



AUGUST 2013

NEWS & HIGHLIGHTS FROM THE CITY OF ST. CHARLES  
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**August**

**City Council and Committee Meetings**

<b>Comprehensive Plan Public Hearing</b> 6:30 p.m.	5
<b>City Council</b> 7 p.m.	5
<b>Planning &amp; Development</b> 7 p.m.	12
<b>City Council</b> 7 p.m.	19
<b>Government Operations</b> 7:05 p.m.	19

## City Administrator Brian Townsend Resigns

### Served the St. Charles Community for Eight Years

Brian Townsend announced his resignation as City Administrator for the City of St. Charles effective August 30, after eight years serving in that role. Townsend has accepted the position of Village Manager for the Village of Schaumburg, Ill., effective August 31. Prior to coming to St. Charles, he served as Assistant Village Manager for the Village of Schaumburg.



“St. Charles has been a wonderful community to work for,” Townsend said. “I have enjoyed projects that have been both challenging and rewarding. I appreciate the opportunity to work with former Mayor Don DeWitte, Mayor Ray Rogina, the members of the City Council, and City staff to enhance the reputation of St. Charles

as a community that is admired and an organization that is respected.”

Townsend successfully navigated the City through the Great Recession by launching the St. Charles Sustainability Initiative that realized savings and revenue generation of approximately \$3 million, all while holding a line on property tax revenue supporting City operations for five consecutive years. Under his leadership, the City’s five-year strategic plan was completed, communication within the organization and community was enhanced, resident satisfaction with City services increased and St. Charles was recognized as the “#1 City for Families” by Family Circle magazine.

Key capital projects completed under Townsend’s tenure include the new fire station headquarters, remodeled and expanded public works facility, new water treatment facility, new waste water treatment facility, electric system upgrades, Red Gate Bridge, phases 1 and 2 of the award-winning First Street downtown redevelopment project and the opening of the Costco Wholesale store.

“I have dedicated countless hours of service to the City of St. Charles and am proud to have been a member of the City organization that achieved so many successes. I have enjoyed my time with the City, but have decided that it is time to move on to the next professional opportunity. While projects are important, it is the relationships that I will treasure most. St. Charles has an excellent staff. They are the lifeblood of the organization and have made my employment with the City a gratifying experience.”

Mayor Raymond P. Rogina expressed appreciation for Townsend’s tenure. “He accomplished much during his eight years in St. Charles. Schaumburg is acquiring a fine leader. I wish him nothing but the best; he deserves it.”

The City of St. Charles will begin the search for a new City Administrator immediately. There is no definitive timetable. “The City Council will take an active role in the process. We will be deliberate and prudent in our search for a new Administrator. St. Charles is a great community; our City will attract a number of fine candidates,” said Rogina.

A complete list of meetings, including Commission, Board & Task Force meetings is @ [www.stcharlesil.gov/meetings](http://www.stcharlesil.gov/meetings)

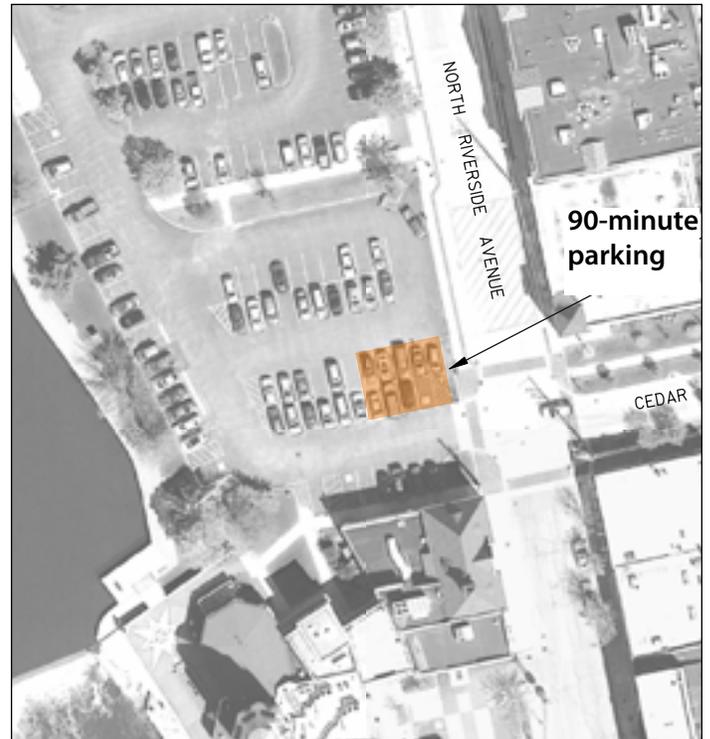
## ConnectWith Us!



