




1. How would you describe St. Charles as a place to live?

	Response Percent	Response Total
Excellent 	47.9%	225
Good 	48.3%	227
Fair 	3.8%	18
Poor	0%	0
Very Poor	0%	0
Total Respondents		470
(skipped this question)		6

2. How would you rate the following services today as compared to 5 years ago?

	Much Better	Somewhat Better	About the Same	Worse	Much Worse	N/A	Response Average
Fire Services	12% (55)	22% (105)	38% (181)	0% (0)	0% (0)	28% (130)	2.37
Police Services	11% (50)	20% (92)	43% (202)	2% (8)	1% (3)	24% (115)	2.50
Cultural Activities	12% (54)	31% (143)	37% (171)	2% (10)	0% (0)	19% (88)	2.36
Transportation Quality	4% (20)	12% (55)	33% (155)	18% (83)	6% (30)	27% (126)	3.14
Total Respondents							473
(skipped this question)							3

3. Although the City is a separate entity, other characteristics and services influence the quality of life in the community. How would you rate services provided by other entities today as compared to 5 years ago?

	Much Better	Somewhat Better	About the Same	Worse	Much Worse	N/A	Response Average
Library Services	21%	31% (146)	29%	0% (2)	0% (0)	19%	2.10





	(99)		(135)			(89)	
Parks / Recreation	21% (99)	40% (190)	23% (107)	1% (5)	0% (0)	15% (73)	2.04
Schools	8% (40)	17% (81)	29% (135)	14% (68)	2% (10)	29% (139)	2.78
						Total Respondents	474
						(skipped this question)	2

4. During your residence here, how has life in the City lived up to your expectations?






	Improved	Slightly Improved	Remained the Same	Some Decline	Declined	Response Average	
Attractive / Vital Downtown	21% (97)	36% (164)	24% (111)	14% (66)	5% (23)	2.47	
City Character	21% (96)	31% (143)	34% (156)	12% (54)	2% (11)	2.44	
City Communications	20% (92)	31% (140)	45% (204)	3% (13)	1% (6)	2.34	
City Services	17% (79)	30% (139)	48% (222)	3% (12)	2% (9)	2.42	
Community Appearance	28% (129)	35% (163)	26% (119)	8% (39)	3% (12)	2.23	
Community Spirit	18% (82)	28% (128)	43% (200)	9% (42)	2% (9)	2.50	
Housing Stock	21% (98)	31% (144)	37% (170)	8% (37)	2% (9)	2.38	
Public Safety	15% (69)	26% (117)	52% (238)	5% (24)	2% (8)	2.53	
						Total Respondents	469
						(skipped this question)	7

5. Approximately 11 cents of every property tax dollar goes to the City, to fund general government, public safety, and community development. The remainder is collected by other taxing bodies including: Kane County, the Forest Preserve, School District #303, St. Charles Park District, and St. Charles Library District. With this as a


basis, do you believe level of City services you receive justifies the taxes you pay?







	Response Percent	Response Total
Strongly Agree 	10.9%	51
Agree 	47.1%	220
Neutral 	27.8%	130
Disagree 	10.9%	51
Strongly Disagree 	3.2%	15
Total Respondents		467
(skipped this question)		9

6. How would you rate the City's efforts to communicate with citizens?

	Response Percent	Response Total
Excellent 	15.7%	72
Good 	59.8%	274
Fair 	20.5%	94
Poor 	3.1%	14
Very Poor 	0.9%	4
Total Respondents		458
(skipped this question)		18

7. Please rank your primary means of obtaining information about City services or activities (1 being most frequently utilized and 8 being least utilized). Each digit (1-8) can only be used once. For example, place a “1” next to whichever you prefer most, a “2” next to your second choice, and so on. Remember, no two communication methods should have the same ranking.

	Response Total	Response Average
Personal Visit to City Hall 	2866	6.79
Phone Call to City Hall / Department 	2340	5.55

"From the Den" City Newsletter		1245	2.95
St. Charles Resident Guide		2004	4.75
St. Charles City Website (www.stcharlesil.gov)		1838	4.36
St. Charles Community Website (www.st-charles.il.us)		1987	4.71
Local Newspaper		1149	2.72
Word of Mouth		1717	4.07
		Total Respondents	422
		(skipped this question)	54

8. How would you rate the usefulness of information provided by the following communication tools? (Please select N/A if you have not used a particular tool.)

