



THE DEN

News & Highlights from the City of St. Charles

April 2014
www.stcharlesil.gov

The Results are In Resident Survey Shows How St. Charles Stacks Up to Other Cities

Last fall, 1200 surveys were distributed to a statistical sample of St. Charles residents to gather their perspectives on the overall quality of life in St. Charles. The results are promising and were presented to the Government Services Committee March 24. The survey has been administered since 1996, with the last survey being performed in 2011.

A New Survey for 2013

The 2013 survey sought residents' opinions on standardized questions and then compared those results to benchmarks from surveys of 500 communities across the country. This is different than past surveys which were created in-house.

Key Findings

In general, survey respondents feel St. Charles is safe, clean and well-maintained. However, they see Economic Development growth as too slow.

Overall Snapshot

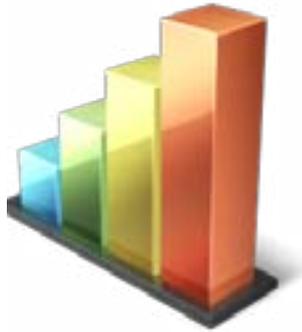
- 95% said St. Charles is an "Excellent" or "Good" place to live. This is "Much Above" the national benchmark and very similar to the 2011 survey results: 96.4%.
- 68% feel City services are worth the taxes paid ("Much Above" the benchmark)

- 69% approve of the direction the City is taking ("Above" the benchmark)

Areas the City Excels

These areas were rated "Excellent or "Good" and ranked "Much Above" or "Above" national benchmarks:

- Public Safety: Fire services (98%) and police services (91%)
- Public Works: Storm drainage (85%), snow removal (78%), street repair (67%)
- Utilities: Electric (88%) and sewer (85%)



Areas to Work On

These areas ranked "Below" or "Much Below" national benchmarks:

- 59% rated the drinking water as "Excellent or "Good"
- 66% see retail growth as too slow
- 82% think job growth is too slow

And, if you're reading this, you are one of the 79% who reported reading the *Den* or *Community eNews* in the last 12 months. Thank you! 😊

Complete survey results are on the **Priorities Survey** page of the City website.

Happy Birthday St. Charles Connect!

It's been a year since we launched the St. Charles Connect customer service request system accessible with a mobile app or online.

To date, the app has been downloaded 569 times, with Apple being the leading operating system (366 downloads), followed by Android (123), Blackberry (66) and Windows (14).

So far, 692 issues have been submitted, with:

- 163 reports from mobile devices
- 289 issues were submitted through the City website
- 240 reports were submitted by City employees

'Streetlight Malfunction' was the #1 issue reported, followed by 'Dead Animal on Public Property' and 'City Property Repair/Maintenance.'

City Council and Committee Meetings

To see a complete list of meetings go to www.stcharlesil.gov/meetings

City Council

4.7.14 7:00 pm

Government Operations

4.7.14 7:05 pm

Planning & Development

4.14.14 7:00 pm

City Council

4.21.14 7:00 pm

Government Operations

4.21.14 7:05 pm

Government Services

4.28.14 7:00 pm

Connect With Us

Connect with the city right from your mobile device. Download our St. Charles Connect app at www.stcharlesil.gov/connect



CITY OF
ST. CHARLES

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Encourage a friend to sign up for their own copy of *The Den* at www.stcharlesil.gov and click on "Subscribe to City eNews"



#1 City for Families
St. Charles named by FamilyCircle

A Legacy of Volunteerism

Celebrating St. Charles' 180th Anniversary

As the Legend of the Four Sons of Charlemagne goes, the firstborn son is the guardian of civic life, along with business and industrial life in St. Charles. April is National Volunteer Month and the perfect time to focus on St. Charles' long, rich history of volunteerism and civic involvement, which is evident to this day.

One shining example of honorable civic duty in St. Charles' history is the formation of the 8th Regiment of Illinois Volunteer Cavalry that fought in the Civil War. On Sept. 18, 1861, 1,164 men were mustered into service in St. Charles for the Regiment, under the command of Colonel John Farnsworth.

The troops travelled out east by train where they first camped in Washington (City) D.C.—near the site of the what now is the Washington zoo--and then continued on to serve as guards in Alexandria, Virginia. The first major engagement they fought in was opening the Battle of Williamsburg in

advance of the Army of the Potomac.

