1 %
21-30	40	15.7 %
31+	110	43.3 %
<u>Not provided</u>	9	3.5 %
Total	254	100.0 %

**WITHOUT "NOT PROVIDED"****Q27. Approximately how many years have you lived in Wheaton? (without "not provided")**

Q27. How many years have you lived in Wheaton	Number	Percent
0-5	30	12.2 %
6-10	24	9.8 %
11-15	23	9.4 %
16-20	18	7.3 %
21-30	40	16.3 %
31+	110	44.9 %
Total	245	100.0 %

**Q28. Including yourself, how many people in your household are...**

	Mean	Sum
number	2.5	628
Under age 10	0.1	37
Ages 10-19	0.3	63
Ages 20-34	0.3	80
Ages 35-54	0.4	109
Ages 55-64	0.4	90
Ages 65+	1.0	249

**Q29. What best describes your current living arrangement:**

Q29. What best describes your current living arrangement

	Number	Percent
Own	239	94.1 %
Rent	10	3.9 %
<u>Not provided</u>	5	2.0 %
Total	254	100.0 %

**WITHOUT "NOT PROVIDED"****Q29. What best describes your current living arrangement: (without "not provided")**

Q29. What best describes your current living arrangement

	Number	Percent
Own	239	96.0 %
Rent	10	4.0 %
Total	249	100.0 %

**Q30. Which of the following best describes your race/ethnicity?**

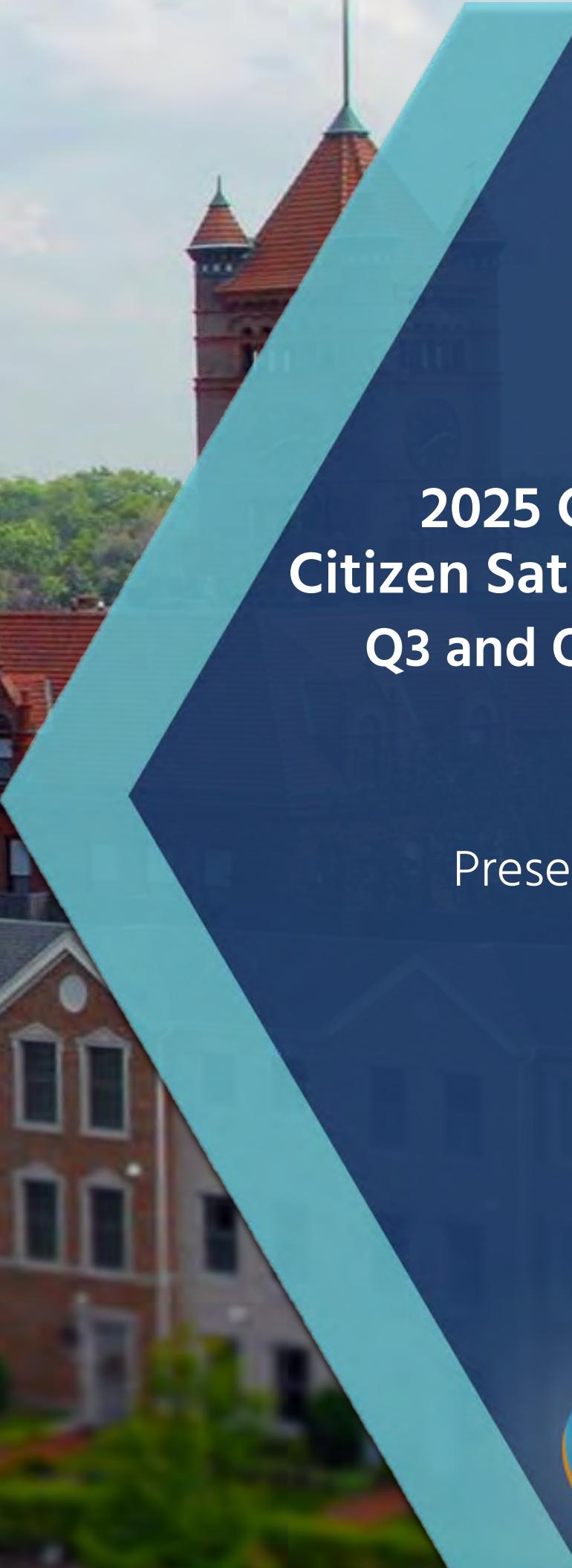
Q30. Your race/ethnicity

	Number	Percent
Asian or Asian Indian	5	2.0 %
Black or African American	2	0.8 %
American Indian or Alaska Native	1	0.4 %
White or Caucasian	237	93.3 %
Hispanic, Spanish, or Latino/a/x	5	2.0 %
<u>Other</u>	3	1.2 %
Total	253	

**Q30-7. Self-describe your race/ethnicity:**

Q30-7. Self-describe your race/ethnicity

	Number	Percent
European	1	33.3 %
Middle Eastern	1	33.3 %
Eastern European	1	33.3 %
Total	3	100.0 %



# **2025 City of Wheaton Citizen Satisfaction Survey Q3 and Q26 Non-Random Comments**

Presented to the City of  
Wheaton, IL

July 2025

**Q3. Are there any other services the City of Wheaton is not currently providing that you would like to see provided in the future?**

- 1x per year, check of all City trees (including walkways) to make sure they are not dead and waiting for a storm to uproot and fall on residence home. its bad enough residents have to pay for the branches that fall from City trees to be removed, they don't need it on their home. Leaf collection that other city's do----leaves are raked to edge of property and city comes by and sucks them up on certain days. saves residence time and money, especially older residence who cannot bag 30 bags of leaves anymore and afford to pay for them on a fixed income.
- A free garbage day for anything we want to put out. Free yard service pick ups.
- Affordable housing. I don't make 3x the rent around here nor enough for these houses with student loans.
