



VILLAGE OF LINDENHURST
Regular Village Board Meeting Agenda
Monday, May 11, 2026
7:00 p.m.

- I. Call to Order
- II. Pledge of Allegiance
- III. Approval of the Minutes from the Regular Village Board Meeting of April 27, 2026
- IV. Treasurer's Report for April 2026
- V. Bills Presented for Payment
 - a. Voucher Register #1 – April 28, 2026 – April 30, 2026
 - b. Voucher Register #2 – May 1, 2026 – May 11, 2026
- VI. Board and Staff Reports
- VII. Public Comment on Agenda Items
- VIII. New Business
 - a. Presentation: Northern Illinois Municipal Electric Collaborative (NIMEC) – Municipal Aggregation Renewal Options – MC²
 - b. Discussion and Possible Action: Ordinance 26-5-2339: Authorizing the Renewal of Aggregation Program for Electric Load
 - c. Advise and Consent: Mayoral Appointments
 - d. Proclamation: Amyotrophic Lateral Sclerosis (ALS) Awareness Month
 - e. Resolution 26-5-2338R: Authorization to Transfer Funds
 - f. Approval: Community Survey Preparation Services – ETC Institute – \$19,500
- IX. Public Comment
- X. Executive Session

Rules for Public Comment: The Village of Lindenhurst welcomes comments from the public during the designated sections of the Village Board meeting. We ask that you keep your comments respectful, civil, and constructive to matters of public policy. Those wishing to comment will be limited to three (3) minutes per person and the total time allotted for public comment will be thirty (30) minutes. The Chair will recognize speakers and may deny someone who has previously addressed the Board an additional opportunity to speak. (VOL Village Code §30.22)

XI. Adjournment

Rules for Public Comment: The Village of Lindenhurst welcomes comments from the public during the designated sections of the Village Board meeting. We ask that you keep your comments respectful, civil, and constructive to matters of public policy. Those wishing to comment will be limited to three (3) minutes per person and the total time allotted for public comment will be thirty (30) minutes. The Chair will recognize speakers and may deny someone who has previously addressed the Board an additional opportunity to speak. (VOL Village Code §30.22)



**VILLAGE OF LINDENHURST
Regular Village Board Meeting Minutes
April 27, 2026
7:00pm**

- I. Call to Order
 - a. Mayor Marturano called the Regular Village Board Meeting to order at 7:00pm.
- II. Roll Call
 - a. Present were Mayor Dominic Marturano, Trustees Pat Dickson, Pat Dunham, Patty Chybowski, Dawn Suchy, Heath Rosten, and Ron Grace.
 - b. Village Administrator Clay Johnson, Village Attorney Greg Jones, Police Chief Melinda Linas, Superintendent of Public Works Charles Hernandez, Assistant to the Village Administrator Karleen Long, and Village Clerk Melissa Forsberg.
- III. Pledge of Allegiance
- IV. Approval of Minutes
 - a. Minutes from the Regular Village Board Meeting of April 13, 2026 were presented for approval.
 - b. Trustee Chybowski made a motion, seconded by Trustee Suchy, to approve the minutes from the Regular Village Board Meeting of April 13, 2026 as presented.
 - i. Voice Vote
Aye - 6
Nay - 0
Motion carried.
- V. Bills Presented for Payment
 - a. Trustee Dunham made a motion, seconded by Trustee Dickson, to approve the second set of bills for the month of April presented for payment in the amount of \$248,961.95 for invoices due on or before April 27, 2026.
 - i. Roll Call
Aye – 6 Trustees Dickson, Dunham, Chybowski, Suchy, Rosten, Grace
Nay – 0
Motion carried.

VI. Public Hearing: FY 2026-2027 Village of Lindenhurst Budget

- a. Mayor Marturano opened the Public Hearing at 7:02 pm.
 - i. Trustee Chybowski made a motion, seconded by Trustee Suchy, to open the Public Hearing for the Fiscal Year 2026-2027 Budget.
 - (1) Voice Vote
 - Aye – 6
 - Nay – 0
 - Motion carried.
 - ii. Village Administrator Johnson summarized the Draft FY 2026-2027 Budget.
 - iii. Members of the Public had no comment.
- b. Mayor Marturano closed the Public Hearing at 7:19pm.
 - i. Trustee Dunham made a motion, seconded by Trustee Chybowski, to close the Public Hearing for the Fiscal Year 2026-2027 Budget.
 - (1) Voice Vote
 - Aye - 6
 - Nay - 0
 - Motion carried.

VII. Board & Staff Reports

- a. Trustee Dunham announced this years Memorial Day celebration will be on May 25, 2026 at 10:00am.
- b. Mayor Marturano spoke about attending a legislative breakfast meeting in Woodstock (McHenry County). The main topic of conversation was the Governor's proposed Building Up Illinois Developments (BUILD) Act. Additionally, expressed condolences to Village Administrator Johnson and his family for the loss of their family member.
- c. Village Administrator Clay Johnson announced the following:
 - i. Lake Villa District Library Grand Opening of the Outdoor Space Plan, the Great Lawn will be held June 7, 2026 at 1:00pm.
 - ii. Trustees can turn in their budget binders to be upcycled for the next fiscal year budget.
- d. Police Chief Melinda Linas spoke about the following:
 - i. Hosted Lakes Community High School for Government Day.
 - ii. Cop on a Roof top will be held on May 15, 2026. Officers will be at the Dunkin Donuts at 45 and Sand Lake Road from 5:00am to 12:00pm. Proceeds benefit the Special Olympics.
 - iii. Cops and Bobbers Fishing Derby to be held on May 16, 2026 from 9:00am to 10:30am. This years event will be held at Waterford Lake.
 - iv. Will be in Springfield, IL on May 7, 2026 for the Illinois Police Memorial Ceremony honoring fallen officers.
 - v. In light of the recent event in Chicago, please keep the officers, their families, and department in your thoughts and prayers.

- e. Assistant to the Village Administrator Karleen Long and Zach Turner attended the Park District Earth Day event. They were able to pass out 25 free trees supplied with a ComEd Grant.

VIII. Public Comment on Agenda Items

- a. None.

IX. New Business

- a. Ordinance 26-4-2335: Amending the Intergovernmental Agreement with the Solid Waste Agency of Lake County (SWALCO)
 - i. The Board of Directors of SWALCO recently reviewed the governing intergovernmental agreement. Their recommended changes are as follows:
 - (1) Most significant change amends the qualifications of the person(s) who can serve as Alternate Directors to the Board. The change eliminates the requirement the alternate be an executive level, full-time employee. Now, the alternate can be a part or full-time employee.
 - (2) Additional changes relate to officers, and future amendments to the agreement, which now requires 2/3rds of members' adoption within 90 days of proposed change.
 - ii. Trustee Dickson made a motion, seconded by Trustee Grace to adopt Ordinance 26-4-2335 amending the intergovernmental agreement with the Solid Waste Agency of Lake County.
 - (1) Roll Call
Aye - 6 Trustees Dickson, Dunham, Chybowski, Suchy, Rosten, Grace
Nay - 0
Motion carried.
- b. Ordinance 26-4-2336: Amending the Lindenhurst Comprehensive Fee Schedule for Water, Sewer, Refuse, and Recycling Fees
 - i. As discussed at the Budget Workshop, cost increases of materials, labor, and services, have compelled fee increases into financial modeling for our Water/Sewer and Refuse/Recycling Funds. Increases will also provide protections against unknown factors.
 - ii. Water/Sewer increases can also be attributed to the following:
 - (1) Personnel costs
 - (2) Significant increases of material costs
 - (3) CLCJAWA 5% water cost increase
 - iii. Although Village ordinance allows for water/sewer increases of 3% without any action, the Village has only adjusted rates when necessary.
 - iv. Trustee Dunham made a motion, seconded by Trustee Chybowski to adopt Ordinance 26-4-2336 amending the Lindenhurst Comprehensive Fee Schedule for 3% increases to water, sewer, and refuse fees.
 - (1) Roll Call
Aye - 6 Trustees Dickson, Dunham, Chybowski, Suchy, Rosten, Grace
Nay - 0
Motion carried.

- c. Ordinance 26-4-2337: Adopting the FY 2026-2027 Village of Lindenhurst Budget
 - i. Village Administrator Johnson summarized the Draft FY 2026-2027 Budget during the Public Hearing. After approval, the budget will be certified and provided to Lake County in conformance with statute. Full budget books will be assembled and provided to the Village Board.
 - ii. Trustee Dunham made a motion, seconded by Trustee Suchy to adopt Ordinance 26-4-2337 adopting the FY 2026-2027 Village of Lindenhurst budget.
 - (1) Roll Call
 - Aye - 6 Trustees Dickson, Dunham, Chybowski, Suchy, Rosten, Grace
 - Nay - 0
 - Motion carried.

- d. Approval: Compensation Adjustment for the Village Administrator
 - i. Per the employee agreement, the Mayor and Village Board are required to conduct an annual performance review of the Village Administrator. An increase is being considered due to the employee's performance this past fiscal year.
 - ii. Trustee Dunham made a motion, seconded by Trustee Chybowski to approve a 4% compensation adjustment for the Village Administrator for an annual salary of \$194,904.86.
 - (1) Roll Call
 - Aye - 6 Trustees Dickson, Dunham, Chybowski, Suchy, Rosten, Grace
 - Nay - 0
 - Motion carried.

- e. Approval: Compensation Adjustment for the Sergeant Position
 - i. The Village Administrator is authorized to provide employee merit raises up to 5% per the Village classification system. Anything above or beyond requires review by the Village Board.
 - ii. Currently, a 6% increase is requested with the following considerations:
 - (1) Maintain a separation in base pay between the top paid officer within the FOP pay scale and the supervising sergeant's position.
 - (2) At the moment, our lowest paid sergeant is compensated at a slightly higher rate than officers within the top step of the FOP wage table.
 - (3) Village Administration Johnson and Police Chief Linas feel a higher than usual rate is appropriate for the following:
 - (a) Recognition of employee's performance.
 - (b) Greater separation between positions.
 - (c) No new sergeant's compensation will bypass those with a longer tenure.
 - iii. Trustee Dunham made a motion, seconded by Trustee Chybowski to approve a 6% compensation adjustment for the lowest base wage of Sergeant to an annual wage of \$124,020.
 - (1) Roll Call
 - Aye - 6 Trustees Dickson, Dunham, Chybowski, Suchy, Rosten, Grace
 - Nay - 0
 - Motion carried.

- f. Approval: Rose Tree Outfall Repair Project – Pay Application #2 – V3 - \$339,183.49
 - i. Pay application #2 was received by V3 for the Rose Tree Outfall Restoration Project. The project is largely complete.
 - ii. Trustee Suchy made a motion, seconded by Trustee Dickson to approve Pay Application #2 to V3 in the amount of \$339,183.49.
 - (1) Roll Call
 - Aye - 6 Trustees Dickson, Dunham, Chybowski, Suchy, Rosten, Grace
 - Nay - 0
 - Motion carried.

X. Public Comment

- a. None.

XI. Executive Session

- a. None.

XII. Adjournment

- a. Trustee Chybowski made a motion, seconded by Trustee Suchy to adjourn the meeting.
 - i. Voice Vote
 - Aye - 6
 - Nay - 0
 - Motion carried.
 - ii. The meeting was adjourned at 7:40pm.

Date approved _____

Dominic Marturano, Mayor

Melissa Forsberg, Village Clerk

CASH SUMMARY REPORT FOR VILLAGE OF LINDENHURST

From 04/01/2026 to 04/30/2026
 FUNDS: 60, 01, 30, 22, 24 (15 more)

Fund Description	Beginning Balance 04/01/2026	Total Debits	Total Credits	Ending Balance 04/30/2026
01 GENERAL FUND	5,067,328.28	572,524.64	1,205,136.46	4,434,716.46
06 I.M.R.F./F.I.C.A. 06	218,254.95	678.24	20,630.84	198,302.35
11 IT FUND	83,854.78	15,527.75	13,367.43	86,015.10
14 LIABILITY INSURANCE 14	(24,929.55)	0.00	0.00	(24,929.55)
15 MOTOR FUEL TAX 15	2,407,862.73	66,629.13	18,239.25	2,456,252.61
19 CONTROLLED SUBSTANCE ACT 19	4,547.51	0.00	0.00	4,547.51
21 COMMUNITY CAPITAL	6,092,416.37	565,317.55	530,896.99	6,126,836.93
22 DUI SB 740 FUND 22	2,526.63	861.68	0.00	3,388.31
23 PRISON REVIEW AGENCY FUND 23	9,443.29	0.00	0.00	9,443.29
24 MISCELLANEOUS ESCROW 24	401,428.18	1,487.00	44,668.60	358,246.58
25 SHOP WITH A COP FUND 25	1,218.70	0.00	0.00	1,218.70
27 CURRENCY SEIZURE 27	5,399.56	0.00	0.00	5,399.56
30 REFUSE & RECYCLING 30	366,573.56	171,280.56	136,686.60	401,167.52
40 ECONOMIC DEVELOPMENT FUND	193,063.76	0.00	1,300.82	191,762.94
41 GRAND AVENUE TIF FUND	272,166.27	0.00	3,375.00	268,791.27
50 VEHICLE REPLACEMENT FUND 50	283,360.22	228,000.00	0.00	511,360.22
60 UTILITY FUND 60	1,359,715.85	435,766.36	668,109.05	1,127,373.16
61 WATER/SEWER CAPITAL FUND 61	1,670,965.37	47,449.67	17,295.00	1,701,120.04
89 SANITARY DISTRICT	5,465.80	9,252.00	5,474.25	9,243.55
REPORT TOTALS:	18,420,662.26	2,114,774.58	2,665,180.29	17,870,256.55

TREASURER'S BUDGET COMPARISON REPORT FOR VILLAGE OF LINDENHURST

EXP CHECK RUN DATES 04/28/2026 - 04/30/2026

POSTED AND UNPOSTED
OPEN AND PAID

Fund Description	Department Description	Invoice Line Description	Invoice Description	Amount	
Vendor Name: AMERICAN UNDERGROUND, INC.					
UTILITY FUND 60	SEWER	CCTV INSPECTION FOR STORM SEWER L	CCTV INSPECTION FOR STORM SEWER L	4,200.00	DM
				Vendor Total:	4,200.00
Vendor Name: BAXTER & WOODMAN, INC					
COMMUNITY CAPITAL	ADMINISTRATION	ROSE TREE OUTFALL ENGINEERING	ROSE TREE OUTFALL ENGINEERING	13,069.22	DM
MISCELLANEOUS ESCROW 24		ESCROW - BRIARGATE	ESCROW - BRIARGATE	377.75	DM
				Vendor Total:	13,446.97
Vendor Name: BEHM ENTERPRISES, INC.					
GENERAL FUND	PUBLIC WORKS	CPS CATCH BASIN STORMWATER PROJECT	CPS CATCH BASIN STORMWATER PROJECT	7,000.00	M
COMMUNITY CAPITAL	ADMINISTRATION	CPS CATCH BASIN STORMWATER PROJECT	CPS CATCH BASIN STORMWATER PROJECT	17,500.00	M
				Vendor Total:	24,500.00
Vendor Name: Chris Clark					
GENERAL FUND	PUBLIC WORKS	50/50 TREE - 2126 FAIRFIELD	50/50 TREE - 2126 FAIRFIELD	145.00	M
				Vendor Total:	145.00
Vendor Name: CINDI GUIMOND - R					
COMMUNITY CAPITAL		TRANS FACILITIES FEE	UB refund for account: 0123102853-	28.80	M
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	CAPITAL FEE	UB refund for account: 0123102853-	25.92	M
UTILITY FUND 60	SEWER	SEWER SERVICE	UB refund for account: 0123102853-	36.46	M
UTILITY FUND 60	WATER	WATER SERVICE	UB refund for account: 0123102853-	38.72	M
				Vendor Total:	129.90
Vendor Name: CINTAS					
GENERAL FUND	PUBLIC WORKS	UNIFORMS	UNIFORMS	29.88	M
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	UNIFORMS	UNIFORMS	44.81	M
				Vendor Total:	74.69
Vendor Name: COMCAST CABLE					
IT FUND		VH, PD & PW TELEPHONE - APRIL 202	VH, PD & PW TELEPHONE - APRIL 202	1,006.40	M
				Vendor Total:	1,006.40
Vendor Name: COMMONWEALTH EDISON					
GENERAL FUND	PUBLIC WORKS	ELECTRIC STREET LIGHTS	ELECTRIC STREET LIGHTS	213.49	M
				Vendor Total:	213.49
Vendor Name: COMPLETE OFFICE OF WISCONSIN					
GENERAL FUND	ADMINISTRATION	OPERATING SUPPLIES	OPERATING SUPPLIES	5.74	DM
GENERAL FUND	ADMINISTRATION	OPERATING SUPPLIES	OPERATING SUPPLIES	4.29	DM
GENERAL FUND	ADMINISTRATION	OPERATING SUPPLIES - REFUND	OPERATING SUPPLIES - REFUND	(1.28)	DM
GENERAL FUND	ADMINISTRATION	OPERATING SUPPLIES	OPERATING SUPPLIES	1.28	DM
GENERAL FUND	POLICE	OPERATING SUPPLIES	OPERATING SUPPLIES	22.97	DM
GENERAL FUND	POLICE	OPERATING SUPPLIES	OPERATING SUPPLIES	17.14	DM
GENERAL FUND	POLICE	OPERATING SUPPLIES - REFUND	OPERATING SUPPLIES - REFUND	(5.10)	DM
GENERAL FUND	POLICE	OPERATING SUPPLIES	OPERATING SUPPLIES	5.10	DM
REFUSE & RECYCLING 30		OPERATING SUPPLIES	OPERATING SUPPLIES	5.74	DM
REFUSE & RECYCLING 30		OPERATING SUPPLIES	OPERATING SUPPLIES	4.29	DM
REFUSE & RECYCLING 30		OPERATING SUPPLIES - REFUND	OPERATING SUPPLIES - REFUND	(1.28)	DM
REFUSE & RECYCLING 30		OPERATING SUPPLIES	OPERATING SUPPLIES	1.28	DM
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	OPERATING SUPPLIES	OPERATING SUPPLIES	22.97	DM
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	OPERATING SUPPLIES	OPERATING SUPPLIES	17.14	DM
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	OPERATING SUPPLIES - REFUND	OPERATING SUPPLIES - REFUND	(5.11)	DM

TREASURER'S BUDGET COMPARISON REPORT FOR VILLAGE OF LINDENHURST

EXP CHECK RUN DATES 04/28/2026 - 04/30/2026

POSTED AND UNPOSTED
OPEN AND PAID

Fund Description	Department Description	Invoice Line Description	Invoice Description	Amount	
Vendor Name: COMPLETE OFFICE OF WISCONSIN					
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	OPERATING SUPPLIES	OPERATING SUPPLIES	5.11	DM
				Vendor Total:	100.28
Vendor Name: CRYSTAL ALVAREZ - R					
COMMUNITY CAPITAL		TRANS FACILITIES FEE	UB refund for account: 0123503152-	20.77	M
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	CAPITAL FEE	UB refund for account: 0123503152-	18.66	M
UTILITY FUND 60	SEWER	SEWER SERVICE	UB refund for account: 0123503152-	74.07	M
				Vendor Total:	113.50
Vendor Name: DRAGAN MARKOVIC					
GENERAL FUND	PUBLIC WORKS	50/50 TREE - 449 MOCKINGBIRD CT.	50/50 TREE - 449 MOCKINGBIRD CT.	22.50	M
				Vendor Total:	22.50
Vendor Name: DYNEGY ENERGY SERVICES					
UTILITY FUND 60	SEWER	ELEC SERV LIFT 11 - 6006041028	ELECTRICAL SERVICE AT LIFT STATIO	102.90	DM
UTILITY FUND 60	SEWER	ELEC SERV LIFT 7 - 5424462083	ELECTRICAL SERVICE AT LIFT STATIO	107.33	DM
UTILITY FUND 60	SEWER	ELEC SERV LIFT 5 - 2792695412	ELECTRICAL SERVICE AT LIFT STATIO	1,319.26	DM
UTILITY FUND 60	SEWER	ELEC SERV LIFT 2 - 2335217062	ELECTRICAL SERVICE AT LIFT STATIO	266.14	DM
UTILITY FUND 60	SEWER	ELEC SERV LIFT 9/10 - 8685211976	ELECTRICAL SERVICE AT LIFT STATIO	144.48	DM
UTILITY FUND 60	SEWER	ELEC SERV LIFT 8 - 1823939243	ELECTRICAL SERVICE AT LIFT STATIO	88.85	DM
UTILITY FUND 60	SEWER	ELEC SERV WWTF HEAT - 8743687588	ELECTRICAL SERVICE AT LIFT STATIO	8,652.19	DM
UTILITY FUND 60	SEWER	ELEC SERV WWTF - 8743687588	ELECTRICAL SERVICE AT LIFT STATIO	2,828.58	DM
UTILITY FUND 60	SEWER	ELEC SERV LIFT 1 - 1692275570	ELECTRICAL SERVICE AT LIFT STATIO	461.37	DM
UTILITY FUND 60	SEWER	ELECTRIC SERVICE - 6372300400	ELECTRICAL SERVICE AT LIFT STATIO	108.54	DM
UTILITY FUND 60	SEWER	ELECTRIC SERVICE - 1950936162	ELECTRICAL SERVICE AT LIFT STATIO	172.34	DM
UTILITY FUND 60	SEWER	ELEC SERV LIFT 6 -6040121512	ELECTRICAL SERVICE AT LIFT STATIO	481.70	DM
UTILITY FUND 60	WATER	ELEC SERV WH5 -6247442105	ELECTRICAL SERVICE AT LIFT STATIO	365.93	DM
UTILITY FUND 60	WATER	ELEC SERV WH 1 - 4372068898	ELECTRICAL SERVICE AT LIFT STATIO	127.08	DM
UTILITY FUND 60	WATER	PUMP STATION - 1832930131	ELECTRICAL SERVICE AT LIFT STATIO	2,071.21	DM
UTILITY FUND 60	WATER	ELEC SERV WH 6 - 7337986924	ELECTRICAL SERVICE AT LIFT STATIO	907.38	DM
UTILITY FUND 60	WATER	ELECTRIC SERVICE WH3 - 8743687588	ELECTRICAL SERVICE AT LIFT STATIO	309.03	DM
UTILITY FUND 60	WATER	ELEC SERV WH2 - 9893106653	ELECTRICAL SERVICE AT LIFT STATIO	433.78	DM
UTILITY FUND 60	WATER	ELEC SERV WH4 - 2747824206	ELECTRICAL SERVICE AT LIFT STATIO	156.36	DM
				Vendor Total:	19,104.45
Vendor Name: FGM ARCHITECTS INC.					
COMMUNITY CAPITAL	ADMINISTRATION	VILLAGE SPACE NEEDS STUDY	VILLAGE SPACE NEEDS STUDY	14,400.00	M
				Vendor Total:	14,400.00
Vendor Name: FIRST AMERICAN BANK					
GENERAL FUND	ADMINISTRATION	CONSTANT CONTACT	CONSTANT CONTACT	98.00	M
GENERAL FUND	ADMINISTRATION	FACEBOOK - POST BOOST	FACEBOOK - POST BOOST	10.95	M
GENERAL FUND	ADMINISTRATION	CALL FIRE	CALL FIRE	6.18	M
GENERAL FUND	ADMINISTRATION	AMAZON - OPERATING SUPPLIES	AMAZON - OPERATING SUPPLIES	4.25	M
GENERAL FUND	ADMINISTRATION	AMAZON - HDMI CABLES	AMAZON - HDMI CABLES	56.97	M
GENERAL FUND	ADMINISTRATION	HELLO FLOWERS - FUNERAL FLOWERS	HELLO FLOWERS - FUNERAL FLOWERS	124.09	M
GENERAL FUND	POLICE	LEXIS NEXIS	LEXIS NEXIS	200.00	M
GENERAL FUND	POLICE	GRANITE - TELEPHONE PD	GRANITE - TELEPHONE PD	259.57	M
GENERAL FUND	POLICE	AMAZON - COP ON A ROOF TOP	AMAZON - COP ON A ROOF TOP	37.76	M
GENERAL FUND	POLICE	AMAZON - AIR FRESHENERS	AMAZON - AIR FRESHENERS	37.99	M
GENERAL FUND	POLICE	AIR FRESHENERS	AMAZON - COP ON A ROOF TOP	31.97	M
GENERAL FUND	POLICE	AMAZON - OPERATING SUPPLIES	AMAZON - OPERATING SUPPLIES	17.04	M

TREASURER'S BUDGET COMPARISON REPORT FOR VILLAGE OF LINDENHURST

EXP CHECK RUN DATES 04/28/2026 - 04/30/2026

POSTED AND UNPOSTED
OPEN AND PAID

Fund Description	Department Description	Invoice Line Description	Invoice Description	Amount	
Vendor Name: FIRST AMERICAN BANK					
GENERAL FUND	PUBLIC WORKS	AMAZON - TABLE DISPLAY CLOTHS	AMAZON - TABLE DISPLAY CLOTHS	71.44	M
GENERAL FUND	PUBLIC WORKS	ANTIOCH PIZZA - PW LUNCHEON	ANTIOCH PIZZA - PW LUNCHEON	183.95	M
IT FUND		ZOOM VIDEO COMMUNICATIONS	ZOOM VIDEO COMMUNICATIONS	15.99	M
REFUSE & RECYCLING 30		AMAZON - OPERATING SUPPLIES	AMAZON - OPERATING SUPPLIES	4.25	M
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	GRANITE - TELEPHONE PW	GRANITE - TELEPHONE PW	586.86	M
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	APWA - TRAINING GAUGHRAN & NADELHO	APWA - TRAINING GAUGHRAN & NADELHO	600.00	M
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	AMAZON - OPERATING SUPPLIES	AMAZON - OPERATING SUPPLIES	17.04	M
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	AMAZON - TABLE DISPLAY CLOTHS	AMAZON - TABLE DISPLAY CLOTHS	71.43	M
Vendor Total:				2,435.73	
Vendor Name: J.G. UNIFORMS, INC					
GENERAL FUND	POLICE	RYTINA - BODY ARMOR	RYTINA - BODY ARMOR	995.00	M
GENERAL FUND	POLICE	LEITL - BODY ARMOR	LEITL - BODY ARMOR	995.00	M
GENERAL FUND	POLICE	KULCSAR - BODY ARMOR	KULCSAR - BODY ARMOR	995.00	M
Vendor Total:				2,985.00	
Vendor Name: JAMES ERICKSON - R					
COMMUNITY CAPITAL		TRANS FACILITIES FEE	UB refund for account: 0115082817-	7.32	M
REFUSE & RECYCLING 30		REFUSE & RECYCLING	UB refund for account: 0115082817-	39.11	M
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	CAPITAL FEE	UB refund for account: 0115082817-	6.58	M
UTILITY FUND 60	SEWER	SEWER SERVICE	UB refund for account: 0115082817-	19.24	M
UTILITY FUND 60	WATER	WATER SERVICE	UB refund for account: 0115082817-	20.42	M
Vendor Total:				92.67	
Vendor Name: JENNA FEIGEN - R					
COMMUNITY CAPITAL		TRANS FACILITIES FEE	UB refund for account: 0123973078-	6.68	M
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	CAPITAL FEE	UB refund for account: 0123973078-	6.01	M
UTILITY FUND 60	SEWER	SEWER SERVICE	UB refund for account: 0123973078-	33.84	M
UTILITY FUND 60	WATER	WATER SERVICE	UB refund for account: 0123973078-	35.92	M
Vendor Total:				82.45	
Vendor Name: JOSEPH CROCKER - R					
COMMUNITY CAPITAL		TRANS FACILITIES FEE	UB refund for account: 0122002806-	1.66	M
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	CAPITAL FEE	UB refund for account: 0122002806-	1.49	M
UTILITY FUND 60	SEWER	SEWER SERVICE	UB refund for account: 0122002806-	8.08	M
UTILITY FUND 60	WATER	WATER SERVICE	UB refund for account: 0122002806-	8.57	M
Vendor Total:				19.80	
Vendor Name: JS COMMUNICATIONS TECHNOLOGIES					
COMMUNITY CAPITAL	ADMINISTRATION	TORNADO SIREN REPAIR	TORNADO SIREN REPAIR	8,605.00	M
Vendor Total:				8,605.00	
Vendor Name: KEVIN NADELHOFFER					
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	PARKING FOR TRAINING	PARKING FOR TRAINING	57.00	M
Vendor Total:				57.00	
Vendor Name: KEVIN SHAFFER - R					
COMMUNITY CAPITAL		TRANS FACILITIES FEE	UB refund for account: 0121352404-	3.47	M
REFUSE & RECYCLING 30		REFUSE & RECYCLING	UB refund for account: 0121352404-	18.57	M
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	CAPITAL FEE	UB refund for account: 0121352404-	3.13	M
UTILITY FUND 60	SEWER	SEWER SERVICE	UB refund for account: 0121352404-	14.66	M
UTILITY FUND 60	WATER	WATER SERVICE	UB refund for account: 0121352404-	15.57	M

TREASURER'S BUDGET COMPARISON REPORT FOR VILLAGE OF LINDENHURST

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Fund Description	Department Description	Invoice Line Description	Invoice Description	Amount	
Vendor Name: KEVIN SHAFFER - R					
				Vendor Total:	55.40
Vendor Name: LAKESIDE INTERNATIONAL LLC					
GENERAL FUND	PUBLIC WORKS	TRK 57 EXHAUST LEAK REPAIR	TRK 57 EXHAUST LEAK REPAIR	12,361.32	M
GENERAL FUND	PUBLIC WORKS	TRK 55 MANIFOLD INTAKE REPAIR	TRK 55 MANIFOLD INTAKE REPAIR	9,501.44	M
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	TRK 57 EXHAUST LEAK REPAIR	TRK 57 EXHAUST LEAK REPAIR	8,240.89	M
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	TRK 55 MANIFOLD INTAKE REPAIR	TRK 55 MANIFOLD INTAKE REPAIR	6,334.30	M
				Vendor Total:	36,437.95
Vendor Name: MARK KLEINKE - R					
COMMUNITY CAPITAL		TRANS FACILITIES FEE	UB refund for account: 0121000402-	1.32	M
REFUSE & RECYCLING 30		REFUSE & RECYCLING	UB refund for account: 0121000402-	6.61	M
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	CAPITAL FEE	UB refund for account: 0121000402-	1.18	M
UTILITY FUND 60	SEWER	SEWER SERVICE	UB refund for account: 0121000402-	4.41	M
UTILITY FUND 60	WATER	WATER SERVICE	UB refund for account: 0121000402-	4.68	M
				Vendor Total:	18.20
Vendor Name: MONICA MARTIN - R					
COMMUNITY CAPITAL		TRANS FACILITIES FEE	UB refund for account: 0123503156-	6.94	M
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	CAPITAL FEE	UB refund for account: 0123503156-	6.24	M
UTILITY FUND 60	SEWER	SEWER SERVICE	UB refund for account: 0123503156-	20.05	M
UTILITY FUND 60	WATER	WATER SERVICE	UB refund for account: 0123503156-	21.29	M
				Vendor Total:	54.52
Vendor Name: NORTH SHORE GAS					
UTILITY FUND 60	SEWER	GAS LIFT 1 - 0608497314-00001	GAS AT LIFT STATIONS & WELL HOUSES	95.39	M
UTILITY FUND 60	SEWER	GAS LIFT 2 - 0612073780-00001	GAS AT LIFT STATIONS & WELL HOUSES	47.66	M
UTILITY FUND 60	SEWER	GAS LIFT 3 - 0605241424-00001	GAS AT LIFT STATIONS & WELL HOUSES	47.03	M
UTILITY FUND 60	SEWER	GAS LIFT 4 - 0604620538-00001	GAS AT LIFT STATIONS & WELL HOUSES	46.27	M
UTILITY FUND 60	SEWER	GAS LIFT 10 - 0608845582-00001	GAS AT LIFT STATIONS & WELL HOUSES	46.99	M
UTILITY FUND 60	SEWER	GAS LIFT 9 - 0611592466-00001	GAS AT LIFT STATIONS & WELL HOUSES	46.27	M
UTILITY FUND 60	WATER	GAS WELL HOUSE 1 - 0604115867-0000	GAS AT LIFT STATIONS & WELL HOUSES	0.00	M
UTILITY FUND 60	WATER	GAS WELL HOUSE 2 - 0611622660-0000	GAS AT LIFT STATIONS & WELL HOUSES	69.29	M
UTILITY FUND 60	WATER	GAS WELL HOUSE 2 - 7500011178776	GAS AT LIFT STATIONS & WELL HOUSES	0.00	M
UTILITY FUND 60	WATER	GAS WELL HOUSE 2 - 0612121410-0000	GAS AT LIFT STATIONS & WELL HOUSES	169.56	M
UTILITY FUND 60	WATER	GAS WELL HOUSE 1 - 0611622660-0000	GAS AT LIFT STATIONS & WELL HOUSES	92.31	M
UTILITY FUND 60	WATER	PD GAS	PD GAS	46.27	M
				Vendor Total:	707.04
Vendor Name: PADDOCK PUBLICATIONS, INC					
GENERAL FUND	ADMINISTRATION	PUBLIC NOTICES	PUBLIC NOTICES	78.20	M
				Vendor Total:	78.20
Vendor Name: STRAND ASSOCIATES, INC.					
WATER/SEWER CAPITAL FUND 61	WATER/SEWER CAPITAL	STANDBY WELL STUDY - 7TH PAYMENT	STANDBY WELL STUDY - 7TH PAYMENT	4,440.00	DM
WATER/SEWER CAPITAL FUND 61	WATER/SEWER CAPITAL	TOWER 2 PAINTING - 7TH PAYMENT	TOWER 2 PAINTING - 7TH PAYMENT	710.00	DM
				Vendor Total:	5,150.00
Vendor Name: THE BLUE LINE					
GENERAL FUND	POLICE	POLICE RECRUITMENT EXPENSES	POLICE RECRUITMENT EXPENSES	397.00	M
				Vendor Total:	397.00
Vendor Name: USA BLUEBOOK					

TREASURER'S BUDGET COMPARISON REPORT FOR VILLAGE OF LINDENHURST

EXP CHECK RUN DATES 04/28/2026 - 04/30/2026

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Fund Description	Department Description	Invoice Line Description	Invoice Description	Amount	
Vendor Name: USA BLUEBOOK					
UTILITY FUND 60	WATER	TESTING REAGENTS	TESTING REAGENTS	208.63	M
			Vendor Total:	<u>208.63</u>	
Vendor Name: V3 CONSTRUCTION GROUP, LTD.					
COMMUNITY CAPITAL	ADMINISTRATION	ROSE TREE OUTFALL RESTORATION - P	ROSE TREE OUTFALL RESTORATION - P	339,183.49	M
			Vendor Total:	<u>339,183.49</u>	
Vendor Name: VERIZON WIRELESS					
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	LS6 MARCH/APRIL PHONE	LS6 MARCH/APRIL PHONE	21.23	M
			Vendor Total:	<u>21.23</u>	
Vendor Name: WEX BANK					
GENERAL FUND	POLICE	PD FUEL	PD FUEL	4,400.76	M
GENERAL FUND	PUBLIC WORKS	PW FUEL	PW FUEL	1,322.92	M
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	PW FUEL	PW FUEL	881.94	M
			Vendor Total:	<u>6,605.62</u>	
Report Total:				<u>480,652.11</u>	

TOTALS BY FUND:

GENERAL FUND 01	39,647.81
IT FUND 11	1,022.39
COMMUNITY CAPITAL FUND 21	392,834.67
MISCELLANEOUS ESCROW FUND 24	377.75
REFUSE & RECYCLING FUND 30	78.57
UTILITY FUND 60	41,540.92
WATER/SEWER CAPITAL FUND 61	<u>5,150.00</u>
Total For All Funds:	\$480,652.11

TREASURER'S BUDGET COMPARISON REPORT FOR VILLAGE OF LINDENHURST

EXP CHECK RUN DATES 05/01/2026 - 05/11/2026

POSTED AND UNPOSTED
OPEN AND PAID

Fund Description	Department Description	Invoice Line Description	Invoice Description	Amount	
Vendor Name: 3CMA					
GENERAL FUND	ADMINISTRATION	3CMA MEMBERSHIP - LONG	3CMA MEMBERSHIP - LONG	400.00	M
				<u>400.00</u>	
				Vendor Total:	
Vendor Name: BATTERIES PLUS BULBS					
UTILITY FUND 60	WATER	BATT REPLACEMENT DIALERS	BATT REPLACEMENT DIALERS	93.97	M
				<u>93.97</u>	
				Vendor Total:	
Vendor Name: BRAVO SERVICES, INC					
GENERAL FUND	BUILDING & GROUNDS	MAY 2026 CUSTODIAL SERVICES	MAY 2026 CUSTODIAL SERVICES	1,016.92	DM
GENERAL FUND	POLICE	MAY 2026 CUSTODIAL SERVICES	MAY 2026 CUSTODIAL SERVICES	1,016.92	DM
GENERAL FUND	PUBLIC WORKS	MAY 2026 CUSTODIAL SERVICES	MAY 2026 CUSTODIAL SERVICES	203.38	DM
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	MAY 2026 CUSTODIAL SERVICES	MAY 2026 CUSTODIAL SERVICES	305.07	DM
				<u>2,542.29</u>	
				Vendor Total:	
Vendor Name: CENTRAL LAKE COUNTY J.A.W.A					
UTILITY FUND 60	WATER	CLCJAWA WATER - USAGE FOR APRIL 2	CLCJAWA WATER - USAGE FOR APRIL 2	82,272.27	M
				<u>82,272.27</u>	
				Vendor Total:	
Vendor Name: CINTAS					
GENERAL FUND	PUBLIC WORKS	UNIFORMS	UNIFORMS	29.88	M
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	UNIFORMS	UNIFORMS	44.81	M
				<u>74.69</u>	
				Vendor Total:	
Vendor Name: CIVICPLUS					
IT FUND		BEEHIVE ANNUAL FEE	BEEHIVE ANNUAL FEE	6,352.87	M
IT FUND		SEE CLICK FIX ANNUAL FEE	SEE CLICK FIX ANNUAL FEE	8,473.81	M
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	BEEHIVE ANNUAL FEE	BEEHIVE ANNUAL FEE	6,352.87	M
				<u>21,179.55</u>	
				Vendor Total:	
Vendor Name: CLARK BAIRD SMITH LLP					
GENERAL FUND	ADMINISTRATION	LEGAL SERVICES	LEGAL SERVICES	385.00	M
				<u>385.00</u>	
				Vendor Total:	
Vendor Name: COMCAST CABLE					
IT FUND		TELEPHONE/INTERNET	PW INTERNET- APRIL 2026	174.90	M
IT FUND		INTERNET VH/PD	INTERNET VH/PD	179.90	M
				<u>354.80</u>	
				Vendor Total:	
Vendor Name: COMPLETE OFFICE OF WISCONSIN					
GENERAL FUND	ADMINISTRATION	OPERATING SUPPLIES	OPERATING SUPPLIES	5.40	DM
GENERAL FUND	ADMINISTRATION	OPERATING SUPPLIES	OPERATING SUPPLIES	9.52	DM
GENERAL FUND	ADMINISTRATION	OPERATING SUPPLIES	OPERATING SUPPLIES	11.60	DM
GENERAL FUND	POLICE	OPERATING SUPPLIES	OPERATING SUPPLIES	21.62	DM
GENERAL FUND	POLICE	OPERATING SUPPLIES	OPERATING SUPPLIES	38.08	DM
GENERAL FUND	POLICE	OPERATING SUPPLIES	OPERATING SUPPLIES	46.39	DM
REFUSE & RECYCLING 30		OPERATING SUPPLIES	OPERATING SUPPLIES	5.40	DM
REFUSE & RECYCLING 30		OPERATING SUPPLIES	OPERATING SUPPLIES	9.52	DM
REFUSE & RECYCLING 30		OPERATING SUPPLIES	OPERATING SUPPLIES	11.60	DM
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	OPERATING SUPPLIES	OPERATING SUPPLIES	21.62	DM
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	OPERATING SUPPLIES	OPERATING SUPPLIES	38.08	DM
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	OPERATING SUPPLIES	OPERATING SUPPLIES	46.39	DM
				<u>265.22</u>	
				Vendor Total:	

TREASURER'S BUDGET COMPARISON REPORT FOR VILLAGE OF LINDENHURST

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Fund Description	Department Description	Invoice Line Description	Invoice Description	Amount	
Vendor Name: DAM, SNELL, & TAVEIRNE, LTD.					
REFUSE & RECYCLING 30		ACCOUNTING SERVICES	ACCOUNTING SERVICES	763.00	DM
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	ACCOUNTING SERVICES	ACCOUNTING SERVICES	3,052.00	DM
				Vendor Total:	3,815.00
Vendor Name: DE LAGE LANDEN FIN SERVICES, INC.					
IT FUND		MONTHLY SERVICE AGREEMENT - SHARP	MONTHLY SERVICE AGREEMENT - SHARP	388.02	DM
				Vendor Total:	388.02
Vendor Name: DEKIND COMPUTER CONSULTANTS					
GENERAL FUND	POLICE	JUNE 2026 MONTHLY IT SUPPORT SERVI	JUNE 2026 MONTHLY IT SUPPORT SERVI	2,805.00	DM
IT FUND		JUNE 2026 MONTHLY IT SUPPORT SERVI	JUNE 2026 MONTHLY IT SUPPORT SERVI	4,422.54	DM
IT FUND		CYBER SECURITY TRAINING - APRIL 20	CYBER SECURITY TRAINING - APRIL 20	899.00	DM
				Vendor Total:	8,126.54
Vendor Name: DES PLAINES WATERSHED WORKGROUP					
UTILITY FUND 60	SEWER	DRWW DES PLAINES RIVER WATERSHED	DRWW DES PLAINES RIVER WATERSHED	7,698.15	M
				Vendor Total:	7,698.15
Vendor Name: FERGUSON WATERWORKS #2516					
UTILITY FUND 60	WATER	WATER METER UPGRADE	B-BOX SOCKETS & METER GASKET	11.67	DM
UTILITY FUND 60	WATER	B-BOX SOCKETS & METER GASKET	B-BOX SOCKETS & METER GASKET	344.43	DM
UTILITY FUND 60	WATER	METER WASHERS & SUPPLIES	METER WASHERS & SUPPLIES	83.29	DM
				Vendor Total:	439.39
Vendor Name: FIRST AMERICAN BANK					
REFUSE & RECYCLING 30		LOCKBOX FEES - APRIL 2026	LOCKBOX FEES - APRIL 2026	98.84	M
REFUSE & RECYCLING 30		CREDIT CARD FEES - APRIL 2026	CREDIT CARD FEES - APRIL 2026	580.91	M
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	LOCKBOX FEES - APRIL 2026	LOCKBOX FEES - APRIL 2026	395.35	M
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	CREDIT CARD FEES - APRIL 2026	CREDIT CARD FEES - APRIL 2026	2,323.63	M
				Vendor Total:	3,398.73
Vendor Name: FLOYD BUTLER					
GENERAL FUND	PUBLIC WORKS	50/50 TREE - 2405 E SUNSET LN.	50/50 TREE - 2405 E SUNSET LN.	80.00	M
				Vendor Total:	80.00
Vendor Name: GREAT AMERICAN TIRE & AUTO					
GENERAL FUND	POLICE	#84 - FLAT TIRE REPAIR, CHAINGE OI	#84 - FLAT TIRE REPAIR, CHAINGE OI	116.04	M
GENERAL FUND	POLICE	#87 - OIL CHANGE & FILTER	#87 - OIL CHANGE & FILTER	73.63	M
				Vendor Total:	189.67
Vendor Name: GROOT INDUSTRIES, INC					
REFUSE & RECYCLING 30		YARD WASTE STICKERS	YARD WASTE STICKERS	2,500.00	DM
REFUSE & RECYCLING 30		GROOT CONTRACT	GROOT BILLING CONTRACT	112,660.60	DM
				Vendor Total:	115,160.60
Vendor Name: ILLINOIS EPA					
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	2010 GRAND AVE WATER	2010 GRAND AVE WATER	22,182.05	M
				Vendor Total:	22,182.05
Vendor Name: ILLINOIS PUBLIC RISK FUND					
LIABILITY INSURANCE 14	ADMINISTRATION	JUNE 2026 WORKERS COMP	JUNE 2026 WORKERS COMP	6,188.70	M
REFUSE & RECYCLING 30		JUNE 2026 WORKERS COMP	JUNE 2026 WORKERS COMP	442.05	M
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	JUNE 2026 WORKERS COMP	JUNE 2026 WORKERS COMP	2,210.25	M

TREASURER'S BUDGET COMPARISON REPORT FOR VILLAGE OF LINDENHURST

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Fund Description	Department Description	Invoice Line Description	Invoice Description	Amount	
Vendor Name: ILLINOIS PUBLIC RISK FUND					
				Vendor Total:	8,841.00
Vendor Name: IMRF VILLAGE OF LINDENHURST					
I.M.R.F./F.I.C.A. 06	ADMINISTRATION	VILLAGE OF LINDENHURST IMRF - APRI	VILLAGE OF LINDENHURST IMRF - APRI	7,983.59	M
REFUSE & RECYCLING 30		VILLAGE OF LINDENHURST IMRF - APRI	VILLAGE OF LINDENHURST IMRF - APRI	498.97	M
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	VILLAGE OF LINDENHURST IMRF - APRI	VILLAGE OF LINDENHURST IMRF - APRI	8,149.91	M
				Vendor Total:	16,632.47
Vendor Name: IPBC					
GENERAL FUND	ADMINISTRATION	EMPLOYER CONTRIBUTION - MAY 2026	EMPLOYER CONTRIBUTION - MAY 2026	4,605.80	M
GENERAL FUND	ENGINEERING & BUILDING	EMPLOYER CONTRIBUTION - MAY 2026	EMPLOYER CONTRIBUTION - MAY 2026	1,201.23	M
GENERAL FUND	POLICE	EMPLOYER CONTRIBUTION - MAY 2026	EMPLOYER CONTRIBUTION - MAY 2026	34,791.54	M
GENERAL FUND	PUBLIC WORKS	EMPLOYER CONTRIBUTION - MAY 2026	EMPLOYER CONTRIBUTION - MAY 2026	8,088.06	M
REFUSE & RECYCLING 30		EMPLOYER CONTRIBUTION - MAY 2026	EMPLOYER CONTRIBUTION - MAY 2026	1,734.67	M
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	EMPLOYER CONTRIBUTION - MAY 2026	EMPLOYER CONTRIBUTION - MAY 2026	17,448.62	M
				Vendor Total:	67,869.92
Vendor Name: JOHN HAWLEY - SC					
GENERAL FUND	PUBLIC WORKS	50/50 TREE - 1915 SPRUCEWOOD	50/50 TREE - 1915 SPRUCEWOOD	50.00	M
				Vendor Total:	50.00
Vendor Name: KOSCO FLAGS & FLAGPOLES L.L.C.					
GENERAL FUND	BUILDING & GROUNDS	FLAG STOCK	FLAG STOCK	513.95	M
				Vendor Total:	513.95
Vendor Name: LAI, LTD					
UTILITY FUND 60	SEWER	MONTHLY SERVICE AGREEMENT - SHARP	BLOWER OIL SIGHT GLASS	1,813.60	M
				Vendor Total:	1,813.60
Vendor Name: LAKE COUNTY COLLECTOR					
GENERAL FUND	ADMINISTRATION	2025 PROPERTY TAXES	2025 PROPERTY TAXES	394.92	M
				Vendor Total:	394.92
Vendor Name: LINDENHURST SANITARY DISTRICT					
SANITARY DISTRICT		APRIL 2026 - IN LIEU OF TAXES	APRIL 2026 - IN LIEU OF TAXES	9,243.55	M
				Vendor Total:	9,243.55
Vendor Name: LOU'S GLOVES, INC.					
GENERAL FUND	PUBLIC WORKS	DISPOSABLE GLOVES	DISPOSABLE GLOVES	308.00	M
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	DISPOSABLE GLOVES	DISPOSABLE GLOVES	462.00	M
				Vendor Total:	770.00
Vendor Name: MCCLLOUD AQUATICS					
GENERAL FUND	ADMINISTRATION	ALGAE CONTROL - LAKE LINDEN, WATE	ALGAE CONTROL - LAKE LINDEN, WATE	15,471.80	DM
				Vendor Total:	15,471.80
Vendor Name: NORTH SHORE GAS					
UTILITY FUND 60	WATER	PD GAS	PD GAS	46.27	M
				Vendor Total:	46.27
Vendor Name: PACE ANALYTICAL SERVICES, LLC					
UTILITY FUND 60	SEWER	APRIL 2026 WWTF SAMPLING	APRIL 2026 WWTF SAMPLING	1,209.70	DM
UTILITY FUND 60	WATER	LAB SERVICES	LAB SERVICES	785.00	DM
				Vendor Total:	1,994.70