In one of their most notable battles, at 7:30 a.m., July 1, 1863, Lt. Marcellus Jones of Company E fired the first shot across a fence post which signaled the beginning of the Battle of Gettysburg.

In April 1865, the 8th Illinois Volunteer Cavalry served as Honor Guard for President Lincoln as he laid in repose in the rotunda, and accompanied the President's funeral train back to Illinois. They also were a part of the hunt for John Wilkes Booth.

(Source: www.8thillinoiscavalry.org)

(Photos courtesy of the St. Charles Heritage Center)



8th Illinois Members pose for a photo



General John Farnsworth



Members of the 8th Illinois at a Reunion Dinner

Welcome New Businesses!

EAST GATEWAY

Franky's Red Hots

2526 E. Main St., 630-513-5001

TCBY Frozen Yogurt & Ice Cream

3835 E. Main St., 630-584-0185

Quality Inn Hotel

1600 E. Main Street, 630-584-5300

EAST GATEWAY--INDUSTRIAL

Pressure Solutions, Inc. Pressure

Washing Equipment

3540 Stern Ave, Ste. 103, 847-289-1200

Corps Fitness Midwest

3540 Stern Ave, Ste. 109, 630-564-6425

WEST GATEWAY

ACI Midwest, LLC Publication

Distribution Service

1500 Foundry Street, Ste. 10

310-233-2750

AquaServ Pool & Spa

720 N. 17th Street, Ste. 2, 630-649-2715

Four Elements, Inc. Martial Arts Studio

2015 Dean Street, Ste. 7B, 630-276-3841

Tailor, Needle, Thread

2000 W. Main Street, Ste. 1A

630-549-6048

All Terrain Services

761 N. 17th Street, Ste. 11, 630-841-7431

Environmental Soil Probing Corp.

761 N. 17th Street, Ste. 12, 630-450-5496

Everyone's Family Dental

1400 Lincoln Hwy., Unit B, 630-940-8508

Evidence Training Develops Crime Scene Investigation Skills

The St. Charles Police Department recently held a training class for area field evidence technicians.

Forensic Investigator Rusty Sullivan prepared a skills session for the technicians, which included investigating staged crimes scenes set up at a local business. The technicians were given several different stations that each tested a different skill that is essential to any major investigation. The training provides an opportunity to use the tools of the trade in a learning environment.

One of the skills, included recovering fingerprints from various surfaces, dusty shoe prints from a floor, and even shoe impressions from the snow—a technique used in a recent residential burglary investigation. The technicians also worked on making an exact copy of a tool impression. This technique is used during a burglary investigation

when the offender pries open a door or window with a tool. By making a mold of the damage caused by the tool, it can be matched to the tool when it is recovered.

The Police Department conducts periodic training for various specialty positions throughout the year. The Department has more than 20 officers who also are trained to handle basic evidence collection at crime scenes. Five officers have received advanced training for handling a major crime scene, including a homicide. The St. Charles Police Department is a member of the Kane County Major Crimes Task Force and one component of that team involves the use of evidence technicians. Several technicians from area departments also participated in the training. For more information, visit the [Police Department web page](#) or email police@stcharlesil.gov.

Police Officer Takes the Plunge

“Tonight Show” host Jimmy Fallon and Chicago Mayor Rahm Emanuel made headlines for participating in the Polar Plunge in Chicago. Here in St. Charles, our own Officer Adam Stander from the St. Charles Police Department braved the freezing temperatures of Lake Michigan March 1 for the Lake Bluff Polar Plunge benefiting Special Olympics Illinois. It’s tradition to have a costume contest before the big dip. This year, Officer Stander’s group dressed as M&Ms.



Police Department Goes for the Gold Accreditation

The Commission on Accreditation for Law Enforcement Agencies (CALEA) is a credentialing authority for public safety services.

Accreditation ensures the public they are receiving quality, professional police service within their community. Police departments voluntarily agree to go through the evaluation process and must meet standards set by law enforcement professionals across the United States.

The evaluations are based on 482 professional policing standards and each agency is required to go through an on-site assessment once every three years. The St. Charles Police Department received its initial accreditation status in 1989—the first police agency in Kane County to earn accreditation. Since then our Police Department has been awarded accreditation seven times, the last being 2011.

We are currently at the end of our three year assessment. The department participated in a “Mock On-Site Assessment” on November 22, 2013. The mock team reviewed our files, written directives, and checked our facility to make sure we are ready for the CALEA On-Site evaluation April 1-4.