	Excellent	Good	Average	Poor	Very Poor	N/A	Response Average
City Website	15% (65)	37% (164)	19% (85)	1% (3)	0% (0)	29% (130)	2.08
Community Website	11% (47)	33% (149)	19% (87)	0% (0)	0% (0)	37% (164)	2.14
First Street Website	5% (23)	16% (70)	15% (65)	1% (4)	0% (1)	63% (283)	2.33
"From the Den" City Newsletter	31% (140)	44% (199)	14% (63)	1% (3)	0% (0)	10% (46)	1.82
St. Charles Resident Guide	13% (61)	39% (175)	25% (113)	1% (3)	0% (1)	22% (101)	2.17
Total Respondents							457
(skipped this question)							19





9. Below please provide any other sources of information that you believe the City should use:

Total Respondents 74
(skipped this question) 402

10. The City provides utility services such as electricity and water, which are not funded by tax revenues, but rather by fees charged to users. Please rate the following utilities first in terms of value of service received, and second, for reliability of services:




	Excellent	Good	Average	Poor	Very Poor	Response Average
Electric - Value	36% (163)	46% (208)	17% (75)	1% (6)	0% (1)	1.84
Electric - Reliability	42% (190)	41% (186)	13% (60)	4% (17)	0% (2)	1.80
Water - Value	31% (138)	42% (190)	19% (87)	5% (23)	3% (12)	2.07
Water - Reliability	50% (227)	38% (172)	9% (43)	1% (6)	1% (5)	1.65
Total Respondents						455
(skipped this question)						21

11. How important do you believe it is to enhance the reliability and aesthetics of the electrical system by relocating overhead lines underground?






	Response Percent	Response Total
Very Important 	26.7%	121
Important 	32.4%	147
Neutral 	29.1%	132
Less Important 	5.7%	26
Not at all Important 	6.2%	28
Total Respondents		454
(skipped this question)		23

12. The City's water supply contains certain natural elements which result in "hard" water. Do you think the City should soften the water before it is delivered to your

home?

	Response Percent	Response Total
Yes 	46.1%	213
No 	36.8%	170
Don't Know 	17.1%	79
Total Respondents		462
(skipped this question)		15

13. If you answered "Yes" to the previous question, how much more per month would you be willing to pay to receive softened water?



	Response Percent	Response Total
\$2 	29.4%	62
\$4 	33.6%	71
\$6 	17.5%	37
\$8 	5.2%	11
\$10 	14.2%	30
Total Respondents		211
(skipped this question)		265

14. How do you typically pay your City utility bills? (Please select one response)




	Response Percent	Response Total
Online through City Website 	6.7%	31
Automatically through Payment Program 	20.8%	96
In Person 	5.2%	24
Mail Payment 	34.7%	160
By Calling Utility 	0.4%	2

Billing Office			
Utility Bill Drop Boxes		16.9%	78
Online through Personal Bank		15.2%	70
		Total Respondents	461
		(skipped this question)	15

15. Have you used the City's online service, "Utility Bills Online"?


		Response Percent	Response Total
Yes		16.1%	74
No		83.9%	387
		Total Respondents	461
		(skipped this question)	15

16. If so, which of the online services did you use? (Please check all that apply)

		Response Percent	Response Total
Viewed Utility Bill		56.8%	42
Paid Utility Bill Online		79.7%	59
Signed-up for E-mail notifications of bill availability		41.9%	31
		Total Respondents	74
		(skipped this question)	402

17. Again, if you used the City's "Utility Bills Online", in terms of meeting your needs, how satisfied are you with the services offered?