- Better communication, maintenance programs
- Car charging stations in public parking lots.
- CITY WIDE INTERNET
- Communication on construction railroads and city improvements for homeowners.
- Control Farmers Mkt, downtown too crowded.
- Enforcement of noise and street parking ordinances the Fairgrounds neighborhood.
- Fall Leaf's other city's have pickup services in their community without using the yard waste bag with a ticket. They have a truck that vacuums up the leaf's twice a month. New buildings we have a lot of empty buildings or office space in Wheaton area. We should fill those building up first with new business before making new buildings.
- Fee oversized garbage collection day (annual) similar to Glen Ellyn
- Free brush pickup. Once a year free garbage like all other towns.
- Free self service yard waste dump/compost site
- FREE tree replacement for parkway trees, especially ones that dies after replaced due to ash borer issue. More trees in the parks. Better bed management in the parks. Better street maintenance - terrible.
- Free yard waste pickup and free large item trash pickup like Glen Ellyn
- Free yard waste/leaf pickup-free mulch.
- Garbage day like Glen ellyn, where anything gets taken
- Get rid of paying for leaf removal.
- Help with senior yardwork and maintenance, especially those with low income
- I am downtown most of the day. I do Uber eats. The E bikes and electric scooters are a huge problem with children riding on the streets that we have to get a drivers license to do. Also people not parking in the lines, especially on Wesley if there is a car next to you, you literally have to stop to avoid clipping the rear end of their vehicles. and also the number of people driving the wrong way on a one-way street. Very dangerous since they are driving the wrong way they have no stop signs or stop lights and they fly through the intersections without warning to other traffic. I never see them pulled over there is one car in particular that comes south on Main Street makes a left-hand turn onto Wesley to U-turn into a parking space facing the park! Obviously he doesn't want to go around the block. I've seen the same person do this several times!
- I certainly support the use of bicycles, but there seems to be no enforcement of the rules of the road. Too many ride with no effort to stop at stop signs or busy intersections.
- I see very few policemen patrolling the city. Stop signs have become suggestions rather than to actually stop before proceeding.

