

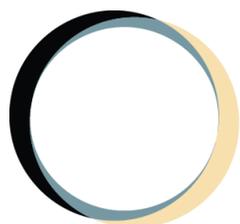


THE NCSTM
The National Citizen SurveyTM

St. Charles, IL

Technical Appendices

2016



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Contents

Appendix A: Complete Survey Responses	1
Appendix B: Benchmark Comparisons	19
Appendix C: Detailed Survey Methods	28
Appendix D: Survey Materials	33



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The NCS™ is presented by NRC in collaboration with ICMA.

NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

Appendix A: Complete Survey Responses

Responses excluding “don’t know”

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 1: Question 1

Please rate each of the following aspects of quality of life in St. Charles:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
St. Charles as a place to live	66%	N=320	30%	N=143	3%	N=17	1%	N=3	100%	N=483
Your neighborhood as a place to live	58%	N=281	34%	N=167	6%	N=30	2%	N=8	100%	N=486
St. Charles as a place to raise children	62%	N=264	34%	N=145	3%	N=14	0%	N=2	100%	N=424
St. Charles as a place to work	42%	N=133	37%	N=117	11%	N=36	9%	N=29	100%	N=315
St. Charles as a place to visit	42%	N=198	43%	N=203	13%	N=59	1%	N=6	100%	N=466
St. Charles as a place to retire	32%	N=130	24%	N=96	29%	N=115	15%	N=61	100%	N=402
The overall quality of life in St. Charles	48%	N=229	46%	N=223	5%	N=26	1%	N=3	100%	N=482

Table 2: Question 2

Please rate each of the following characteristics as they relate to St. Charles as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in St. Charles	53%	N=258	42%	N=204	5%	N=23	0%	N=2	100%	N=487
Overall ease of getting to the places you usually have to visit	38%	N=184	48%	N=233	14%	N=66	1%	N=4	100%	N=486
Quality of overall natural environment in St. Charles	50%	N=240	42%	N=202	7%	N=32	1%	N=3	100%	N=477
Overall "built environment" of St. Charles (including overall design, buildings, parks and transportation systems)	33%	N=159	50%	N=239	15%	N=72	2%	N=12	100%	N=481
Health and wellness opportunities in St. Charles	34%	N=157	51%	N=235	12%	N=58	3%	N=12	100%	N=462
Overall opportunities for education and enrichment	37%	N=163	48%	N=213	13%	N=59	1%	N=5	100%	N=441
Overall economic health of St. Charles	23%	N=97	54%	N=233	19%	N=81	4%	N=17	100%	N=428
Sense of community	32%	N=150	49%	N=232	18%	N=87	2%	N=8	100%	N=477
Overall image or reputation of St. Charles	43%	N=211	52%	N=255	3%	N=16	1%	N=4	100%	N=487

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Recommend living in St. Charles to someone who asks	70%	N=339	26%	N=127	3%	N=13	2%	N=8	100%	N=486
Remain in St. Charles for the next five years	62%	N=288	24%	N=112	9%	N=40	5%	N=24	100%	N=463

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	87%	N=420	11%	N=52	2%	N=9	0%	N=1	0%	N=2	100%	N=484
In St. Charles' downtown/commercial area during the day	86%	N=408	12%	N=58	2%	N=9	0%	N=2	0%	N=0	100%	N=476

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Table 5: Question 5

Please rate each of the following characteristics as they relate to St. Charles as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	6%	N=29	47%	N=227	40%	N=194	6%	N=30	100%	N=480
Ease of public parking	13%	N=64	52%	N=249	28%	N=136	6%	N=29	100%	N=478
Ease of travel by car in St. Charles	18%	N=87	57%	N=275	23%	N=109	2%	N=12	100%	N=482
Ease of travel by bicycle in St. Charles	26%	N=93	48%	N=169	18%	N=64	7%	N=26	100%	N=352
Ease of walking in St. Charles	38%	N=181	46%	N=218	13%	N=62	2%	N=9	100%	N=470
Availability of paths and walking trails	43%	N=195	46%	N=212	10%	N=44	2%	N=8	100%	N=458
Air quality	41%	N=191	54%	N=251	5%	N=25	0%	N=1	100%	N=467
Cleanliness of St. Charles	44%	N=215	52%	N=254	3%	N=16	0%	N=0	100%	N=484
Overall appearance of St. Charles	44%	N=212	51%	N=249	4%	N=21	1%	N=4	100%	N=485
Public places where people want to spend time	40%	N=192	50%	N=240	9%	N=44	2%	N=8	100%	N=483
Variety of housing options	24%	N=110	46%	N=205	24%	N=108	6%	N=25	100%	N=448
Availability of affordable quality housing	15%	N=61	33%	N=136	36%	N=147	16%	N=65	100%	N=409
Fitness opportunities (including exercise classes and paths or trails, etc.)	37%	N=167	48%	N=218	12%	N=56	3%	N=13	100%	N=454
Recreational opportunities	37%	N=173	50%	N=237	10%	N=46	3%	N=16	100%	N=473
Availability of affordable quality food	33%	N=159	51%	N=247	15%	N=71	2%	N=8	100%	N=485
Availability of affordable quality health care	29%	N=130	52%	N=231	16%	N=72	3%	N=11	100%	N=445
Availability of preventive health services	31%	N=130	49%	N=203	17%	N=70	3%	N=11	100%	N=414
Availability of affordable quality mental health care	25%	N=59	40%	N=96	24%	N=57	12%	N=28	100%	N=240

Table 6: Question 6

Please rate each of the following characteristics as they relate to St. Charles as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	23%	N=44	47%	N=89	27%	N=53	3%	N=6	100%	N=191
K-12 education	49%	N=161	43%	N=139	8%	N=25	0%	N=1	100%	N=327
Adult educational opportunities	20%	N=57	50%	N=146	26%	N=76	5%	N=14	100%	N=294
Opportunities to attend cultural/arts/music activities	30%	N=132	53%	N=235	15%	N=66	2%	N=8	100%	N=440
Employment opportunities	10%	N=29	35%	N=104	41%	N=122	14%	N=40	100%	N=295
Shopping opportunities	17%	N=80	39%	N=185	32%	N=151	12%	N=57	100%	N=473
Cost of living in St. Charles	4%	N=19	29%	N=136	51%	N=240	17%	N=79	100%	N=473
Overall quality of business and service establishments in St. Charles	13%	N=62	63%	N=302	19%	N=90	5%	N=22	100%	N=476
Vibrant downtown/commercial area	18%	N=83	46%	N=217	28%	N=132	9%	N=42	100%	N=474
Overall quality of new development in St. Charles	11%	N=46	53%	N=228	29%	N=124	8%	N=34	100%	N=432
Opportunities to participate in social events and activities	20%	N=88	62%	N=274	15%	N=67	2%	N=10	100%	N=439
Opportunities to volunteer	27%	N=102	53%	N=199	18%	N=68	2%	N=6	100%	N=374
Opportunities to participate in community matters	21%	N=79	54%	N=201	23%	N=86	2%	N=7	100%	N=373
Openness and acceptance of the community toward people of diverse backgrounds	13%	N=51	50%	N=188	30%	N=112	7%	N=28	100%	N=378
Neighborliness of residents in St. Charles	23%	N=108	54%	N=252	21%	N=98	3%	N=13	100%	N=471

Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	20%	N=94	80%	N=385	100%	N=479
Made efforts to make your home more energy efficient	23%	N=108	77%	N=368	100%	N=476

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Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Observed a code violation or other hazard in St. Charles (weeds, abandoned buildings, etc.)	65%	N=310	35%	N=165	100%	N=475
Household member was a victim of a crime in St. Charles	93%	N=445	7%	N=33	100%	N=478
Reported a crime to the police in St. Charles	83%	N=395	17%	N=80	100%	N=475
Stocked supplies in preparation for an emergency	82%	N=393	18%	N=84	100%	N=477
Campaigned or advocated for an issue, cause or candidate	84%	N=402	16%	N=77	100%	N=479
Contacted the City of St. Charles (in-person, phone, email or web) for help or information	52%	N=250	48%	N=230	100%	N=480
Contacted St. Charles elected officials (in-person, phone, email or web) to express your opinion	88%	N=424	12%	N=55	100%	N=479

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in St. Charles?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used St. Charles recreation centers or their services	13%	N=62	23%	N=109	31%	N=148	33%	N=159	100%	N=477
Visited a neighborhood park or City park	26%	N=123	34%	N=164	31%	N=147	10%	N=46	100%	N=479
Used St. Charles public libraries or their services	15%	N=72	32%	N=155	27%	N=128	26%	N=124	100%	N=480
Attended a City-sponsored event	2%	N=9	12%	N=60	50%	N=241	35%	N=169	100%	N=479
Used bus or other public transportation instead of driving	1%	N=3	3%	N=14	5%	N=24	91%	N=440	100%	N=481
Carpooled with other adults or children instead of driving alone	9%	N=44	11%	N=51	17%	N=79	63%	N=301	100%	N=475
Walked or biked instead of driving	15%	N=70	24%	N=115	30%	N=140	31%	N=149	100%	N=475
Volunteered your time to some group/activity in St. Charles	7%	N=34	13%	N=61	17%	N=81	63%	N=303	100%	N=480
Participated in a club	4%	N=18	11%	N=51	12%	N=59	73%	N=350	100%	N=478
Talked to or visited with your immediate neighbors	46%	N=219	29%	N=139	20%	N=93	5%	N=26	100%	N=477
Done a favor for a neighbor	20%	N=95	26%	N=122	37%	N=179	17%	N=81	100%	N=477

