

City of St. Charles Resident Survey

Findings Report

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2020

Submitted to the City of St. Charles, IL

by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

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Contents

Executive Summary	i
Section 1: Charts and Graphs	1
Section 2: Benchmarking Analysis	35
Section 3: Importance-Satisfaction Analysis	47
Section 4: Tabular Data	53
Section 5: Survey Instrument	101

2020 City of St. Charles Resident Survey

Executive Summary

Purpose and Methodology

ETC Institute administered a survey to residents of the City of St. Charles during the spring of 2020. The purpose of the survey was to gather resident input and feedback on City programs and services. The information provided by residents will be used to improve existing programs and services and help determine long-range planning and investment decisions. This is the first survey ETC Institute has administered for the City of St. Charles.

The six-page survey, cover letter and postage paid return envelope were mailed to a random sample of households in the City of St. Charles. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. Ten days after the surveys were mailed, ETC Institute sent emails to the households that received the survey to encourage participation. The emails contained a link to the on-line version of the survey to make it easy for residents to complete the survey.

To prevent people who were not residents of St. Charles from participating, everyone who completed the survey on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the sample, the on-line survey was not counted. The goal was to obtain completed surveys from at least 400 residents. This goal was far exceeded, with a total of 507 residents completing the survey. The overall results for the sample of 507 households have a precision of at least $\pm 4.3\%$ at the 95% level of confidence.

The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from St. Charles with the results from other communities in ETC Institute’s *DirectionFinder*® database. 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 provided in the tabular data section 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:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for all questions on the survey,
- benchmarking data that show how the results for St. Charles compare to other communities,

- Importance-Satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

Overall Perceptions of the City

Nearly all (99%) of the residents surveyed, *who had an opinion*, rated the City of St. Charles as an “excellent” or “good” place to live. Ninety-seven percent (97%) rated the City as an “excellent” or “good” place to raise children, and 95% gave the City “excellent” or “good” ratings as a place they are proud to call home.

Other Items That Influence Perceptions of the City

Ninety-six percent (96%) of the residents surveyed, *who had an opinion*, rated their overall feeling of safety in the City of St. Charles as “excellent” or “good.” Ninety-six percent (96%) rated the City’s overall reputation as “excellent” or “good;” 96% rated overall quality of life in the City as “excellent” or “good,” and 93% rated the overall appearance of the City as “excellent” or “good.”

Overall Satisfaction with City Services

The major 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: the quality of fire services (95%), the quality of services provided by the City (91%), the quality of police services (91%), and customer service received from City employees (83%).

For all eleven of the major categories of City services that were rated, 65% or more of residents *who had an opinion* were “very satisfied” or “satisfied.” City leaders have done a great job of ensuring overall satisfaction among residents is very high.

Satisfaction with Specific City Services

- **Police Services.** The highest levels of satisfaction with police services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: overall professionalism of the Police Department (91%), how quickly police respond to emergencies (89%), the City’s efforts to prevent crime (86%), and the competency of Police Department personnel (86%). The aspect of police services that respondents were least satisfied with is Police Department safety education programs (72%).

Based on the sum of their top three choices, the police services that respondents indicated should receive the most emphasis from City leaders over the next five years were: 1) the City’s efforts to prevent crime, 2) the visibility of police in neighborhoods, and 3) the visibility of police in commercial areas.

- **Fire Services.** The highest levels of satisfaction with fire services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall attitude and behavior of personnel (91%) and the overall quality of 9-1-1 services (89%).

Forty percent (40%) of the respondents surveyed *who had an opinion* indicated they have interacted with the St. Charles Fire Department/Emergency Services.

- **City Maintenance/Public Works.** The highest levels of satisfaction with City maintenance/public works services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: maintenance of street signs and traffic signals (90%), overall cleanliness of streets and other public areas (90%), residential trash collection services (89%), ease of paying water, sewer and electric bill (88%), and maintenance of City-owned buildings (88%).

Based on the sum of their top three choices, the City maintenance/public works services that respondents indicated should receive the most emphasis from City leaders over the next five years were: 1) condition of neighborhood streets, 2) water, sewer and electric rates, and 3) condition of State roads.

- **Communication and Engagement.** The highest levels of satisfaction with communication and engagement, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quality of online services (80%), the availability of information about City programs (77%), the City website (74%), and the City newsletters (72%).

Fifty-seven percent (57%) of respondents indicated they use the City website to get information about the City of St. Charles. Other sources of information include: local news outlets (55%), word of mouth/neighbors (53%), and the City’s social media (34%). When respondents were asked about their *preferred* methods of receiving information about the City, 43% indicated they prefer the City website, 31% prefer local news outlets, and 29% prefer The Den online/email newsletter.

- **Code Compliance.** The highest levels of satisfaction with code compliance, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: enforcing codes to protect public health and safety (77%) and enforcing the maintenance of business property (70%).
- **Downtown St. Charles.** The highest levels of satisfaction with downtown St. Charles, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: public space (85%), restaurant choices (82%), and pedestrian walkways/crossings (80%).

- **City Budget and the Value of Services.** The highest levels of satisfaction with the value of services received from the City, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: fire service (91%), police services (89%), and public works – drainage/storm water (77%).

Additional Findings

- Three-fourths (75%) of the respondents surveyed, *who had an opinion*, indicated they would subscribe to push notifications from the City to their phone/email to inform them of service updates, transportation or safety issues, and the latest news updates.
- Thirty-eight percent (38%) of respondents indicated they had contacted the City with a question, problem, or complaint in the past year. Of those who had contacted the City, 87% *who had an opinion* were “very satisfied” or “satisfied” with how courteously they were treated, and 86% were “very satisfied” or “satisfied” with how easy the department was to contact.
- When respondents were asked about various items they would leave St. Charles to spend money on, the items selected most included: clothing (59%), furniture (52%), casual dining (50%), and electronics (44%).

How the City of St. Charles Compares to Other Communities Nationally

Satisfaction ratings for the City of St. Charles **rated significantly above the U.S. average in 54 of the 55 areas** that were assessed (difference of 5% or more). Listed below are the areas where St. Charles performed at least 20% higher than the U.S. average:

Service	St. Charles	U.S.	Difference	Category
Overall quality of services provided by the City	91%	48%	43%	Major Categories of City Service
Customer service you receive from employees	83%	42%	41%	Major Categories of City Service
Overall maintenance of City streets	79%	42%	37%	Major Categories of City Service
The availability of information about City programs and services	77%	42%	35%	Communication and Engagement
Overall reputation of the City	96%	61%	35%	Perceptions of the City
Value you receive for City tax dollars and fees	70%	37%	33%	Major Categories of City Service
Landscaping/trees in public areas along streets	85%	52%	33%	City Maintenance/Public Works
The City's efforts to prevent crime	87%	55%	32%	Police Services
Condition of street drainage/water drainage	75%	44%	31%	City Maintenance/Public Works
Overall cleanliness of streets/other public areas	89%	59%	30%	City Maintenance/Public Works
Overall feeling of safety in the City	96%	66%	30%	Perceptions of the City
Condition of City sidewalks	72%	43%	29%	City Maintenance/Public Works
Efforts to keep you informed about local issues	71%	43%	28%	Communication and Engagement
Overall appearance of the City	92%	64%	28%	Perceptions of the City
Enforcing the mowing and trimming of lawns	64%	36%	28%	Code Compliance
As a place to live	99%	71%	28%	Overall Perceptions
As a place to raise children	98%	70%	28%	Overall Perceptions
Brush removal program	85%	57%	28%	City Maintenance/Public Works
How quickly police respond to emergencies	89%	62%	27%	Police Services
Leaf collection program	83%	57%	26%	City Maintenance/Public Works
Effectiveness of communication with the public	72%	46%	26%	Major Categories of City Service
As a place to visit	83%	57%	26%	Overall Perceptions
How well your issue was handled	75%	49%	26%	Customer Service
Visibility of police in neighborhoods	82%	56%	26%	Police Services
Maintenance of City-owned buildings	87%	63%	24%	City Maintenance/Public Works
Adequacy of City street lighting	81%	57%	24%	City Maintenance/Public Works
Overall quality of life in the City	96%	72%	24%	Perceptions of the City
Enforcing the maintenance of residential property	67%	43%	24%	Code Compliance
As a place to work	78%	54%	24%	Overall Perceptions
Overall quality of police services	91%	68%	23%	Major Categories of City Service
Professionalism and knowledge of City employees	81%	58%	23%	Customer Service
Maintenance of street signs and traffic signals	90%	68%	22%	City Maintenance/Public Works
Level of public involvement in decision making	53%	31%	22%	Communication and Engagement
Overall enforcement of City codes and ordinances	75%	53%	22%	Major Categories of City Service
Bulk item pick-up/removal	75%	54%	21%	City Maintenance/Public Works
How easy the department was to contact	85%	64%	21%	Customer Service
Police Department safety education programs	72%	52%	20%	Police Services
Overall responsiveness of City employees	77%	57%	20%	Customer Service
Enforcing the maintenance of business property	71%	51%	20%	Code Compliance

How the City of St. Charles Compares to the Great Lakes Region

Satisfaction ratings for the City of St. Charles **rated significantly above the average for the Great Lakes region in 54 of the 55 areas** that were assessed (difference of 5% or more). The Great Lakes region includes the states of Pennsylvania, Ohio, Indiana, Illinois and Michigan. Listed below are the areas where St. Charles performed at least 20% higher than the Great Lakes regional average:

Service	St. Charles	Great Lakes Region	Difference	Category
Overall quality of services provided by the City	91%	51%	40%	Major Categories of City Service
Customer service you receive from employees	83%	44%	39%	Major Categories of City Service
Overall maintenance of City streets	79%	45%	34%	Major Categories of City Service
Overall appearance of the City	92%	60%	32%	Perceptions of the City
Overall reputation of the City	96%	64%	32%	Perceptions of the City
Bulk item pick-up/removal	75%	44%	31%	City Maintenance/Public Works
Visibility of police in neighborhoods	82%	51%	31%	Police Services
The City's efforts to prevent crime	87%	56%	31%	Police Services
Condition of street drainage/water drainage	75%	45%	30%	City Maintenance/Public Works
Value you receive for City tax dollars and fees	70%	41%	29%	Major Categories of City Service
Maintenance of City-owned buildings	87%	58%	29%	City Maintenance/Public Works
Landscaping/trees in public areas along streets	85%	58%	27%	City Maintenance/Public Works
Brush removal program	85%	58%	27%	City Maintenance/Public Works
Overall feeling of safety in the City	96%	70%	26%	Perceptions of the City
The availability of information about City programs and services	77%	51%	26%	Communication and Engagement
Overall quality of police services	91%	65%	26%	Major Categories of City Service
Enforcing the maintenance of residential property	67%	41%	26%	Code Compliance
Overall cleanliness of streets/other public areas	89%	64%	25%	City Maintenance/Public Works
Leaf collection program	83%	58%	25%	City Maintenance/Public Works
Enforcing the mowing and trimming of lawns	64%	39%	25%	Code Compliance
As a place to visit	83%	58%	25%	Overall Perceptions
Overall quality of fire public safety education	81%	56%	25%	Fire Services
Condition of City sidewalks	72%	47%	25%	City Maintenance/Public Works
Overall quality of life in the City	96%	71%	25%	Perceptions of the City
Efforts to keep you informed about local issues	71%	47%	24%	Communication and Engagement
Visibility of police in commercial areas	78%	54%	24%	Police Services
Police Department safety education programs	72%	48%	24%	Police Services
Overall enforcement of City codes and ordinances	75%	51%	24%	Major Categories of City Service
Effectiveness of communication with the public	72%	49%	23%	Major Categories of City Service
Adequacy of City street lighting	81%	58%	23%	City Maintenance/Public Works
Professionalism and knowledge of City employees	81%	58%	23%	Customer Service
How quickly police respond to emergencies	89%	67%	22%	Police Services
Level of public involvement in decision making	53%	31%	22%	Communication and Engagement
Weekly bag/tote yard waste removal services	85%	63%	22%	City Maintenance/Public Works
How well your issue was handled	75%	53%	22%	Customer Service
As a place to live	99%	77%	22%	Overall Perceptions
As a place to raise children	98%	76%	22%	Overall Perceptions
How easy the department was to contact	85%	64%	21%	Customer Service
Efforts of the City for emergency preparedness	81%	60%	21%	Major Categories of City Service
How courteously you were treated	87%	66%	21%	Customer Service
As a place to work	78%	57%	21%	Overall Perceptions
Condition of streets in your neighborhood	64%	43%	21%	City Maintenance/Public Works
Residential trash collection services	89%	69%	20%	City Maintenance/Public Works

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 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 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 services that are recommended as the top priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below:

- Value received for City tax dollars and fees (IS Rating=0.1388)
- Overall flow of traffic and congestion management (IS Rating=0.1288)

The table below shows the importance-satisfaction rating for all eleven major categories of City services that were rated.

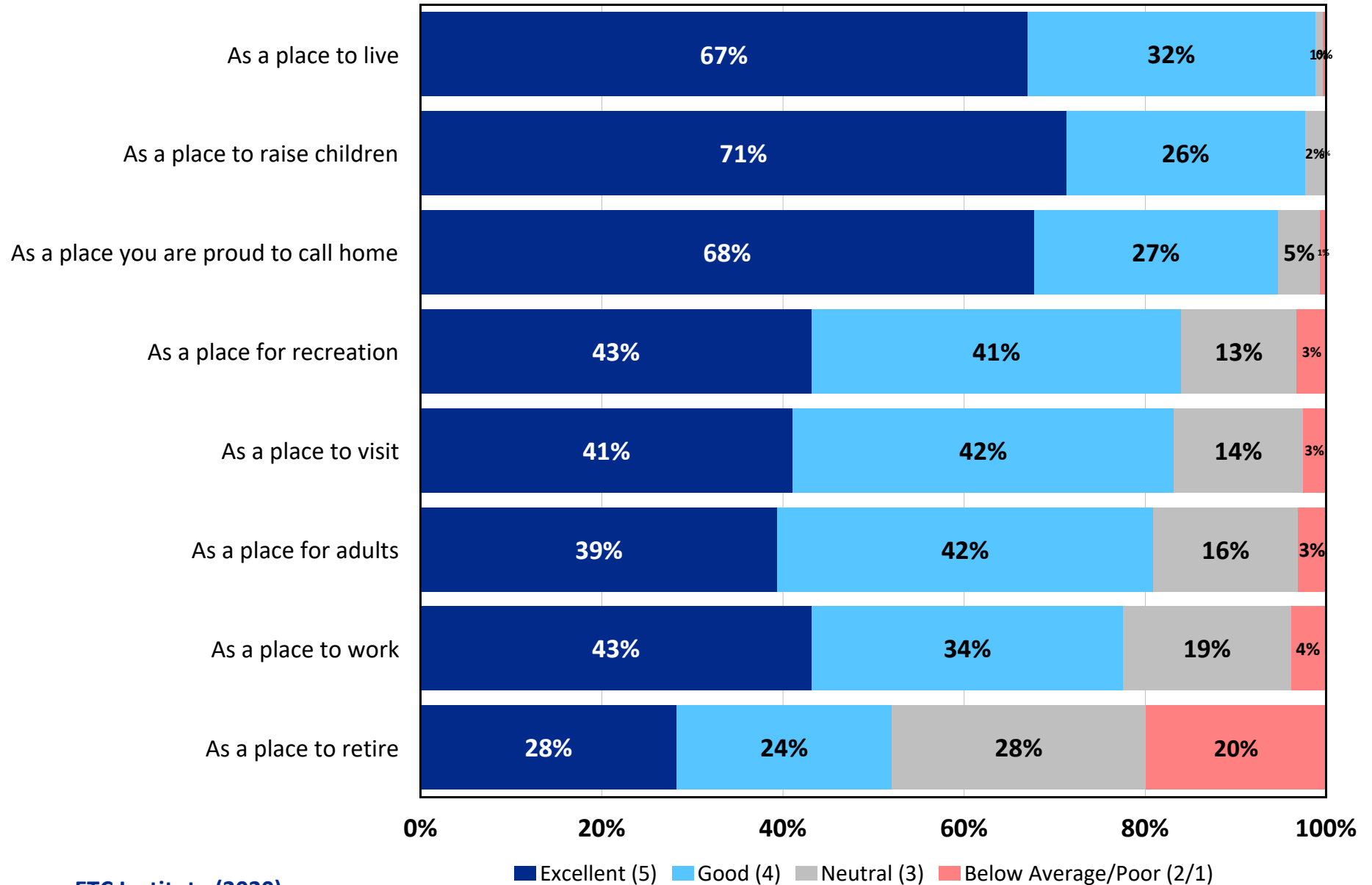
2020 Importance-Satisfaction Rating St. Charles, Illinois Major Categories of City Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Value you receive for City tax dollars and fees	47%	1	70%	9	0.1388	1
Overall flow of traffic and congestion management	37%	2	65%	11	0.1288	2
Medium Priority (IS <.10)						
Overall management of City finances	30%	3	69%	10	0.0948	3
Overall maintenance of City streets	30%	4	79%	6	0.0619	4
Effectiveness of communication with the public	17%	7	72%	8	0.0457	5
Efforts of the City for emergency preparedness	22%	5	81%	5	0.0420	6
Overall enforcement of City codes and ordinances	10%	9	75%	7	0.0247	7
Overall quality of services provided by the City	22%	6	91%	2	0.0195	8
Overall quality of police services	15%	8	91%	3	0.0131	9
Customer service you receive from employees	3%	11	83%	4	0.0054	10
Overall quality of fire services	6%	10	95%	1	0.0031	11

Section 1

Charts and Graphs

Q1. Overall Perceptions of the City

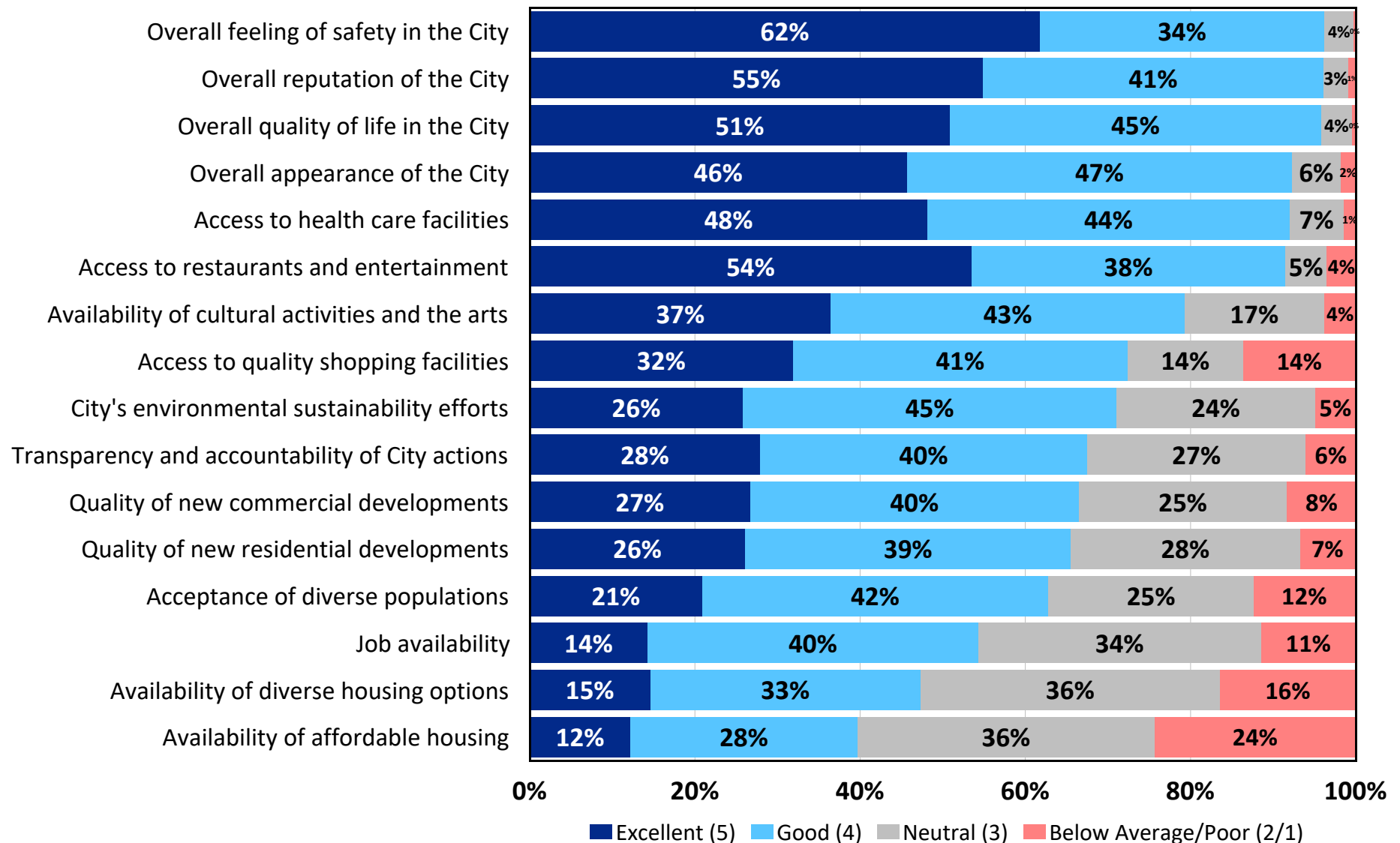
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2020)

Q2. Satisfaction with Items That May Influence Your Perception of St. Charles

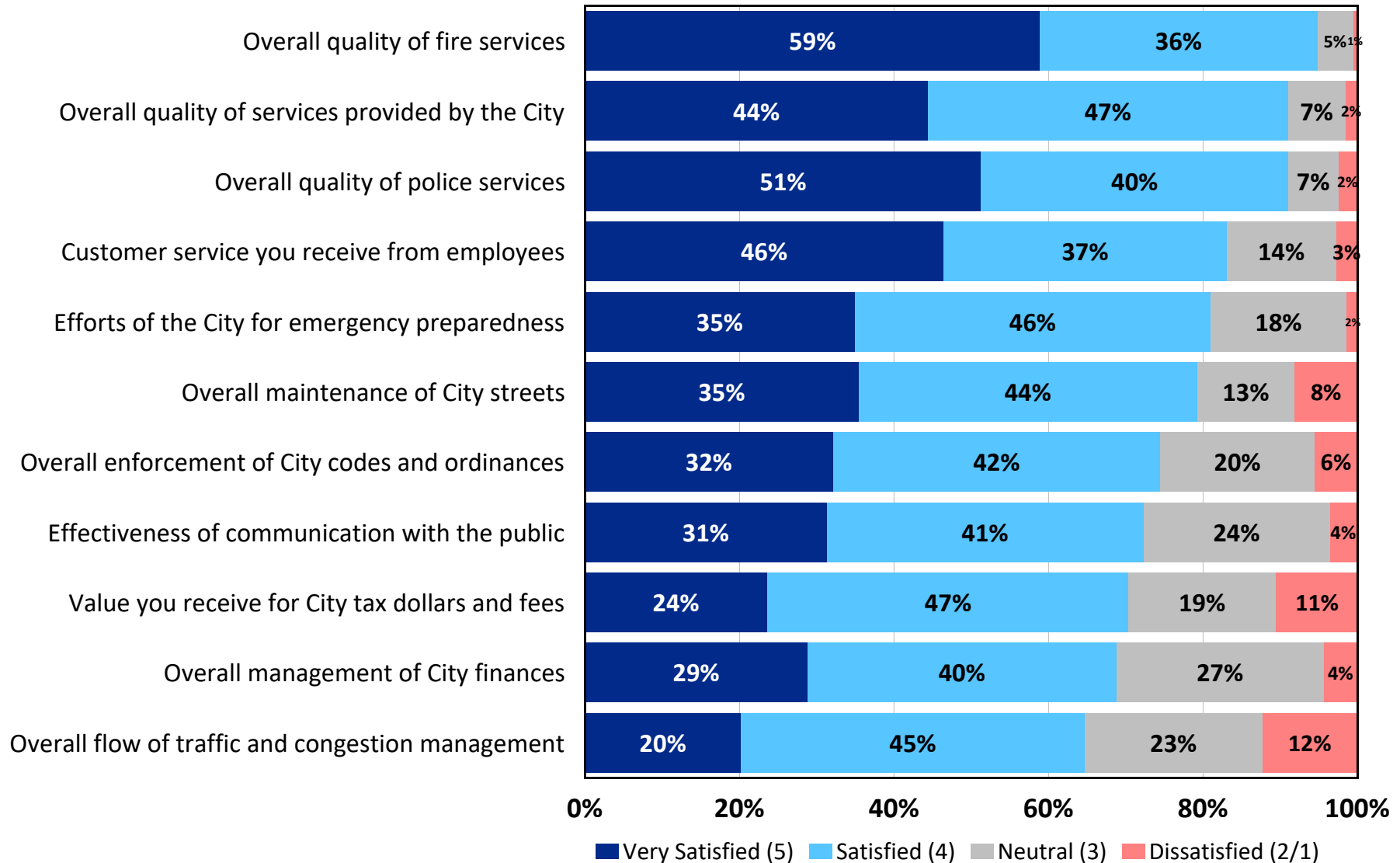
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2020)

Q3. Satisfaction with Major Categories of City Service

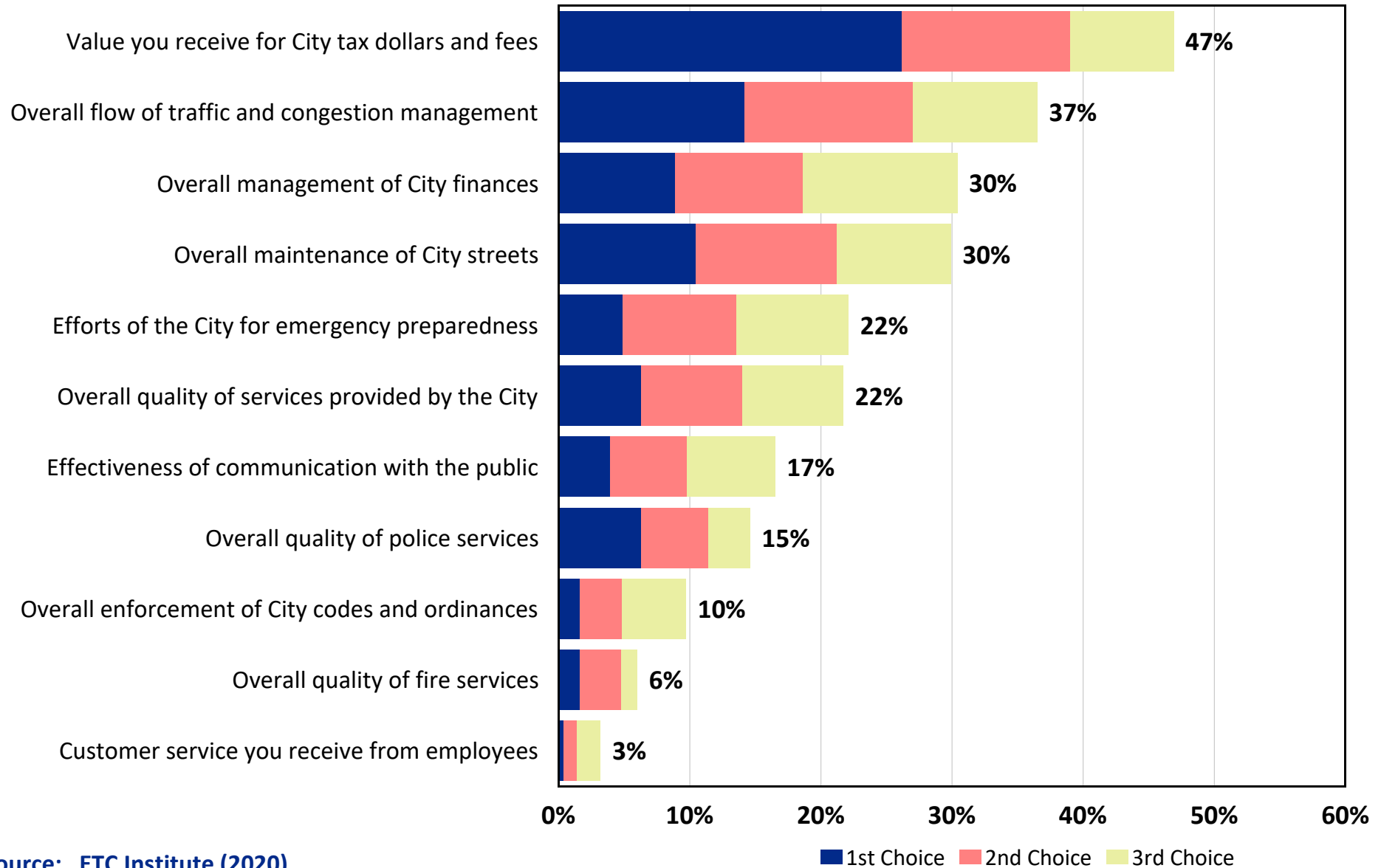
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2020)

Q4. Major Categories of Service That Should Receive the Most Emphasis from City Leaders Over the Next Five Years