- I thinking the Parks department has too much free reign. I don't think the city is listening to its residents. The mess on Gary Ave due to the Cosley Zoo parking expansion is just one issue.
- I would like to see the city give more help to residents in the fall by providing the service that many other communities have: the fall leaf suck-up by the giant leaf vacuum. You have said it's too expensive. I don't buy it.
- I would love to see leaf pick up as many other suburbs have.
- Leaf pick up for free like surrounding cities
- Leaf pickup in fall
- Leaf pickup in the fall - Lisle and Glen Ellyn both offer programs where the leaves are in a pile near curb and they are picked up and composted without the need of price sticker for 20+ bags of leaves
- Leaf pickup like Naperville and many other suburbs have, by pushing the leaves into the street
- Look into removal of sticker program for garbage and yard waste I see neighbors taking things to friends in Naperville or to local apartments to dispose of items
- Low cost local transportation for seniors wheelchair bound. The township has not been successful.
- Maintain infrastructure to industry, state and federal standards
- Many communities have two offerings that Wheaton does not. First, they have an annual trash anything day, where people can put larger items out for free for one pickup; the second would be leaf pickup. Many communities allow you to push your leaves into the curb and a street sweeper picks them up. Another item I wonder about is why some streets (like Webster) have no curbs and gutters or sewers that I can see. It would be nice if we all had curbs and gutters for the water flow when heavy rains come or when snow melts.
- Many communities offer a one time a year free pick up of trash items or leaf removal. Would like something like this to be considered
- Maybe the city should hire a social worker to work with the police department, if that hasn't already happened.
- More choice with network. Control with payment increases.
- More cohesive architectural development- things a bit hodgepodge and lack class for a better term, more pedestrian friendly spaces
- More communication
- More Parking Downtown Wheaton. Just 3 days ago I could not find a parking place anywhere when I went to get my haircut at a downtown Wheaton hair salon. I will be meeting friends once a week during the summer for lunch in Wheaton. I told me friends to allow 30-45 minutes just to park their car. That is ridiculous and disastrous for the businesses and restaurants in Wheaton along with all of the people trying to park each hour. The parking tickets are also WAY out of control. I got a ticket once for parking my car in an area marked DOWN the row as compact cars. Also, my son worked at a business downtown Wheaton, and there was never any convenient parking for him. Do you want workers and businesses? Get parking, get parking garages, stop giving so many parking tickets, do more to make parking easy, easy, easy. You keep building more apartments and condos, but you don't put in new parking. Disaster. Parking is the most important issue facing Wheaton today. Please get on it right now. Do not put it off. The city depends on parking.
- More police presence throughout our streets and neighborhoods
- More senior activities
- More senior services and activities.
- Mowing the grass outside the owners property. specifically the area by the curb.

- Need annual junk day. This should be provided each spring for free. Most communities have this. Wheaton needs to implement this. It should be part of the city contract with the garbage disposal vendor. Wheaton is out of step with other suburbs on this.
- Need more ethnic foods like the Pitapita
- One day a year of free garbage pickup, like Winfield offers their residents.
- Outdoor story times/circle times through the Library in the summer would be great.
- Overnight parking spaces (paid/unpaid), more funding for local/regional public transport (i.e. more Pace bus lines + frequency), creating and publicizing volunteering & civic opportunities for younger residents (age 14-39), stronger incentives and relationships with local businesses and organizations (e.g. Wheaton College, non-chain/franchise local businesses in downtown/Danada/Roosevelt corridor), creation & improvement of "third spaces" beyond parks and libraries, more integrated commercial & mid/high density residential mix, more walkability (e.g. expanding Hale St to other streets)
- Parking downtown is difficult, especially for handicapped people.
- Property Maintenance enforcement
- Recycling for condos
- Reduced fees for seniors on fixed and limited income
- Return phone calls. Lives on street for 25 years and street was ever redone curbs and looks horrible for what we pay to live in Wheaton
- Road construction management
- Senior services
- snow shoveling for seniors
- Solar power
- Special days to pick up waste beyond standard trash and recycling (Winfield does this)
- Straighten out your traffic lights in and around downtown Wheaton
- Take choosing board and commissions members away from the mayor.
- The code for Wheaton does not appear to be followed in 800 block of Webster.
- The Mayor and City council need to proactively engage other governing bodies that service Wheaton. The lack of humility, proactive engagement, and collaboration does not meet my expectation and is disappointing.
- Traffic and accident issues that the city is aware but doesn't do anything about it, parking— too many apartments are being built. I think we have enough and causing parking issues
- Traffic control signal are horrible in terms of wait times
- Traffic lights needs to be adjusted to traffic multiple lights are red for everyone for awhile without anyone moving
- Trash, pick up, unlimited items
- Updated exercise equipment in Seven Gables Park
- We need more railroad over or underpasses to get from the north to the south or visa versa.
- Wheaton should consider free yard waste removal like surrounding cities- it is very expensive to have yard waste collected- paying for paper bags and stickers. I think home owners would be more inclined to have better upkeep of their property if this was included.
- Yes- better festivals and more engagement for the community at large. The ability for Wheaton to have a calm night life too.
- Yes. Why doesn't the City of Wheaton offer periodic brush pick up days by the City? Believe Glen Ellyn does as I see it advertised. No, if I want to trim some branches off my tree or bushes, I have to neatly bundle, tie, tag and pay a fortune to LRS. City has wood chipper trucks that my tax dollars pay for and you can't offer this at least once a quarter?