This year the St. Charles Police Department has chosen to participate in the “Gold Standard Assessment.” Assessors will still review our files, but will focus primarily on interviews with selected leaders within the agency, City Administration, and other community leaders. Awards will be presented at the CALEA conference in Schaumburg this July. For more information, contact Lisa Blackwell at lblackwell@stcharlesil.gov.

Emergency Management Monitors Weather Conditions

With spring in full swing, we can expect to see weather ranging from snow to severe rains and wind. Last April, regional flooding earned the area a Presidentially declared disaster.

The City's Emergency Management Agency (EMA) monitors the weather constantly to make sure we issue the necessary information and warnings regarding upcoming storms.

At the first signs of potential severe weather, the City opens its Emergency Operations Center (EOC). Here, staff monitors weather radar, local weather forecasts, and processes HAM radio reports throughout the county to get early warnings out to the first responders as well as the community.



From the EOC, the EMA can control the outdoor warning sirens, deploy severe weather spotters, and continuously update our Fire and Police departments about expected weather conditions. For more information, contact Paul Bumba at 630-762-7091 or pbumba@stcharlesil.gov.

Local Flood Awareness

St. Charles generally has not experienced widespread damage due to flooding. However, there are local flood hazard areas throughout Kane County.

Flooding from the Fox River, Ferson Creek, State Street Creek, 7th Avenue Creek, and Norton Creek usually can be forecast in advance. However flash flooding along these rivers and numerous tributaries to these waterways may occur suddenly and unexpectedly.

Visit www.stcharlesil.gov/flood for information and links to flood-related sites. Also, find out if your property is in the 100-year floodplain, and access maps and other flood-related information at the Public Works Engineering Division, 200 Devereaux Way. Elevation Certificates dating back to the early 1990s also are available. Call the Engineering Division at 630-377-4486 for more.

St. Charles East Students Pitch in with Service Projects

On March 8, students from the St. Charles East Senior Class assisted the Fire Department by digging out fire hydrants. And on March 20, Juniors brought St. Patrick's Day treats to the Police Department. Their efforts were part of a week of service projects at the school. Thanks to all who participated. Your help and treats were appreciated!



Another Shop St. Charles Winner

Mark Rafferty is the next winner of the Shop St. Charles Challenge after his name was picked in a random drawing of applicants. Rafferty visited three local businesses and then told us about his experiences. He will receive a rebate of up to \$100 for successfully completing the Challenge.

The Shop St. Charles Challenge shines a spotlight on the businesses we have right here in town. Rafferty had this to say about shopping locally: "First, you are helping out your neighbor. Most of the small businesses are locally owned. I enjoy the personal attention that these business owners give you. Also, I prefer to keep my sales tax dollar in my own town where it helps me out."

Read his reviews of the three businesses he visited: Charlestowne 18 Theatre, ZaZa's Trattoria and HobbyTown

at www.stcharlesil.gov/shop-local/winners.

For more information, including a program entry form and rules, visit the Shop St. Charles Challenge web page,

www.stcharlesil.gov/shop-local or

contact Karla McCleary in the Community and Economic Development Department at 630-443-4093 or kmcclary@stcharlesil.gov. You could be the next winner!



Arbor Day Celebration April 25

Spring is just around the corner! Mark your calendars for the annual Arbor Day event in St. Charles on Friday, April 25. Come to Lincoln Park on Main Street, between 4th and 5th Streets. All ages are welcome to this annual celebration of trees. All entries for the 2014 Tribute to Trees will be on display at the Municipal Center beginning April 7th and at Arbor Day as part of our celebration. Come and enjoy live music, a tree raffle, tree care demonstrations, delicious cookies and more! The fun begins at 4:00 p.m.!



2014 Brush Pick Up Schedule

East Side **West Side**
April 21 April 28

Brush (branches at least 3 feet in length and less than 12 inches in diameter) must be placed on the parkway, in front of your house (or along the frontage where refuse/recycling is collected), cut ends facing the street before 7 a.m. on Monday of the scheduled pick up (or Tuesday if Monday is a holiday).

Please note: Pick up in your area may take 3 to 4 days.

Do not tie bundles of brush with rope or wire. No piles should be higher than 4 feet and never put in the street. Don't park in front of the piles, crews will be unable to pick up the brush. For more information visit the www.stcharlesil.gov/services/brush.