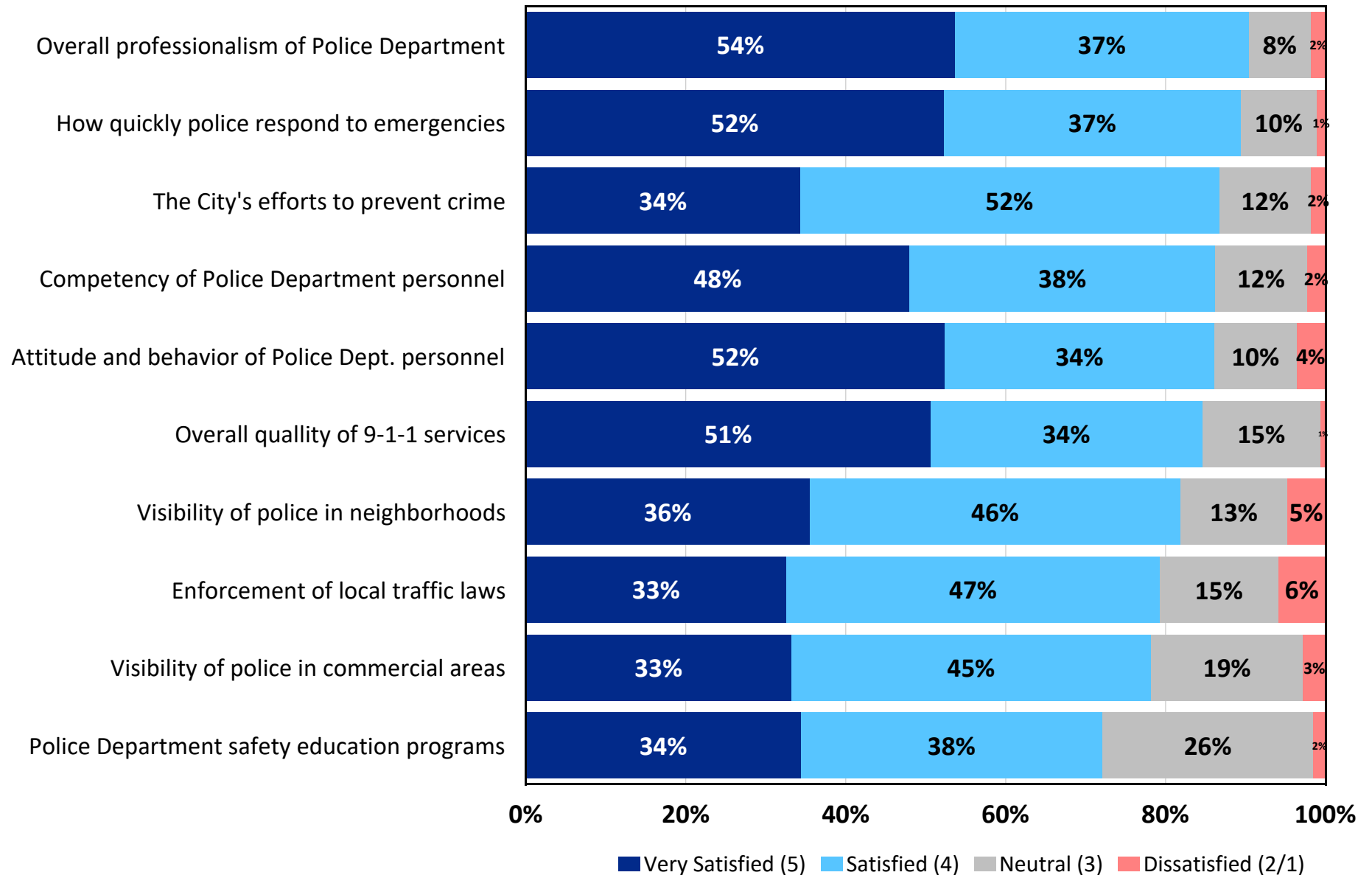
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

Q5. Satisfaction with Police Services

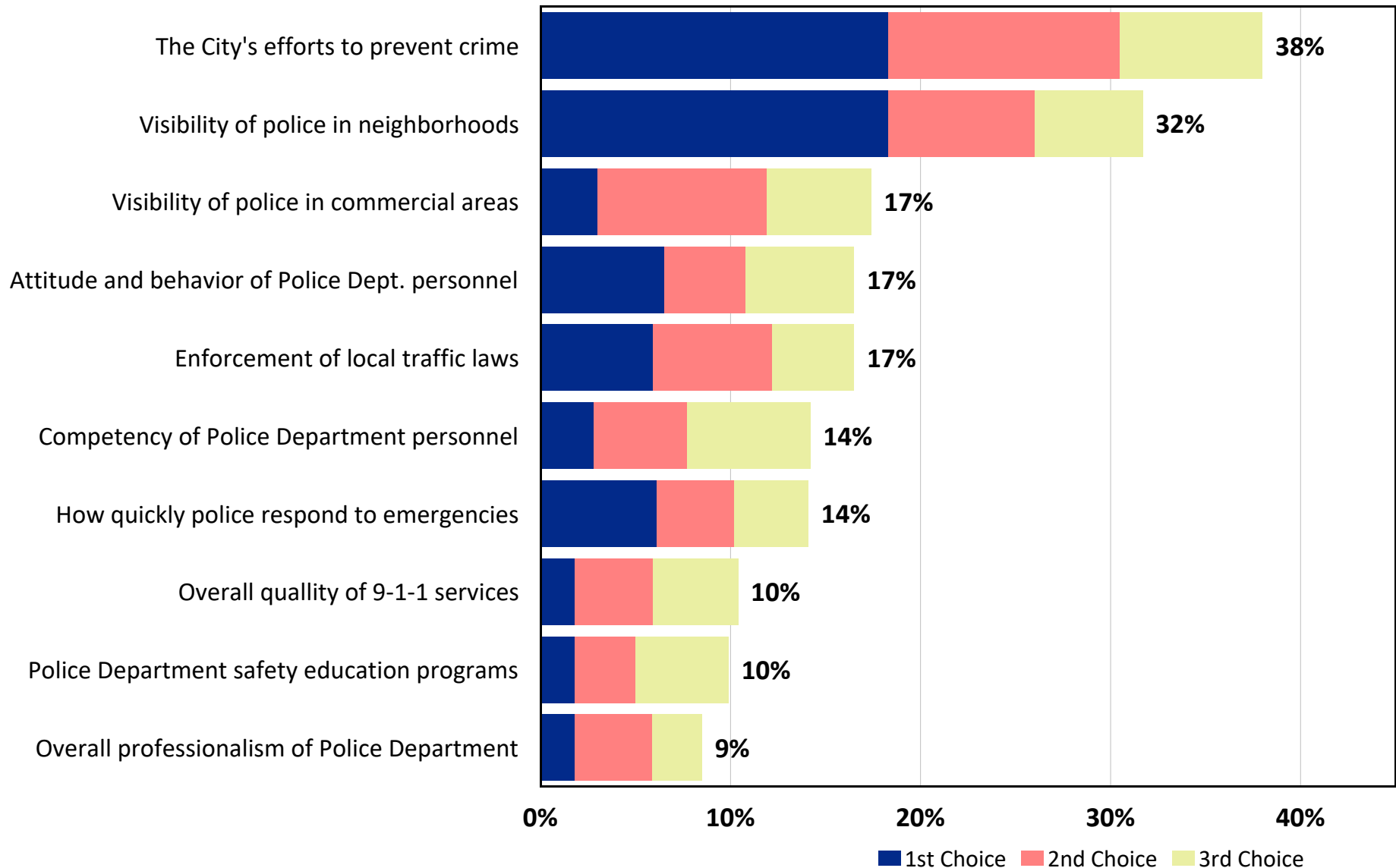
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2020)

Q6. Police Services That Should Receive the Most Emphasis from City Leaders Over the Next Five Years

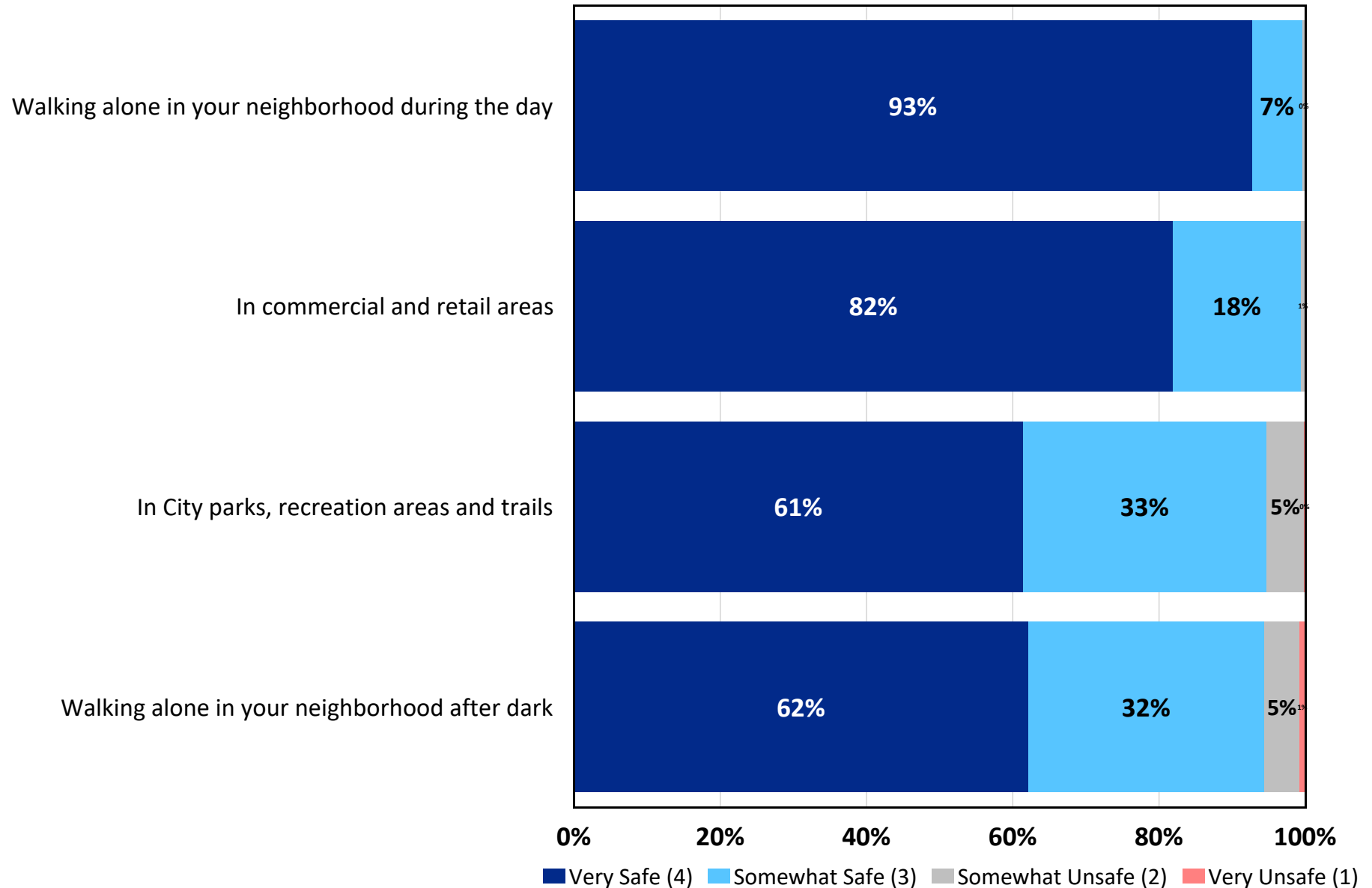
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

Q7. Feeling of Safety in Various Situations in St. Charles

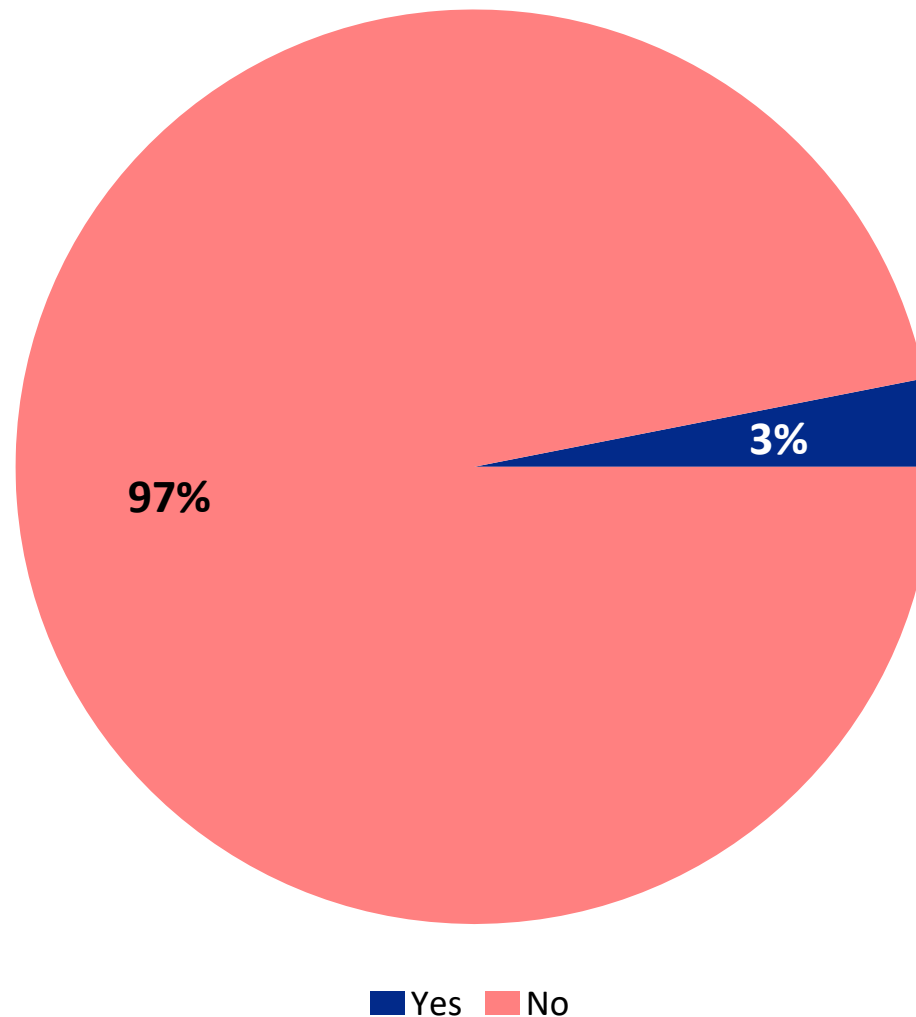
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2020)

Q8. During the past 12 months, were you or anyone in your household the victim of any crime in St. Charles?

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

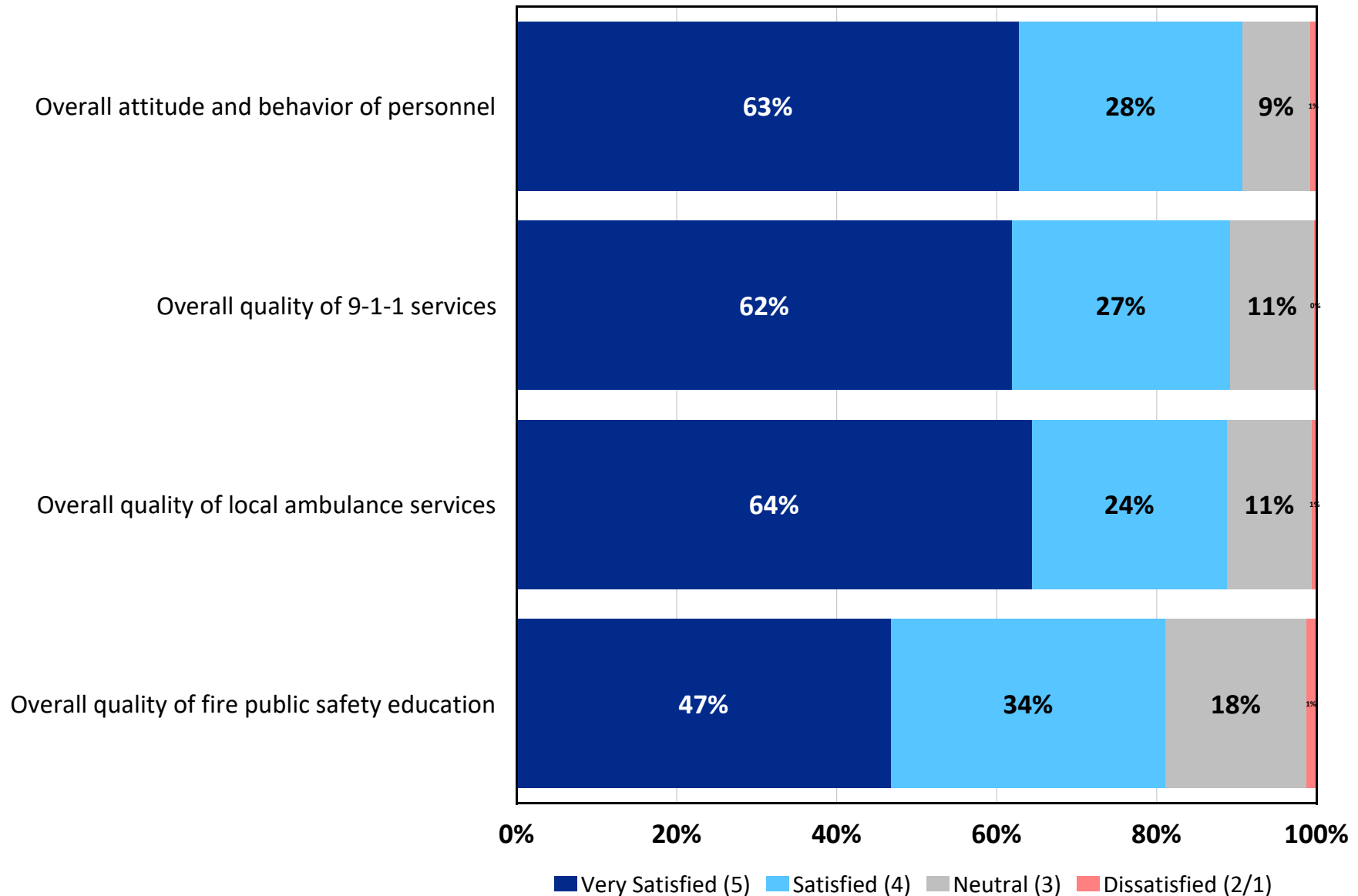


Source: ETC Institute (2020)

ETC Institute (2020)

Q9. Satisfaction with Fire Services

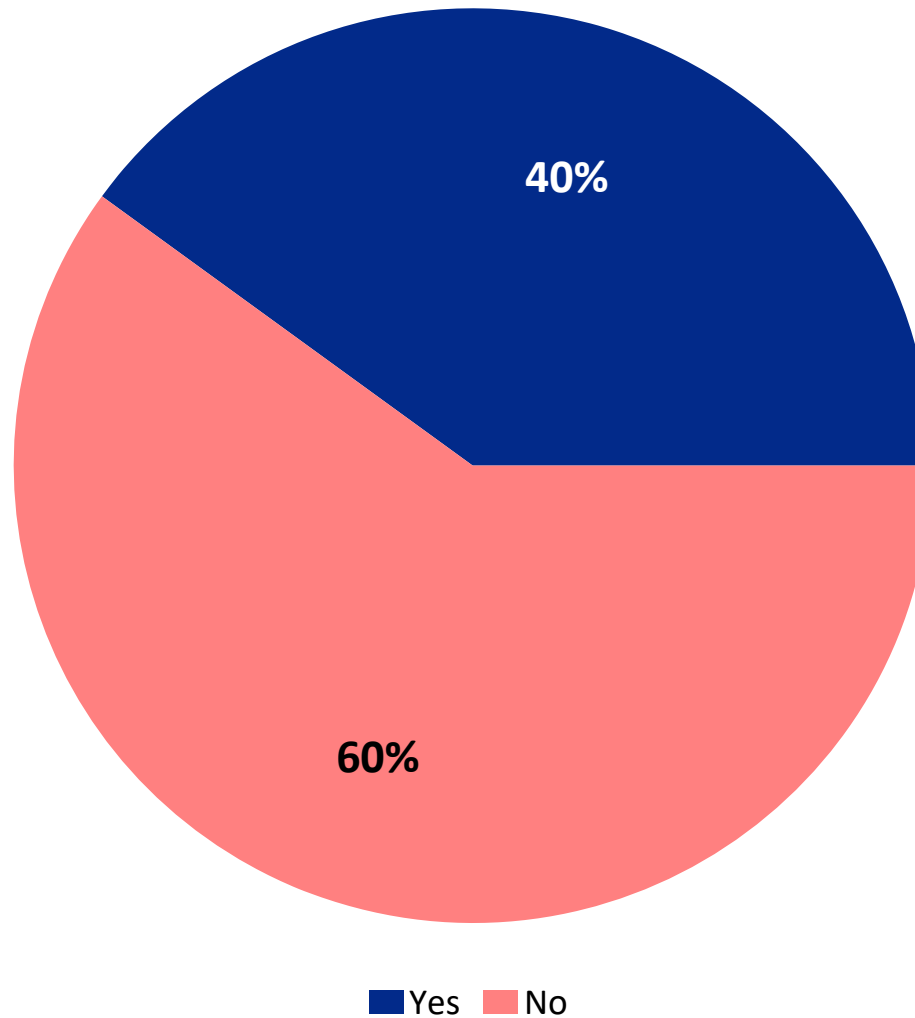
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2020)

Q10. Have you had any interaction with the Fire Department/Emergency Services in St. Charles, IL?

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

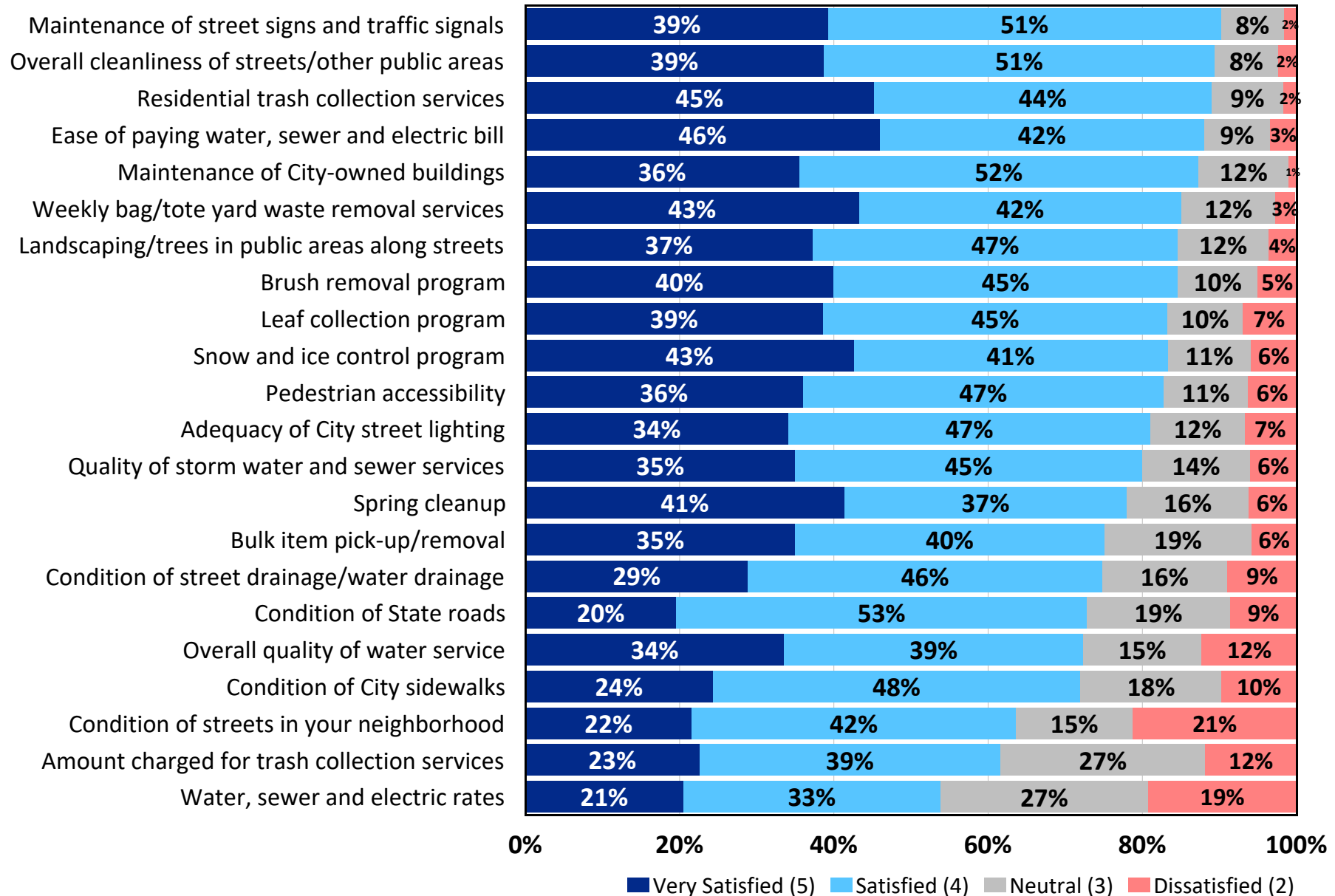


Source: ETC Institute (2020)

ETC Institute (2020)

Q11. Satisfaction with City Maintenance/Public Works Services

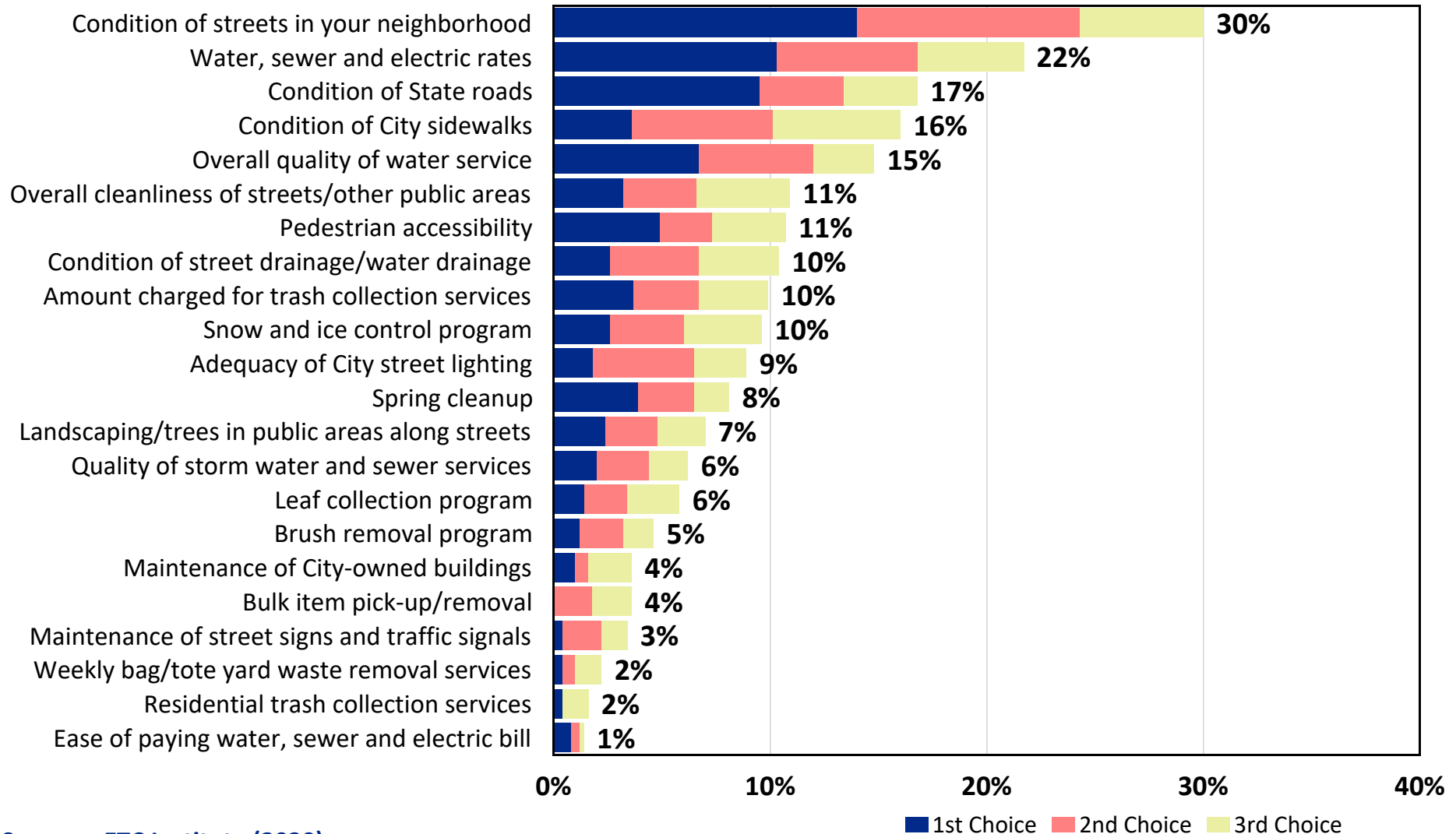
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2020)

Q12. City Maintenance/Public Works Services That Should Receive the Most Emphasis from City Leaders Over the Next Five Years

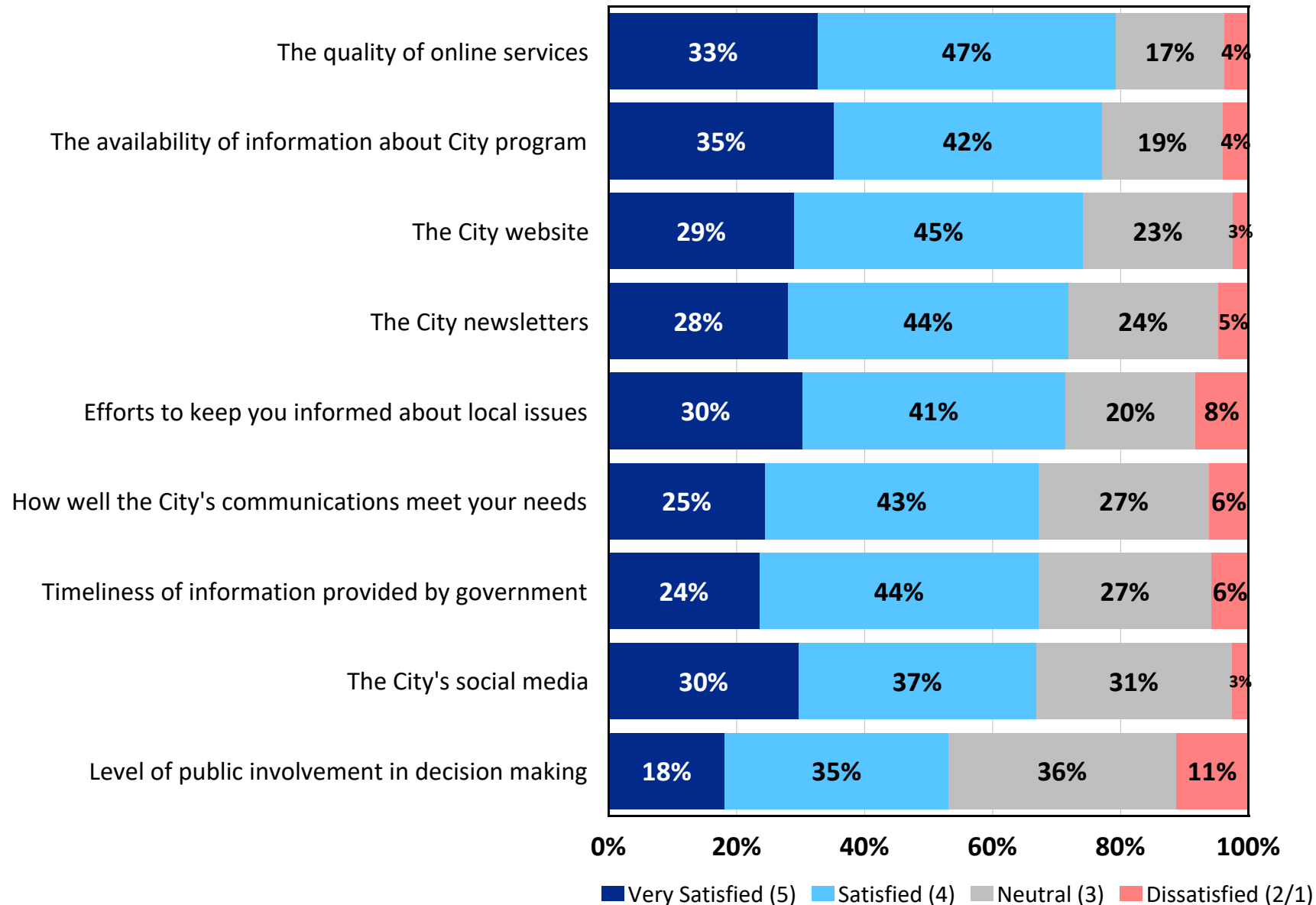
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