**Q26. If there is an area of primary importance that you think the City needs to focus its efforts that is not covered in this survey, please share your concern here:**

- 1. I've heard of suburbs that return compost from yard waste to residents. That would be an excellent benefit. 2. Chickens can provide enormous benefits. I understand the reservations city government might have about allowing them, but it would be helpful to hear of comparisons from other suburbs and Wheaton's pro/con rationale. 3. Same comments re: outdoor clotheslines. What does Wheaton allow and why (not)? 4. Please explore partnering with TerraCycle and local businesses to increase recycling options! Too many recyclables go into the trash and WAY too much plastic ends up in landfills.
- A truck terminal was established 10 months ago on Childs Ave. Zoning was changed by the city manager, it is an eye soar for our neighborhood.
- Add more trees in front of houses on city land. Take better care of streets don't just redo one side in sections of the street do the whole thing. Make better parks. Also trees protect the ozone layer so more trees. More sidewalks. I live in a busy neighborhood with a ton of kids and they are left walking to school and the bus stop on the street where cars are. That's dangerous.
- After going through everything, I cannot think of anything to add
- All the vacant storefronts
- Allow the restaurants in Wheaton to have happy hour. Some restaurants are allowed to have it and others are not. Why? We want people to come and support our restaurants.
- Annual junk pick up day in spring that is free. Wheaton is out of sync with most same size suburbs in this regard. Super disappointing! Should be by January 2026.
- as mentioned earlier, different leaf pick up program that works great in other towns.
- Attracting medium and large businesses to grow local jobs.
- Businesses that share boundary lines with prairie path, walkable city streets should be held to a higher standard of maintenance- i.e.: the auto body shop on carlton/child's and the subsequent businesses down carlton should be kept up better or have zoning codes enforced for a nicer fence, better upkeep, etc.
- Cheaper bulk pickup and more frequent, free yard waste pickup.
- City council members and the mayor need to be more responsive to citizens who bring up issues.
- Composting
- Curbside leaf collection
- Curfew-kids in public parks after dark and dangerously riding E bikes and scooters. Cross roads are dangerous. Need blinking signage, especially near community center and schools.
- Don't rely on social media to get information out. I typically find things several days after it happens.
- Downtown parking
- Enforcement efforts of homeless individuals entering cafe shops, library and restaurants. One doesn't know if they become violent and people can get hurt.
- Enforcement of dog leash laws in local parks. I avoid some parks now (especially Northside Park) because it isn't safe to take my toddler and older dog walking there with all the irresponsible owners using the paths like their own personal dog parks. I have attempted polite confrontation but have been met with hostility. I don't want to have to call the police to be able to enjoy the parks. I would like more frequent police presence or patrols around parks, or more PSAs re: leash laws and their importance and consequences of ignoring them. Thank you.
- Ensure access to city streets during events at the Fairgrounds, Graf Park and Monroe. Last year a firetruck, lights flashing, took 20 minutes to make it down my street after the 4th fireworks. Also,

getting litter and parked cars blocking streets during sports events at Graf Park. The Fair Association and sports leagues have little respect of regard for the neighborhood. Also, the city should more closely monitor residents altering their property, causing drainage problems for others. Flood reduction efforts are required, too. Our alderperson doesn't seem to care much. We could use some outreach.