A full schedule will be on the website mid-April

2014 Street Sweeping Schedule

The City sweeps its streets to remove sand, stone, debris, refuse, dirt, and other materials which may have accumulated on the roadway. Not only does it keep our City streets clean and presentable, street sweeping also helps eliminate potential pollutants from entering the storm sewer system and ultimately local streams and the river. The City has hired K. Hoving Companies to assist with sweeping all public City streets according to this schedule:

May - First Week
June - Last Week

August – Mid Month
September - Last Week
October - Last Week
November - Mid Month and Last Week (after leaf collection)

In addition, there will be special sweepings for parades, festivals, special events, emergencies, accidents, leaf pick-up and severe weather events. **Please try to park off of the street during the weeks scheduled for sweeping.** For more information, contact Public Works at 630-377-4405 or pw@stcharlesil.gov.

Spring Trees Arriving Soon

The Public Services arbor team is busy preparing to plant more than 600 new parkway trees and replacement trees in the City right-of-way areas. Spring planting will begin, weather permitting, in early April. Please note:

- Be aware of J.U.L.I.E. markings or flags in or around parkways and public areas. They are necessary to identify any underground utilities where new trees will be planted. You also may observe white markings on the curb which will further help with the planting process.
- Depending on conditions in your area, trees may be delivered and planted in phases. Please be patient.

- Restoration of the parkway for newly planted trees is completed a few days after planting. The planting team will restore the land, add black dirt and seed, and mulch around newly planted trees. At that time watering needs will be addressed and, if necessary, gator bags will be provided for further watering.
- All newly planted trees are covered by a one-year warranty.

If you have any questions about Spring planting, contact Public Services at 630.377.4405 or pw@stcharlesil.gov.

Tree Spotlight: Hop-hornbeam Ironwood

Under the botanical name *Ostrya virginiana*, Hop-hornbeam Ironwood is a local native to the Chicagoland area. Some facts about the species:

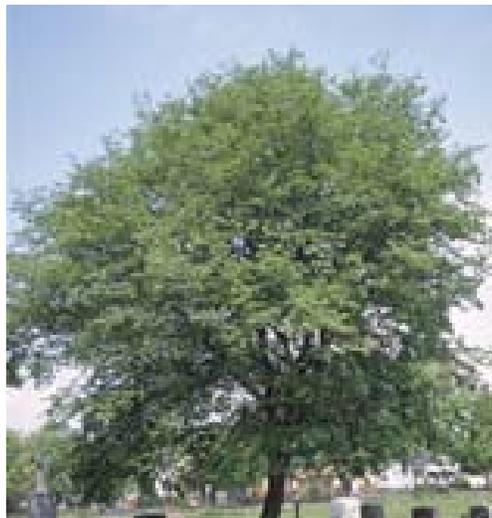
- Height: 25 to 40 feet
- Uses: Shade, ideal for parkway/streetscapes as this species is tolerant of road salt, dry and/or alkaline soils
- Leaf: Alternate, simple deciduous leaves, 2 to 5 inches long, 1 to 3 inches wide, medium to dark green in color with doubly serrate leaf margins and a pointed leaf tip
- Seeds: Produce drooping clusters of seeds resembling hops with small nutlike clusters, hence the common name “Hop-hornbeam”.
- Flower: White flowers, female variety; Yellow flowers, male variety which also produces ornamental 1 inch long catkins in the spring when

new leaves emerge

- Bark: Gray-brown bark and trunk are ornamentally attractive
- Characteristics: The Hop-hornbeam Ironwood is a slow-growing, understory tree. Ironwood is considered one of

our toughest native hardwoods and is resistant to many diseases and insects. It is an excellent tree for shady or naturalized landscapes. The species prefers moist, well-drained, slightly acidic soils of rich or average composition. However, it adapts quite readily to wet or dry, poor, alkaline soils as well.

Sources: Cirrus Digital, Morton Arboretum, and the National Resource Conservation Service.



Prepare Now for Spring Storms

Severe storms can take down power lines, creating dangerous situations. How long it takes to get your power restored depends on the extent of the storm’s destruction. To help you get through, have a storm kit prepared. Keep it in a cool, dry place and inform everyone in your household where it is. City of St. Charles residents can call the electric outage line at 866-444-0016 to report an outage and get updates on restoration times.