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=3	2%	N=11	17%	N=83	80%	N=381	100%	N=477

Table 10: Question 10

Please rate the quality of each of the following services in St. Charles:	Excellent		Good		Fair		Poor		Total	
Police/Sheriff services	50%	N=205	43%	N=175	6%	N=24	1%	N=5	100%	N=409
Fire services	58%	N=212	39%	N=142	2%	N=9	0%	N=0	100%	N=363
Ambulance or emergency medical services	59%	N=205	38%	N=130	3%	N=10	0%	N=1	100%	N=345
Crime prevention	40%	N=148	53%	N=193	6%	N=22	1%	N=4	100%	N=367
Fire prevention and education	45%	N=143	50%	N=161	5%	N=17	0%	N=0	100%	N=320
Traffic enforcement	29%	N=118	48%	N=196	20%	N=81	4%	N=15	100%	N=410
Street repair	18%	N=83	46%	N=210	29%	N=132	6%	N=29	100%	N=454
Street cleaning	27%	N=126	54%	N=248	18%	N=82	1%	N=4	100%	N=460
Street lighting	27%	N=124	53%	N=247	16%	N=75	5%	N=21	100%	N=468
Snow removal	35%	N=157	48%	N=214	14%	N=60	3%	N=15	100%	N=446
Sidewalk maintenance	24%	N=108	46%	N=209	24%	N=110	6%	N=27	100%	N=454

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Please rate the quality of each of the following services in St. Charles:	Excellent		Good		Fair		Poor		Total	
Traffic signal timing	20%	N=95	40%	N=190	29%	N=136	10%	N=48	100%	N=469
Garbage collection	42%	N=198	48%	N=224	7%	N=32	4%	N=17	100%	N=471
Recycling	45%	N=210	45%	N=210	7%	N=33	3%	N=12	100%	N=464
Yard waste pick-up	41%	N=161	49%	N=192	8%	N=32	2%	N=9	100%	N=394
Storm drainage	25%	N=101	58%	N=233	15%	N=59	2%	N=9	100%	N=402
Drinking water	21%	N=97	40%	N=181	20%	N=90	20%	N=91	100%	N=459
Sewer services	29%	N=122	54%	N=227	14%	N=59	2%	N=10	100%	N=418
Power (electric and/or gas) utility	33%	N=158	46%	N=217	16%	N=77	5%	N=22	100%	N=473
Utility billing	31%	N=145	41%	N=196	23%	N=111	4%	N=21	100%	N=471
City parks	55%	N=256	41%	N=190	5%	N=22	0%	N=0	100%	N=468
Recreation programs or classes	36%	N=125	52%	N=182	11%	N=38	2%	N=6	100%	N=352
Recreation centers or facilities	32%	N=122	58%	N=222	9%	N=33	1%	N=5	100%	N=382
Land use, planning and zoning	20%	N=65	45%	N=147	25%	N=81	11%	N=35	100%	N=329
Code enforcement (weeds, abandoned buildings, etc.)	20%	N=61	52%	N=161	22%	N=67	7%	N=22	100%	N=311
Economic development	14%	N=53	43%	N=160	33%	N=124	9%	N=34	100%	N=371
Health services	24%	N=91	60%	N=225	15%	N=56	0%	N=1	100%	N=374
Public library services	55%	N=228	38%	N=157	5%	N=22	1%	N=5	100%	N=411
Public information services	27%	N=93	52%	N=181	21%	N=73	1%	N=4	100%	N=351
Cable television	16%	N=64	46%	N=181	22%	N=87	17%	N=66	100%	N=398
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	25%	N=66	53%	N=139	17%	N=46	5%	N=13	100%	N=264
Preservation of natural areas such as open space, farmlands and greenbelts	32%	N=137	51%	N=214	14%	N=60	3%	N=12	100%	N=422
St. Charles open space	29%	N=126	51%	N=221	18%	N=77	2%	N=9	100%	N=432
City-sponsored special events	30%	N=128	56%	N=242	13%	N=58	1%	N=4	100%	N=433
Overall customer service by St. Charles employees (police, receptionists, planners, etc.)	37%	N=157	51%	N=213	10%	N=43	2%	N=7	100%	N=421

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of St. Charles	34%	N=154	57%	N=258	9%	N=39	1%	N=4	100%	N=455
The Federal Government	7%	N=28	34%	N=140	38%	N=156	22%	N=92	100%	N=417

Table 12: Question 12

Please rate the following categories of St. Charles government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to St. Charles	11%	N=49	42%	N=187	34%	N=151	12%	N=54	100%	N=441
The overall direction that St. Charles is taking	12%	N=55	56%	N=246	24%	N=104	7%	N=32	100%	N=437
The job St. Charles government does at welcoming citizen involvement	15%	N=53	51%	N=178	26%	N=91	7%	N=24	100%	N=346
Overall confidence in St. Charles government	17%	N=76	53%	N=240	25%	N=111	6%	N=26	100%	N=453
Generally acting in the best interest of the community	20%	N=91	52%	N=231	22%	N=96	6%	N=28	100%	N=446
Being honest	22%	N=88	53%	N=208	20%	N=79	5%	N=21	100%	N=395
Treating all residents fairly	22%	N=84	52%	N=201	21%	N=82	5%	N=19	100%	N=386

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Table 13: Question 13

Please rate how important, if at all, you think it is for the St. Charles community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in St. Charles	56%	N=271	34%	N=163	9%	N=44	1%	N=3	100%	N=481
Overall ease of getting to the places you usually have to visit	27%	N=127	46%	N=220	26%	N=123	2%	N=9	100%	N=480
Quality of overall natural environment in St. Charles	37%	N=175	45%	N=214	17%	N=84	1%	N=6	100%	N=479
Overall "built environment" of St. Charles (including overall design, buildings, parks and transportation systems)	34%	N=164	47%	N=222	18%	N=86	1%	N=5	100%	N=477
Health and wellness opportunities in St. Charles	23%	N=110	44%	N=210	30%	N=145	3%	N=14	100%	N=479
Overall opportunities for education and enrichment	37%	N=176	38%	N=183	23%	N=109	2%	N=9	100%	N=478
Overall economic health of St. Charles	49%	N=235	43%	N=206	8%	N=38	0%	N=1	100%	N=480
Sense of community	32%	N=152	43%	N=209	24%	N=115	1%	N=5	100%	N=481

Table 14: Question 14

Have you had any in-person, email or phone contact with an employee of the City of St. Charles within the last 12 months (including employees from reception, police, fire, public works, permits, utilities, finance, etc.)?	Percent	Number
No	45%	N=206
Yes	55%	N=251
Total	100%	N=457

Table 15: Question 15

What was your impression of the employee(s) of the City of St. Charles in your most recent contact? (Rate each characteristic below.)	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Knowledge	63%	N=169	29%	N=79	6%	N=16	2%	N=5	100%	N=268
Responsiveness	63%	N=168	27%	N=72	6%	N=17	4%	N=11	100%	N=268
Courtesy	71%	N=192	20%	N=54	5%	N=15	3%	N=8	100%	N=268
Overall impression	63%	N=169	24%	N=64	8%	N=21	5%	N=14	100%	N=268

This question was only asked to residents who reported having in-person contact with an employee of the City of St. Charles within the past 12 months.

Table 16: Question 16

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events and services:	Major source		Minor source		Not a source		Total	
	%	N	%	N	%	N	%	N
The St. Charles Den eNews	21%	N=98	23%	N=106	56%	N=257	100%	N=462
The City of St. Charles website (www.stcharlesil.gov)	57%	N=266	28%	N=133	15%	N=69	100%	N=469
Local printed newspapers	31%	N=144	35%	N=167	34%	N=161	100%	N=472
Online news sources (e.g., blogs, online newspapers, newsletters or magazines, etc.)	32%	N=152	36%	N=171	31%	N=146	100%	N=468
The City Facebook page	19%	N=87	28%	N=132	53%	N=251	100%	N=471
The City Twitter page	4%	N=18	20%	N=94	76%	N=355	100%	N=467
Other social media	10%	N=44	23%	N=105	68%	N=309	100%	N=458