		Response Percent	Response Total
Very Satisfied		52.1%	38

Satisfied		39.7%	29
Neutral		5.5%	4
Dissatisfied		1.4%	1
Very Dissatisfied		1.4%	1
Total Respondents			73
(skipped this question)			404

18. FOR QUESTIONS 18-21. Please rate the following services the City currently provides based on your experience over the past year. If you have not had any experience with a particular service, please indicate this by marking N/A: POLICE SERVICES

	Excellent	Good	Average	Poor	Very Poor	N/A	Response Average
Response to call for service	21% (98)	19% (88)	6% (29)	1% (5)	1% (4)	51% (234)	1.79
Enforcement of parking laws	6% (26)	14% (66)	13% (59)	3% (12)	3% (15)	61% (278)	2.57
Enforcement of traffic laws	6% (29)	22% (102)	16% (75)	5% (25)	3% (15)	46% (211)	2.57
Investigating and solving crimes	5% (24)	11% (52)	8% (36)	1% (6)	1% (5)	73% (330)	2.32
Crime prevention	6% (27)	22% (98)	13% (61)	1% (4)	1% (4)	57% (259)	2.28
Total Respondents							457
(skipped this question)							19

19. Please rate the following services the City currently provides based on your experience over the past year. If you have not had any experience with a particular service, please indicate this by marking N/A: FIRE SERVICES

	Excellent	Good	Average	Poor	Very Poor	N/A	Response Total
Response time to fires	7% (32)	6% (27)	1% (6)	0% (0)	0% (1)	85% (387)	453

Provision of

emergency medical services	12% (53)	6% (29)	1% (5)	0% (1)	0% (0)	81% (367)	455
Fire Prevention	8% (34)	8% (38)	4% (16)	0% (2)	0% (0)	80% (363)	453
						Total Respondents	453
						(skipped this question)	23

20. Please rate the following services the City currently provides based on your experience over the past year. If you have not had any experience with a particular service, please indicate this by marking N/A: TRANSPORTATION SERVICES

	Excellent	Good	Average	Poor	Very Poor	N/A	Response Average
Maintenance of streets (free of bumps, cracks, and potholes)	8% (35)	35% (162)	41% (188)	10% (44)	3% (15)	3% (15)	2.64
Maintenance of sidewalks (free of cracks and trip hazards)	7% (33)	39% (180)	34% (154)	5% (24)	2% (8)	12% (57)	2.48
Snow and Ice removal	24% (110)	47% (214)	20% (90)	4% (20)	2% (8)	3% (15)	2.10
Traffic circulation (for trips across the Fox River)	3% (13)	15% (70)	31% (141)	27% (124)	18% (82)	6% (27)	3.45
Traffic circulation (for trips not crossing the Fox River)	5% (24)	32% (144)	38% (174)	13% (59)	5% (23)	7% (31)	2.79
						Total Respondents	457
						(skipped this question)	19

21. Please rate the following services the City currently provides based on your experience over the past year. If you have not had any experience with a particular service, please indicate this by marking N/A: UTILITY SERVICES

	Excellent	Good	Average	Poor	Very Poor	N/A	Response Average
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Quality of drinking water	10% (44)	41% (186)	26% (121)	14% (66)	6% (28)	3% (13)	2.66
Maintenance of storm water drainage system (flooding)	11% (50)	40% (184)	19% (88)	5% (23)	2% (7)	23% (105)	2.30
Response time to disruptions in electric service	17% (77)	36% (164)	17% (76)	4% (17)	1% (4)	26% (118)	2.13
Refuse services	28% (126)	49% (226)	15% (70)	1% (5)	0% (1)	7% (30)	1.90
Leaf collection	18% (83)	36% (164)	13% (59)	4% (19)	1% (4)	28% (129)	2.08
Total Respondents							459
(skipped this question)							17

22. Please describe any experience you had over the past year with the following City departments. First, indicate if you received courteous service and second, if your concern was resolved. If you have not had any contact with a particular department, please leave blank.

	Courteous Service		Response Total
	Yes	No	
City Administration / Mayor / Reception	84% (71)	16% (14)	85
Building and Zoning	84% (99)	16% (19)	118
Community Development	65% (30)	35% (16)	46
Economic Development	53% (16)	47% (14)	30
Engineering / Public Works	85% (81)	15% (14)	95
Finance	55% (17)	45% (14)	31
Fire / EMS	75% (50)	25% (17)	67
Police	89% (113)	11% (14)	127

Utility Billing	90% (132)	10% (14)	146
	Concern Resolved		
	Yes	No	Response Total
City Administration / Mayor / Reception	85% (53)	15% (9)	62
Building and Zoning	81% (78)	19% (18)	96
Community Development	60% (18)	40% (12)	30
Economic Development	67% (10)	33% (5)	15
Engineering / Public Works	80% (63)	20% (16)	79
Finance	93% (14)	7% (1)	15
Fire / EMS	89% (34)	11% (4)	38
Police	80% (80)	20% (20)	100
Utility Billing	91% (104)	9% (10)	114
	Total Respondents		283
	(skipped this question)		193