Connect with the City right from your mobile device. Download our **St. Charles Connect** app for iPhone, Android and Windows 8 at [www.stcharlesil.gov/connect](http://www.stcharlesil.gov/connect). Blackberry coming soon.

## More Short-Term Parking During Municipal Building Renovation

The parking lot at the corner of Main St. & Riverside Ave. (the “checkerboard” lot) has been closed while the exterior maintenance to the Municipal Building is underway. To accommodate downtown visitors, nine parking spots in the North Municipal Parking Lot have been temporarily designated short-term parking spaces. For duration of the construction, the spots are available for 90-minute parking Monday to Friday, 8 a.m. to 5 p.m., except on holidays.



## Going Out of the Way to Help a Woman Who Lost Her Way

Every day, staff in City departments work together to enhance safety and quality of life in our community – sometimes in unexpected ways.

On one particular day, a wheelchair-bound woman was spotted living in a tent off of Prairie Street. The woman was huddled under her makeshift shelter, surrounded by her dogs, cats and assorted personal items. A series of circumstances brought the woman here from Indiana. Her plans had not panned out and now she found herself in an unfamiliar place. With no battery life left on her cell phone, very little money and mobility challenges, she was overwhelmed and distraught.

St. Charles Police Officer Timothy Beam and Code Enforcement Officer Rob Surratt arrived at the scene. Surratt convinced the woman to go to Lazarus House where she would have access to resources to help her. So he, Officer Beam and Building and Code colleague Steve Herra, loaded up their vehicles with the woman’s belongings to take to the shelter, and saw to temporary care for her pets.

Surratt contacted PACE Paratransit to accommodate safe transport of the woman and her wheelchair, and proceeded to Lazarus House, where she thanked him profusely for his assistance. When Surratt followed up the next day, he was glad to hear the woman was able to contact a friend in Indiana who came to bring her and her beloved pets back home.

The professionals in the City of St. Charles Building and Code Enforcement Division work closely with residents and businesses to maintain compliance to City ordinances that safeguard public health, safety and welfare, to issue permits and monitor construction projects. This year, Governor Quinn designated April as National Code Enforcement Officer Appreciation Month in recognition of the high level of customer service demanded by these positions, the critical role they play in improving living and working conditions, and difference these individuals make each day in local communities throughout Illinois.

While not typical of his everyday duties, Surratt took personal responsibility in resolving this unusual situation with compassion, dignity and respect. “You do what you can to help out,” said Surratt, a life-long public servant who joined the City of St. Charles 18 years ago after serving in the Air Force for six. “You can’t say it’s not my job. As government workers, we are here to serve the people.”



## Economic Development Director Chris Aiston Retires

Last month, Economic Development Director Chris Aiston announced his retirement, effective July 31. Aiston came to the City in November 2009. Prior to that, he served as Economic Development Director for Kane



County, as well as the City of Geneva, and as Planning and Zoning Director for DeKalb County. His career spans 30 years in government service.

“Chris brought new energy and a fresh perspective to St. Charles,” said City Administrator Brian Townsend. “He worked hard to advance the economic vitality of St. Charles during one of the toughest economic downturns our country and community has faced. Chris was responsible for a variety of projects and initiatives, such as Restaurant Week, the Shop St. Charles Challenge, and real estate broker tours.”

Aiston was pivotal in retaining businesses in St. Charles, such as Sears and three automobile dealerships; as well as attracting new businesses, such as the Triumph motorcycle dealership and RR Donnelley. He also was instrumental in fostering a collaborative relationship with the Downtown St. Charles Partnership by cooperating on events, marketing, and advertising. And, he has served on the Board of Directors for the Chamber of Commerce.