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Table 17: Question 17

Please indicate how important, if at all, you think it is for the City of St. Charles to include the following services on the City website within the next five years:	Essential		Very important		Somewhat important		Not at all important		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
View/pay utility bills	39%	N=183	29%	N=135	24%	N=109	8%	N=36	100%	N=464
Apply/pay for building permits	24%	N=95	33%	N=132	32%	N=128	10%	N=41	100%	N=397
Schedule an inspection	21%	N=83	36%	N=141	32%	N=128	11%	N=44	100%	N=396
Pay parking tickets	28%	N=117	34%	N=146	26%	N=108	12%	N=52	100%	N=423
Submit electronic plans (for businesses)	17%	N=53	32%	N=98	36%	N=111	14%	N=44	100%	N=305
Make/track Freedom of Information Act (FOIA) requests	19%	N=64	33%	N=113	31%	N=104	17%	N=59	100%	N=341
Access public records	24%	N=105	37%	N=159	30%	N=130	9%	N=39	100%	N=432
View City checkbook/financial transparency details	23%	N=94	36%	N=149	32%	N=131	10%	N=41	100%	N=415
Request City services/report non-emergency issues	31%	N=142	39%	N=175	23%	N=104	7%	N=32	100%	N=453
Access "digital town hall" to give input on specific community issues/initiatives	26%	N=112	33%	N=142	32%	N=137	9%	N=39	100%	N=431
Receive emergency communications/notifications	55%	N=248	30%	N=137	12%	N=52	3%	N=15	100%	N=453

Table 18: Question 18

The Active River Project is aiming to improve St. Charles' riverfront by enhancing river-related recreation and attractions, constructing a Riverwalk on each side of the river, improving the shoreline and dam and making the area more attractive to visitors. To what extent do you support or oppose the Active River Project?	Percent	Number
Strongly support	61%	N=280
Somewhat support	32%	N=144
Somewhat oppose	5%	N=23
Strongly oppose	2%	N=10
Total	100%	N=457

Table 19: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Recycle at home	2%	N=8	2%	N=9	2%	N=9	13%	N=62	82%	N=398	100%	N=485
Purchase goods or services from a business located in St. Charles	0%	N=1	1%	N=4	18%	N=84	53%	N=255	29%	N=138	100%	N=482
Eat at least 5 portions of fruits and vegetables a day	1%	N=7	14%	N=69	39%	N=187	30%	N=144	16%	N=76	100%	N=483
Participate in moderate or vigorous physical activity	2%	N=8	10%	N=49	31%	N=152	34%	N=166	23%	N=110	100%	N=485
Read or watch local news (via television, paper, computer, etc.)	3%	N=14	10%	N=48	25%	N=120	29%	N=142	33%	N=161	100%	N=485
Vote in local elections	7%	N=36	8%	N=39	9%	N=42	18%	N=86	58%	N=283	100%	N=486

Table 20: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	26%	N=127
Very good	45%	N=217
Good	25%	N=121
Fair	3%	N=13
Poor	1%	N=3
Total	100%	N=482

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Table 21: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	4%	N=21
Somewhat positive	22%	N=107
Neutral	53%	N=253
Somewhat negative	18%	N=85
Very negative	2%	N=12
Total	100%	N=479

Table 22: Question D4

What is your employment status?	Percent	Number
Working full time for pay	65%	N=312
Working part time for pay	8%	N=38
Unemployed, looking for paid work	3%	N=13
Unemployed, not looking for paid work	3%	N=15
Fully retired	21%	N=103
Total	100%	N=482

Table 23: Question D5

Do you work inside the boundaries of St. Charles?	Percent	Number
Yes, outside the home	21%	N=100
Yes, from home	8%	N=38
No	70%	N=329
Total	100%	N=468

Table 24: Question D6

How many years have you lived in St. Charles?	Percent	Number
Less than 2 years	17%	N=84
2 to 5 years	14%	N=67
6 to 10 years	14%	N=68
11 to 20 years	26%	N=126
More than 20 years	29%	N=140
Total	100%	N=485

Table 25: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	61%	N=294
Building with two or more homes (duplex, townhome, apartment or condominium)	37%	N=181
Mobile home	2%	N=9
Other	0%	N=0
Total	100%	N=485

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Table 26: Question D8

Is this house or apartment...	Percent	Number
Rented	25%	N=122
Owned	75%	N=361
Total	100%	N=483

Table 27: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	1%	N=6
\$300 to \$599 per month	3%	N=13
\$600 to \$999 per month	11%	N=51
\$1,000 to \$1,499 per month	26%	N=123
\$1,500 to \$2,499 per month	43%	N=201
\$2,500 or more per month	15%	N=72
Total	100%	N=467

Table 28: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	65%	N=311
Yes	35%	N=166
Total	100%	N=477

Table 29: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	72%	N=342
Yes	28%	N=135
Total	100%	N=478

Table 30: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	6%	N=26
\$25,000 to \$49,999	15%	N=67
\$50,000 to \$99,999	33%	N=151
\$100,000 to \$149,999	23%	N=106
\$150,000 or more	23%	N=107
Total	100%	N=457

Table 31: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	94%	N=452
Yes, I consider myself to be Spanish, Hispanic or Latino	6%	N=30
Total	100%	N=482

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Table 32: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=6
Asian, Asian Indian or Pacific Islander	3%	N=16
Black or African American	1%	N=4
White	93%	N=444
Other	4%	N=17

Total may exceed 100% as respondents could select more than one option.

Table 33: Question D15

In which category is your age?	Percent	Number
18 to 24 years	2%	N=8
25 to 34 years	20%	N=95
35 to 44 years	12%	N=60
45 to 54 years	29%	N=137
55 to 64 years	14%	N=66
65 to 74 years	13%	N=63
75 years or older	10%	N=49
Total	100%	N=478

Table 34: Question D16

What is your sex?	Percent	Number
Female	52%	N=248
Male	48%	N=227
Total	100%	N=476

Table 35: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	68%	N=328
Land line	16%	N=75
Both	16%	N=78
Total	100%	N=481

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Responses including “don’t know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 36: Question 1

Please rate each of the following aspects of quality of life in St. Charles:	Excellent		Good		Fair		Poor		Don't know		Total	
St. Charles as a place to live	66%	N=320	30%	N=143	3%	N=17	1%	N=3	0%	N=0	100%	N=483
Your neighborhood as a place to live	58%	N=281	34%	N=167	6%	N=30	2%	N=8	0%	N=1	100%	N=487
St. Charles as a place to raise children	55%	N=264	30%	N=145	3%	N=14	0%	N=2	12%	N=58	100%	N=483
St. Charles as a place to work	28%	N=133	25%	N=117	8%	N=36	6%	N=29	34%	N=160	100%	N=475
St. Charles as a place to visit	41%	N=198	42%	N=203	12%	N=59	1%	N=6	3%	N=14	100%	N=481
St. Charles as a place to retire	27%	N=130	20%	N=96	24%	N=115	13%	N=61	16%	N=75	100%	N=477
The overall quality of life in St. Charles	47%	N=229	46%	N=223	5%	N=26	1%	N=3	1%	N=3	100%	N=484

Table 37: Question 2

Please rate each of the following characteristics as they relate to St. Charles as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in St. Charles	53%	N=258	42%	N=204	5%	N=23	0%	N=2	0%	N=0	100%	N=487
Overall ease of getting to the places you usually have to visit	38%	N=184	48%	N=233	14%	N=66	1%	N=4	0%	N=0	100%	N=486
Quality of overall natural environment in St. Charles	50%	N=240	42%	N=202	7%	N=32	1%	N=3	0%	N=1	100%	N=478
Overall "built environment" of St. Charles (including overall design, buildings, parks and transportation systems)	33%	N=159	49%	N=239	15%	N=72	2%	N=12	1%	N=3	100%	N=484
Health and wellness opportunities in St. Charles	32%	N=157	48%	N=235	12%	N=58	3%	N=12	5%	N=25	100%	N=487
Overall opportunities for education and enrichment	34%	N=163	44%	N=213	12%	N=59	1%	N=5	9%	N=44	100%	N=484
Overall economic health of St. Charles	20%	N=97	48%	N=233	17%	N=81	4%	N=17	12%	N=58	100%	N=487
Sense of community	31%	N=150	48%	N=232	18%	N=87	2%	N=8	1%	N=5	100%	N=482
Overall image or reputation of St. Charles	43%	N=211	52%	N=255	3%	N=16	1%	N=4	0%	N=0	100%	N=487

Table 38: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in St. Charles to someone who asks	70%	N=339	26%	N=127	3%	N=13	2%	N=8	0%	N=1	100%	N=487
Remain in St. Charles for the next five years	59%	N=288	23%	N=112	8%	N=40	5%	N=24	5%	N=24	100%	N=487

Table 39: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	87%	N=420	11%	N=52	2%	N=9	0%	N=1	0%	N=2	0%	N=0	100%	N=484
In St. Charles' downtown/commercial area during the day	84%	N=408	12%	N=58	2%	N=9	0%	N=2	0%	N=0	2%	N=8	100%	N=484

Table 40: Question 5

Please rate each of the following characteristics as they relate to St. Charles as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic flow on major streets	6%	N=29	47%	N=227	40%	N=194	6%	N=30	0%	N=0	100%	N=480
Ease of public parking	13%	N=64	51%	N=249	28%	N=136	6%	N=29	1%	N=4	100%	N=483
Ease of travel by car in St. Charles	18%	N=87	57%	N=275	22%	N=109	2%	N=12	0%	N=1	100%	N=483