23. What suggestions do you have for improving the quality of life in St. Charles?

Total Respondents 218
(skipped this question) 258

24. Overall, how would you rate the appearance of the following areas within City limits?

	Excellent	Good	Average	Poor	Very Poor	Response Average
Main St. - Rt. 64 -- East (east of 7th Avenue)	3% (15)	31% (141)	47% (212)	15% (70)	3% (15)	2.84
Main St. - Rt. 64 -- West (west of 7th Avenue)	3% (15)	30% (135)	47% (212)	17% (79)	3% (12)	2.86

Street)						
Main St. - Rt. 64 -- Downtown (between 7th St. and 7th Ave.)	17% (79)	52% (236)	25% (112)	5% (22)	1% (4)	2.20
Kirk Road	7% (30)	46% (202)	43% (189)	4% (19)	1% (3)	2.47
Randall Road	5% (21)	30% (135)	35% (157)	25% (111)	5% (24)	2.96
Illinois St. (between 7th St. and 7th Ave.)	5% (24)	41% (181)	46% (205)	7% (29)	1% (6)	2.58
Prairie St. (between Randall and Riverside)	8% (34)	46% (204)	41% (184)	4% (20)	1% (3)	2.45
Downtown Riverfront	19% (87)	43% (194)	29% (129)	8% (35)	2% (7)	2.29
Total Respondents						451
(skipped this question)						25

25. In general, how would you describe the flow of traffic (i.e. the timing of traffic signals and your ability to make turns) in the following areas within City limits?

	Excellent	Good	Average	Poor	Very Poor	Response Average
Main St. - Rt. 64 -- East (east of 7th Avenue)	5% (21)	23% (103)	37% (170)	26% (117)	9% (43)	3.13
Main St. - Rt. 64 -- West (west of 7th Street)	4% (20)	29% (131)	46% (207)	17% (76)	4% (19)	2.87
Main St. - Rt. 64 -- Downtown (between 7th St. and 7th Ave.)	3% (15)	21% (93)	40% (180)	27% (120)	10% (43)	3.18
Kirk Road	8% (34)	52% (231)	35% (155)	4% (17)	2% (9)	2.41
Randall Road	5% (22)	30% (134)	38% (174)	19% (88)	8% (35)	2.96

Illinois St. (between 7th St. and 7th Ave.)	5% (22)	37% (164)	48% (216)	7% (30)	4% (16)	2.67
Prairie St. (between Randall and Riverside)	7% (33)	43% (194)	44% (197)	4% (19)	1% (5)	2.48
Total Respondents						453
(skipped this question)						23

26. Although the City does not have full control over all roadways in St. Charles (i.e. state and county roads), are there any particular areas where you feel improvements could be made to enhance safety or improve traffic flow?

Total Respondents 232
(skipped this question) **244**

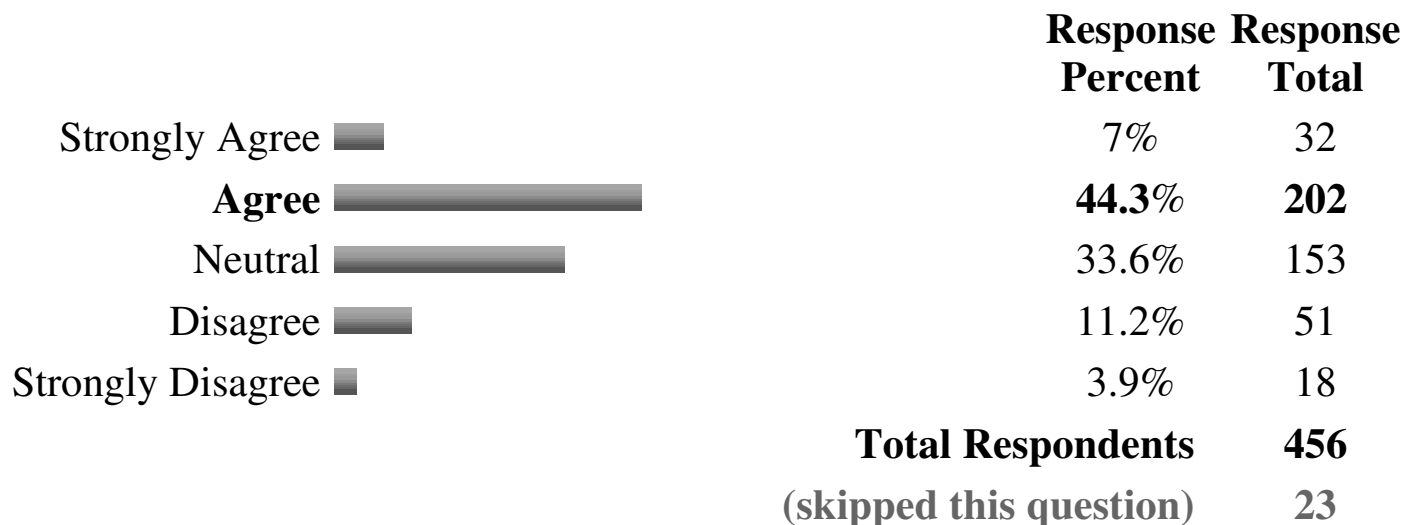
27. Overall, how would you rate the following items, in terms of the neighborhood where you reside?