- Fire the sewer dept, they broke my sewer. Fire the people who do not return phone calls. Quit overcharging , police need to patrol College Ave.
- Frequent recycling opportunities for paper, electronics.
- Historic homes are being demolished at an astonishing rate. There seems to be nothing stopping rich people from razing historic homes that have been a part of our community for over 100 years. It is truly disheartening and is robbing our community of any sense of authenticity or historic beauty. Our character is being wiped away and replaced with awful McMansions that occupy their entire lot. And many of the starter homes are also being obliterated and "upgraded" to expensive homes that new, young families cannot afford. If this continues there will be no difference between us and a brand new suburban development in Naperville. The problem is especially bad north of Memorial Park. Additionally, the cities maintenance crews are often overzealous about cutting down trees on the Prairie Path and in the parks. Rather than trying to care for the trees, trimming limbs, they just cut them all down in the name of preserving power lines. I love Wheaton. I do not want to move but it is great heartbreaking to see the beauty and uniqueness of our community being overtaken by these homes that don't fit the look and feel of our community. Just so what? So people can have an open floor plan or bigger bathrooms? If they want a home like that, let them buy a McMansion in Naperville or tear down a historic home in another city. People will buy and care for historic homes. — Aaron Hill, 1020 Garner Ave, Wheaton
- I am a renter at Renew. They have stopped recycling saying it's because of costs. Is there an option to get them to recycle? It is a huge community.
- I believe we should expect nothing but excellence for the amount of property tax bills and fees being paid to the City. Raising tax rates, no matter how little, while also seeing our property equalized assessed values increase is driving Wheaton away from affordability. It is particularly disheartening when there is less and less "bang for the buck" on what taxes are used for, especially if you live in part of the City that feels neglected. Inflation since 1999 is at 91.96% but my tax bill has gone up more than 250% from \$4,100 to more than \$10,000.
- I don't think so
- I future improvements on commercial property
- I think too many trees are being cut down. Perhaps a permit for tree removal should be enforced.
- I would like to see more development on Roosevelt Road. It looks really run down.
- I would like to see the city address the growing use of motorized scooters, motorized dirt bikes and e-bikes on sidewalks, streets and the Prairie Path. There don't seem to be any parameters around how these are being used or the ages of the people using them. I love seeing people outdoors and driving less, but it's getting dangerous! Also, I'd like to see stronger enforcement of codes on rental properties, particularly when the owner lives in another state and is clearly letting the house rot. (Grey house S. Washington St. and Willow Ave.).
- I would like to see the Police stop the speeding cars on Dorchester, especially between 8 AM - 9 AM and from 4PM - 6 PM weekdays! Also enforce the stop signs along Childs between West St. and going West. I would also like to see the city address the problem of ditches along Dorchester and other streets with no curbs where the culverts have collapsed and critters are making their homes!
- I'd love to have recycling programs available for those of us living in condominiums