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Fund Description	Department Description	Invoice Line Description	Invoice Description	Amount	
Vendor Name: PAYROLL - EXPENSES					
GENERAL FUND	PUBLIC WORKS	CELL PHONE STIPEND - STREET	PAYROLL- EMPLOYER COSTS	0.00	M
I.M.R.F./F.I.C.A. 06	ADMINISTRATION	ADMIN FICA	PAYROLL- EMPLOYER COSTS	3,198.80	M
REFUSE & RECYCLING 30		GARBAGE FICA	PAYROLL- EMPLOYER COSTS	199.92	M
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	S & W FICA	PAYROLL- EMPLOYER COSTS	3,265.44	M
UTILITY FUND 60	SEWER	CELL PHONE STIPEND - SEWER	PAYROLL- EMPLOYER COSTS	0.00	M
UTILITY FUND 60	WATER	CELL PHONE STIPEND - WATER	PAYROLL- EMPLOYER COSTS	0.00	M
Vendor Total:				6,664.16	
Vendor Name: PAYROLL - GROSS PAYS					
GENERAL FUND	ADMINISTRATION	ADMIN SALARIES	PAYROLL GROSS COMPENSATION	10,526.24	M
GENERAL FUND	ADMINISTRATION	ADMIN PART-TIME SALARIES	PAYROLL GROSS COMPENSATION	0.00	M
GENERAL FUND	ADMINISTRATION	ADMIN OVERTIME	PAYROLL GROSS COMPENSATION	3.52	M
GENERAL FUND	ADMINISTRATION	ADMIN MERIT BONUS	PAYROLL GROSS COMPENSATION	0.00	M
GENERAL FUND	ADMINISTRATION	ADMIN SICK TIME COMP	PAYROLL GROSS COMPENSATION	0.00	M
GENERAL FUND	ADMINISTRATION	OFFICIALS SALARIES	PAYROLL GROSS COMPENSATION	3,025.00	M
GENERAL FUND	ADMINISTRATION	CONTINGENCIES	PAYROLL GROSS COMPENSATION	0.00	M
GENERAL FUND	ENGINEERING & BUILDING	BLDG & ENG SALARIES	PAYROLL GROSS COMPENSATION	2,209.26	M
GENERAL FUND	ENGINEERING & BUILDING	BLDG & ENG MERIT BONUS	PAYROLL GROSS COMPENSATION	0.00	M
GENERAL FUND	ENGINEERING & BUILDING	BLDG & ENG SICK TIME COMP	PAYROLL GROSS COMPENSATION	0.00	M
GENERAL FUND	POLICE	POLICE ADMIN/RECORDS SALARIES	PAYROLL GROSS COMPENSATION	2,153.12	M
GENERAL FUND	POLICE	POLICE OFFICERS SALARIES	PAYROLL GROSS COMPENSATION	66,027.71	M
GENERAL FUND	POLICE	POLICE P/T OFFICERS SALARIES	PAYROLL GROSS COMPENSATION	3,641.99	M
GENERAL FUND	POLICE	POLICE OVERTIME	PAYROLL GROSS COMPENSATION	2,611.03	M
GENERAL FUND	POLICE	POLICE MERIT BONUS	PAYROLL GROSS COMPENSATION	0.00	M
GENERAL FUND	POLICE	POLICE SICK TIME COMP	PAYROLL GROSS COMPENSATION	0.00	M
GENERAL FUND	POLICE	POLICE P/T CSO SALARIES	PAYROLL GROSS COMPENSATION	0.00	M
GENERAL FUND	POLICE	POLICE UNIFORM STIPEND	PAYROLL GROSS COMPENSATION	10,600.00	M
GENERAL FUND	PUBLIC WORKS	STREET SALARIES	PAYROLL GROSS COMPENSATION	15,599.28	M
GENERAL FUND	PUBLIC WORKS	STREET SEASONAL SUMMER	PAYROLL GROSS COMPENSATION	0.00	M
GENERAL FUND	PUBLIC WORKS	STREET OVER-TIME/CALL OUT PAY	PAYROLL GROSS COMPENSATION	561.47	M
GENERAL FUND	PUBLIC WORKS	STREET ON-CALL	PAYROLL GROSS COMPENSATION	257.60	M
GENERAL FUND	PUBLIC WORKS	STREET P/T WINTER PERSONNEL	PAYROLL GROSS COMPENSATION	0.00	M
GENERAL FUND	PUBLIC WORKS	STREET MERIT BONUS	PAYROLL GROSS COMPENSATION	0.00	M
GENERAL FUND	PUBLIC WORKS	STREET SICK TIME COMP	PAYROLL GROSS COMPENSATION	0.00	M
GENERAL FUND	PUBLIC WORKS	STREET PT LABORER	PAYROLL GROSS COMPENSATION	413.10	M
REFUSE & RECYCLING 30		GARBAGE FUND SALARIES	PAYROLL GROSS COMPENSATION	3,349.63	M
REFUSE & RECYCLING 30		GARBAGE MERIT BONUS	PAYROLL GROSS COMPENSATION	0.00	M
REFUSE & RECYCLING 30		GARBAGE SICK TIME COMP	PAYROLL GROSS COMPENSATION	0.00	M
GRAND AVENUE TIF FUND		TIF SALARIES	PAYROLL GROSS COMPENSATION	846.70	M
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	W&S ADMIN SALARIES	PAYROLL GROSS COMPENSATION	9,404.00	M
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	W&S ADMIN OVERTIME	PAYROLL GROSS COMPENSATION	4.69	M
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	W&S ADMIN MERIT BONUS	PAYROLL GROSS COMPENSATION	0.00	M
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	W&S ADMIN SICK TIME COMP	PAYROLL GROSS COMPENSATION	0.00	M
UTILITY FUND 60	SEWER	SEWER SALARIES	PAYROLL GROSS COMPENSATION	15,599.28	M
UTILITY FUND 60	SEWER	SEWER PART-TIME & SEASONAL	PAYROLL GROSS COMPENSATION	0.00	M
UTILITY FUND 60	SEWER	SEWER OVER-TIME/CALL OUT PAY	PAYROLL GROSS COMPENSATION	561.47	M
UTILITY FUND 60	SEWER	SEWER ON-CALL	PAYROLL GROSS COMPENSATION	257.60	M
UTILITY FUND 60	SEWER	SEWER MERIT BONUS	PAYROLL GROSS COMPENSATION	0.00	M
UTILITY FUND 60	SEWER	SEWER SICK TIME COMP	PAYROLL GROSS COMPENSATION	0.00	M
UTILITY FUND 60	SEWER	SEWER PT LABORER	PAYROLL GROSS COMPENSATION	413.10	M
UTILITY FUND 60	WATER	WATER SALARIES	PAYROLL GROSS COMPENSATION	7,799.64	M

TREASURER'S BUDGET COMPARISON REPORT FOR VILLAGE OF LINDENHURST

EXP CHECK RUN DATES 05/01/2026 - 05/11/2026

POSTED AND UNPOSTED
OPEN AND PAID

Fund Description	Department Description	Invoice Line Description	Invoice Description	Amount	
Vendor Name: PAYROLL - GROSS PAYS					
UTILITY FUND 60	WATER	WATER PART TIME & SEASONAL	PAYROLL GROSS COMPENSATION	0.00	M
UTILITY FUND 60	WATER	WATER OVERTIME/CALL OUT PAY	PAYROLL GROSS COMPENSATION	280.73	M
UTILITY FUND 60	WATER	WATER ON-CALL	PAYROLL GROSS COMPENSATION	128.80	M
UTILITY FUND 60	WATER	WATER MERIT BONUS	PAYROLL GROSS COMPENSATION	0.00	M
UTILITY FUND 60	WATER	WATER SICK TIME COMP	PAYROLL GROSS COMPENSATION	0.00	M
UTILITY FUND 60	WATER	WATER PT LABORER	PAYROLL GROSS COMPENSATION	206.54	M
Vendor Total:				156,481.50	
Vendor Name: PRECISE MRM LLC					
GENERAL FUND	PUBLIC WORKS	GPS DATA PLAN	GPS DATA PLAN	120.00	M
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	GPS DATA PLAN	GPS DATA PLAN	80.00	M
Vendor Total:				200.00	
Vendor Name: RJ UNDERGROUND					
GENERAL FUND	PUBLIC WORKS	ANNUAL CATCH BASIN CLEANING	ANNUAL CATCH BASIN CLEANING	9,890.00	M
Vendor Total:				9,890.00	
Vendor Name: SAFEUILT LLC LOCKBOX 88135					
GENERAL FUND	POLICE	CODE ENFORCEMENT - APRIL 2026	CODE ENFORCEMENT - APRIL 2026	2,285.80	M
Vendor Total:				2,285.80	
Vendor Name: SONDAY SERVICES					
UTILITY FUND 60	WATER	367 TEAL, 521 DEER PATH, 225 IRONW	367 TEAL, 521 DEER PATH, 225 IRONW	9,800.00	DM
UTILITY FUND 60	WATER	488 & 483 HEATHER CT., 2567 SANDPI	488 & 483 HEATHER CT., 2567 SANDPI	4,852.50	DM
Vendor Total:				14,652.50	
Vendor Name: SUN LAKE MATERIALS, INC.					
GENERAL FUND	PUBLIC WORKS	CA6 STOCK	CA6 STOCK	284.74	M
GENERAL FUND	PUBLIC WORKS	CA6 STOCK	CA6 STOCK	755.22	M
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	CA6 STOCK	CA6 STOCK	427.11	M
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	CA6 STOCK	CA6 STOCK	1,132.82	M
Vendor Total:				2,599.89	
Vendor Name: SWANSON, MARTIN & BELL, LLP					
GENERAL FUND	POLICE	MARCH 2026 PROSECUTION MATTERS	MARCH 2026 PROSECUTION MATTERS	4,862.00	DM
Vendor Total:				4,862.00	
Vendor Name: TKB ASSOCIATES, INC					
IT FUND		LASERFISCHE	LASERFISCHE	7,605.00	M
Vendor Total:				7,605.00	
Vendor Name: ULTRA STROBE COMMUNICATIONS					
GENERAL FUND	POLICE	LIGHTBAR DIAGNOSIS	LIGHTBAR DIAGNOSIS	105.00	M
Vendor Total:				105.00	
Vendor Name: USIC LOCATING SERVICES, INC					
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	APRIL 2026 - LOCATING SERVICES	APRIL 2026 - LOCATING SERVICES	19,238.43	DM
Vendor Total:				19,238.43	
Vendor Name: VERIZON WIRELESS					
GENERAL FUND	POLICE	PD CELL PHONES & LAPTOP DATA	PD CELL PHONES & LAPTOP DATA	377.03	M
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	PW INTERNET, CELL PHONES & TABLET	PW INTERNET, CELL PHONES & TABLET	282.01	M
Vendor Total:				659.04	

TREASURER'S BUDGET COMPARISON REPORT FOR VILLAGE OF LINDENHURST

EXP CHECK RUN DATES 05/01/2026 - 05/11/2026

POSTED AND UNPOSTED
OPEN AND PAID

Fund Description	Department Description	Invoice Line Description	Invoice Description	Amount	
Vendor Name: WEST'S INSURANCE AGENCY					
LIABILITY INSURANCE 14	ADMINISTRATION	INSURANCE PREMIUM	INSURANCE PREMIUM	350.00	DM
REFUSE & RECYCLING 30		INSURANCE PREMIUM	INSURANCE PREMIUM	25.00	DM
UTILITY FUND 60	SEWER & WATER ADMINISTRATION	INSURANCE PREMIUM	INSURANCE PREMIUM	125.00	DM
Vendor Total:				<u>500.00</u>	
Vendor Name: YELLOWSTONE LANDSCAPE INC					
GENERAL FUND	PUBLIC WORKS	APRIL 2026 MOWING	APRIL 2026 MOWING	6,692.39	DM
UTILITY FUND 60	SEWER	APRIL 2026 MOWING	APRIL 2026 MOWING	871.02	DM
UTILITY FUND 60	WATER	APRIL 2026 MOWING	APRIL 2026 MOWING	186.50	DM
Vendor Total:				<u>7,749.91</u>	
Report Total:				<u>626,181.35</u>	

TOTALS BY FUND:

GENERAL FUND 01	214,686.18
I.M.R.F./F.I.C.A. FUND 06	11,182.39
IT FUND 11	28,496.04
LIABILITY INSURANCE FUND 14	6,538.70
REFUSE & RECYCLING FUND 30	122,880.11
GRAND AVENUE TIF FUND 41	846.70
UTILITY FUND 60	232,307.68
SANITARY DISTRICT FUND 89	<u>9,243.55</u>
Total For All Funds:	\$626,181.35



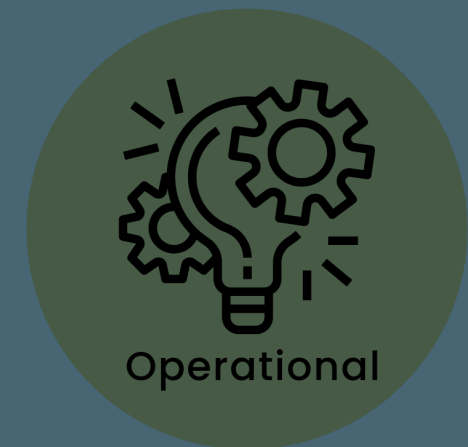
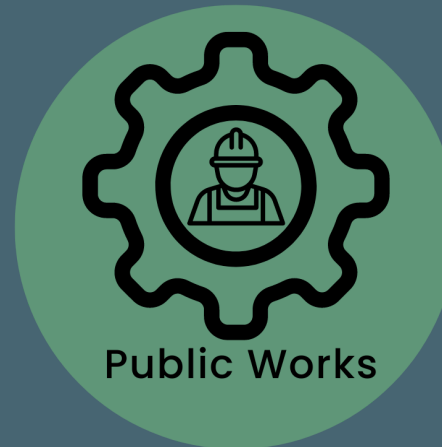
Village of Lindenhurst Strategic Priority Dashboard

Welcome to the Village of Lindenhurst's Strategic Priority Dashboard! This interactive tool provides key performance indicators (KPIs) selected by each Village department and functional area to track progress towards our Strategic Plan and operational goals.

Mission Statement

The Village of Lindenhurst, in partnership with our community, continuously strives to provide a safe, healthy, and vibrant environment through quality customer service, public safety, progressive leadership, and financial responsibility.

Village Functional Areas



All data is displayed by Fiscal Year (FY), unless otherwise specified. The Village's fiscal year runs from May 1- April 30.

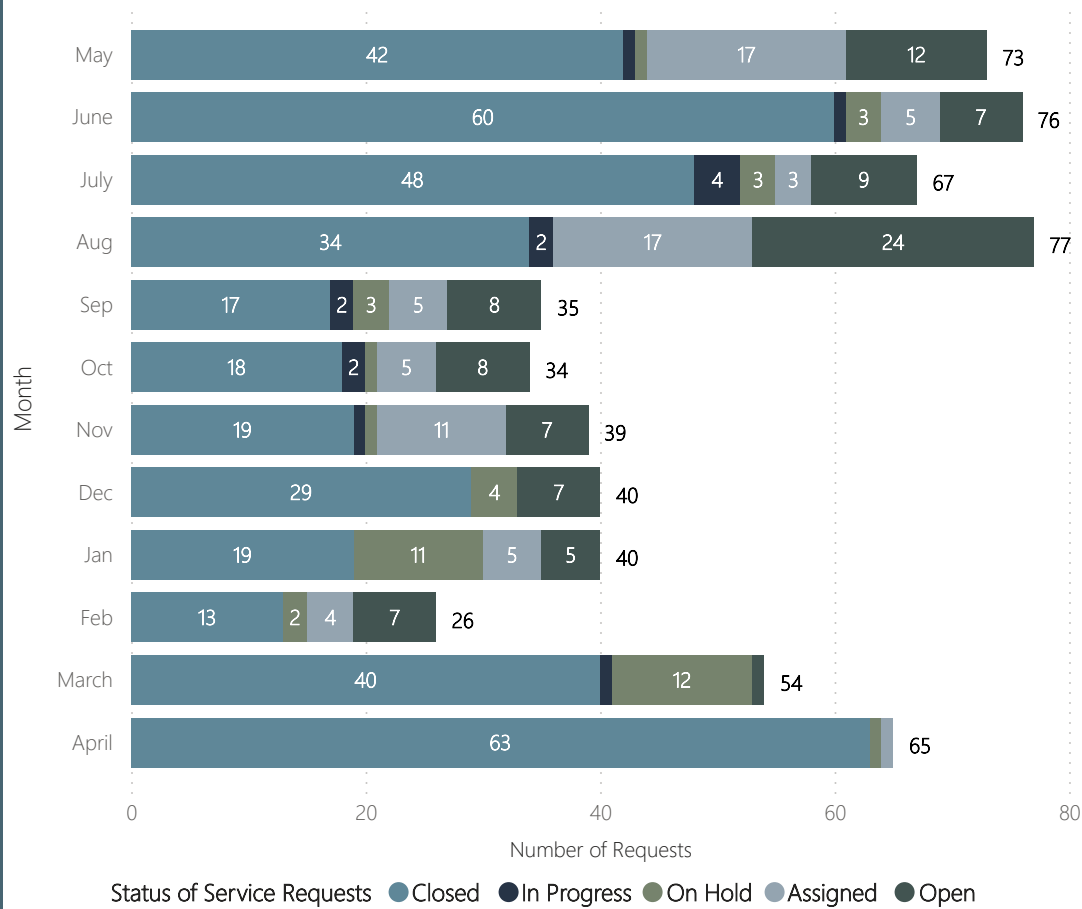


Administration & Communications

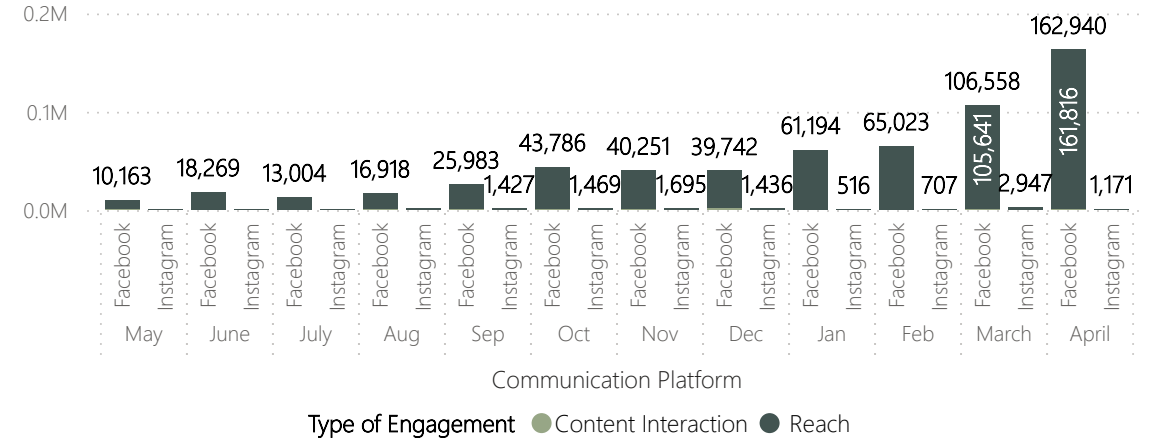
Village Strategic Plan Alignment Key

- Community Branding & Engagement
- Responsible Growth & Development
- Future Ready Operations
- Capital Infrastructure Planning & Improvements
- Business Recruitment & Retention
- Operational/ Unaffiliated

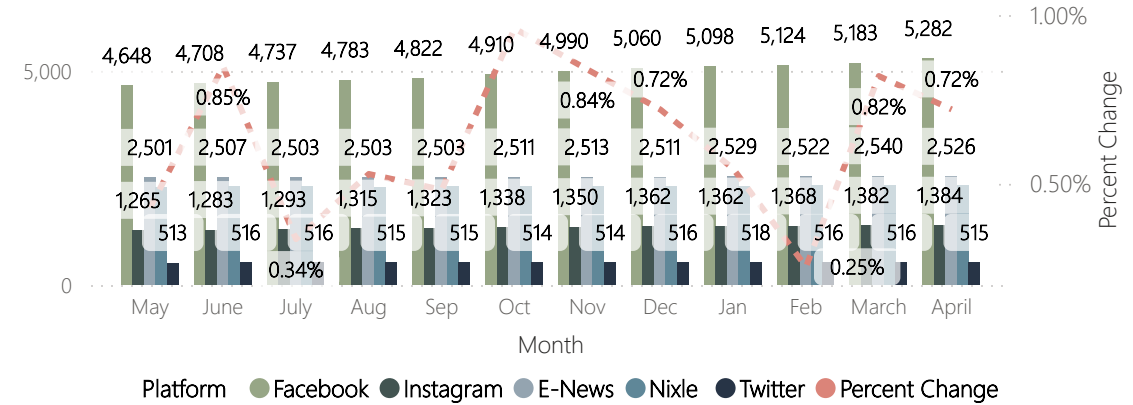
Service Requests Completion



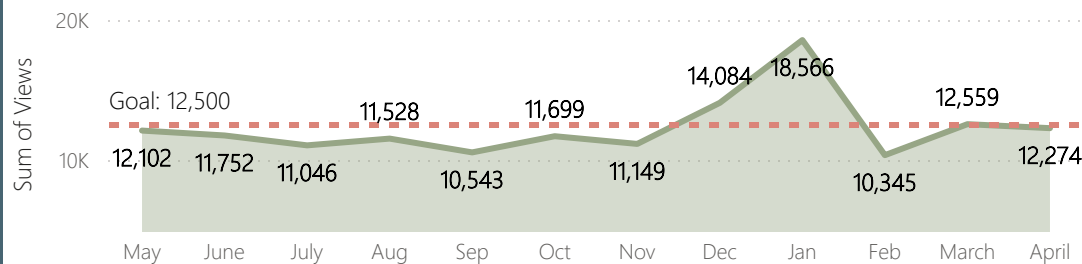
Social Media Total Engagement



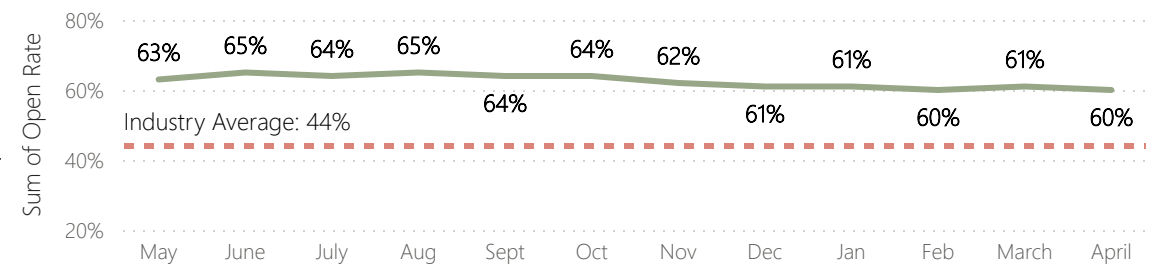
Village Social Media Platform Followers



Website Views



E-Newsletter Open Rate



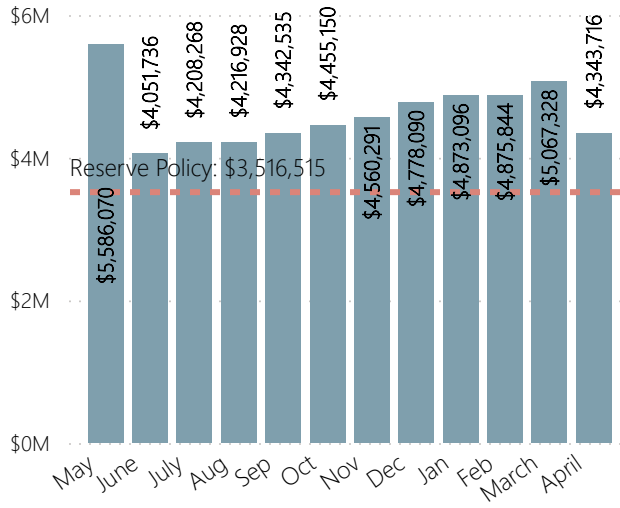


Village Strategic Plan Alignment Key

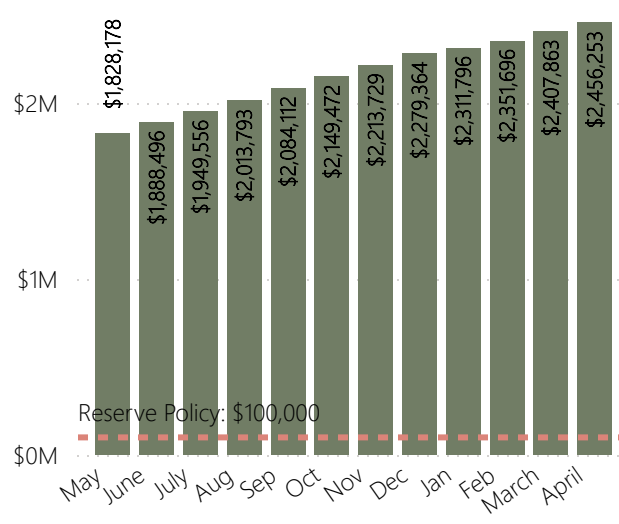
- Community Branding & Engagement
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Finance

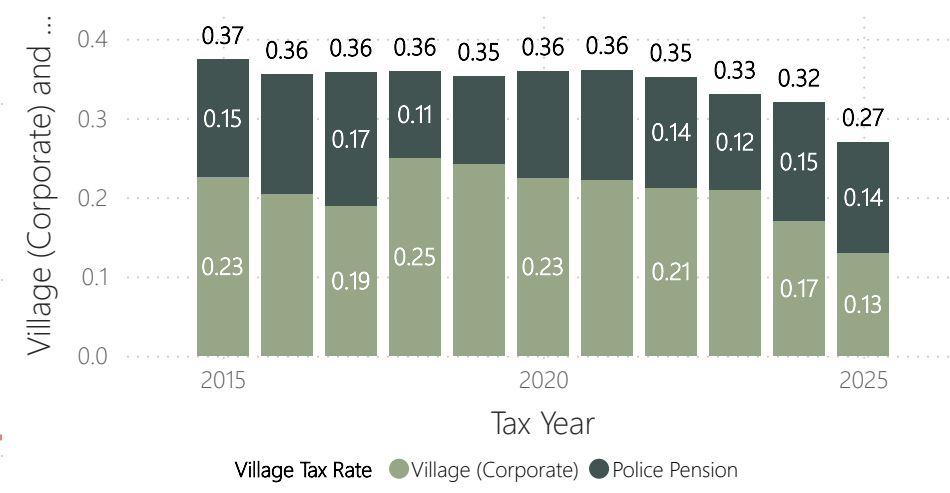
General Fund Cash Balance



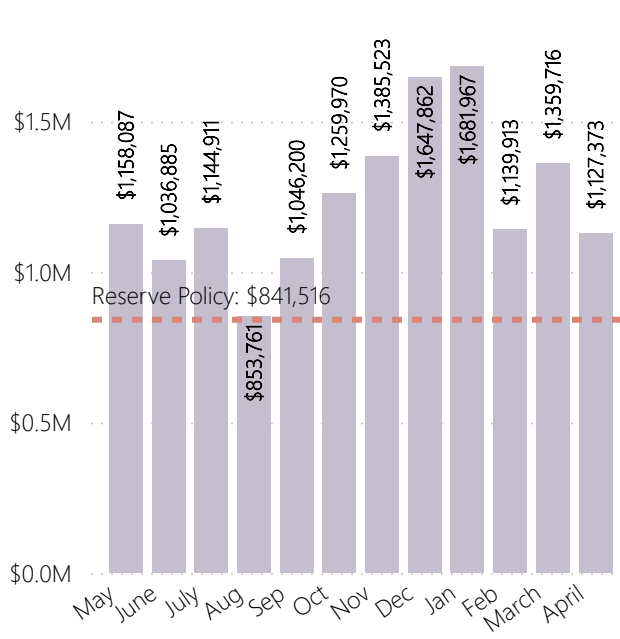
MFT Fund Cash Balance



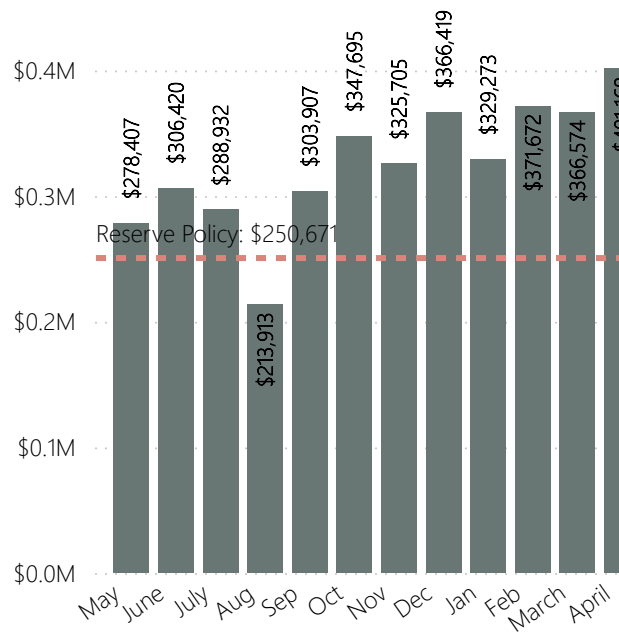
Annual Village Property Tax Rate



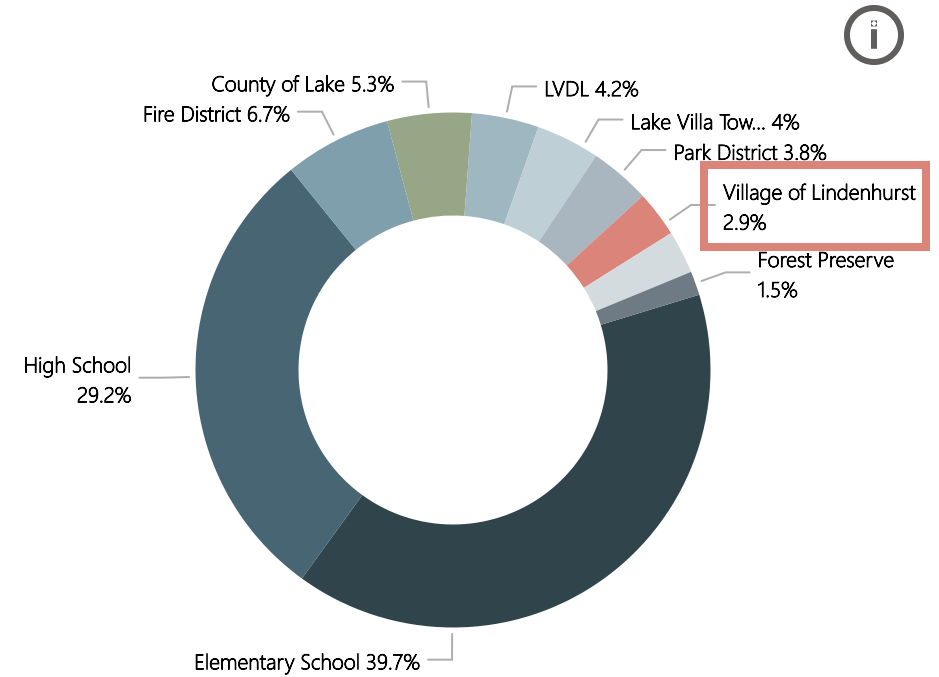
Water/ Sewer Fund Cash Balance



Garbage Fund Cash Balance



Property Tax Rate by Taxing Body



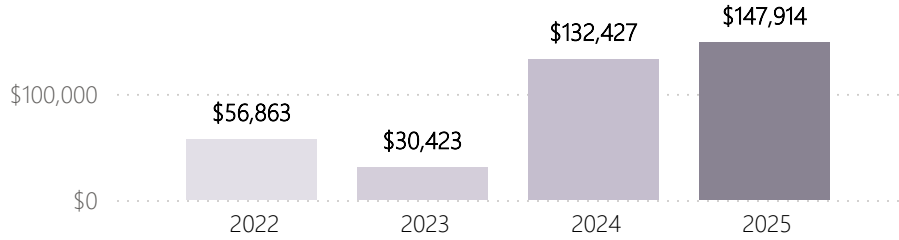


Village Strategic Plan Alignment Key

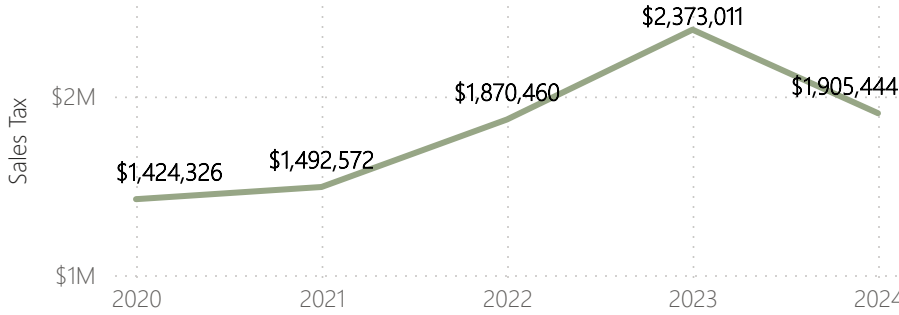
- Community Branding & Engagement
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- Business Recruitment & Retention
- Operational/Unaffiliated

Development

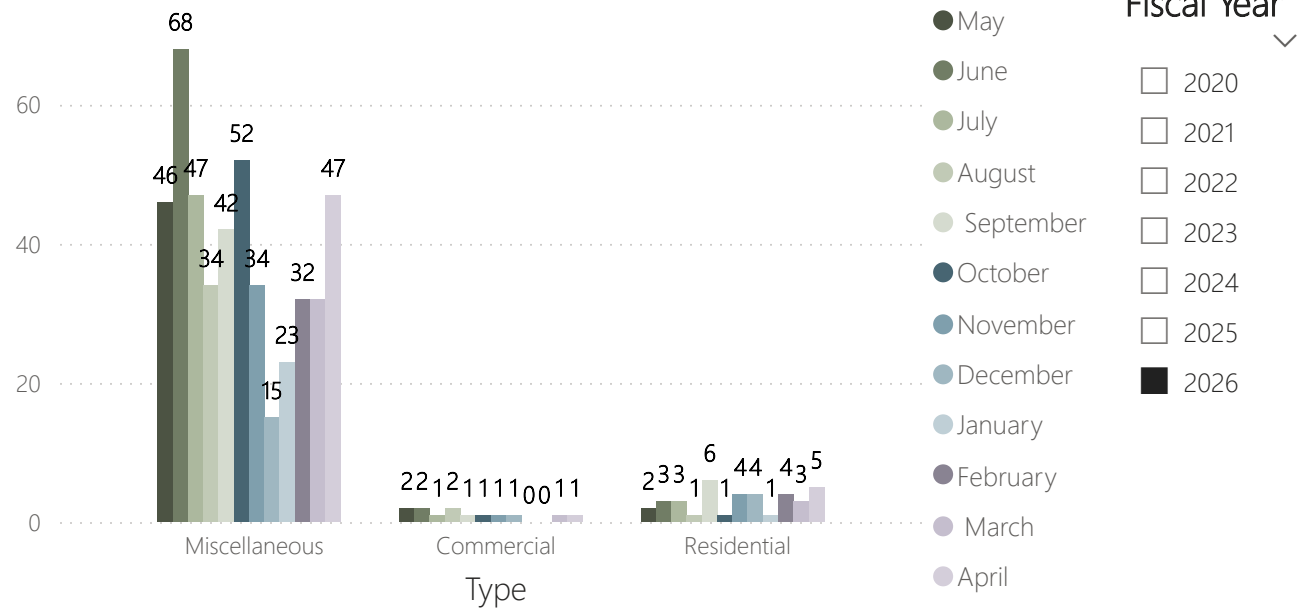
LEAP Dollars Awarded to Businesses



Sales Tax



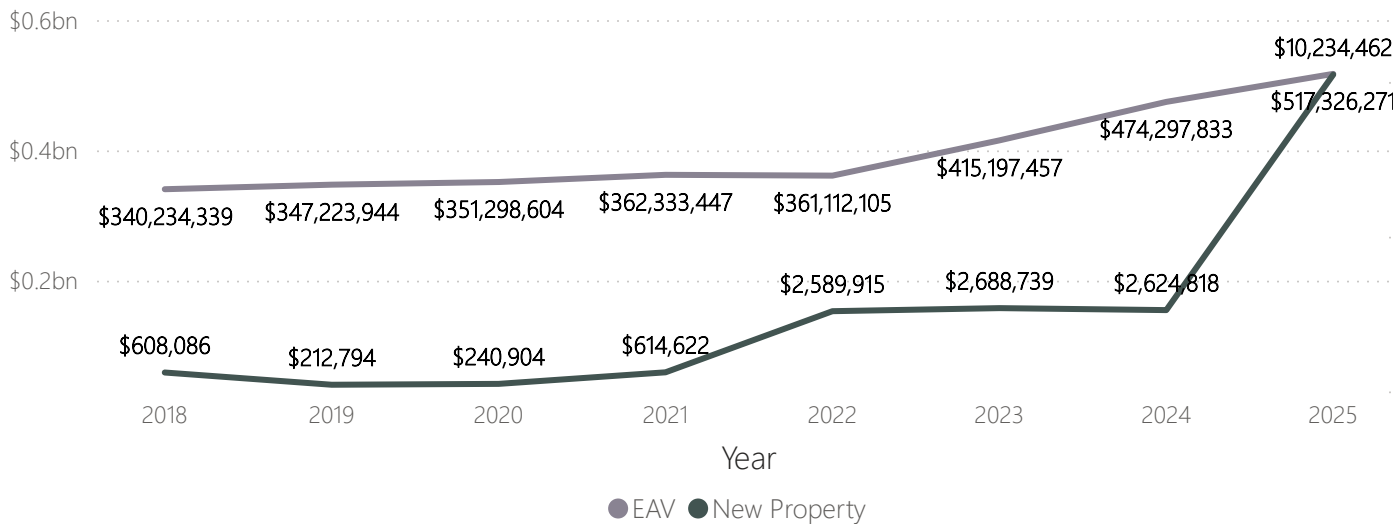
Monthly Building Permit Information



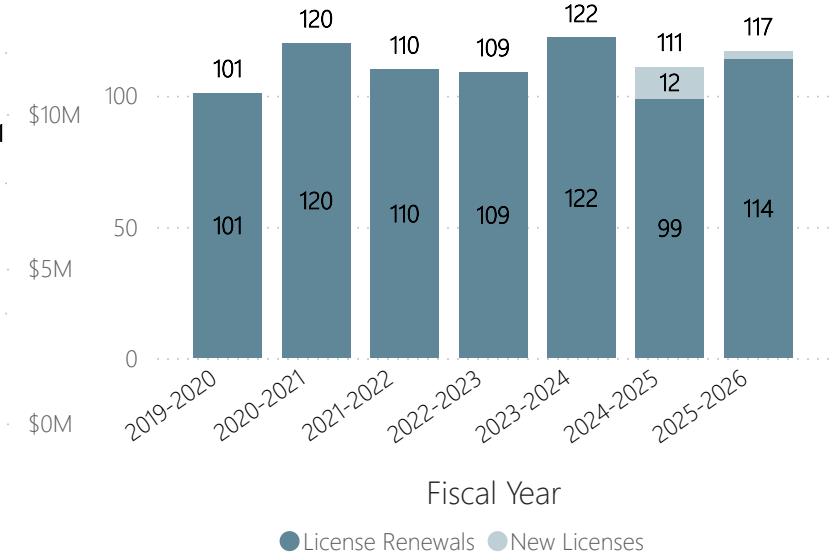
Filter by Fiscal Year

- 2020
- 2021
- 2022
- 2023
- 2024
- 2025
- 2026

Lindenhurst Taxable Equalized Assesed Value (EAV)



Fiscal Year Business License Information



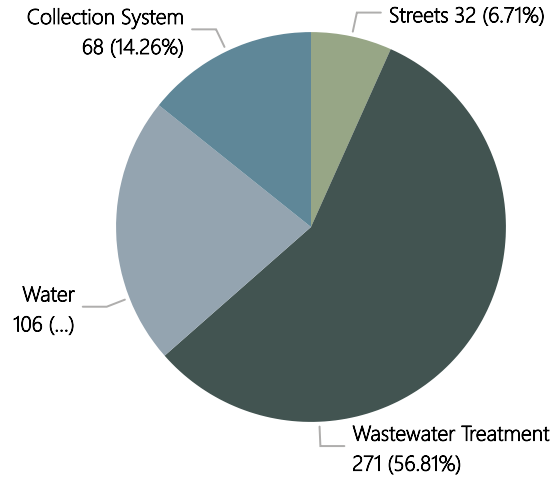


Village Strategic Plan Alignment Key

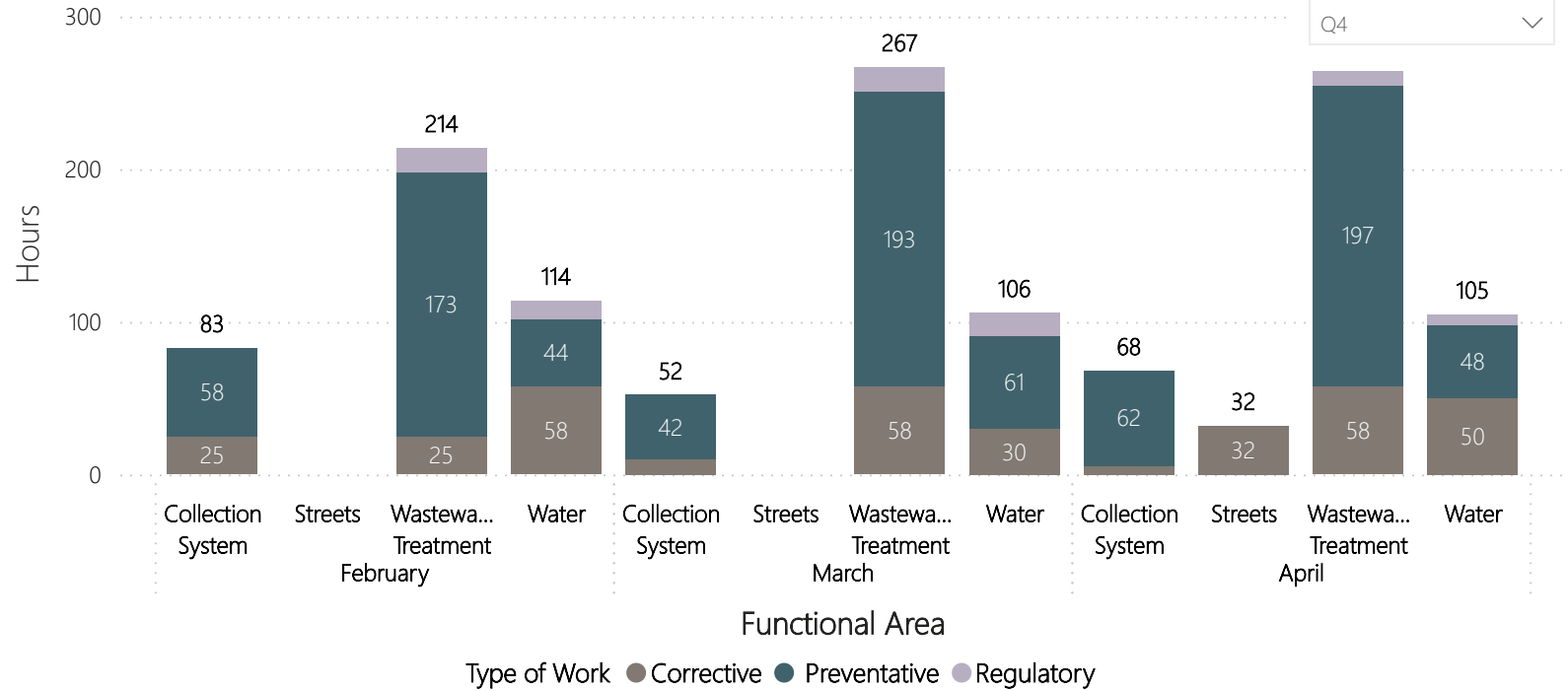
- Community Branding & Engagement
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- Operational/ Unaffiliated

Public Works

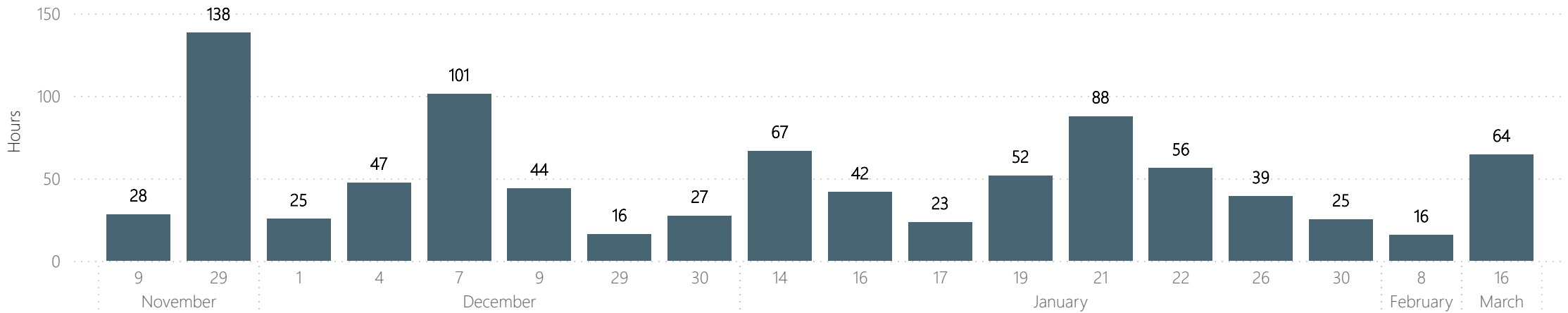
April-Time Spent in Functional Areas



Time Performed in Public Works Functional Area



2025-2026 Snow Season- Hours to Complete Event



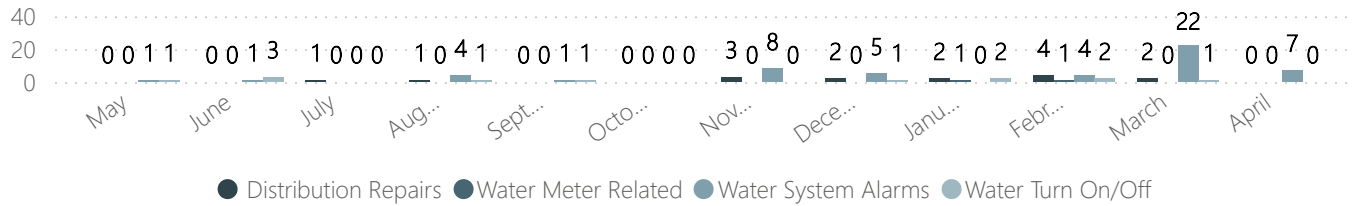


Public Works

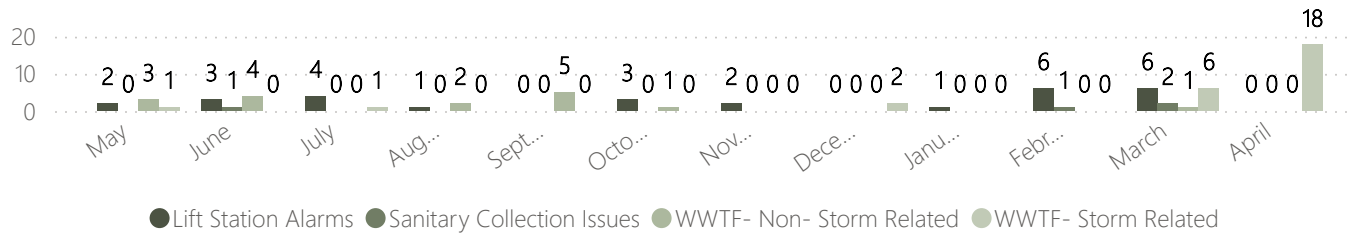
Village Strategic Plan Alignment Key

- Community Branding & Engagement
- Responsible Growth & Development
- Future Ready Operations
- Capital Infrastructure Planning & Improvements
- Business Recruitment & Retention
- Operational/ Unaffiliated