Q13. Satisfaction with Communication and Engagement

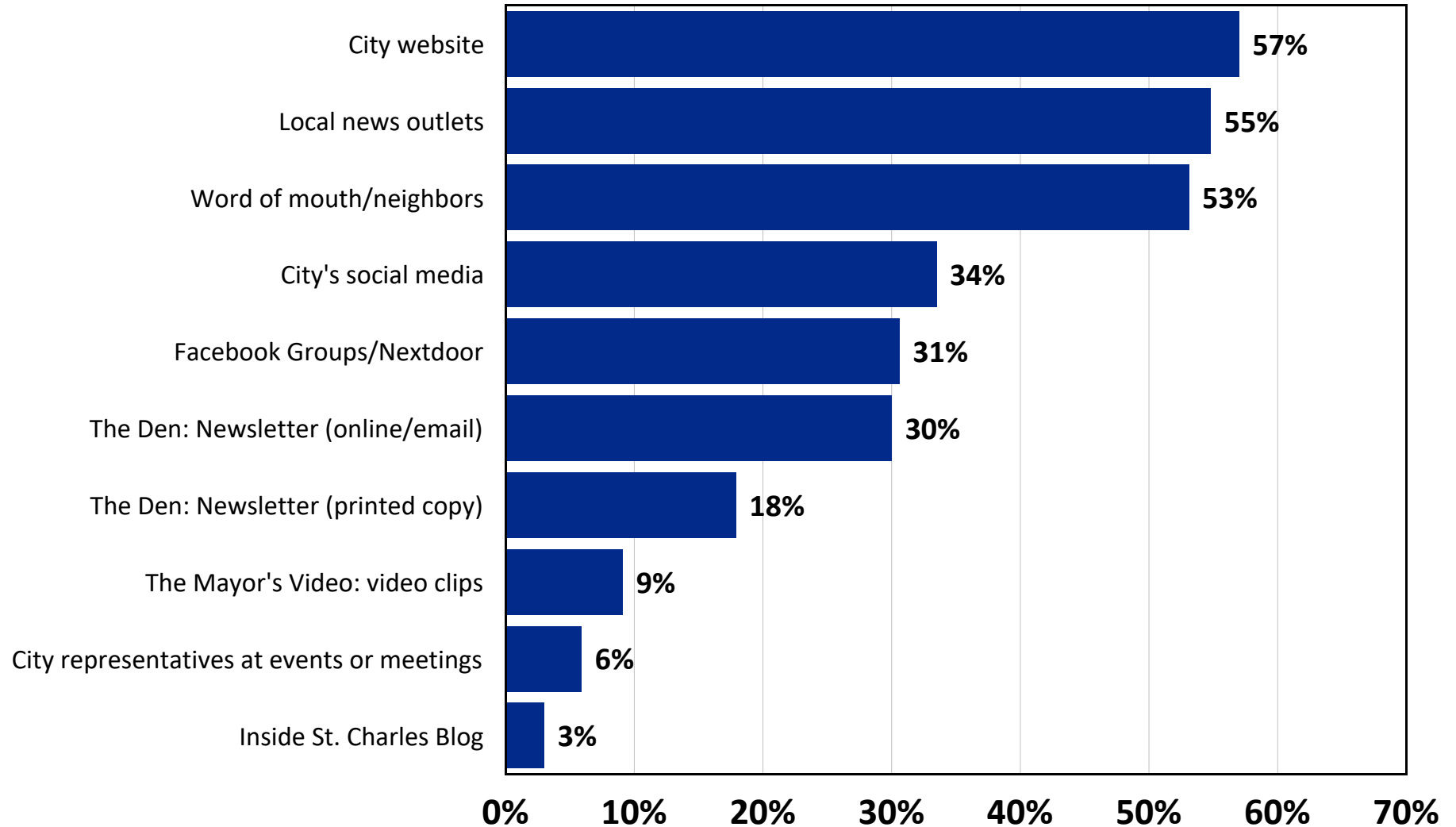
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2020)

Q14. Methods Used to Get Information About the City of St. Charles

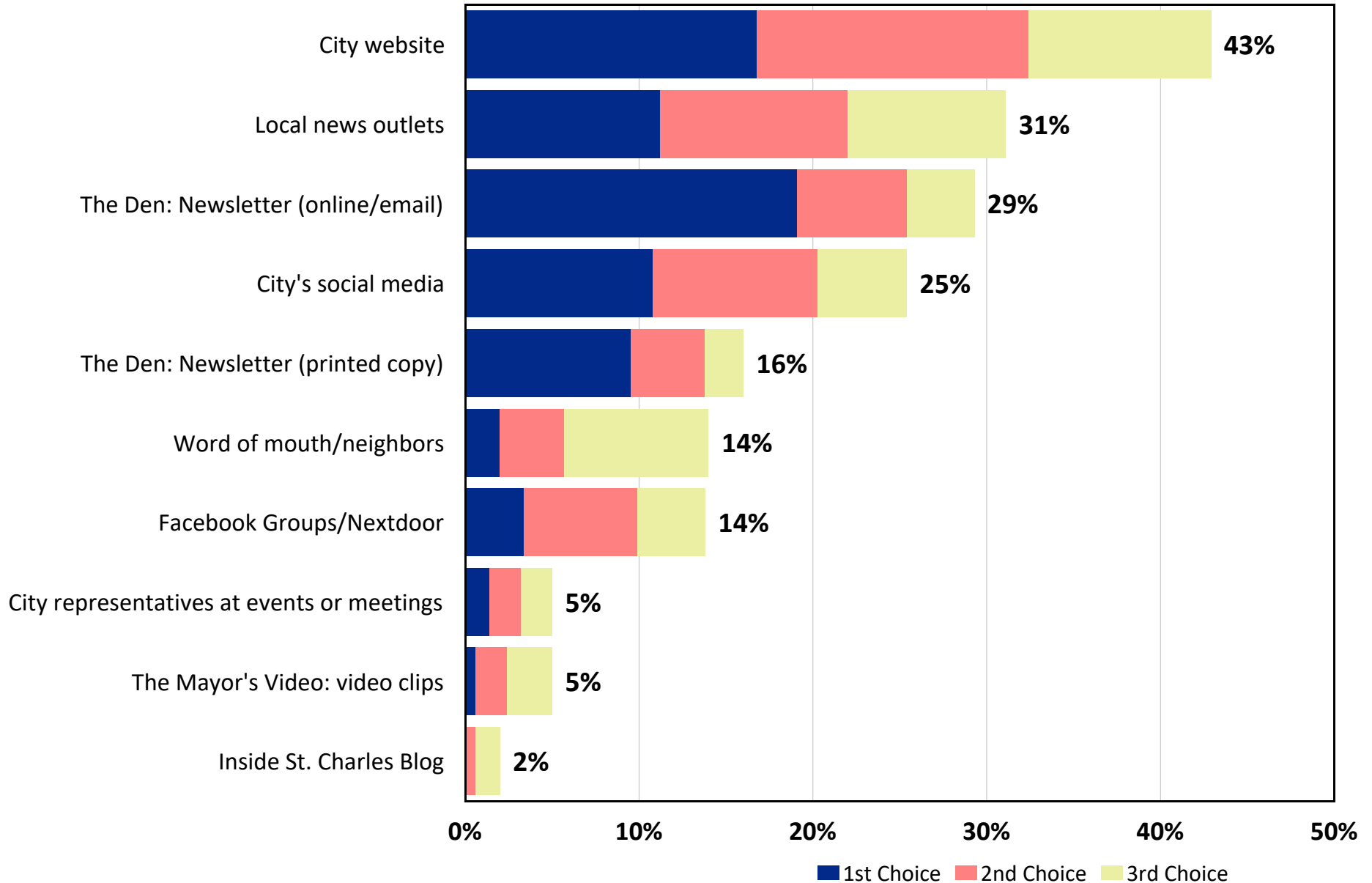
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2020)

Q15. Preferred Methods of Receiving Information

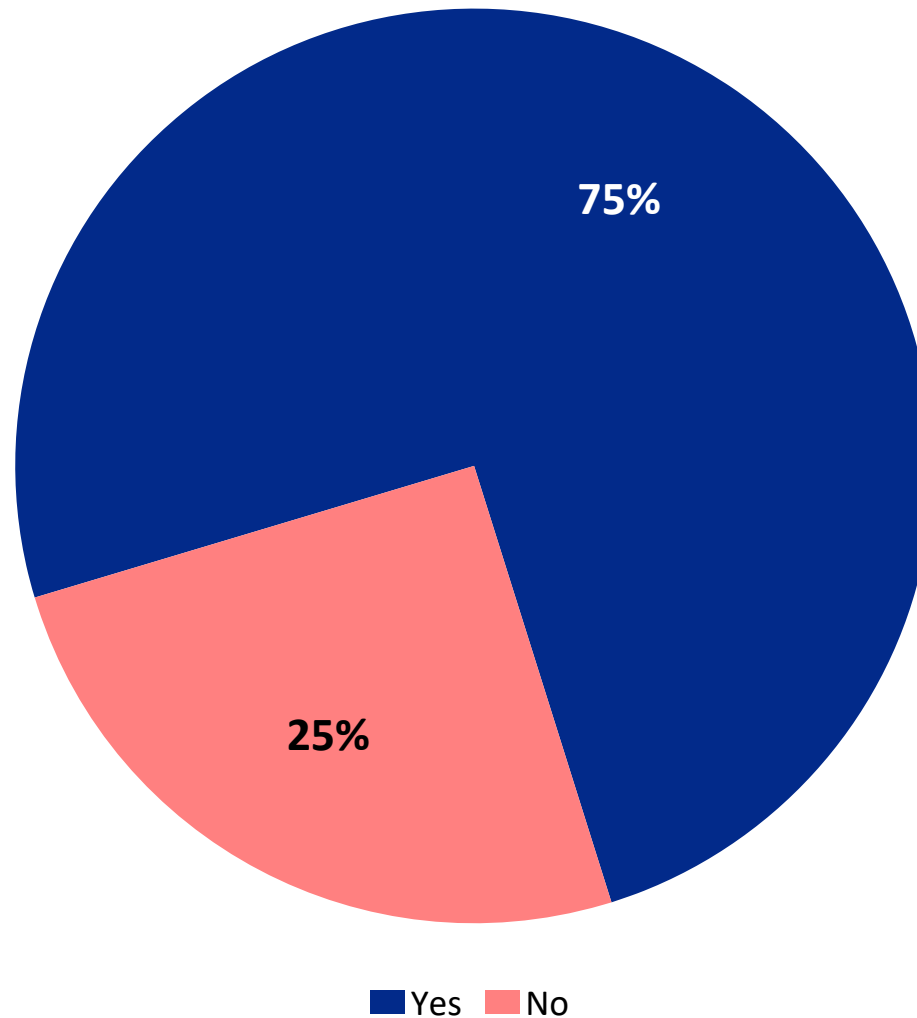
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

Q16. Would you subscribe to push notifications from the City to your phone/email to inform you of service updates, transportation or safety issues, and latest news updates?

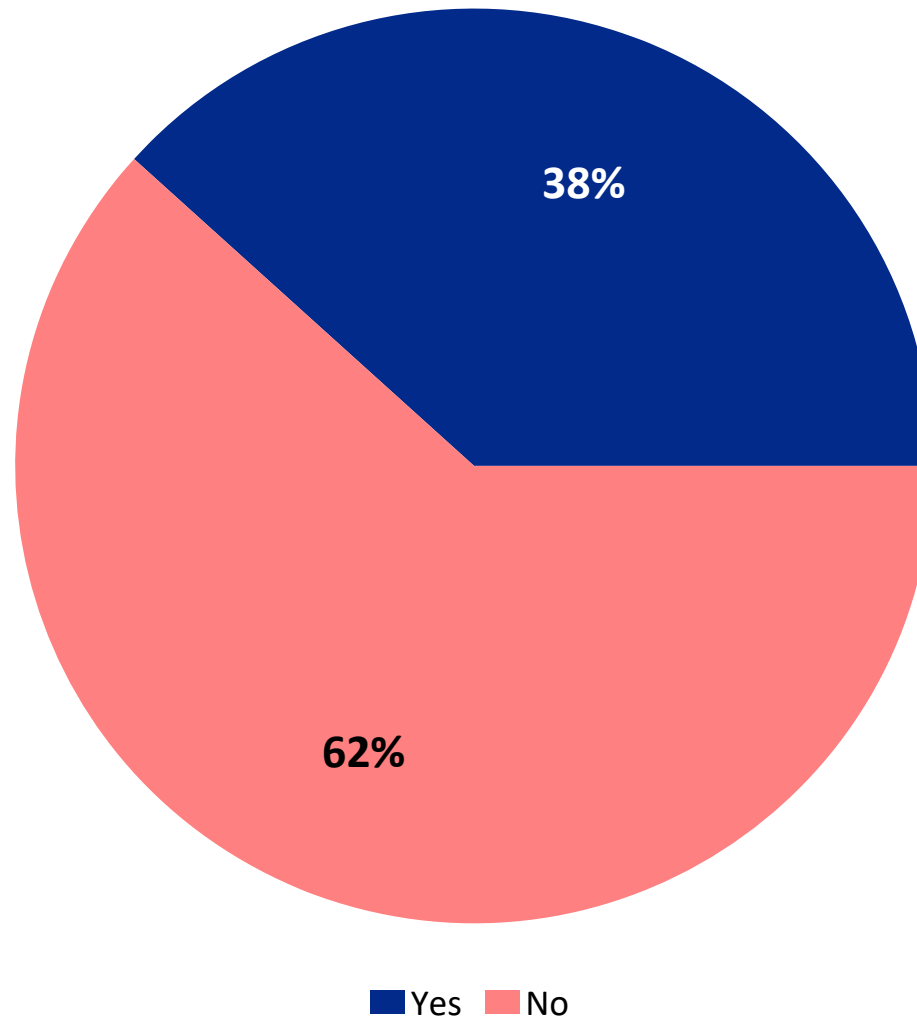
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2020)

Q17. Have you contacted the City with a question, problem, or complaint in the past year?

by percentage of respondents

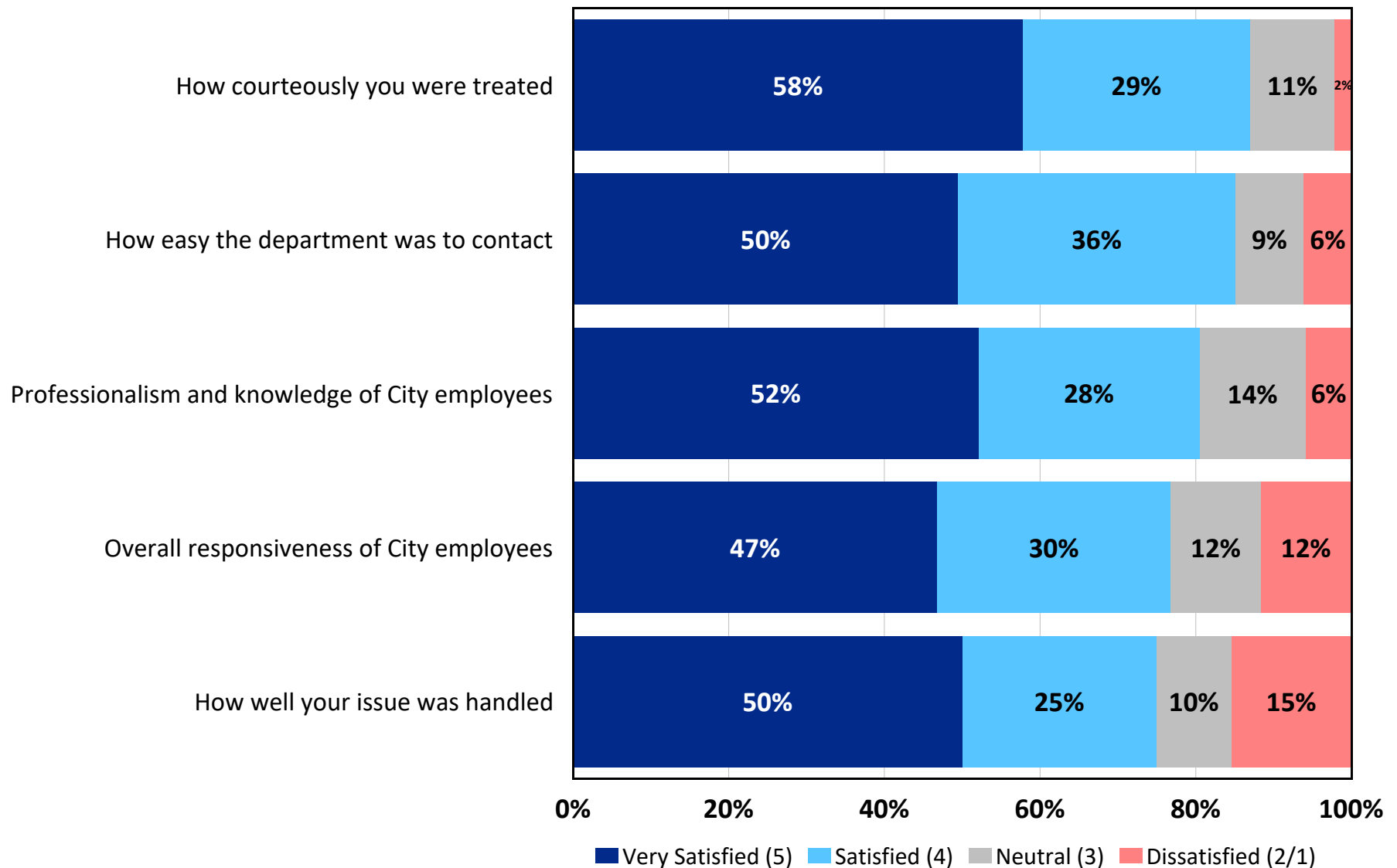


Source: ETC Institute (2020)

ETC Institute (2020)

Q17a. Satisfaction With Customer Service You Received From City Employees

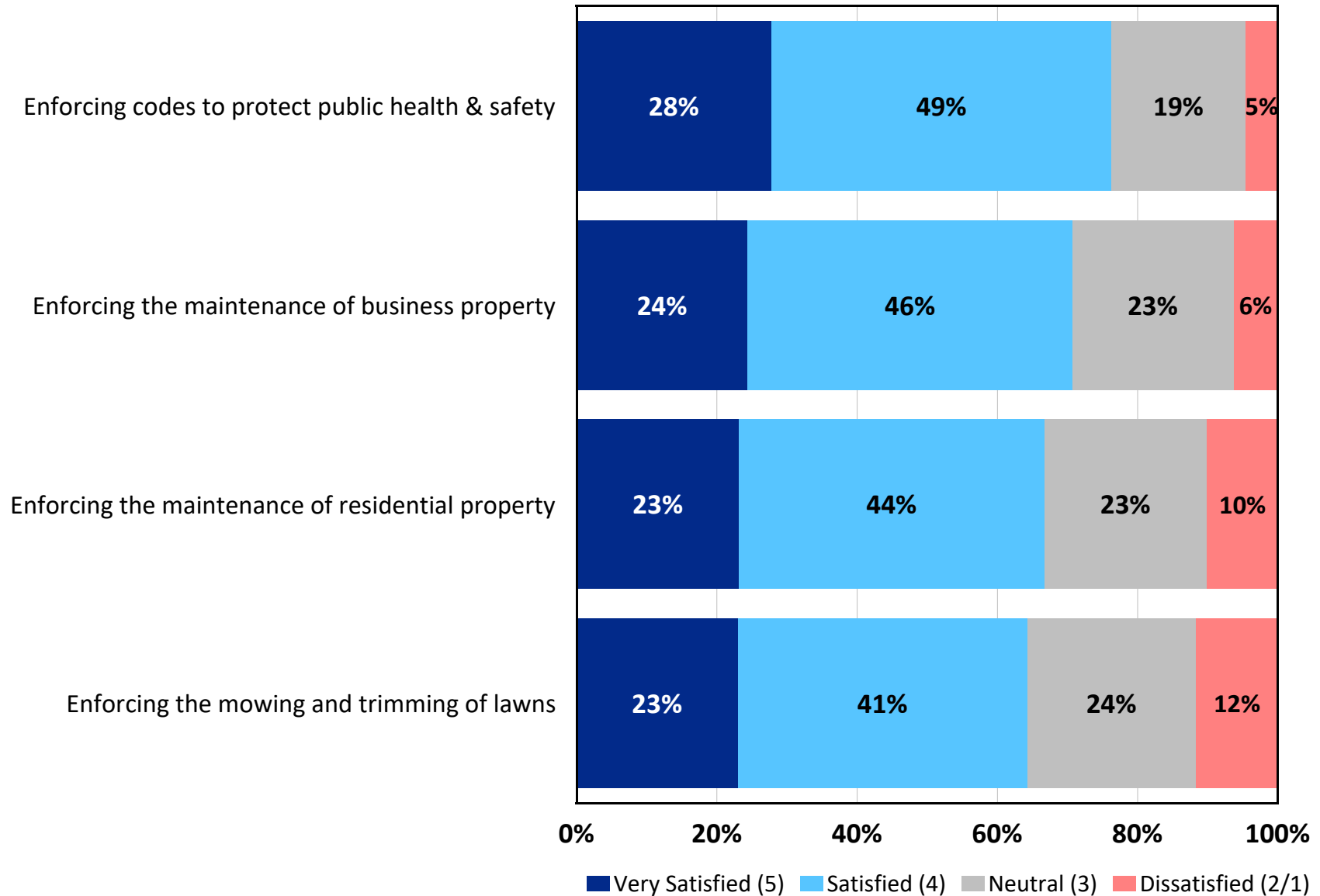
by percentage of respondents who have contacted the City in the past year (excluding "don't know")



Source: ETC Institute (2020)

Q18. Satisfaction with Code Compliance

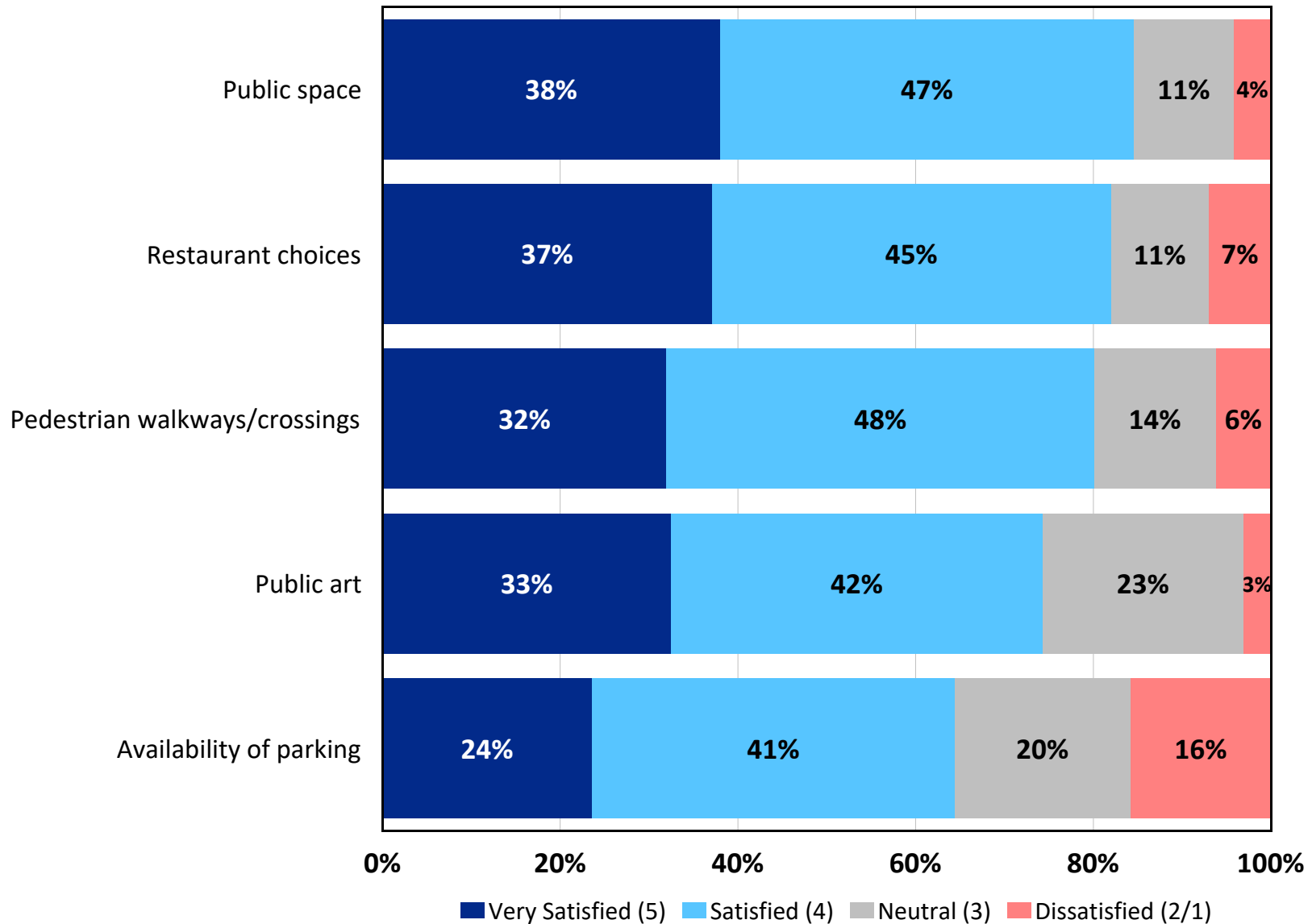
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2020)

Q19. Satisfaction with Downtown

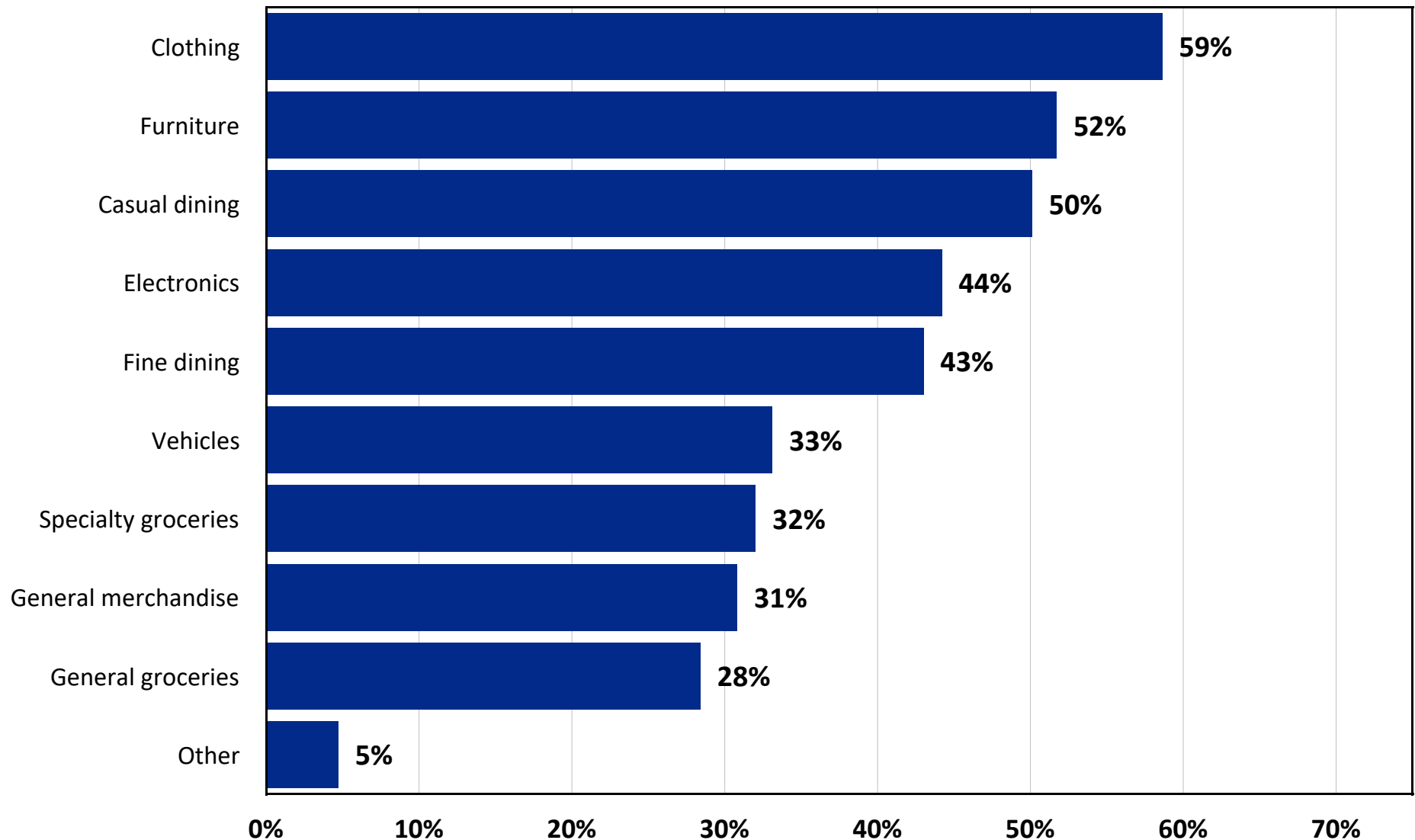
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2020)