Aiston said, “Having a lengthy career in public service has been blessing, particularly when finding successes along the way. And then seeing tangible evidence of those successes in the form of community and regional economic development, well that's the icing on the cake.”



Hot summer days require gallons of thirst quenchers. Be sure to recycle used

beverage containers. Consider putting a filter on your water tap and refilling bottles with the filtered water. Instead of buying many small drink bottles, buy drinks or drink mixes in bulk and fill reusable bottles.

## Welcome New Businesses!

### DOWNTOWN

**Aaron's Sales & Lease** Corporate Office  
210 S. 5th Street, Ste. 207, 630-444-0921

**All Things Art Studio**  
505 W. Main Street, 630-360-1410

**Belmonte PSYD** Clinical Psychologist  
210 S. 5th Street, Ste. 104, 847-971-6941

**Fuseneo, Inc.** Packaging Design  
309 N. 2nd Street, 815-981-4164

**Martinez Creative Group** Advertising & Marketing  
210 S. 5th Street, Ste. 107, 630-945-3390

### WEST GATEWAY

**Ferruzca Auto Repair**  
761 N. 17th Street, 630-881-7724

**REM Inc** Staffing  
2075 Prairie Street, Ste. 100, 630-444-0602

### EAST GATEWAY

**Direct Contact, Inc.** Agricultural Consulting  
2560 E. Foxfield Road, Ste. 340, 630-485-5700

**Pure Essential Supply, Inc.** Soap Wholesale Supplier  
2734 E. Main Street, 630-262-2522

### EAST GATEWAY - INDUSTRIAL

**AKT Midwest** Tax Credit Services  
1815 Wallace Avenue, Ste. 307, 630-549-6353

## Local Flood Hazard Awareness

After a wetter than normal spring, the summer so far has seen moderate rainfall. And while St. Charles generally has not experienced wide spread damage due to flooding, there are local flood hazard areas throughout Kane County. Flooding from the Fox River, Ferson Creek, State Street Creek, 7<sup>th</sup> 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 the City's website, [www.stcharlesil.gov/flood](http://www.stcharlesil.gov/flood) for additional information and links to various flood-related sites. You also can 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, 1405 South 7th St., 630-377-4486. Elevation Certificates dating back to the early 1990s also are available.

### FEMA Registration Deadline Extended to Aug. 8

If your home sustained damage from the April/May flooding in our region, be sure to register with FEMA to see if you qualify for federal assistance. Contact FEMA at 800-621-3362. More information is on our [Flood Recovery](#) page.

## New Larger Recycling Carts Available

The City of St. Charles and Advanced Disposal are offering a new residential recycling program. By October 1, all St. Charles residents will receive a 65-gallon cart on wheels with an attached lid for their recyclable materials at no additional cost.

35-gallon and 95-gallon carts with wheels and attached lids also are available at no additional cost. If residents choose one of these alternate sizes instead of the standard 65-gallon cart, they must let Advanced Disposal know their preference by completing the form [here](#) by Aug. 14. A link to the form also is available through the City of St. Charles website at [www.stcharlesil.gov](http://www.stcharlesil.gov).

If the standard 65-gallon cart is sufficient for your household, no action is necessary. The dimensions of each of the carts, including the current 18-gallon bin, are listed below for comparison. They also are on display outside the Public Works Facility, 1405 South 7th Street.

- 95 gallon - Height 46" Width 26" Depth 34.5"
- 65 gallon - Height 41.5" Width 24" Depth 27"
- 35 gallon - Height 37.5" Width 19" Depth 23.75"
- 18 gallon - Height 13.75" Width 24" Depth 18"

Please remember all recyclables can be mixed together into one cart; there is no need to separate items. For more information, contact Advanced Disposal's customer service team at 630-587-8282.





Refuse, recycling and yard waste collection days changed July 1.  
**Wednesday** collection now is on Tuesday;  
**Tuesday** collection now is on Monday.  
There is no change for Monday collection.