After Hour Call Outs: Water



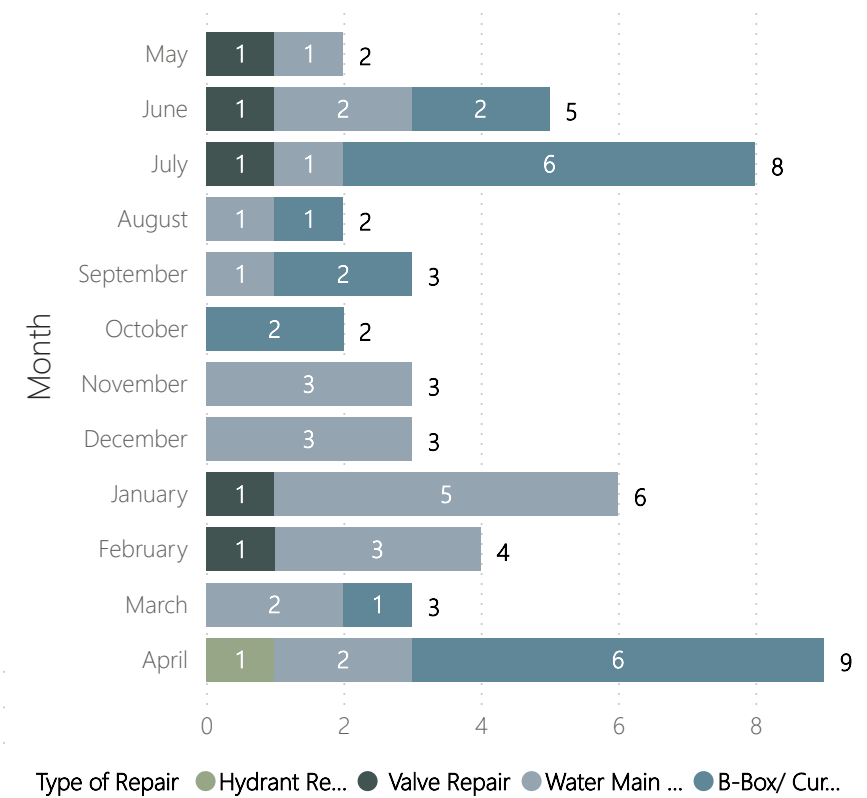
After Hour Call Outs: Sanitary



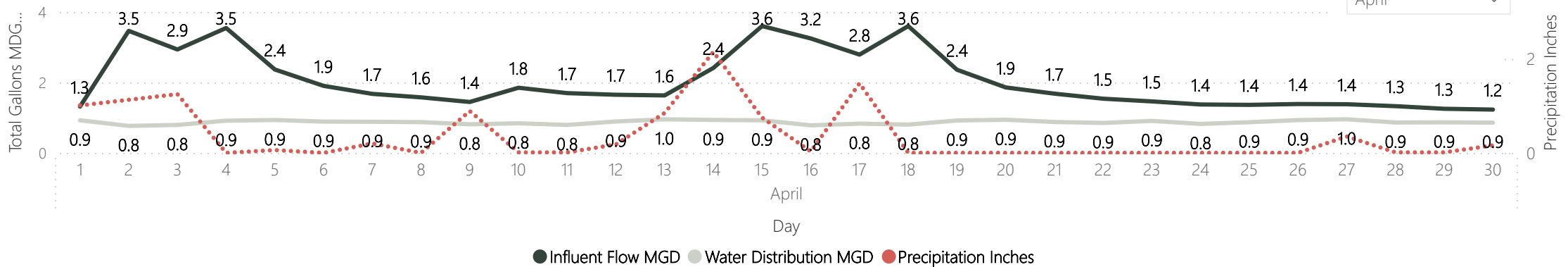
After Hour Call Outs: Streets



Distribution Repairs



Daily Flow Levels with Daily Precipitation



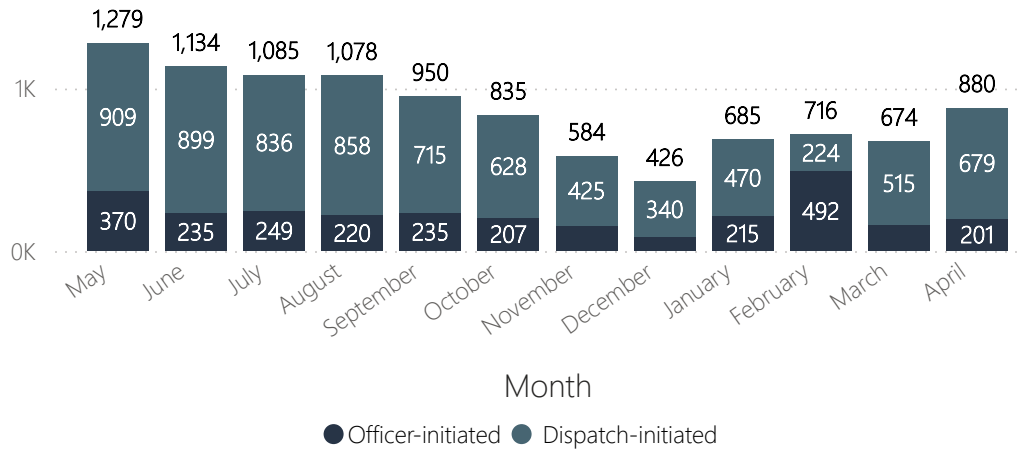


Village Strategic Plan Alignment Key

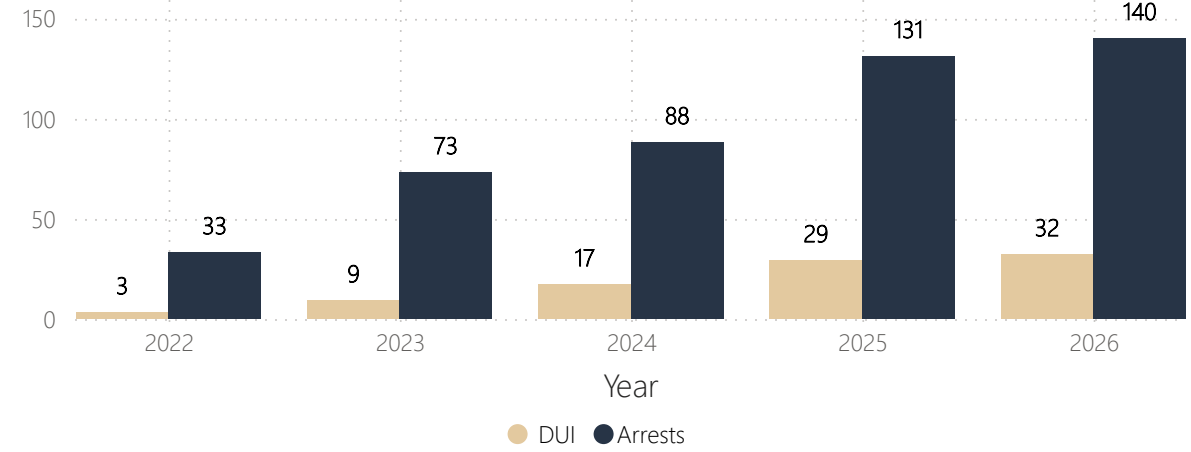
- Community Branding & Engagement
- Responsible Growth & Development
- Future Ready Operations
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- Business Recruitment & Retention
- Operational/Unaffiliated

Police

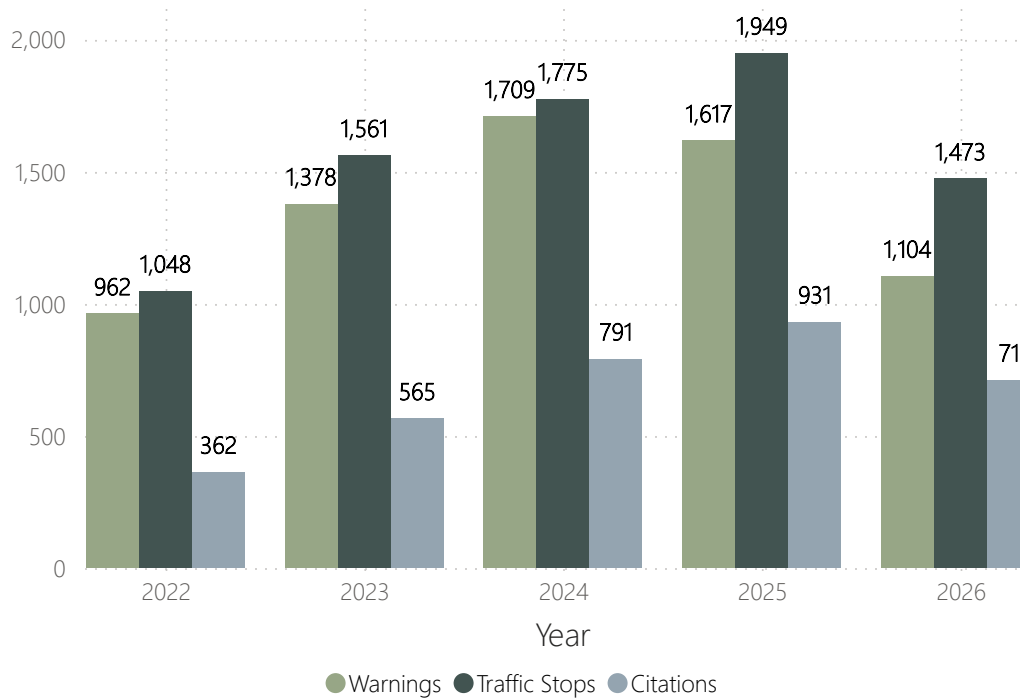
Calls for Service



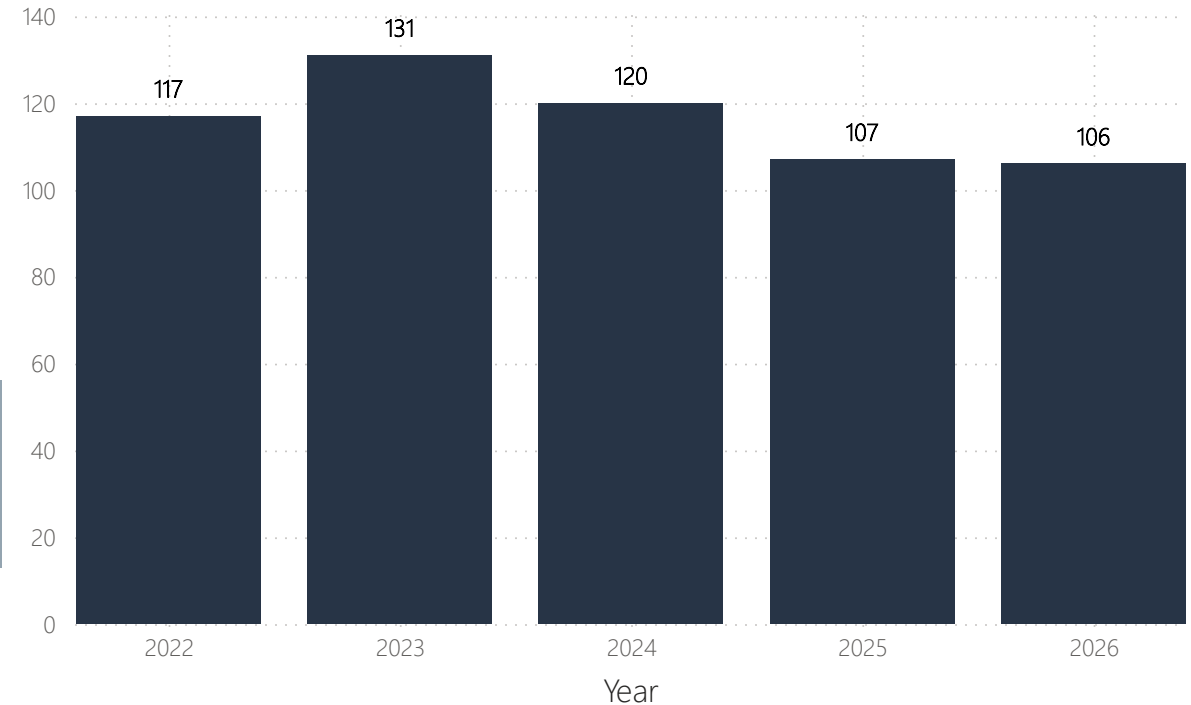
Arrest Data



Traffic Enforcement



Accident Data



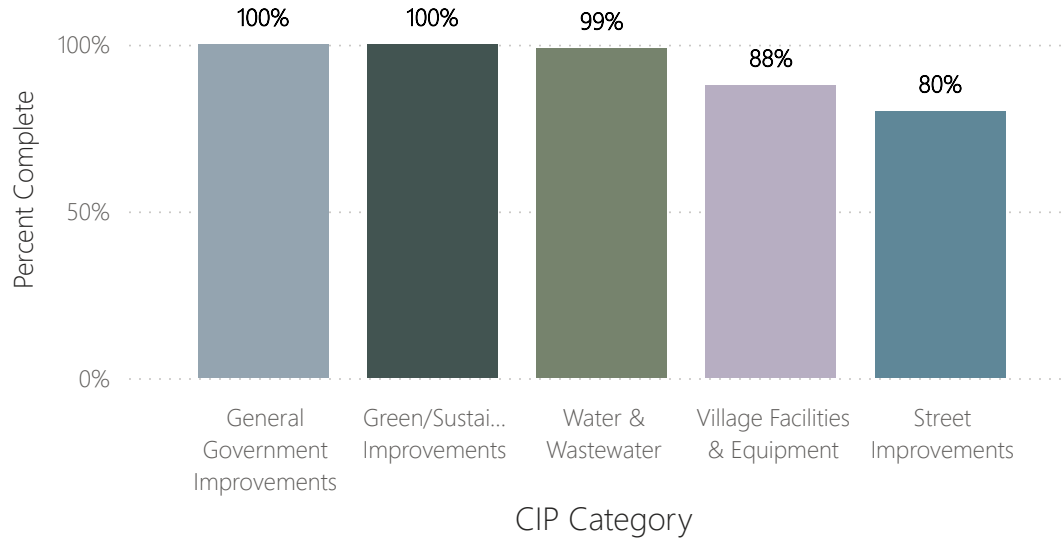


Capital Projects Tracking

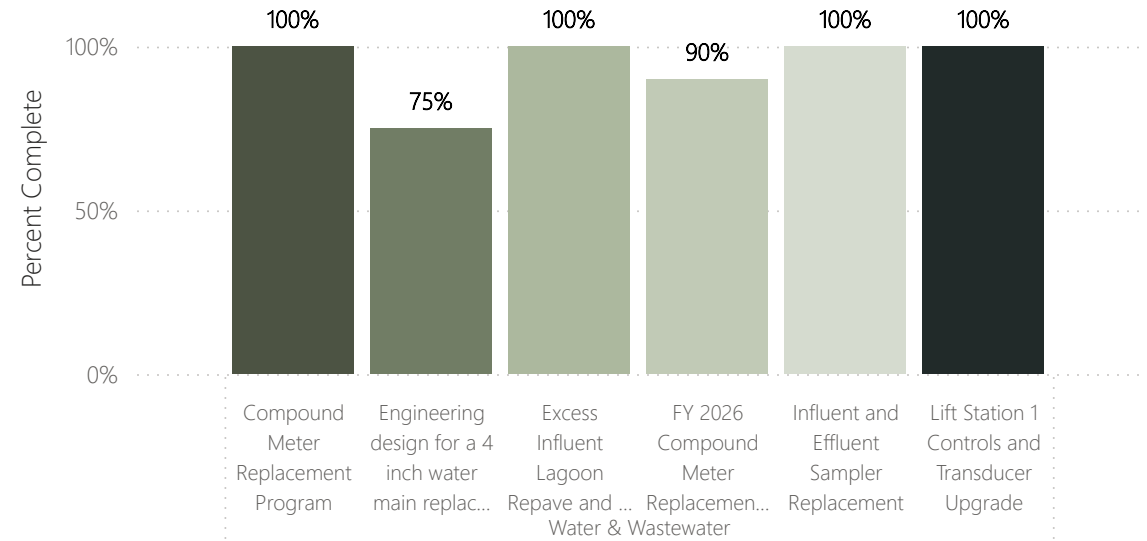
Filter by Capital Project Category



Capital Projects Progress by Category



Capital Projects Progress by Project



Village Strategic Plan Alignment Key

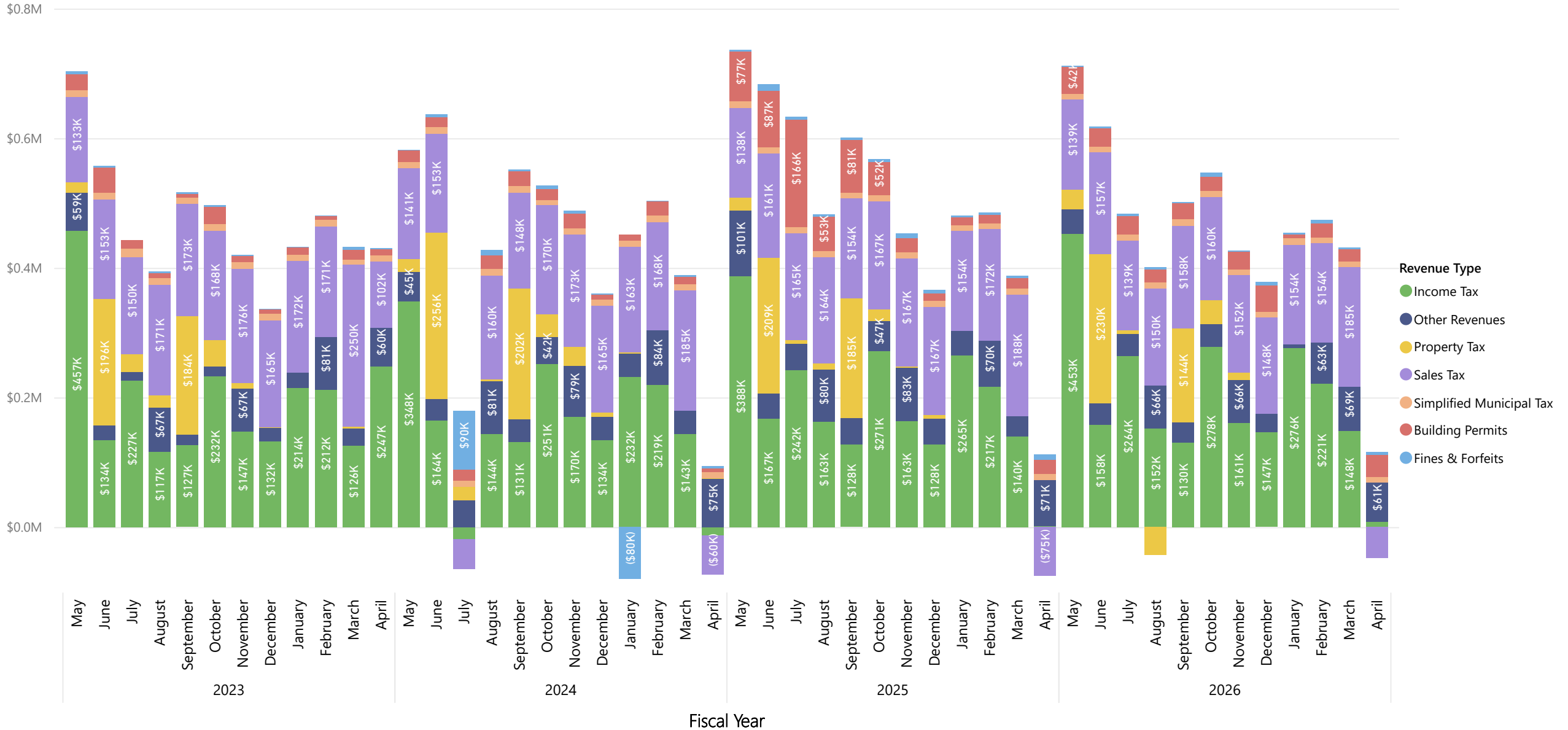
- Community Branding & Engagement
- Responsible Growth & Development
- Future Ready Operations
- Capital Infrastructure Planning & Improvements
- Business Recruitment & Retention
- Operational/Unaffiliated

CIP Category	% Complete	Project Description
<input checked="" type="checkbox"/> Water & Wastewater		
<input checked="" type="checkbox"/> Lift Station Upgrades and Improvements		
Lift Station 1 Controls and Transducer Upgrade	100%	Upgrade was completed.
Lift station 10 ATS Replacement	100%	Project has been completed.
Lift Station 2 ATS replacement.	100%	Project has been completed.
Lift Station 2, 8, and 5 Driveway resurfacing	100%	Lift station 2, 8 and 5 driveways have been replaced.
Lift Station 5, PLC replacement	100%	Project was completed.
<input checked="" type="checkbox"/> Village Wastewater Infrastructure Improvements	100%	Smoke testing completed.
<input checked="" type="checkbox"/> Wastewater Facility Improvements		
Excess Influent Lagoon Repave and Reseal	100%	Project was completed.
Influent and Effluent Sampler Replacement	100%	PW replacement refrigerator for influent sampler has been completed.

Village of Lindenhurst Financial Tracking and Detail Report



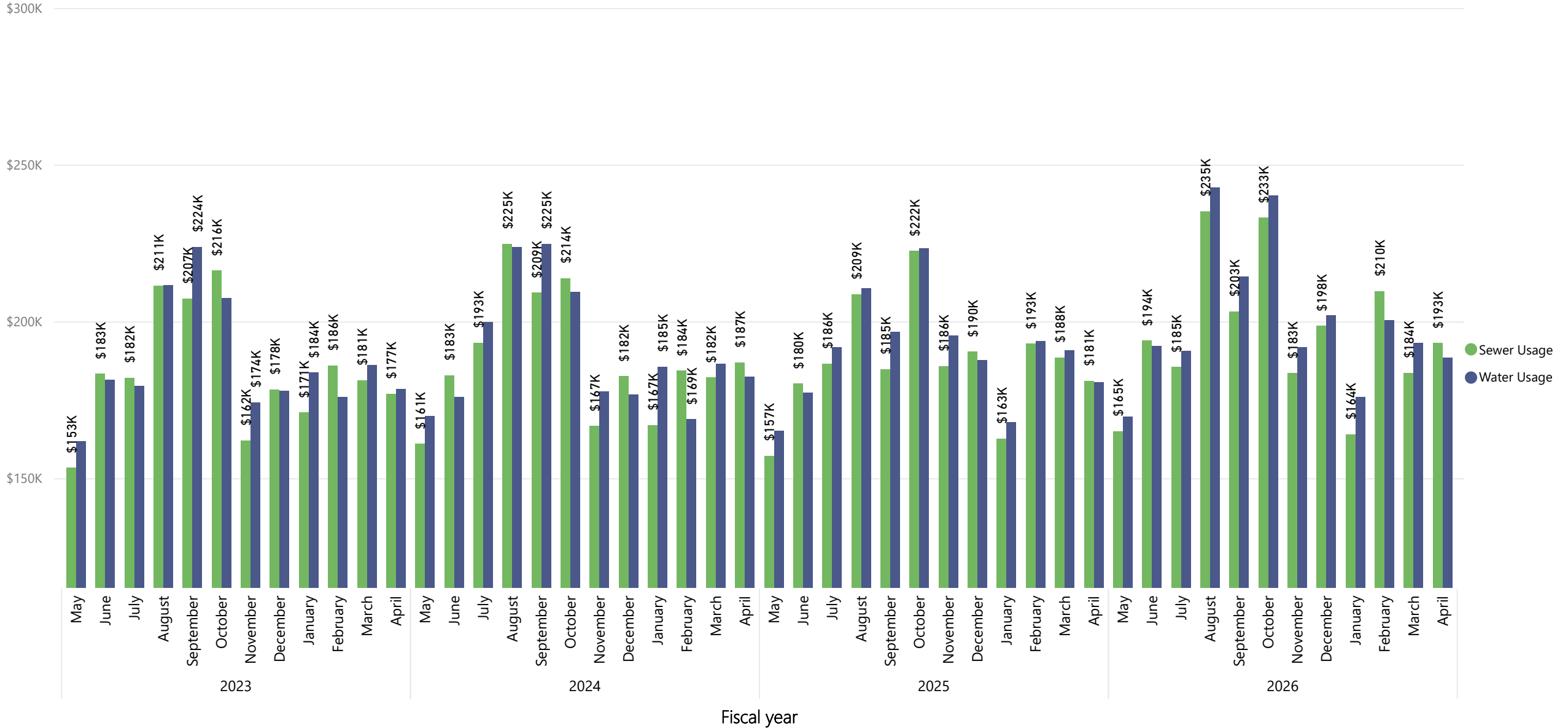
Annual General Fund Revenues by Type



Village of Lindenhurst Financial Tracking and Detail Report

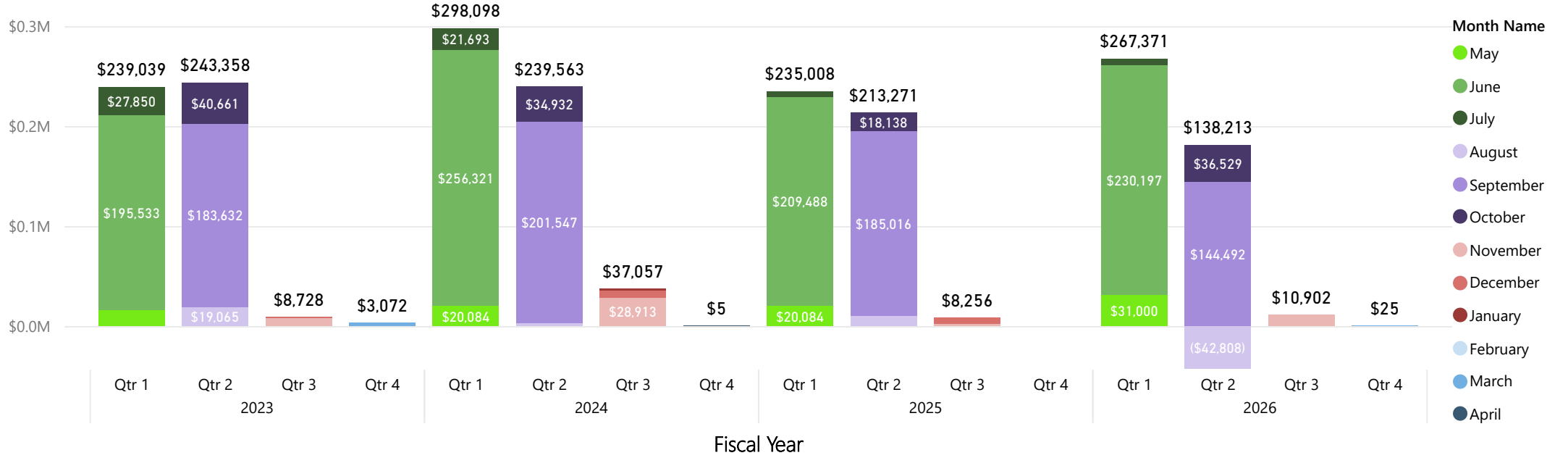


Annual Water and Sewer Receipts

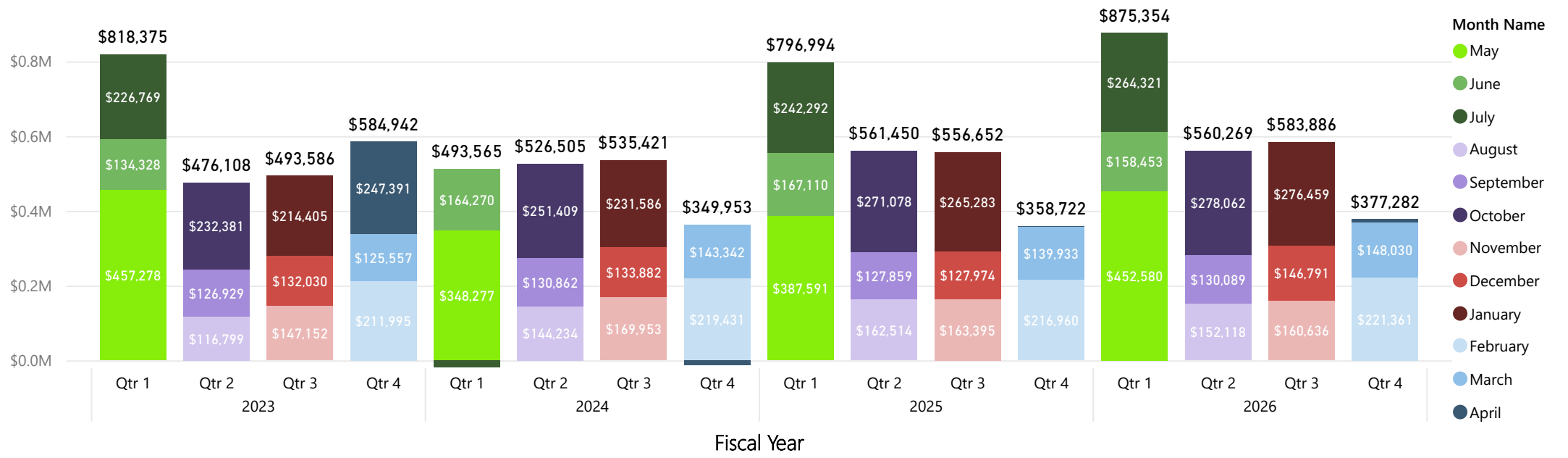


General Fund
Individual
Revenue
Sources

Property Tax Receipts by Month



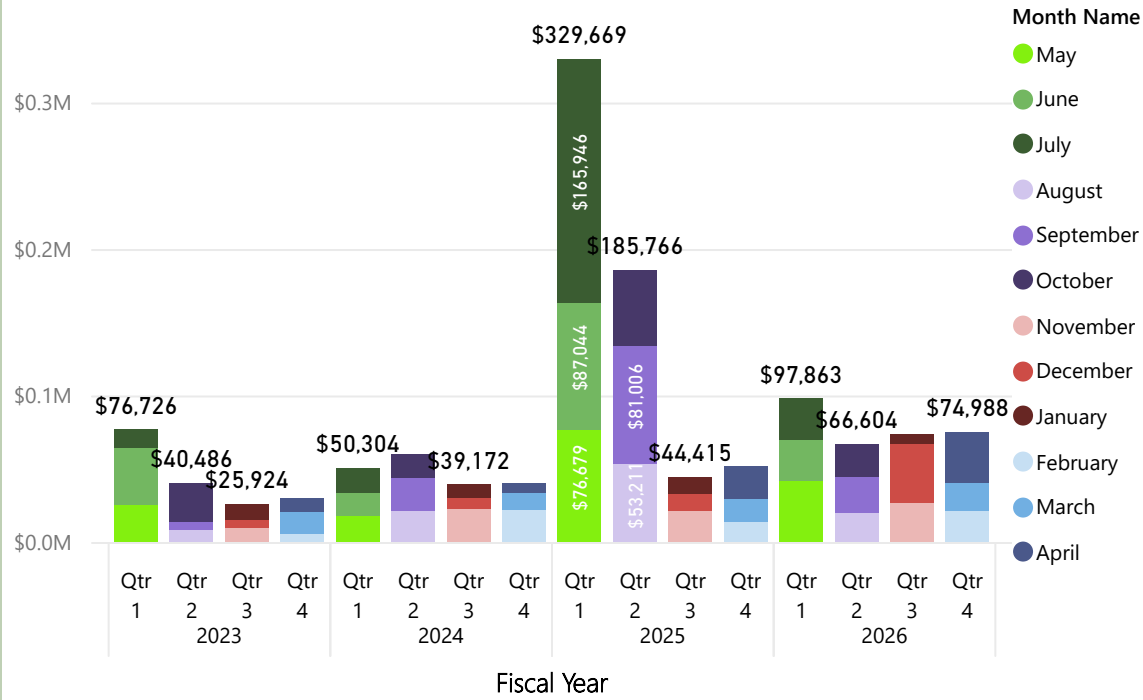
Income Tax Receipts by Month



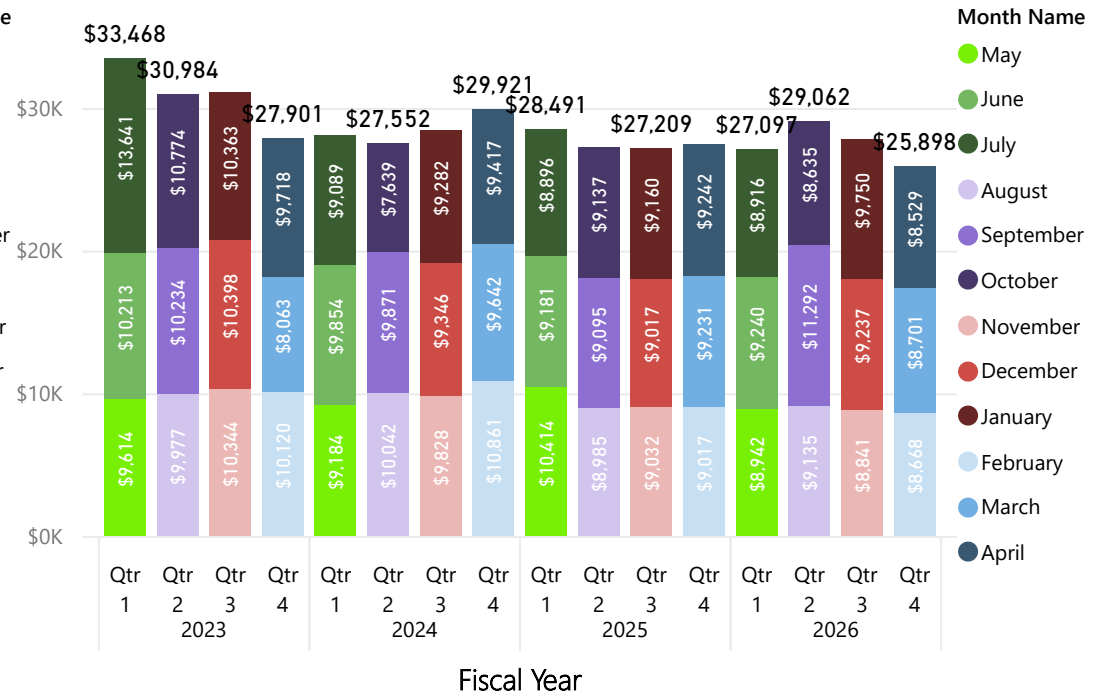
General
Fund

Individual
Revenue
Sources

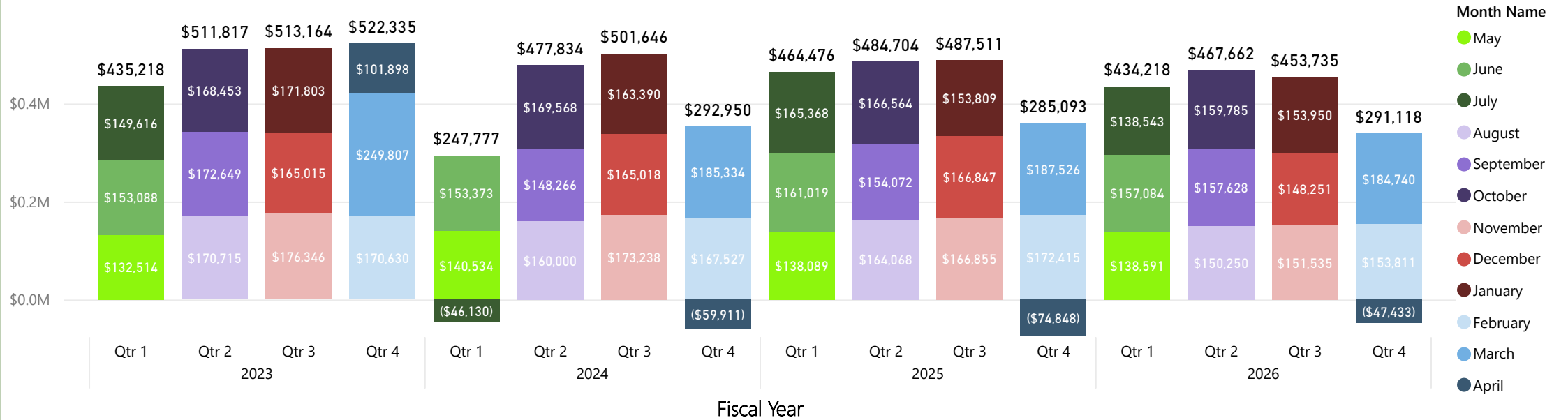
Building Permits Receipts by Month



Simplified Municipal Tax Receipts by Month

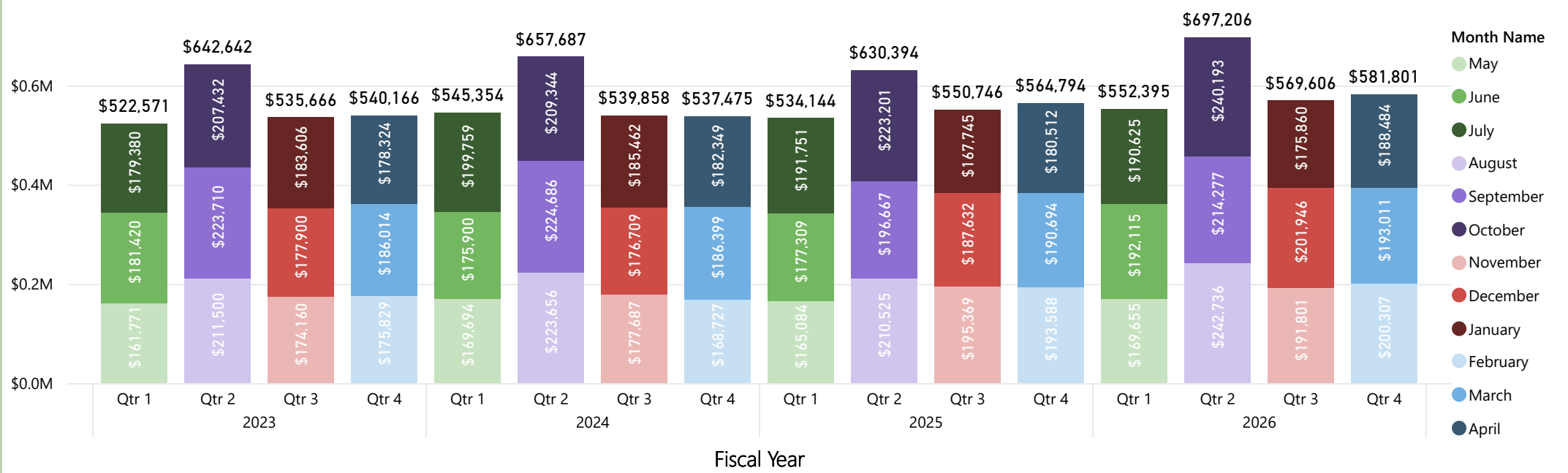


Sales Tax Receipts by Month

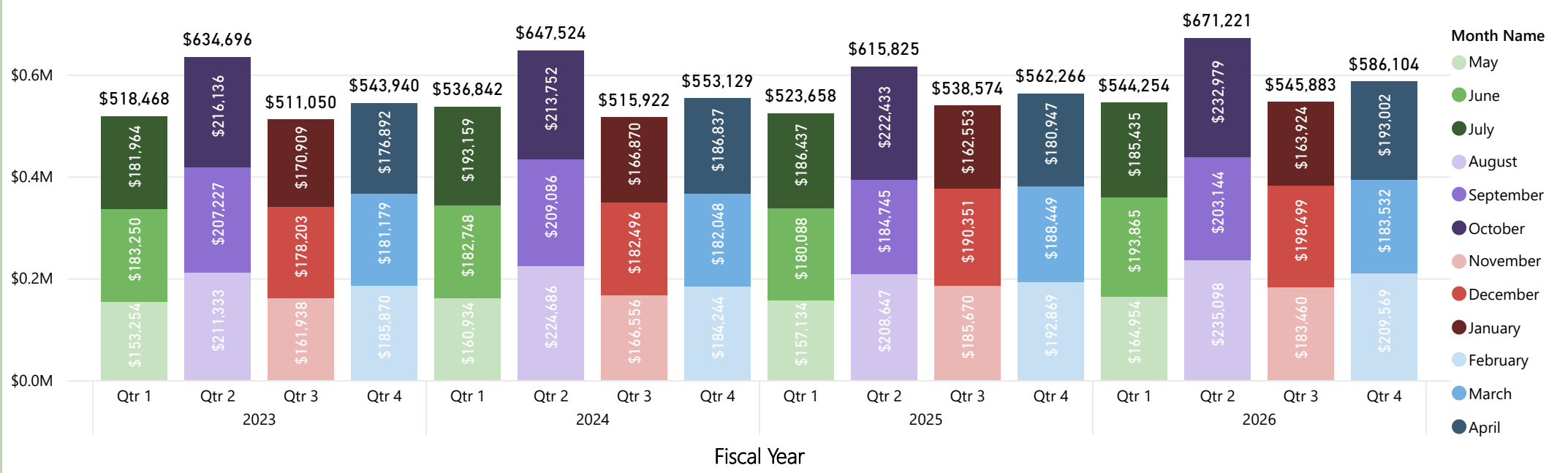


Water/ Sewer Revenues by Month

Water Usage Revenues by Month



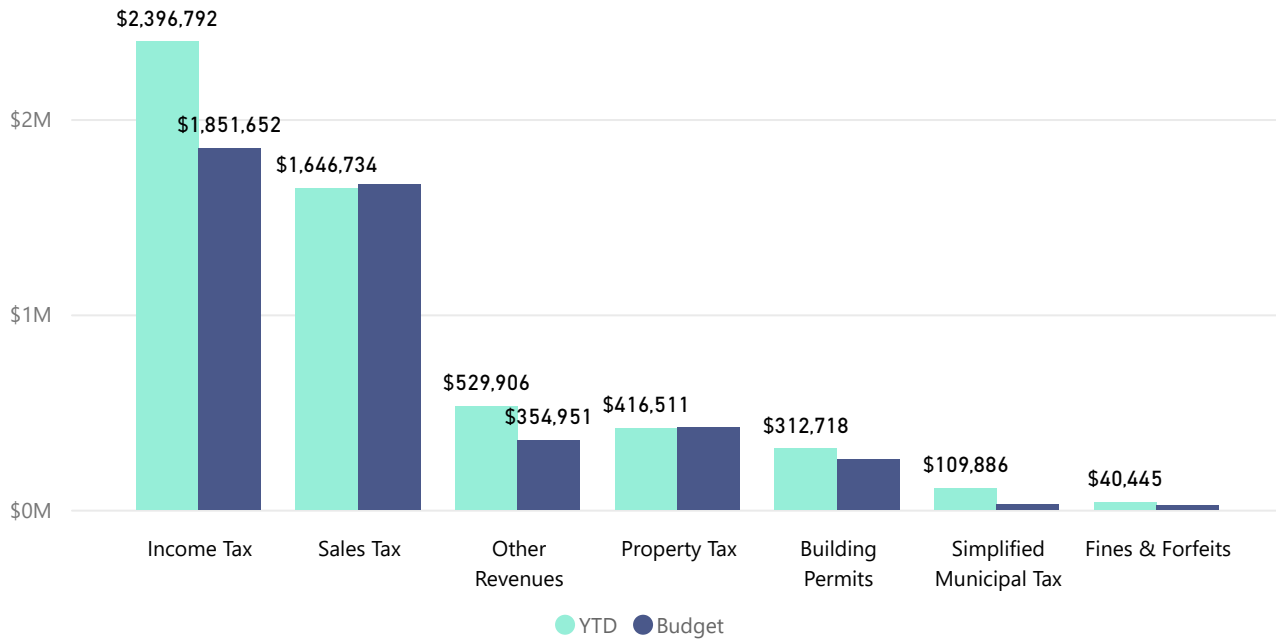
Sewer Usage Revenue by Month



General Fund Historical Revenues

FY	Month Name	Property Tax	Sales Tax	Income Tax	Fines & Forfeits	Building Permits	Simplified Municipal Tax	Other Revenues
2026	May	\$31,000	\$138,591	\$452,580	\$1,885	\$41,800	\$8,942	\$37,447
2026	June	\$230,197	\$157,084	\$158,453	\$2,572	\$27,655	\$9,240	\$32,397
2026	July	\$6,173	\$138,543	\$264,321	\$3,240	\$28,408	\$8,916	\$33,538
2026	August	(\$42,808)	\$150,250	\$152,118	\$3,573	\$19,893	\$9,135	\$66,163
2026	September	\$144,492	\$157,628	\$130,089	\$1,770	\$24,299	\$11,292	\$32,066
2026	October	\$36,529	\$159,785	\$278,062	\$6,103	\$22,412	\$8,635	\$35,490
2026	November	\$10,902	\$151,535	\$160,636	\$1,750	\$26,704	\$8,841	\$66,296
2026	December	\$0	\$148,251	\$146,791	\$5,477	\$40,286	\$9,237	\$28,413
2026	January	\$0	\$153,950	\$276,459	\$2,365	\$6,273	\$9,750	\$5,329
2026	February	\$0	\$153,811	\$221,361	\$5,034	\$21,436	\$8,668	\$63,252
2026	March	\$25	\$184,740	\$148,030	\$2,432	\$19,035	\$8,701	\$68,581
2026	April	\$0	(\$47,433)	\$7,891	\$4,245	\$34,517	\$8,529	\$60,932

Actual Fiscal Year 26 Revenue Compared to Budget

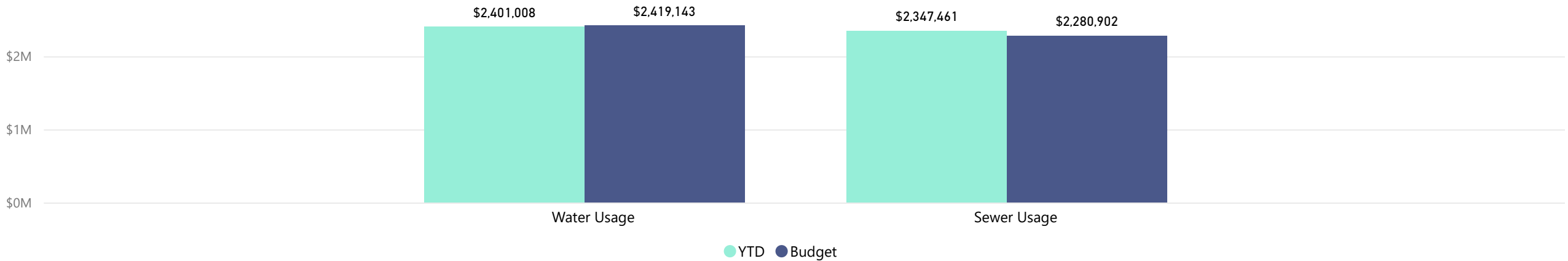


Revenues	YTD	Budget	% of Budget
Building Permits	\$312,718	\$260,237	120.17 %
Fines & Forfeits	\$40,445	\$21,862	185.00 %
Income Tax	\$2,396,792	\$1,851,652	129.44 %
Other Revenues	\$529,906	\$354,951	149.29 %
Property Tax	\$416,511	\$422,430	98.60 %
Sales Tax	\$1,646,734	\$1,667,727	98.74 %
Simplified Municipal Tax	\$109,886	\$30,304	362.61 %

Water/ Sewer fund Historical Revenues

FY	Month Name	Water Usage	Sewer Usage
2026	May	\$169,655	\$164,954
2026	June	\$192,115	\$193,865
2026	July	\$190,625	\$185,435
2026	August	\$242,736	\$235,098
2026	September	\$214,277	\$203,144
2026	October	\$240,193	\$232,979
2026	November	\$191,801	\$183,460
2026	December	\$201,946	\$198,499
2026	January	\$175,860	\$163,924
2026	February	\$200,307	\$209,569
2026	March	\$193,011	\$183,532
2026	April	\$188,484	\$193,002

Actual Fiscal Year 26 Revenue Compared to Budget



Revenues	YTD	Budget	% of Budget
Sewer Usage	\$2,347,461	\$2,280,902	103 %
Water Usage	\$2,401,008	\$2,419,143	99 %





Village of Lindenhurst
Memorandum

Date: May 8, 2026

To: Mayor Marturano and the Village Board of Trustees

From: Clay T. Johnson, Village Administrator

RE: Village Board Meeting Agenda Transmittal for May 11, 2026

New Business

A. Presentation: Northern Illinois Municipal Electric Collaborative (NIMEC) – Municipal Aggregation Renewal Options – MC²

B. Discussion and Possible Action: Ordinance 26-5-2339: Authorizing the Renewal of Aggregation Program for Electric Load

Adam Hoover of NIMEC will be at Monday's meeting to discuss the possibility of the Village renewing with MC² (MC-Squared) for our residential electric aggregation program. Like with our expiring program, NIMEC proposes to stay with our "Price Match Guarantee" model where participants will pay for the same default rate as all other ComEd customers. Price Match Guarantee ensures that residents will not pay more than the default rate which is a potential risk with other aggregation programs. Residents will also still receive their usual ComEd bill.

The Price Match Guarantee program also offers a civic contribution to the Village in lieu of green energy procurement. The Village is familiar with this process as it was the selection of the Village Board in April 2024. In this renewal, the contribution will increase from \$6,000 to \$10,000 annually for the life of the renewal. These funds have historically been receipted as revenues into the Refuse and Recycling Funds to offset the cost of our membership to SWALCO.

In a slight variation in our customary approach, NIMEC will inquire about the Board's interest in entering into a six-year agreement with MC² versus a one or two-year program. Going with a six-year program would guarantee that our program follows the default rate, solidifies the annual civic contribution, and reduces the frequency of mailings sent to Lindenhurst residents regarding the program. Any time the Village enters into this program, letters are sent to all residents informing them of the program. In the case of a six-year agreement, there would only be one mailing to occur this year, if the Village chose to renew. Residents can always opt-out of our program at any time without penalty, and the Village can choose to terminate the six-year agreement after every two-year cycle. There are no direct cost savings on electricity realized by entering into a longer-term agreement



Village of Lindenhurst
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compared to a single year. The primary benefit comes in reducing the administrative burden of implementing the program.

If the Village Board wishes to continue to the municipal aggregation program, they will need to adopt the associated ordinance enclosed. Action on this ordinance provides NIMEC and MC² enough time to draft and mail the appropriate letters to affected residents. Should the Village Board wish to move forward, they will need to provide direction on whether or not they would like to do so with one, two, or six-year terms. The ordinance provides the Mayor, or his designee, adequate flexibility to enter into an agreement based on the preference of the Village Board.

C. Advise and Consent: Mayoral Appointments

Each year, at the first meeting in May, the Mayor submits his appointments (or reappointments) of members to various boards and commissions whose terms have expired with the end of the fiscal year. These appointments are subject to the advice and consent of the Village Board. In almost all cases, this set of appointments are reappointments of current members, extending their terms. The one exception is Jon Feld, who elected not to be reappointed to the Plan Commission/Zoning Board of Appeals, creating a vacancy.

D. Proclamation: Amyotrophic Lateral Sclerosis (ALS) Awareness Month

Amyotrophic Lateral Sclerosis, otherwise known as ALS or “Lou Gehrig’s Disease,” is a progressive neurodegenerative disease that slowly takes away a person’s ability to function. This disease, for which there is no known cure, affects an estimated 31,000 people nationally with another 5,000 people diagnosed per year.

May is the month in which additional attention is drawn to this cause helping to increase awareness and raise funds to support research investments into the disease. A proclamation designating May 2024 as ALS Awareness Month is included in your materials.