Q20. Items That Respondents Leave St. Charles to Spend Money On

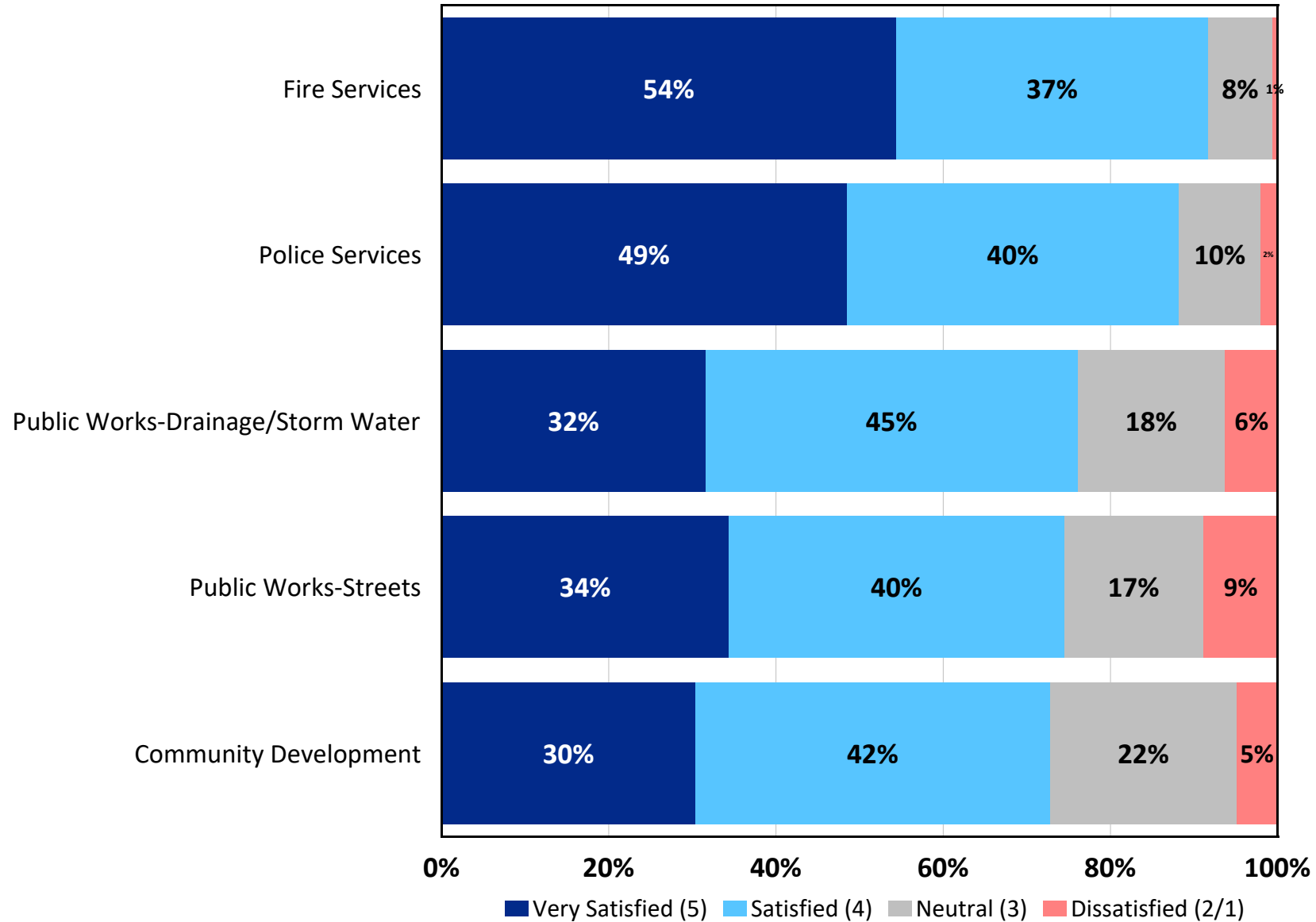
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2020)

Q21. Satisfaction with Value of Services

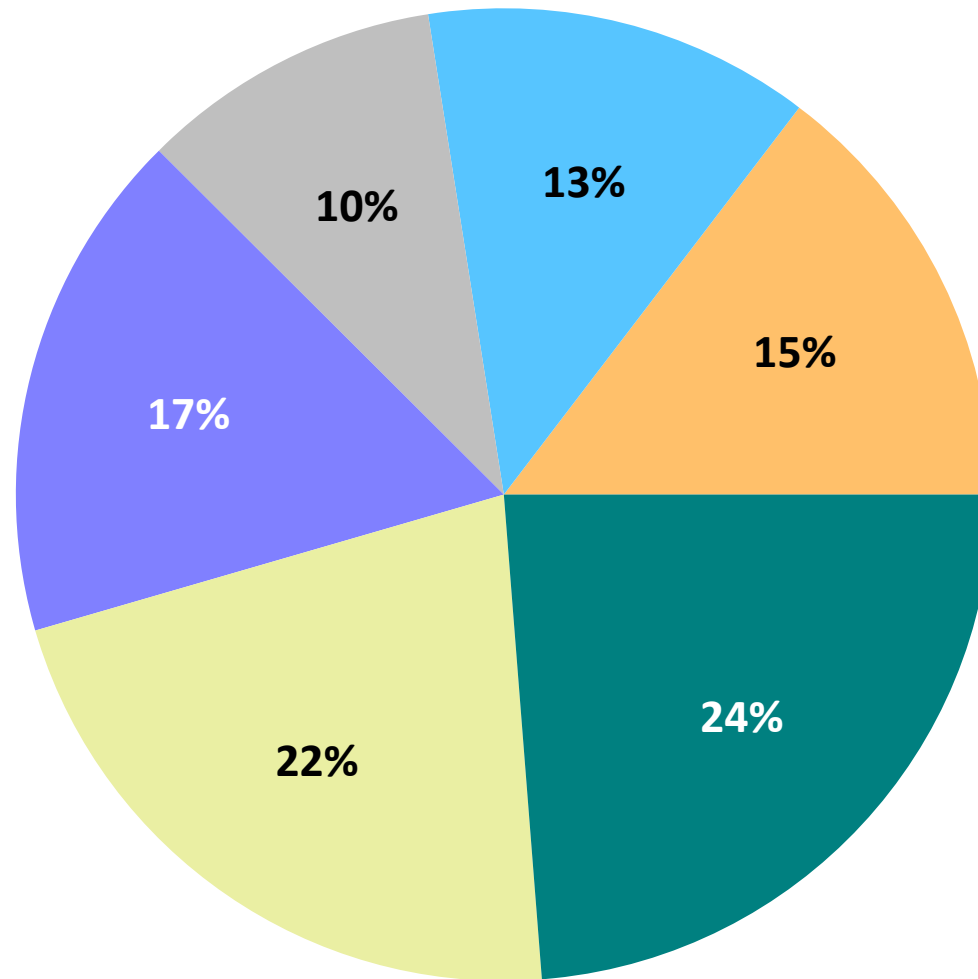
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2020)

Q22. Demographics: Approximately how many years have you lived in the City of St. Charles?

by percentage of respondents (excluding "not provided")

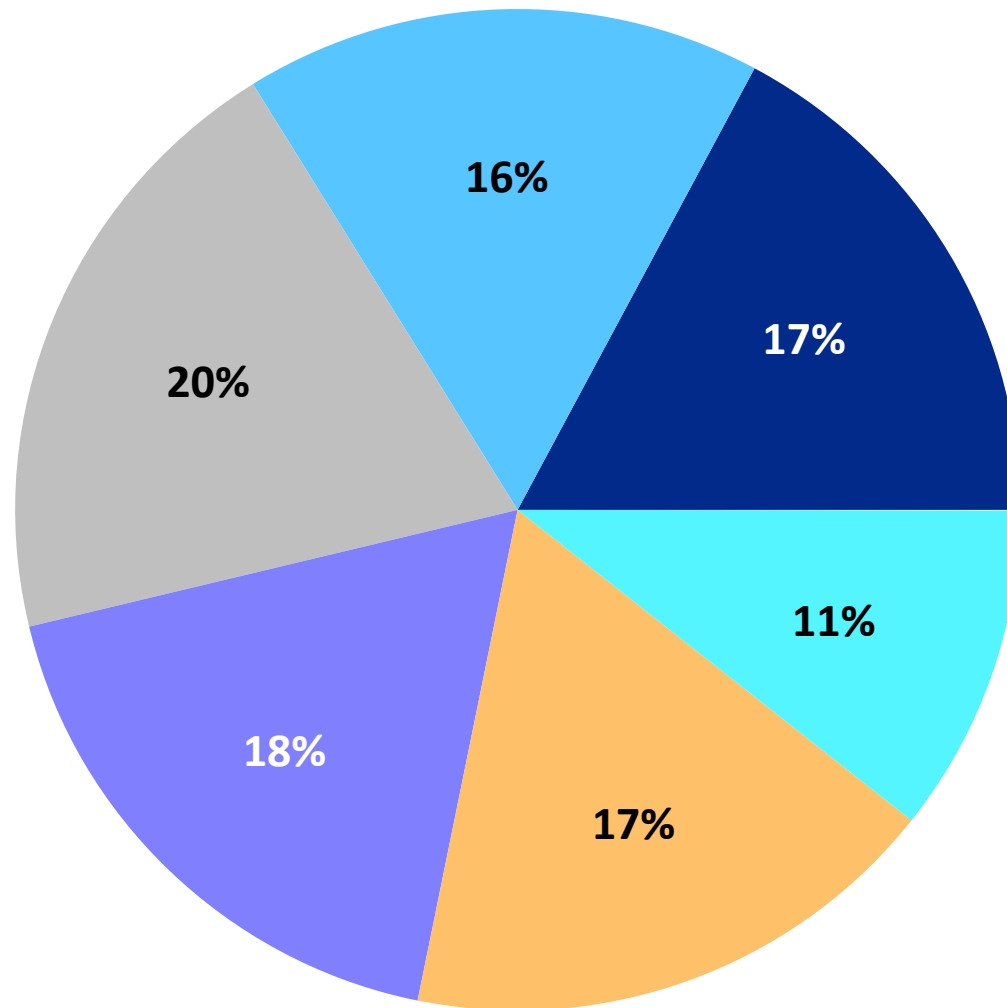


Less than 5 years 5-10 11-15 16-20 21-30 More than 30 years

Source: ETC Institute (2020)

Q23. Demographics: What is your age?

by percentage of respondents (excluding "not provided")

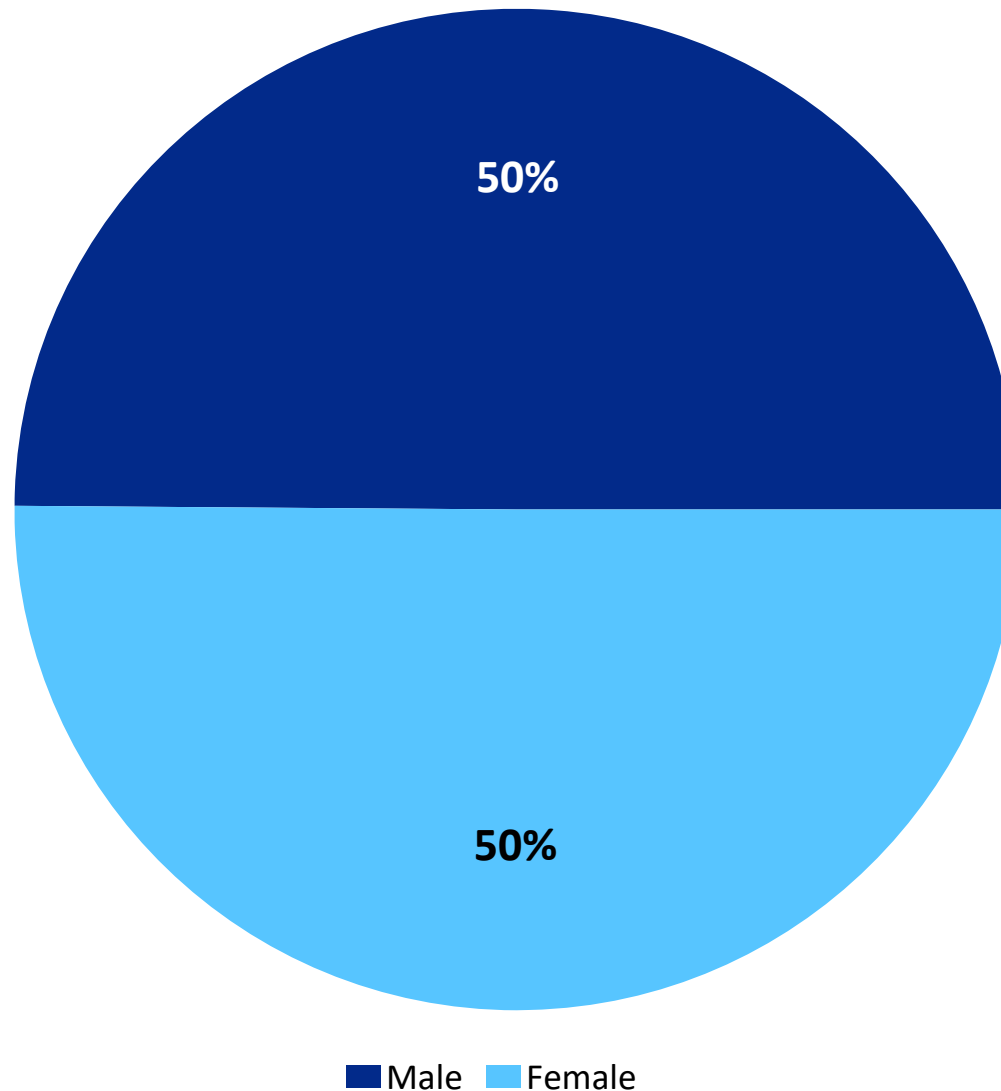


■ 18-30 ■ 31-40 ■ 41-50 ■ 51-60 ■ 61-70 ■ 71+

Source: ETC Institute (2020)

Q24. Demographics: Your gender:

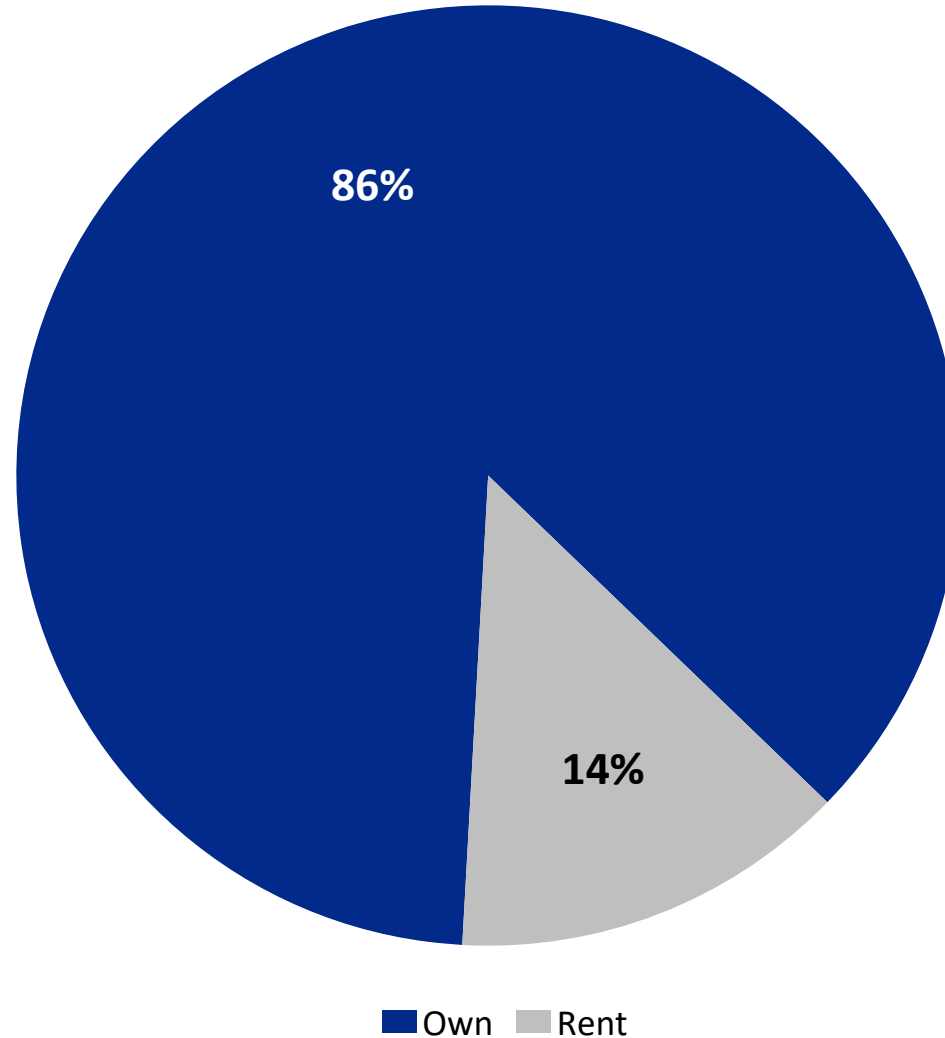
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2020)

Q25. Demographics: Which of the following best describes your housing situation?

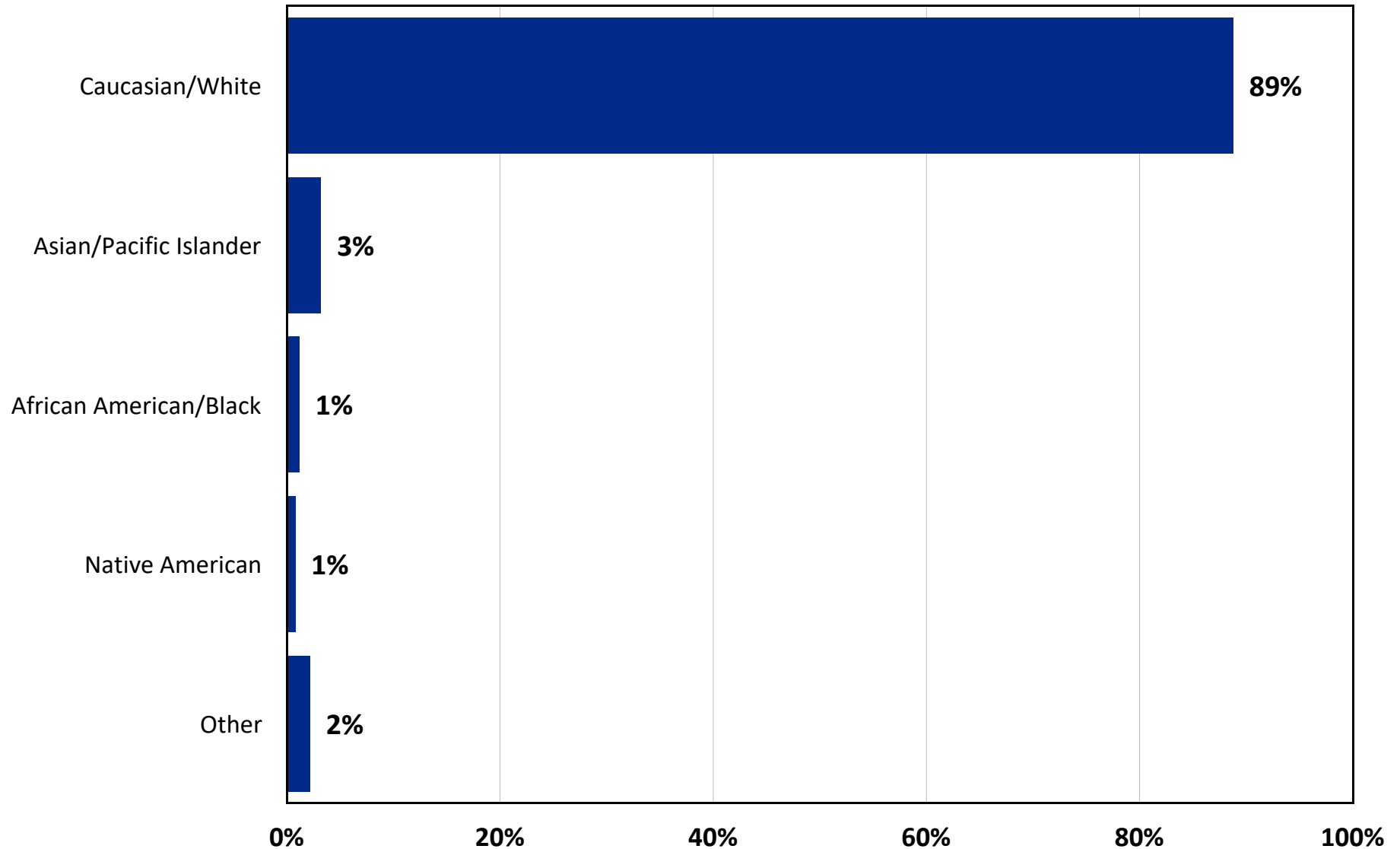
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2020)

Q26. Demographics: Which of the following best describes your race?

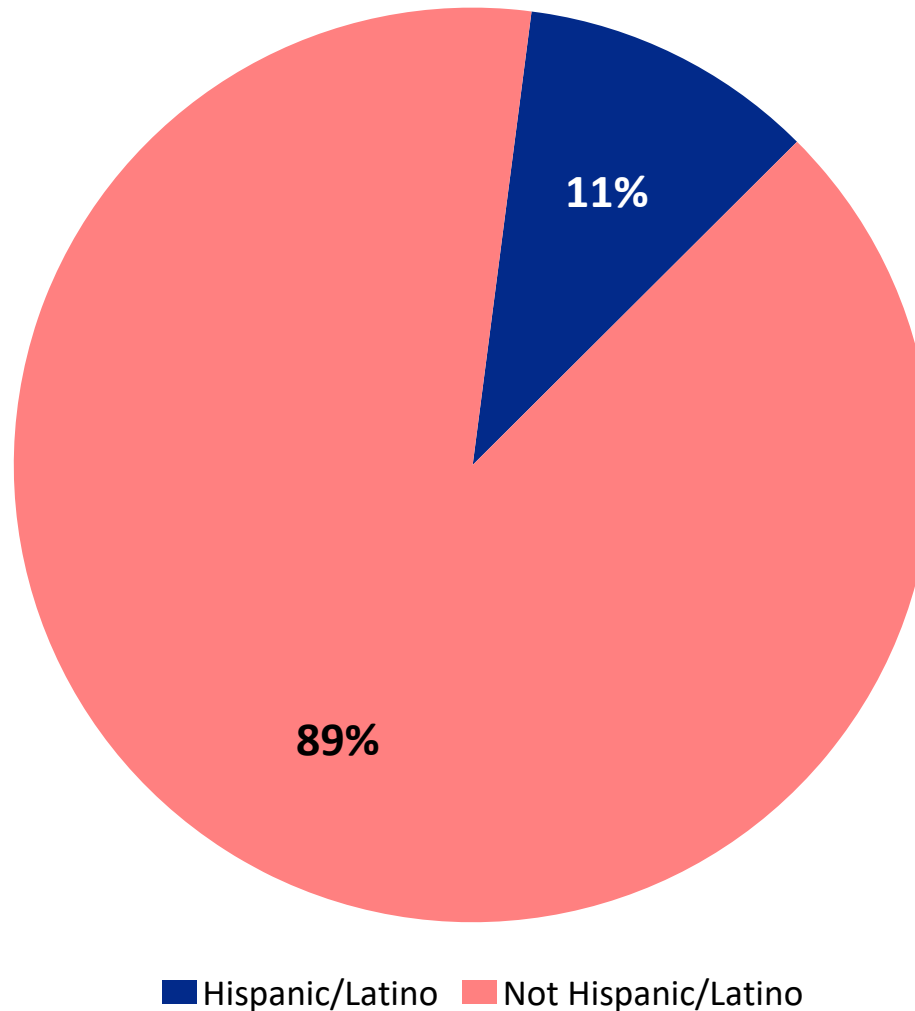
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2020)

Q27. Demographics: Which of the following best describes your ethnicity?

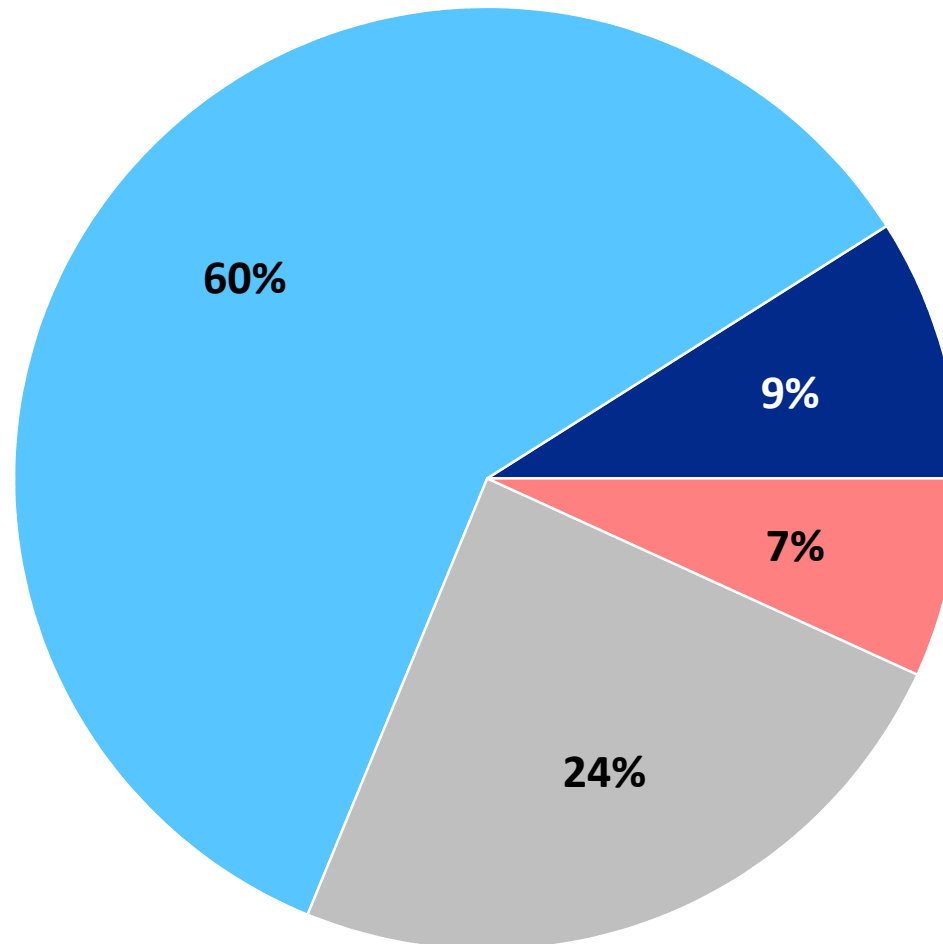
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2020)

Q28. Demographics: Which of the following best describes your current employment status?

by percentage of respondents (excluding "not provided")



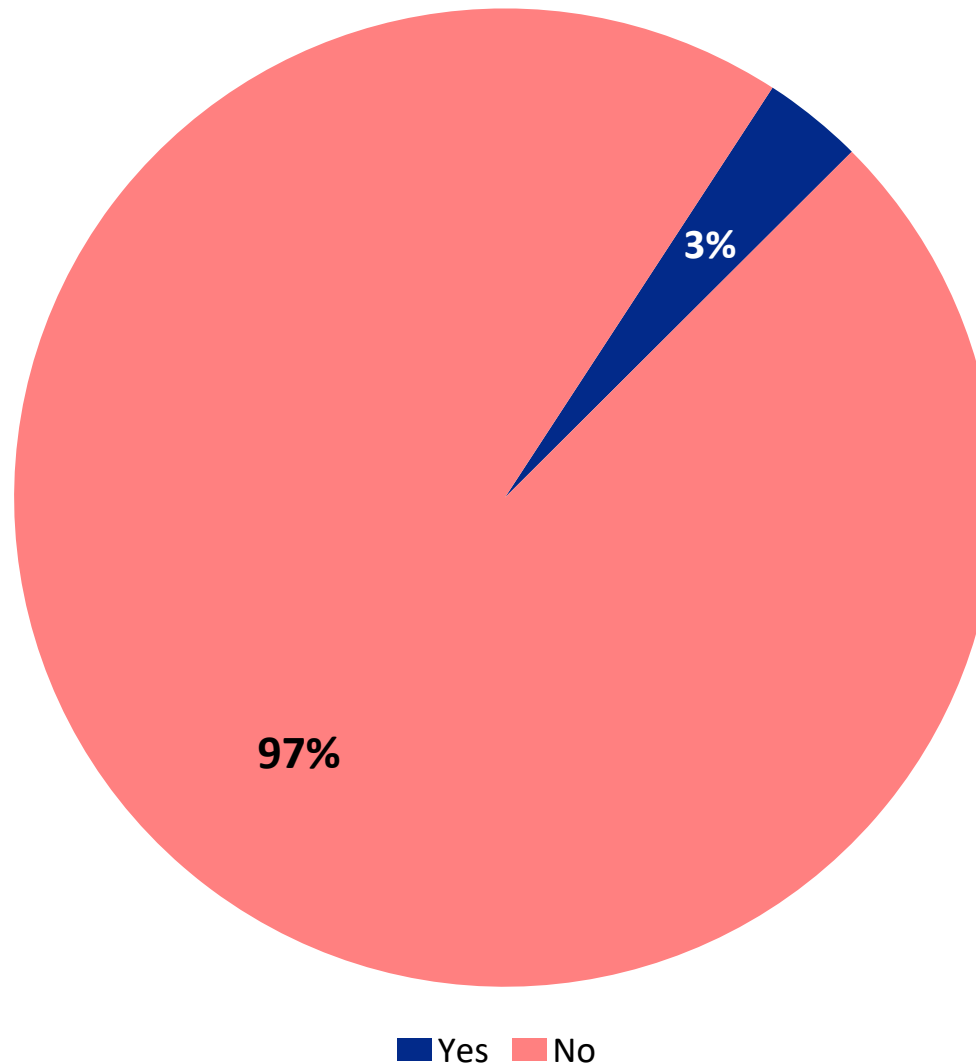
**Only 0.2% of respondents were students*

■ Employed in the home ■ Employed outside the home
■ Retired ■ Not currently employed

Source: ETC Institute (2020)

Q29. Demographics: Is there an individual in your household that is experiencing dementia/memory loss problems?