## Brush Pick Up Schedule

### East Side

Aug 19  
Sept 16  
Oct 21  
Nov 18

### West Side

Aug 26  
Sept 23  
Oct 28  
Nov 25

Brush (branches at least 3 ft. in length and less than 12" in diameter) must be placed on the parkway in front of the house (or along the frontage where refuse/recycling is collected), with cut ends facing the street, before 7 a.m.

Do not tie bundles of brush with rope or wire. Brush must not be piled higher than 4 ft. and never piled in the street. Also, please do not park cars in front of the piles; crews will be unable to pick up the brush.

Brush also can be placed in paper yard waste bags for pick-up with regular refuse. Either bags with the City logo or generic bags can be used. Generic bags require one refuse sticker per bag.

For more information, contact the Public Works Department at 630-377-4405, or visit the [Brush Pick Up page](#) on our website.

## Watch Time-Lapse Video of the Red Gate Bridge Construction



The long-awaited completion of the Red Gate Bridge came earlier this year in May, about two years after ground was broken for the project in August 2011. Throughout the construction, the City maintained two cameras that streamed live video and captured still images, documenting the construction from start to finish. What took decades to imagine and two years to construct is encapsulated in a compact 3-1/2 minute time lapse video. Links to the video are in our blog at [www.insidestcharles.com](http://www.insidestcharles.com).

The American Public Works Association named the Red Gate Bridge "2013 Project of the Year" in the Transportation category for Small Cities/Rural Communities (population less than 75,000). The award recognizes outstanding individuals, groups and chapters representing the best in the public works profession.

## Watering Your Newly Planted Parkway Tree

Do you have a new parkway tree and have questions about watering it? Every new parkway tree the City plants receives a gator bag to help with watering the tree. The City will fill the gator bag initially when the tree is first planted, but asks that residents fill the bag thereafter. If your parkway tree appears thirsty, please fill the gator bag no more than once every two weeks, as long as we have not had significant rainfall.

A quick check of the soil underneath the mulch to see if it is moist will tell you if the tree needs water. If the soil is moist to the touch, there is no need to water; if the soil is dry, then fill the bag. To add water to the gator bag, lift the white "Tregator" tag to expose the hole in the bag, then insert a hose to fill the bag with water. More information is on the city website [www.stcharlesil.gov](http://www.stcharlesil.gov).



## Water Conservation in Effect

The City's water conservation ordinance (Municipal Code Section 13.16.205) currently is in effect through August 31. Sprinkling time limits:

- Even-numbered addresses may sprinkle on even-numbered days, 12 a.m.-9 a.m. & 6 p.m.-10 p.m.
- Odd-numbered addresses may water on odd-numbered days, 12 a.m.-9 a.m. & 6 p.m.-10 p.m.

**PLEASE NOTE:** Lawn sprinkling is not allowed at any address within the City on any day of the week between the hours of 9 a.m. and 6 p.m. or between 10 p.m. and 12 a.m. from May 1 to August 31. We ask all residents, businesses and industrial water users help us achieve our goals. Please contact the Public Works Department with questions, 630-377-4405.

## Grass or Weeds Can't Get Too Tall

The City of St. Charles ordinance Section 8.28.020 states, "it is unlawful for anyone to permit any weeds, grass or plants, other than trees, bushes, flowers, or other ornamental plants to grow to a height exceeding eight inches anywhere in the city."

When the Building and Code Enforcement office observes a property in violation, the property owner is notified and given time to correct the violation. The City will pursue the matter further through the Administrative Adjudication process if the property continues to be in violation. On occasion, the City may use different resources to maintain the property at the property owner's expense.

If you plan on being out of town for an extended period of time, please make arrangements for your property to be maintained while you are away. Contact the Building and Code Enforcement office with any questions or comments at 630-377-4406.

## Remodeling Requires a Permit

Be sure to get a building permit before you begin a home remodeling project. The permit gives you legal permission to start construction in accordance with approved drawings and specifications.

Your home is an investment. If your construction project does not comply with City codes, the value of your investment could be reduced. If you decide to sell a home or building that has had modifications without a permit, you may be required to remove the alteration/addition, leave it unoccupied or perform costly repairs.