E. Resolution 26-5-2338R: Authorizing the Transfer of Funds

Pursuant to past practice and our fiscal policies, as cash balances in operational funds exceed established thresholds, the Village Board may transfer funds from operational funds into capital project funds annually. Excess cash balances in operating funds may be due to greater than anticipated revenues or performing



Village of Lindenhurst
Memorandum

better than budgeted expenses. Transferring funds allows the Village to fund new capital projects and initiatives in future years.

The transfer amounts will be based on fund balances as of May 1, 2026 – the beginning of the FY 27 fiscal year. The proposed fund transfers based on current fiscal policy are calculated below. (Values less than one whole dollar have been truncated.):

General Fund Balance on (4/30/26)	\$4,434,716
Water/Sewer Fund Balance on (4/30/26)	\$1,127,373

Village fiscal policy establishes a target balance for the General Fund of 75% of the upcoming fiscal year's expenses. These policies also state that the Water/Sewer Fund should maintain a target fund balance of two months' worth of budgeted expenses. Target balances of these two operational funds for FY 27 are as follows:

General Fund FY 27 Budgeted Expenses	\$5,246,871
General Fund Target Balance (75%)	\$3,935,153

General Fund Balance (4/30/26)	\$4,434,716
Less: General Fund FY 27 Target Balance	<u>(\$3,935,153)</u>
Balance Available for Transfer	\$499,563

Water/Sewer Fund FY 27 Budgeted Expenses	\$5,323,556
Water/Sewer Fund Target Balance (2 mos.)	\$887,259

Water/Sewer Fund Balance (4/30/26)	\$1,127,373
Less: General Fund FY 26 Target Balance	<u>(\$887,259)</u>
Balance Available for Transfer	\$240,114

The FY 2027 Budget was approved with the intention of making a transfer of \$9,500 from the General Fund to the Police Pension Fund to support employer contributions to the 401(a)-retirement plan for lateral officers. As a reminder, the purpose of this transfer is to account for the fact that contributing to a 401(a) plan for lateral officers who are ineligible for downstate pension benefits was not a consideration at the time of filing our property tax levy. This figure should be



Village of Lindenhurst
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incorporated into the calculation for future tax levies. In any case, this resolution is fulfilling the intention of the FY 27 Budget.

Per the enclosed resolution, a fund balance of \$490,063 (\$499,563 less \$9,500) will be transferred to Community Capital. The Police Pension Fund will receive a transfer of \$9,500. The Water/Sewer Capital Fund will receive a transfer of \$240,114 from the Water/Sewer Fund.

F. Approval: Community Survey Preparation Services – ETC Institute – \$19,500

Every four years, the Village conducts a survey of its residents as a means to assess how we are performing in a variety of areas. Through the survey instrument we are able to learn about perceptions of our staff, our services, and the initiatives we undertake. Rather than relying solely on anecdotal evidence or only the opinions of those who choose to attend public meetings, our survey device is intended to cut through what may be artificial noise and capture the thoughts of our residents at a given time.

Getting statistically significant results through a survey becomes foundational to our management approach. The survey results help to inform our strategic plan – one of the primary roadmaps to our organization’s progress, which also leads to how the Village allocates resources.

Our previous two community surveys were done with the assistance of NuStats, a Texas-based firm specializing in large-scale social and behavior studies. Since our last survey in 2022, NuStats has ceased its operation, which requires us to seek a new vendor. Our staff has identified ETC Institute (“ETC”) as a potential new partner, a company who specializes in market research and community surveys. Their firm has conducted community surveys for municipalities across the nation. Closer to home, their firm has completed surveys for Illinois communities such as Addison, Galesburg, Glencoe, Glenview, Lake Forest, Oswego, Wheaton, and Winnetka. For your reference, the survey report for Wheaton, conducted in 2025, is included in your materials.

In many ways, the services ETC provides is very similar to what we are accustomed to with NuStats. Much of their methodology is similar – randomly selecting homes, providing surveys in the mail for completion in hard copy format or online, and compiling the results into a final report. Even much of how the final results are



Village of Lindenhurst
Memorandum

organized and compiled mirrors our previous reports. ETC appears to provide additional value with internally testing the questionnaire prior to release and a few additional analyses. One specific difference is the benchmarking ETC provides which compares our survey data against a random sample of residents across the nation and with other communities in the Midwest. In the end, the final report will provide us with statistically significant measures of residents' rankings of importance and satisfaction that help inform our elected officials' decision making and give us a sense of how we may be performing when compared to our peers.

Once approved, the anticipated timeline for completion of the survey is approximately four months. We will work with the selected vendor on our timing, but most likely, we will follow our traditional schedule seeking input around September/October. Initiating our survey efforts at this time is intended to capture as many responses as possible given that it falls between the start of the school year and prior to any residents who may travel south during the winter months.

For their services, ETC charges a fee of \$19,500, which is below the budget set aside for this work within the Community Capital budget.

Municipal Aggregation Board Memo

Executive Summary

The Village of Lindenhurst has successfully managed a municipal electric aggregation program since voters approved the initial referendum in 2012. The Village currently operates on a Price Match program that matches the ComEd rate from month to month. Under this current arrangement, the Village receives a civic contribution of \$6,000 per year. This memorandum outlines a proposal to renew the agreement with our current supplier, MC Squared Energy Services (MC2), under a revised six-year term that increases the Village's civic contribution while significantly reducing administrative burdens.

Program History and Rate Transition

The Village transitioned to the current Price Match Guarantee model when fixed rate savings could not be guaranteed. Continuing with this model guarantees that residents will pay the exact same rate as ComEd, as the ComEd rate fluctuates. This removes the risk of residents paying a premium for their energy supply. In addition, the residents will still have their energy billed and delivered by ComEd. Therefore, there is virtually no difference to the residents.

Proposed Renewal Terms

MC2 has provided a renewal proposal that enhances the benefits to the Village while keeping resident rates completely neutral.

- **Increased Civic Contribution:** MC2 has offered to increase the annual civic contribution paid to the Village from \$6,000 to \$10,000 per year.
- **Rate Protection:** Residents will continue to pay the exact same monthly rate as the ComEd default rate.

Operational Efficiency: The 6-Year Term

The most significant change in this renewal is the recommendation to move to a six-year contract (2026–2032), paired with municipal opt-out protections. Operating on standard one- or two-year contracts requires the Village and the supplier to execute time-consuming mass mailings to all residents at each renewal cycle. By adopting a six-year term:

- **Reduced Mailings:** This structure limits the amount of all-resident letters going out, meaning the Village will not have to send out new notification letters for six years. This drastically eases the communication burden and minimizes resident confusion.
- **No-Penalty Municipal Exit:** To protect the Village's interests, the six-year deal includes a two-year opt-out option. The Village can exit the program every two years without any penalty or fee if market conditions or municipal priorities change.



May 11, 2026

Village Board Meeting Agenda Item Cover Sheet

Agenda Item: B. Discussion and Possible Action: Ordinance 26-5-2339:
Authorizing the Renewal of Aggregation Program for Electric Load

Alignment with Strategic Plan:

- C** Community Branding & Engagement
- G** Responsible Growth & Development
- F** Future Ready Operations
- I** Capital Infrastructure Planning & Improvements
- B** Business Recruitment & Retention
- U** Operational/Unaffiliated

Budgetary Impact: Potentially up to \$10,00 in additional revenue in Refuse & Recycling Fund

Within Budget: Yes No

Suggested Motion: After the presentation from NIMEC, provide direction to staff on how to proceed with municipal aggregation renewal. If preferred, move to adopt Ordinance 26-5-2339 authorizing the renewal of the electric aggregation program with MC².

Voting Record:

Trustee Chybowski
 Trustee Dickson
 Trustee Dunham
 Trustee Grace

Trustee Rosten
 Trustee Suchy
 Mayor Marturano

ORDINANCE NO. 26-5-2339

**ORDINANCE AUTHORIZING RENEWAL OF
AGGREGATION PROGRAM FOR ELECTRICAL LOAD**

WHEREAS, Under Section 1-92 of the Illinois Power Agency Act, 20 ILCS 3855/1-1, et seq., (the “Act”) a municipality may operate an electric aggregation program as an opt-out program for residential and small commercial retail customers, if a referendum is passed by a majority vote of the residents pursuant to the requirements under the Act; and

WHEREAS, the Village of Lindenhurst, Illinois (“Village”) submitted the question to referendum in March of 2012 and a majority of the electors voting on the question voted in the affirmative; and

WHEREAS, the Village subsequently implemented its initial opt-out aggregation program in 2012, and continues to be in place today; and

WHEREAS, the Corporate Authorities hereby find that it is in the best interest of the Village to renew the aggregation program under the Act as an opt-out program and to extend for another two years with our current supplier pursuant to the terms of the Act.

NOW THEREFORE, BE IT ORDAINED by the Village Board of the Village of Lindenhurst, Lake County, Illinois, As Follows:

SECTION 1: That the Preamble of this Ordinance is declared to be true and correct and is incorporated by reference herein.

SECTION 2:

- A. Pursuant to Section 1-92 of the Illinois Power Agency Act, 20 ILCS 3855/1-1, et seq., (the “Act”) the Corporate Authorities of the Village are hereby authorized to aggregate, in accordance with the terms of the Act, residential and small commercial retail electrical loads located within the corporate limits of the Village, and for that purpose may solicit bids and enter into service agreements to facilitate for those loads the sale and purchase of electricity and related services and equipment.
- B. The Aggregation Program for the Village shall continue to operate as an opt-out program for residential and small commercial retail customers.

- C. As an opt-out program, the Corporate Authorities of the Village shall inform residential and small commercial retail customers in advance that they have the right to opt-out of the Aggregation Program before the resident or commercial account is renewed. The disclosure and information provided to the customers shall comply with the requirements of the Act.
- D. The Corporate Authorities hereby grant the Mayor or his designee the specific authority to execute a contract without further action by the Corporate Authorities and with the authority to bind the Village.
- E. The Village will engage NIMEC, who will solicit bids and consult with the Village in our decision to select the supplier that best meets our needs. NIMEC will also assist with the conversion process and provide assistance to residents with questions.

SECTION 3: This Ordinance shall be in full force and effect after its passage, approval and publication in pamphlet form as provided by law.

PASSED AND APPROVED by the Mayor and Board of Trustees of the Village of Lindenhurst, Illinois this 11th day of May, 2026.

AYES: _____

NAYS: _____

ABSENT: _____

Dominic Marturano, Mayor

ATTEST:

Melissa Forsberg, Village Clerk



May 11, 2026

Village Board Meeting Agenda Item Cover Sheet

Agenda Item: C. Mayoral Appointments

Alignment with Strategic Plan:

- C** Community Branding & Engagement
- G** Responsible Growth & Development
- F** Future Ready Operations
- I** Capital Infrastructure Planning & Improvements
- B** Business Recruitment & Retention
- U** Operational/Unaffiliated

Budgetary Impact: N/A

Within Budget: Yes No

Suggested Motion: **Move to approve the Mayoral appointments to Village Boards and Commissions as presented.**

Voting Record:

Trustee Chybowski
 Trustee Dickson
 Trustee Dunham
 Trustee Grace

Trustee Rosten
 Trustee Suchy
 Mayor Marturano

VILLAGE OF LINDENHURST
Elected, Appointed & Committee Members by Group
(5/11/26)

Elected Officials

Name	Position	Term Years	Term Starts	Term Expires
Marturano, Dominic	Mayor	4	5/8/23	4/30/27
Forsberg, Melissa	Clerk	2	5/12/25	4/30/27
Dickson, Pat	Trustee	4	5/12/25	4/30/29
Chybowski, Patty	Trustee	4	5/12/25	4/30/29
Suchy, Dawn	Trustee	4	5/12/25	4/30/29
Dunham, Pat	Trustee	4	5/8/23	4/30/27
Grace, Ron	Trustee	4	5/8/23	4/30/27
Rosten, Heath	Trustee	4	5/8/23	4/30/27

Mayoral Appointments

Name	Standing Committees
Chybowski, Patty - Chairman	Human Resources
Grace, Ron	Human Resources
Rosten, Heath	Human Resources
Dunham, Pat – Chairman	Finance
Dickson, Pat	Finance
Suchy, Dawn	Finance

Name	Liaison Roles
Grace, Ronald	Park District
Dunham, Pat	Public Safety
Dunham, Pat	Veterans Memorial Commission
Dunham, Pat	Lindenfest
Suchy, Dawn	Plan Commission
Dickson, Pat	Lakes Commission
Chybowski, Patty	Employee Relations
Dickson, Pat	SWALCO (alternate: Marturano)
Marturano, Dominic	CLCJAWA – Director
Suchy, Dawn	CLCJAWA - Alternate

Appointed Positions

Name	Position	Term Years	Term Starts	Term Expires
Johnson, Clay	Village Administrator	4	5/1/23	4/30/27
Johnson, Clay	Budget Officer	1	5/1/26	4/30/27
Linas, Melinda	Police Chief		3/24/25	4/30/27
Dam, Snell & Taveirne Ltd.	Treasurer	1	5/1/26	4/30/27
Baxter & Woodman Consulting Engineers (Baumann)	Stormwater Enforcement Officer	1	5/1/26	4/30/27
Long, Karleen	Collector, Deputy Clerk, ADA Grievance Officer	1	5/1/26	4/30/27
Christopher Burke Engineering	Village Engineer	1	5/1/26	4/30/27
Ancel Glink (Jones/ Asprooth)	Village Attorney	1	5/1/26	4/30/27
Swanson, Martin & Bell (Henne)	Village Prosecutor	1	5/1/26	4/30/27
McCollum, Kim	FOIA Officer	N/A	1/24/11	-
Rayome, Kristin	FOIA Officer	N/A	5/1/23	

Plan Commission / Zoning Board of Appeals

Name	Term Years	Term Starts	Term Expires
Aswad, Andrew – Chairman	2	5/1/25	4/30/27
Aswad, Andrew	5	5/1/23	4/30/28
Anderson, Bill	5	5/1/23	4/30/28
Douglas, William	5	5/1/23	4/30/28
Linke, Craig	4	9/22/25	4/30/28
Buehler, Robert	4	5/1/24	4/30/28
Gheysen, Chris	5	5/1/26	4/30/31
VACANT	5	5/1/26	4/30/31

Lakes Commission

Name	Lake Represented	Term Years	Term Starts	Term Expires
Dave Kraft – Chairman		1	5/1/26	4/30/27
McIntyre, Steve	At Large	2	5/1/25	4/30/27
Winter, Brad	Potomac	2	5/1/25	4/30/27
Meyers, Fritz	Waterford	2	5/1/25	4/30/27
Heinrich, Tom	Springledge	2	5/1/25	4/30/27
Kraft, Dave	At Large	2	5/1/25	4/30/27
VACANT	At Large	2	5/1/24	4/30/26
Filippo, John	Linden	2	5/1/26	4/30/28
Lowry, Kevin	At Large	2	5/1/26	4/30/28
Harpke, Mark	At Large	2	5/1/26	4/30/28

Veterans Memorial Commission

Name	Term Years	Term Starts	Term Expires
Gruchot, Toby – Chairman	2	5/1/26	4/30/27
Hoogerhyde, Russ	2	5/1/25	4/30/27
Muellner, John	2	6/9/25	4/30/27
Hyland, Timothy	2	1/8/25	4/30/27
Gruchot, Toby	2	5/1/25	4/30/27
Garrett, Daniel	2	5/1/25	4/30/27
VACANT	2	5/1/25	4/30/27
VACANT	2	5/1/25	4/30/27

Police Pension

*Positions appointed by Police Officers

Name	Term Years	Term Starts	Term Expires
Norlin, Carl	2	5/1/25	4/30/27
TBD Pending Vote*	2	5/1/26	4/30/28
Klahs, Kevin*	2	5/1/23	4/30/25
Rytina, John*	2	5/1/26	4/30/28
Heinrich, Tom	2	5/1/26	4/30/28

Board of Police Commissioners

Name	Term Years	Term Starts	Term Expires
Collins, Michael	3	5/1/25	4/30/28
White, Dan	3	5/1/26	4/30/29
Douglas, William	3	5/1/24	4/30/27

Emergency Disaster Coordinator

Name	Term Years	Term Starts	Term Expires
Gugel, Eric	1	5/1/26	4/30/27



May 11, 2026

Village Board Meeting Agenda Item Cover Sheet

Agenda Item: D. Proclamation: ALS Awareness Month

Alignment with Strategic Plan:

- C** Community Branding & Engagement
- G** Responsible Growth & Development
- F** Future Ready Operations
- I** Capital Infrastructure Planning & Improvements
- B** Business Recruitment & Retention
- U** Operational/Unaffiliated

Budgetary Impact: N/A

Within Budget: Yes No

Suggested Motion: Move to proclaim May 2026 as ALS Awareness Month.

Voting Record:

Trustee Chybowski
 Trustee Dickson
 Trustee Dunham
 Trustee Grace

Trustee Rosten
 Trustee Suchy
 Mayor Marturano



PROCLAMATION

RECOGNIZING MAY AS ALS AWARENESS MONTH

- WHEREAS,** Amyotrophic lateral sclerosis (ALS), known by many as Lou Gehrig's disease, is a progressive fatal neurodegenerative disease in which a person's brain loses connection with the muscles, slowly taking away their ability to walk, talk, eat, and eventually breathe; and
- WHEREAS,** Every 90 minutes someone is diagnosed with ALS and someone passes away from ALS; and
- WHEREAS,** On average, patients diagnosed with ALS only survive two to five years from the time of diagnosis; and
- WHEREAS,** ALS has no cure; and
- WHEREAS,** Estimates vary and the disorder is often misdiagnosed, or takes months to years to be diagnosed since it is often a diagnosis by exclusion. At any time, there are 6,000 Americans living with ALS; and
- WHEREAS,** The symptoms of Amyotrophic Lateral Sclerosis can include, gait and balance difficulties, speech and swallowing difficulties, muscle atrophy and stiffness, muscle spasms and fasciculations, paralysis, respiratory challenges, and a variety of other symptoms that can have a severe impact on an individual's quality of life and life expectancy; and
- WHEREAS,** Clinical trials play a pivotal role in evaluating new treatments, enhancing quality of life, and fostering assistive technologies for those living with ALS; and
- WHEREAS,** Additional research, support services, and education are needed to maintain quality of life for those affected by the disease, reduce delays to diagnosis and access to proper care, lead to better treatments, and find cures for Amyotrophic Lateral Sclerosis; and
- WHEREAS,** Our commitment to accelerating the pace of discovery remains unwavering, fueled by the hope that one day, ALS will be a livable disease for everyone, everywhere, until we can cure it
- WHEREAS,** ALS Awareness Month increases the public's awareness of people with ALS' dire circumstances, acknowledges the terrible impact this disease has, not only on the person but on their family and the community, and recognizes the research being done to eradicate this disease;

NOW THEREFORE, I, Dominic Marturano, Mayor of Lindenhurst, do hereby proclaim the month of May 2026 as ALS Awareness Month. I call upon all Americans to join in supporting ALS research, advocating for increased funding, and standing in solidarity with those affected by this relentless disease.

Dated this 11th day of May, 2026

Dominic Marturano, Mayor

Melissa Forsberg, Clerk



May 11, 2026

Village Board Meeting Agenda Item Cover Sheet

Agenda Item: E. Resolution 26-5-233R: Authorization to Transfer Funds

Alignment with Strategic Plan:

- C** Community Branding & Engagement
- G** Responsible Growth & Development
- F** Future Ready Operations
- I** Capital Infrastructure Planning & Improvements
- B** Business Recruitment & Retention
- U** Operational/Unaffiliated

Budgetary Impact: See enclosed memo.

Within Budget: Yes No

Suggested Motion: **Adopt Resolution 26-5-2338R: Authorizing the various interfund transfers as presented.**

Voting Record:

- | | | | |
|--------------------------|-------------------|--------------------------|-----------------|
| <input type="checkbox"/> | Trustee Chybowski | <input type="checkbox"/> | Trustee Rosten |
| <input type="checkbox"/> | Trustee Dickson | <input type="checkbox"/> | Trustee Suchy |
| <input type="checkbox"/> | Trustee Dunham | <input type="checkbox"/> | Mayor Marturano |
| <input type="checkbox"/> | Trustee Grace | | |

**VILLAGE OF LINDENHURST
RESOLUTION NO. 26-5-2338R
AUTHORIZATION TO TRANSFER FUNDS**

BE IT RESOLVED, by the President and Board of Trustees of the Village of Lindenhurst, Lake County, Illinois, that Village Treasurer is authorized to transfer funds between the following accounts on or around May 31, 2026:

From the General Fund in the stipulated amount to:

Community Capital Fund:	\$490,063.00
Police Pension Fund:	\$9,500.00

From the Water/Sewer Fund in the stipulated amount to:

Water/Sewer Capital Fund:	\$240,114.00
---------------------------	--------------

The foregoing Resolution was passed this 11th day of May, 2026, by a vote as follows:

Ayes: _____

Nays: _____

Absent and Not Voting: _____

Approved:

Dominic Marturano, Village President

Attest:

Melissa Forsberg, Village Clerk



May 11, 2026

Village Board Meeting Agenda Item Cover Sheet

Agenda Item: F. Approval: Community Survey Preparation Services – ETC Institute

Alignment with Strategic Plan:

- C** Community Branding & Engagement
- G** Responsible Growth & Development
- F** Future Ready Operations
- I** Capital Infrastructure Planning & Improvements
- B** Business Recruitment & Retention
- U** Operational/Unaffiliated

Budgetary Impact: \$19,500 to Community Capital

Within Budget: Yes No

Suggested Motion: **Authorize the Village Administrator to execute a proposal with ETC Institute for the development of a community wide survey instrument at a cost not to exceed \$19,500.**

Voting Record:

- | | | | |
|--------------------------|-------------------|--------------------------|-----------------|
| <input type="checkbox"/> | Trustee Chybowski | <input type="checkbox"/> | Trustee Rosten |
| <input type="checkbox"/> | Trustee Dickson | <input type="checkbox"/> | Trustee Suchy |
| <input type="checkbox"/> | Trustee Dunham | <input type="checkbox"/> | Mayor Marturano |
| <input type="checkbox"/> | Trustee Grace | | |



Marketing Research, Demography, Statistical Applications

725 W. Frontier Circle, Olathe, Kansas 66061
(913) 829-1215 FAX: (913) 829-1591

February 25, 2026

Mr. Clay Johnson
Village Administrator
Village of Lindenhurst
2301 E. Sand Lake Road
clayjohnson@lindenhurstil.gov
O: 847-356-8252

Subject: Proposal to provide data analytics services for the Village of Lindenhurst

Dear Mr. Johnson:

In response to your request, ETC Institute is pleased to submit a proposal to administer a Community Survey and a business survey for the Village of Lindenhurst.

ETC Institute is Recognized as a National Leader in the Design and Administration of Market Research for Local Governments. Since 1982, ETC Institute has completed research projects for organizations in 49 states. ETC Institute has designed and administered more than 4,000 statistically valid surveys and our team of professional researchers have moderated more than 1,000 focus groups and 2,000 stakeholder interviews. During the past five years alone, ETC Institute has administered surveys in more than 700 cities and counties throughout the United States. ETC Institute has also conducted research for more large U.S. cities than any other firm.

ETC Institute Has the Ability to Compare Your Results with Other Communities. Our firm maintains national and regional benchmarking data for resident surveys that provide comparative norms for over 90 local governmental services. Unlike some comparative databases that use comparative data from secondary sources, ETC Institute's data is from surveys that were all administered by ETC Institute. This ensures that your results are directly comparable to communities of a similar size. ETC Institute's benchmarking database only includes data from surveys that have been administered during the past three years. This ensures our comparative norms are truly representative of existing attitudes and expectations regarding the delivery of local governmental services.

ETC Institute Has Developed the Most Innovative Analytical Tools to Help the Village Understand and Utilize Survey Data. Today, Village officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to residents and businesses; and (2) to target resources toward those services where citizens are 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 I-S rating is based on the concept that organizations will maximize overall citizen satisfaction by emphasizing improvements in those service areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. This analysis tool helps our clients identify specific drivers of satisfaction.

ETC Institute also has the capability of generating maps of the survey results. GIS Mapping is used to show how respondents in different areas of a community rate services. By pinpointing problem areas our clients have the ability to directly address issues where they are the biggest concern.

ETC Institute is familiar with the area. ETC Institute has conducted surveys with numerous communities throughout the state of Illinois, including: Addison, Bensenville, Collinsville, Elgin, Galesburg, Glencoe, Glenview, Hoffman Estates, Kewanee, Lake Forest, Lincolnwood, Mount Prospect, Naperville, Orland Park, Oswego, Schaumburg, St. Charles, Wheaton, Winnetka and others.

ETC Institute Guarantees That We Will be Very Responsive to Your Needs. ETC Institute administered a survey to organizations that had used our services. Among the 150 clients who responded to the survey, 100% were satisfied with the service they received and 100% indicated they would recommend our firm to other organizations. The reason ETC Institute's customer satisfaction levels are so high is due to our commitment to the needs of our clients.

ETC Institute's Most Senior Professionals Will Be Managing the Project on a Daily Basis. By having experienced, senior personnel lead the day-to-day management of each task, ETC Institute will ensure that your organization receives the highest level of service possible and that high standards of quality control are maintained. The Village will receive priority resources from our firm, and we will ensure the project is accomplished according to your schedule. To ensure your success, we have assembled a team of the very best market researchers and experts to assist with the design of surveys, the development of the sampling plans, the administration of the surveys, and the analysis of the data collected. Our team has unparalleled expertise in project management, survey design, sampling, methodology, and survey administration.

If ETC Institute is selected for this project we will do everything possible to ensure the survey meets the high expectations you have set for this project. We appreciate your consideration of our proposal and look forward to your decision. If you have any questions, please do not hesitate to call us at (816) 813-1011.

ETC Institute is pleased to submit a scope of services and fees to conduct a community survey for the Village of Lindenhurst in 2026.

Section 1 - Scope of Services - Community Survey:

Task 1: Design the Survey and Prepare the Sampling Plan. Task 1 will include the following services:

- Working with Village staff to develop the content of the survey. ETC will meet with the Village via phone to discuss the goals and objectives for the project, and to tailor the survey to meet the Village's needs.
- Conducting an internal pilot test of the survey to ensure the questions are understood by residents. Based on the results of the pilot test, ETC will recommend changes (if needed) to the survey.
- Developing a sample of residents to be contacted for the survey. The survey will be address-based and will be sent to all identifiable households.

Deliverable Task 1. ETC Institute will provide a copy of approved survey instrument.

Task 2: Administer the Survey. Task 2 will include the following services:

- ETC Institute will administer the survey by a combination of mail, and internet.
- ETC Institute will mail the survey and a cover letter (on Village letterhead) to all identifiable households in the Village. Only one survey per household will be sent. Postage-paid envelopes will be provided by ETC Institute for each respondent. The Village will provide a cover letter for the mailed survey. The cover letter will contain a link to an online version of the survey, and the envelope will have the village logo and a QR code. Residents who receive the survey will have the option of returning the printed survey by mail or completing it on-line.

- Approximately 10-days after the surveys are mailed, ETC Institute may follow-up as necessary via e-mail, text message, social media ads and/or phone with households that received a mailed survey. ETC Institute will continue following up with households until reaching the minimum goal of 300 completed surveys. A sample of 300 survey responses will provide results that have a margin of error of +/-5.5% at the 95% level of confidence at the Village level. ETC will advise the Village on methods to promote the survey and to encourage additional responses.
- ETC Institute will monitor the distribution of the sample to ensure that the sample reasonably reflects the demographic composition of the Village with regard to age, geographic dispersion, gender, race/ethnicity and other factors.

Deliverable Task 2. ETC Institute will provide a copy of the overall results for each question on the survey.

Task 3: Analysis and Final Report. ETC Institute will submit a final report to the Village. At a minimum, this report will include the following items:

- Formal report that includes an executive summary of survey methodology, a description of major findings, and charts that show the overall results of the survey
- A copy of the survey instrument
- Benchmarking analysis that shows how the results for the Village compare to national and regional norms
- Importance-Satisfaction Quadrant Analysis identifying areas where the greatest opportunities exist to enhance overall satisfaction with Village services
- GIS maps that show geocoded survey results for selected questions on the survey.
- Crosstabulations that show the results for different segments of the Village's population (by age, income, race, gender, years of residency, etc.).

Deliverable Task 3: ETC will submit the draft final report and the final report in an electronic format. ETC will also make a virtual presentation to Village officials if desired by the Village.

Project Schedule

A community survey will be conducted for Lindenhurst in 2026.

A preliminary schedule is provided below, which can be adjusted to your needs.

Month 1

Design Survey Instrument

Month 2-3

Administer Survey; provide the overall results to the Village

Month 3-4

Prepare and Deliver the Final Report

Costs and Invoicing Schedule

The services described above will be provided to the Village of Lindenhurst for a total cost of \$19,500. It will be invoiced at the amount of \$9,750 upon notice to proceed from the Village to ETC, and \$9,750 upon the completion and delivery of findings report to the Village.

[Optional Service: In lieu of a virtual presentation for each of the survey report, which is included in this proposal, ETC will conduct an in-person presentation for an additional cost of \$2,500.]

Closing

We appreciate your consideration of our proposal and look forward to your decision.

Sincerely,



Robert Heacock
Senior Project Manager, ETC Institute
725 W Frontier Lane, Olathe, Kansas 66061
816-813-1011
Robert.heacock@etcinstitute.com
www.etcinstitute.com

Approved:

Village of Lindenhurst

Authorized Signature: _____

Title: _____

Date: _____



2025 City of Wheaton Citizen Satisfaction Survey Findings Report

Presented to the City of
Wheaton, IL

July 2025



ETC
INSTITUTE

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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)

2025 City of Wheaton Citizen Satisfaction Survey

Executive Summary



- 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.

2025 City of Wheaton Citizen Satisfaction Survey

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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.

2025 City of Wheaton Citizen Satisfaction Survey

Executive Summary



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.”

2025 City of Wheaton Citizen Satisfaction Survey

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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

2025 City of Wheaton Citizen Satisfaction Survey

Executive Summary



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

Executive Summary



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

2025 City of Wheaton Citizen Satisfaction Survey

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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

Executive Summary



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.

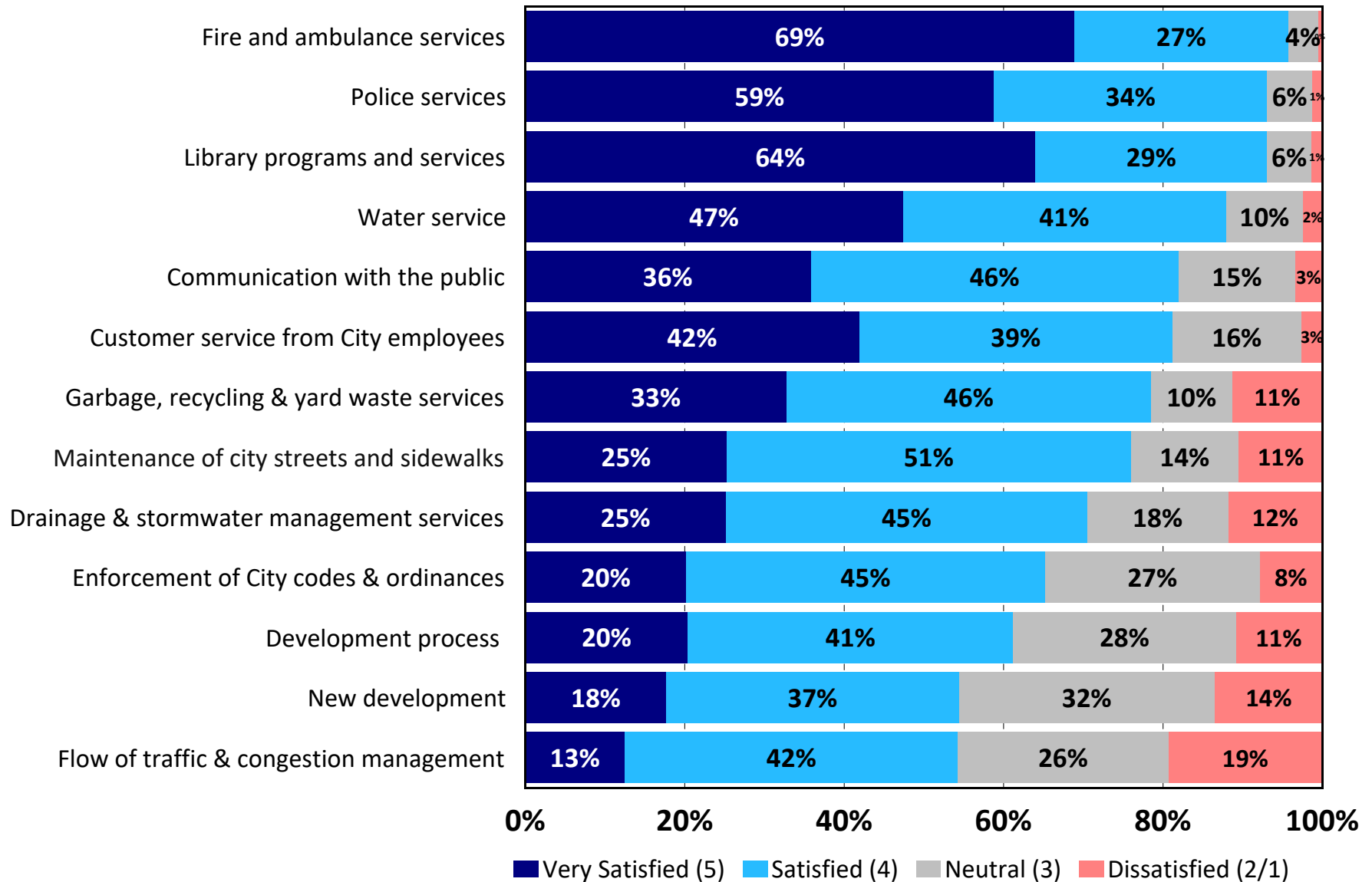
Importance-Satisfaction Rating						
City of Wheaton, IL						
Major City Services						
Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS. 10-.20)						
Flow of traffic & congestion management	26%	5	54%	13	0.1188	1
Medium Priority (IS < .10)						
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

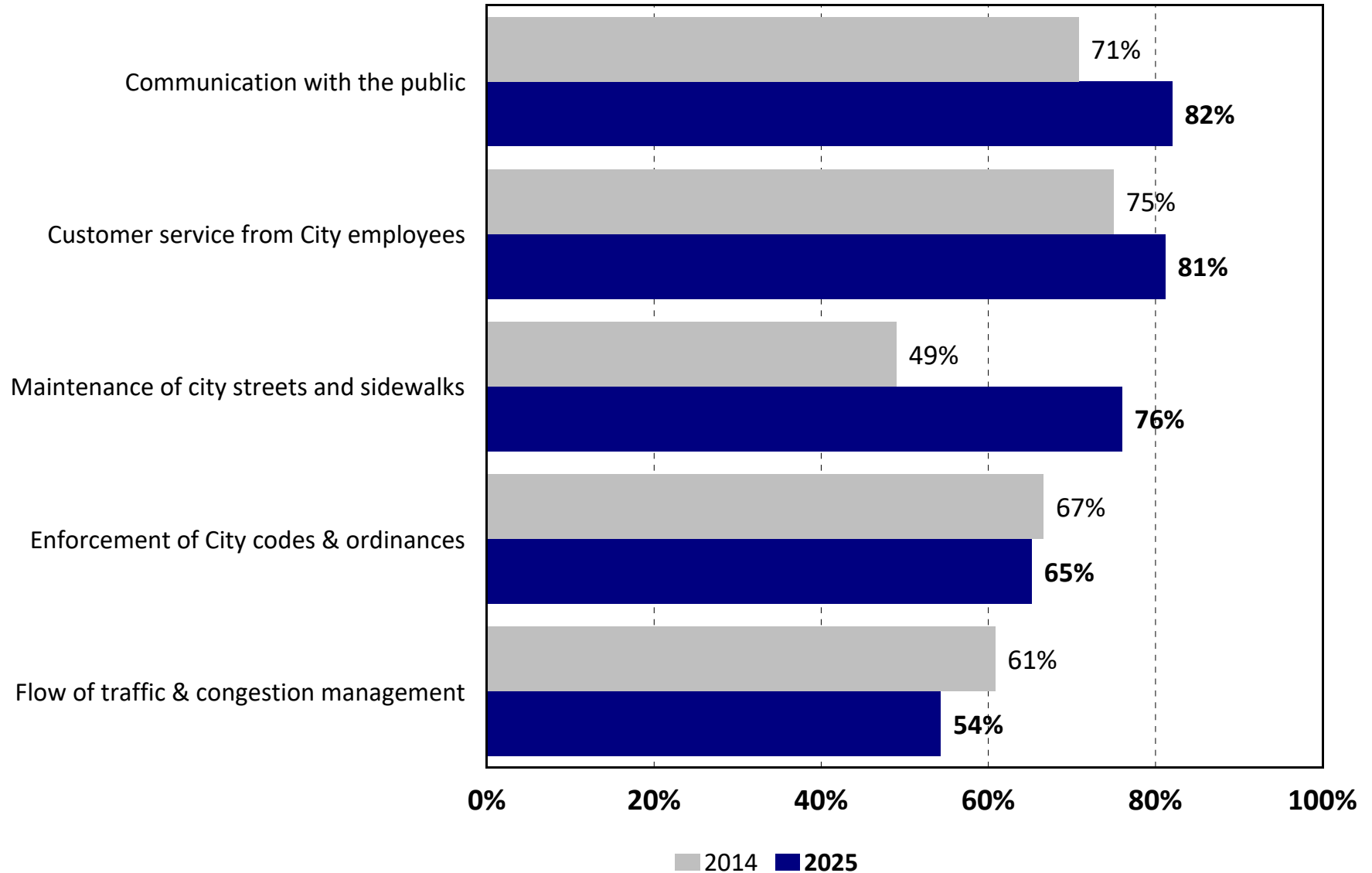
by percentage of respondents (excluding “don’t know”)



TRENDS: Satisfaction with Major City Services

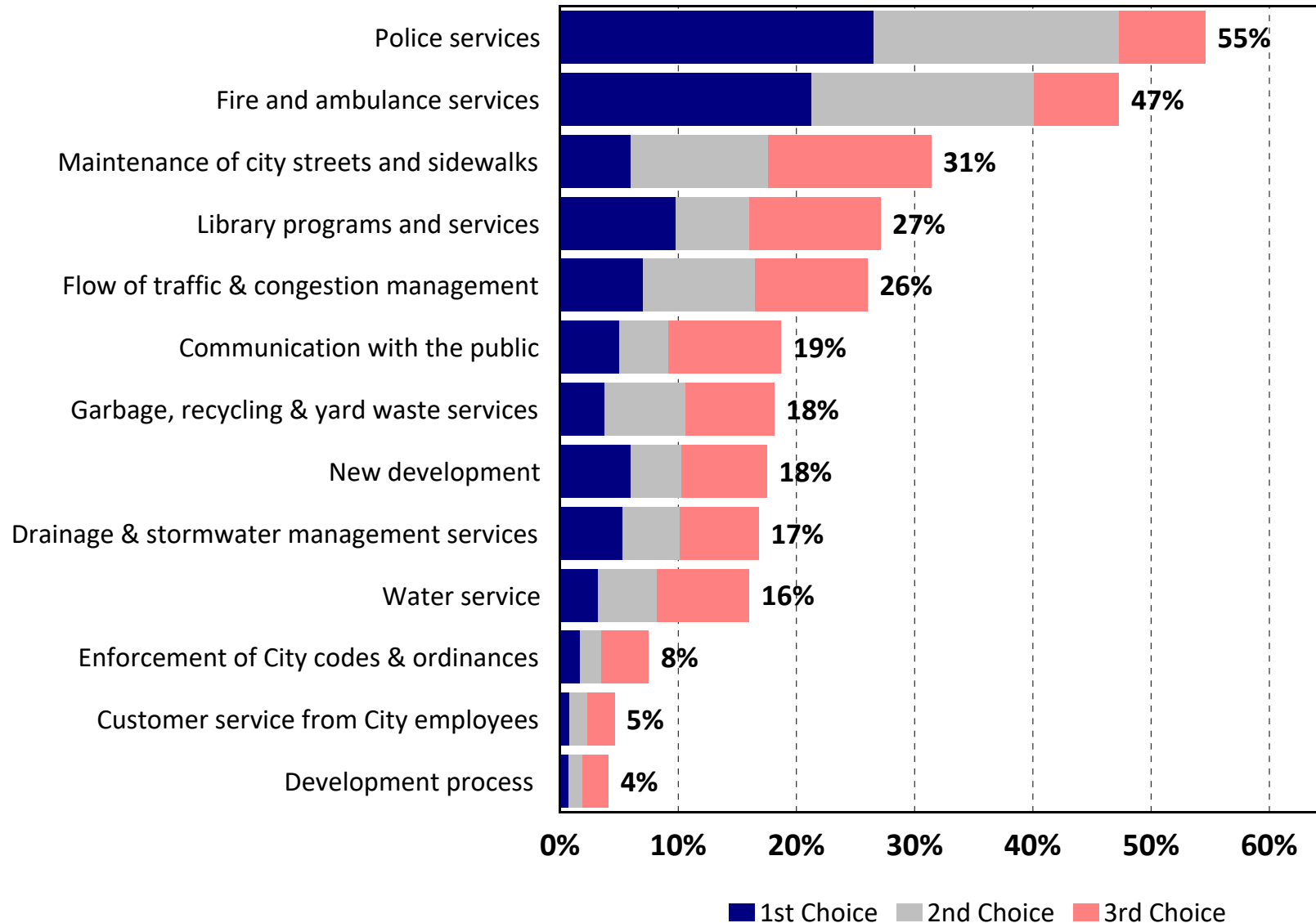
2014 vs. 2025

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



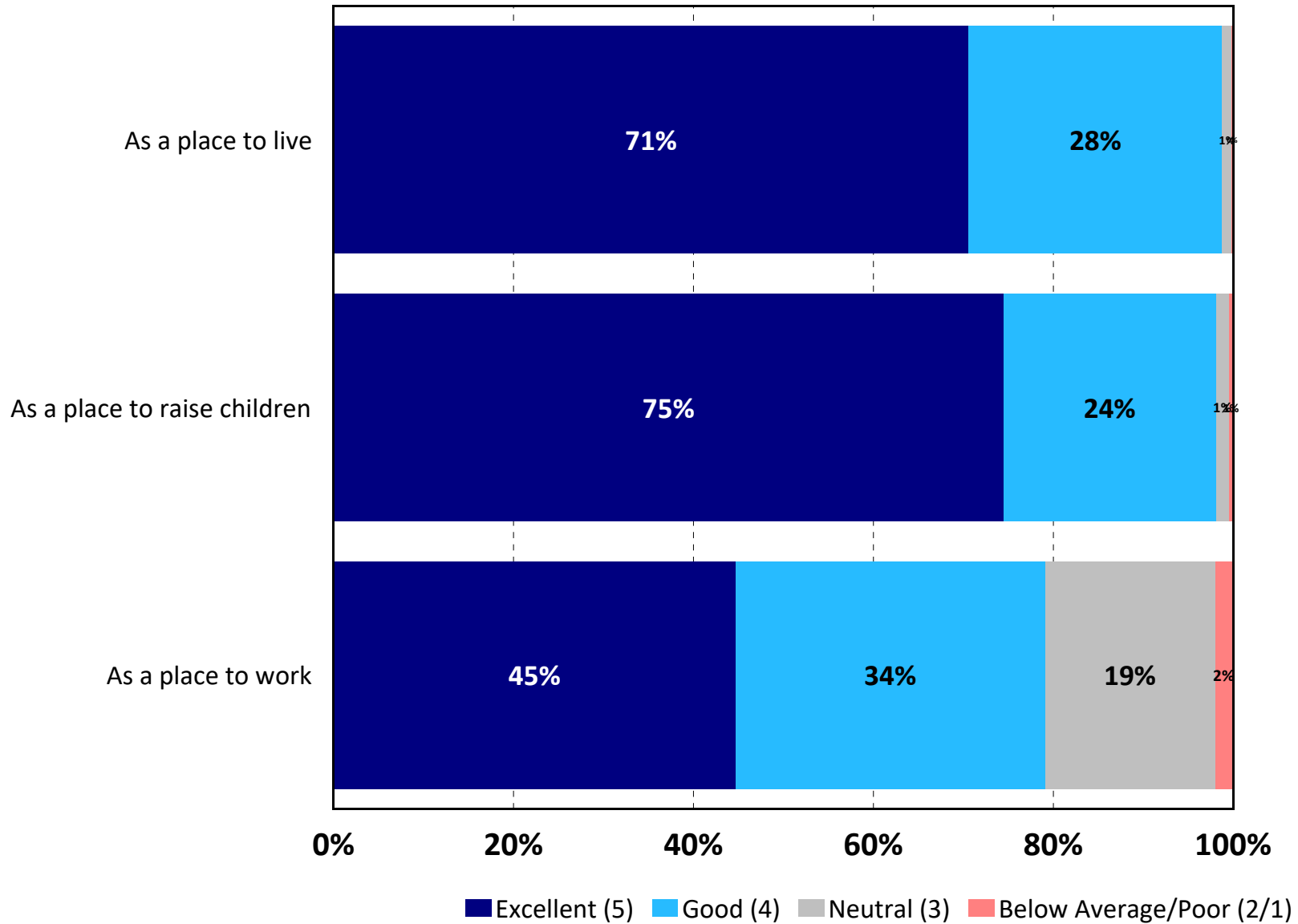
Q2. City Services That Are Most Important to Households

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



Q4. Overall Ratings of the City

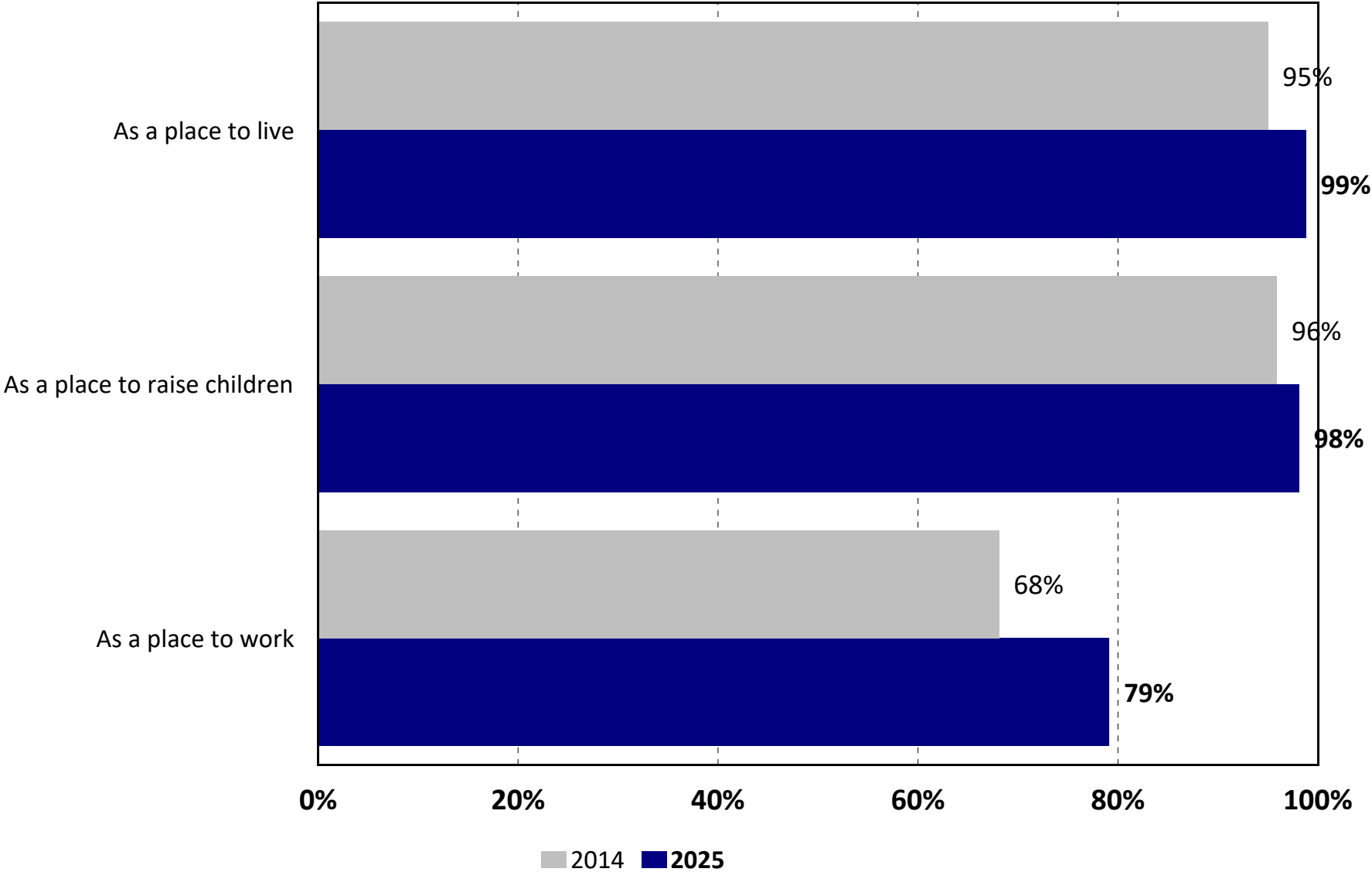
by percentage of respondents (excluding "don't know")