	Excellent	Good	Average	Poor	Very Poor	Response Average
Upkeep of Property	27% (122)	54% (246)	16% (73)	3% (12)	0% (1)	1.95
Safety / Security	29% (131)	53% (242)	15% (70)	2% (7)	1% (4)	1.92
Ease of Walking	31% (139)	50% (226)	14% (64)	4% (18)	1% (6)	1.95
Ease of Cycling	25% (108)	49% (213)	20% (86)	4% (17)	2% (10)	2.10
Maintenance of Curbs	21% (96)	57% (257)	20% (88)	1% (6)	1% (3)	2.03
Maintenance of Streets	19% (87)	57% (255)	21% (95)	2% (11)	0% (2)	2.08
Maintenance of Sidewalks	18% (78)	54% (241)	23% (104)	4% (18)	1% (4)	2.17
Maintenance of Trees	22% (98)	58% (263)	16% (73)	3% (15)	0% (2)	2.02
Maintenance of Storm	19% (84)	54%	22% (97)	4% (19)	2% (8)	2.17

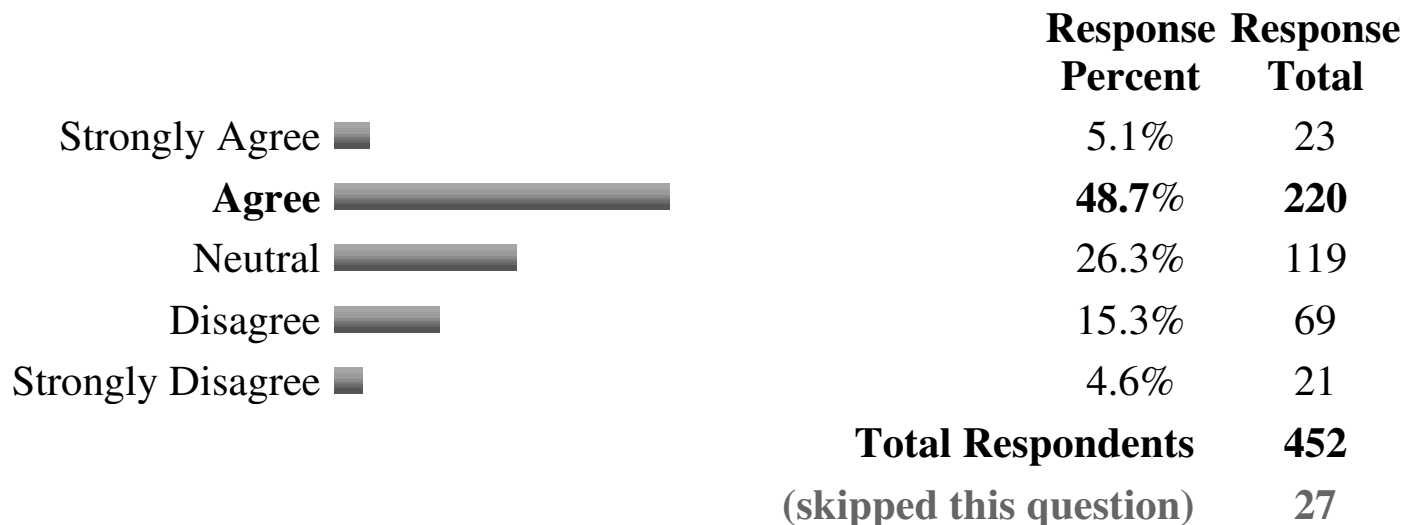
drains (241)