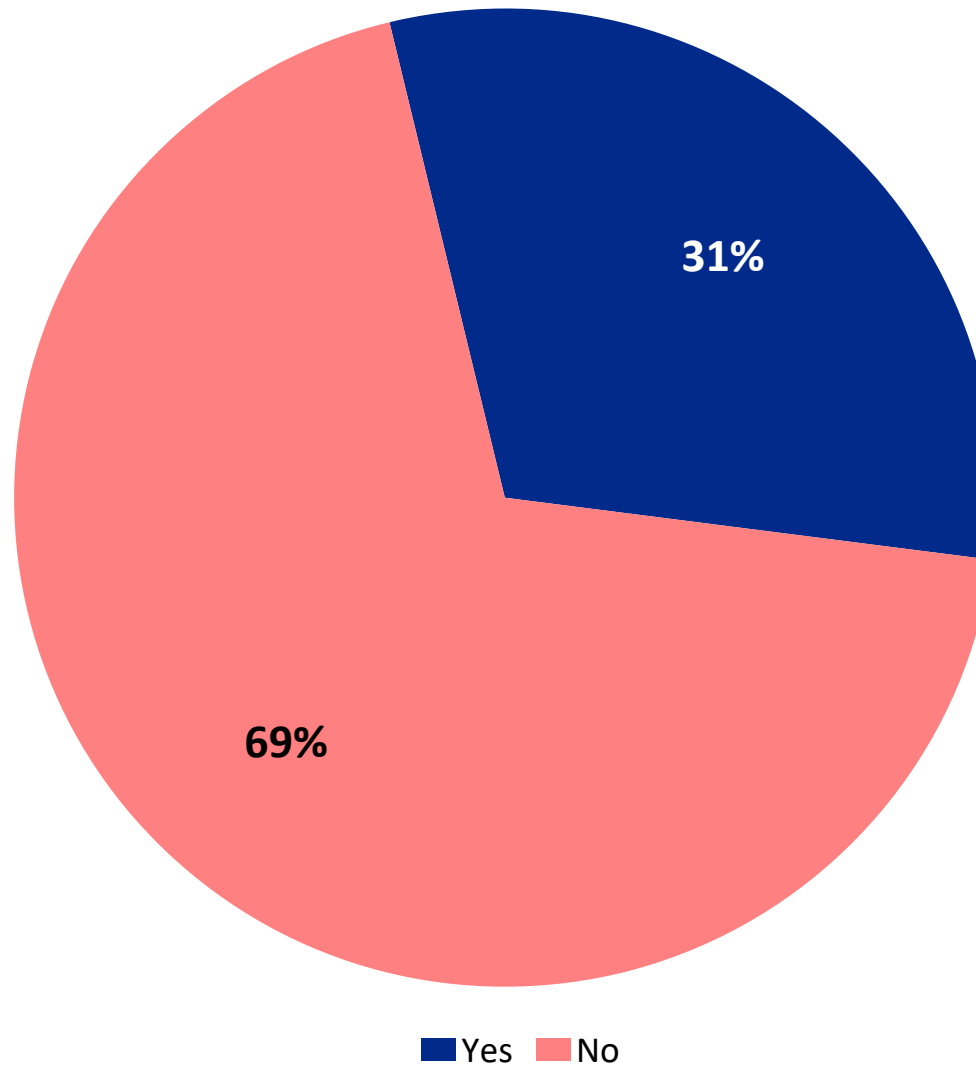
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2020)

Q30. Demographics: Are you familiar with the Active River Project?

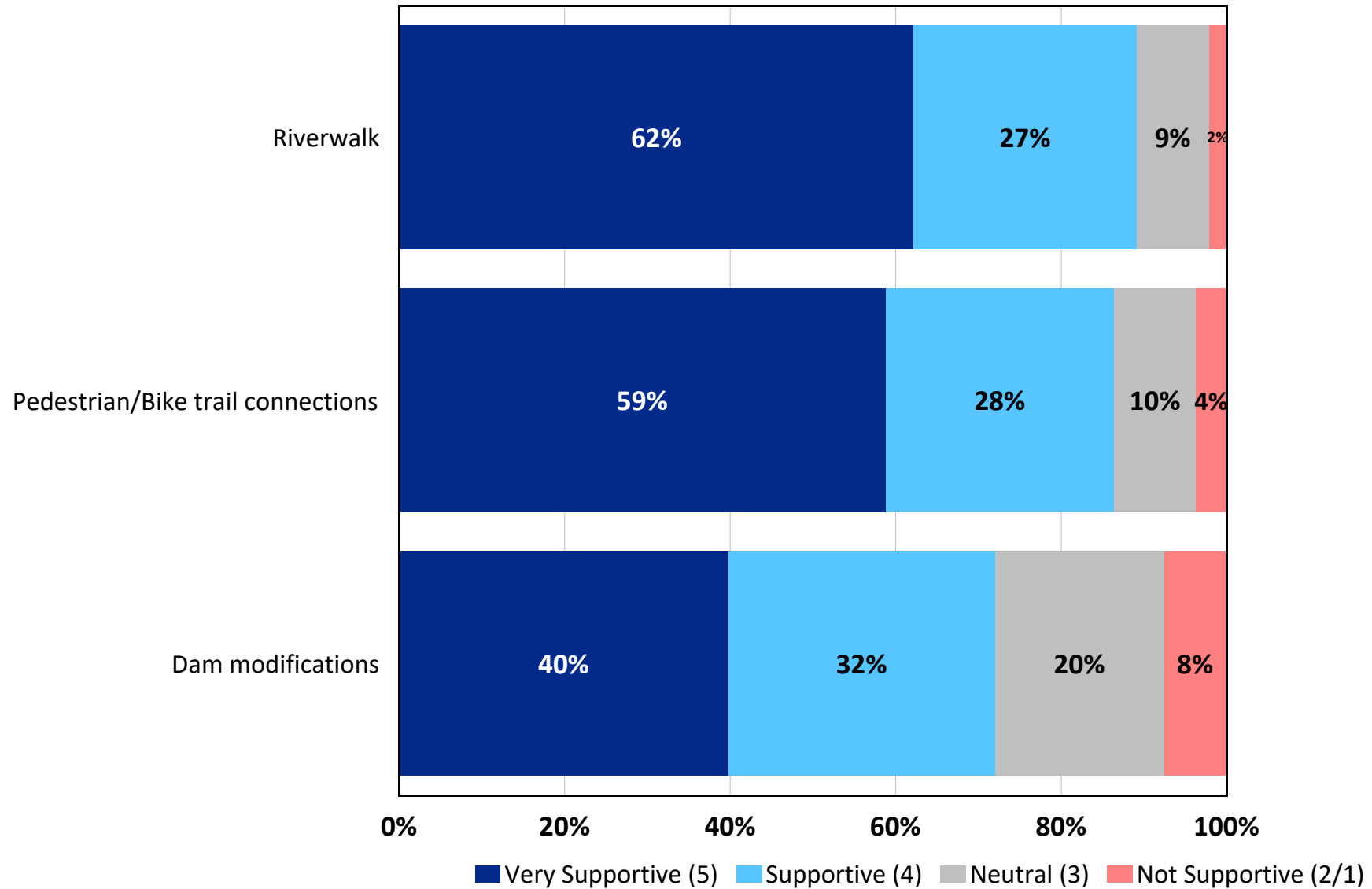
by percentage of respondents



Source: ETC Institute (2020)

Q31. Support for Initiatives for the Active River Project

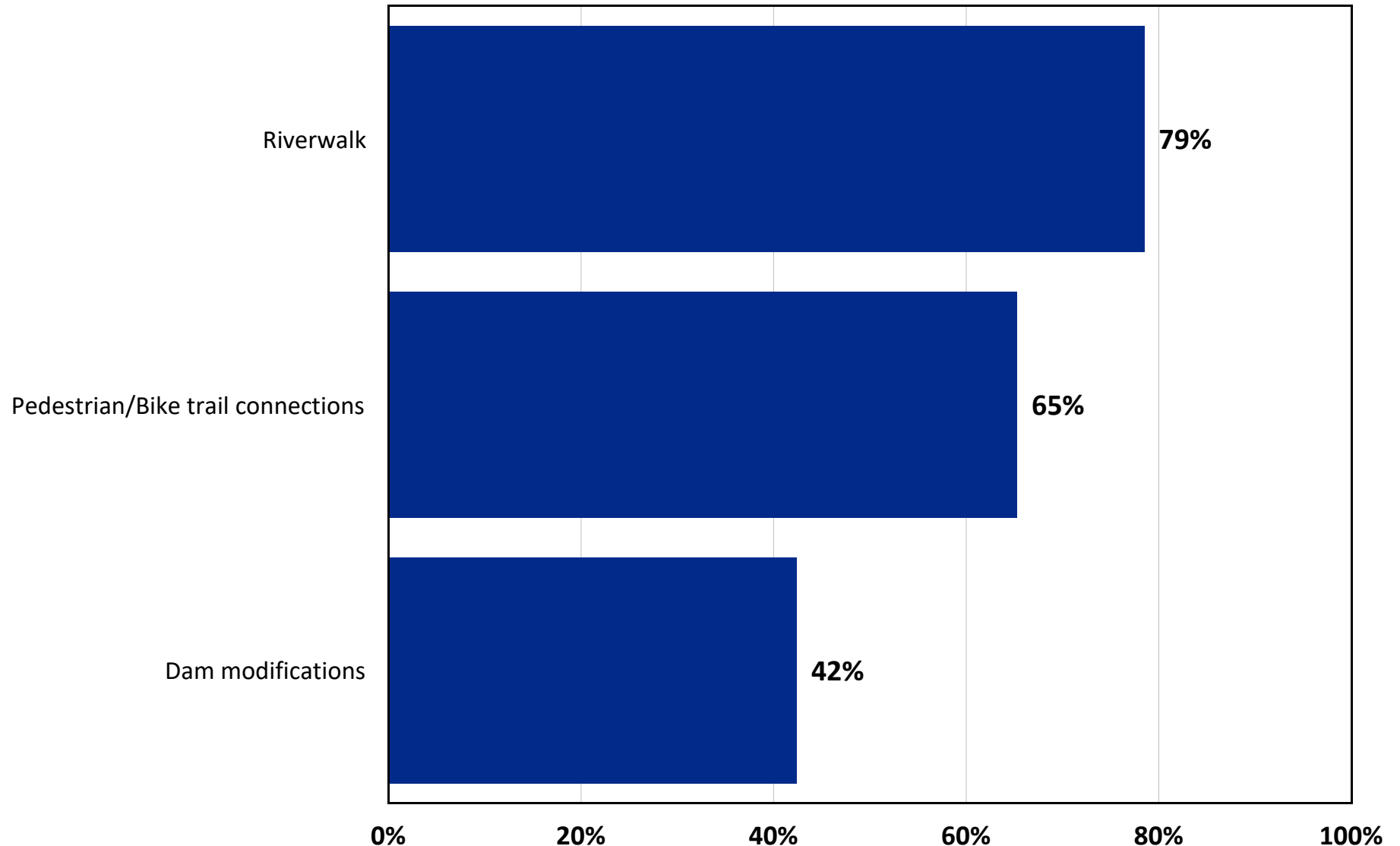
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2020)

Q32. Which modification(s) listed would you be willing to support with additional tax dollars?

by percentage of respondents (excluding "none" - multiple choices could be made)



Source: ETC Institute (2020)

Section 2

Benchmarking Analysis

Benchmarking Summary Report

St. Charles, Illinois

Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 230 cities in 43 states. Most participating cities 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 2019 to a random sample of more than 4,000 residents across the United States, and (2) a regional survey administered to over 300 residents living in the Great Lakes region during the summer of 2019. The Great Lakes region includes the states of Pennsylvania, Ohio, Indiana, Illinois and Michigan.

The charts on the following pages show how the overall results for St. Charles compare to the United States national and the Great Lakes regional averages based on the results of the 2019 survey that was administered by ETC institute. The results for the City of St. Charles are shown in blue, the Great Lakes regional averages are shown in red, and the National averages are shown in yellow.

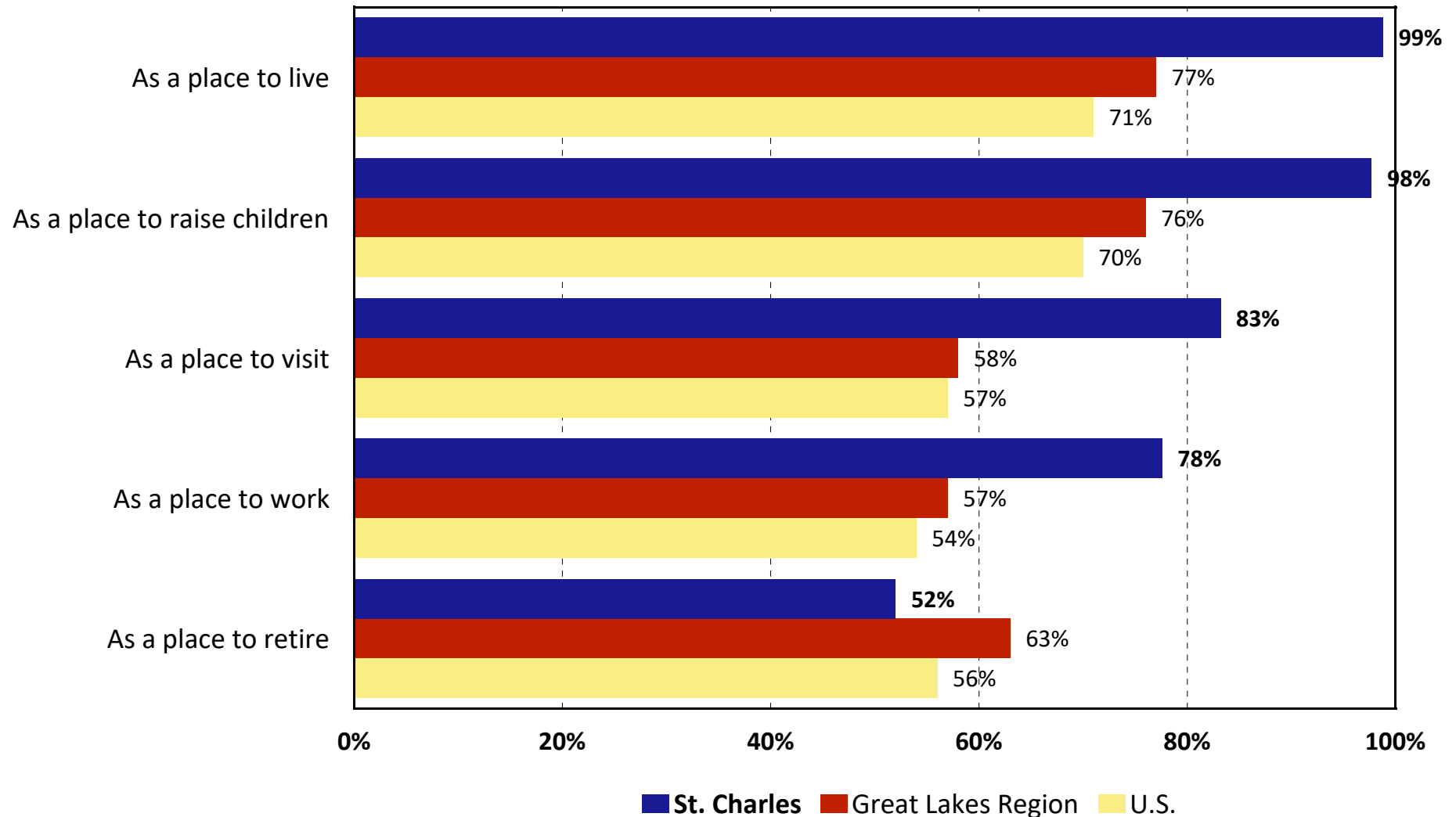
National Benchmarks

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 St. Charles, Illinois is not authorized without written consent from ETC Institute.

Overall Perceptions of the City

St. Charles vs. Great Lakes Region vs. the 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" (excluding "don't know")

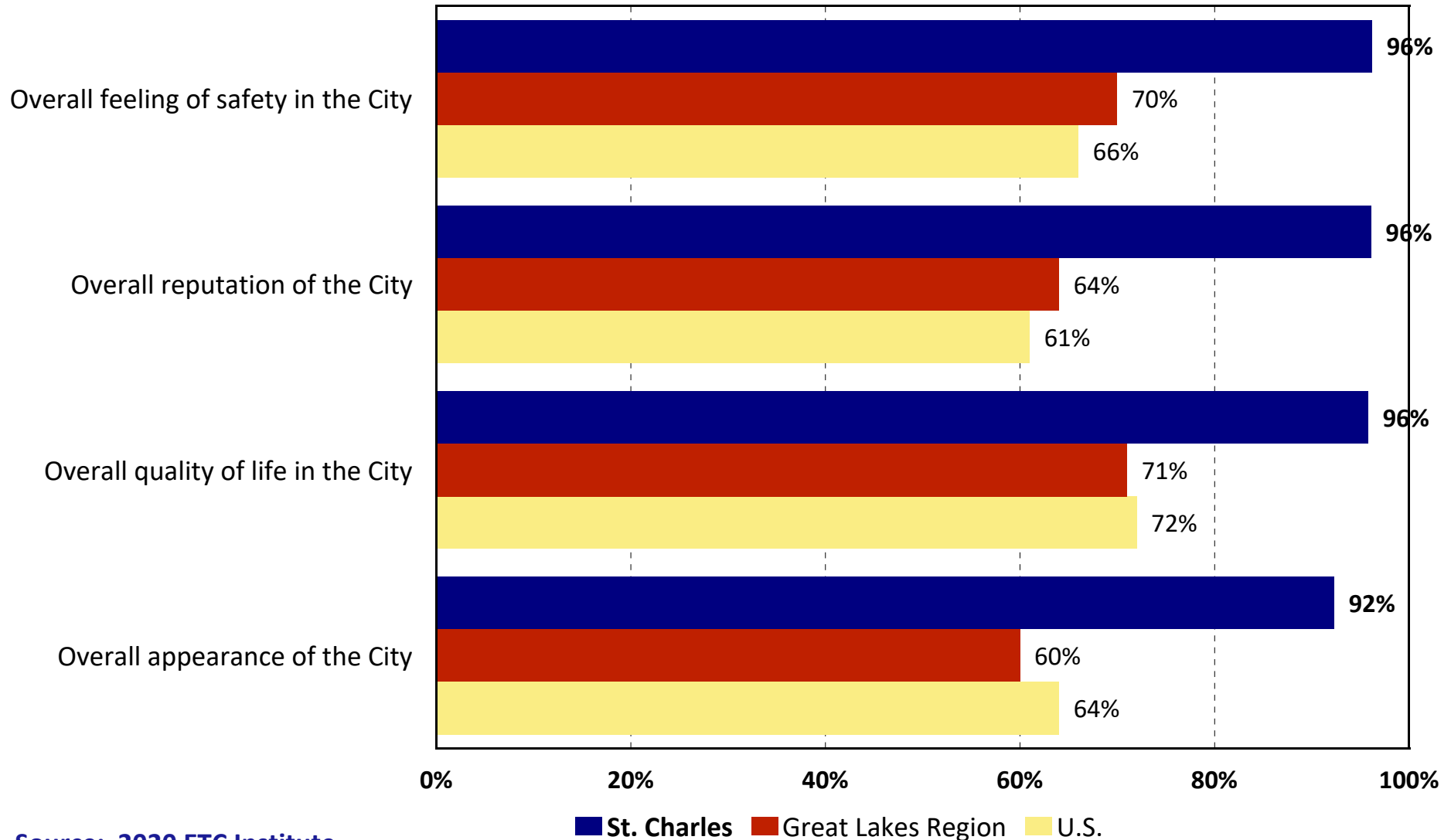


Source: 2020 ETC Institute

Satisfaction with Items That May Influence Perception of the City

St. Charles vs. Great Lakes Region vs. the U.S.

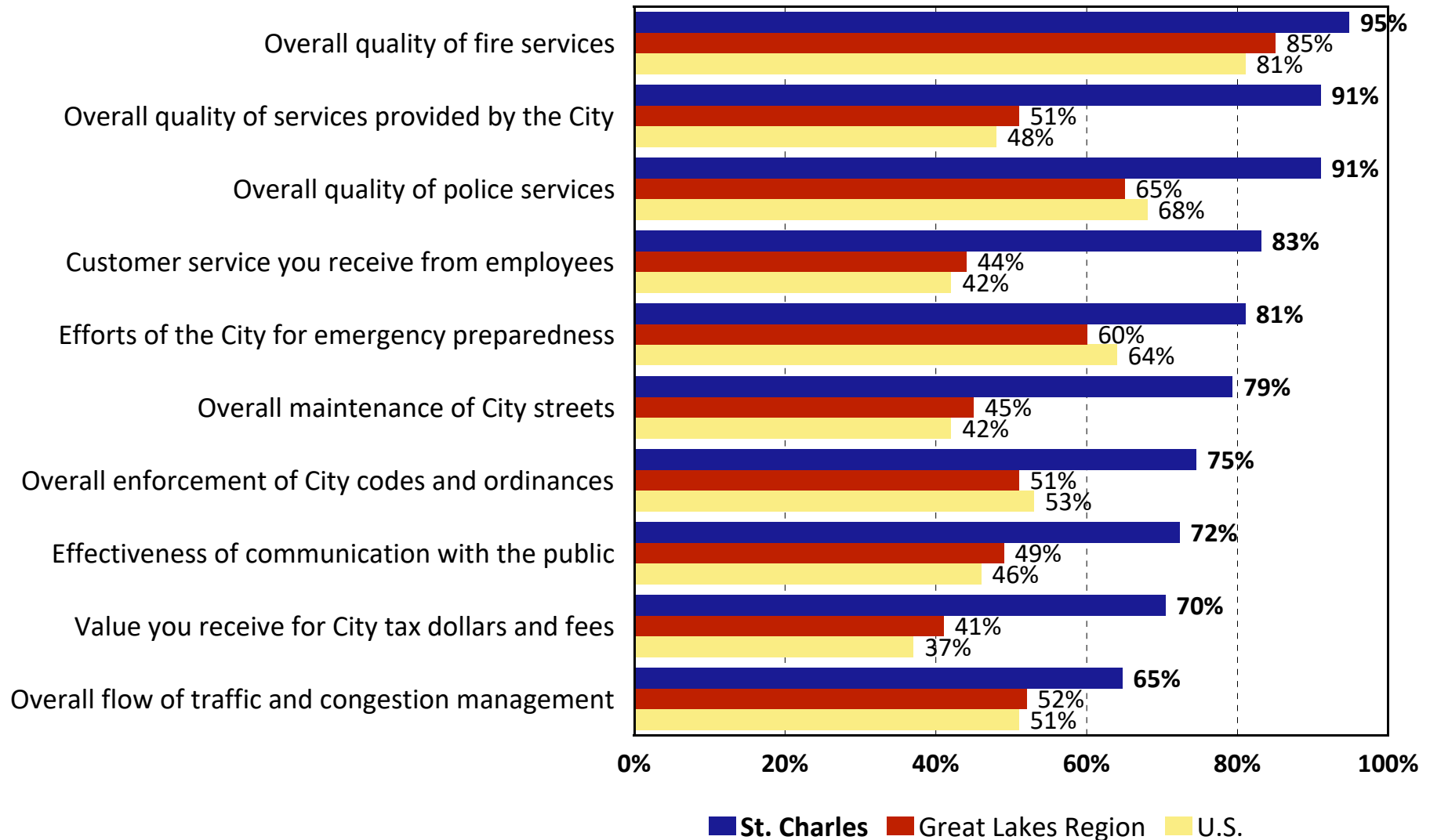
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "excellent" and 1 was "poor" (excluding "don't know")



Source: 2020 ETC Institute

Satisfaction with Major Categories of City Service St. Charles vs. Great Lakes Region vs. the 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" (excluding "don't know")

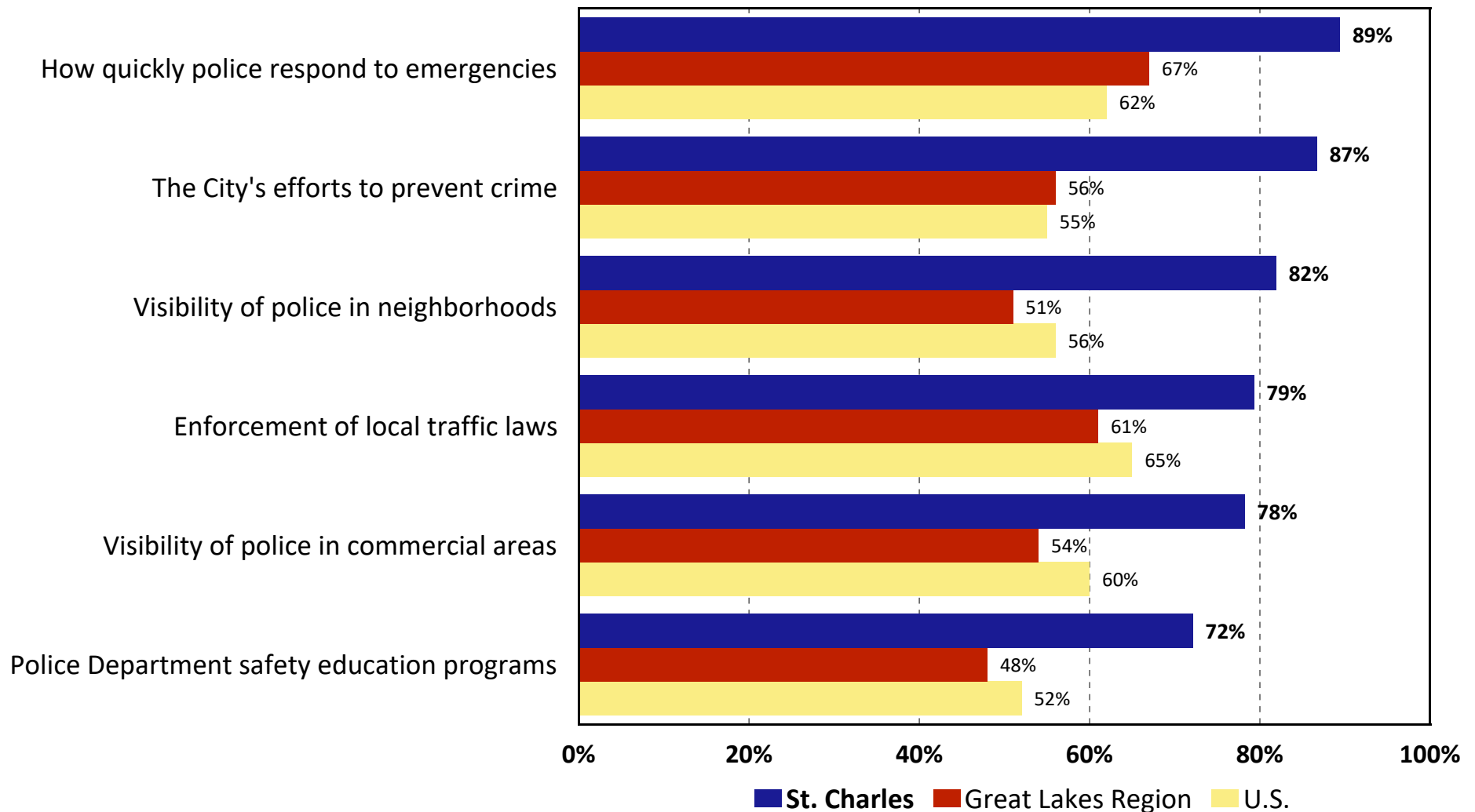


Source: 2020 ETC Institute

Satisfaction with Police Services

St. Charles vs. Great Lakes Region vs. the 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" (excluding "don't know")

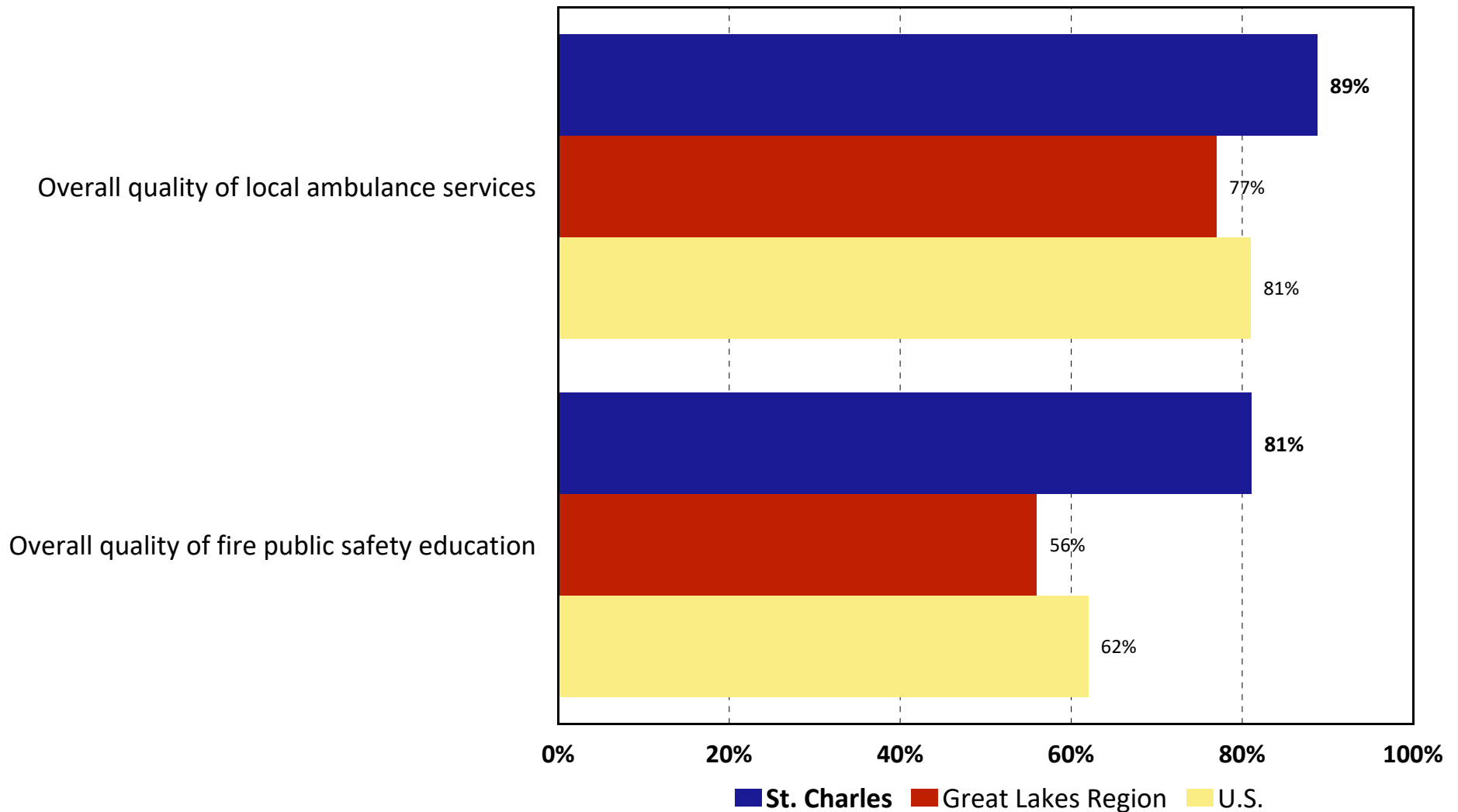


Source: 2020 ETC Institute

Satisfaction with Fire Services

St. Charles vs. Great Lakes Region vs. the 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" (excluding "don't know")