TRENDS: Overall Ratings of the City

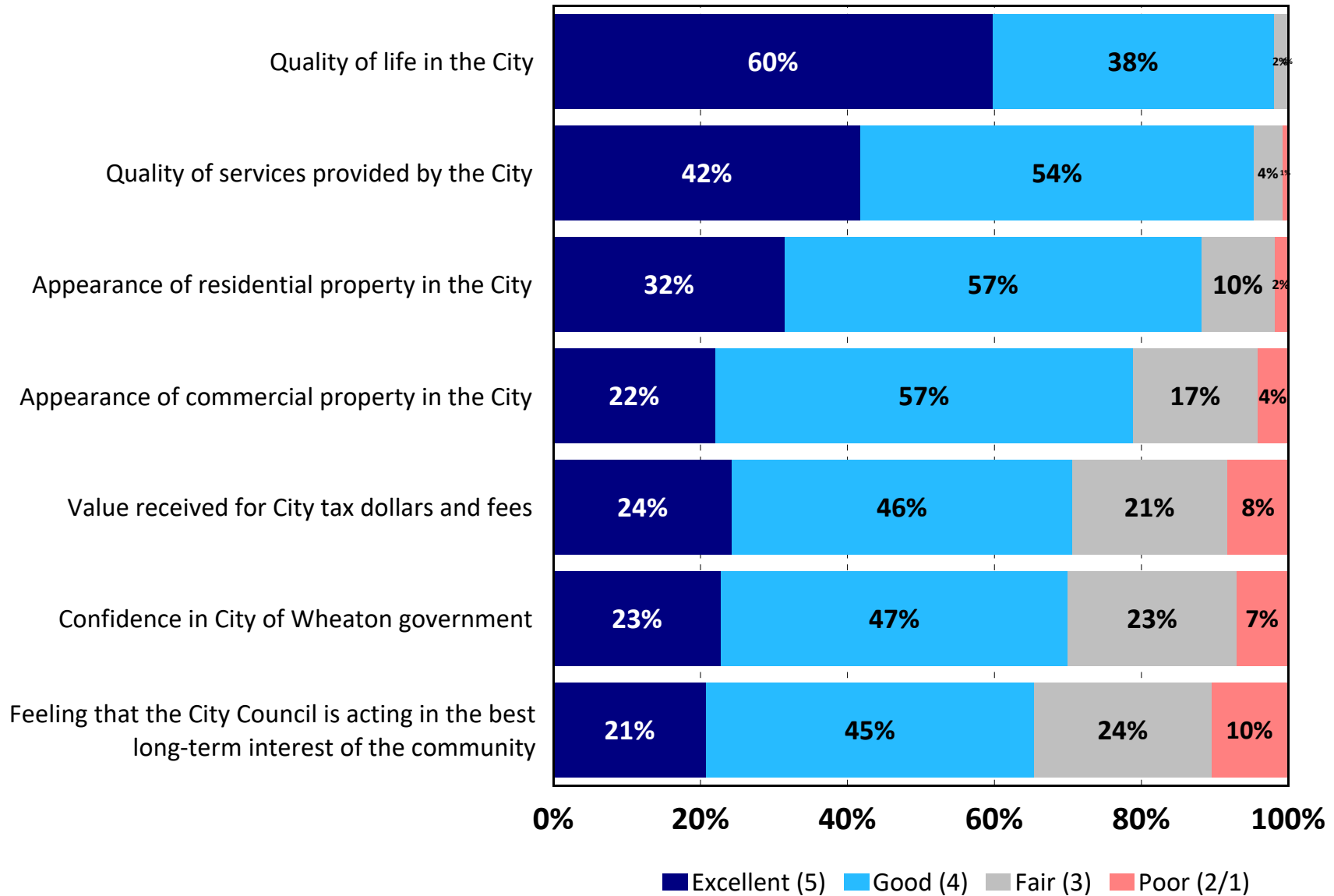
2014 vs. 2025

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

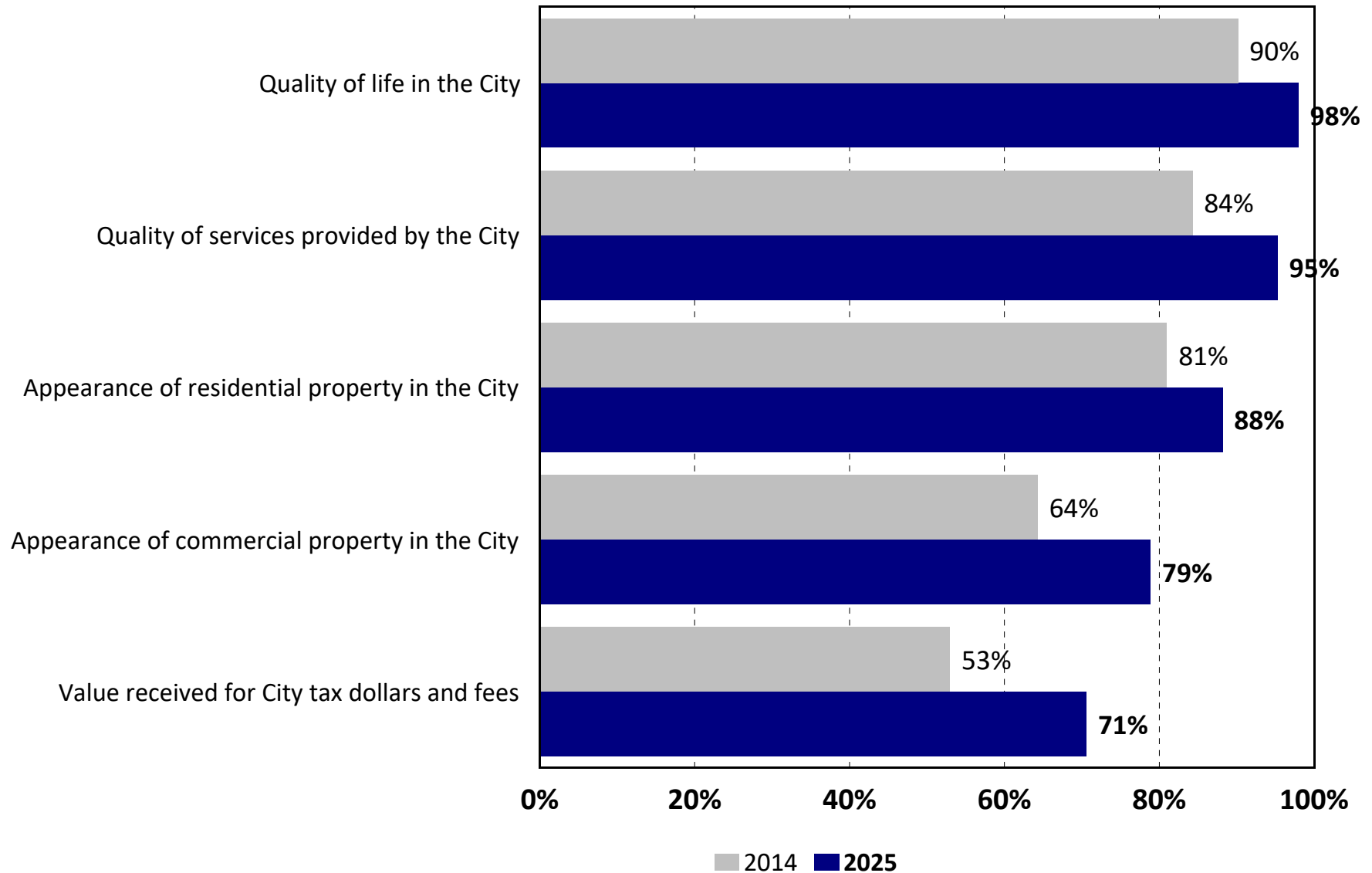
by percentage of respondents (excluding “don’t know”)



TRENDS: Perceptions of the City

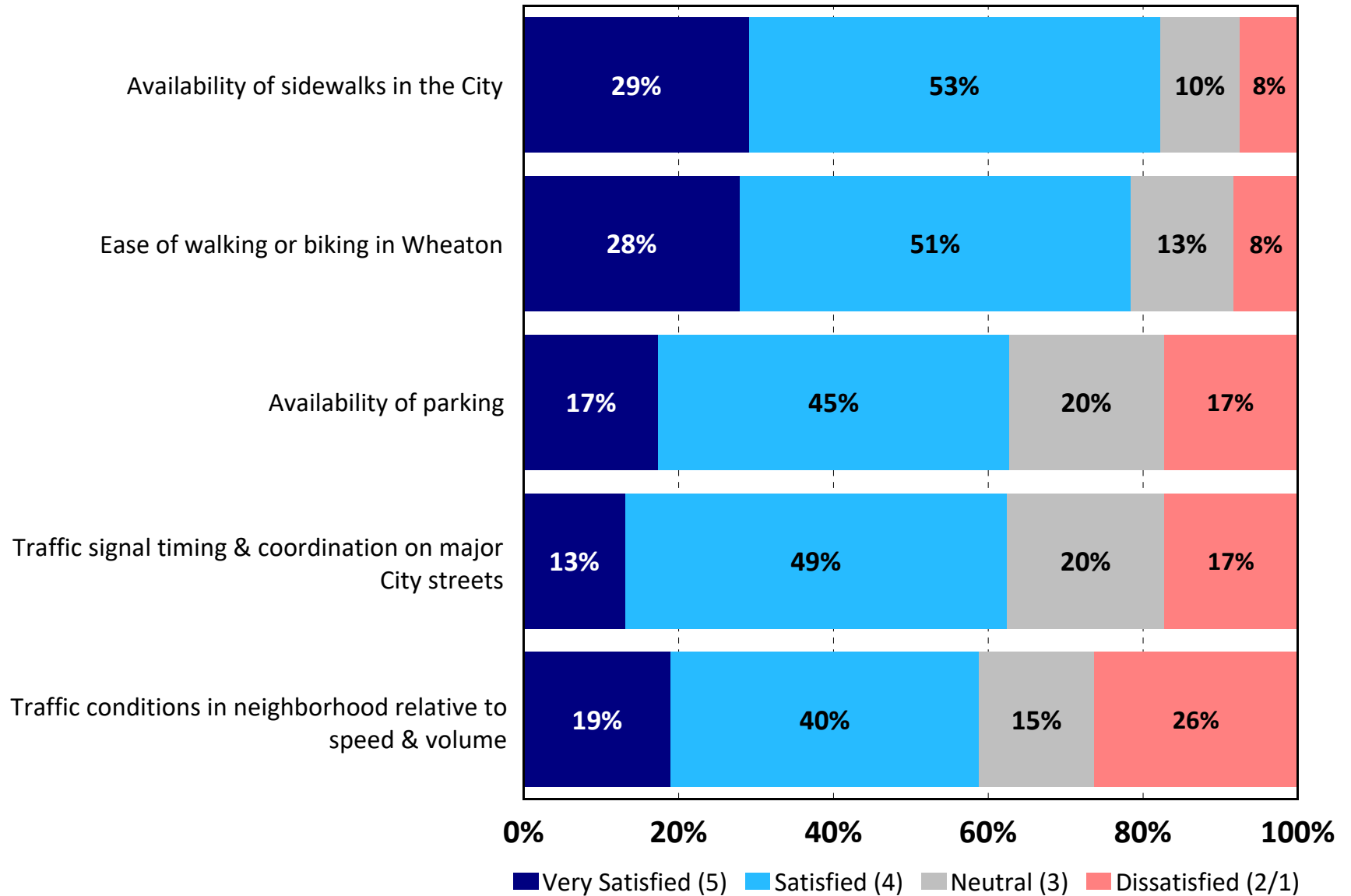
2014 vs. 2025

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

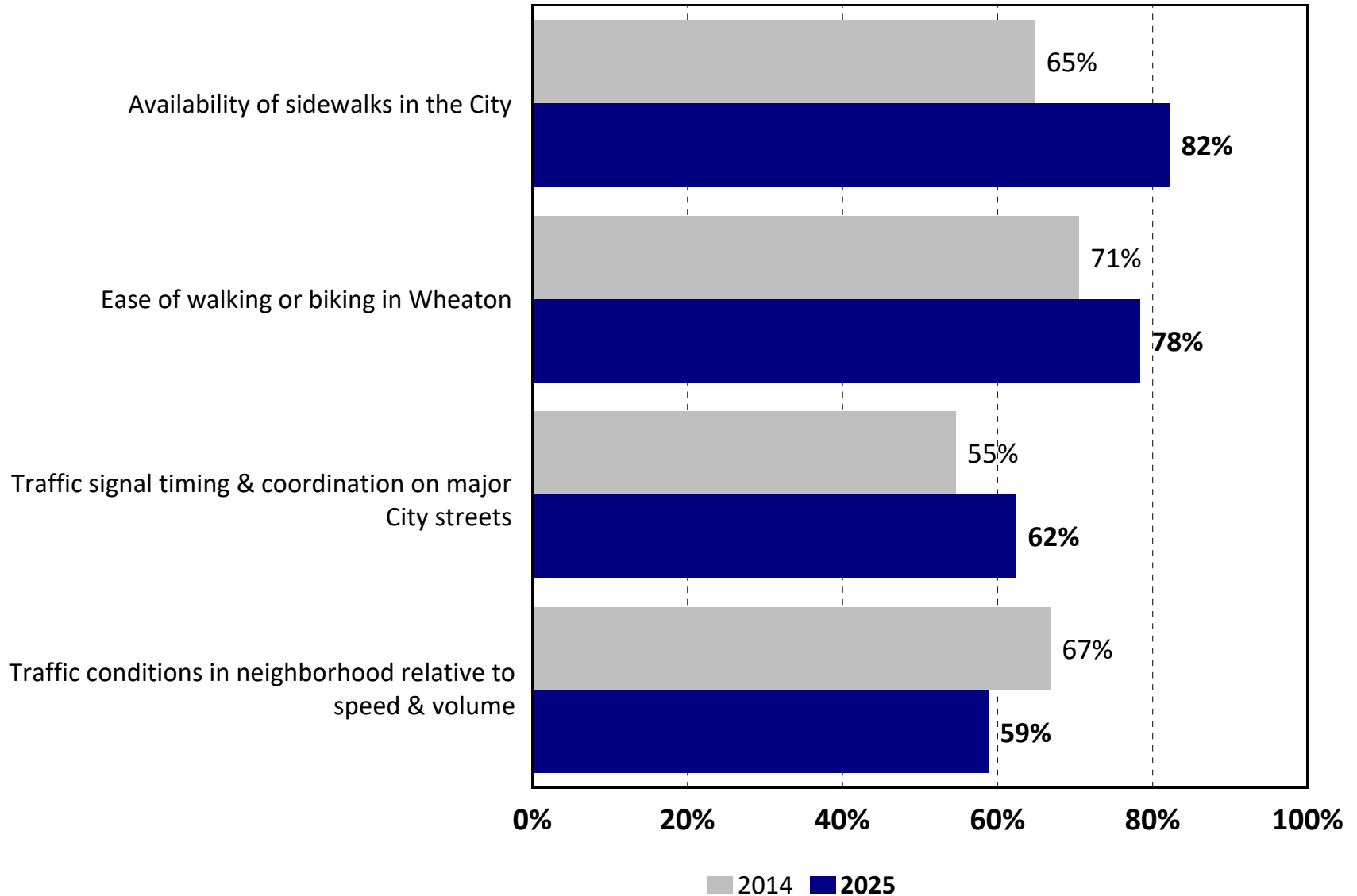
by percentage of respondents (excluding “don’t know”)



TRENDS: Satisfaction with Transportation

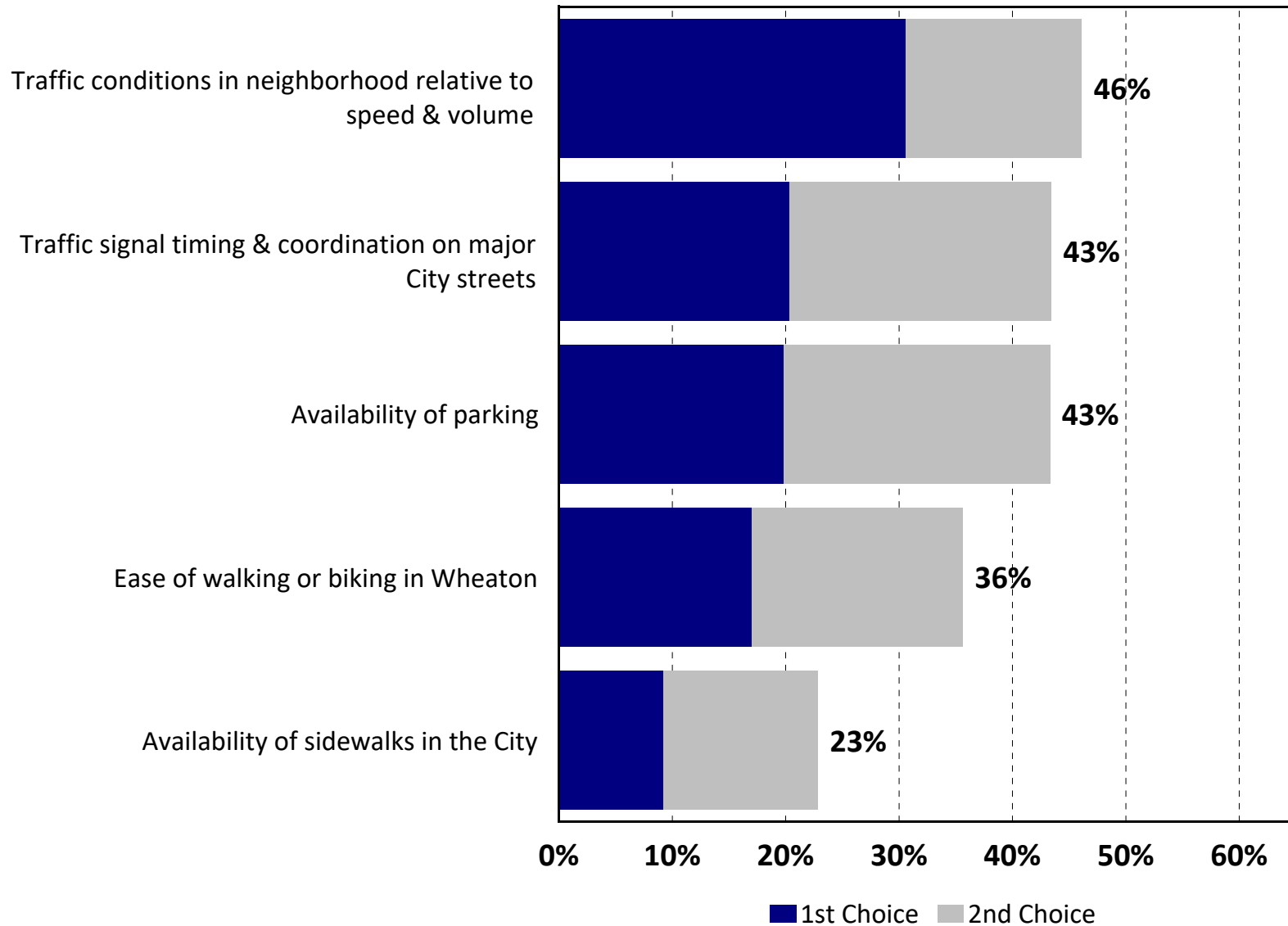
2014 vs. 2025

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



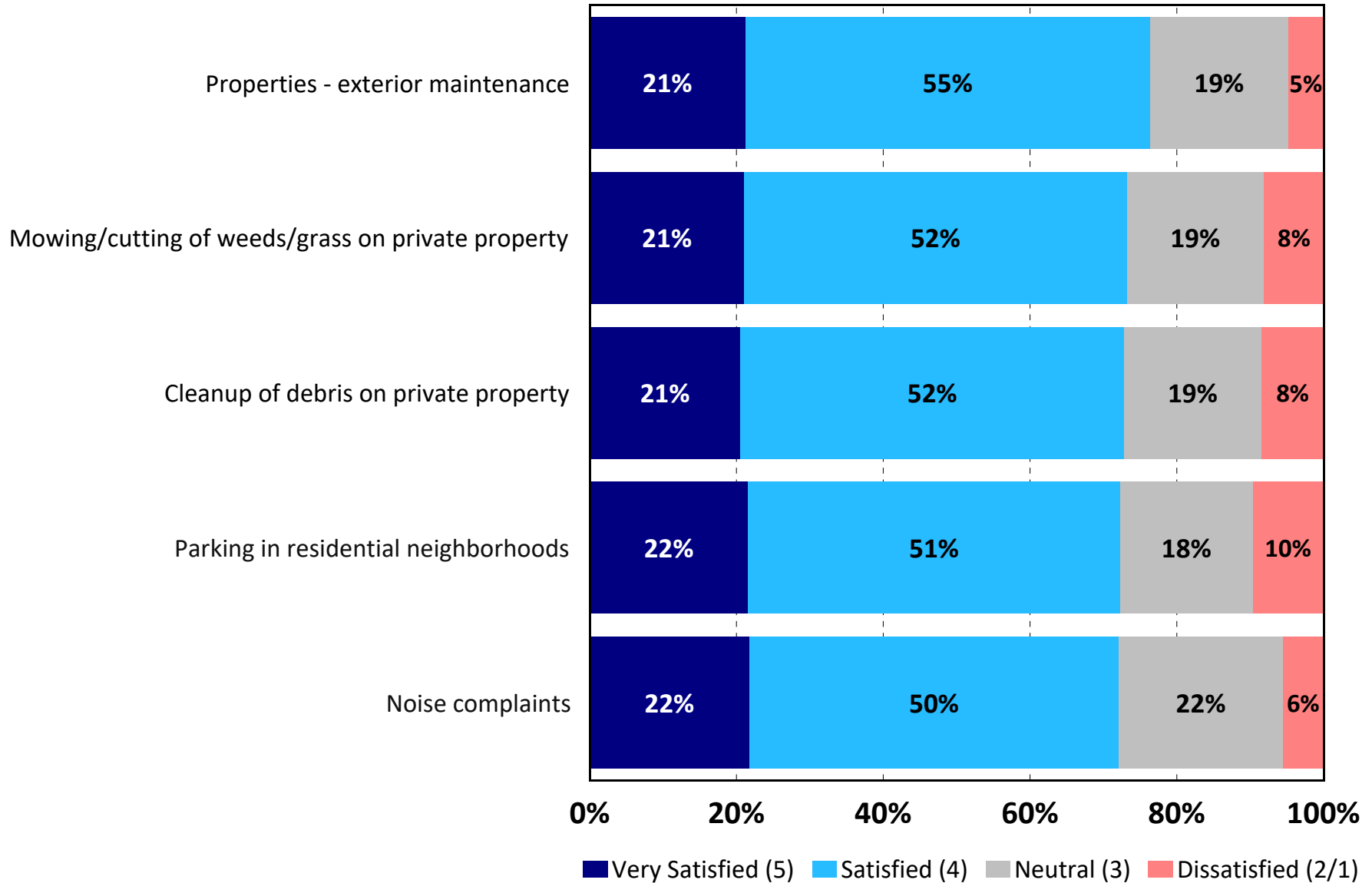
Q7. Transportation Services That Should Receive the Most Emphasis Over the Next Two Years

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



Q8. Satisfaction with City Codes and Regulations

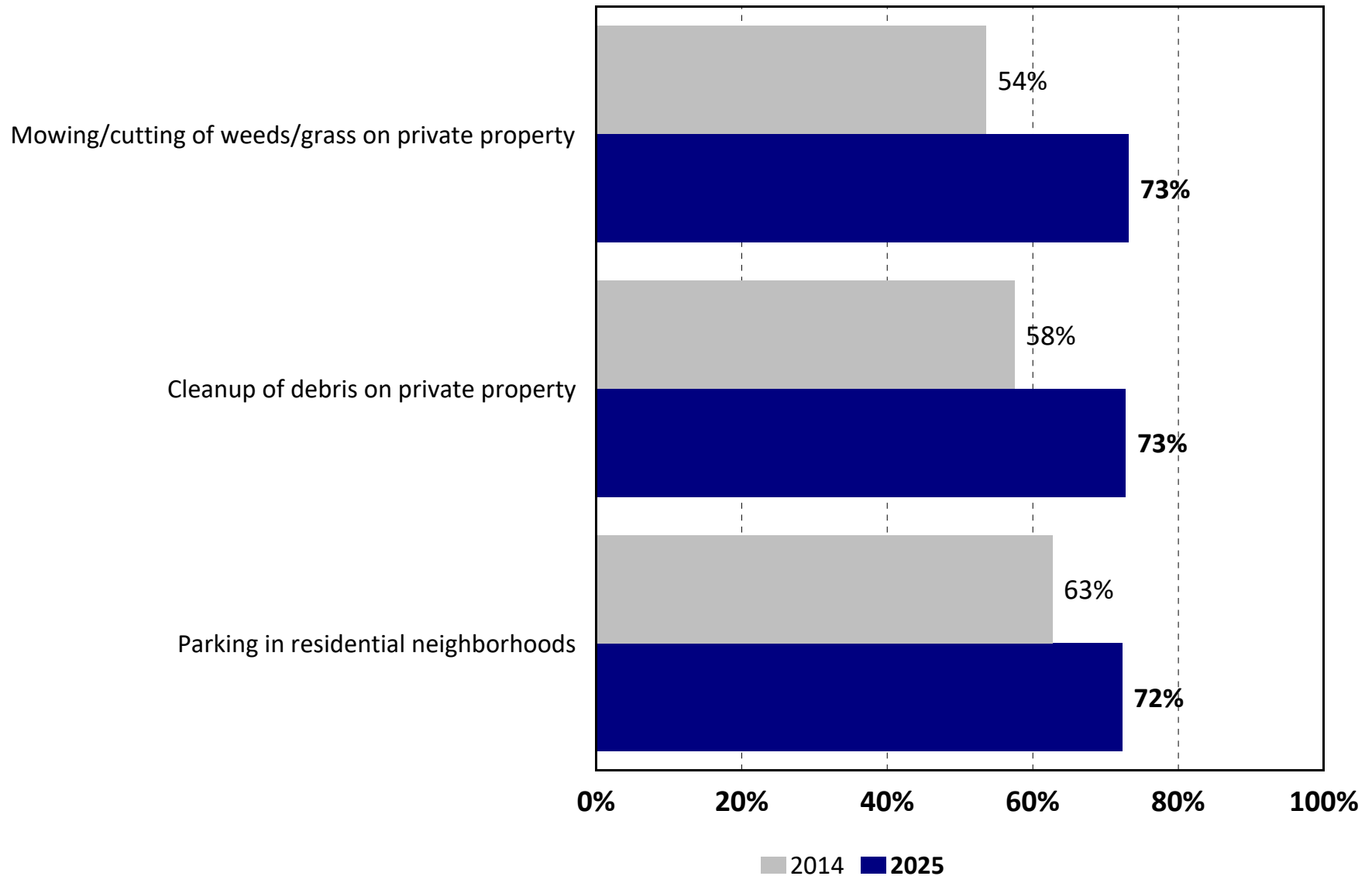
by percentage of respondents (excluding “don’t know”)



TRENDS: Satisfaction with City Codes and Regulations

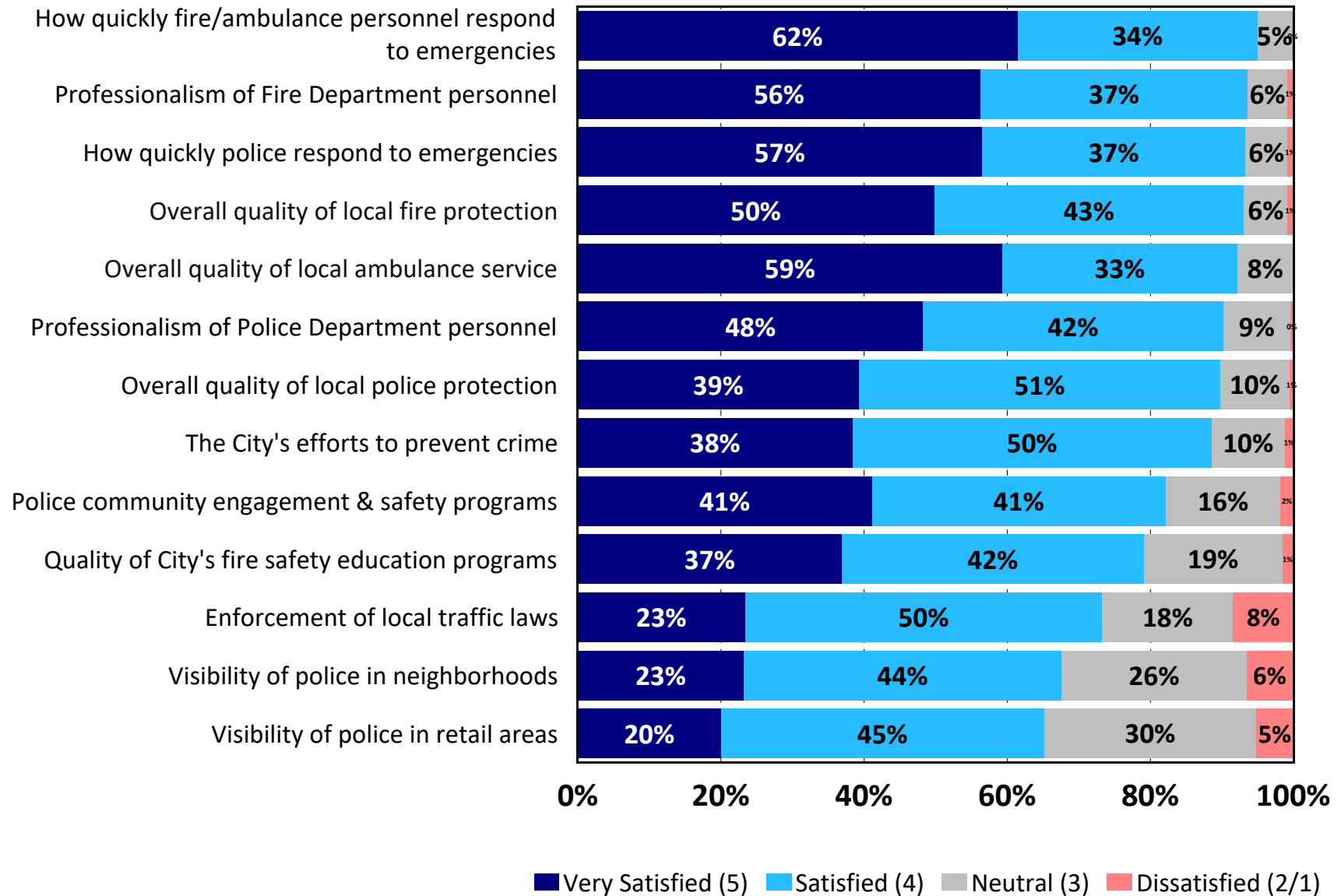
2014 vs. 2025

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



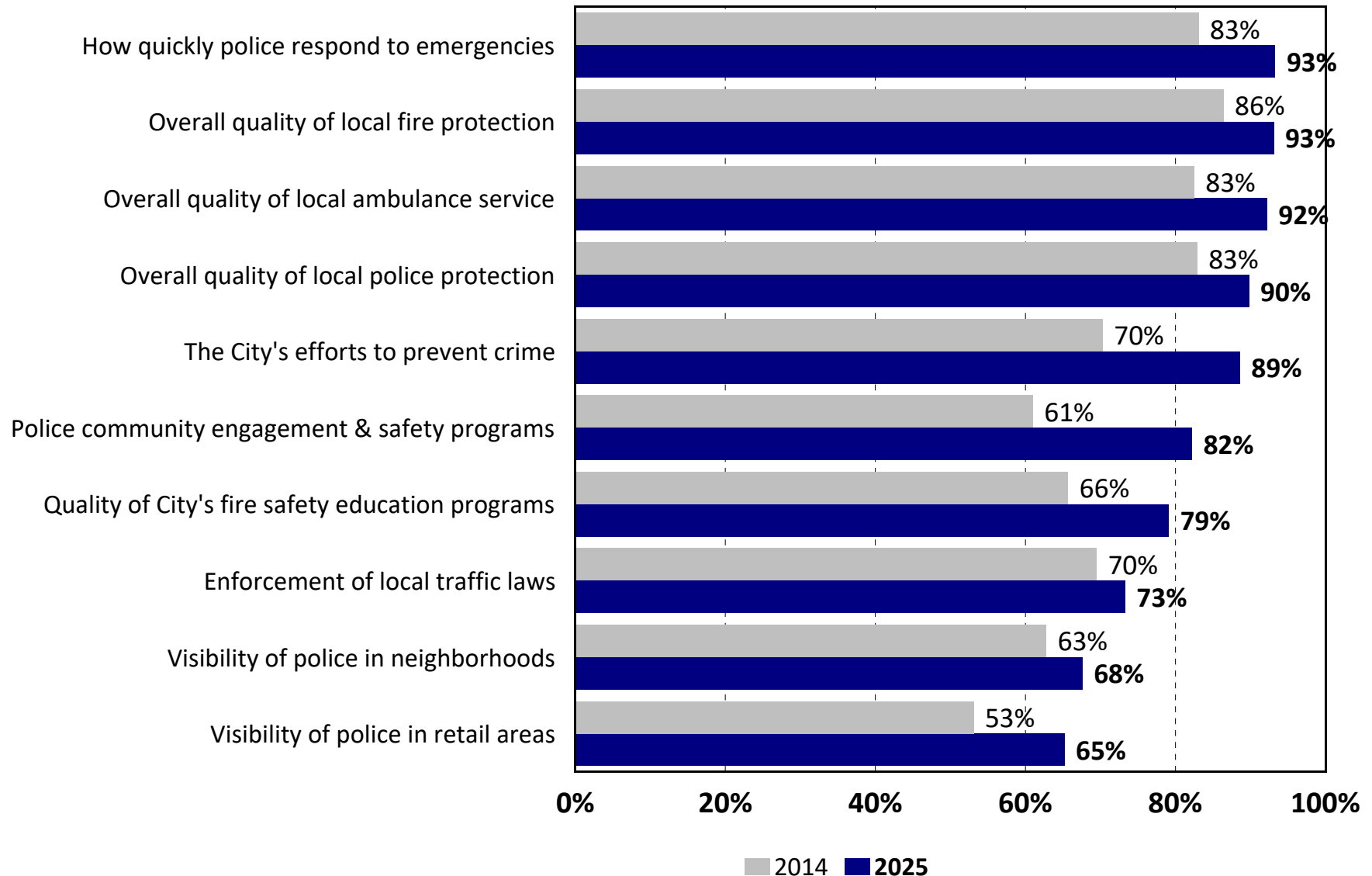
Q9. Satisfaction with Police, Fire and Ambulance Services

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



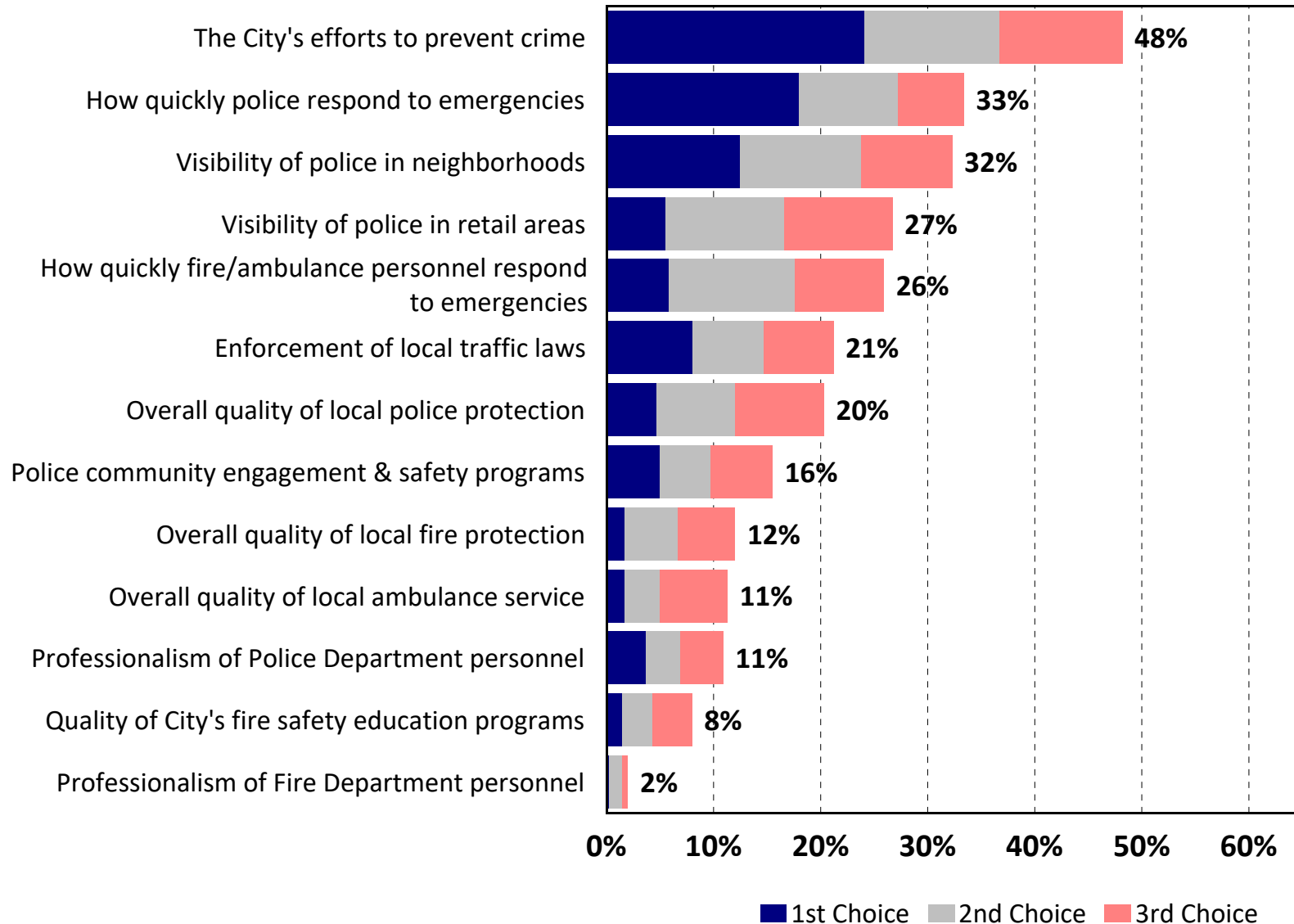
TRENDS: Satisfaction with Police, Fire and Ambulance Services - 2014 vs. 2025

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



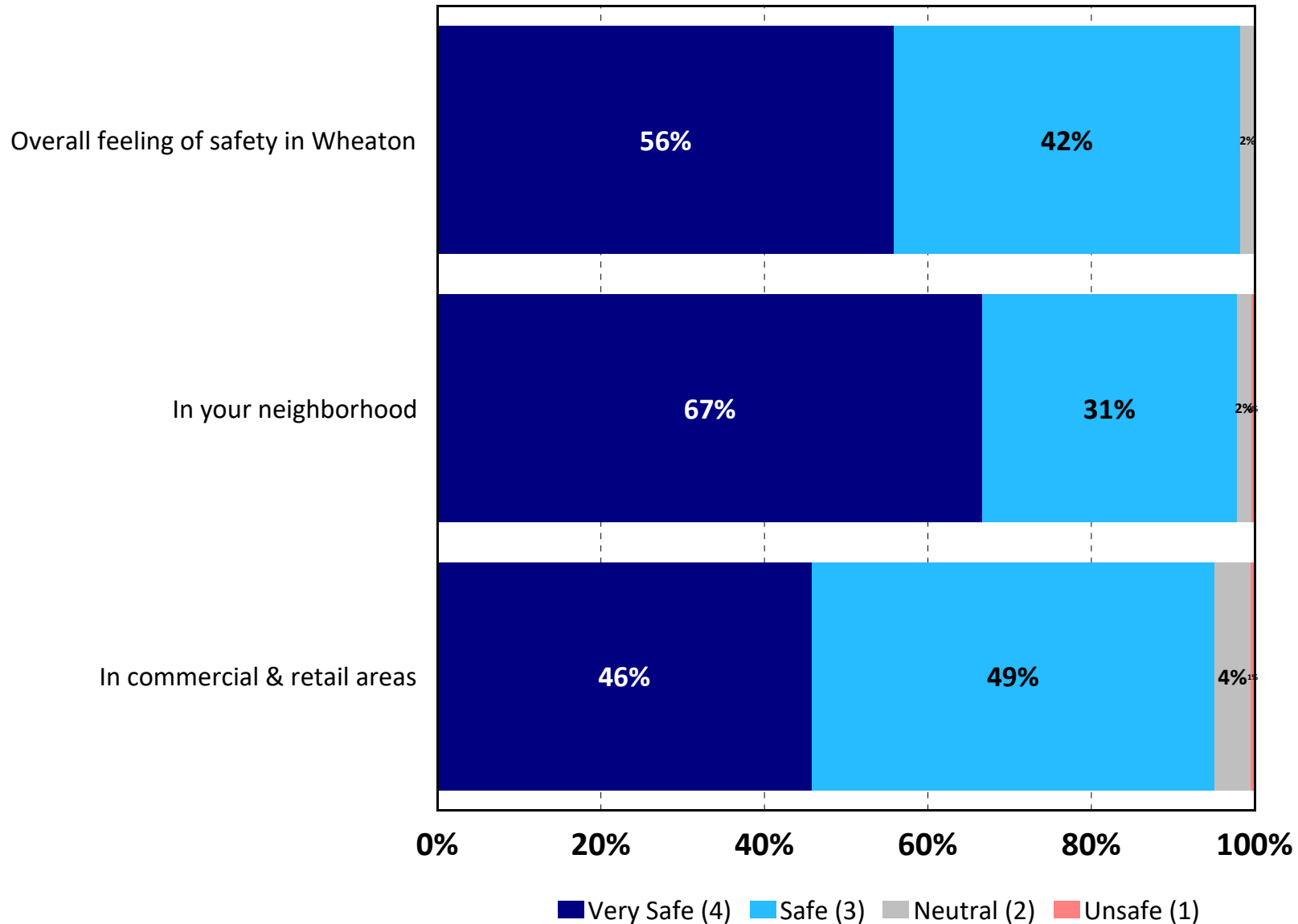
Q10. Police, Fire and Ambulance Services That Should Receive the Most Emphasis Over the Next Two Years

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



Q11. Feeling of Safety in the Following Situations

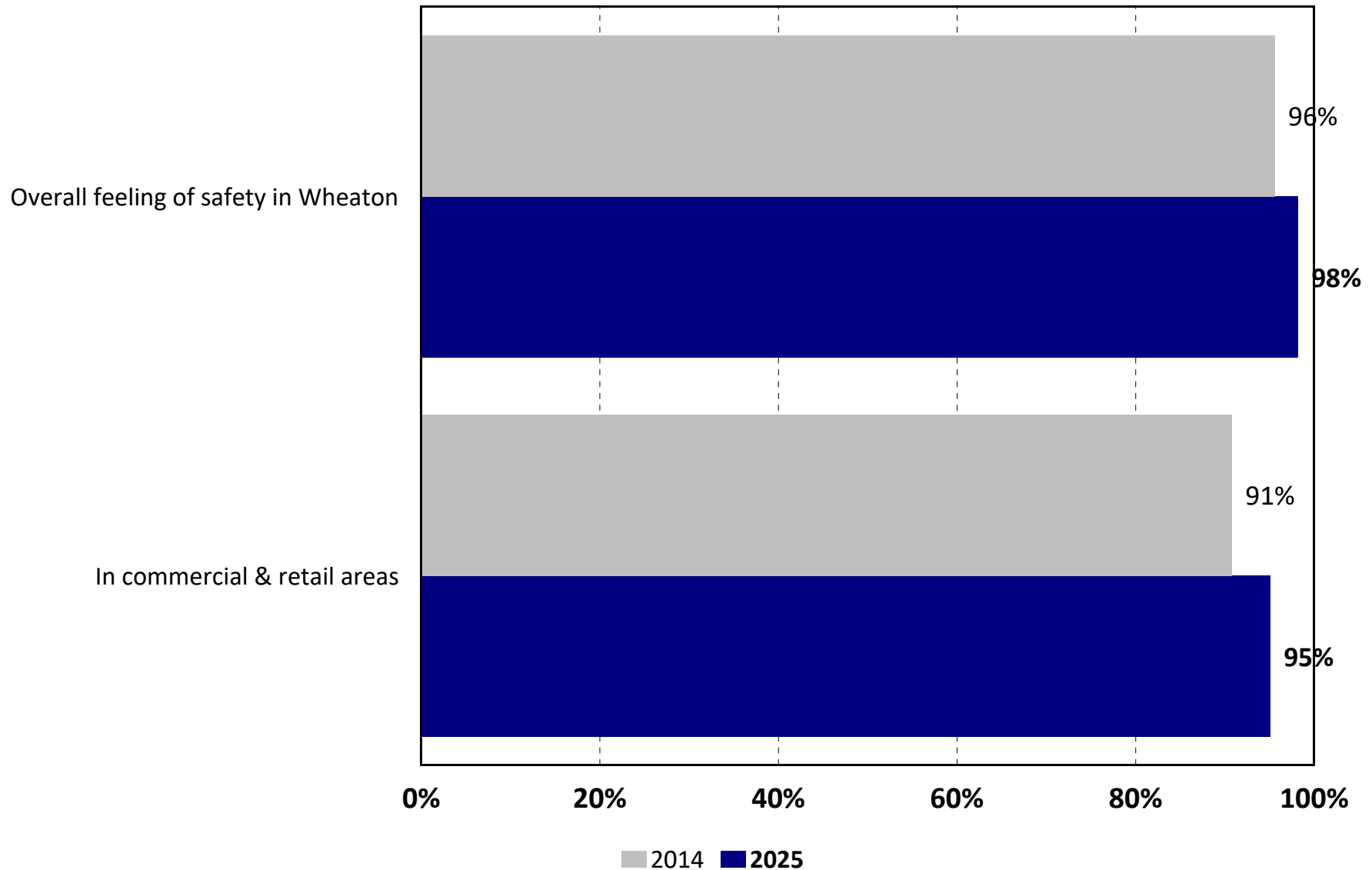
by percentage of respondents (excluding "don't know")