Total Respondents 455
 (skipped this question) 21

28. Do you feel the level of code enforcement (i.e. unkempt properties, parking on lawns, etc.) is adequately enforced?








29. Do you believe the City is appropriately managing development to maintain community values?



30. How satisfied are you with the City's efforts to attract appropriate commercial development?

Response Percent **Response Total**




Very Satisfied		5.5%	25
Satisfied		36.9%	167
Neutral		34.7%	157
Dissatisfied		16.8%	76
Very Dissatisfied		6%	27
		Total Respondents	452
		(skipped this question)	27

31. Please indicate your preference for the following types of development in St. Charles at this time:









	Greatly Needed	Needed	Neutral	Not Needed	Response Average
Single-family Homes	8% (34)	21% (95)	37% (167)	34% (150)	2.97
Multi-family Homes (Townhomes or Condos)	3% (15)	22% (98)	32% (143)	42% (186)	3.13
Retail Businesses	18% (77)	39% (169)	26% (115)	17% (75)	2.43
Industrial Businesses	9% (41)	27% (120)	36% (158)	28% (122)	2.82
Office Businesses	10% (43)	33% (142)	40% (173)	18% (77)	2.65
Total Respondents					448
(skipped this question)					28

32. State law requires that every city with a population of more than 1,000 persons have at least 10% of their housing stock be affordable for middle-income households (this generally includes professions such as teachers, nurses, single-parent households, and senior citizens). The City of St. Charles currently satisfies this requirement, but due to economic forces, may not be in compliance as early as 2010. Given this information, do you agree that the City should take a pro-active approach to support and encourage the construction and retention of homes that are affordable to middle-income families?

	Response Percent	Response Total
Strongly Agree 	28.9%	130
		

Agree		34.9%	157
Neutral		20%	90
Disagree		8.7%	39
Strongly Disagree		7.6%	34
		Total Respondents	450
		(skipped this question)	29

33. In general, where do you do most of your shopping (for items other than groceries)? Please rank the following locations from 1 to 8. (1 being where you shop most and 8 where you shop least) Each digit can only be used once. Place a “1” next to wherever you shop the most, a “2” next to your second choice, and so on. Remember, no two shopping locations should have the same ranking.





		Response Total	Response Average
Charlestowne Mall		1404	3.38
East Gateway Stores		1725	4.16
West Gateway Stores		2172	5.23
Downtown St. Charles		2193	5.28
Downtown Geneva		2067	4.98
Geneva Commons / Randall Road		1004	2.42
South Elgin / Randall Road		2187	5.27
Other		2188	5.27
		Total Respondents	412
		(skipped this question)	64

34. How important is the City's goal to revitalize Downtown St. Charles?

		Response Percent	Response Total
Very Important		37.1%	168
Important		46.8%	212

Neutral		9.1%	41
Less Important		3.5%	16
Not at all Important		3.5%	16
Total Respondents			453
(skipped this question)			26

35. In general, how often do you visit Downtown St. Charles ?







		Response Percent	Response Total
Frequently (daily or weekly)		27.9%	126
Moderately (several times a month)		39.9%	180
Rarely (once a month or less)		29.5%	133
Never		2.7%	12
Total Respondents			451
(skipped this question)			28

36. When visiting downtown, what is your most frequent activity? Please rank the following choices 1-8, using each digit only once. (1 being the most frequent and 8 the least frequent) Place a "1" next to whichever activity you do the most, a "2" next to your second choice, and so on. Remember, no activities should have the same ranking.


		Response Total	Response Average
Work		2790	6.87
Dining		1103	2.72
Shopping		1763	4.34
Personal Business		1981	4.88
Library		1503	3.70
Park / Recreation		1475	3.63
Festivals / Special			

Events	1658	4.08
Other 	2343	5.77
Total Respondents	403	
(skipped this question)	73	






37. Please rank the following items in terms of which would most encourage you to spend more time Downtown St. Charles. Please choose 1-6, using each digit only once (1 being the most likely and 6 being least likely). Place a "1" next to whichever you prefer most, a "2" next to your second choice, and so on. Remember, none of the options should have the same ranking.