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Please rate each of the following characteristics as they relate to St. Charles as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Ease of travel by bicycle in St. Charles	19%	N=93	35%	N=169	13%	N=64	5%	N=26	27%	N=133	100%	N=485
Ease of walking in St. Charles	37%	N=181	45%	N=218	13%	N=62	2%	N=9	3%	N=15	100%	N=485
Availability of paths and walking trails	40%	N=195	44%	N=212	9%	N=44	2%	N=8	6%	N=28	100%	N=486
Air quality	39%	N=191	52%	N=251	5%	N=25	0%	N=1	4%	N=19	100%	N=486
Cleanliness of St. Charles	44%	N=215	52%	N=254	3%	N=16	0%	N=0	0%	N=1	100%	N=485
Overall appearance of St. Charles	44%	N=212	51%	N=249	4%	N=21	1%	N=4	0%	N=0	100%	N=485
Public places where people want to spend time	39%	N=192	49%	N=240	9%	N=44	2%	N=8	1%	N=4	100%	N=487
Variety of housing options	23%	N=110	42%	N=205	22%	N=108	5%	N=25	8%	N=37	100%	N=484
Availability of affordable quality housing	13%	N=61	28%	N=136	31%	N=147	14%	N=65	15%	N=71	100%	N=480
Fitness opportunities (including exercise classes and paths or trails, etc.)	34%	N=167	45%	N=218	12%	N=56	3%	N=13	7%	N=32	100%	N=487
Recreational opportunities	36%	N=173	49%	N=237	10%	N=46	3%	N=16	3%	N=13	100%	N=486
Availability of affordable quality food	33%	N=159	51%	N=247	15%	N=71	2%	N=8	0%	N=0	100%	N=485
Availability of affordable quality health care	27%	N=130	48%	N=231	15%	N=72	2%	N=11	8%	N=41	100%	N=486
Availability of preventive health services	27%	N=130	42%	N=203	15%	N=70	2%	N=11	14%	N=69	100%	N=483
Availability of affordable quality mental health care	12%	N=59	20%	N=96	12%	N=57	6%	N=28	51%	N=245	100%	N=485

Table 41: Question 6

Please rate each of the following characteristics as they relate to St. Charles as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	9%	N=44	19%	N=89	11%	N=53	1%	N=6	59%	N=281	100%	N=473
K-12 education	34%	N=161	29%	N=139	5%	N=25	0%	N=1	31%	N=150	100%	N=478
Adult educational opportunities	12%	N=57	31%	N=146	16%	N=76	3%	N=14	38%	N=182	100%	N=476
Opportunities to attend cultural/arts/music activities	28%	N=132	50%	N=235	14%	N=66	2%	N=8	7%	N=31	100%	N=472
Employment opportunities	6%	N=29	22%	N=104	26%	N=122	8%	N=40	38%	N=178	100%	N=473
Shopping opportunities	17%	N=80	39%	N=185	32%	N=151	12%	N=57	1%	N=3	100%	N=476
Cost of living in St. Charles	4%	N=19	29%	N=136	50%	N=240	17%	N=79	0%	N=2	100%	N=475
Overall quality of business and service establishments in St. Charles	13%	N=62	63%	N=302	19%	N=90	5%	N=22	1%	N=3	100%	N=479
Vibrant downtown/commercial area	17%	N=83	45%	N=217	28%	N=132	9%	N=42	1%	N=3	100%	N=477
Overall quality of new development in St. Charles	10%	N=46	48%	N=228	26%	N=124	7%	N=34	9%	N=43	100%	N=474
Opportunities to participate in social events and activities	19%	N=88	57%	N=274	14%	N=67	2%	N=10	8%	N=38	100%	N=477
Opportunities to volunteer	21%	N=102	42%	N=199	14%	N=68	1%	N=6	22%	N=103	100%	N=478
Opportunities to participate in community matters	17%	N=79	42%	N=201	18%	N=86	2%	N=7	21%	N=101	100%	N=474
Openness and acceptance of the community toward people of diverse backgrounds	11%	N=51	40%	N=188	24%	N=112	6%	N=28	20%	N=95	100%	N=473
Neighborliness of residents in St. Charles	23%	N=108	53%	N=252	20%	N=98	3%	N=13	1%	N=6	100%	N=477

Table 42: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	20%	N=94	80%	N=385	100%	N=479
Made efforts to make your home more energy efficient	23%	N=108	77%	N=368	100%	N=476
Observed a code violation or other hazard in St. Charles (weeds, abandoned buildings, etc.)	65%	N=310	35%	N=165	100%	N=475
Household member was a victim of a crime in St. Charles	93%	N=445	7%	N=33	100%	N=478
Reported a crime to the police in St. Charles	83%	N=395	17%	N=80	100%	N=475

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Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Stocked supplies in preparation for an emergency	82%	N=393	18%	N=84	100%	N=477
Campaigned or advocated for an issue, cause or candidate	84%	N=402	16%	N=77	100%	N=479
Contacted the City of St. Charles (in-person, phone, email or web) for help or information	52%	N=250	48%	N=230	100%	N=480
Contacted St. Charles elected officials (in-person, phone, email or web) to express your opinion	88%	N=424	12%	N=55	100%	N=479

Table 43: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in St. Charles?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used St. Charles recreation centers or their services	13%	N=62	23%	N=109	31%	N=148	33%	N=159	100%	N=477
Visited a neighborhood park or City park	26%	N=123	34%	N=164	31%	N=147	10%	N=46	100%	N=479
Used St. Charles public libraries or their services	15%	N=72	32%	N=155	27%	N=128	26%	N=124	100%	N=480
Attended a City-sponsored event	2%	N=9	12%	N=60	50%	N=241	35%	N=169	100%	N=479
Used bus or other public transportation instead of driving	1%	N=3	3%	N=14	5%	N=24	91%	N=440	100%	N=481
Carpooled with other adults or children instead of driving alone	9%	N=44	11%	N=51	17%	N=79	63%	N=301	100%	N=475
Walked or biked instead of driving	15%	N=70	24%	N=115	30%	N=140	31%	N=149	100%	N=475
Volunteered your time to some group/activity in St. Charles	7%	N=34	13%	N=61	17%	N=81	63%	N=303	100%	N=480
Participated in a club	4%	N=18	11%	N=51	12%	N=59	73%	N=350	100%	N=478
Talked to or visited with your immediate neighbors	46%	N=219	29%	N=139	20%	N=93	5%	N=26	100%	N=477
Done a favor for a neighbor	20%	N=95	26%	N=122	37%	N=179	17%	N=81	100%	N=477

Table 44: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=3	2%	N=11	17%	N=83	80%	N=381	100%	N=477

Table 45: Question 10

Please rate the quality of each of the following services in St. Charles:	Excellent		Good		Fair		Poor		Don't know		Total	
Police/Sheriff services	43%	N=205	36%	N=175	5%	N=24	1%	N=5	15%	N=73	100%	N=481
Fire services	44%	N=212	30%	N=142	2%	N=9	0%	N=0	24%	N=114	100%	N=477
Ambulance or emergency medical services	42%	N=205	27%	N=130	2%	N=10	0%	N=1	28%	N=137	100%	N=482
Crime prevention	31%	N=148	40%	N=193	5%	N=22	1%	N=4	24%	N=113	100%	N=479
Fire prevention and education	30%	N=143	34%	N=161	4%	N=17	0%	N=0	33%	N=156	100%	N=476
Traffic enforcement	25%	N=118	41%	N=196	17%	N=81	3%	N=15	14%	N=66	100%	N=477
Street repair	17%	N=83	44%	N=210	27%	N=132	6%	N=29	5%	N=26	100%	N=480
Street cleaning	26%	N=126	52%	N=248	17%	N=82	1%	N=4	5%	N=22	100%	N=482
Street lighting	26%	N=124	51%	N=247	16%	N=75	4%	N=21	3%	N=12	100%	N=480
Snow removal	33%	N=157	44%	N=214	13%	N=60	3%	N=15	7%	N=35	100%	N=481
Sidewalk maintenance	22%	N=108	44%	N=209	23%	N=110	6%	N=27	6%	N=27	100%	N=481
Traffic signal timing	20%	N=95	39%	N=190	28%	N=136	10%	N=48	2%	N=11	100%	N=481
Garbage collection	41%	N=198	46%	N=224	7%	N=32	4%	N=17	2%	N=11	100%	N=482
Recycling	44%	N=210	44%	N=210	7%	N=33	2%	N=12	4%	N=18	100%	N=482