Storm Safety Kit

- Drinking water & food
- Blankets, pillows & clothing
- Basic first-aid supplies
- Prescriptions
- Basic toiletries
- Flashlights
- Battery-operated radio
- Extra supply of batteries

Curbside yard waste collection resumes in April
Visit the [Yard Waste page](#) on our website for more

Goodbye Winter

The St. Charles Public Works Public Services Division is ready for spring (*aren't we all!*) This winter was a challenge for our crews with sub-zero temperatures and significant snowfall. However, we succeeded in meeting our goal to maintain safe road conditions and quickly mobilize crews and equipment in response to hazardous winter weather.

62" of snow fell in St. Charles during the 2013/2014 season; more than double the average, making this the third snowiest winter on record. The 2010/2011 winter season came close with 55" of snow, but that total included a blizzard! This winter also has been the third coldest on record with temperatures at an average of 8 degrees below normal.

Crews are now busy transitioning for warmer weather. Snow plows and brine tanks are being removed from trucks and replaced with mulch hoppers and water tanks. Additionally, Public Services will continue to review and repair winter damage to City streets. We also are preparing to continue removal of diseased trees, restoration and the spring tree planting season. Warming weather conditions also allow for restoration from winter water main breaks, mailbox repairs, catch basin cleaning, storm sewer maintenance and repair, stump grinding, landscape activities in the downtown area, and more.

If you have any questions contact us at 630-377-4405 or pw@stcharlesil.gov.

Hydrant Flushing Begins This Month

As part of the regular maintenance of the St. Charles' water distribution system, the Public Works Water Division performs annual hydrant flushing. By simply flushing or opening hydrants to allow water to flow rapidly through them, water quality is improved and mineral build-up in the water mains is minimized. Hydrant flushing also ensures that hydrants are ready for emergency use.

St. Charles is divided into four quadrants for hydrant flushing: Northwest, Southwest, Southeast, and Northeast. Main Street (Illinois Route 64) divides the north/south quadrants, and the Fox River divides the east/west quadrants. The spring 2014 hydrant flushing schedule is as follows:

- Northwest – Monday April 28-Friday May 2
- Southwest – Monday May 5- Friday May 9
- Southeast – Monday May 12- Friday May 16
- Northeast Week One – Monday May 19- Friday May 23
- Northeast Week Two – Tuesday May 27-Friday May 30

You also may visit the My Neighborhood section of the City's website, enter your address and click on the City

Services tab. Signs announcing hydrant flushing also will be posted throughout the scheduled area.

Please note water is safe to use and consume during hydrant flushing, however, residents may temporarily notice rust-colored water. Public Works recommends taking the following steps during hydrant flushing:

- If possible, limit your water use.
- If you notice rust-colored water, wait until flushing has subsided then run the cold water tap until it runs clear.
- Remember rust-colored water is safe, but it may stain laundry. If this happens, keep clothes wet and treat them with stain remover.
- The City offers a stain removal product at no cost to residents at the following locations:
Public Works, 1405 South 7th Avenue
City Hall, Reception Desk, 2 East Main Street
Police Department, 211 North Riverside Avenue

For more information, contact the Public Works Department at 630-377-4405 or pw@stcharlesil.gov.

Call J.U.L.I.E. Before You Dig

Before beginning any project that requires digging, be sure to call JULIE to locate underground lines to prevent costly damage or an emergency. Call JULIE at 800-892-0123 or 811 before you dig.

Call J.U.L.I.E.



Know what's below.
Call before you dig.

Sewer Line Maintenance

Ensuring the City's sewer lines are properly maintained requires care and planning. As part of the City's infrastructure maintenance, the Sewer and Sanitary Division of the Public Works Department conducts cleaning and televising year-round (as temperatures permit) to safeguard the City's sewer system.

Sewer line cleaning maintains the carrying capacity of City sewer lines by removing any blockages and foreign materials from the lines. Cleaning is done using water which is pushed through the lines at high-velocity, scouring and cleaning the lines of dirt, rocks, grease and other potential blockages.



After cleaning, the lines are televised. A special mobile camera is inserted into the sewer lines for viewing real-time video of the interior of the sewer lines (pipes) to inspect for damage or obstructions. The mobile camera is equipped with lighting and a transmitter. It moves through the lines at approximately 30 feet per minute. Images of the interior of the lines are transmitted from the camera and viewed on a monitor by trained crews. Damage or obstructions can then be identified and corrected as needed. In 2013, over 40 miles of sewer lines were cleaned and televised.