A permit allows the City code officials to reduce the potential hazards of unsafe construction and ensure public health, safety, and welfare. By following code guidelines, your completed project will meet minimum standards of safety.

Examples of projects that require a City permit:

- New buildings (homes, business, industrial)
- Additions to either residential, business, or industrial
- Business or commercial remodeling or alteration
- Remodeling a kitchen, bathroom, or basement
- Installation of new and repair or replacement of decks, fences, sheds, detached and attached garages
- Installation of lawn sprinkler
- Re-roofing
- Replacing the windows, doors, or siding
- Above-ground/in-ground swimming pool or hot tub
- Hot water heater, water softener, furnace, air conditioner
- Electrical, plumbing and HVAC systems

To find out if you need a permit or if you have any questions, call the Building and Code Enforcement Division at 630-377-4406.

# Transportation Services Available in St. Charles

St. Charles residents have several transportation service options available to them.

## Pace Bus Fixed Routes

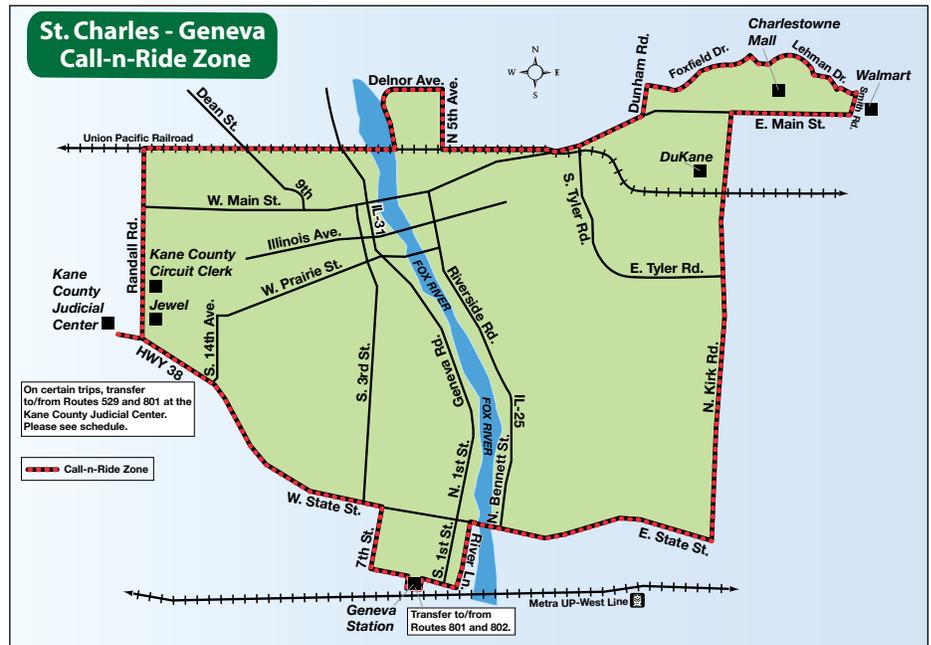
Pace Route 801 provides service between Elgin, St. Charles and Geneva. Route 801 serves the Elgin Terminal, South Elgin, Geneva Metra Station, and businesses on Randall Road between Route 38 and Hopps Road. Certain trips also serve the Kane County Judicial Center. Route 801 also connects to other Pace routes as well. Regular adult fare on Pace is \$1.75 per ride. For more information, visit [www.pacebus.com](http://www.pacebus.com) or call 847-364-PACE (7223).

## Call N Ride

Call N Ride is a reservation-based, shared-ride service. The St. Charles-Geneva Call N Ride service picks up riders and takes them anywhere within a designated geographic service zone. Trip reservations are made by phone and are provided on a first-come, first-served basis. Reservations are needed for all rides except those trips which begin at one of several scheduled stops at transfer locations. Regular adult fare for Call N Ride is \$1.75 per ride; Pace and certain CTA passes are also accepted. For more information, go to [www.pacebus.com](http://www.pacebus.com).