- I'm glad there is a new refreshing young lady on the city council! It seems like the city doesn't listen to the residents when they say they don't want something. Why? I get that Gary Ave needed to be updated, but the CZ parking lot is a gigantic eyesore.
- Initiatives to increase civic engagement at the local (city/county) level (in addition to state/federal), especially for age 14-39; courageously improving walk/cycle/public transport infrastructure despite (and to cure) unhealthy dependency on cars; opportunities for tax-paying foreign nationals (e.g. refugees, international students, US "green card" permanent residents) to be involved in events/civic/governance; more collaboration with local organizations & companies
- Keep the city ordinance Street on aesthetics. Some buildings are in need of a makeover.
- Knowing who the city managers are and how available they are to talk to the residents
- Leaf collection by the curb. Once a year big items out for pickup with no extra charger
- leaf collection, a vacuuming system would result in cleaner yards
- Lower garbage pickup costs as they have doubled
- Lower property taxes. Outrageous in relation to services provided the homeowner.
- Main Street stoplight timing - especially the lights at Parkway Dr. & E. Hawthorne Blvd.
- More awareness, how it impacts seniors living on fixed income to adapt to all of the price increases while our income does not. Also better coordination of all roadworks. I am hit by construction on all sides, Butterfield east and west, Roosevelt East and West. Traffic is impossible and surrounded by lane closures and delays.
- More information from LRS on success of recycling program.
- More senior activities
- More signage for traffic to stop and let people/bikes on the Prairie Path cross safely on Orchard between Weisbrook and Orchard! Also, people speed like crazy on Orchard Rd. Also, the Library should have a drive through drop off box. Stop the dogs at the Wheaton French Market!!
- More things to do or participate in that don't cost an arm and a leg. I'm retired and on a limited budget. Charging for concerts when neighboring communities offer them free seems a bit much, for instance.
- Overall improvement of infrastructure and updating some of the older neighborhoods
- Overnight on street parking needs to be better controlled.
- Parking in downtown Wheaton is a major concern. Need more free parking.
- Parking south of Front Streets and North of Franklin. 4 hour limit for residents is not helpful when a resident has work done on house. Worker should not have to move car every four hours, especially if the street is completely empty 99% of the time. Residents should receive parking passes that workmen can place on the dash of their trucks to allow them to park on the street for an 8 hour work day.
- Parking, Parking, Parking. Put more parking in downtown Wheaton. There is definitely a huge lack of parking in downtown Wheaton. This is the most important issue.
- Please consider incorporating all of Wheaton. Having a city under different government entities makes it difficult to enforce ordinances and contact appropriate personnel when problems arise in community. City vs county, sheriff vs Wheaton police, burning leaves vs no burn, noise complaints, unlicensed motorized vehicles on city streets, chickens allowed...or not. Wheaton police do not patrol our community ....and they should but we are located in area of incorporated and unincorporated residences.
- Please consider the aging population as you make the services and sidewalks. I could use a bench to sit on for the bigger walks like Main Street.
- Please give us leaf street services and more visibility of police
- Please keep high rises out of Wheaton!!!! Never build another Wheaton tower!!!

- Put in the mail what we should be informed about, a brief page.
- Put power lines underground to protect trees and improve look of town
- Rat abatement cleaning up abandoned housing areas
- Roadway infrastructure project schedules. When working on a road the project duration seems to take too long.
- Schools/education
- Sharing more info about local elections and the stances of the people running for elections
- Side walks to down town on Gary Ave around the Cosley zoo area. Snow removal on side walk near Cosley Zoo and Wheaton North high school. I am aware that part of this area is unincorporated, but the city should be working together with the unincorporated section for safety reasons.
- Since there is a collection of electronic recycling, I think it would be a good idea to have recycling for expired meds.
- Slowing down motor traffic in the residential area near Downtown Wheaton to make walking and bicycling to businesses safer and more convenient. Harrison and Main are almost impossible to cross where there is no traffic light and drivers roll through crosswalks and stop signs.
- Smaller communities that contract with the same garbage/recycling get better benefits than we do, including costs. That should NOT be the case.
- Snow removal. Communication.
- Speed limit enforcement on main roadways
- Stoplights having walk signal first for 30 seconds so people start walking and cars see them to avoid collisions that have gone up across the country in 2025
- street lights south of Elm
- The city council should have been more responsive to the large group of taxpayers that were against the Cosley parking lot. There was no good reason given by the city council members to go along with the zoning committee, before the question was put on the ballot to get input from the residents. If the city council members will not vote differently than the zoning committee, what is the point of having the city Council vote at all? It was very disappointing that the city council members did not give good reason for why they were going along with the zoning board. I hope the council members are all ashamed that they approved parking lot without waiting for the election results, which showed the majority of the people were against the parking lot. I think it demonstrates that the city council members are working hand-in-hand going along with whatever the park district wants, regardless of what the citizens who elected them want them to do. Disgusting in the resultant traffic backups it's created on Main Street are terrible. And the additional light on Gary Avenue at the sports center is going to wreak havoc on traffic unless it is timed correctly.
- The City is very well maintained. We feel the City government is doing excellent work.
- The city of Wheaton suffers from over reliance on hiring and retaining those who will be compliant, rather than competent
- The Cosley zoo project and light is the most ridiculous use of funds that was forced through. This was especially offensive given it was a ballot item that was not counted, as construction started ahead of the vote. Very disappointing and lost a lot of trust, faith and respect in the city of Wheaton.
- The handling of the zoo expansion and Gary closure was totally inappropriate given the city moved ahead of getting voter feedback. The city ignored resident voting preferences.
- The house in the 800 block of Webster is a disaster. The owner needs to finish the project.
- The library could invest more in a makers studio similar to the Indian prairie library in Darien