	Response Total	Response Average
More Speciality Shops 	1427	3.44
More Dining Options 	1152	2.78
More Clothing Stores 	1662	4.00
Additional Entertainment Venues 	1369	3.30
Additional Parking 	1502	3.62
Additional Open Space / Parks 	1603	3.86
Total Respondents	412	
(skipped this question)	64	

38. Have you utilized the wireless Internet hotspot (Wi-Fi hotspot) located near City Hall and along the river?

	Response Percent	Response Total
Yes 	4%	18
No 	96%	435
Total Respondents	453	
(skipped this question)	26	





39. Should the City add additional wireless Internet hotspots for residential and visitor use?

	Response Percent	Response Total
Strongly Agree 	13.5%	62
Agree 	17.9%	82
Neutral 	54.6%	250
Disagree 	9.8%	45
Strongly Disagree 	4.1%	19
	Total Respondents	458
	(skipped this question)	22







40. If you agree, in what locations would you like to see the wireless Internet service offered?

Total Respondents	106
(skipped this question)	370





41. Which of the following best describes your residence?

	Response Percent	Response Total
Single-family Home 	65.8%	295
Townhouse / Duplex 	22.1%	99
Condo / Apartment Building (less than 6 units) 	3.8%	17
Condo / Apartment Building (with 6 or more units) 	8.3%	37
	Total Respondents	448
	(skipped this question)	28





42. On a typical workday, how much time does the person in your household with the longest commute spend driving from home to work?

	Response Percent	Response Total
15 minutes or less 	18.1%	81
16 to 30 minutes 	17%	76
31 to 45 minutes 	18.6%	83
46 to 60 minutes 	16.3%	73
Over an hour 	13.4%	60
N/A 	16.6%	74
Total Respondents		447
(skipped this question)		29

43. How many people currently reside in your household?









	Response Percent	Response Total
1 	18.1%	81
2 	39.1%	175
3 	16.3%	73
4 or more 	26.4%	118
Total Respondents		447
(skipped this question)		29

44. How many years have you lived in St. Charles?


	Response Percent	Response Total
Less than 1 year 	6.9%	31
1 - 5 years 	32.2%	145
6 - 10 years 	18.2%	82
11 - 20 years 	17.3%	78
21-30 years ago 	11.1%	50
31-40 years 	8.4%	38
More than 40 years 	6%	27

Total Respondents **451**
 (skipped this question) **25**

45.

	Response Percent	Response Total
Area 1 	5.4%	24
Area 2 	11.4%	51
Area 3 	19.7%	88
Area 4 	11%	49
Area 5 	9.6%	43
Area 6 	21.9%	98
Area 7 	15.7%	70
Area 8 	5.4%	24
Total Respondents		447
(skipped this question)		29

46. What is your gender ?







	Response Percent	Response Total
Female 	48.2%	213
Male 	51.8%	229
Total Respondents		442
(skipped this question)		34

47. What is your age ?

	Response Percent	Response Total
Under 18	0%	0
18 - 30 	7.8%	35
31 - 40 	19.6%	88
41 - 50 	23.8%	107

51 - 60		22.7%	102
61 - 70		14.5%	65
71 or older		11.6%	52
Total Respondents			449
(skipped this question)			27

48. What is the highest level of education you have completed ?

		Response Percent	Response Total
Some High School or less		0.7%	3
High School		10.7%	48
Vocational / Technical School		2.5%	11
Some College / Junior College		17.9%	80
Completed College / Undergraduate Degree		43.4%	194
Graduate School / Post Grad		24.8%	111
Total Respondents			447
(skipped this question)			29

49. What is your household income before taxes?

		Response Percent	Response Total
Less than \$30,000		6.1%	25
\$30,001 - 60,000		19.1%	78
\$60,001 - 90,000		23%	94
\$90,001 - 120,000		21%	86
\$120,001 - 160,000		15.4%	63
\$160,001 and above		15.4%	63

Total Respondents	409
(skipped this question)	67

50. Please provide any additional comments below:

Total Respondents	123
(skipped this question)	353