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Please rate the quality of each of the following services in St. Charles:	Excellent		Good		Fair		Poor		Don't know		Total	
Yard waste pick-up	34%	N=161	40%	N=192	7%	N=32	2%	N=9	18%	N=86	100%	N=480
Storm drainage	21%	N=101	49%	N=233	12%	N=59	2%	N=9	16%	N=76	100%	N=479
Drinking water	20%	N=97	38%	N=181	19%	N=90	19%	N=91	4%	N=21	100%	N=479
Sewer services	26%	N=122	47%	N=227	12%	N=59	2%	N=10	13%	N=61	100%	N=479
Power (electric and/or gas) utility	33%	N=158	45%	N=217	16%	N=77	5%	N=22	1%	N=6	100%	N=479
Utility billing	30%	N=145	41%	N=196	23%	N=111	4%	N=21	1%	N=4	100%	N=475
City parks	54%	N=256	40%	N=190	5%	N=22	0%	N=0	2%	N=10	100%	N=478
Recreation programs or classes	26%	N=125	38%	N=182	8%	N=38	1%	N=6	26%	N=126	100%	N=478
Recreation centers or facilities	26%	N=122	47%	N=222	7%	N=33	1%	N=5	20%	N=94	100%	N=476
Land use, planning and zoning	14%	N=65	31%	N=147	17%	N=81	7%	N=35	31%	N=145	100%	N=474
Code enforcement (weeds, abandoned buildings, etc.)	13%	N=61	34%	N=161	14%	N=67	5%	N=22	35%	N=167	100%	N=478
Economic development	11%	N=53	34%	N=160	26%	N=124	7%	N=34	22%	N=105	100%	N=476
Health services	19%	N=91	48%	N=225	12%	N=56	0%	N=1	21%	N=98	100%	N=473
Public library services	48%	N=228	33%	N=157	5%	N=22	1%	N=5	14%	N=67	100%	N=479
Public information services	20%	N=93	38%	N=181	15%	N=73	1%	N=4	26%	N=124	100%	N=475
Cable television	14%	N=64	38%	N=181	18%	N=87	14%	N=66	16%	N=74	100%	N=472
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	14%	N=66	29%	N=139	10%	N=46	3%	N=13	45%	N=215	100%	N=479
Preservation of natural areas such as open space, farmlands and greenbelts	29%	N=137	45%	N=214	12%	N=60	3%	N=12	12%	N=55	100%	N=478
St. Charles open space	26%	N=126	46%	N=221	16%	N=77	2%	N=9	9%	N=45	100%	N=477
City-sponsored special events	27%	N=128	51%	N=242	12%	N=58	1%	N=4	8%	N=39	100%	N=471
Overall customer service by St. Charles employees (police, receptionists, planners, etc.)	34%	N=157	46%	N=213	9%	N=43	2%	N=7	10%	N=45	100%	N=466

Table 46: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of St. Charles	32%	N=154	54%	N=258	8%	N=39	1%	N=4	4%	N=19	100%	N=475
The Federal Government	6%	N=28	29%	N=140	33%	N=156	19%	N=92	13%	N=60	100%	N=476

Table 47: Question 12

Please rate the following categories of St. Charles government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to St. Charles	10%	N=49	39%	N=187	31%	N=151	11%	N=54	9%	N=41	100%	N=482
The overall direction that St. Charles is taking	11%	N=55	51%	N=246	22%	N=104	7%	N=32	9%	N=46	100%	N=483
The job St. Charles government does at welcoming citizen involvement	11%	N=53	37%	N=178	19%	N=91	5%	N=24	28%	N=134	100%	N=480
Overall confidence in St. Charles government	16%	N=76	50%	N=240	23%	N=111	5%	N=26	6%	N=29	100%	N=483
Generally acting in the best interest of the community	19%	N=91	48%	N=231	20%	N=96	6%	N=28	7%	N=36	100%	N=482
Being honest	18%	N=88	43%	N=208	16%	N=79	4%	N=21	18%	N=86	100%	N=481
Treating all residents fairly	17%	N=84	42%	N=201	17%	N=82	4%	N=19	20%	N=97	100%	N=483

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Table 48: Question 13

Please rate how important, if at all, you think it is for the St. Charles community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in St. Charles	56%	N=271	34%	N=163	9%	N=44	1%	N=3	100%	N=481
Overall ease of getting to the places you usually have to visit	27%	N=127	46%	N=220	26%	N=123	2%	N=9	100%	N=480
Quality of overall natural environment in St. Charles	37%	N=175	45%	N=214	17%	N=84	1%	N=6	100%	N=479
Overall "built environment" of St. Charles (including overall design, buildings, parks and transportation systems)	34%	N=164	47%	N=222	18%	N=86	1%	N=5	100%	N=477
Health and wellness opportunities in St. Charles	23%	N=110	44%	N=210	30%	N=145	3%	N=14	100%	N=479
Overall opportunities for education and enrichment	37%	N=176	38%	N=183	23%	N=109	2%	N=9	100%	N=478
Overall economic health of St. Charles	49%	N=235	43%	N=206	8%	N=38	0%	N=1	100%	N=480
Sense of community	32%	N=152	43%	N=209	24%	N=115	1%	N=5	100%	N=481

Table 49: Question 14

Have you had any in-person, email or phone contact with an employee of the City of St. Charles within the last 12 months (including employees from reception, police, fire, public works, permits, utilities, finance, etc.)?	Percent	Number
No	45%	N=206
Yes	55%	N=251
Total	100%	N=457

Table 50: Question 15

What was your impression of the employee(s) of the City of St. Charles in your most recent contact? (Rate each characteristic below.)	Excellent		Good		Fair		Poor		Don't know		Total	
Knowledge	62%	N=169	29%	N=79	6%	N=16	2%	N=5	2%	N=5	100%	N=273
Responsiveness	62%	N=168	26%	N=72	6%	N=17	4%	N=11	2%	N=5	100%	N=273
Courtesy	70%	N=192	20%	N=54	5%	N=15	3%	N=8	2%	N=5	100%	N=273
Overall impression	62%	N=169	23%	N=64	8%	N=21	5%	N=14	2%	N=5	100%	N=273

This question was only asked to residents who reported having in-person contact with an employee of the City of St. Charles within the past 12 months.

Table 51: Question 16

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events and services:	Major source		Minor source		Not a source		Total	
The St. Charles Den eNews	21%	N=98	23%	N=106	56%	N=257	100%	N=462
The City of St. Charles website (www.stcharlesil.gov)	57%	N=266	28%	N=133	15%	N=69	100%	N=469
Local printed newspapers	31%	N=144	35%	N=167	34%	N=161	100%	N=472
Online news sources (e.g., blogs, online newspapers, newsletters or magazines, etc.)	32%	N=152	36%	N=171	31%	N=146	100%	N=468
The City Facebook page	19%	N=87	28%	N=132	53%	N=251	100%	N=471
The City Twitter page	4%	N=18	20%	N=94	76%	N=355	100%	N=467
Other social media	10%	N=44	23%	N=105	68%	N=309	100%	N=458

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Table 52: Question 17

Please indicate how important, if at all, you think it is for the City of St. Charles to include the following services on the City website within the next five years:	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
View/pay utility bills	38%	N=183	28%	N=135	23%	N=109	7%	N=36	4%	N=17	100%	N=481
Apply/pay for building permits	20%	N=95	27%	N=132	27%	N=128	9%	N=41	17%	N=84	100%	N=481
Schedule an inspection	17%	N=83	30%	N=141	27%	N=128	9%	N=44	17%	N=80	100%	N=476
Pay parking tickets	24%	N=117	30%	N=146	23%	N=108	11%	N=52	12%	N=56	100%	N=479
Submit electronic plans (for businesses)	11%	N=53	21%	N=98	23%	N=111	9%	N=44	36%	N=172	100%	N=477
Make/track Freedom of Information Act (FOIA) requests	13%	N=64	24%	N=113	22%	N=104	12%	N=59	29%	N=136	100%	N=477
Access public records	22%	N=105	33%	N=159	27%	N=130	8%	N=39	10%	N=48	100%	N=481
View City checkbook/financial transparency details	20%	N=94	31%	N=149	27%	N=131	9%	N=41	13%	N=64	100%	N=479
Request City services/report non-emergency issues	29%	N=142	37%	N=175	22%	N=104	7%	N=32	6%	N=28	100%	N=481
Access "digital town hall" to give input on specific community issues/initiatives	23%	N=112	30%	N=142	29%	N=137	8%	N=39	10%	N=49	100%	N=480
Receive emergency communications/notifications	52%	N=248	29%	N=137	11%	N=52	3%	N=15	6%	N=27	100%	N=480

Table 53: Question 18

The Active River Project is aiming to improve St. Charles' riverfront by enhancing river-related recreation and attractions, constructing a Riverwalk on each side of the river, improving the shoreline and dam and making the area more attractive to visitors. To what extent do you support or oppose the Active River Project?	Percent	Number
Strongly support	59%	N=280
Somewhat support	30%	N=144
Somewhat oppose	5%	N=23
Strongly oppose	2%	N=10
Don't know	4%	N=21
Total	100%	N=478

Table 54: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	2%	N=8	2%	N=9	2%	N=9	13%	N=62	82%	N=398	100%	N=485
Purchase goods or services from a business located in St. Charles	0%	N=1	1%	N=4	18%	N=84	53%	N=255	29%	N=138	100%	N=482
Eat at least 5 portions of fruits and vegetables a day	1%	N=7	14%	N=69	39%	N=187	30%	N=144	16%	N=76	100%	N=483
Participate in moderate or vigorous physical activity	2%	N=8	10%	N=49	31%	N=152	34%	N=166	23%	N=110	100%	N=485
Read or watch local news (via television, paper, computer, etc.)	3%	N=14	10%	N=48	25%	N=120	29%	N=142	33%	N=161	100%	N=485
Vote in local elections	7%	N=36	8%	N=39	9%	N=42	18%	N=86	58%	N=283	100%	N=486