Keep Your Sanitary Sewer Line Clear

Anytime you turn on a faucet in your home, run the dishwasher or flush a toilet, that water runs out of your sanitary sewer line and into the City sewer. If your sanitary sewer line gets clogged, all of your drains and toilets will get backed up, too. Avoid unpleasant and potentially expensive plumbing problems by preventing clogs in your sewer line.

One of the best ways to avoid sanitary sewer line clogs is to be mindful of the items that pass through it. Avoid putting any type of grease, oil, coffee grounds, egg shells or animal fat down your drain. Also avoid flushing items like diapers, tampons, personal cleaning wipes or paper towels down your toilets.

Other common causes of main sewer line blockages are tree roots and rocks breaking into the pipe. This is most common in older pipes made from clay, but it can happen to any type of pipe. If there are a lot of trees around your sanitary sewer line, it's a good idea to have your sanitary sewer line cleared every 2 - 3 years. You can do this yourself, or you can hire a professional contractor. If you suspect roots are causing the problem, try using a root killing product a few times a year. If you continue to have problems, you may consider contacting a plumber to investigate the issue further.

If you have any questions regarding your sanitary sewer line, please contact Public Works at (630) 377-4405 or pw@stcharlesil.gov.

Garage Sale Season



Garage sale season soon will be in full swing. The Building & Code Enforcement Division receives many calls regarding the rules and regulations for garage sales. The City does not
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require a permit for garage sales. According to Title 17.20.050 in the City ordinance, no more than two garage sales can be conducted at the same address within a 12-month period and sales cannot be longer than three days.

Signage for garage sales is always a topic of interest. Code requirements for garage sale signs can be found under Title 17.28.090 in the City ordinance. Signs are not to be placed on any City property, such as parkways, utility poles, street intersections, etc. The City can remove any sign located on

City property without notice. The only permissible locations for signs are in the yard of the sale and/or in a neighbor's yard with their permission, provided the signs are not in the parkway or on City property. Garage sale signs can be posted up to 48 hours prior to the sale and must be removed no later than 24 hours after the sale is complete.

For more information, contact Robert Surratt in the Building and Code Enforcement Division at 630.377.4406 or rsurratt@stcharlesil.gov.

Blood Drive May 1 at City Hall

The Heartland Blood Center will hold a blood drive at City Hall on April 25, 12 to 5 p.m. Walk-ins are welcome, but an appointment will ensure a quick and efficient donation (usually around 20-30 minutes). To make an appointment online, [click here](#). The new online procedure requires donors to register with a username and password. Once registered, you will be able to track your donations and other information online and quickly sign up for future blood drives. You may also contact the Human Resources Department at 630-377-4446 or hr@stcharlesil.gov with questions or for scheduling assistance. Giving blood is one of the most rewarding donations you can make, and every donations helps save lives.

Get Community eNews

Stay up on the latest happenings in and around St. Charles with Community eNews. It features news from the City, park district, library, school district, Chamber of Commerce, Greater St. Charles Convention & Visitor's Bureau, and the Downtown St. Charles Partnership. Sign up at www.st-charles.il.us and click on the "Subscribe to eNews" tab to have Community eNews emailed directly to you.

March in the Memorial Day Parade

The St. Charles Memorial Day Parade is May 26 at 10 a.m. It steps off at 6th St. and Main St. and continues to Riverside Ave. for the memorial ceremony at the Freedom Shrine. Boy Scout/Girl Scout troops, veterans groups or those with military vehicles interested in participating in the parade should contact Mark Powell at 630.587.6444 or mark.powell@edwardjones.com for a parade entry form.



Earth Day is April 22

Ride a bike, ride a bus or take a walk and reduce your carbon footprint to observe the day.



City of St. Charles Directory

Building & Code Enforcement	377.4406	Fire Prevention Bureau	377.4457
City Administrator Mark Koenen	377.4422	Human Resources	377.4446
Community Development	377.4443	Mayor Raymond P. Rogina	377.4444
Development Engineering	443.3677	Police Administration/Investigation/ Crime Prevention	377.4435
Economic Development	443.4093	Public Works: Water/Sewer/Street	377.4405
Electric Division	377.4407	Refuse Pickup Information	587.8282
Engineering Division	377.4486	TDD	800.526.0844
Emergency Management Agency	377.4416	Utility Billing: Electric/Water/Sewer	377.4426
Flood Protection Assistance	377.4486	Electric Outage Hotline	866.444.0016
Finance/Accounting	762.7002		
Fire Administration	377.4458		

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