TRENDS: Feeling of Safety in the Following Situations

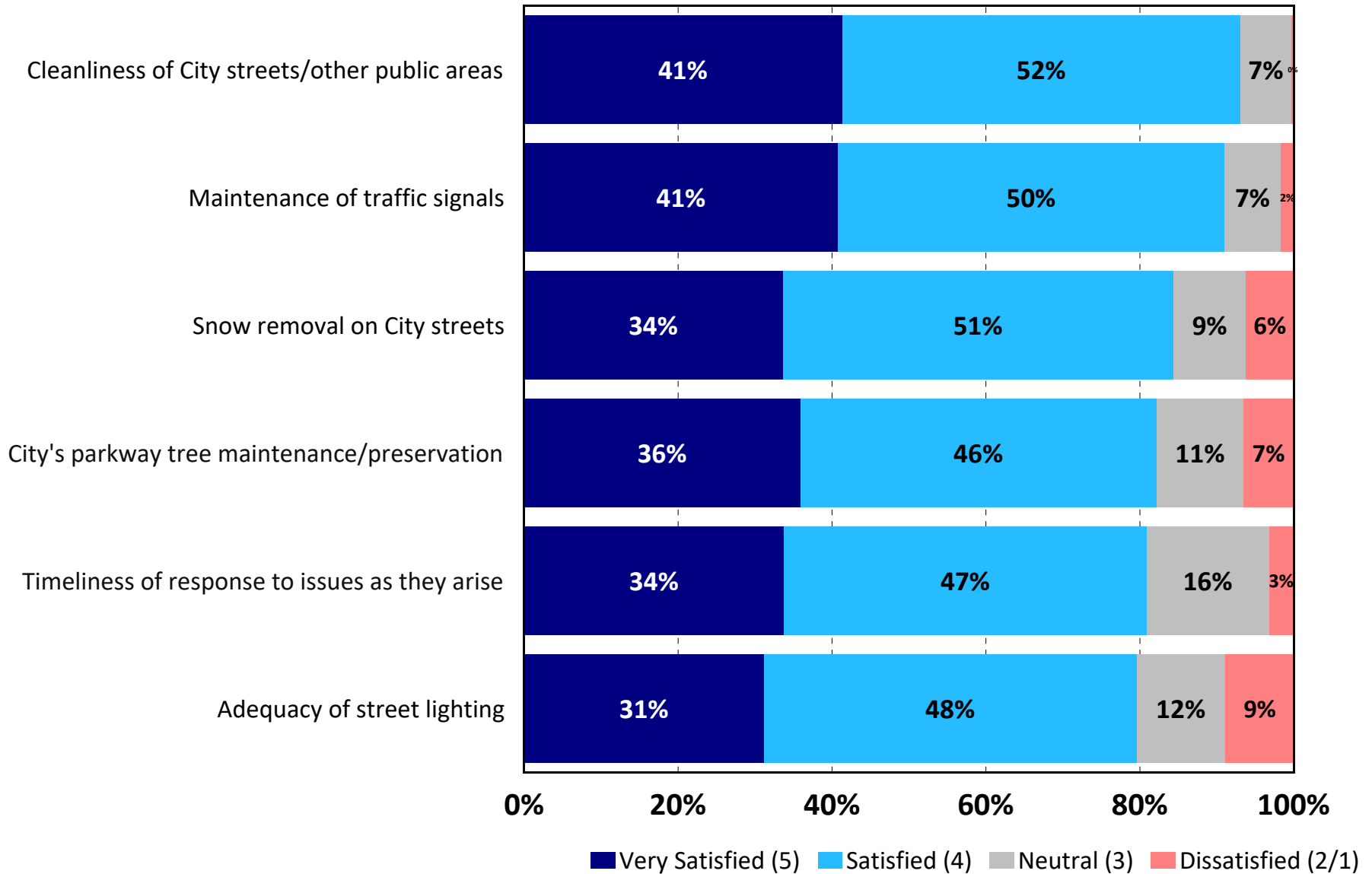
2014 vs. 2025

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

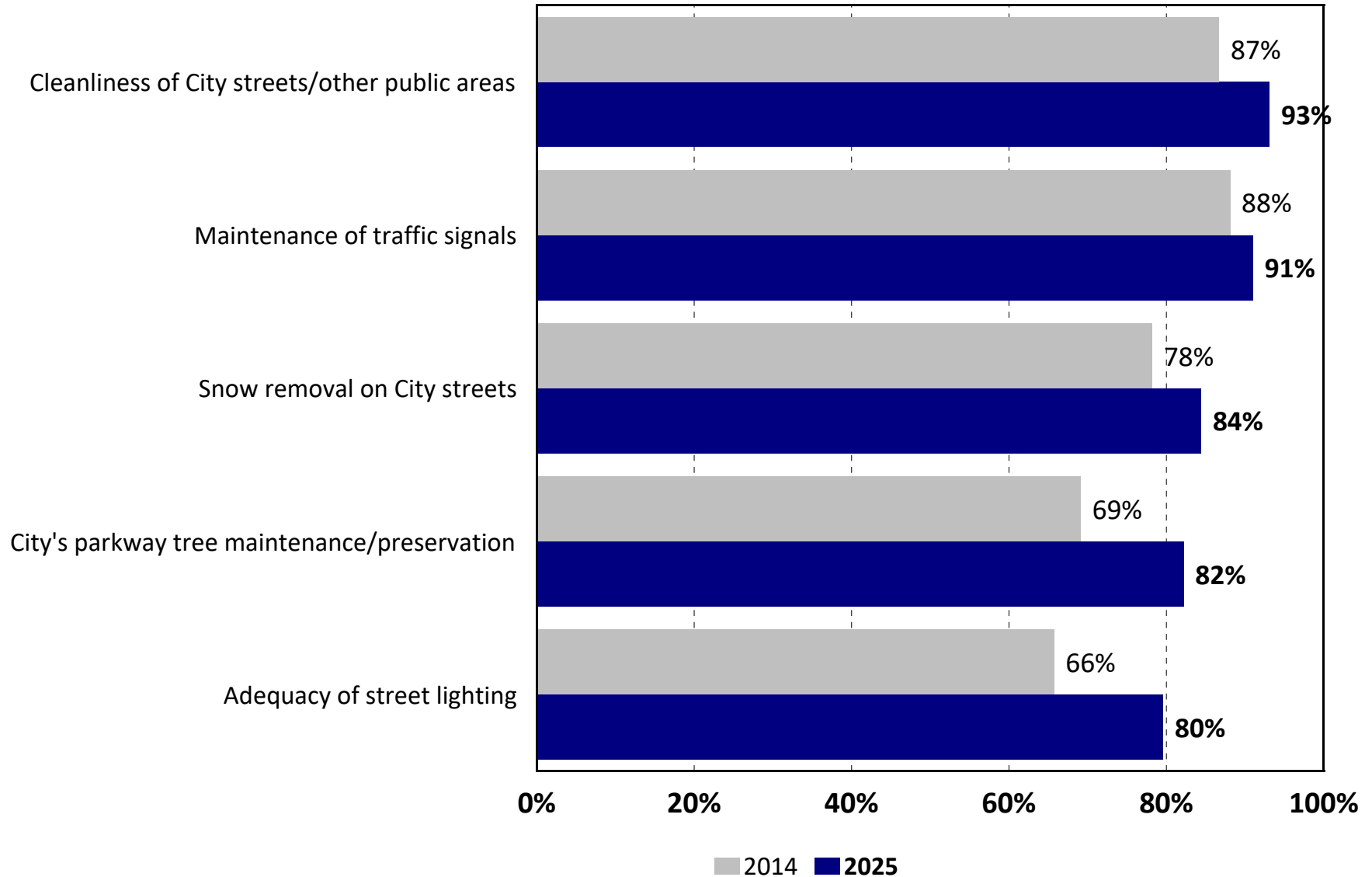
by percentage of respondents (excluding “don’t know”)



TRENDS: Satisfaction with Public Works

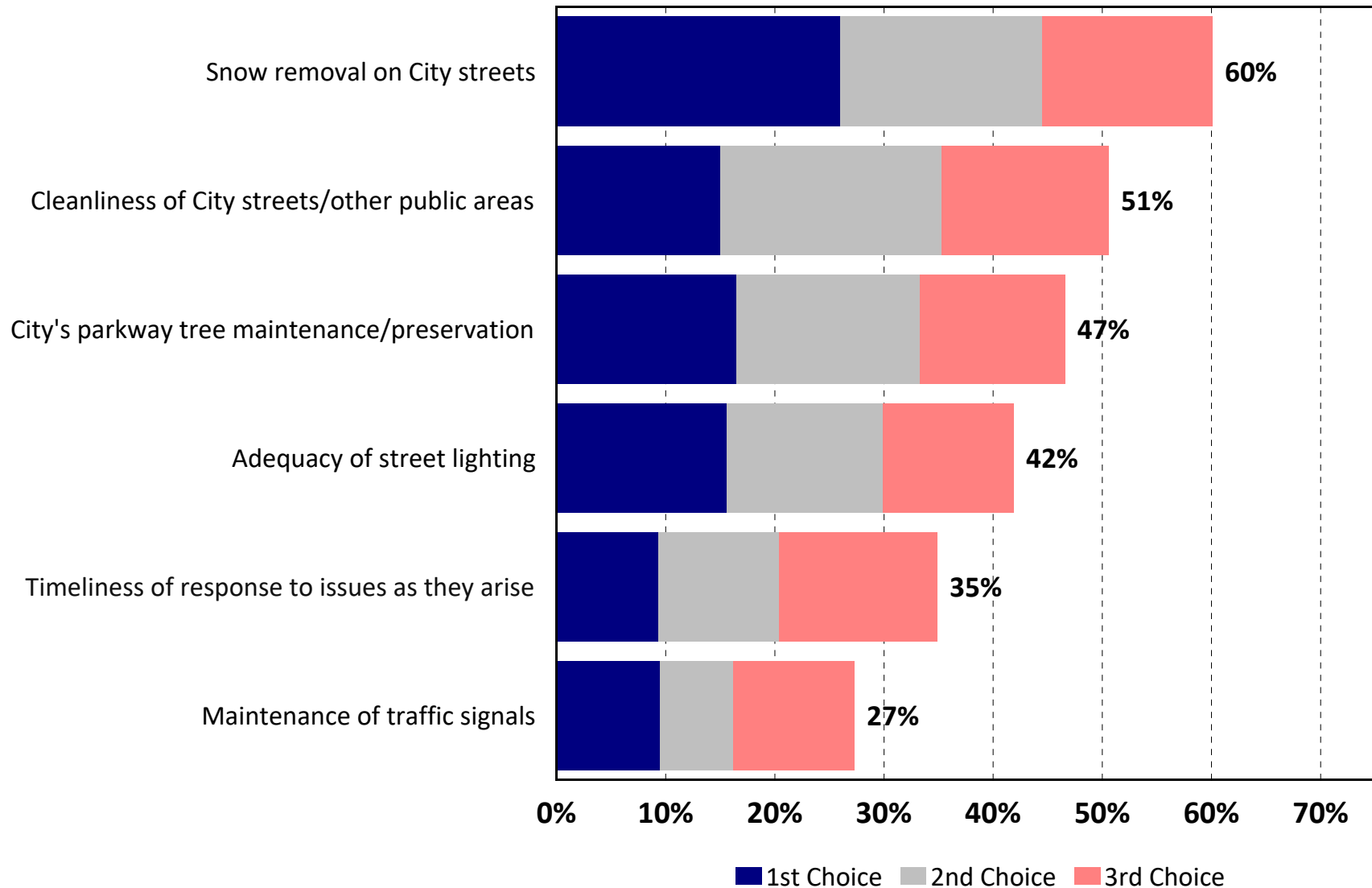
2014 vs. 2025

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



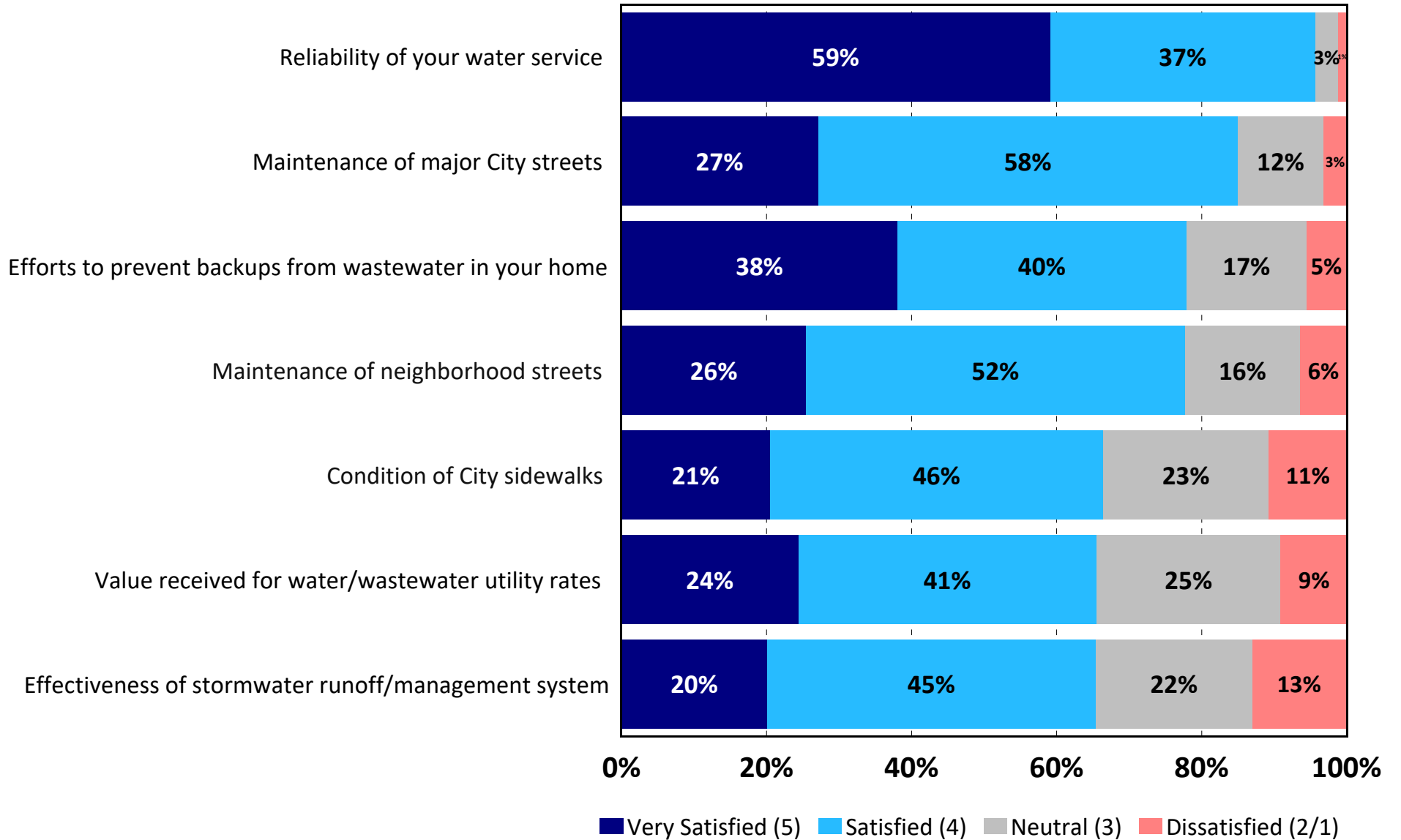
Q13. Public Works Services That Should Receive the Most Emphasis Over the Next Two Years

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



Q14. Satisfaction with Infrastructure

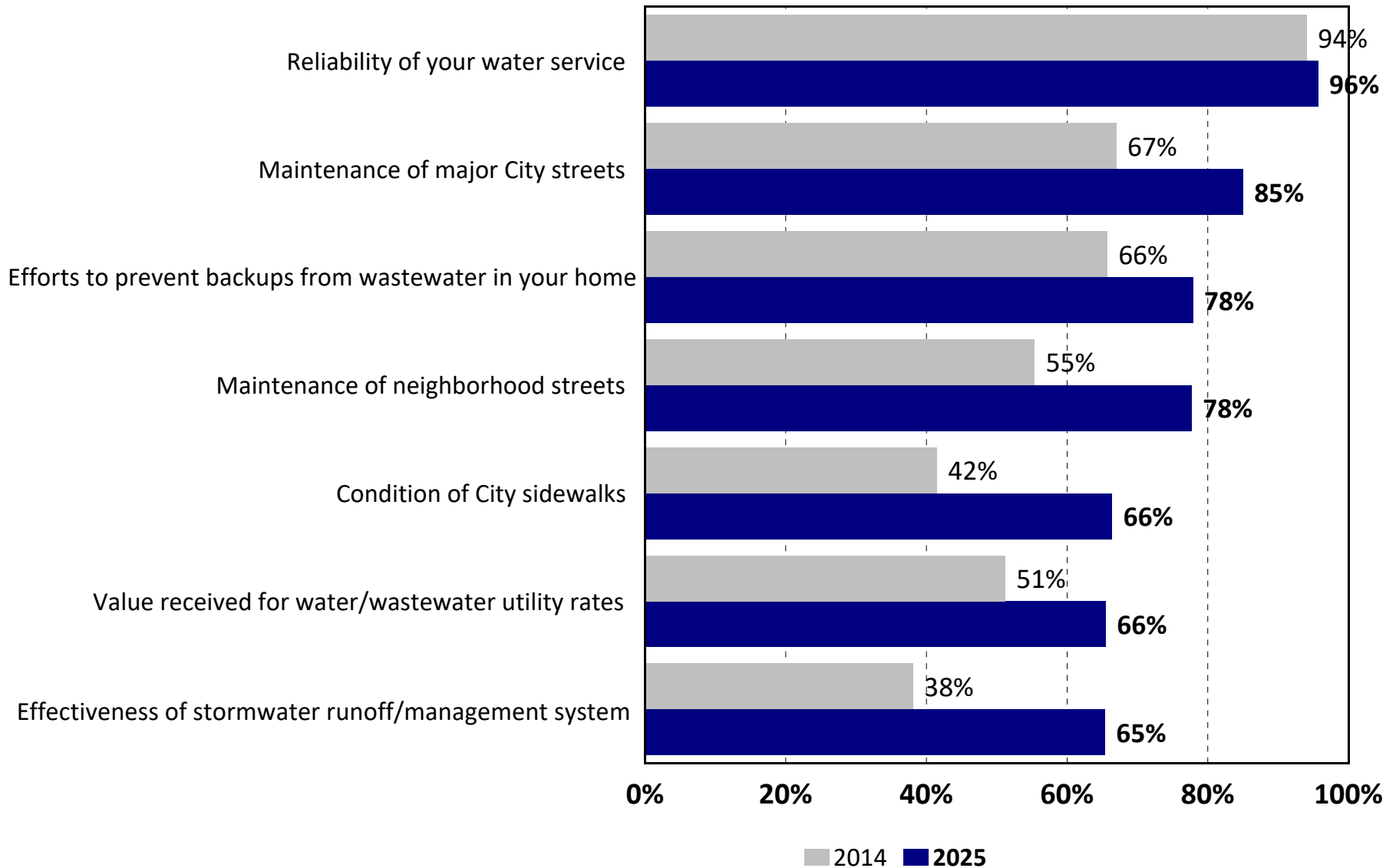
by percentage of respondents (excluding “don’t know”)



TRENDS: Satisfaction with Infrastructure

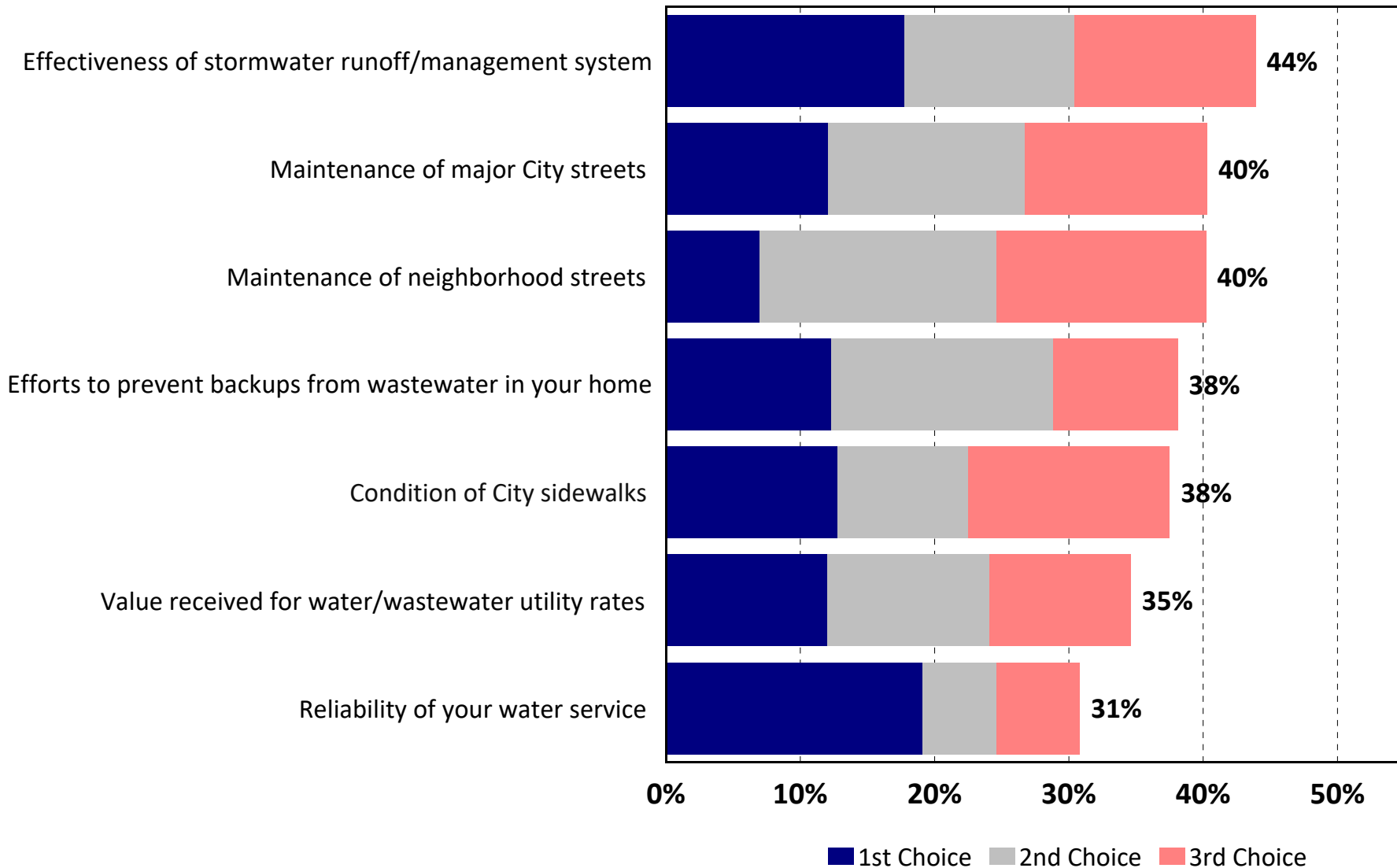
2014 vs. 2025

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



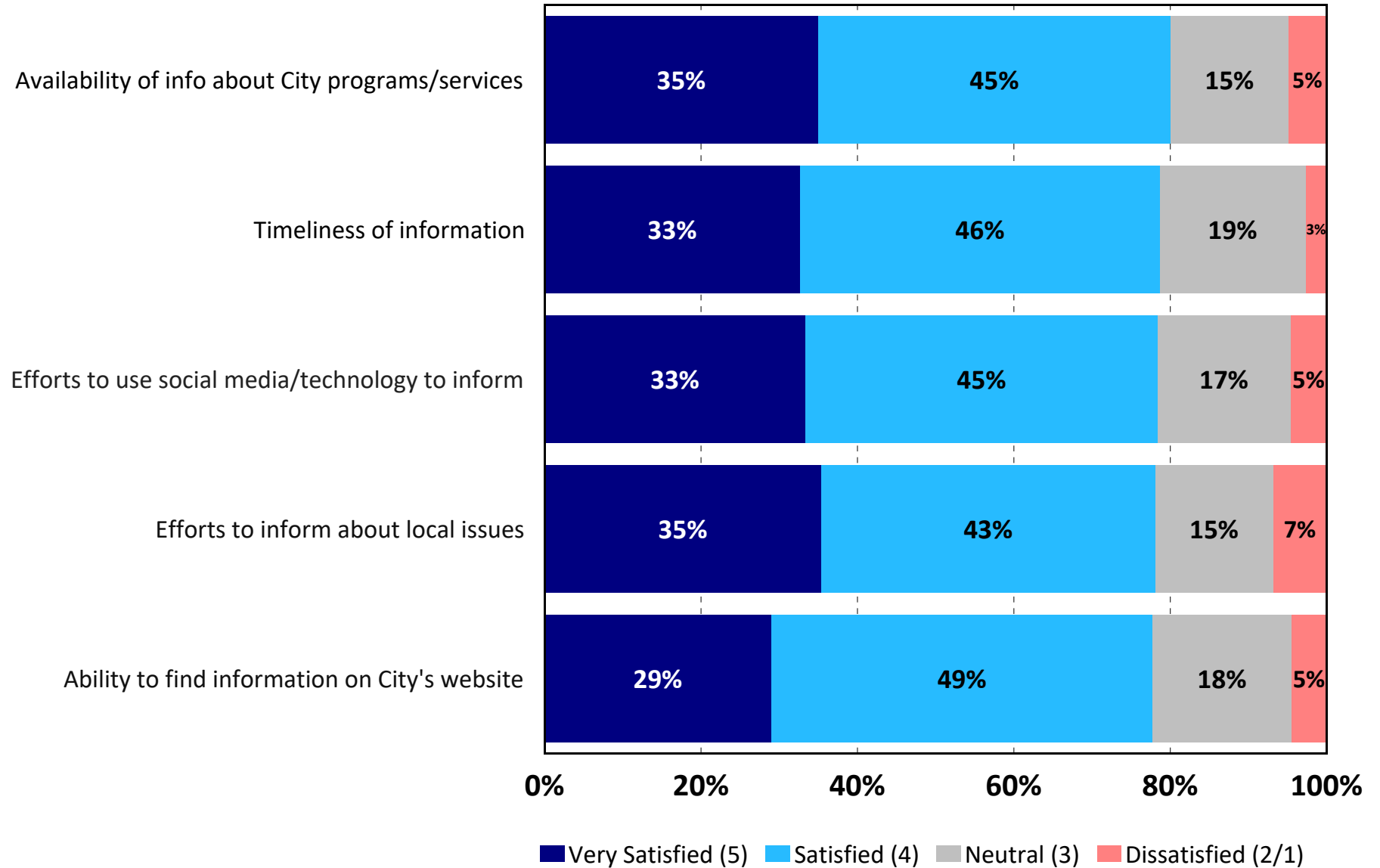
Q15. Infrastructure Services That Should Receive the Most Emphasis Over the Next Two Years

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



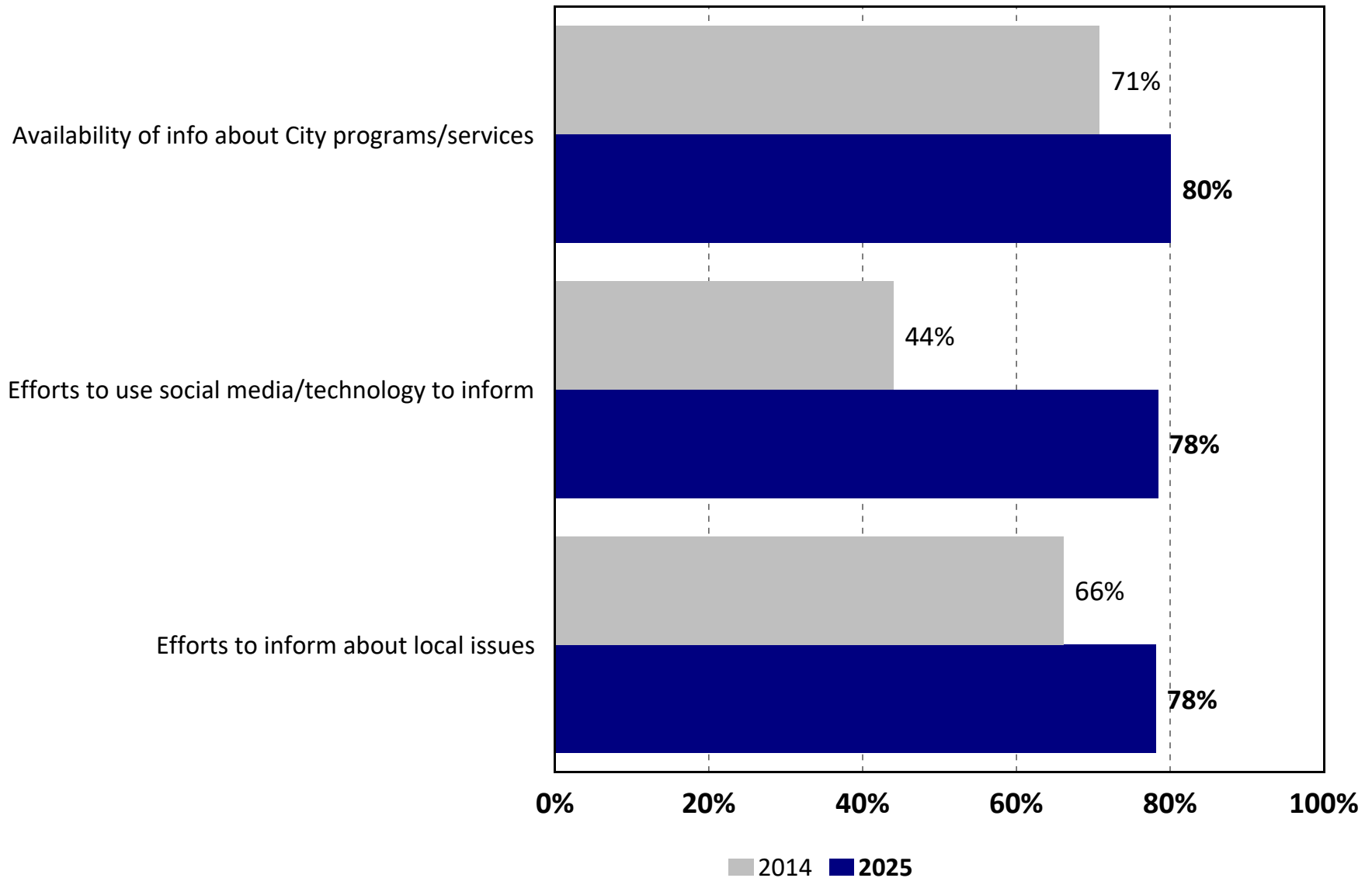
Q14. Satisfaction with Public Communication and Outreach

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



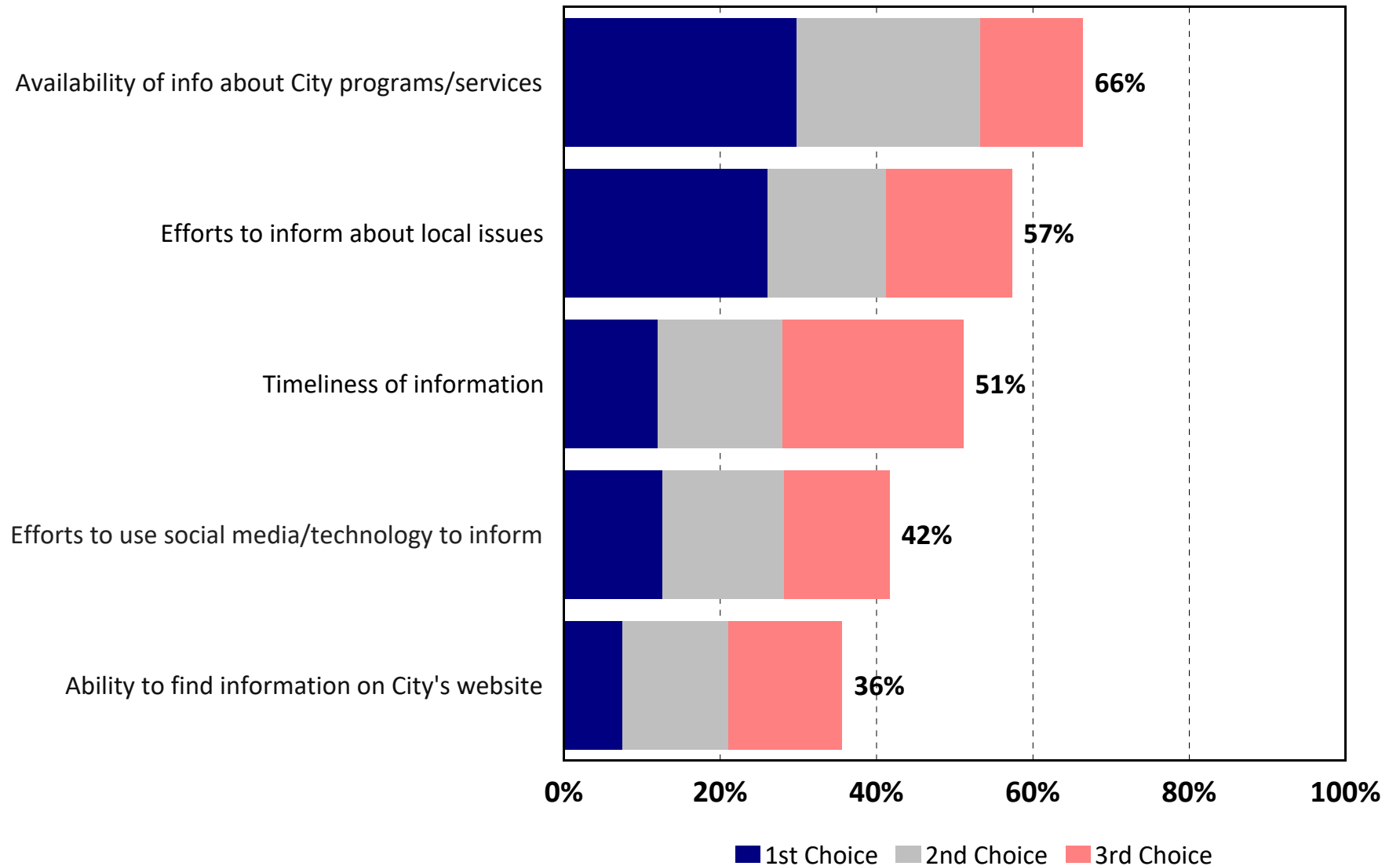
TRENDS: Satisfaction with Public Communication and Outreach - 2014 vs. 2025

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



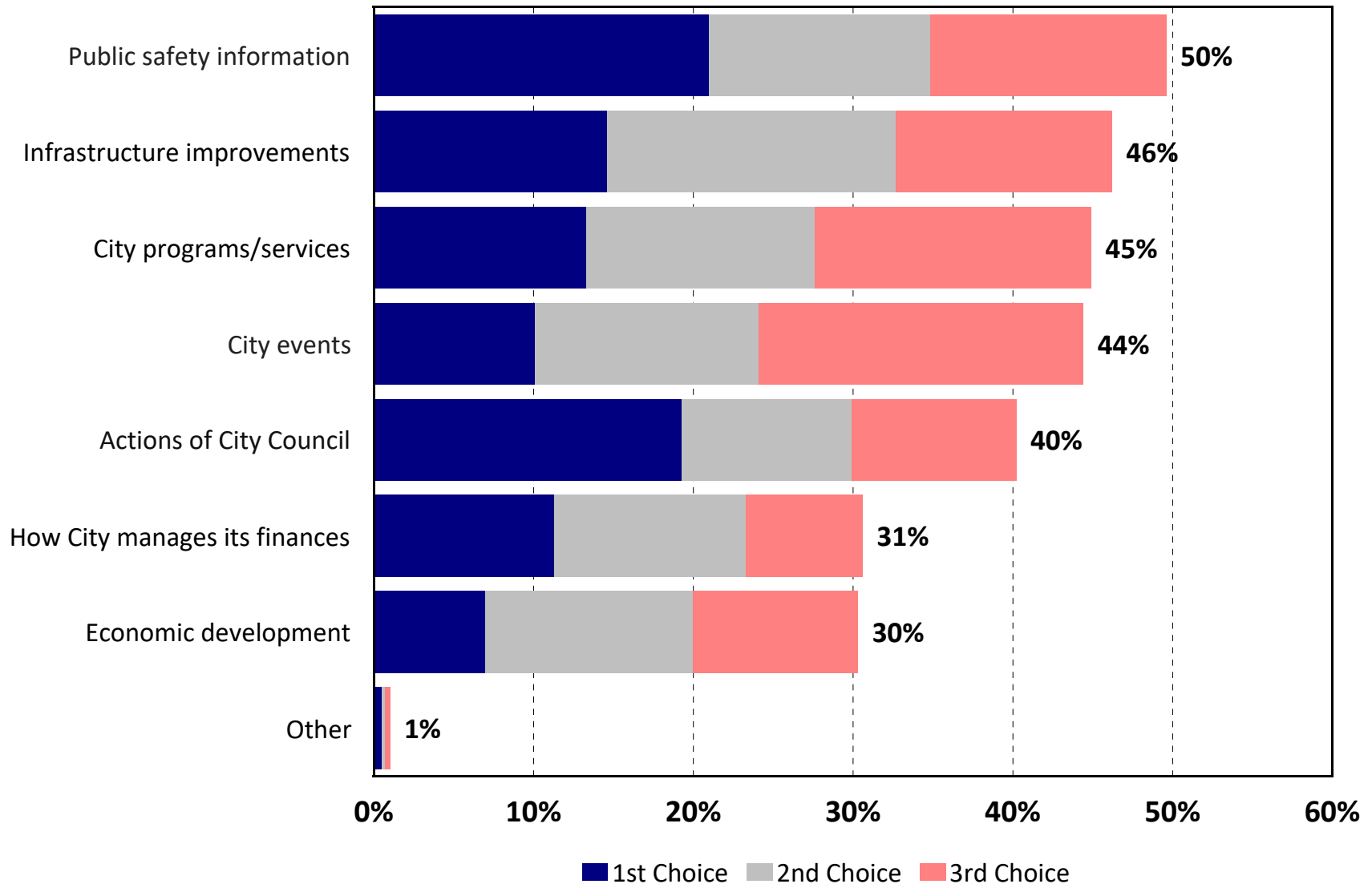
Q17. Public Communication and Outreach Services That Should Receive the Most Emphasis Over the Next Two Years

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



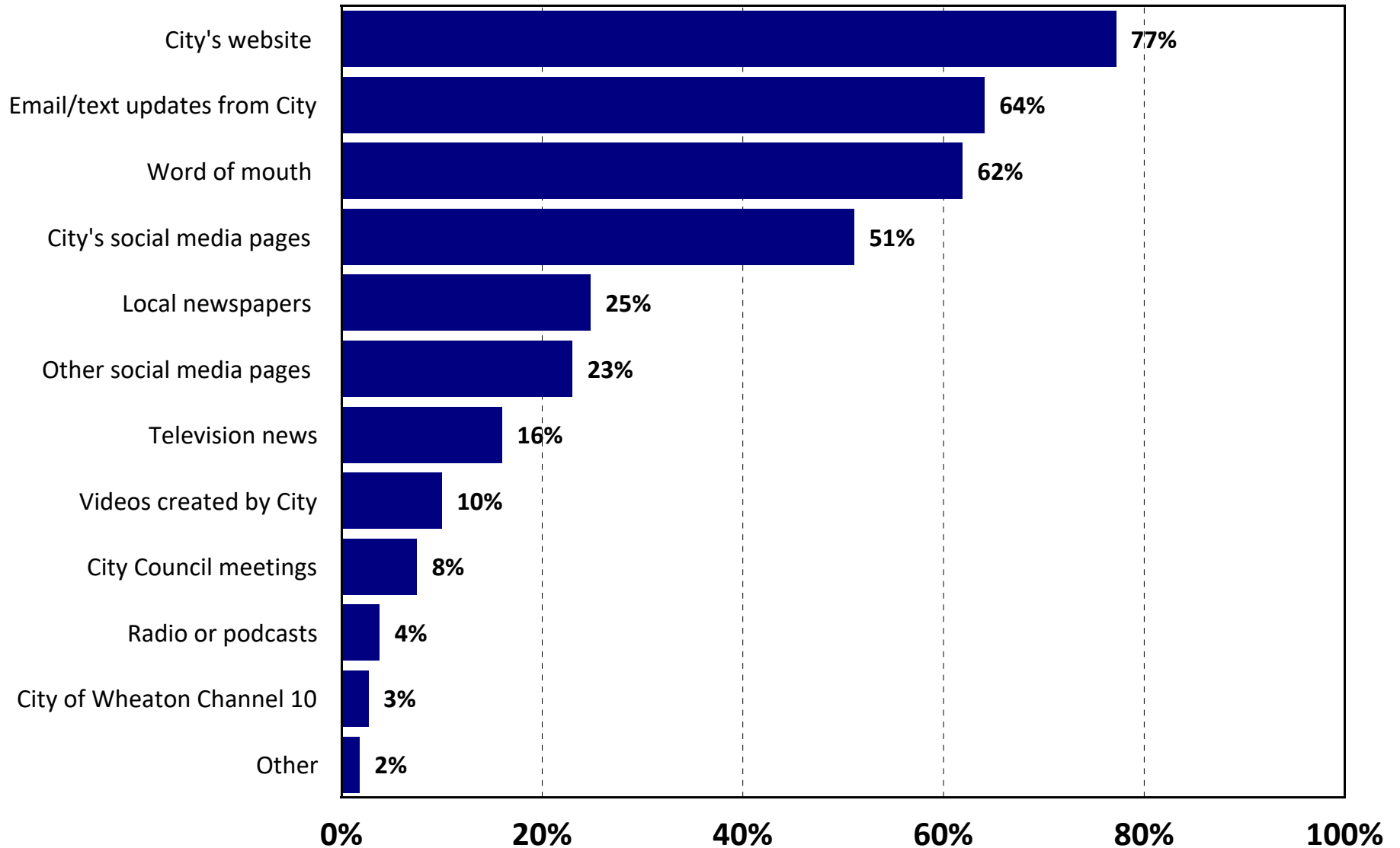
Q18. Types of Information That Respondents Are Most Interested in Receiving from the City

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



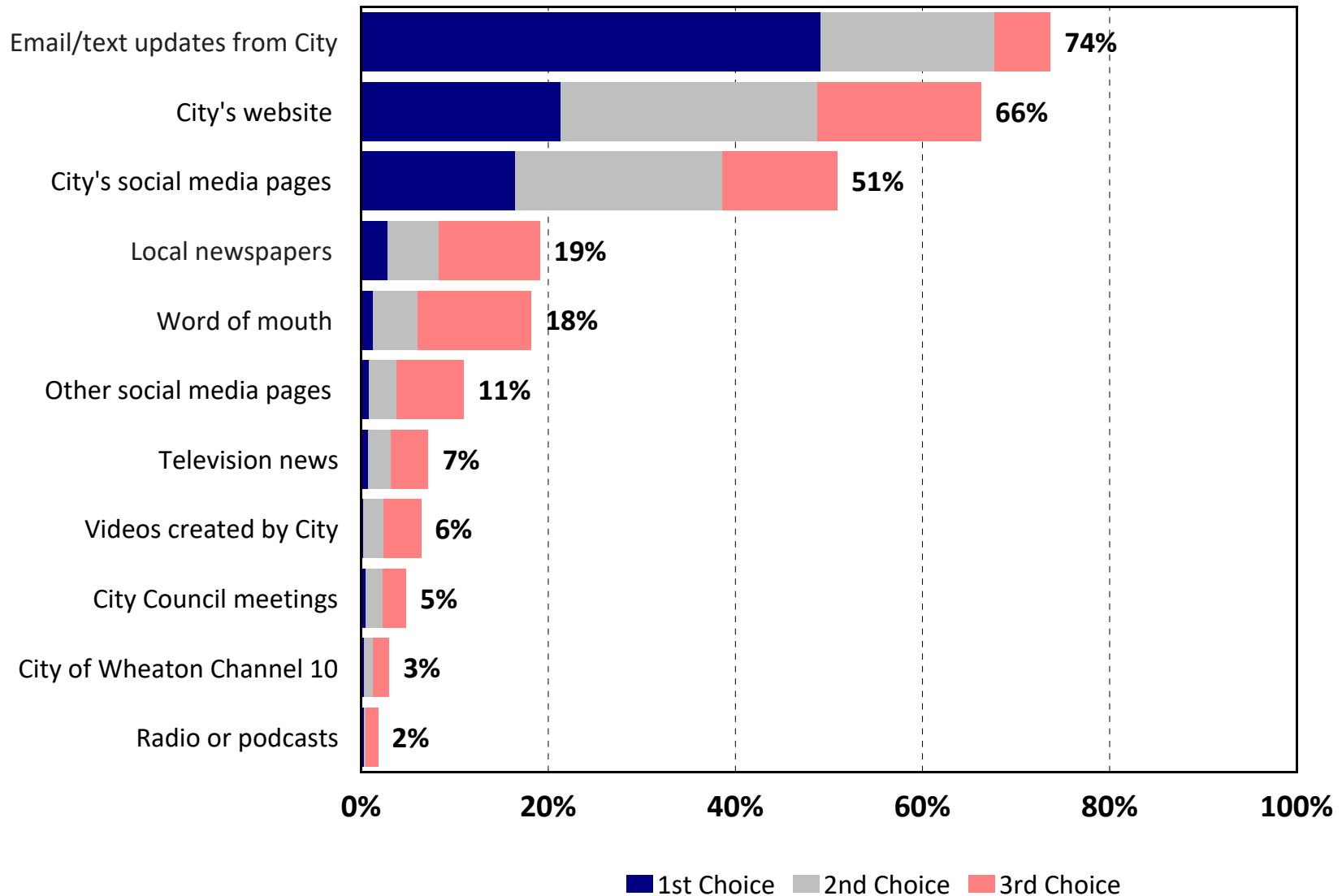
Q19. Sources That Respondents Currently Use to Get News and Information About City Programs, Services and Events

by percentage of respondents (multiple selections could be made)



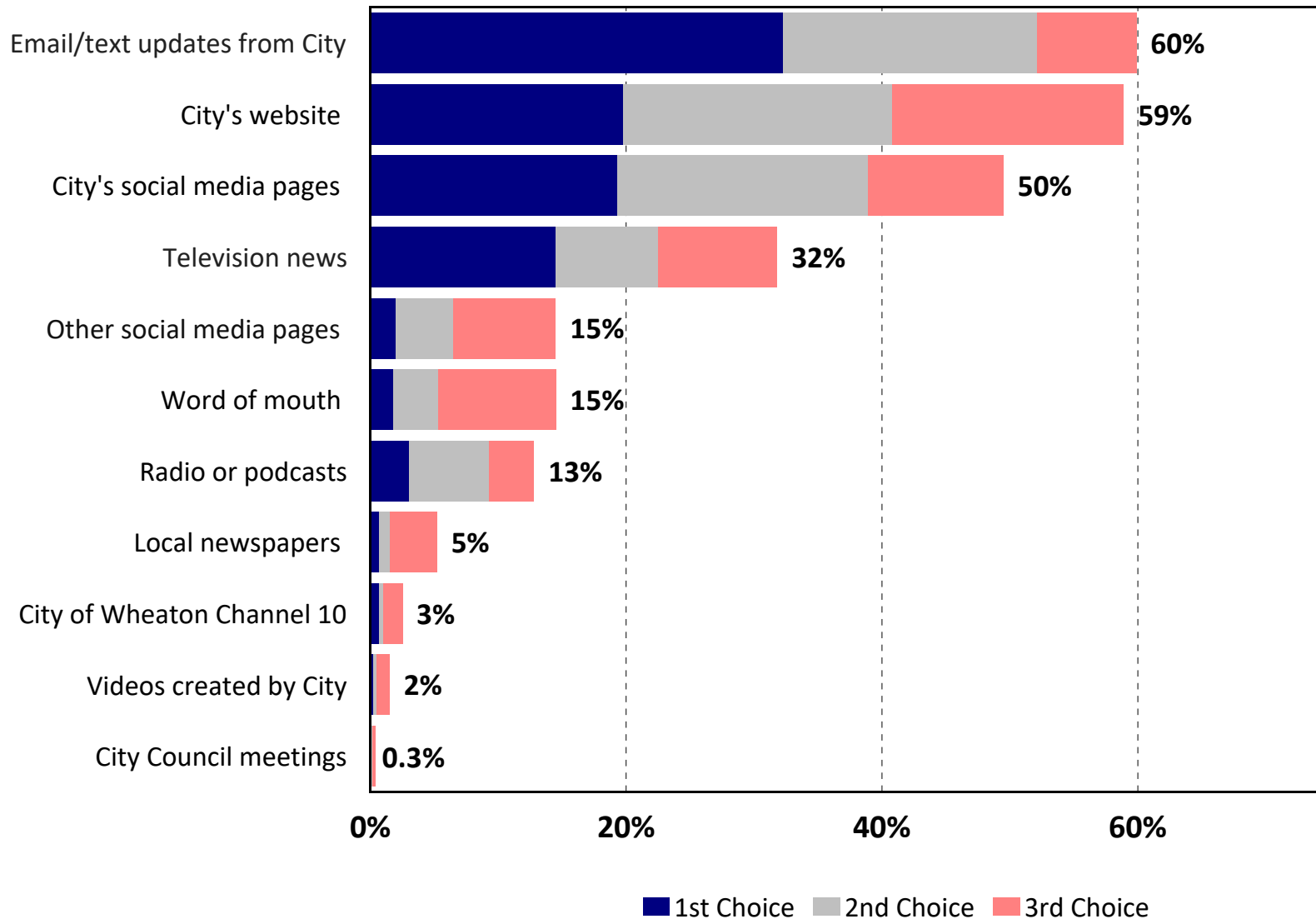
Q20. Sources From Which Respondents MOST PREFER to Get Information About the City of Wheaton

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



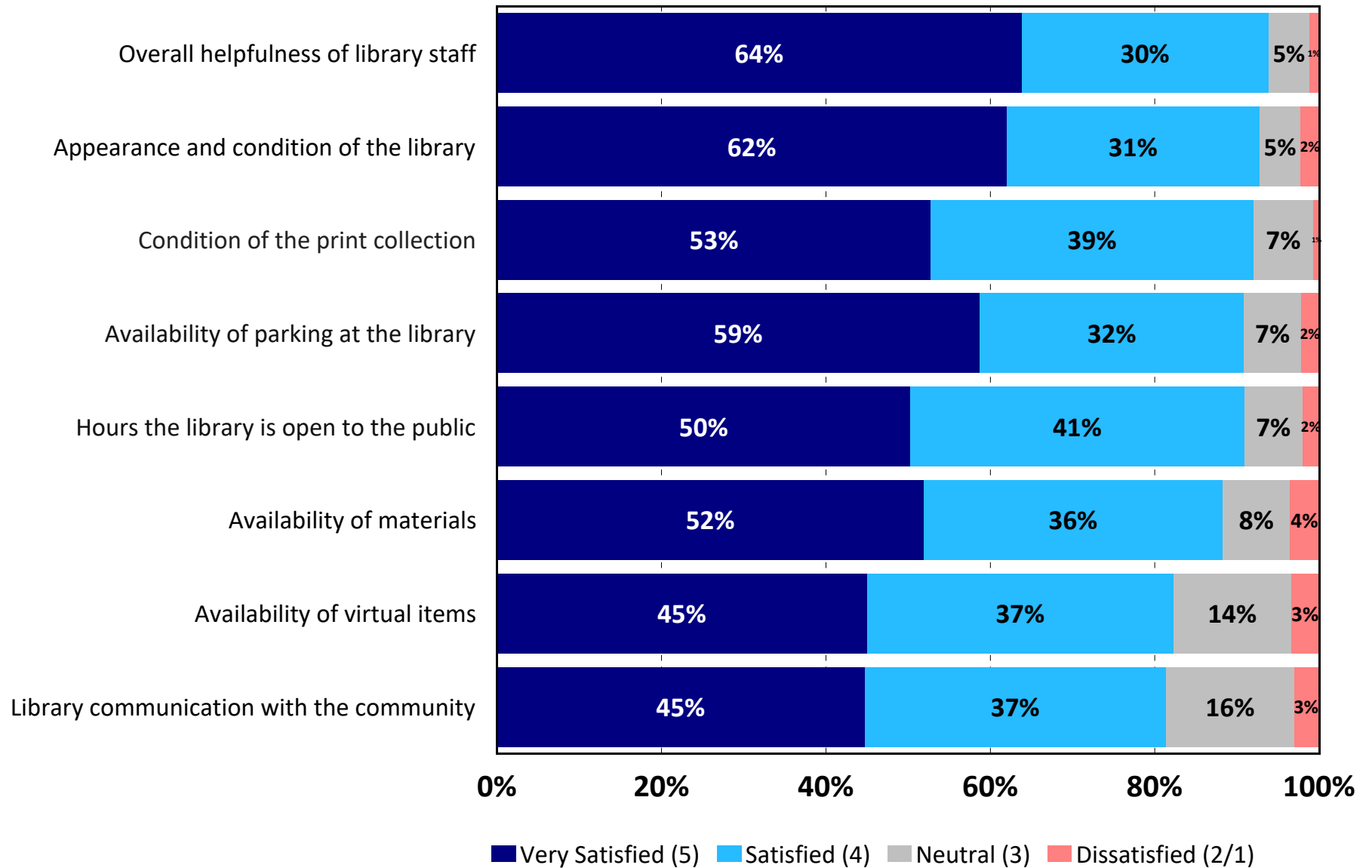
Q21. Sources That Respondents Would Turn to in the Event of a Local Emergency