## Ride in Kane

The City of St. Charles sponsors the Ride in Kane program for residents within the city limits of St. Charles. Ride in Kane is provided for seniors (65 and older) and permanently disabled residents of any age who are registered in the program. To register, call the Utility Billing Office at 630-377-4426. Riders with disabilities are required to have an RTA card at the time of registration. For more information go to [kanecountyguide.org](http://kanecountyguide.org) or call 630-379-2452.



# Prevent Identity Theft

By taking some simple precautions, you can make it difficult for criminals to obtain your personal information, and prevent becoming a victim of identity theft:

- Shred any trash that may contain personal information, including charge receipts, credit applications, insurance forms, medical statements, checks and bank statements, expired credit and debit cards, and direct mail credit offers.
- Occasionally have your credit reports checked by calling Equifax (800) 525-6285, Experian (888) 397-3742, or Trans Union (800) 680-7289.
- If a wallet or purse are stolen, notify the local police department to make a report and notify your credit card companies, banks, and social security office as soon as possible.
- Sometimes you may receive e-mails on your computer that are made to look like legitimate requests from financial institutions to verify usernames, passwords and other information. Never respond! No legitimate company would conduct business this way.

Anyone with questions or concerns regarding identity theft can stop by the St. Charles Police Department Lobby to talk with an officer and/or request a Identity Theft Victim Information Packet.

## Aug. 28 Blood Drive at the Public Works Facility

Everyone can be a hero. Sign up to donate blood and you will come to the rescue of three people in need (each blood donation can be divided into platelets, red cells, and plasma). The Heartland Blood Center mobile donation coach will be at the Public Works facility August 28, from 12 to 4:30 p.m. Those who donate will receive an Oberweis gift card. Log on to <http://www.heartlandbc.org> to schedule an appointment online. Walk-ins are welcome, but appointments will ensure your donation is collected in a timely manner (usually around 20 to 30 minutes). Contact the Human Resources Department at 630-377-4446 or [hr@stcharlesil.gov](mailto:hr@stcharlesil.gov) with questions or for scheduling assistance. Cancer patients, babies, accident victims, even someone close to you may be the lives you save with your donation. It costs nothing but time. Please consider signing up to donate today.



## Temperatures Can Rise Quickly in Locked Cars

The National Highway Traffic Safety Administration and SafeKids are raising awareness about the dangers of kids being left in hot cars. Temperatures in vehicles can rise quickly. Heatstroke is the leading cause of non-crash vehicle fatality for kids 14 and younger, according to SafeKids. Remember to never leave your child alone in a car—even for a minute! If you see a child alone in a hot vehicle, call 911 immediately.



(It can be dangerous for pets to be locked in cars too!)

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## City of St. Charles Directory

Building & Code Enforcement.....	377-4406
City Administrator.....	377-4422
Community Development.....	377-4443
Development Engineering.....	443-3677
Economic Development.....	443-4093
Electric Division.....	377-4407
Engineering Division.....	377-4486
Emergency Management Agency.....	377-4416
Flood Protection Assistance.....	377-4486
Finance/Accounting.....	762-7002
Fire Administration.....	377-4458
Fire Prevention Bureau.....	377-4457
Human Resources.....	377-4446
Mayor Raymond P. Rogina.....	377-4444
Police Admin./Investigation/Crime Prevention.....	377-4435
Public Works-Water/Sewer/Street.....	377-4405
Refuse Pickup Info. ....	587-8282
TDD.....	800-526-0844
Utility Billing - Electric/Water/Sewer.....	377-4426
<b>Electric Outage Hotline.....</b>	<b>866-444-0016</b>

Kane County Office of Community Reinvestment



Is your home lead safe?

Kane County Lead Based Paint Hazard Control Program

A home improvement program aimed at making Kane County homes safe and healthy places in which to live.

(630) 444-3027 | [OCR@countyofkane.org](mailto:OCR@countyofkane.org)

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2 E. Main Street St., Charles, IL 60174  
Questions? Please contact  
Lisa Garhan, Editor  
630-443-3744



#1 City for Families  
St. Charles named by FamilyCircle 2011