- The numerous carwashes are ruining the quaint look of Wheaton. The city needs to work on getting Townsquare back up and filled with thriving retail and restaurants.
- There is no way to drop off recycling when there is too much for the can.
- Traffic accidents in intersections that are repetitive and the city ignores it. The French market is getting too busy and some police presence should be there
- Traffic through Wheaton is very poor, mainly due to there being no main north/south route. From Butterfield to North Ave. It's a collection of two lane roads running through neighborhoods with poor flow due to stop signs and train tracks. Connect Naperville road with Main Street as a continuous road. Close off some of the access to side streets. Consider Making this a 4 lane roadway.
- UNINCORPORATED RESIDENTS GET ROBBED ON LIBRARY SERVICES FOR THE INSANE TAXES WE PAY
- Vacant houses
- We live in an HOA community. While we pay full municipal taxes, we receive no offset for our street and sidewalk maintenance/plowing. Perhaps an offset on our tax bill would be appropriate.
- We live in the environment, so taking care of it and encouraging it to thrive is critical. Buildings, roads, homes, and green spaces should be considered thoughtfully before being started.
- Why can't we rake leaves to the curb like other cities and they come suck them up with their truck?
- Would like there to be more opportunities to meet with the city council and city staff in more informal ways.
- Yeah, the city workers refilling a sidewalk square dumped concrete into the Briar Patch park last week (rot day is 6/11/2025). A park volunteer had to clean up all the concrete they dumped on the park. The flow of traffic in downtown Wheaton is messy compared to say Naperville or glenellyn. They last time road work was done your construction signs tried to route me down a one way street. Get rid of the hale street tent thing. It's annoying and makes traffic more congested to the point I avoid downtown Wheaton. Affordable housing would be nice. I only make \$30/hr. as a CVT. I can't afford a house here. The crummy apartments around here are buggy. The decent places are unaffordable and I don't make 3x the rent. Yes they're not supposed to legally check income, but they still do. My house of 26years had had sewer back up for years due to the connection with the street line. Yes we know about the reimbursement incentive the city offers, but who has that kind of money now days. Consolidate the Wheaton and sanitation bill together. I will say finally the updates to renew and refresh old crummy stores in downtown Wheaton has been noticed and looks nice. I hope it continues.
- Yes. Economic / Retail Development. No more strip mall construction should be allowed until what is currently built is occupied. Nothing makes a town look more economically distressed than rows upon rows of empty strip malls. Plus, how many hair and/or nail salons in the city are needed? What are the guidelines for issuing these permits? Quality of life issues. What is being done about the homeless /mentally ill being dumped in our city? You go downtown on a Sunday and it is as bad as being in downtown Chicago. And the beggars / panhandlers in the driveways of every grocery store! When did that become legal? Where are the police? I NEVER see any patrol cars in the city, just "Community Service" cars. Did we defund the police? I have lived here since 2006 and this city is declining rapidly. I can see why I see so many for sale signs.