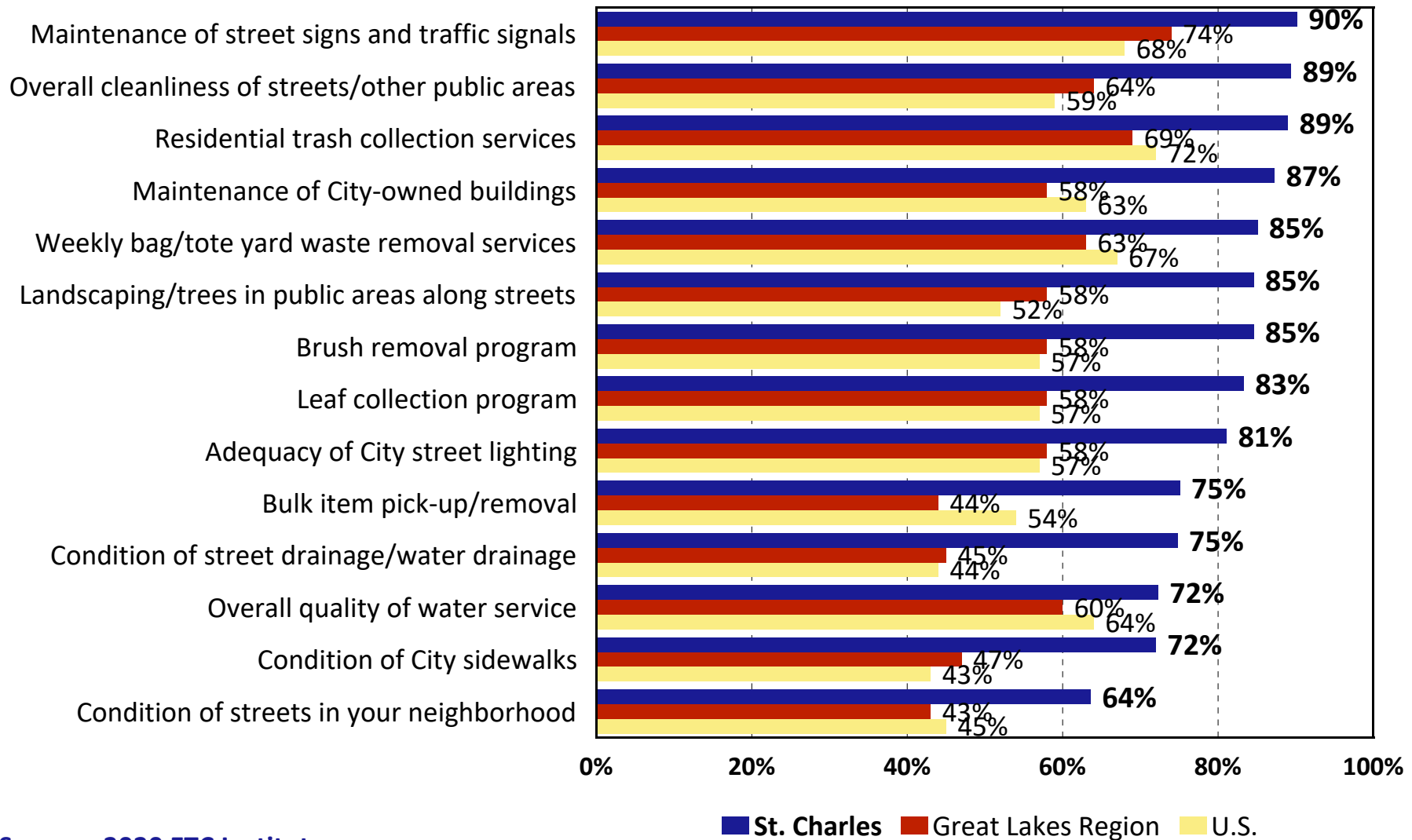


Source: 2020 ETC Institute

Satisfaction with City Maintenance/Public Works Services

St. Charles vs. Great Lakes Region vs. the 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" (excluding "don't know")

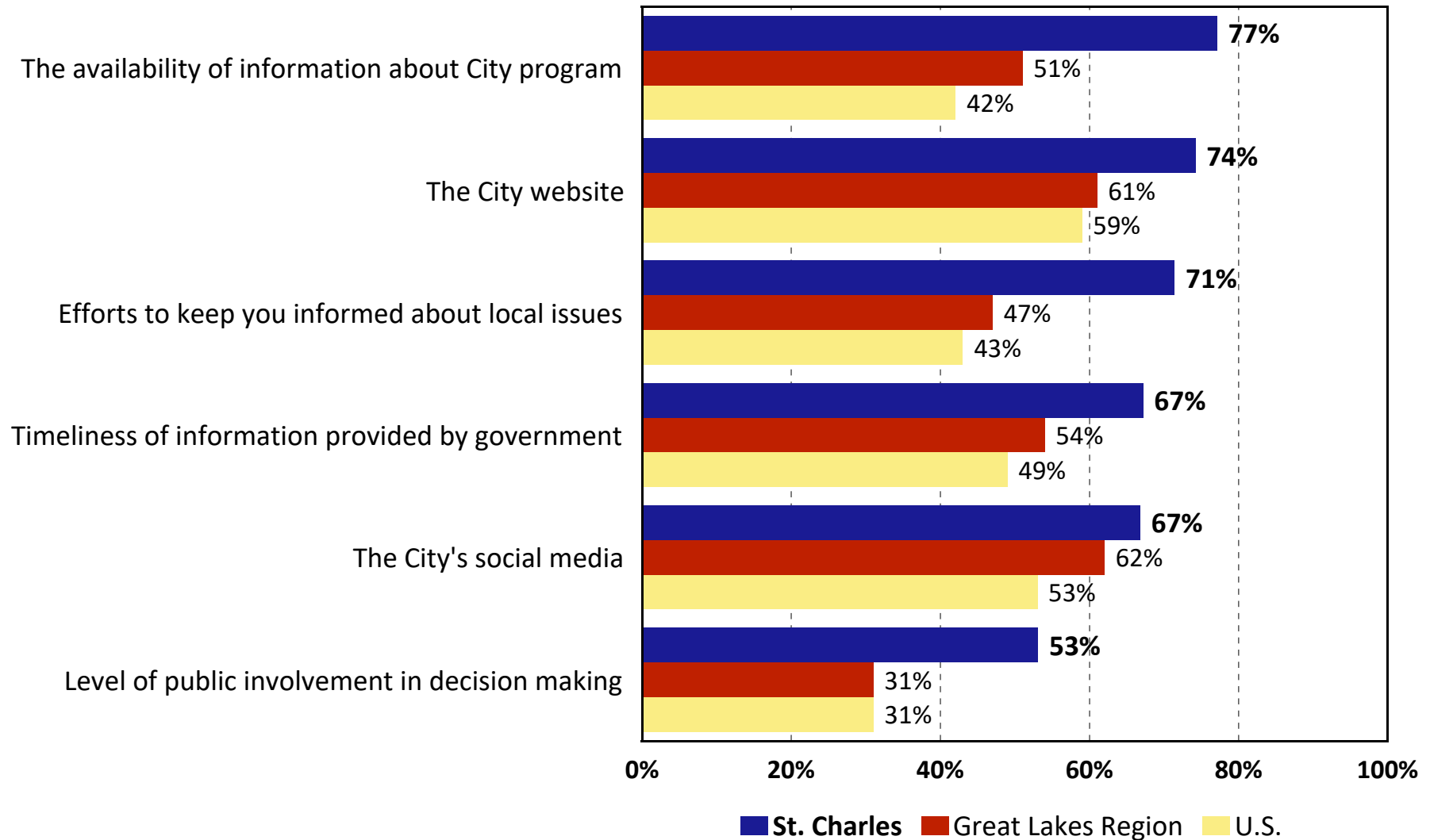


Source: 2020 ETC Institute

Satisfaction with Communication and Engagement

St. Charles vs. Great Lakes Region vs. the 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" (excluding "don't know")

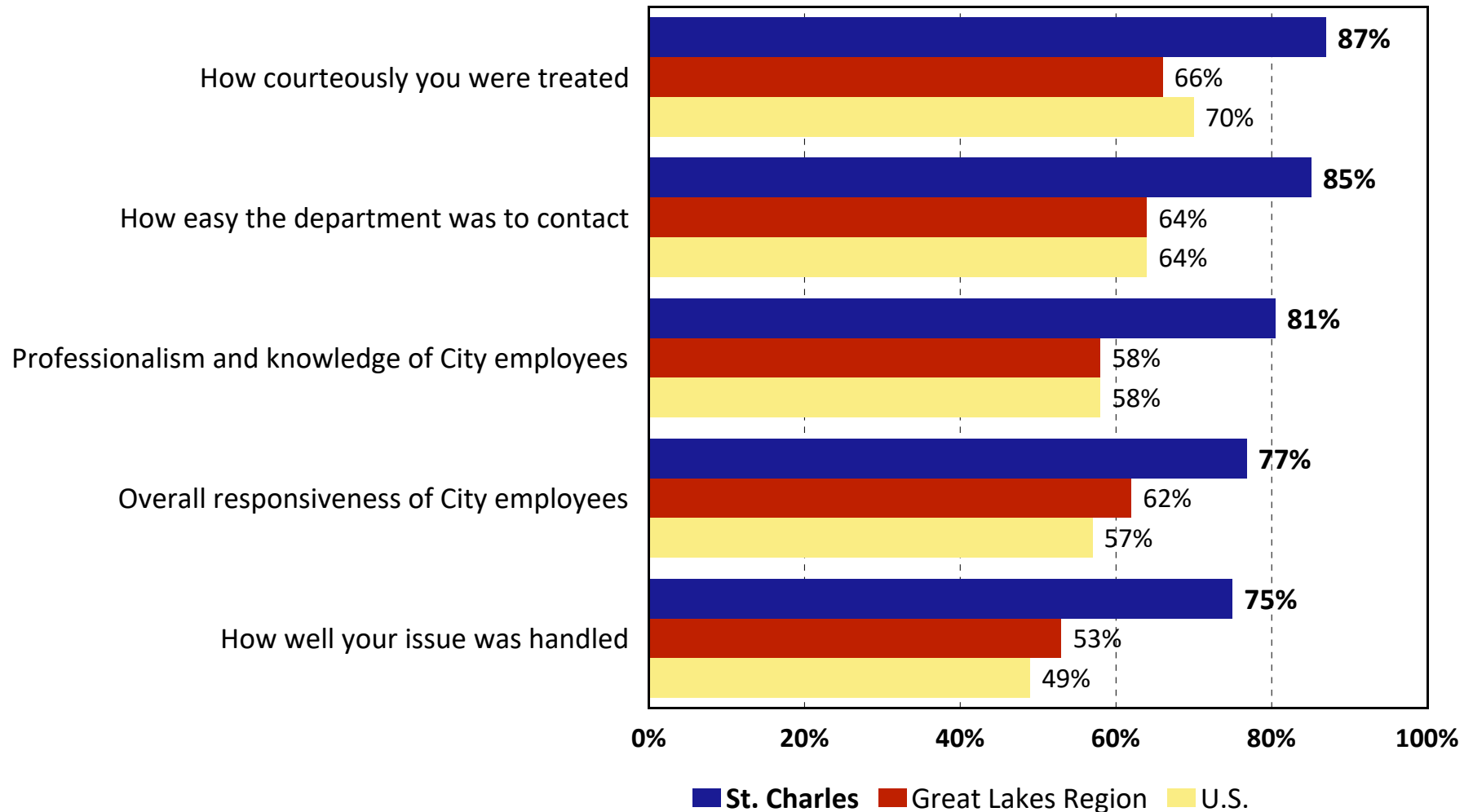


Source: 2020 ETC Institute

Satisfaction with Customer Service

St. Charles vs. Great Lakes Region vs. the 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" (excluding "don't know")

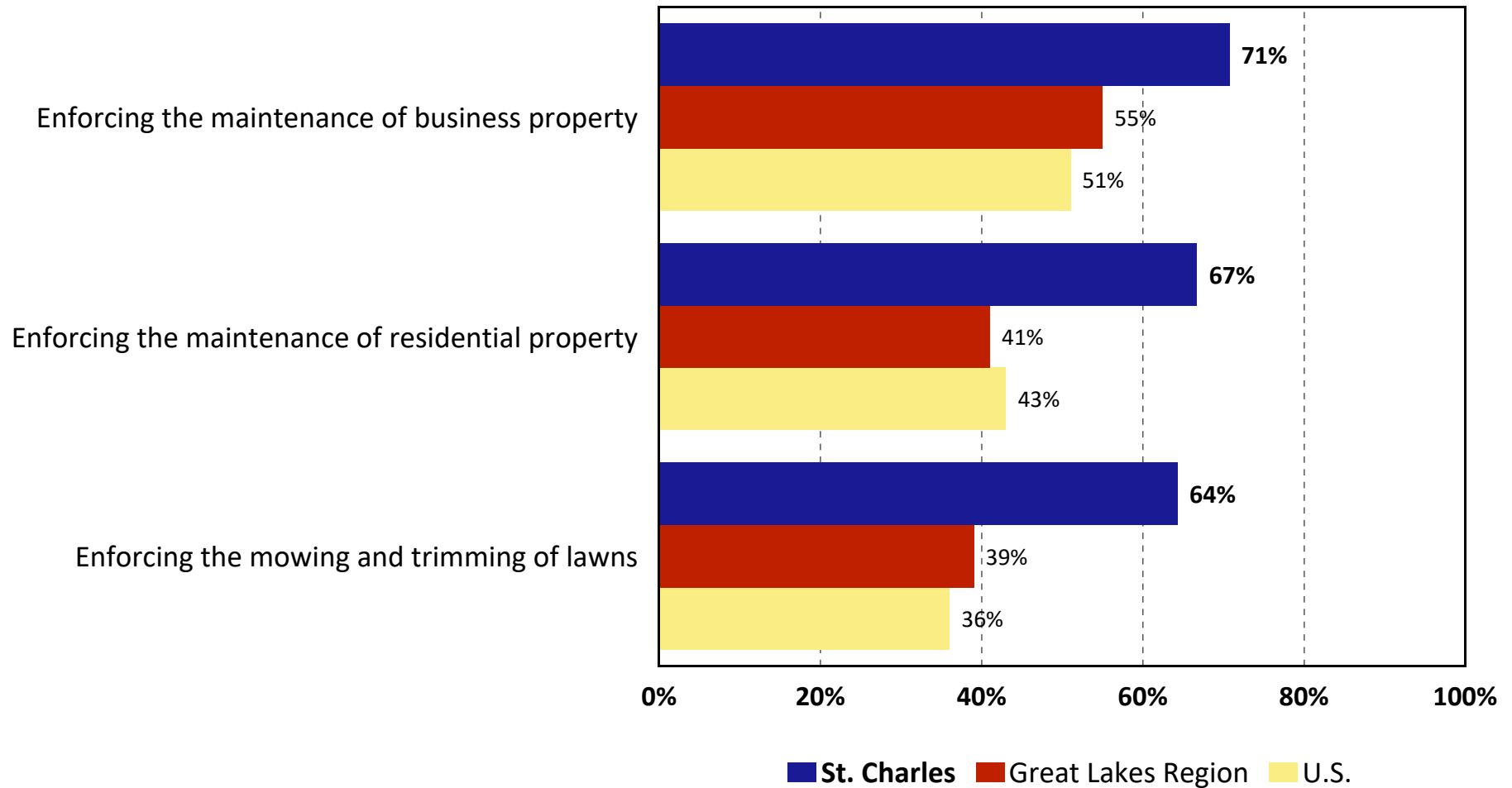


Source: 2020 ETC Institute

Satisfaction with Code Compliance

St. Charles vs. Great Lakes Region vs. the 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" (excluding "don't know")



Source: 2020 ETC Institute

Section 3

Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

St. Charles, Illinois

Overview

Today, City 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 citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) 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 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.

Methodology

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 provide. 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). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation: Respondents were asked to identify the major categories of city services they thought should receive the most emphasis over the next two years. Approximately thirty-seven percent (36.5%) of respondents selected *overall flow of traffic and congestion management* as one of the most important services for the City to provide.

With regard to satisfaction, 64.7% of respondents surveyed rated *overall 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 1 minus the sum of the satisfaction percentages. In this example, 36.5% was multiplied by 35.3% ($1 - 0.647$). This calculation yielded an I-S rating of 0.1288, which ranked second out of 11 major service categories.

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 to emphasize over the next two years 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 for the three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. 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* (IS > 0.20)
- *Increase Current Emphasis* (IS = 0.10 - 0.20)
- *Maintain Current Emphasis* (IS < 0.10)

The results for the City of St. Charles are provided on the following pages.

2020 Importance-Satisfaction Rating

St. Charles, Illinois

Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Value you receive for City tax dollars and fees	47%	1	70%	9	0.1388	1
Overall flow of traffic and congestion management	37%	2	65%	11	0.1288	2
Medium Priority (IS <.10)						
Overall management of City finances	30%	3	69%	10	0.0948	3
Overall maintenance of City streets	30%	4	79%	6	0.0619	4
Effectiveness of communication with the public	17%	7	72%	8	0.0457	5
Efforts of the City for emergency preparedness	22%	5	81%	5	0.0420	6
Overall enforcement of City codes and ordinances	10%	9	75%	7	0.0247	7
Overall quality of services provided by the City	22%	6	91%	2	0.0195	8
Overall quality of police services	15%	8	91%	3	0.0131	9
Customer service you receive from employees	3%	11	83%	4	0.0054	10
Overall quality of fire services	6%	10	95%	1	0.0031	11

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 items they thought should be the City's top priorities.

Satisfaction %:

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

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2020 Importance-Satisfaction Rating

St. Charles, Illinois

Police Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Medium Priority (IS <.10)</u>						
Visibility of police in neighborhoods	32%	2	82%	7	0.0574	1
The City's efforts to prevent crime	38%	1	87%	3	0.0505	2
Visibility of police in commercial areas	17%	3	78%	9	0.0379	3
Enforcement of local traffic laws	17%	5	79%	8	0.0342	4
Police Department safety education programs	10%	9	72%	10	0.0276	5
Attitude and behavior of Police Dept. personnel	17%	4	86%	5	0.0229	6
Competency of Police Department personnel	14%	6	86%	4	0.0196	7
Overall quality of 9-1-1 services	10%	8	85%	6	0.0160	8
How quickly police respond to emergencies	14%	7	89%	2	0.0149	9
Overall professionalism of Police Department	9%	10	90%	1	0.0082	10

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 items they thought should be the City's top priorities.

Satisfaction %:

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

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2020 Importance-Satisfaction Rating

St. Charles, Illinois

City Maintenance/Public Works Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Condition of streets in your neighborhood	30%	1	64%	20	0.1092	1
Water, sewer and electric rates	22%	2	54%	22	0.1003	2
<u>Medium Priority (IS <.10)</u>						
Condition of State roads	17%	3	73%	17	0.0457	3
Condition of City sidewalks	16%	4	72%	19	0.0448	4
Overall quality of water service	15%	5	72%	18	0.0410	5
Amount charged for trash collection services	10%	9	62%	21	0.0380	6
Condition of street drainage/water drainage	10%	8	75%	16	0.0262	7
Pedestrian accessibility	11%	7	83%	11	0.0184	8
Spring cleanup	8%	12	78%	14	0.0178	9
Adequacy of City street lighting	9%	11	81%	12	0.0168	10
Snow and ice control program	10%	10	83%	10	0.0160	11
Quality of storm water and sewer services	6%	14	80%	13	0.0124	12
Overall cleanliness of streets/other public areas	11%	6	89%	2	0.0116	13
Landscaping/trees in public areas along streets	7%	13	85%	7	0.0108	14
Leaf collection program	6%	15	83%	9	0.0097	15
Bulk item pick-up/removal	4%	18	75%	15	0.0090	16
Brush removal program	5%	16	85%	8	0.0071	17
Maintenance of City-owned buildings	4%	17	87%	5	0.0046	18
Maintenance of street signs and traffic signals	3%	19	90%	1	0.0033	19
Weekly bag/tote yard waste removal services	2%	20	85%	6	0.0033	20
Residential trash collection services	2%	21	89%	3	0.0018	21
Ease of paying water, sewer and electric bill	1%	22	88%	4	0.0017	22

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 items they thought should be the City's top priorities.

Satisfaction %:

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

Section 4

Tabular Data

Q1. Perception of the City. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the City of St. Charles with regard to each of the following.

(N=507)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q1-1. As a place to live	66.9%	31.8%	0.8%	0.2%	0.2%	0.2%
Q1-2. As a place to raise children	67.7%	25.0%	2.0%	0.0%	0.2%	5.1%
Q1-3. As a place to work	33.1%	26.4%	14.2%	2.2%	0.8%	23.3%
Q1-4. As a place to retire	25.0%	20.9%	24.9%	10.8%	6.7%	11.6%
Q1-5. As a place to visit	40.0%	41.0%	13.8%	1.6%	1.0%	2.6%
Q1-6. As a place for adults (ages 21-35)	33.5%	35.3%	13.6%	2.2%	0.4%	15.0%
Q1-7. As a place for recreation	42.4%	40.0%	12.4%	2.4%	1.0%	1.8%
Q1-8. As a place you are proud to call home	67.3%	26.8%	4.5%	0.6%	0.2%	0.6%

WITHOUT DON'T KNOW

Q1. Perception of the City. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the City of St. Charles with regard to each of the following. (without "don't know")

(N=507)

	Excellent	Good	Neutral	Below average	Poor
Q1-1. As a place to live	67.0%	31.8%	0.8%	0.2%	0.2%
Q1-2. As a place to raise children	71.3%	26.4%	2.1%	0.0%	0.2%
Q1-3. As a place to work	43.2%	34.4%	18.5%	2.8%	1.0%
Q1-4. As a place to retire	28.3%	23.7%	28.1%	12.3%	7.6%
Q1-5. As a place to visit	41.1%	42.1%	14.2%	1.6%	1.0%
Q1-6. As a place for adults (ages 21-35)	39.4%	41.5%	16.0%	2.6%	0.5%
Q1-7. As a place for recreation	43.2%	40.8%	12.7%	2.4%	1.0%
Q1-8. As a place you are proud to call home	67.7%	27.0%	4.6%	0.6%	0.2%

Q2. Please rate your satisfaction with each of the following items that may influence your perception of the City of St. Charles using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor."

(N=507)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q2-1. Overall reputation of City	54.6%	41.0%	3.0%	0.8%	0.2%	0.4%
Q2-2. Overall appearance of City	45.6%	46.5%	5.9%	1.6%	0.2%	0.2%
Q2-3. Overall quality of life in City	50.5%	44.6%	3.7%	0.2%	0.2%	0.8%
Q2-4. Overall feeling of safety in City	61.3%	34.1%	3.6%	0.0%	0.2%	0.8%
Q2-5. Quality of new residential developments in City	22.5%	33.9%	23.9%	4.3%	1.4%	14.0%
Q2-6. Quality of new commercial developments in City	24.1%	35.9%	22.7%	5.9%	1.6%	9.9%
Q2-7. Acceptance of diverse populations	19.5%	39.1%	23.3%	9.5%	2.0%	6.7%
Q2-8. Transparency & accountability of City actions	24.9%	35.3%	23.7%	3.6%	1.8%	10.8%
Q2-9. City's environmental sustainability efforts	22.7%	39.8%	21.1%	3.6%	0.8%	12.0%
Q2-10. Availability of affordable housing	10.5%	23.5%	30.8%	16.4%	4.3%	14.6%
Q2-11. Availability of diverse housing options	12.0%	27.0%	30.0%	11.4%	2.2%	17.4%
Q2-12. Job availability	9.9%	27.6%	23.7%	7.1%	0.8%	31.0%
Q2-13. Access to health care facilities	47.5%	43.2%	6.5%	1.2%	0.2%	1.4%
Q2-14. Access to quality shopping facilities	31.4%	39.8%	13.8%	10.3%	3.2%	1.6%
Q2-15. Access to restaurants & entertainment	53.3%	37.9%	4.9%	3.2%	0.4%	0.4%
Q2-16. Availability of cultural activities & arts	35.3%	41.4%	16.4%	3.4%	0.4%	3.2%

WITHOUT DON'T KNOW

Q2. Please rate your satisfaction with each of the following items that may influence your perception of the City of St. Charles using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor." (without "don't know")

(N=507)

	Excellent	Good	Neutral	Below average	Poor
Q2-1. Overall reputation of City	54.9%	41.2%	3.0%	0.8%	0.2%
Q2-2. Overall appearance of City	45.7%	46.6%	5.9%	1.6%	0.2%
Q2-3. Overall quality of life in City	50.9%	44.9%	3.8%	0.2%	0.2%
Q2-4. Overall feeling of safety in City	61.8%	34.4%	3.6%	0.0%	0.2%
Q2-5. Quality of new residential developments in City	26.1%	39.4%	27.8%	5.0%	1.6%
Q2-6. Quality of new commercial developments in City	26.7%	39.8%	25.2%	6.6%	1.8%
Q2-7. Acceptance of diverse populations	20.9%	41.9%	24.9%	10.1%	2.1%
Q2-8. Transparency & accountability of City actions	27.9%	39.6%	26.5%	4.0%	2.0%
Q2-9. City's environmental sustainability efforts	25.8%	45.3%	24.0%	4.0%	0.9%
Q2-10. Availability of affordable housing	12.2%	27.5%	36.0%	19.2%	5.1%
Q2-11. Availability of diverse housing options	14.6%	32.7%	36.3%	13.8%	2.6%
Q2-12. Job availability	14.3%	40.0%	34.3%	10.3%	1.1%
Q2-13. Access to health care facilities	48.2%	43.8%	6.6%	1.2%	0.2%
Q2-14. Access to quality shopping facilities	31.9%	40.5%	14.0%	10.4%	3.2%
Q2-15. Access to restaurants & entertainment	53.5%	38.0%	5.0%	3.2%	0.4%
Q2-16. Availability of cultural activities & arts	36.5%	42.8%	16.9%	3.5%	0.4%

Q3. Overall Satisfaction with City Services. Please rate your satisfaction with each of the services listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=507)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q3-1. Overall quality of services provided by City	43.6%	45.8%	7.3%	1.4%	0.2%	1.8%
Q3-2. Overall value that you receive for your City tax & fees	23.1%	45.8%	18.5%	8.5%	2.0%	2.2%
Q3-3. Overall quality of police services	49.5%	38.3%	6.3%	1.4%	1.0%	3.6%
Q3-4. Overall quality of fire services	53.1%	32.3%	4.1%	0.4%	0.2%	9.9%
Q3-5. Overall maintenance of City streets (not State & County roads)	35.1%	43.6%	12.4%	5.9%	2.2%	0.8%
Q3-6. Overall enforcement of City codes & ordinances	28.0%	37.1%	17.4%	4.1%	0.8%	12.6%
Q3-7. Overall quality of customer service you receive from City employees	42.2%	33.3%	12.8%	2.4%	0.2%	9.1%
Q3-8. Overall flow of traffic & congestion management in City	19.9%	43.8%	22.7%	10.8%	1.2%	1.6%
Q3-9. Overall effectiveness of City communication with the public	30.0%	39.3%	23.1%	2.4%	1.0%	4.3%
Q3-10. Overall efforts of City for emergency preparedness	27.0%	35.7%	13.6%	1.0%	0.2%	22.5%
Q3-11. Overall management of City finances	22.9%	31.8%	21.3%	2.6%	1.0%	20.5%

WITHOUT DON'T KNOW

Q3. Overall Satisfaction with City Services. Please rate your satisfaction with each of the services listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=507)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of services provided by City	44.4%	46.6%	7.4%	1.4%	0.2%
Q3-2. Overall value that you receive for your City tax & fees	23.6%	46.8%	19.0%	8.7%	2.0%
Q3-3. Overall quality of police services	51.3%	39.7%	6.5%	1.4%	1.0%
Q3-4. Overall quality of fire services	58.9%	35.9%	4.6%	0.4%	0.2%
Q3-5. Overall maintenance of City streets (not State & County roads)	35.4%	43.9%	12.5%	6.0%	2.2%
Q3-6. Overall enforcement of City codes & ordinances	32.1%	42.4%	19.9%	4.7%	0.9%
Q3-7. Overall quality of customer service you receive from City employees	46.4%	36.7%	14.1%	2.6%	0.2%
Q3-8. Overall flow of traffic & congestion management in City	20.2%	44.5%	23.0%	11.0%	1.2%
Q3-9. Overall effectiveness of City communication with the public	31.3%	41.0%	24.1%	2.5%	1.0%
Q3-10. Overall efforts of City for emergency preparedness	34.9%	46.1%	17.6%	1.3%	0.3%
Q3-11. Overall management of City finances	28.8%	40.0%	26.8%	3.2%	1.2%

Q4. Which THREE items listed in Question 3 should receive the MOST EMPHASIS from City leaders over the next FIVE years?

Q4. Top choice	Number	Percent
Overall quality of services provided by City	32	6.3 %
Overall value that you receive for your City tax & fees	133	26.2 %
Overall quality of police services	32	6.3 %
Overall quality of fire services	8	1.6 %
Overall maintenance of City streets (not State & County roads)	53	10.5 %
Overall enforcement of City codes & ordinances	8	1.6 %
Overall quality of customer service you receive from City employees	2	0.4 %
Overall flow of traffic & congestion management in City	72	14.2 %
Overall effectiveness of City communication with the public	20	3.9 %
Overall efforts of City for emergency preparedness	25	4.9 %
Overall management of City finances	45	8.9 %
None chosen	77	15.2 %
Total	507	100.0 %

Q4. Which THREE items listed in Question 3 should receive the MOST EMPHASIS from City leaders over the next FIVE years?