Table 55: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	26%	N=127
Very good	45%	N=217
Good	25%	N=121
Fair	3%	N=13
Poor	1%	N=3
Total	100%	N=482

The National Citizen Survey™

Table 56: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	4%	N=21
Somewhat positive	22%	N=107
Neutral	53%	N=253
Somewhat negative	18%	N=85
Very negative	2%	N=12
Total	100%	N=479

Table 57: Question D4

What is your employment status?	Percent	Number
Working full time for pay	65%	N=312
Working part time for pay	8%	N=38
Unemployed, looking for paid work	3%	N=13
Unemployed, not looking for paid work	3%	N=15
Fully retired	21%	N=103
Total	100%	N=482

Table 58: Question D5

Do you work inside the boundaries of St. Charles?	Percent	Number
Yes, outside the home	21%	N=100
Yes, from home	8%	N=38
No	70%	N=329
Total	100%	N=468

Table 59: Question D6

How many years have you lived in St. Charles?	Percent	Number
Less than 2 years	17%	N=84
2 to 5 years	14%	N=67
6 to 10 years	14%	N=68
11 to 20 years	26%	N=126
More than 20 years	29%	N=140
Total	100%	N=485

Table 60: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	61%	N=294
Building with two or more homes (duplex, townhome, apartment or condominium)	37%	N=181
Mobile home	2%	N=9
Other	0%	N=0
Total	100%	N=485

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Table 61: Question D8

Is this house or apartment...	Percent	Number
Rented	25%	N=122
Owned	75%	N=361
Total	100%	N=483

Table 62: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	1%	N=6
\$300 to \$599 per month	3%	N=13
\$600 to \$999 per month	11%	N=51
\$1,000 to \$1,499 per month	26%	N=123
\$1,500 to \$2,499 per month	43%	N=201
\$2,500 or more per month	15%	N=72
Total	100%	N=467

Table 63: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	65%	N=311
Yes	35%	N=166
Total	100%	N=477

Table 64: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	72%	N=342
Yes	28%	N=135
Total	100%	N=478

Table 65: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	6%	N=26
\$25,000 to \$49,999	15%	N=67
\$50,000 to \$99,999	33%	N=151
\$100,000 to \$149,999	23%	N=106
\$150,000 or more	23%	N=107
Total	100%	N=457

Table 66: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	94%	N=452
Yes, I consider myself to be Spanish, Hispanic or Latino	6%	N=30
Total	100%	N=482

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Table 67: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=6
Asian, Asian Indian or Pacific Islander	3%	N=16
Black or African American	1%	N=4
White	93%	N=444
Other	4%	N=17

Total may exceed 100% as respondents could select more than one option.

Table 68: Question D15

In which category is your age?	Percent	Number
18 to 24 years	2%	N=8
25 to 34 years	20%	N=95
35 to 44 years	12%	N=60
45 to 54 years	29%	N=137
55 to 64 years	14%	N=66
65 to 74 years	13%	N=63
75 years or older	10%	N=49
Total	100%	N=478

Table 69: Question D16

What is your sex?	Percent	Number
Female	52%	N=248
Male	48%	N=227
Total	100%	N=476

Table 70: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	68%	N=328
Land line	16%	N=75
Both	16%	N=78
Total	100%	N=481

Appendix B: Benchmark Comparisons

Comparison Data

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The City of St. Charles chose to have comparisons made to the entire database.

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is St. Charles’ “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month. The second column is the rank assigned to St. Charles’ rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of St. Charles’ rating to the benchmark.

In that final column, St. Charles’ results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by St. Charles residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as “much higher” or “much lower.”

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

National Benchmark Comparisons

Table 71: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in St. Charles	94%	52	432	Higher
Overall image or reputation of St. Charles	96%	29	321	Higher
St. Charles as a place to live	96%	35	368	Higher
Your neighborhood as a place to live	92%	22	288	Higher
St. Charles as a place to raise children	96%	27	355	Higher
St. Charles as a place to retire	56%	197	330	Similar
Overall appearance of St. Charles	95%	27	331	Higher

Table 72: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in St. Charles	95%	42	279	Higher
	In your neighborhood during the day	98%	24	331	Similar
	In St. Charles' downtown/commercial area during the day	98%	17	283	Higher
Mobility	Overall ease of getting to the places you usually have to visit	86%	28	195	Similar
	Availability of paths and walking trails	89%	23	287	Higher
	Ease of walking in St. Charles	85%	30	268	Higher
	Ease of travel by bicycle in St. Charles	74%	43	273	Higher
	Ease of travel by car in St. Charles	75%	84	278	Similar
	Ease of public parking	65%	52	159	Similar
	Traffic flow on major streets	53%	125	327	Similar
	Quality of overall natural environment in St. Charles	93%	28	253	Higher
Natural Environment	Cleanliness of St. Charles	97%	25	255	Higher
	Air quality	95%	28	230	Higher
	Overall "built environment" of St. Charles (including overall design, buildings, parks and transportation systems)	83%	12	185	Higher
Built Environment	Overall quality of new development in St. Charles	63%	99	260	Similar
	Availability of affordable quality housing	48%	106	281	Similar
	Variety of housing options	70%	49	254	Higher
	Public places where people want to spend time	89%	9	178	Higher
	Overall economic health of St. Charles	77%	59	190	Similar
	Vibrant downtown/commercial area	63%	52	174	Similar
Economy	Overall quality of business and service establishments in St. Charles	76%	82	250	Similar
	Cost of living in St. Charles	33%	140	187	Similar
	Shopping opportunities	56%	139	270	Similar
	Employment opportunities	45%	89	289	Similar
	St. Charles as a place to visit	86%	38	200	Higher
	St. Charles as a place to work	79%	49	330	Higher
	Health and wellness opportunities in St. Charles	85%	39	187	Similar
	Availability of affordable quality mental health care	64%	17	161	Higher
	Availability of preventive health services	80%	18	215	Higher
	Availability of affordable quality health care	81%	20	238	Higher
	Availability of affordable quality food	84%	13	215	Higher
Recreation and Wellness	Recreational opportunities	87%	30	282	Higher
	Fitness opportunities (including exercise classes and paths or trails, etc.)	85%	29	178	Higher

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Overall opportunities for education and enrichment	85%	36	187	Higher
	Opportunities to attend cultural/arts/music activities	83%	27	269	Higher
	Adult educational opportunities	69%	47	167	Similar
	K-12 education	92%	31	244	Higher
	Availability of affordable quality child care/preschool	70%	25	232	Higher
Community Engagement	Opportunities to participate in social events and activities	83%	36	237	Higher
	Neighborhoodness of St. Charles	77%	18	181	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	63%	136	266	Similar
	Opportunities to participate in community matters	75%	45	251	Similar
	Opportunities to volunteer	80%	51	242	Similar

Table 73: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of St. Charles	91%	28	411	Higher
Overall customer service by St. Charles employees (police, receptionists, planners, etc.)	88%	45	345	Similar
Value of services for the taxes paid to St. Charles	53%	194	376	Similar
Overall direction that St. Charles is taking	69%	100	293	Similar
Job St. Charles government does at welcoming citizen involvement	67%	49	292	Similar
Overall confidence in St. Charles government	70%	25	187	Higher
Generally acting in the best interest of the community	72%	21	186	Higher
Being honest	75%	17	179	Higher
Treating all residents fairly	74%	14	184	Higher
Services provided by the Federal Government	40%	99	229	Similar

Table 74: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police/Sheriff services	93%	29	428	Higher
	Fire services	98%	38	354	Similar
	Ambulance or emergency medical services	97%	31	327	Similar
	Crime prevention	93%	12	330	Higher
	Fire prevention and education	95%	10	262	Higher
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	78%	37	260	Similar
Mobility	Traffic enforcement	77%	31	344	Similar
	Street repair	65%	73	392	Higher
	Street cleaning	81%	26	298	Higher
	Street lighting	79%	19	295	Higher
	Snow removal	83%	24	280	Higher
	Sidewalk maintenance	70%	33	304	Higher
	Traffic signal timing	61%	24	237	Similar
Natural Environment	Garbage collection	90%	80	335	Similar
	Recycling	90%	39	339	Similar
	Yard waste pick-up	90%	32	250	Higher
	Drinking water	61%	253	316	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	83%	13	237	Higher
St. Charles open space	80%	17	171	Higher	

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Built Environment	Storm drainage	83%	21	335	Higher
	Sewer services	84%	92	308	Similar
	Power (electric and/or gas) utility	79%	51	152	Similar
	Utility billing	72%	35	168	Similar
	Land use, planning and zoning	65%	32	282	Higher
	Code enforcement (weeds, abandoned buildings, etc.)	71%	34	351	Higher
	Cable television	62%	57	179	Similar
Economy	Economic development	57%	101	264	Similar
Recreation and Wellness	City parks	95%	14	312	Higher
	Recreation programs or classes	87%	31	317	Higher
	Recreation centers or facilities	90%	36	264	Higher
	Health services	85%	28	188	Higher
Education and Enrichment	City-sponsored special events	86%	21	206	Higher
	Public library services	94%	36	325	Similar
Community Engagement	Public information services	78%	44	266	Similar