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



Q22. Satisfaction with Library Services

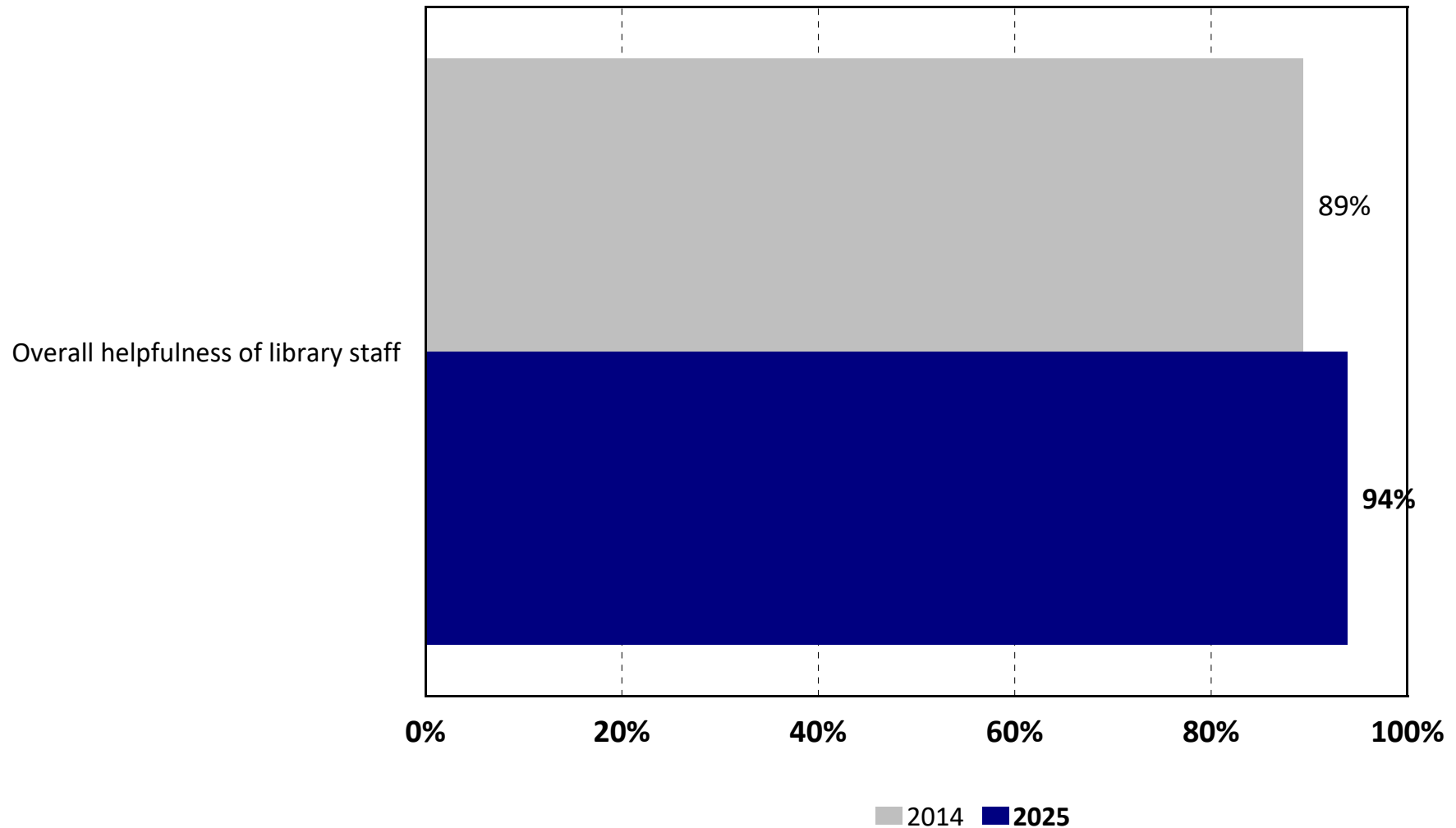
by percentage of respondents (excluding “don’t know”)



TRENDS: Satisfaction with Library Services

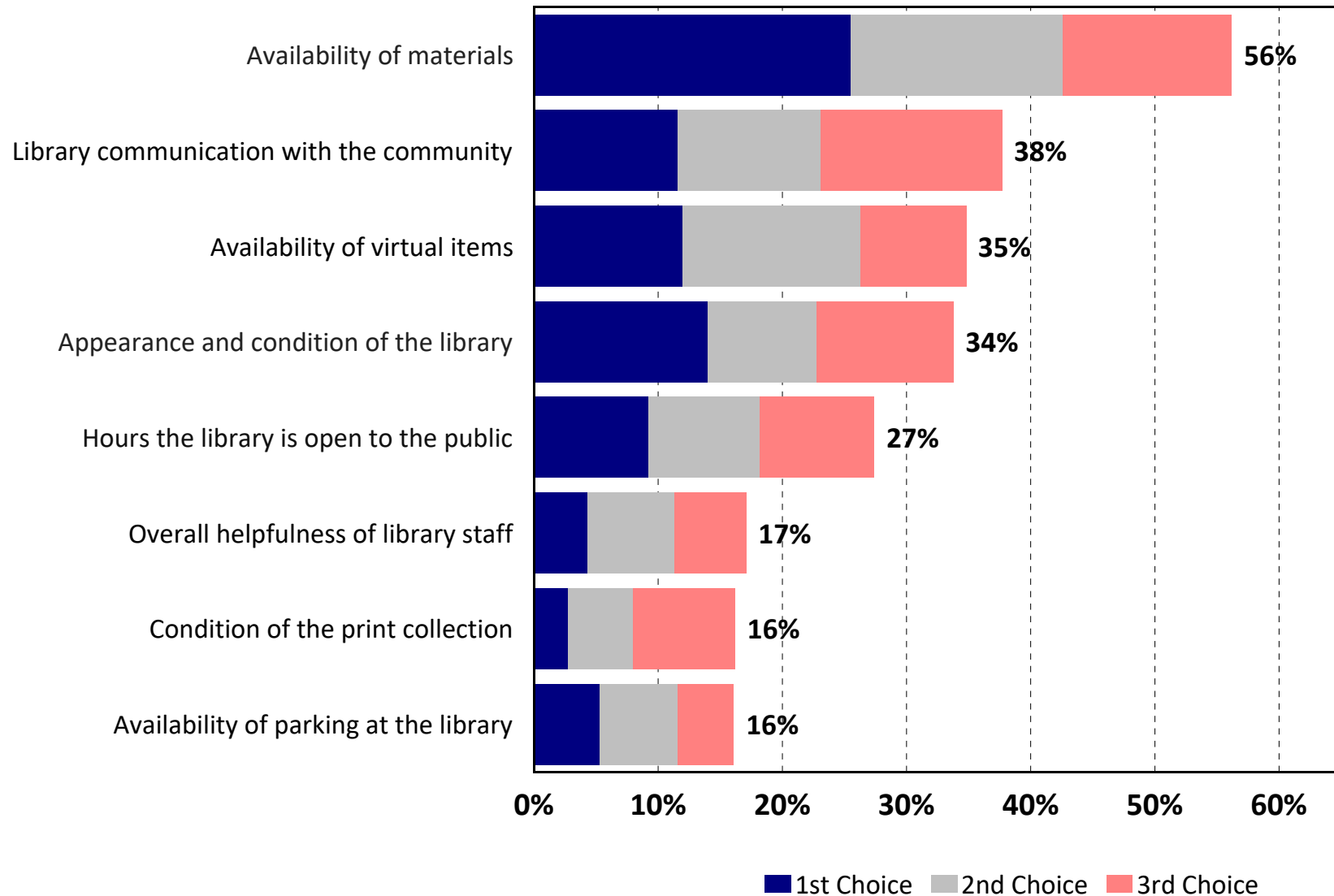
2014 vs. 2025

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



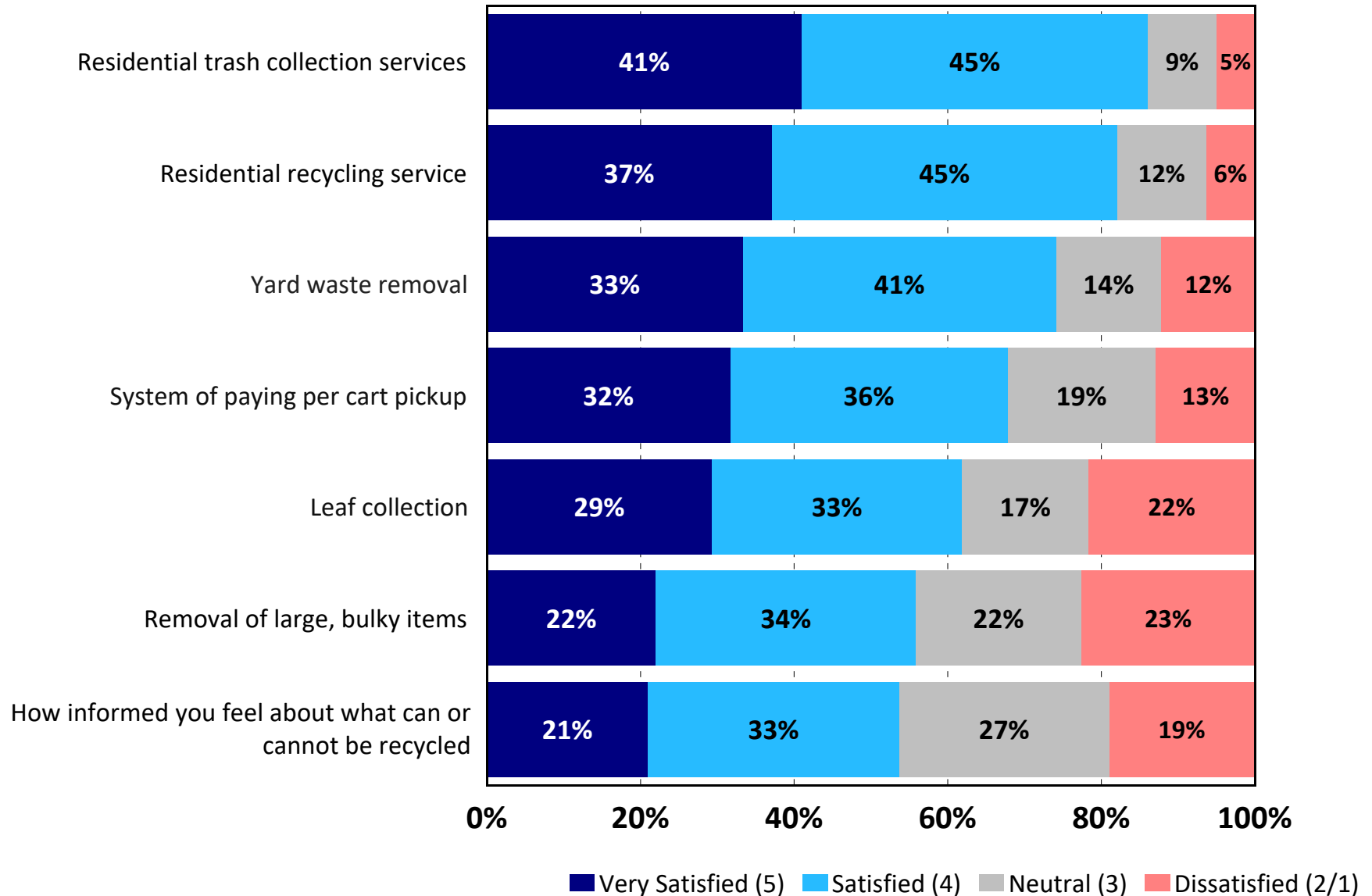
Q23. Library Services That Should Receive the Most Emphasis Over the Next Two Years

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



Q24. Satisfaction with Garbage and Recycling Services

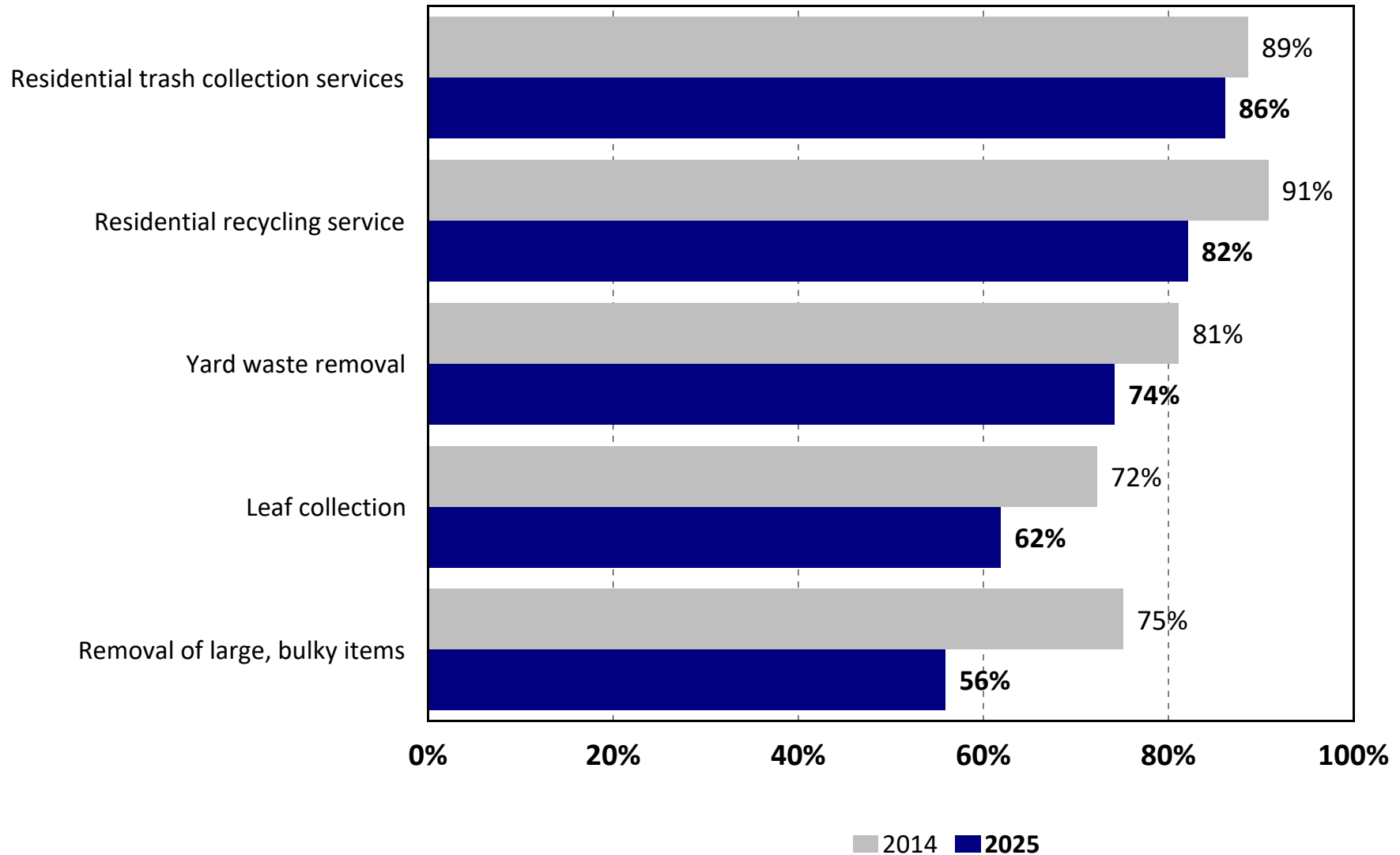
by percentage of respondents (excluding “don’t know”)



TRENDS: Satisfaction with Garbage and Recycling Services

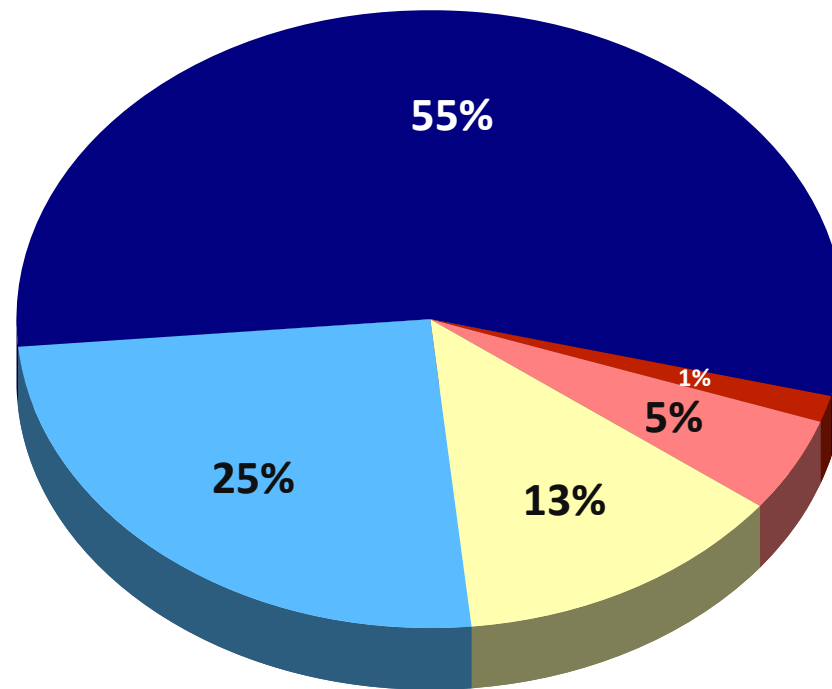
2014 vs. 2025

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?

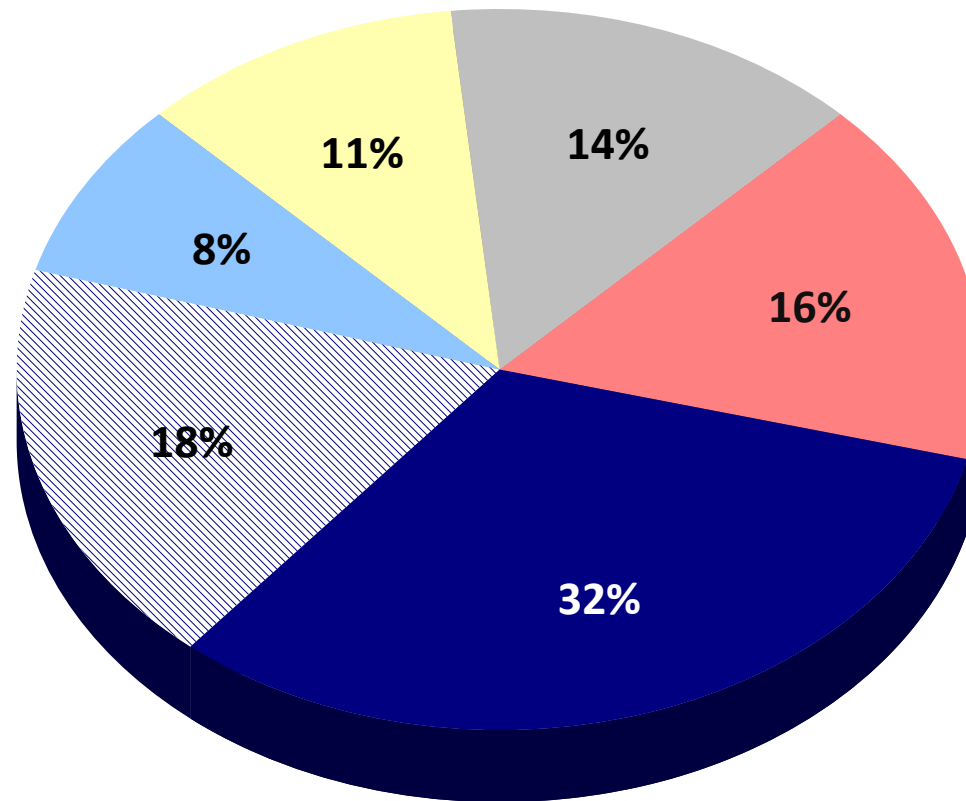
by percentage of respondents (excluding "don't know")



■ Very important ■ Important ■ Somewhat important
■ Not important ■ Not important at all

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

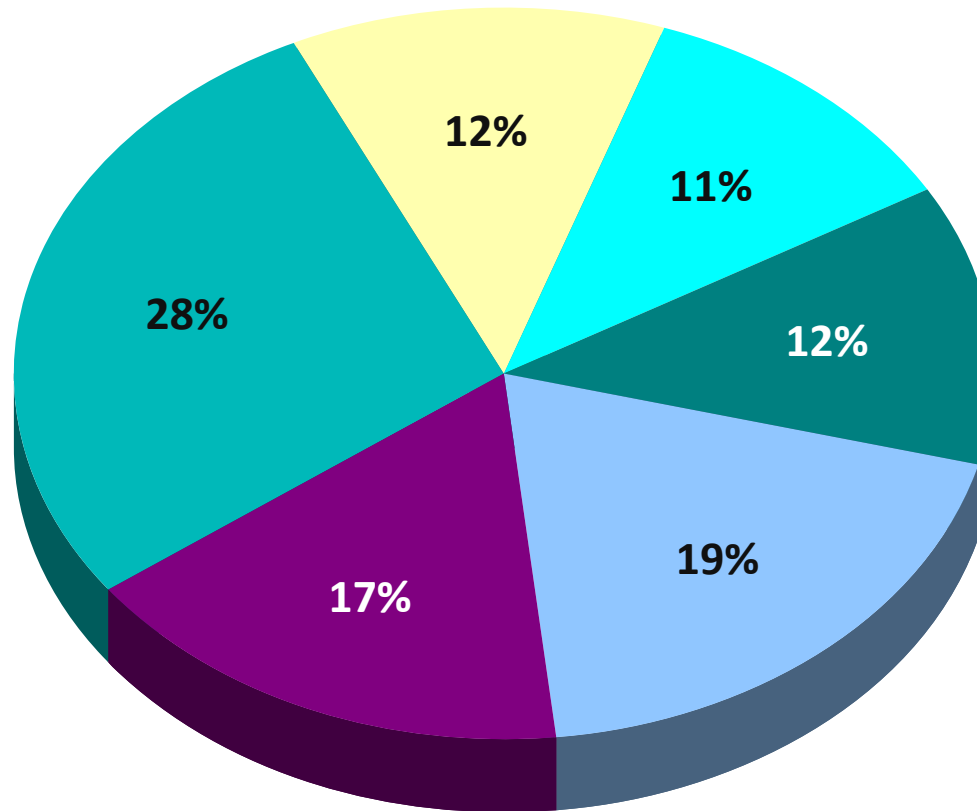
by percentage of respondents (excluding “not provided”)



5 years or less 6 to 10 years 11 to 15 years
16 to 20 years 21 to 30 years 31+ years

Q28. Demographics: Ages of Household Members

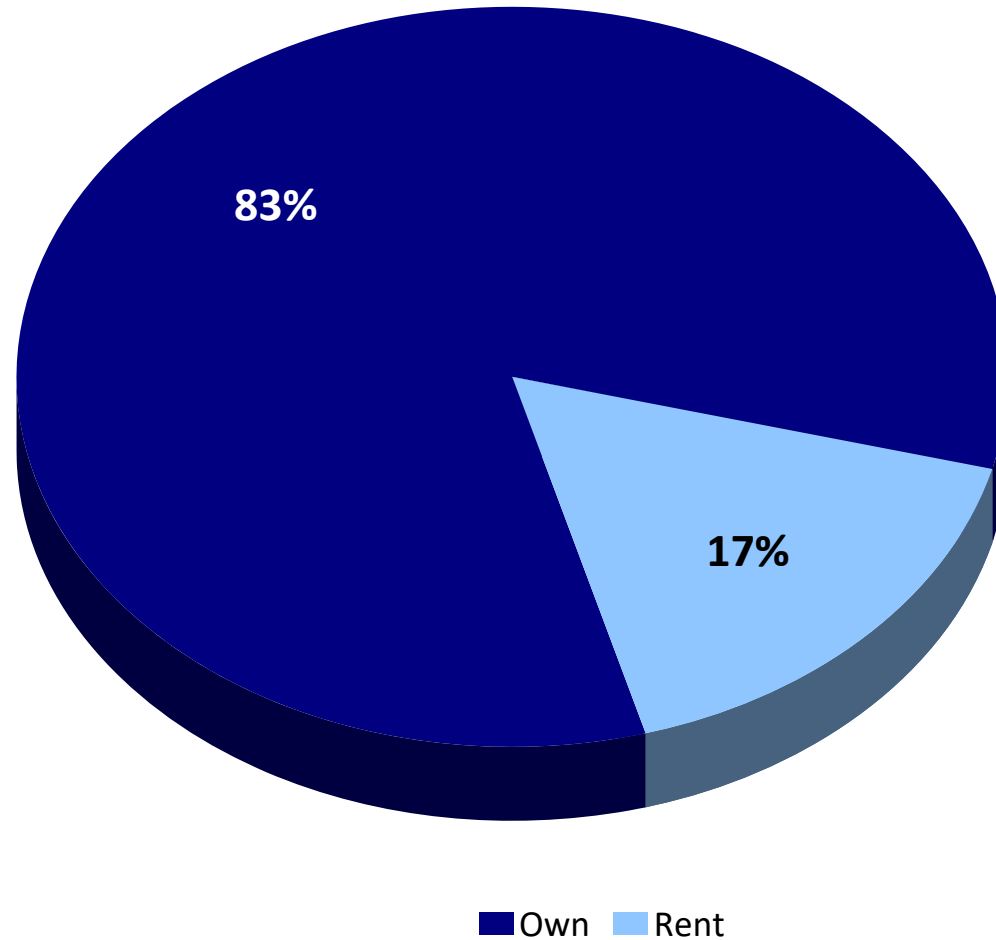
by percentage of persons in the household



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

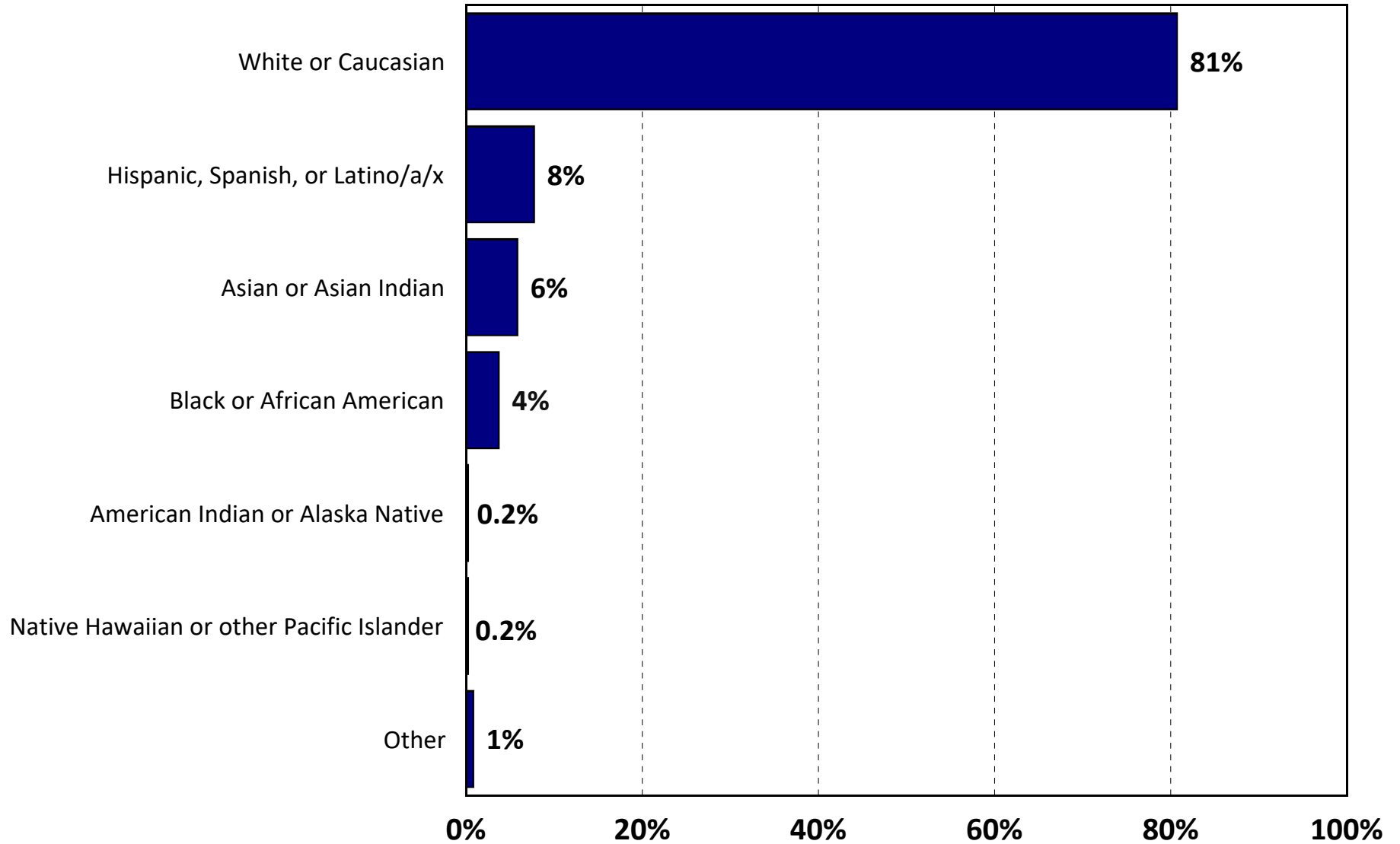
Q29. Demographics: Current Living Arrangement

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.

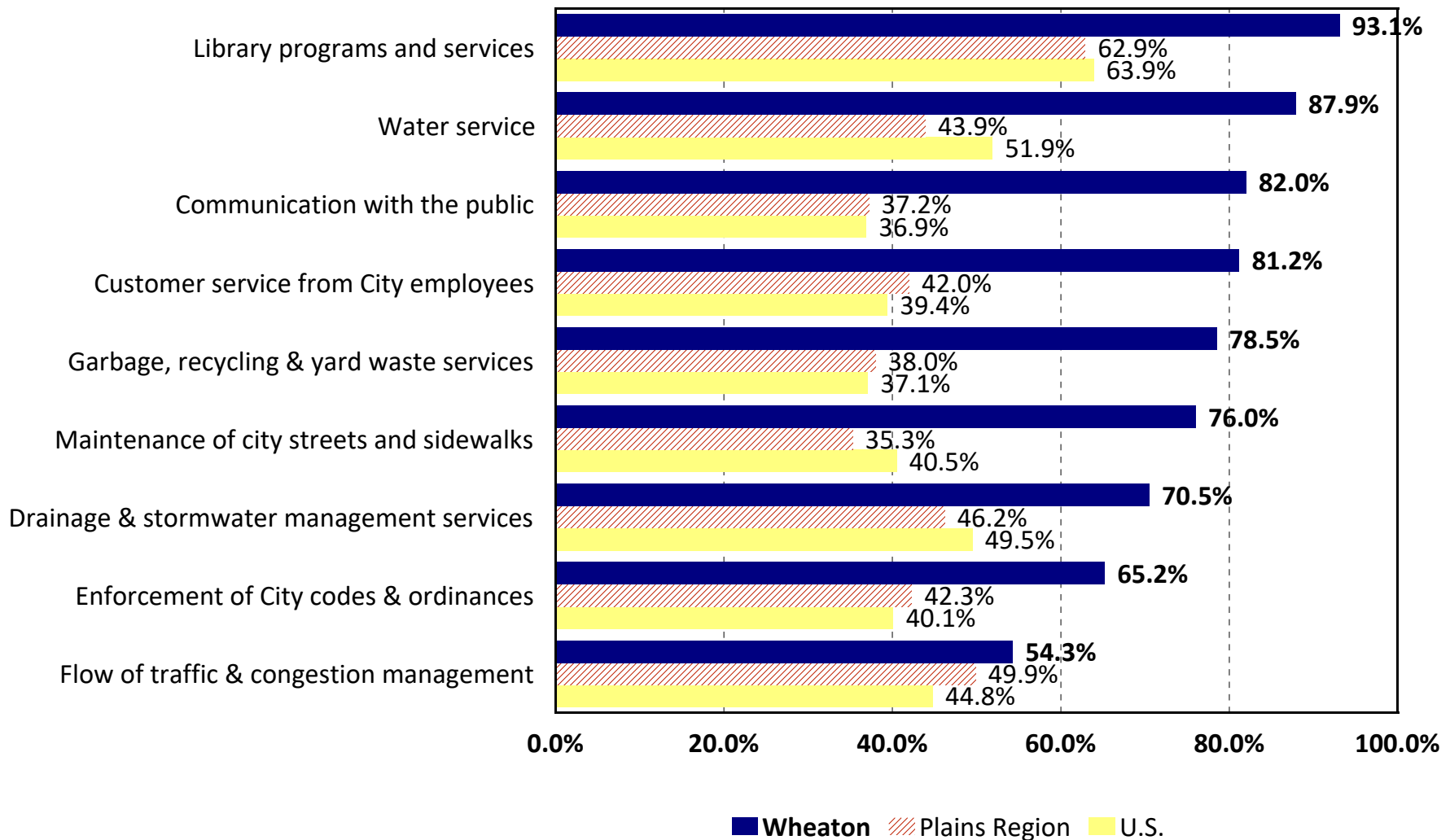
National Benchmarks

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.

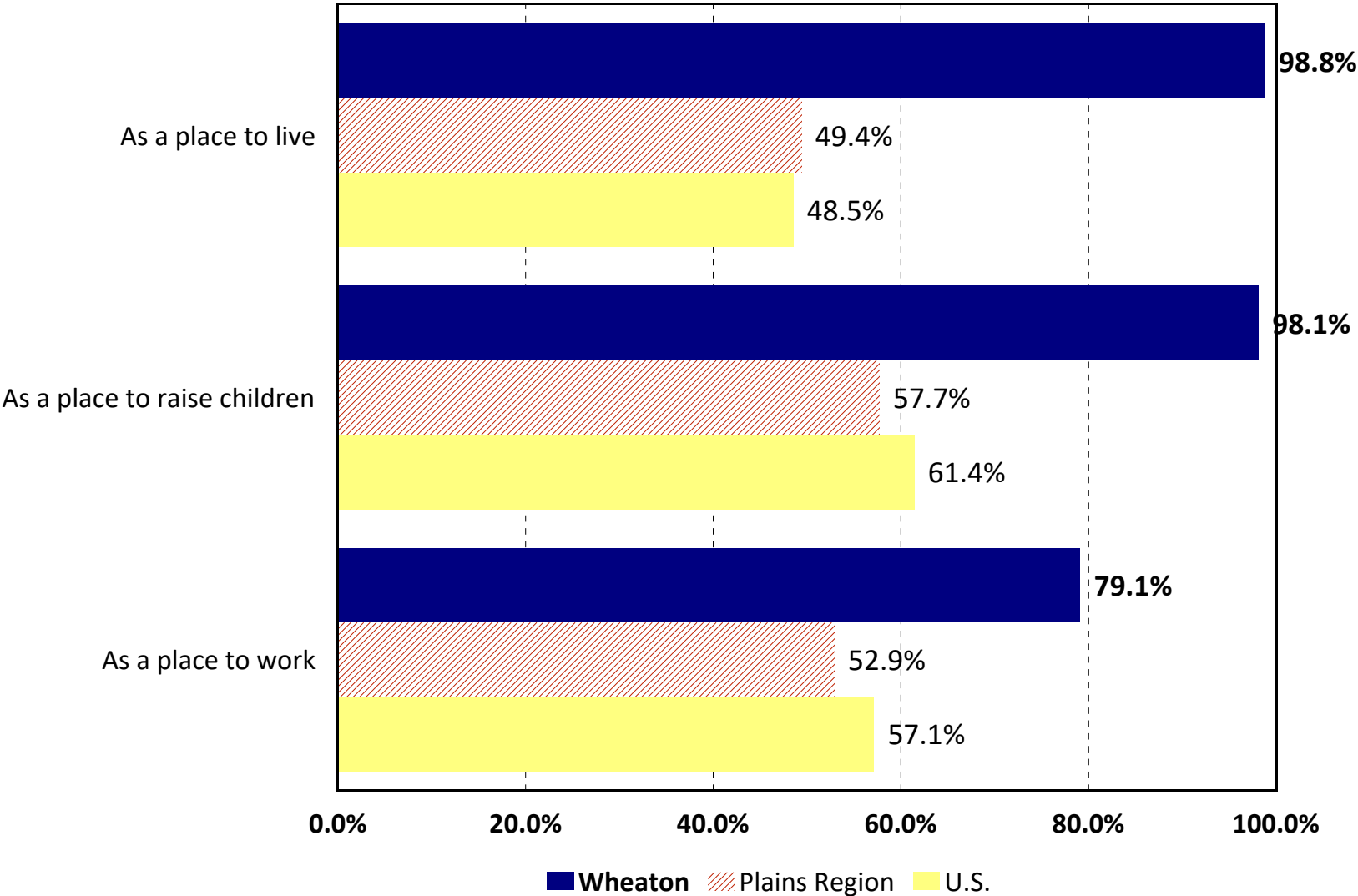
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied"



Overall Ratings of the City

Wheaton vs. Plains Region vs. U.S.

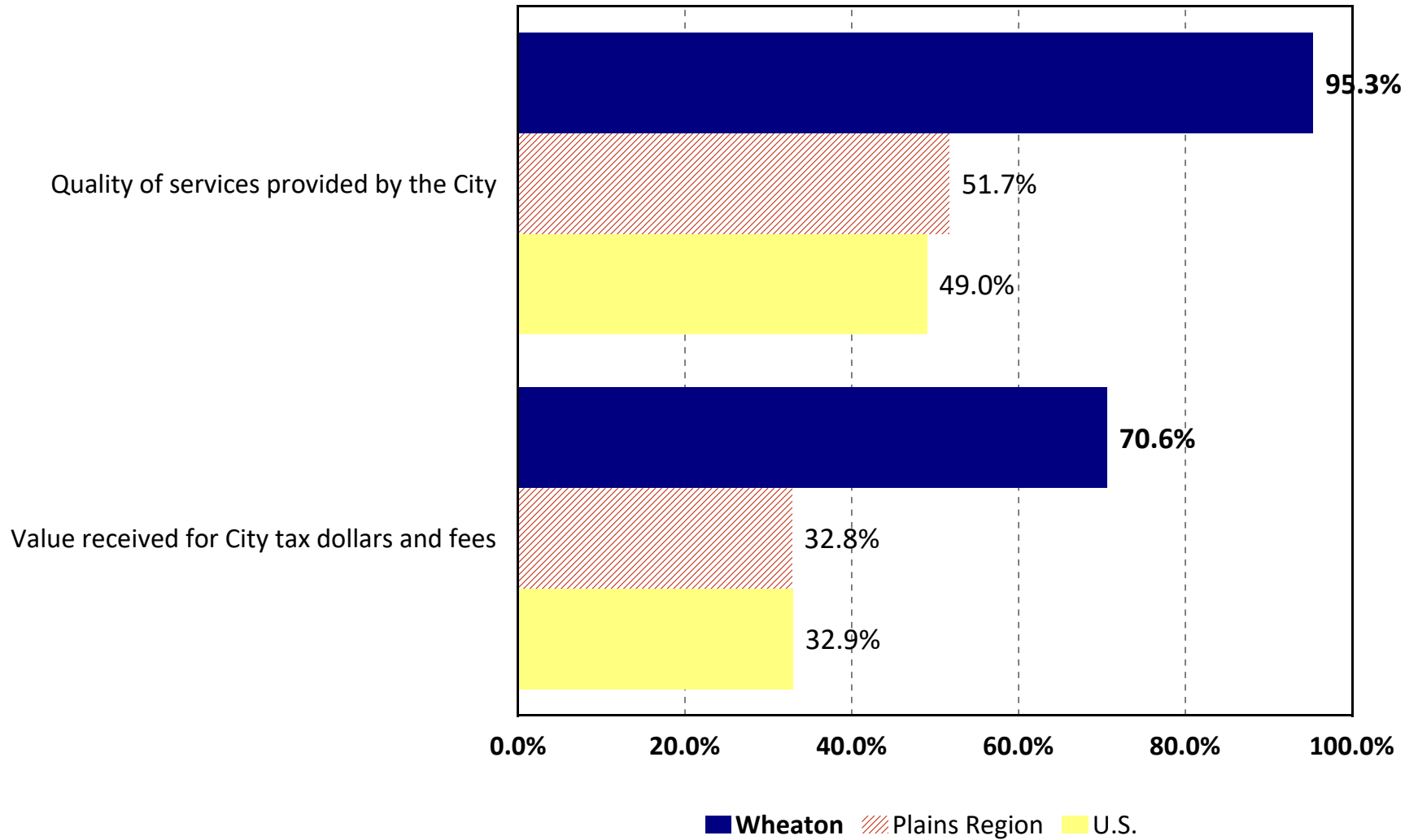
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "excellent" and 1 was "poor"



Perceptions of the City

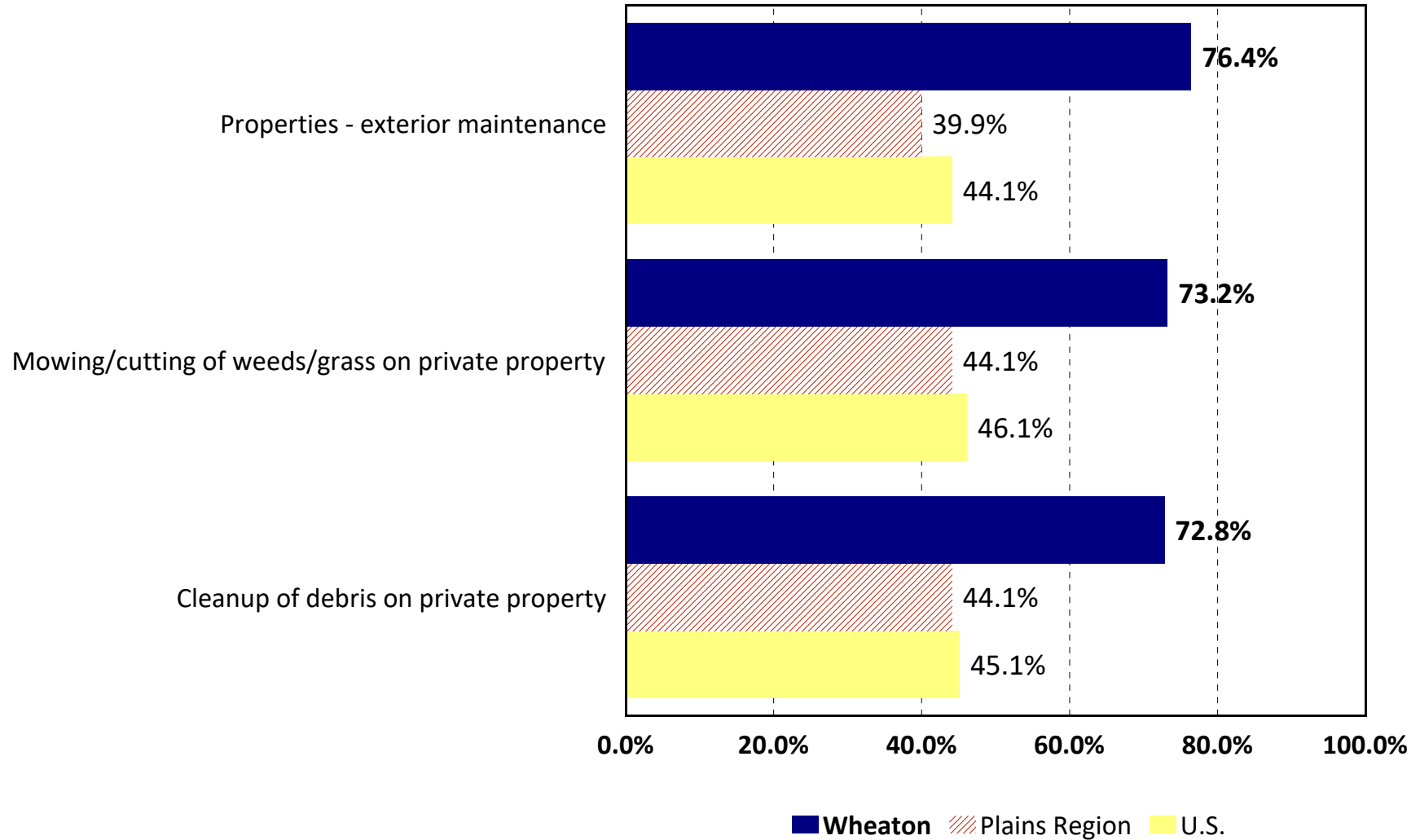
Wheaton vs. Plains Region vs. U.S.

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"



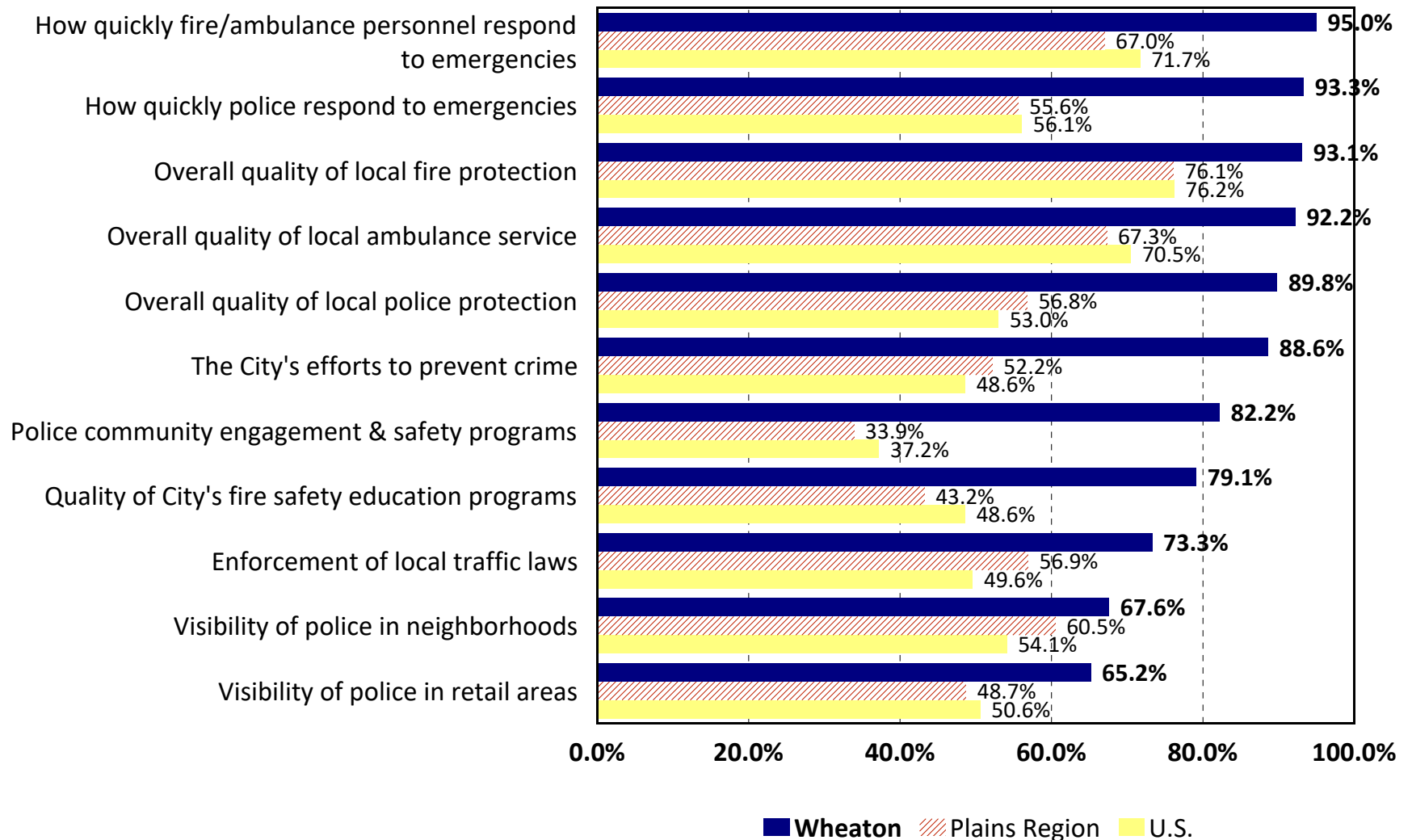
City Codes and Regulations Wheaton vs. Plains Region vs. U.S.

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.