Q4. 2nd choice	Number	Percent
Overall quality of services provided by City	39	7.7 %
Overall value that you receive for your City tax & fees	65	12.8 %
Overall quality of police services	26	5.1 %
Overall quality of fire services	16	3.2 %
Overall maintenance of City streets (not State & County roads)	54	10.7 %
Overall enforcement of City codes & ordinances	16	3.2 %
Overall quality of customer service you receive from City employees	5	1.0 %
Overall flow of traffic & congestion management in City	65	12.8 %
Overall effectiveness of City communication with the public	30	5.9 %
Overall efforts of City for emergency preparedness	44	8.7 %
Overall management of City finances	49	9.7 %
None chosen	98	19.3 %
Total	507	100.0 %

Q4. Which THREE items listed in Question 3 should receive the MOST EMPHASIS from City leaders over the next FIVE years?

Q4. 3rd choice	Number	Percent
Overall quality of services provided by City	39	7.7 %
Overall value that you receive for your City tax & fees	40	7.9 %
Overall quality of police services	16	3.2 %
Overall quality of fire services	6	1.2 %
Overall maintenance of City streets (not State & County roads)	44	8.7 %
Overall enforcement of City codes & ordinances	25	4.9 %
Overall quality of customer service you receive from City employees	9	1.8 %
Overall flow of traffic & congestion management in City	48	9.5 %
Overall effectiveness of City communication with the public	34	6.7 %
Overall efforts of City for emergency preparedness	43	8.5 %
Overall management of City finances	60	11.8 %
None chosen	143	28.2 %
Total	507	100.0 %

SUM OF TOP 3 CHOICES**Q4. Which THREE items listed in Question 3 should receive the MOST EMPHASIS from City leaders over the next FIVE years? (top 3)**

Q4. Sum of top 3 Choices	Number	Percent
Overall quality of services provided by City	110	21.7 %
Overall value that you receive for your City tax & fees	238	46.9 %
Overall quality of police services	74	14.6 %
Overall quality of fire services	30	5.9 %
Overall maintenance of City streets (not State & County roads)	151	29.8 %
Overall enforcement of City codes & ordinances	49	9.7 %
Overall quality of customer service you receive from City employees	16	3.2 %
Overall flow of traffic & congestion management in City	185	36.5 %
Overall effectiveness of City communication with the public	84	16.6 %
Overall efforts of City for emergency preparedness	112	22.1 %
Overall management of City finances	154	30.4 %
None chosen	77	15.2 %
Total	1280	

Q5. Police Services. Please rate your level of satisfaction with each of the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=507)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q5-1. Visibility of police in neighborhoods	34.9%	45.6%	13.0%	3.9%	0.8%	1.8%
Q5-2. Visibility of police in commercial areas	30.4%	41.2%	17.4%	2.2%	0.4%	8.5%
Q5-3. City's efforts to prevent crime	30.6%	46.7%	10.3%	0.8%	0.8%	10.8%
Q5-4. How quickly police respond to emergencies	37.9%	26.8%	6.9%	0.2%	0.6%	27.6%
Q5-5. Overall professionalism of Police Department	48.7%	33.3%	7.1%	0.6%	1.0%	9.3%
Q5-6. Overall attitude & behavior of Police Department personnel toward citizens	46.0%	29.6%	9.1%	2.0%	1.2%	12.2%
Q5-7. Enforcement of local traffic laws	29.6%	42.4%	13.4%	4.5%	0.8%	9.3%
Q5-8. Police Department safety education programs	22.1%	24.3%	17.0%	0.8%	0.2%	35.7%
Q5-9. Overall quality of 9-1-1 services	33.7%	22.7%	9.9%	0.0%	0.4%	33.3%
Q5-10. Overall competency of Police Department personnel	40.4%	32.1%	9.7%	1.2%	0.8%	15.8%

WITHOUT DON'T KNOW

Q5. Police Services. Please rate your level of satisfaction with each of the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=507)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Visibility of police in neighborhoods	35.5%	46.4%	13.3%	4.0%	0.8%
Q5-2. Visibility of police in commercial areas	33.2%	45.0%	19.0%	2.4%	0.4%
Q5-3. City's efforts to prevent crime	34.3%	52.4%	11.5%	0.9%	0.9%
Q5-4. How quickly police respond to emergencies	52.3%	37.1%	9.5%	0.3%	0.8%
Q5-5. Overall professionalism of Police Department	53.7%	36.7%	7.8%	0.7%	1.1%
Q5-6. Overall attitude & behavior of Police Department personnel toward citizens	52.4%	33.7%	10.3%	2.2%	1.3%
Q5-7. Enforcement of local traffic laws	32.6%	46.7%	14.8%	5.0%	0.9%
Q5-8. Police Department safety education programs	34.4%	37.7%	26.4%	1.2%	0.3%
Q5-9. Overall quality of 9-1-1 services	50.6%	34.0%	14.8%	0.0%	0.6%
Q5-10. Overall competency of Police Department personnel	48.0%	38.2%	11.5%	1.4%	0.9%

Q6. Which THREE police services listed in Question 5 should receive the MOST EMPHASIS from City leaders over the next FIVE years?

Q6. Top choice	Number	Percent
Visibility of police in neighborhoods	93	18.3 %
Visibility of police in commercial areas	15	3.0 %
City's efforts to prevent crime	93	18.3 %
How quickly police respond to emergencies	31	6.1 %
Overall professionalism of Police Department	9	1.8 %
Overall attitude & behavior of Police Department personnel toward citizens	33	6.5 %
Enforcement of local traffic laws	30	5.9 %
Police Department safety education programs	9	1.8 %
Overall quality of 9-1-1 services	9	1.8 %
Overall competency of Police Department personnel	14	2.8 %
None chosen	171	33.7 %
Total	507	100.0 %

Q6. Which THREE police services listed in Question 5 should receive the MOST EMPHASIS from City leaders over the next FIVE years?

Q6. 2nd choice	Number	Percent
Visibility of police in neighborhoods	39	7.7 %
Visibility of police in commercial areas	45	8.9 %
City's efforts to prevent crime	62	12.2 %
How quickly police respond to emergencies	21	4.1 %
Overall professionalism of Police Department	21	4.1 %
Overall attitude & behavior of Police Department personnel toward citizens	22	4.3 %
Enforcement of local traffic laws	32	6.3 %
Police Department safety education programs	16	3.2 %
Overall quality of 9-1-1 services	21	4.1 %
Overall competency of Police Department personnel	25	4.9 %
None chosen	203	40.0 %
Total	507	100.0 %

Q6. Which THREE police services listed in Question 5 should receive the MOST EMPHASIS from City leaders over the next FIVE years?

Q6. 3rd choice	Number	Percent
Visibility of police in neighborhoods	29	5.7 %
Visibility of police in commercial areas	28	5.5 %
City's efforts to prevent crime	38	7.5 %
How quickly police respond to emergencies	20	3.9 %
Overall professionalism of Police Department	13	2.6 %
Overall attitude & behavior of Police Department personnel toward citizens	29	5.7 %
Enforcement of local traffic laws	22	4.3 %
Police Department safety education programs	25	4.9 %
Overall quality of 9-1-1 services	23	4.5 %
Overall competency of Police Department personnel	33	6.5 %
None chosen	247	48.7 %
Total	507	100.0 %

SUM OF TOP 3 CHOICES

Q6. Which THREE police services listed in Question 5 should receive the MOST EMPHASIS from City leaders over the next FIVE years? (top 3)

Q6. Sum of top 3 choices	Number	Percent
Visibility of police in neighborhoods	161	31.8 %
Visibility of police in commercial areas	88	17.4 %
City's efforts to prevent crime	193	38.1 %
How quickly police respond to emergencies	72	14.2 %
Overall professionalism of Police Department	43	8.5 %
Overall attitude & behavior of Police Department personnel toward citizens	84	16.6 %
Enforcement of local traffic laws	84	16.6 %
Police Department safety education programs	50	9.9 %
Overall quality of 9-1-1 services	53	10.5 %
Overall competency of Police Department personnel	72	14.2 %
None chosen	171	33.7 %
Total	1071	

Q7. Using a scale of 1 to 4, where 4 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

(N=507)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	Don't know
Q7-1. In commercial & retail areas	81.5%	17.4%	0.6%	0.0%	0.6%
Q7-2. Walking alone in your neighborhood after dark	60.7%	31.6%	4.7%	0.8%	2.2%
Q7-3. Walking alone in your neighborhood during the day	92.1%	6.9%	0.4%	0.0%	0.6%
Q7-4. In City parks, recreation areas & trails	59.6%	32.3%	4.9%	0.2%	3.0%

WITHOUT DON'T KNOW

Q7. Using a scale of 1 to 4, where 4 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

(N=507)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe
Q7-1. In commercial & retail areas	81.9%	17.5%	0.6%	0.0%
Q7-2. Walking alone in your neighborhood after dark	62.1%	32.3%	4.8%	0.8%
Q7-3. Walking alone in your neighborhood during the day	92.7%	6.9%	0.4%	0.0%
Q7-4. In City parks, recreation areas & trails	61.4%	33.3%	5.1%	0.2%

Q8. During the past 12 months, were you or anyone in your household the victim of any crime in St. Charles?

Q8. Were you the victim of any crime in St.

Charles during past 12 months	Number	Percent
Yes	15	3.0 %
No	482	95.1 %
Don't know	10	2.0 %
Total	507	100.0 %

WITHOUT DON'T KNOW**Q8. During the past 12 months, were you or anyone in your household the victim of any crime in St. Charles? (without "don't know")**

Q8. Were you the victim of any crime in St.

Charles during past 12 months	Number	Percent
Yes	15	3.0 %
No	482	97.0 %
Total	497	100.0 %

Q9. Fire Services. Please rate your level of satisfaction with each of the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=507)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q9-1. Overall quality of local ambulance services	38.5%	14.6%	6.3%	0.4%	0.0%	40.2%
Q9-2. Overall quality of fire public safety education in the community	30.4%	22.3%	11.4%	0.6%	0.2%	35.1%
Q9-3. Overall attitude & behavior of Fire Department personnel	45.4%	20.1%	6.1%	0.2%	0.4%	27.8%
Q9-4. Overall quality of 9-1-1 services	40.6%	17.9%	6.9%	0.0%	0.2%	34.3%

WITHOUT DON'T KNOW

Q9. Fire Services. Please rate your level of satisfaction with each of the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=507)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Overall quality of local ambulance services	64.4%	24.4%	10.6%	0.7%	0.0%
Q9-2. Overall quality of fire public safety education in the community	46.8%	34.3%	17.6%	0.9%	0.3%
Q9-3. Overall attitude & behavior of Fire Department personnel	62.8%	27.9%	8.5%	0.3%	0.5%
Q9-4. Overall quality of 9-1-1 services	61.9%	27.3%	10.5%	0.0%	0.3%

Q10. Have you had any interaction with the Fire Department/Emergency Services in St. Charles, IL?

Q10. Have you had any interaction with Fire

<u>Department/Emergency Services in St. Charles</u>	<u>Number</u>	<u>Percent</u>
Yes	194	38.3 %
No	290	57.2 %
Don't know	23	4.5 %
Total	507	100.0 %

WITHOUT DON'T KNOW**Q10. Have you had any interaction with the Fire Department/Emergency Services in St. Charles, IL? (without "don't know")**

Q10. Have you had any interaction with Fire

<u>Department/Emergency Services in St. Charles</u>	<u>Number</u>	<u>Percent</u>
Yes	194	40.1 %
No	290	59.9 %
Total	484	100.0 %

Q11. City Maintenance/Public Works. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=507)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q11-1. Condition of State roads (US 64, IL 25, IL 31, IL 38)	19.3%	52.5%	18.3%	7.9%	0.6%	1.4%
Q11-2. Condition of streets in your neighborhood	21.3%	41.4%	15.0%	16.2%	4.7%	1.4%
Q11-3. Maintenance of street signs & traffic signals	38.7%	50.1%	8.1%	1.6%	0.0%	1.6%
Q11-4. Maintenance of City owned buildings	31.8%	46.4%	10.5%	0.8%	0.2%	10.5%
Q11-5. Pedestrian accessibility	35.1%	45.6%	10.7%	4.5%	1.6%	2.6%
Q11-6. Overall cleanliness of streets/other public areas	38.1%	49.9%	8.1%	2.0%	0.4%	1.6%
Q11-7. Adequacy of City street lighting	33.5%	46.2%	12.0%	5.7%	0.8%	1.8%
Q11-8. Condition of City sidewalks	23.9%	46.7%	17.9%	8.7%	0.8%	2.0%
Q11-9. Landscaping/trees in public areas along streets	36.7%	46.5%	11.6%	2.4%	1.2%	1.6%
Q11-10. Condition of street drainage/water drainage	27.8%	44.2%	15.6%	6.3%	2.4%	3.7%
Q11-11. Brush removal program	37.3%	41.6%	9.7%	4.1%	0.6%	6.7%
Q11-12. Leaf collection program	35.9%	41.6%	9.1%	5.7%	0.8%	6.9%
Q11-13. Snow & ice control program	41.2%	39.4%	10.5%	4.9%	0.8%	3.2%
Q11-14. Quality of storm water & sewer services	32.5%	41.8%	13.0%	4.1%	1.4%	7.1%
Q11-15. Water, sewer & electric rates	19.9%	32.3%	26.2%	15.2%	3.4%	3.0%
Q11-16. Ease of paying water, sewer & electric bill	45.2%	41.2%	8.5%	2.4%	1.0%	1.8%
Q11-17. Overall quality of water service	32.7%	37.7%	15.0%	7.9%	4.1%	2.6%
Q11-18. Residential trash collection services	44.2%	42.8%	9.1%	1.4%	0.4%	2.2%

Q11. City Maintenance/Public Works. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q11-19. Weekly bag/tote yard waste removal services	39.8%	38.5%	11.2%	1.8%	0.6%	8.1%
Q11-20. "Spring cleanup"	37.3%	32.9%	14.2%	4.1%	1.4%	10.1%
Q11-21. Bulk item pick-up/removal	28.6%	32.7%	15.6%	3.7%	1.0%	18.3%
Q11-22. Amount you are charged for trash collection services	21.9%	37.9%	25.8%	8.3%	3.2%	3.0%

WITHOUT DON'T KNOW

Q11. City Maintenance/Public Works. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=507)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Condition of State roads (US 64, IL 25, IL 31, IL 38)	19.6%	53.2%	18.6%	8.0%	0.6%
Q11-2. Condition of streets in your neighborhood	21.6%	42.0%	15.2%	16.4%	4.8%
Q11-3. Maintenance of street signs & traffic signals	39.3%	50.9%	8.2%	1.6%	0.0%
Q11-4. Maintenance of City owned buildings	35.5%	51.8%	11.7%	0.9%	0.2%
Q11-5. Pedestrian accessibility	36.0%	46.8%	10.9%	4.7%	1.6%
Q11-6. Overall cleanliness of streets/other public areas	38.7%	50.7%	8.2%	2.0%	0.4%
Q11-7. Adequacy of City street lighting	34.1%	47.0%	12.2%	5.8%	0.8%
Q11-8. Condition of City sidewalks	24.3%	47.7%	18.3%	8.9%	0.8%
Q11-9. Landscaping/trees in public areas along streets	37.3%	47.3%	11.8%	2.4%	1.2%
Q11-10. Condition of street drainage/water drainage	28.9%	45.9%	16.2%	6.6%	2.5%
Q11-11. Brush removal program	40.0%	44.6%	10.4%	4.4%	0.6%
Q11-12. Leaf collection program	38.6%	44.7%	9.7%	6.1%	0.8%
Q11-13. Snow & ice control program	42.6%	40.7%	10.8%	5.1%	0.8%
Q11-14. Quality of storm water & sewer services	35.0%	45.0%	14.0%	4.5%	1.5%
Q11-15. Water, sewer & electric rates	20.5%	33.3%	27.0%	15.7%	3.5%
Q11-16. Ease of paying water, sewer & electric bill	46.0%	42.0%	8.6%	2.4%	1.0%
Q11-17. Overall quality of water service	33.6%	38.7%	15.4%	8.1%	4.3%
Q11-18. Residential trash collection services	45.2%	43.8%	9.3%	1.4%	0.4%

WITHOUT DON'T KNOW

Q11. City Maintenance/Public Works. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-19. Weekly bag/tote yard waste removal services	43.3%	41.8%	12.2%	1.9%	0.6%
Q11-20. "Spring cleanup"	41.4%	36.6%	15.8%	4.6%	1.5%
Q11-21. Bulk item pick-up/removal	35.0%	40.1%	19.1%	4.6%	1.2%
Q11-22. Amount you are charged for trash collection services	22.6%	39.0%	26.6%	8.5%	3.3%

Q12. Which THREE public works items listed in Question 11 should receive the MOST EMPHASIS from City leaders over the next FIVE years?

Q12. Top choice	Number	Percent
Condition of State roads (US 64, IL 25, IL 31, IL 38)	48	9.5 %
Condition of streets in your neighborhood	71	14.0 %
Maintenance of street signs & traffic signals	2	0.4 %
Maintenance of City owned buildings	5	1.0 %
Pedestrian accessibility	25	4.9 %
Overall cleanliness of streets/other public areas	16	3.2 %
Adequacy of City street lighting	9	1.8 %
Condition of City sidewalks	18	3.6 %
Landscaping/trees in public areas along streets	12	2.4 %
Condition of street drainage/water drainage	13	2.6 %
Brush removal program	6	1.2 %
Leaf collection program	7	1.4 %
Snow & ice control program	13	2.6 %
Quality of storm water & sewer services	10	2.0 %
Water, sewer & electric rates	52	10.3 %
Ease of paying water, sewer & electric bill	4	0.8 %
Overall quality of water service	34	6.7 %
Residential trash collection services	2	0.4 %
Weekly bag/tote yard waste removal services	2	0.4 %
"Spring cleanup"	20	3.9 %
Amount you are charged for trash collection services	19	3.7 %
None chosen	119	23.5 %
Total	507	100.0 %

Q12. Which THREE public works items listed in Question 11 should receive the MOST EMPHASIS from City leaders over the next FIVE years?

Q12. 2nd choice	Number	Percent
Condition of State roads (US 64, IL 25, IL 31, IL 38)	20	3.9 %
Condition of streets in your neighborhood	52	10.3 %
Maintenance of street signs & traffic signals	9	1.8 %
Maintenance of City owned buildings	3	0.6 %
Pedestrian accessibility	12	2.4 %
Overall cleanliness of streets/other public areas	17	3.4 %
Adequacy of City street lighting	24	4.7 %
Condition of City sidewalks	33	6.5 %
Landscaping/trees in public areas along streets	12	2.4 %
Condition of street drainage/water drainage	21	4.1 %
Brush removal program	10	2.0 %
Leaf collection program	10	2.0 %
Snow & ice control program	17	3.4 %
Quality of storm water & sewer services	12	2.4 %
Water, sewer & electric rates	33	6.5 %
Ease of paying water, sewer & electric bill	2	0.4 %
Overall quality of water service	27	5.3 %
Weekly bag/tote yard waste removal services	3	0.6 %
"Spring cleanup"	13	2.6 %
Bulk item pick-up/removal	9	1.8 %
Amount you are charged for trash collection services	15	3.0 %
None chosen	153	30.2 %
Total	507	100.0 %

Q12. Which THREE public works items listed in Question 11 should receive the MOST EMPHASIS from City leaders over the next FIVE years?

Q12. 3rd choice	Number	Percent
Condition of State roads (US 64, IL 25, IL 31, IL 38)	17	3.4 %
Condition of streets in your neighborhood	29	5.7 %
Maintenance of street signs & traffic signals	6	1.2 %
Maintenance of City owned buildings	10	2.0 %
Pedestrian accessibility	17	3.4 %
Overall cleanliness of streets/other public areas	22	4.3 %
Adequacy of City street lighting	12	2.4 %
Condition of City sidewalks	30	5.9 %
Landscaping/trees in public areas along streets	11	2.2 %
Condition of street drainage/water drainage	19	3.7 %
Brush removal program	7	1.4 %
Leaf collection program	12	2.4 %
Snow & ice control program	18	3.6 %
Quality of storm water & sewer services	9	1.8 %
Water, sewer & electric rates	25	4.9 %
Ease of paying water, sewer & electric bill	1	0.2 %
Overall quality of water service	14	2.8 %
Residential trash collection services	6	1.2 %
Weekly bag/tote yard waste removal services	6	1.2 %
"Spring cleanup"	8	1.6 %
Bulk item pick-up/removal	9	1.8 %
Amount you are charged for trash collection services	16	3.2 %
None chosen	203	40.0 %
Total	507	100.0 %

SUM OF TOP 3 CHOICES

Q12. Which THREE public works items listed in Question 11 should receive the MOST EMPHASIS from City leaders over the next FIVE years? (top 3)

Q12. Sum of top 3 Choices	Number	Percent
Condition of State roads (US 64, IL 25, IL 31, IL 38)	85	16.8 %
Condition of streets in your neighborhood	152	30.0 %
Maintenance of street signs & traffic signals	17	3.4 %
Maintenance of City owned buildings	18	3.6 %
Pedestrian accessibility	54	10.7 %
Overall cleanliness of streets/other public areas	55	10.8 %
Adequacy of City street lighting	45	8.9 %
Condition of City sidewalks	81	16.0 %
Landscaping/trees in public areas along streets	35	6.9 %
Condition of street drainage/water drainage	53	10.5 %
Brush removal program	23	4.5 %
Leaf collection program	29	5.7 %
Snow & ice control program	48	9.5 %
Quality of storm water & sewer services	31	6.1 %
Water, sewer & electric rates	110	21.7 %
Ease of paying water, sewer & electric bill	7	1.4 %
Overall quality of water service	75	14.8 %
Residential trash collection services	8	1.6 %
Weekly bag/tote yard waste removal services	11	2.2 %
"Spring cleanup"	41	8.1 %
Bulk item pick-up/removal	18	3.6 %
Amount you are charged for trash collection services	50	9.9 %
None chosen	119	23.5 %
Total	1165	

Q13. Communication and Engagement. Please rate your satisfaction with each of the items below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=507)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q13-1. Availability of information about City programs & services	32.9%	39.3%	17.8%	3.4%	0.4%	6.3%
Q13-2. City's efforts to keep you informed about local issues	28.6%	38.9%	19.1%	7.1%	0.8%	5.5%
Q13-3. City's social media (e.g. Facebook, Twitter)	19.7%	24.7%	20.3%	1.6%	0.2%	33.5%
Q13-4. City website	25.0%	39.1%	20.1%	1.8%	0.4%	13.6%
Q13-5. City newsletters	23.9%	37.1%	19.9%	3.0%	1.0%	15.2%
Q13-6. How well City's communications meet your needs	22.3%	38.9%	24.3%	4.9%	0.6%	9.1%
Q13-7. Timeliness of information provided by City government	20.7%	38.3%	23.7%	4.5%	0.6%	12.2%
Q13-8. Level of public involvement in local decision making	14.6%	28.0%	28.6%	5.9%	3.2%	19.7%
Q13-9. Quality of online services (e.g. service requests, utility bill payment)	28.6%	40.8%	14.8%	3.2%	0.2%	12.4%

WITHOUT DON'T KNOW

Q13. Communication and Engagement. Please rate your satisfaction with each of the items below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=507)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Availability of information about City programs & services	35.2%	41.9%	18.9%	3.6%	0.4%
Q13-2. City's efforts to keep you informed about local issues	30.3%	41.1%	20.3%	7.5%	0.8%
Q13-3. City's social media (e.g. Facebook, Twitter)	29.7%	37.1%	30.6%	2.4%	0.3%
Q13-4. City website	29.0%	45.2%	23.3%	2.1%	0.5%
Q13-5. City newsletters	28.1%	43.7%	23.5%	3.5%	1.2%
Q13-6. How well City's communications meet your needs	24.5%	42.7%	26.7%	5.4%	0.7%
Q13-7. Timeliness of information provided by City government	23.6%	43.6%	27.0%	5.2%	0.7%
Q13-8. Level of public involvement in local decision making	18.2%	34.9%	35.6%	7.4%	3.9%
Q13-9. Quality of online services (e.g. service requests, utility bill payment)	32.7%	46.6%	16.9%	3.6%	0.2%

Q14. Which of the following methods do you use to get information about the City of St. Charles?

Q14. What methods do you use to get City
information

	Number	Percent
The Den: Newsletter (online/email)	152	30.0 %
The Den: Newsletter (printed copy & City Hall, Library, etc.)	91	17.9 %
City representatives at events or meetings	30	5.9 %
City's social media: Facebook, Twitter, or Instagram	170	33.5 %
The Mayor's Video: Video Clips	46	9.1 %
Facebook Groups/Nextdoor	155	30.6 %
Local news outlets (Daily Herald, Kane County Chronicle, etc.)	278	54.8 %
City website, www.St.Charlesil.gov	289	57.0 %
Word of mouth/neighbors	269	53.1 %
Inside St. Charles Blog	15	3.0 %
Total	1495	

Q15. Which THREE sources of information listed in Question 14 are your PREFERRED methods of receiving information about the City of St. Charles?

<u>Q15. Top choice</u>	<u>Number</u>	<u>Percent</u>
The Den: Newsletter (online/email)	97	19.1 %
The Den: Newsletter (printed copy & City Hall, Library, etc.)	48	9.5 %
City representatives at events or meetings	7	1.4 %
City's social media: Facebook, Twitter, or Instagram	55	10.8 %
The Mayor's Video: Video Clips	3	0.6 %
Facebook Groups/Nextdoor	17	3.4 %
Local news outlets (Daily Herald, Kane County Chronicle, etc.)	57	11.2 %
City website, www.St.Charlesil.gov	85	16.8 %
Word of mouth/neighbors	10	2.0 %
None chosen	128	25.2 %
Total	507	100.0 %

Q15. Which THREE sources of information listed in Question 14 are your PREFERRED methods of receiving information about the City of St. Charles?

<u>Q15. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
The Den: Newsletter (online/email)	32	6.3 %
The Den: Newsletter (printed copy & City Hall, Library, etc.)	22	4.3 %
City representatives at events or meetings	9	1.8 %
City's social media: Facebook, Twitter, or Instagram	48	9.5 %
The Mayor's Video: Video Clips	9	1.8 %
Facebook Groups/Nextdoor	33	6.5 %
Local news outlets (Daily Herald, Kane County Chronicle, etc.)	55	10.8 %
City website, www.St.Charlesil.gov	79	15.6 %
Word of mouth/neighbors	19	3.7 %
Inside St. Charles Blog	3	0.6 %
None chosen	198	39.1 %
Total	507	100.0 %

Q15. Which THREE sources of information listed in Question 14 are your PREFERRED methods of receiving information about the City of St. Charles?

Q15. 3rd choice	Number	Percent
The Den: Newsletter (online/email)	20	3.9 %
The Den: Newsletter (printed copy & City Hall, Library, etc.)	11	2.2 %
City representatives at events or meetings	9	1.8 %
City's social media: Facebook, Twitter, or Instagram	26	5.1 %
The Mayor's Video: Video Clips	13	2.6 %
Facebook Groups/Nextdoor	20	3.9 %
Local news outlets (Daily Herald, Kane County Chronicle, etc.)	46	9.1 %
City website, www.St.Charlesil.gov	53	10.5 %
Word of mouth/neighbors	42	8.3 %
Inside St. Charles Blog	7	1.4 %
None chosen	260	51.3 %
Total	507	100.0 %

SUM OF TOP 3 CHOICES

Q15. Which THREE sources of information listed in Question 14 are your PREFERRED methods of receiving information about the City of St. Charles? (top 3)

Q15. Sum of top 3 Choices	Number	Percent
The Den: Newsletter (online/email)	149	29.4 %
The Den: Newsletter (printed copy & City Hall, Library, etc.)	81	16.0 %
City representatives at events or meetings	25	4.9 %
City's social media: Facebook, Twitter, or Instagram	129	25.4 %
The Mayor's Video: Video Clips	25	4.9 %
Facebook Groups/Nextdoor	70	13.8 %
Local news outlets (Daily Herald, Kane County Chronicle, etc.)	158	31.2 %
City website, www.St.Charlesil.gov	217	42.8 %
Word of mouth/neighbors	71	14.0 %
Inside St. Charles Blog	10	2.0 %
None chosen	128	25.2 %
Total	1063	

Q16. Would you subscribe to push notifications from the city to your phone/email to inform you of service updates, transportation or safety issues, and latest news updates?

Q16. Would you subscribe to push notifications from City to your phone/email to inform you of service updates, transportation or safety issues, & latest news updates

	Number	Percent
Yes	315	62.1 %
No	106	20.9 %
Don't know	86	17.0 %
Total	507	100.0 %

WITHOUT DON'T KNOW

Q16. Would you subscribe to push notifications from the city to your phone/email to inform you of service updates, transportation or safety issues, and latest news updates? (without "don't know")

Q16. Would you subscribe to push notifications from City to your phone/email to inform you of service updates, transportation or safety issues, & latest news updates

	Number	Percent
Yes	315	74.8 %
No	106	25.2 %
Total	421	100.0 %

Q17. Customer Service. Have you contacted the City with a question, problem, or complaint in the past year?