Table 75: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	80%	27	286	Higher
Recommend living in St. Charles to someone who asks	96%	36	260	Higher
Remain in St. Charles for the next five years	86%	96	253	Similar
Contacted St. Charles (in-person, phone, email or web) for help or information	48%	119	288	Similar

Table 76: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	18%	157	163	Lower
	Did NOT report a crime to the police	83%	58	183	Similar
	Household member was NOT a victim of a crime	93%	47	252	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	9%	117	150	Lower
	Carpooled with other adults or children instead of driving alone	37%	146	173	Similar
	Walked or biked instead of driving	69%	42	179	Higher
Natural Environment	Made efforts to conserve water	80%	92	169	Similar
	Made efforts to make your home more energy efficient	77%	69	169	Similar
	Recycle at home	97%	34	236	Higher
Built Environment	Did NOT observe a code violation or other hazard in St. Charles	65%	33	174	Higher
	NOT experiencing housing costs stress	64%	168	232	Similar
Economy	Purchase goods or services from a business located in St. Charles	99%	18	176	Similar
	Economy will have positive impact on income	27%	123	234	Similar
	Work inside boundaries of St. Charles	30%	127	176	Lower
Recreation and Wellness	Used St. Charles recreation centers or their services	67%	34	219	Similar
	Visited a neighborhood park or City park	90%	46	250	Similar

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Eat at least 5 portions of fruits and vegetables a day	84%	79	170	Similar
	Participate in moderate or vigorous physical activity	88%	52	174	Similar
	In very good to excellent health	71%	35	173	Similar
Education and Enrichment	Used St. Charles public libraries or their services	74%	31	219	Higher
	Attended City-sponsored event	65%	34	178	Higher
Community Engagement	Campaigned or advocated for an issue, cause or candidate	16%	128	162	Similar
	Contacted St. Charles elected officials (in-person, phone, email or web) to express your opinion	12%	151	176	Similar
	Volunteered your time to some group/activity in St. Charles	37%	141	240	Similar
	Participated in a club	27%	109	219	Similar
	Talked to or visited with your immediate neighbors	95%	37	174	Similar
	Done a favor for a neighbor	83%	75	168	Similar
	Attended a local public meeting	20%	131	242	Similar
	Read or watch local news (via television, paper, computer, etc.)	87%	67	177	Similar
	Vote in local elections	85%	73	234	Similar

Communities included in national comparisons

The communities included in St. Charles' comparisons are listed on the following pages along with their population according to the 2010 Census.

Airway Heights city, WA	6,114	Avondale city, AZ	76,238
Albany city, OR	50,158	Azusa city, CA	46,361
Albemarle County, VA	98,970	Bainbridge Island city, WA	23,025
Albert Lea city, MN	18,016	Baltimore city, MD	620,961
Alexandria city, VA	139,966	Bartonville town, TX	1,469
Algonquin village, IL	30,046	Battle Creek city, MI	52,347
Aliso Viejo city, CA	47,823	Bay City, MI	34,932
Altoona city, IA	14,541	Baytown city, TX	71,802
American Canyon city, CA	19,454	Bedford city, TX	46,979
Ames city, IA	58,965	Bedford town, MA	13,320
Andover CDP, MA	8,762	Bellevue city, WA	122,363
Ankeny city, IA	45,582	Bellingham city, WA	80,885
Ann Arbor city, MI	113,934	Beltrami County, MN	44,442
Annapolis city, MD	38,394	Benbrook city, TX	21,234
Apache Junction city, AZ	35,840	Bend city, OR	76,639
Apple Valley town, CA	69,135	Bettendorf city, IA	33,217
Arapahoe County, CO	572,003	Billings city, MT	104,170
Arkansas City, AR	366	Blaine city, MN	57,186
Arlington County, VA	207,627	Bloomfield Hills city, MI	3,869
Arvada city, CO	106,433	Bloomington city, MN	82,893
Asheville city, NC	83,393	Blue Springs city, MO	52,575
Ashland city, OR	20,078	Boise City city, ID	205,671
Ashland town, MA	16,593	Boone County, KY	118,811
Ashland town, VA	7,225	Boulder city, CO	97,385
Aspen city, CO	6,658	Bowling Green city, KY	58,067
Athens-Clarke County, GA	115,452	Bozeman city, MT	37,280
Auburn city, AL	53,380	Brentwood city, MO	8,055
Auburn city, WA	70,180	Brentwood city, TN	37,060
Augusta CCD, GA	134,777	Brighton city, CO	33,352
Aurora city, CO	325,078	Brighton city, MI	7,444
Austin city, TX	790,390	Bristol city, TN	26,702
Avon town, CO	6,447	Broken Arrow city, OK	98,850

The National Citizen Survey™

Brookfield city, WI	37,920	Dardenne Prairie city, MO	11,494
Brookline CDP, MA	58,732	Davenport city, IA	99,685
Broomfield city, CO	55,889	Davidson town, NC	10,944
Brownsburg town, IN	21,285	Dayton city, OH	141,527
Burien city, WA	33,313	Decatur city, GA	19,335
Burleson city, TX	36,690	Del Mar city, CA	4,161
Cabarrus County, NC	178,011	Delaware city, OH	34,753
Cambridge city, MA	105,162	Delray Beach city, FL	60,522
Cannon Beach city, OR	1,690	Denison city, TX	22,682
Cañon City, CO	16,400	Denton city, TX	113,383
Canton city, SD	3,057	Denver city, CO	600,158
Cape Coral city, FL	154,305	Derby city, KS	22,158
Cape Girardeau city, MO	37,941	Des Moines city, IA	203,433
Carlisle borough, PA	18,682	Des Peres city, MO	8,373
Carlsbad city, CA	105,328	Destin city, FL	12,305
Carroll city, IA	10,103	Dothan city, AL	65,496
Cartersville city, GA	19,731	Douglas County, CO	285,465
Cary town, NC	135,234	Dover city, NH	29,987
Casper city, WY	55,316	Dublin city, CA	46,036
Castine town, ME	1,366	Dublin city, OH	41,751
Castle Pines North city, CO	10,360	Duluth city, MN	86,265
Castle Rock town, CO	48,231	Duncanville city, TX	38,524
Cedar Hill city, TX	45,028	Durham city, NC	228,330
Cedar Rapids city, IA	126,326	Durham County, NC	267,587
Celina city, TX	6,028	Eagan city, MN	64,206
Centennial city, CO	100,377	Eagle Mountain city, UT	21,415
Chambersburg borough, PA	20,268	Eagle town, CO	6,508
Chandler city, AZ	236,123	East Baton Rouge Parish, LA	440,171
Chandler city, TX	2,734	East Grand Forks city, MN	8,601
Chanhassen city, MN	22,952	East Lansing city, MI	48,579
Chapel Hill town, NC	57,233	Eau Claire city, WI	65,883
Charles County, MD	146,551	Eden Prairie city, MN	60,797
Charlotte city, NC	731,424	Edgerton city, KS	1,671
Charlotte County, FL	159,978	Edgewater city, CO	5,170
Charlottesville city, VA	43,475	Edina city, MN	47,941
Chattanooga city, TN	167,674	Edmond city, OK	81,405
Chesterfield County, VA	316,236	Edmonds city, WA	39,709
Chippewa Falls city, WI	13,661	El Cerrito city, CA	23,549
Citrus Heights city, CA	83,301	El Dorado County, CA	181,058
Clackamas County, OR	375,992	El Paso city, TX	649,121
Clarendon Hills village, IL	8,427	Elk Grove city, CA	153,015
Clayton city, MO	15,939	Elk River city, MN	22,974
Clearwater city, FL	107,685	Elko New Market city, MN	4,110
Cleveland Heights city, OH	46,121	Elmhurst city, IL	44,121
Clinton city, SC	8,490	Encinitas city, CA	59,518
Clive city, IA	15,447	Englewood city, CO	30,255
Clovis city, CA	95,631	Erie town, CO	18,135
College Park city, MD	30,413	Escambia County, FL	297,619
College Station city, TX	93,857	Estes Park town, CO	5,858
Colleyville city, TX	22,807	Fairview town, TX	7,248
Collinsville city, IL	25,579	Farmersville city, TX	3,301
Columbia city, SC	129,272	Farmington Hills city, MI	79,740
Columbia Falls city, MT	4,688	Fayetteville city, NC	200,564
Columbus city, WI	4,991	Fishers town, IN	76,794
Commerce City, CO	45,913	Flower Mound town, TX	64,669
Concord city, CA	122,067	Forest Grove city, OR	21,083
Concord town, MA	17,668	Fort Collins city, CO	143,986
Coon Rapids city, MN	61,476	Fort Lauderdale city, FL	165,521
Copperas Cove city, TX	32,032	Fort Smith city, AR	86,209
Coronado city, CA	18,912	Fort Worth city, TX	741,206
Corvallis city, OR	54,462	Fountain Hills town, AZ	22,489
Cottonwood Heights city, UT	33,433	Franklin city, TN	62,487
Creve Coeur city, MO	17,833	Fredericksburg city, VA	24,286
Cross Roads town, TX	1,563	Fremont city, CA	214,089
Dacono city, CO	4,152	Friendswood city, TX	35,805
Dade City city, FL	6,437	Fruita city, CO	12,646
Dakota County, MN	398,552	Gahanna city, OH	33,248
Dallas city, OR	14,583	Gaithersburg city, MD	59,933
Dallas city, TX	1,197,816	Galveston city, TX	47,743
Danville city, KY	16,218	Gardner city, KS	19,123