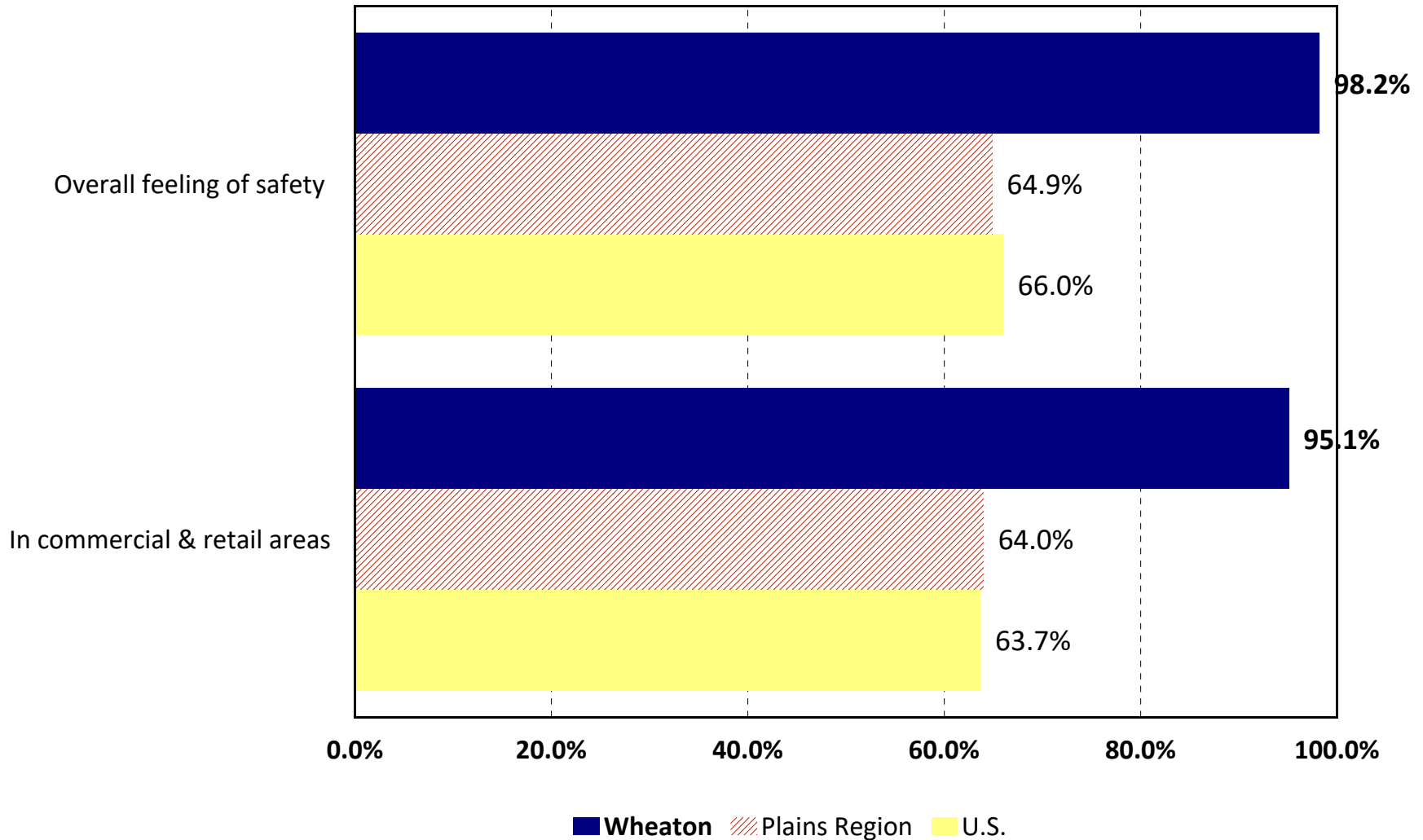
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied"



Feeling of Safety in the Following Situations

Wheaton vs. Plains Region vs. U.S.

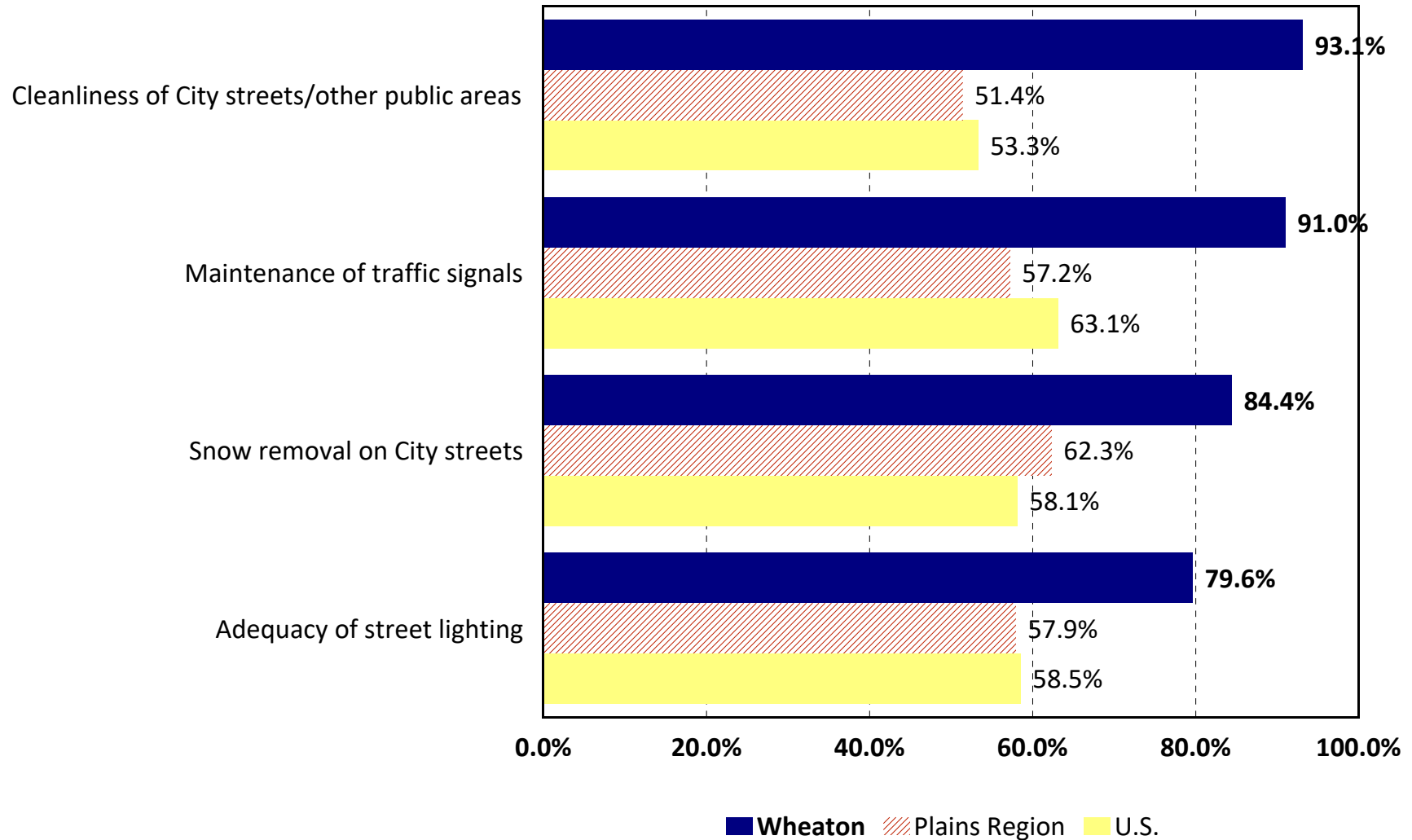
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very safe" and 1 was "very unsafe"



Public Works

Wheaton vs. Plains Region vs. U.S.

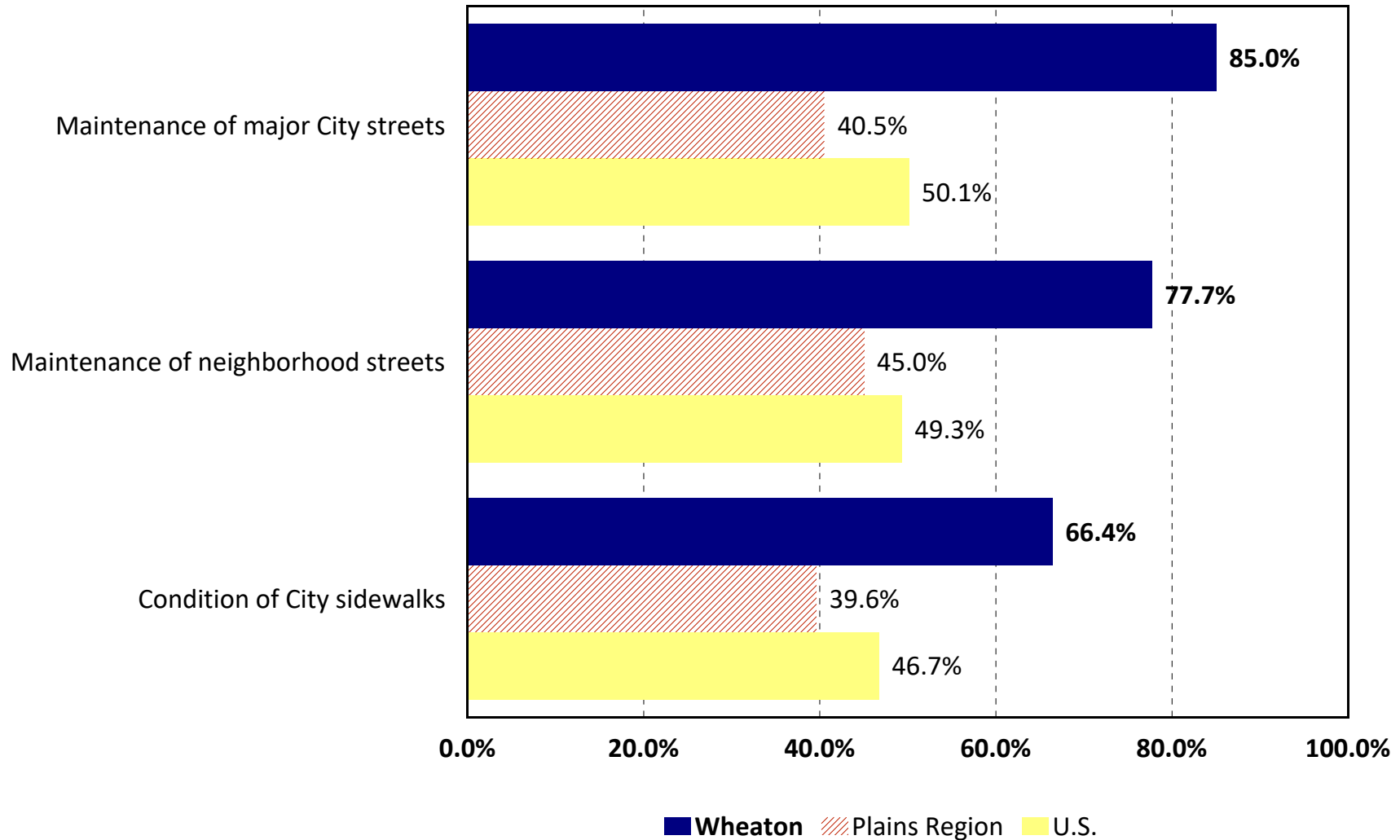
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied"



Infrastructure

Wheaton vs. Plains Region vs. U.S.

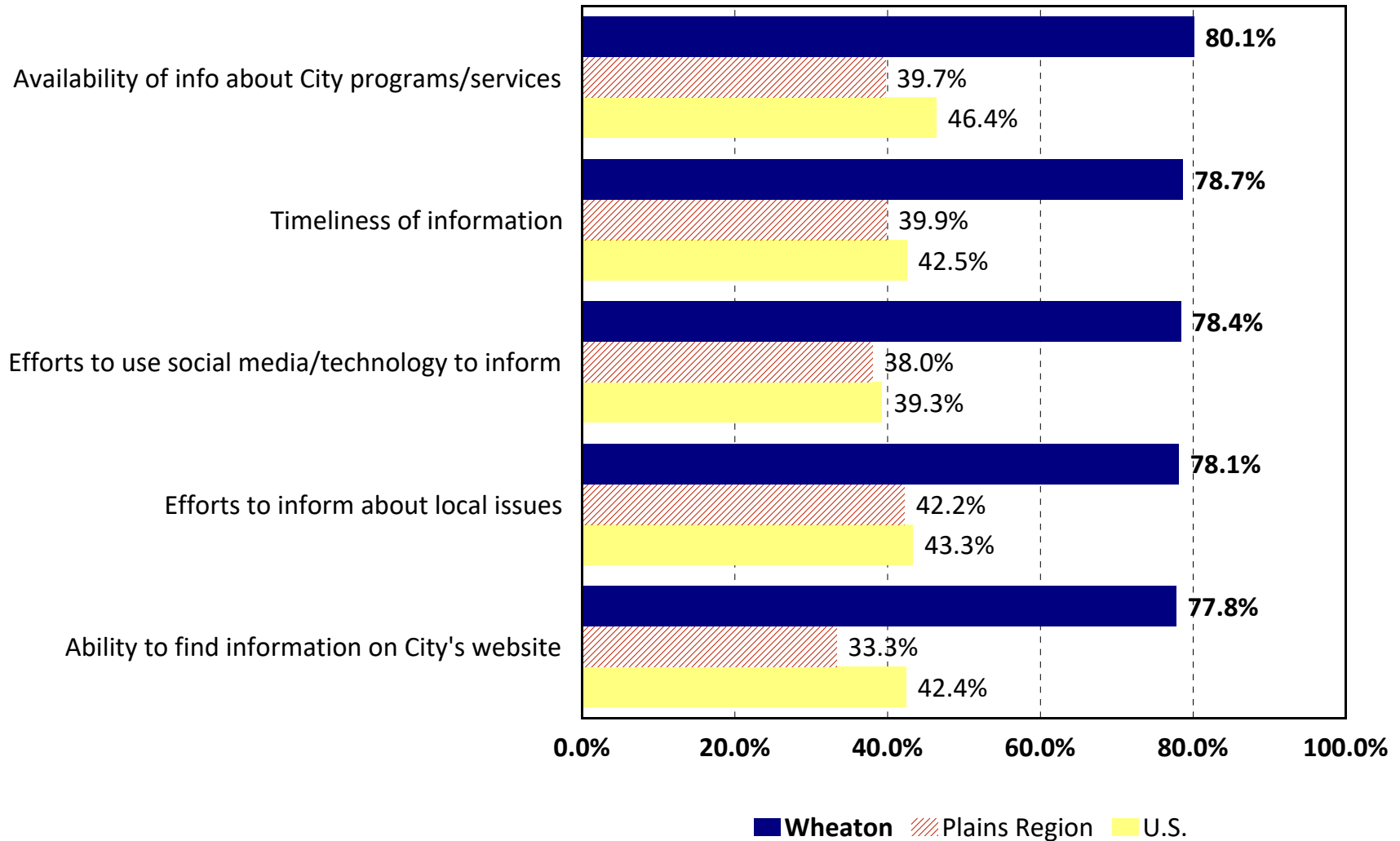
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied"



Public Communication and Outreach

Wheaton vs. Plains Region vs. U.S.

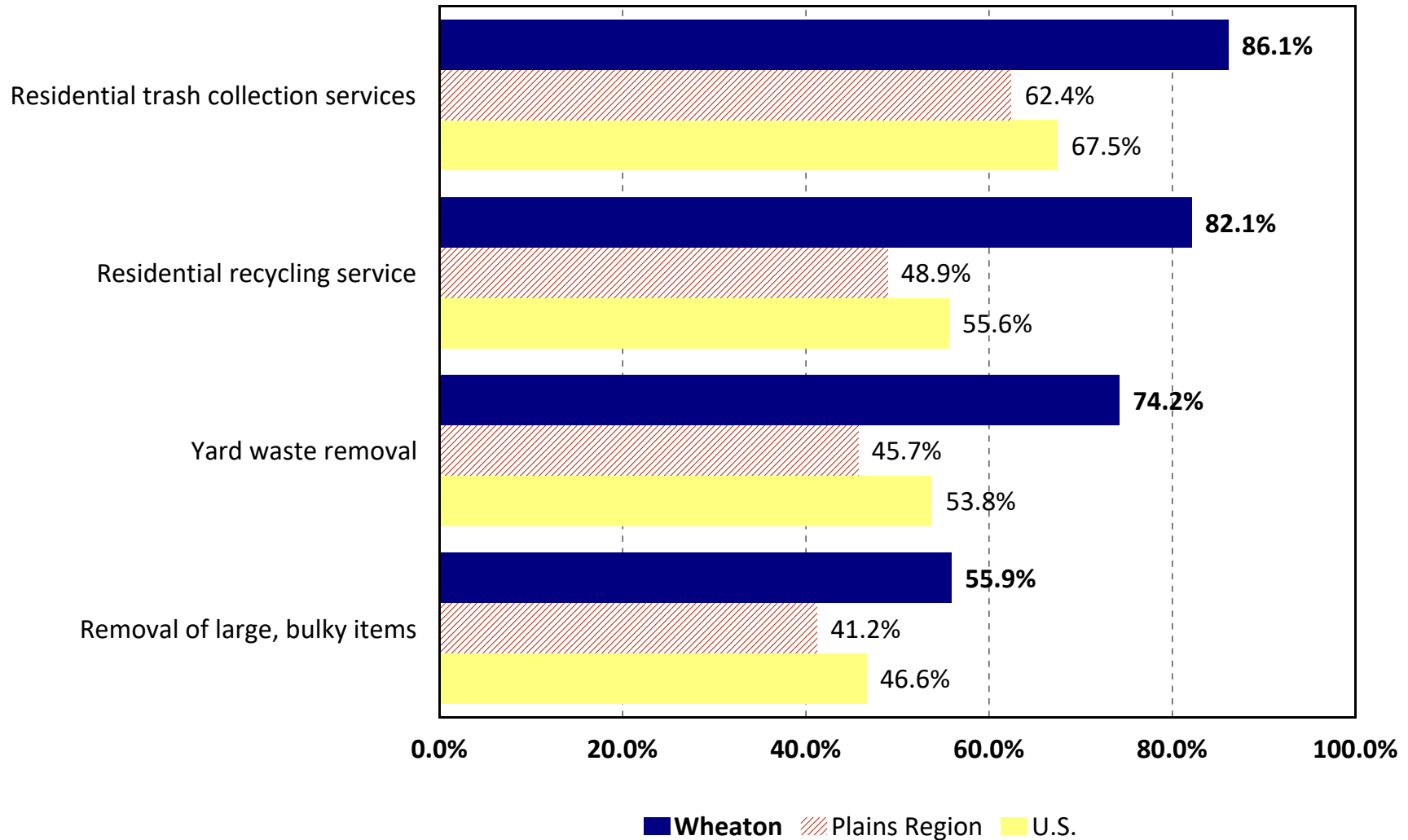
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied"



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 Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Flow of traffic & congestion management	26%	5	54%	13	0.1188	1
Medium Priority (IS <.10)						
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
High Priority (IS .10-.20)						
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
Medium Priority (IS <.10)						
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
High Priority (IS .10-.20)						
Visibility of police in neighborhoods	32%	3	68%	12	0.1047	1
Medium Priority (IS <.10)						
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 Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
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
High Priority (IS .10-.20)						
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
Medium Priority (IS <.10)						
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 Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
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
Medium Priority (IS <.10)						
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
Medium Priority (IS <.10)						
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.

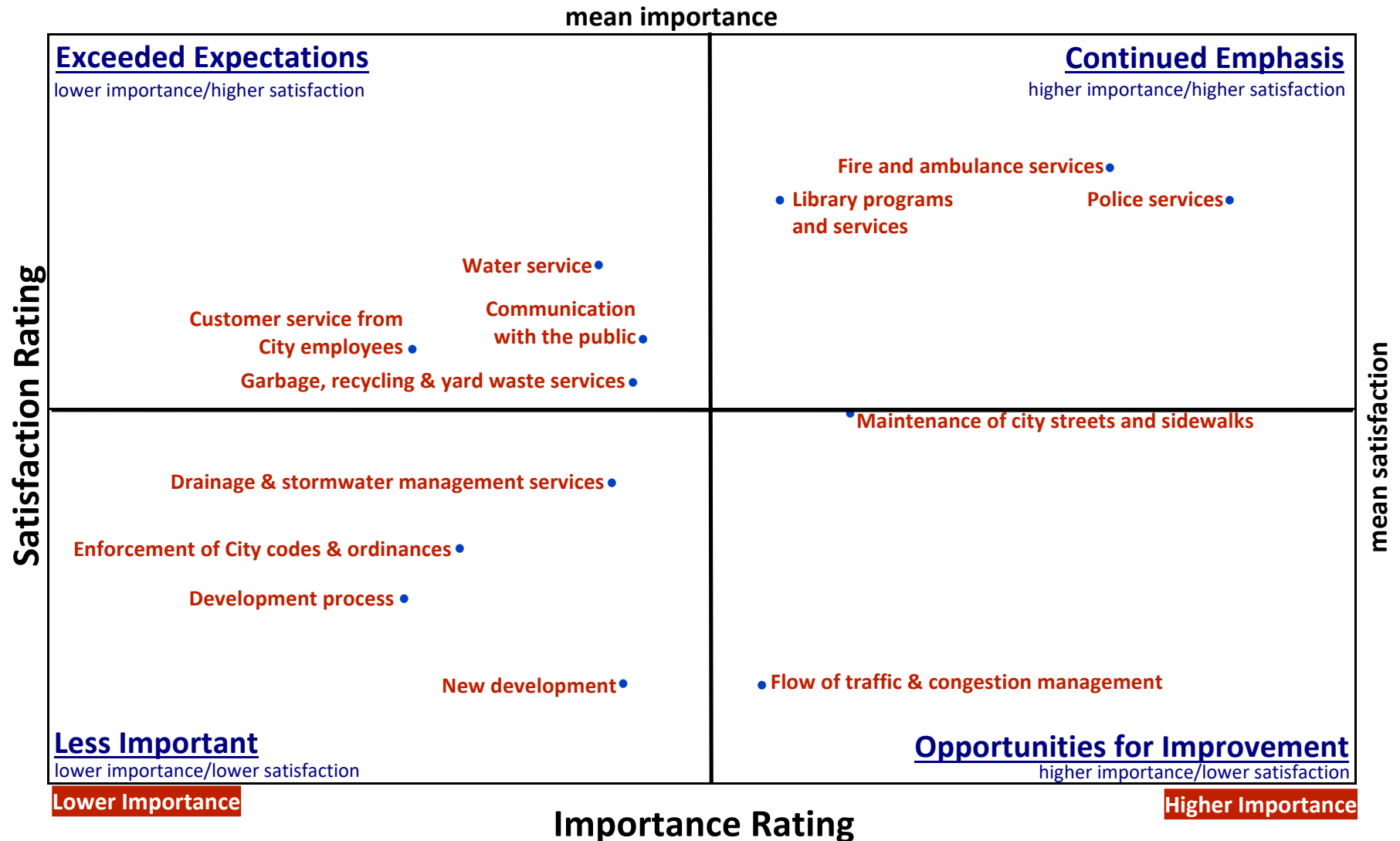
Matrix charts showing the results for the City of Wheaton are provided on the following pages.

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)

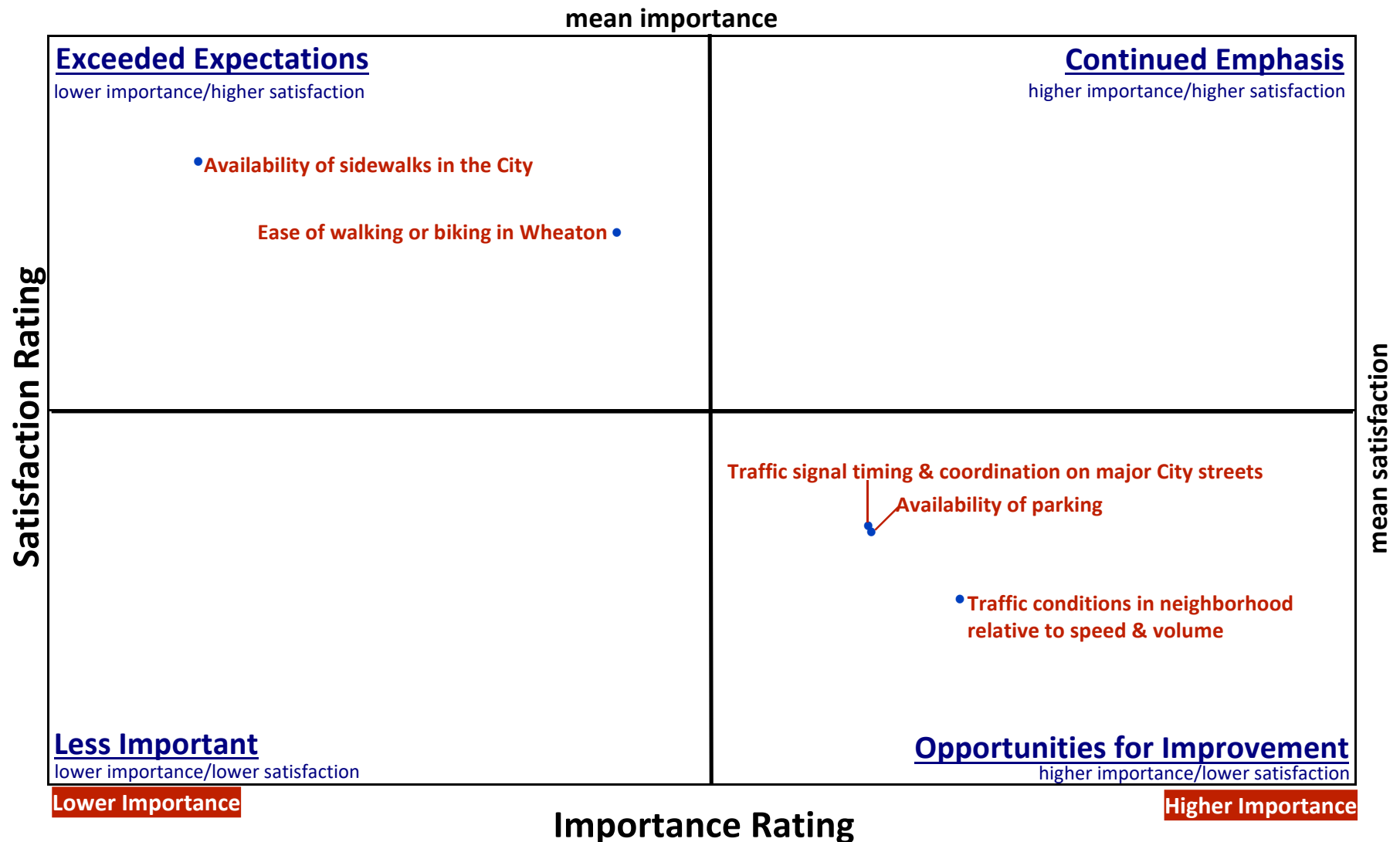


2025 City of Wheaton Citizen Satisfaction Survey

Importance-Satisfaction Assessment Matrix

-Transportation

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

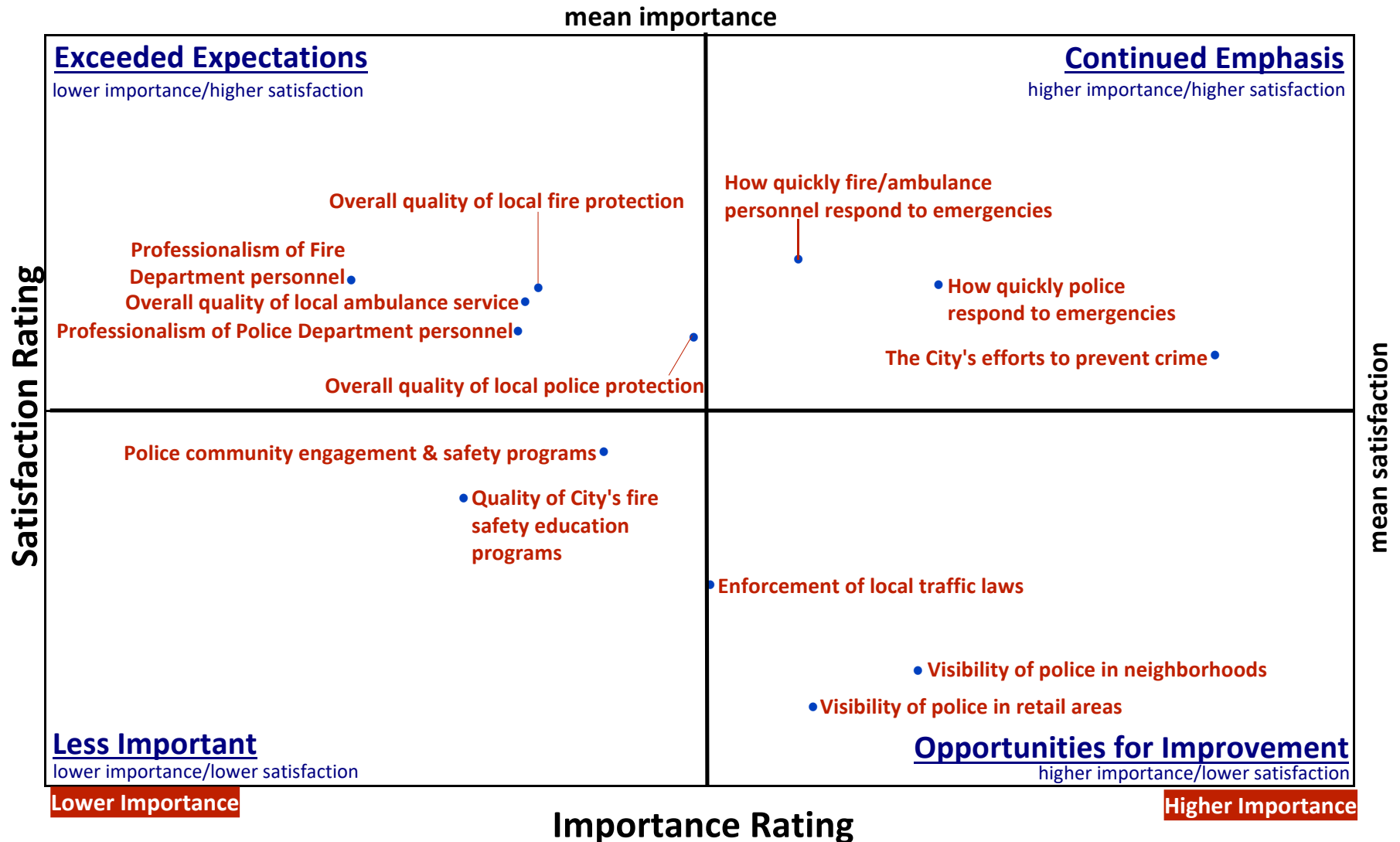


2025 City of Wheaton Citizen Satisfaction Survey

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)

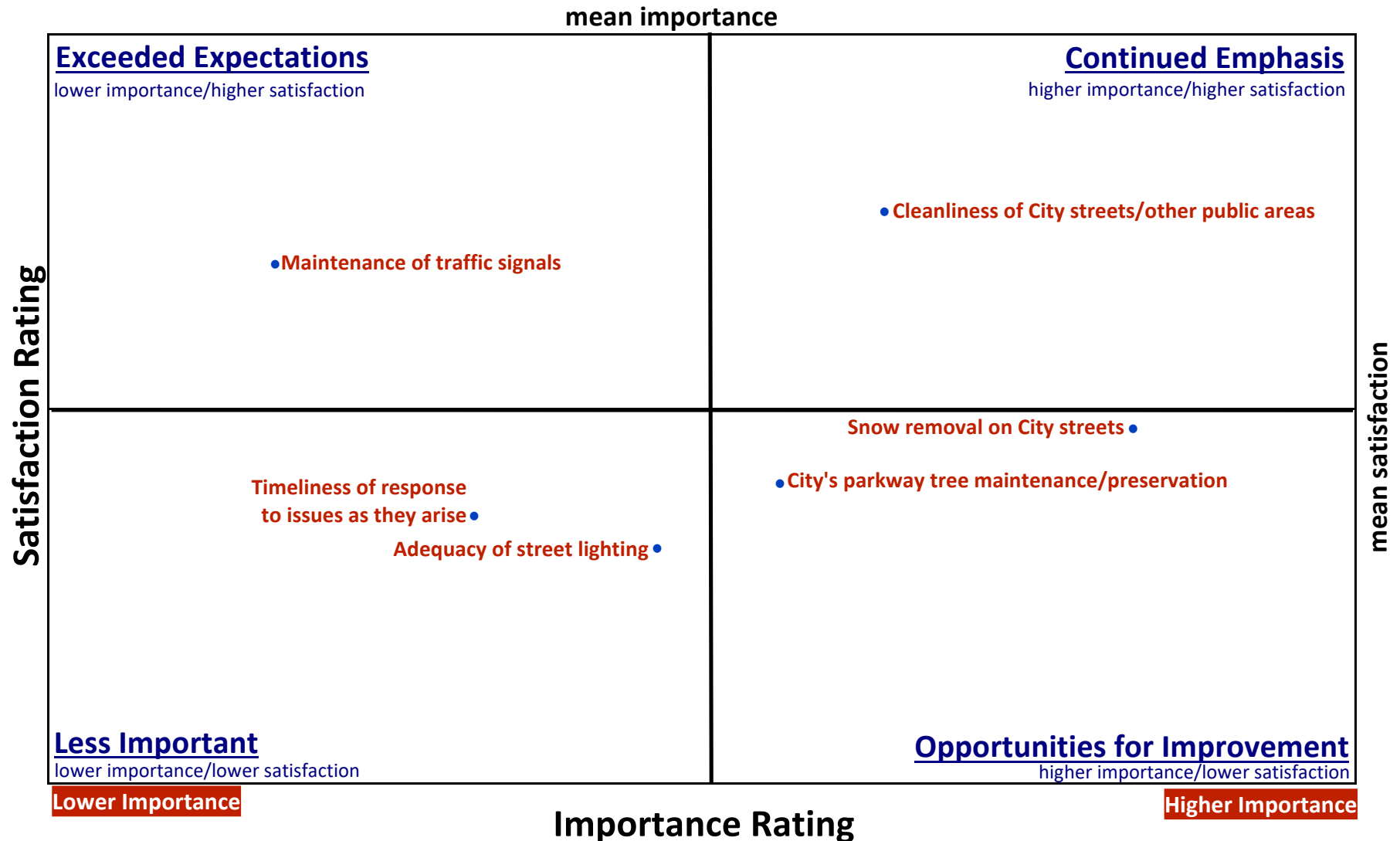


2025 City of Wheaton Citizen Satisfaction Survey

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)

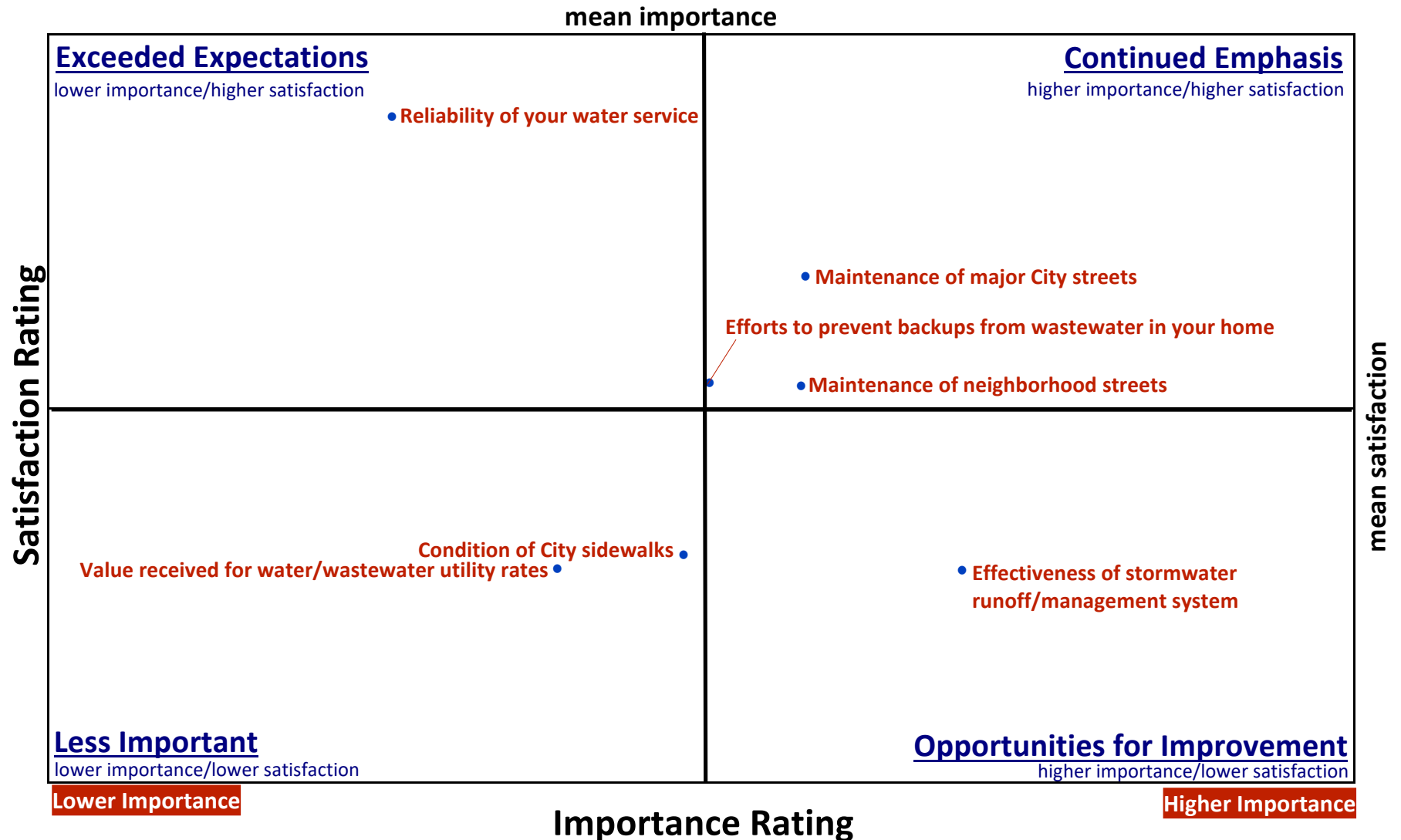


2025 City of Wheaton Citizen Satisfaction Survey

Importance-Satisfaction Assessment Matrix

-Infrastructure-

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

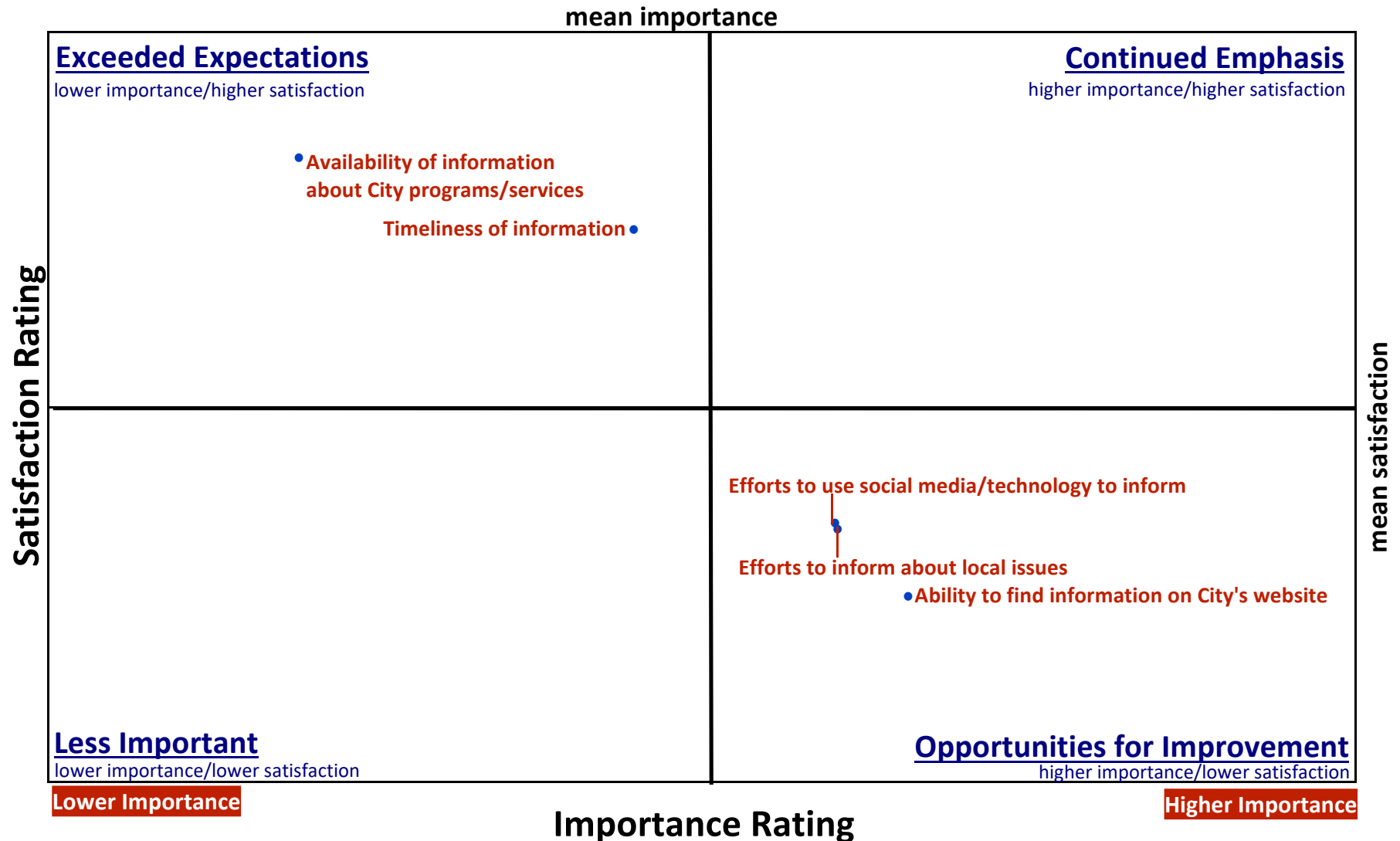


2025 City of Wheaton Citizen Satisfaction Survey

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)

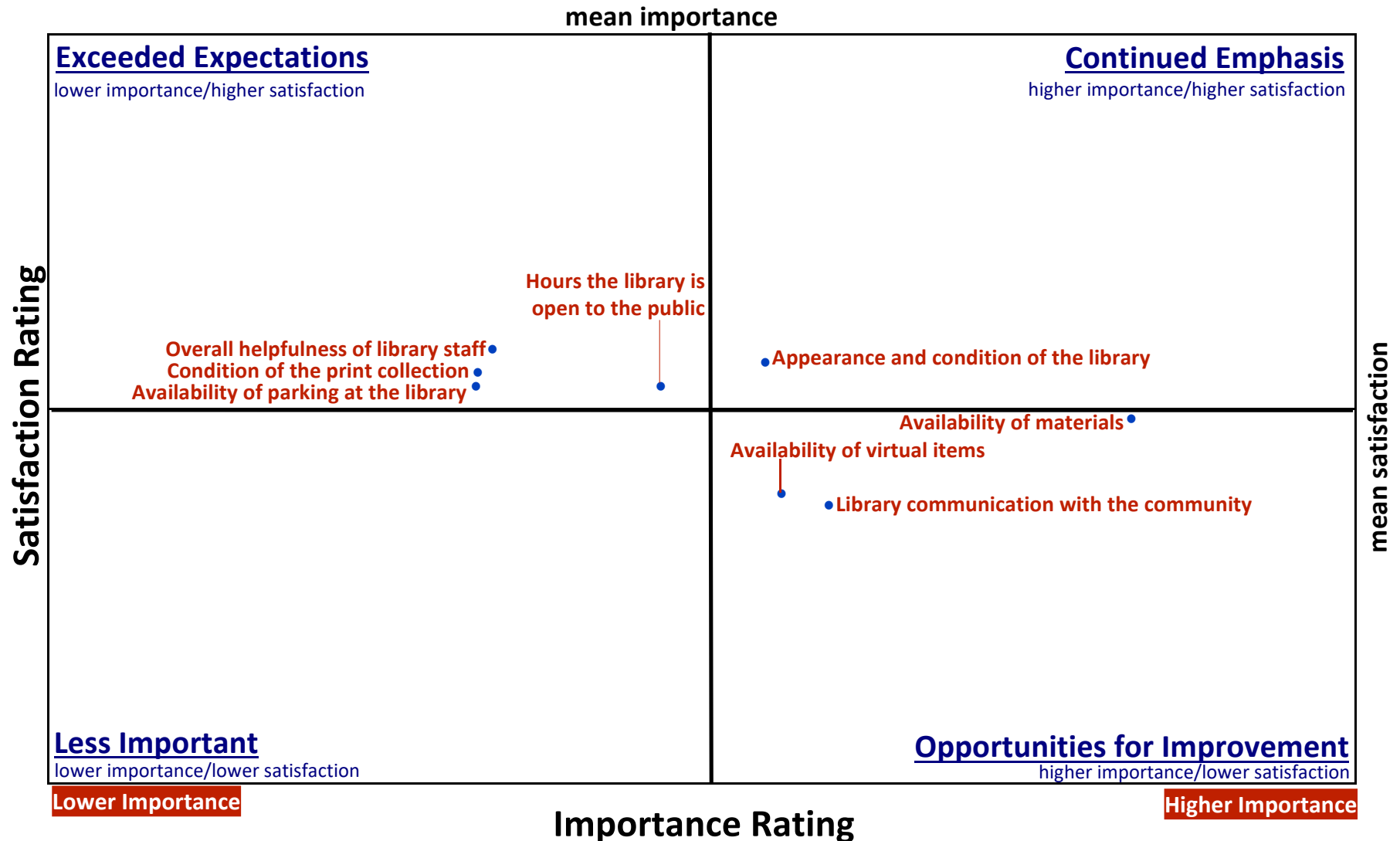


2025 City of Wheaton Citizen Satisfaction Survey

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)





4

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?

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
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 %
None chosen	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?

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
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 %
None chosen	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?

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
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 %
None chosen	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)

<u>Q2. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
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 %
None chosen	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>	<u>Number</u>	<u>Percent</u>
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 %
None chosen	19	3.2 %
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>	<u>Number</u>	<u>Percent</u>
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 %
None chosen	34	5.7 %
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>	<u>Number</u>	<u>Percent</u>
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 %
None chosen	19	3.2 %
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>	<u>Number</u>	<u>Percent</u>
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 %
None chosen	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>	<u>Number</u>	<u>Percent</u>
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 %
None chosen	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>	<u>Number</u>	<u>Percent</u>
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 %
None chosen	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>	<u>Number</u>	<u>Percent</u>
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 %
None chosen	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?

Q13. Top choice	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 %
None chosen	49	8.2 %
Total	601	100.0 %

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?

Q13. 2nd choice	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 %
None chosen	74	12.3 %
Total	601	100.0 %

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?

Q13. 3rd choice	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 %
None chosen	109	18.1 %
Total	601	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>	<u>Number</u>	<u>Percent</u>
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 %
None chosen	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>	<u>Number</u>	<u>Percent</u>
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 %
None chosen	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>	<u>Number</u>	<u>Percent</u>
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 %
None chosen	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?

Q15. 3rd choice	Number	Percent
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 %
None chosen	98	16.3 %
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)

Q15. Sum of top 3 choices	Number	Percent
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 %
None chosen	41	6.8 %
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>	<u>Number</u>	<u>Percent</u>
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 %
None chosen	72	12.0 %
Total	601	100.0 %

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>	<u>Number</u>	<u>Percent</u>
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 %
None chosen	97	16.1 %
Total	601	100.0 %

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>	<u>Number</u>	<u>Percent</u>
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 %
None chosen	118	19.6 %
Total	601	100.0 %

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 %
None chosen	72	12.0 %
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>	<u>Number</u>	<u>Percent</u>
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 %
None chosen	17	2.8 %
Total	601	100.0 %

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

<u>Q18. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
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 %
None chosen	24	4.0 %
Total	601	100.0 %

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

Q18. 3rd choice	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 %
None chosen	35	5.8 %
Total	601	100.0 %

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)

Q18. Sum of top 3 choices	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 %
None chosen	17	2.8 %
Total	1744	

Q18-8. Other:

Q18-8. Other	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 RESOURCES/OPPORTUNITIES FOR THE IMMUNOCOMPROMISED	1	16.7 %
Total	6	100.0 %

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>	<u>Number</u>	<u>Percent</u>
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 %
None chosen	37	6.2 %
Total	601	100.0 %

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>	<u>Number</u>	<u>Percent</u>
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 %
None chosen	65	10.8 %
Total	601	100.0 %

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. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
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 %
None chosen	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)

<u>Q20. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
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 %
None chosen	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>	<u>Number</u>	<u>Percent</u>
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 %
None chosen	35	5.8 %
Total	601	100.0 %

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>	<u>Number</u>	<u>Percent</u>
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 %
None chosen	94	15.6 %
Total	601	100.0 %

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>	<u>Number</u>	<u>Percent</u>
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>	<u>163</u>	<u>27.1 %</u>
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>	<u>Number</u>	<u>Percent</u>
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>	<u>35</u>	<u>5.8 %</u>
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?

<u>Q23. Top choice</u>	<u>Number</u>	<u>Percent</u>
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 %
None chosen	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?

<u>Q23. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
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 %
None chosen	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 %
None chosen	148	24.6 %
Total	601	100.0 %

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 %
None chosen	93	15.5 %
Total	1531	

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 %
Don't know	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 %
Not important at all	8	1.4 %
Total	584	100.0 %

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

<u>Q27. How many years have you lived in Wheaton</u>	<u>Number</u>	<u>Percent</u>
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 %
Not provided	16	2.7 %
Total	601	100.0 %

WITHOUT "NOT PROVIDED"

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

<u>Q27. How many years have you lived in Wheaton</u>	<u>Number</u>	<u>Percent</u>
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...

	<u>Mean</u>	<u>Sum</u>
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 %
Not provided	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>	<u>Number</u>	<u>Percent</u>
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 %
Other	5	0.8 %
Total	595	

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

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



5

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, 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 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 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
- (2) Infrastructure improvements
- (3) How the City manages its finances
- (4) City programs/services
- (5) Economic development
- (6) Public safety information
- (7) City events
- (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:

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.