Q17. Have you contacted City with a question, problem, or complaint in past year

	Number	Percent
Yes	194	38.3 %
No	313	61.7 %
Total	507	100.0 %

Q17a. Please rate your satisfaction with each of the following factors that might influence your perception of the quality of customer service you received from the City employees. Please use a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=194)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q17a-1. How easy the department was to contact	49.5%	35.6%	8.8%	5.2%	1.0%	0.0%
Q17a-2. How courteously you were treated	57.2%	28.9%	10.8%	1.5%	0.5%	1.0%
Q17a-3. Professionalism & knowledge of City employees who assisted you	51.0%	27.8%	13.4%	3.6%	2.1%	2.1%
Q17a-4. Overall responsiveness of City employees to your request or concern	45.9%	29.4%	11.3%	8.2%	3.1%	2.1%
Q17a-5. How well your issue was handled	48.5%	24.2%	9.3%	8.8%	6.2%	3.1%

WITHOUT DON'T KNOW

Q17a. Please rate your satisfaction with each of the following factors that might influence your perception of the quality of customer service you received from the City employees. Please use a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=194)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17a-1. How easy the department was to contact	49.5%	35.6%	8.8%	5.2%	1.0%
Q17a-2. How courteously you were treated	57.8%	29.2%	10.9%	1.6%	0.5%
Q17a-3. Professionalism & knowledge of City employees who assisted you	52.1%	28.4%	13.7%	3.7%	2.1%
Q17a-4. Overall responsiveness of City employees to your request or concern	46.8%	30.0%	11.6%	8.4%	3.2%
Q17a-5. How well your issue was handled	50.0%	25.0%	9.6%	9.0%	6.4%

Q18. Code Compliance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=507)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q18-1. Enforcing maintenance of residential property (exterior of building itself)	17.9%	33.7%	17.9%	6.1%	1.8%	22.5%
Q18-2. Enforcing mowing & trimming of lawns on private property	17.4%	31.2%	18.1%	7.7%	1.2%	24.5%
Q18-3. Enforcing maintenance of business property	17.6%	33.3%	16.6%	3.7%	0.8%	28.0%
Q18-4. Enforcing codes designed to protect public health & safety	20.3%	35.5%	14.0%	2.6%	0.8%	26.8%

WITHOUT DON'T KNOW

Q18. Code Compliance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=507)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Enforcing maintenance of residential property (exterior of building itself)	23.2%	43.5%	23.2%	7.9%	2.3%
Q18-2. Enforcing mowing & trimming of lawns on private property	23.0%	41.3%	24.0%	10.2%	1.6%
Q18-3. Enforcing maintenance of business property	24.4%	46.3%	23.0%	5.2%	1.1%
Q18-4. Enforcing codes designed to protect public health & safety	27.8%	48.5%	19.1%	3.5%	1.1%

Q19. Downtown. Please rate your level of satisfaction with each of the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=507)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q19-1. Restaurant choices	36.5%	44.2%	10.8%	5.7%	1.2%	1.6%
Q19-2. Availability of parking	23.3%	40.2%	19.5%	12.2%	3.4%	1.4%
Q19-3. Public (outdoor) space	37.5%	46.0%	11.0%	3.4%	0.8%	1.4%
Q19-4. Public art	30.4%	39.1%	21.1%	2.6%	0.4%	6.5%
Q19-5. Pedestrian walkways/crossings	31.4%	47.1%	13.4%	4.7%	1.4%	2.0%

WITHOUT DON'T KNOW

Q19. Downtown. Please rate your level of satisfaction with each of the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=507)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Restaurant choices	37.1%	44.9%	11.0%	5.8%	1.2%
Q19-2. Availability of parking	23.6%	40.8%	19.8%	12.4%	3.4%
Q19-3. Public (outdoor) space	38.0%	46.6%	11.2%	3.4%	0.8%
Q19-4. Public art	32.5%	41.8%	22.6%	2.7%	0.4%
Q19-5. Pedestrian walkways/crossings	32.0%	48.1%	13.7%	4.8%	1.4%

Q20. When you are not purchasing online, what do you leave St. Charles to spend money on?

Q20. What do you leave St. Charles to spend money on when you are not purchasing online	Number	Percent
Fine dining	218	43.0 %
Casual dining	254	50.1 %
Furniture	262	51.7 %
General groceries	144	28.4 %
Specialty groceries	162	32.0 %
Vehicles	168	33.1 %
General merchandise	156	30.8 %
Clothing	297	58.6 %
Electronics	224	44.2 %
Other	24	4.7 %
Total	1909	

Q20-10. Other

<u>Q20-10. Other</u>	<u>Number</u>	<u>Percent</u>
Appliances	1	4.2 %
Bakery	1	4.2 %
Bed Bath and Beyond, hardware	1	4.2 %
Beer	1	4.2 %
CRAFTS	1	4.2 %
Entertainment	3	12.5 %
Entertainment such as plays, concerts and cultural arts	1	4.2 %
Ethnic dining such as French, German, Polish, & healthy dining such as vegetarian & low carb	1	4.2 %
GAS	1	4.2 %
HARDWARE	1	4.2 %
Hardware/landscape supplies	1	4.2 %
Hospital, doctors	1	4.2 %
Lumber, hardware, appliances	1	4.2 %
Medical care	1	4.2 %
Movies, live theater, concerts	1	4.2 %
PARAMOUNT THEATER	1	4.2 %
QUALITY MUSEUMS, LARGE LAKES	1	4.2 %
SALONS	2	8.3 %
SENIOR CENTER	1	4.2 %
SOME RECREATION	1	4.2 %
<u>Sporting goods</u>	<u>1</u>	<u>4.2 %</u>
Total	24	100.0 %

Q21. Budget Issues. Acknowledging that City services represent approximately 10% of the total property tax bill paid by a resident of St. Charles, how would you rate the value of services that the City provides in the following areas relative to the amount of property taxes you pay?

(N=507)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q21-1. Police Services	45.8%	37.5%	9.3%	0.8%	1.0%	5.7%
Q21-2. Fire Services	48.9%	33.5%	6.9%	0.2%	0.4%	10.1%
Q21-3. Public Works-Streets	33.1%	38.7%	16.0%	7.3%	1.4%	3.6%
Q21-4. Community Development-Code Enforcement & Downtown	26.8%	37.5%	19.7%	3.4%	1.0%	11.6%
Q21-5. Public Works-Drainage/Storm Water	29.4%	41.4%	16.4%	4.3%	1.6%	6.9%

WITHOUT DON'T KNOW

Q21. Budget Issues. Acknowledging that City services represent approximately 10% of the total property tax bill paid by a resident of St. Charles, how would you rate the value of services that the City provides in the following areas relative to the amount of property taxes you pay? (without "don't know")

(N=507)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-1. Police Services	48.5%	39.7%	9.8%	0.8%	1.0%
Q21-2. Fire Services	54.4%	37.3%	7.7%	0.2%	0.4%
Q21-3. Public Works-Streets	34.4%	40.1%	16.6%	7.6%	1.4%
Q21-4. Community Development-Code Enforcement & Downtown	30.4%	42.4%	22.3%	3.8%	1.1%
Q21-5. Public Works-Drainage/Storm Water	31.6%	44.5%	17.6%	4.7%	1.7%

Q22. Approximately how many years have you lived in the City of St. Charles?

Q22. How many years have you lived in City of St.

Charles	Number	Percent
Less than 5 years	74	14.6 %
5-10 years	64	12.6 %
11-15 years	51	10.1 %
16-20 years	85	16.8 %
21-30 years	110	21.7 %
More than 30 years	120	23.7 %
Not provided	3	0.6 %
Total	507	100.0 %

WITHOUT NOT PROVIDED**Q22. Approximately how many years have you lived in the City of St. Charles? (without "not provided")**

Q22. How many years have you lived in City of St.

Charles	Number	Percent
Less than 5 years	74	14.7 %
5-10 years	64	12.7 %
11-15 years	51	10.1 %
16-20 years	85	16.9 %
21-30 years	110	21.8 %
More than 30 years	120	23.8 %
Total	504	100.0 %

Q23. What is your age?

<u>Q23. Your age</u>	<u>Number</u>	<u>Percent</u>
18-30 years	85	16.8 %
31-40 years	81	16.0 %
41-50 years	98	19.3 %
51-60 years	90	17.8 %
61-70 years	86	17.0 %
71+ years	52	10.3 %
Not provided	15	3.0 %
Total	507	100.0 %

WITHOUT NOT PROVIDED**Q23. What is your age? (without "not provided")**

<u>Q23. Your age</u>	<u>Number</u>	<u>Percent</u>
18-30 years	85	17.3 %
31-40 years	81	16.5 %
41-50 years	98	19.9 %
51-60 years	90	18.3 %
61-70 years	86	17.5 %
71+ years	52	10.6 %
Total	492	100.0 %

Q24. Your gender:

Q24. Your gender	Number	Percent
Male	252	49.7 %
Female	253	49.9 %
Not provided	2	0.4 %
Total	507	100.0 %

WITHOUT NOT PROVIDED**Q24. Your gender: (without "not provided")**

Q24. Your gender	Number	Percent
Male	252	49.9 %
Female	253	50.1 %
Total	505	100.0 %

Q25. Which of the following best describes your housing situation?

Q25. What best describes your housing situation	Number	Percent
Own	437	86.2 %
Rent	69	13.6 %
Not provided	1	0.2 %
Total	507	100.0 %

WITHOUT NOT PROVIDED**Q25. Which of the following best describes your housing situation? (without "not provided")**

Q25. What best describes your housing situation	Number	Percent
Own	437	86.4 %
Rent	69	13.6 %
Total	506	100.0 %

Q26. Which of the following best describes your race?

<u>Q26. What best describes your race</u>	<u>Number</u>	<u>Percent</u>
African American/Black	6	1.2 %
Native American	4	0.8 %
Caucasian/White	450	88.8 %
Asian/Pacific Islander	16	3.2 %
Other	11	2.2 %
Total	487	

Q26-5. Other

<u>Q26-5. Other</u>	<u>Number</u>	<u>Percent</u>
Hispanic	8	72.7 %
Jewish	1	9.1 %
MIXED	2	18.2 %
Total	11	100.0 %

Q27. Which of the following best describes your ethnicity?

<u>Q27. What best describes your ethnicity</u>	<u>Number</u>	<u>Percent</u>
Hispanic/Latino	53	10.5 %
Not Hispanic/Latino	450	88.8 %
Not provided	4	0.8 %
Total	507	100.0 %

WITHOUT NOT PROVIDED**Q27. Which of the following best describes your ethnicity? (without "not provided")**

<u>Q27. What best describes your ethnicity</u>	<u>Number</u>	<u>Percent</u>
Hispanic/Latino	53	10.5 %
Not Hispanic/Latino	450	89.5 %
Total	503	100.0 %

Q28. Which of the following best describes your current employment status?

Q28. What best describes your current
employment status

	Number	Percent
Employed in the home/have home-based business	45	8.9 %
Employed outside the home	303	59.8 %
Student	1	0.2 %
Retired	123	24.3 %
Not currently employed outside the home	34	6.7 %
Not provided	1	0.2 %
Total	507	100.0 %

WITHOUT NOT PROVIDED**Q28. Which of the following best describes your current employment status? (without "not provided")**

Q28. What best describes your current
employment status

	Number	Percent
Employed in the home/have home-based business	45	8.9 %
Employed outside the home	303	59.9 %
Student	1	0.2 %
Retired	123	24.3 %
Not currently employed outside the home	34	6.7 %
Total	506	100.0 %

Q28-2. If "Employed outside the home," what is the zip code where you work?

<u>Q28-2. What is the zip code where you work</u>	<u>Number</u>	<u>Percent</u>
19087	1	0.4 %
30190	1	0.4 %
50120	1	0.4 %
60005	1	0.4 %
60007	5	2.0 %
60008	3	1.2 %
60013	1	0.4 %
60015	1	0.4 %
60018	2	0.8 %
60047	1	0.4 %
60056	1	0.4 %
60071	1	0.4 %
60077	1	0.4 %
60084	1	0.4 %
60089	1	0.4 %
60098	1	0.4 %
60101	5	2.0 %
60102	1	0.4 %
60108	3	1.2 %
60115	3	1.2 %
60120	3	1.2 %
60123	4	1.6 %
60124	2	0.8 %
60126	2	0.8 %
60133	3	1.2 %
60134	16	6.4 %
60135	1	0.4 %
60136	1	0.4 %
60137	1	0.4 %
60143	2	0.8 %
60148	1	0.4 %
60154	1	0.4 %
60160	2	0.8 %
60169	1	0.4 %
60173	3	1.2 %
60174	72	28.8 %
60175	13	5.2 %
60177	3	1.2 %
60178	1	0.4 %
60185	9	3.6 %
60187	3	1.2 %
60188	2	0.8 %
60190	5	2.0 %
60192	3	1.2 %

Q28-2. If "Employed outside the home," what is the zip code where you work?

Q28-2. What is the zip code where you work	Number	Percent
60195	1	0.4 %
60440	1	0.4 %
60502	1	0.4 %
60505	1	0.4 %
60506	4	1.6 %
60510	8	3.2 %
60515	3	1.2 %
60517	1	0.4 %
60521	1	0.4 %
60523	1	0.4 %
60525	1	0.4 %
60532	4	1.6 %
60540	1	0.4 %
60542	1	0.4 %
60550	1	0.4 %
60554	1	0.4 %
60563	3	1.2 %
60601	3	1.2 %
60603	2	0.8 %
60604	1	0.4 %
60605	1	0.4 %
60606	5	2.0 %
60607	2	0.8 %
60612	1	0.4 %
60624	1	0.4 %
60638	1	0.4 %
60654	3	1.2 %
60656	1	0.4 %
60661	2	0.8 %
60674	1	0.4 %
60801	1	0.4 %
61108	1	0.4 %
61301	1	0.4 %
Total	250	100.0 %

Q29. Is there an individual in your household that is experiencing Dementia/memory loss problems?

Q29. Is there an individual in your household that is experiencing dementia/memory loss problems	Number	Percent
Yes	17	3.4 %
No	483	95.3 %
Don't know	7	1.4 %
Total	507	100.0 %

WITHOUT NOT PROVIDED**Q29. Is there an individual in your household that is experiencing Dementia/memory loss problems? (without "don't know")**

Q29. Is there an individual in your household that is experiencing dementia/memory loss problems	Number	Percent
Yes	17	3.4 %
No	483	96.6 %
Total	500	100.0 %

Q30. Are you familiar with the Active River Project?

Q30. Are you familiar with Active River Project	Number	Percent
Yes	155	30.6 %
No	352	69.4 %
Total	507	100.0 %

Q31. The Active River Project is exploring ideas to improve St. Charles riverfront through enhanced river-related recreation and attractions, improvements to the Riverwalk and shoreline, modifications to the dam and more trail connections to make the area more attractive to visitors. Please indicate your level of support for these initiatives.

(N=507)

	Very supportive	Supportive	Neutral	Not supportive	Not at all supportive	Don't know
Q31-1. Dam modifications	36.1%	29.2%	18.5%	4.1%	2.8%	9.3%
Q31-2. Pedestrian/bike trail connections	56.4%	26.4%	9.5%	2.2%	1.4%	4.1%
Q31-3. Riverwalk	60.2%	26.0%	8.5%	0.8%	1.2%	3.4%

WITHOUT NOT PROVIDED

Q31. The Active River Project is exploring ideas to improve St. Charles riverfront through enhanced river-related recreation and attractions, improvements to the Riverwalk and shoreline, modifications to the dam and more trail connections to make the area more attractive to visitors. Please indicate your level of support for these initiatives. (without "don't know")

(N=507)

	Very supportive	Supportive	Neutral	Not supportive	Not at all supportive
Q31-1. Dam modifications	39.8%	32.2%	20.4%	4.6%	3.0%
Q31-2. Pedestrian/bike trail connections	58.8%	27.6%	9.9%	2.3%	1.4%
Q31-3. Riverwalk	62.2%	26.9%	8.8%	0.8%	1.2%

Q32. Which modification(s) listed in Question 31 would you be willing to support with additional tax dollars?

Q32. What modification(s) listed in Question 31
would you be willing to support with additional tax
dollars

	Number	Percent
Dam modifications	122	24.1 %
Pedestrian/bike trail connections	188	37.1 %
Riverwalk	226	44.6 %
None	219	43.2 %
Total	755	

WITHOUT NONE**Q32. Which modification(s) listed in Question 31 would you be willing to support with additional tax dollars? (without "none")**

Q32. What modification(s) listed in Question 31
would you be willing to support with additional tax
dollars

	Number	Percent
Dam modifications	122	42.4 %
Pedestrian/bike trail connections	188	65.3 %
Riverwalk	226	78.5 %
Total	536	

Section 5

Survey Instrument



RAYMOND P. ROGINA *Mayor*

MARK KOENEN, P.E. *City Administrator*

March, 2020

Dear Neighbor,

The City of St. Charles understands that responsive, equitable, high-quality local services and amenities are all part of why you continue to choose St. Charles as the place you call home. Your satisfaction with the City's services as well as your feedback on special projects and initiatives are important to the City's Alderpersons and staff as we plan for the future. To this end, enclosed you will find the City's 2020 Resident Survey. We hope that you will take this opportunity to help us better understand your satisfaction with and priorities for the City organization and the St. Charles community.

If you've lived in St. Charles for more than a few years, you may remember that the last survey was collected in 2017. Survey results showed overall satisfaction with core City services but identified our downtown as an area that needs improvement. Since that time, the City of St. Charles has proceeded with the development of the City Riverwalk and East Plaza, reflecting a total investment of \$1.5 million. We hope these projects are illustrative of how your feedback can be translated into meaningful change in our community.

We greatly appreciate you taking time out of your schedule to reply. The survey takes between 10 and 15 minutes to complete, but every question helps us better understand and more effectively respond to your needs and the needs of the whole St. Charles community. Only one survey per household will be counted and ***your address will not be associated with your individual response.*** Our consultant, The ETC Institute, will be collecting and processing the anonymous surveys in addition to providing the final report. Your survey can be completed and submitted online at www.stcharlesilsurvey.org or can be completed using this paper form and submitted by mail as per the instructions on page 7 of the packet. Please do not hesitate to contact the City Administrator's Office at (630) 443-3953 if you have any questions.

The survey results will be presented to the City Council after they have been compiled and analyzed. A comprehensive report will be available on the City's website and a summary of the results will be included in a future edition of the City's newsletter, *The Den*.

Thank you again for providing input that will help us make the City of St. Charles a community that works even better together.

Sincerely,

Raymond P. Rogina
Mayor

Heritage. Community. Service. Opportunity.

TWO EAST MAIN STREET

ST. CHARLES, IL 60174

PHONE: 630-377-4400

www.stcharlesil.gov



2020 City of St. Charles Resident Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's ongoing effort to identify and respond to resident priorities. If you have questions, please call (630) 377-4400.

1. **Perception of the City.** Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the City of St. Charles with regard to each of the following.

How would you rate your 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
4. As a place to retire	5	4	3	2	1	9
5. As a place to visit	5	4	3	2	1	9
6. As a place for adults (ages 21-35)	5	4	3	2	1	9
7. As a place for recreation	5	4	3	2	1	9
8. As a place you are proud to call home	5	4	3	2	1	9

2. **Please rate your satisfaction with each of the following items that may influence your perception of the City of St. Charles using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor."**

How would you rate the...	Excellent	Good	Neutral	Below Average	Poor	Don't Know
01. Overall reputation of the City	5	4	3	2	1	9
02. Overall appearance of the City	5	4	3	2	1	9
03. Overall quality of life in the City	5	4	3	2	1	9
04. Overall feeling of safety in the City	5	4	3	2	1	9
05. Quality of new residential developments in the City	5	4	3	2	1	9
06. Quality of new commercial developments in the City	5	4	3	2	1	9
07. Acceptance of diverse populations	5	4	3	2	1	9
08. Transparency and accountability of City actions	5	4	3	2	1	9
09. City's environmental sustainability efforts	5	4	3	2	1	9
10. Availability of affordable housing	5	4	3	2	1	9
11. Availability of diverse housing options	5	4	3	2	1	9
12. Job availability	5	4	4	2	1	9
13. Access to health care facilities	5	4	3	2	1	9
14. Access to quality shopping facilities	5	4	3	2	1	9
15. Access to restaurants and entertainment	5	4	3	2	1	9
16. Availability of cultural activities and the arts	5	4	3	2	1	9

3. **Overall Satisfaction with City Services.** Please rate your satisfaction with each of the services listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall quality of services provided by the City	5	4	3	2	1	9
02.	Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
03.	Overall quality of police services	5	4	3	2	1	9
04.	Overall quality of fire services	5	4	3	2	1	9
05.	Overall maintenance of City streets (NOT State and County roads)	5	4	3	2	1	9
06.	Overall enforcement of City codes and ordinances	5	4	3	2	1	9
07.	Overall quality of customer service you receive from City employees	5	4	3	2	1	9
08.	Overall flow of traffic and congestion management in the City	5	4	3	2	1	9
09.	Overall effectiveness of City communication with the public	5	4	3	2	1	9
10.	Overall efforts of the City for emergency preparedness	5	4	3	2	1	9
11.	Overall management of City finances	5	4	3	2	1	9

4. **Which THREE items listed in Question 3 should receive the MOST EMPHASIS from City leaders over the next FIVE years?** *[Write in your answers below using the numbers from the list in Question 3, or circle "NONE."]*

1st: ____ 2nd: ____ 3rd: ____ NONE

5. **Police Services.** Please rate your level of satisfaction with each of the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	The visibility of police in neighborhoods	5	4	3	2	1	9
02.	The visibility of police in commercial areas	5	4	3	2	1	9
03.	The City's efforts to prevent crime	5	4	3	2	1	9
04.	How quickly police respond to emergencies	5	4	3	2	1	9
05.	Overall professionalism of Police Department	5	4	3	2	1	9
06.	Overall attitude and behavior of Police Department personnel toward citizens	5	4	3	2	1	9
07.	Enforcement of local traffic laws	5	4	3	2	1	9
08.	Police Department safety education programs	5	4	3	2	1	9
09.	Overall quality of 9-1-1 services	5	4	3	2	1	9
10.	Overall competency of Police Department personnel	5	4	3	2	1	9

6. **Which THREE police services listed in Question 5 should receive the MOST EMPHASIS from City leaders over the next FIVE years?** *[Write in your answers below using the numbers from the list in Question 5, or circle "NONE."]*

1st: ____ 2nd: ____ 3rd: ____ NONE

7. **Using a scale of 1 to 4, where 4 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.**

How safe do you feel...	Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe	Don't Know
1. In commercial and retail areas	4	3	2	1	9
2. Walking alone in your neighborhood after dark	4	3	2	1	9
3. Walking alone in your neighborhood during the day	4	3	2	1	9
4. In City parks, recreation areas and trails	4	3	2	1	9

8. **During the past 12 months, were you or anyone in your household the victim of any crime in St. Charles?**

____(1) Yes ____ (2) No ____ (9) Don't know

9. **Fire Services. Please rate your level of satisfaction with each of the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of local ambulance services	5	4	3	2	1	9
2.	Overall quality of fire public safety education in the community	5	4	3	2	1	9
3.	Overall attitude and behavior of Fire Department personnel	5	4	3	2	1	9
4.	Overall quality of 9-1-1 services	5	4	3	2	1	9

10. **Have you had any interaction with the Fire Department/Emergency Services in St. Charles, IL?**

____(1) Yes ____ (2) No ____ (9) Don't know

11. **City Maintenance/Public Works. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Condition of State roads (US 64, IL 25, IL 31, IL 38)	5	4	3	2	1	9
02.	Condition of streets in your neighborhood	5	4	3	2	1	9
03.	Maintenance of street signs and traffic signals	5	4	3	2	1	9
04.	Maintenance of City-owned buildings	5	4	3	2	1	9
05.	Pedestrian accessibility	5	4	3	2	1	9
06.	Overall cleanliness of streets/other public areas	5	4	3	2	1	9
07.	Adequacy of City street lighting	5	4	3	2	1	9
08.	Condition of City sidewalks	5	4	3	2	1	9
09.	Landscaping/trees in public areas along streets	5	4	3	2	1	9
10.	Condition of street drainage/water drainage	5	4	3	2	1	9
11.	Brush removal program	5	4	3	2	1	9
12.	Leaf collection program	5	4	3	2	1	9
13.	Snow and ice control program	5	4	3	2	1	9
14.	Quality of storm water and sewer services	5	4	3	2	1	9
15.	Water, sewer and electric rates	5	4	3	2	1	9
16.	Ease of paying water, sewer and electric bill	5	4	3	2	1	9
17.	Overall quality of water service	5	4	3	2	1	9
18.	Residential trash collection services	5	4	3	2	1	9
19.	Weekly bag/tote yard waste removal services	5	4	3	2	1	9
20.	"Spring cleanup"	5	4	3	2	1	9
21.	Bulk item pick-up/removal	5	4	3	2	1	9
22.	Amount you are charged for trash collection services	5	4	3	2	1	9

12. **Which THREE public works items listed in Question 11 should receive the MOST EMPHASIS from City leaders over the next FIVE years? [Write in your answers below using the numbers from the list in Question 11, or circle "NONE."]**

1st: ____ 2nd: ____ 3rd: ____ NONE

13. **Communication and Engagement.** Please rate your satisfaction with each of the items below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The availability of information about City programs and services	5	4	3	2	1	9
2.	City's efforts to keep you informed about local issues	5	4	3	2	1	9
3.	The City's social media (e.g. Facebook, Twitter)	5	4	3	2	1	9
4.	The City website	5	4	3	2	1	9
5.	The City newsletters	5	4	3	2	1	9
6.	How well the City's communications meet your needs	5	4	3	2	1	9
7.	Timeliness of information provided by your City government	5	4	3	2	1	9
8.	Level of public involvement in local decision making	5	4	3	2	1	9
9.	The quality of online services (e.g. service requests, utility bill payment)	5	4	3	2	1	9

14. **Which of the following methods do you use to get information about the City of St. Charles?**
[Check all that apply.]

- ☐ (01) *The Den*: Newsletter (Online/email)
 ☐ (06) Facebook Groups/Nextdoor
☐ (02) *The Den*: Newsletter (Printed copy and City Hall, Library, etc.)
 ☐ (07) Local news outlets (Daily Herald, Kane County Chronicle, etc.)
☐ (03) City representatives at events or meetings
 ☐ (08) City website, www.St.Charlesil.gov
☐ (04) City's social media: Facebook, Twitter, or Instagram
 ☐ (09) Word of mouth/neighbors
☐ (05) *The Mayor's Video*: Video Clips
 ☐ (10) Inside St. Charles Blog

15. **Which THREE sources of information listed in Question 14 are your PREFERRED methods of receiving information about the City of St. Charles?** [Write in your answers below using the numbers from the list in Question 14, or circle "NONE".]

1st: _____ 2nd: _____ 3rd: _____ NONE

16. **Would you subscribe to push notifications from the city to your phone/email to inform you of service updates, transportation or safety issues, and latest news updates?**

☐ (1) Yes
 ☐ (2) No
 ☐ (3) Don't Know

17. **Customer Service.** Have you contacted the City with a question, problem, or complaint in the past year?

☐ (1) Yes [Answer Question 17a]
 ☐ (2) No [Skip to Question 18]

- 17a. **Please rate your satisfaction with each of the following factors that might influence your perception of the quality of customer service you received from the City employees. Please use a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	How easy the department was to contact	5	4	3	2	1	9
2.	How courteously you were treated	5	4	3	2	1	9
3.	Professionalism and knowledge of City employees who assisted you	5	4	3	2	1	9
4.	Overall responsiveness of City employees to your request or concern	5	4	3	2	1	9
5.	How well your issue was handled	5	4	3	2	1	9

18. **Code Compliance.** Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Enforcing the maintenance of residential property (exterior of the building itself)	5	4	3	2	1	9
2.	Enforcing the mowing and trimming of lawns on private property	5	4	3	2	1	9
3.	Enforcing the maintenance of business property	5	4	3	2	1	9
4.	Enforcing codes designed to protect public health and safety	5	4	3	2	1	9

19. **Downtown.** Please rate your level of satisfaction with each of the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Restaurant choices	5	4	3	2	1	9
2.	Availability of parking	5	4	3	2	1	9
3.	Public (outdoor) space	5	4	3	2	1	9
4.	Public art	5	4	3	2	1	9
5.	Pedestrian walkways/crossings	5	4	3	2	1	9

20. **When you are not purchasing online, what do you leave St. Charles to spend money on? [Check all that apply.]**

____ (01) Fine dining ____ (05) Specialty groceries ____ (08) Clothing
 ____ (02) Casual dining ____ (06) Vehicles ____ (09) Electronics
 ____ (03) Furniture ____ (07) General merchandise ____ (10) Other: _____
 ____ (04) General groceries

21. **Budget Issues.** Acknowledging that City services represent approximately 10% of the total property tax bill paid by a resident of St. Charles, how would you rate the value of services that the City provides in the following areas relative to the amount of property taxes you pay?

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Police Services	5	4	3	2	1	9
2.	Fire Services	5	4	3	2	1	9
3.	Public Works - Streets	5	4	3	2	1	9
4.	Community Development - Code Enforcement & Downtown	5	4	3	2	1	9
5.	Public Works - Drainage/Storm Water	5	4	3	2	1	9

Demographics

22. **Approximately how many years have you lived in the City of St. Charles?**

____ (1) Less than 5 years ____ (3) 11-15 years ____ (5) 21-30 years
 ____ (2) 5-10 years ____ (4) 16-20 years ____ (6) More than 30 years

23. **What is your age?**

____ (1) Under 30 years ____ (3) 41 to 50 years ____ (5) 61 to 70 years
 ____ (2) 31 to 40 years ____ (4) 51 to 60 years ____ (6) 71+ years

24. **Your gender:** ____ (1) Male ____ (2) Female ____ (3) Prefer to self-identify _____

25. **Which of the following best describes your housing situation?** ____ (1) Own ____ (2) Rent

26. Which of the following best describes your race *[Check all that apply.]*
☐ (1) African American/Black ☐ (3) Caucasian/White ☐ (5) Other: _____
☐ (2) Native American ☐ (4) Asian/Pacific Islander
27. Which of the following best describes your ethnicity?
☐ (1) Hispanic/Latino ☐ (2) Not Hispanic/Latino
28. Which of the following best describes your current employment status?
☐ (1) Employed in the home/have home-based business ☐ (3) Student
☐ (2) Employed outside the home ☐ (4) Retired
 (What is the zip code where you work? _____) ☐ (5) Not currently employed outside the home
29. Is there an individual in your household that is experiencing Dementia/memory loss problems?
☐ (1) Yes ☐ (2) No ☐ (9) Don't know
30. Are you familiar with the Active River Project?
☐ (1) Yes ☐ (2) No
31. The Active River Project is exploring ideas to improve St. Charles riverfront through enhanced river-related recreation and attractions, improvements to the Riverwalk and shoreline, modifications to the dam and more trail connections to make the area more attractive to visitors. Please indicate your level of support for these initiatives.
- | | | Very Supportive | Supportive | Neutral | Not Supportive | Not at All Supportive | Don't Know |
|----|-----------------------------------|-----------------|------------|---------|----------------|-----------------------|------------|
| 1. | Dam modifications | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. | Pedestrian/Bike trail connections | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. | Riverwalk | 5 | 4 | 3 | 2 | 1 | 9 |
32. Which modification(s) listed in section AE would you be willing to support with additional tax dollars? *[Check all that apply, or circle "NONE".]*
☐ (1) (Dam modifications): ☐ (2) (Pedestrian/Bike trail connections): ☐ (3) (Riverwalk): NONE

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 on the sticker to the right will ONLY be used to help identify which areas of the City are having problems with City services. If your address is not correct, please provide the correct information. Thank you.