The National Citizen Survey™

Geneva city, NY	13,261	Kenned city, TX	6,763
Georgetown city, TX.....	47,400	Kennett Square borough, PA.....	6,072
Germantown city, TN	38,844	Kent city, WA.....	92,411
Gilbert town, AZ.....	208,453	Kettering city, OH	56,163
Gillette city, WY	29,087	Key West city, FL	24,649
Glendora city, CA	50,073	King City, CA	12,874
Glenview village, IL.....	44,692	King County, WA.....	1,931,249
Globe city, AZ	7,532	Kirkland city, WA.....	48,787
Golden city, CO.....	18,867	Kirkwood city, MO.....	27,540
Golden Valley city, MN.....	20,371	Knoxville city, IA	7,313
Goodyear city, AZ	65,275	La Mesa city, CA	57,065
Grafton village, WI.....	11,459	La Plata town, MD.....	8,753
Grand Blanc city, MI.....	8,276	La Porte city, TX	33,800
Grand Island city, NE	48,520	La Vista city, NE.....	15,758
Grants Pass city, OR.....	34,533	Lafayette city, CO	24,453
Grass Valley city, CA.....	12,860	Laguna Beach city, CA.....	22,723
Greenville city, NC.....	84,554	Laguna Hills city, CA.....	30,344
Greenwich town, CT.....	61,171	Laguna Niguel city, CA	62,979
Greenwood Village city, CO.....	13,925	Lake Forest city, IL.....	19,375
Greer city, SC	25,515	Lake Oswego city, OR	36,619
Guilford County, NC	488,406	Lake Stevens city, WA	28,069
Gunnison County, CO	15,324	Lake Worth city, FL	34,910
Hailey city, ID.....	7,960	Lake Zurich village, IL	19,631
Haines Borough, AK	2,508	Lakeville city, MN	55,954
Hallandale Beach city, FL.....	37,113	Lakewood city, CO	142,980
Hamilton city, OH.....	62,477	Lakewood city, WA.....	58,163
Hanover County, VA.....	99,863	Lane County, OR.....	351,715
Harrisburg city, SD	4,089	Lansing city, MI	114,297
Harrisonburg city, VA	48,914	Laramie city, WY.....	30,816
Harrisonville city, MO	10,019	Larimer County, CO.....	299,630
Hayward city, CA	144,186	Las Vegas city, NV	583,756
Henderson city, NV	257,729	Lawrence city, KS.....	87,643
Herndon town, VA.....	23,292	Lee's Summit city, MO.....	91,364
High Point city, NC.....	104,371	Lehi city, UT	47,407
Highland Park city, IL.....	29,763	Lenexa city, KS	48,190
Highlands Ranch CDP, CO	96,713	Lewis County, NY.....	27,087
Holland city, MI.....	33,051	Lewiston city, ID.....	31,894
Honolulu County, HI.....	953,207	Lewisville city, TX.....	95,290
Hooksett town, NH.....	13,451	Libertyville village, IL.....	20,315
Hopkins city, MN.....	17,591	Lincoln city, NE	258,379
Hopkinton town, MA.....	14,925	Lindsborg city, KS	3,458
Hoquiam city, WA	8,726	Little Chute village, WI	10,449
Horry County, SC	269,291	Littleton city, CO	41,737
Howard village, WI.....	17,399	Livermore city, CA.....	80,968
Hudson city, OH.....	22,262	Lombard village, IL	43,165
Hudson town, CO.....	2,356	Lone Tree city, CO	10,218
Hudsonville city, MI.....	7,116	Long Grove village, IL	8,043
Huntersville town, NC.....	46,773	Longmont city, CO	86,270
Huntley village, IL	24,291	Longview city, TX.....	80,455
Hurst city, TX.....	37,337	Lonsdale city, MN.....	3,674
Hutchinson city, MN	14,178	Los Alamos County, NM.....	17,950
Hutto city, TX	14,698	Los Altos Hills town, CA.....	7,922
Hyattsville city, MD	17,557	Louisville city, CO.....	18,376
Independence city, MO.....	116,830	Lynchburg city, VA	75,568
Indian Trail town, NC	33,518	Lynnwood city, WA	35,836
Indianola city, IA	14,782	Macomb County, MI	840,978
Iowa City city, IA	67,862	Manhattan Beach city, CA.....	35,135
Irving city, TX	216,290	Manhattan city, KS.....	52,281
Issaquah city, WA	30,434	Mankato city, MN	39,309
Jackson County, MI.....	160,248	Maple Grove city, MN	61,567
James City County, VA	67,009	Maricopa County, AZ	3,817,117
Jefferson County, NY.....	116,229	Marshfield city, WI.....	19,118
Jefferson Parish, LA.....	432,552	Martinez city, CA	35,824
Johnson City city, TN.....	63,152	Marysville city, WA	60,020
Johnston city, IA.....	17,278	Matthews town, NC.....	27,198
Jupiter town, FL.....	55,156	McAllen city, TX	129,877
Kansas City city, KS.....	145,786	McDonough city, GA.....	22,084
Kansas City city, MO.....	459,787	McKinney city, TX.....	131,117
Keizer city, OR	36,478	McMinnville city, OR	32,187
Kenmore city, WA	20,460	Menlo Park city, CA	32,026

The National Citizen Survey™

Mercer Island city, WA	22,699	Park City, UT	7,558
Meridian charter township, MI	39,688	Parker town, CO	45,297
Meridian city, ID	75,092	Parkland city, FL	23,962
Merriam city, KS.....	11,003	Pasadena city, CA	137,122
Mesa County, CO	146,723	Pasco city, WA.....	59,781
Miami Beach city, FL	87,779	Pasco County, FL	464,697
Miami city, FL	399,457	Payette city, ID	7,433
Middleton city, WI.....	17,442	Pearland city, TX.....	91,252
Midland city, MI	41,863	Peoria city, AZ	154,065
Milford city, DE	9,559	Peoria city, IL	115,007
Milton city, GA	32,661	Peoria County, IL	186,494
Minneapolis city, MN	382,578	Pflugerville city, TX	46,936
Mission Viejo city, CA	93,305	Phoenix city, AZ.....	1,445,632
Modesto city, CA.....	201,165	Pinehurst village, NC	13,124
Monterey city, CA.....	27,810	Piqua city, OH.....	20,522
Montgomery County, VA.....	94,392	Pitkin County, CO.....	17,148
Monticello city, UT.....	1,972	Plano city, TX	259,841
Monument town, CO	5,530	Platte City, MO.....	4,691
Mooreville town, NC.....	32,711	Plymouth city, MN.....	70,576
Moraga town, CA	16,016	Pocatello city, ID.....	54,255
Morristown city, TN.....	29,137	Polk County, IA.....	430,640
Morrisville town, NC.....	18,576	Pompano Beach city, FL	99,845
Morro Bay city, CA	10,234	Port Orange city, FL	56,048
Mountain Village town, CO.....	1,320	Portland city, OR.....	583,776
Mountlake Terrace city, WA	19,909	Post Falls city, ID	27,574
Murphy city, TX.....	17,708	Powell city, OH	11,500
Naperville city, IL	141,853	Prince William County, VA.....	402,002
Napoleon city, OH.....	8,749	Prior Lake city, MN	22,796
Needham CDP, MA.....	28,886	Pueblo city, CO	106,595
New Braunfels city, TX.....	57,740	Purcellville town, VA.....	7,727
New Brighton city, MN.....	21,456	Queen Creek town, AZ	26,361
New Hanover County, NC	202,667	Radnor township, PA.....	31,531
New Orleans city, LA	343,829	Ramsey city, MN.....	23,668
New Smyrna Beach city, FL	22,464	Raymond town, ME.....	4,436
New Ulm city, MN	13,522	Raymore city, MO	19,206
Newberg city, OR.....	22,068	Redmond city, OR.....	26,215
Newport city, RI.....	24,672	Redmond city, WA	54,144
Newport News city, VA.....	180,719	Rehoboth Beach city, DE	1,327
Newton city, IA.....	15,254	Reno city, NV.....	225,221
Noblesville city, IN	51,969	Reston CDP, VA	58,404
Nogales city, AZ.....	20,837	Richmond city, CA.....	103,701
Norcross city, GA	9,116	Richmond Heights city, MO.....	8,603
Norfolk city, VA.....	242,803	Rifle city, CO.....	9,172
North Port city, FL.....	57,357	Rio Rancho city, NM.....	87,521
North Richland Hills city, TX.....	63,343	River Falls city, WI	15,000
Northglenn city, CO.....	35,789	Riverside city, CA	303,871
Novato city, CA.....	51,904	Riverside city, MO	2,937
Novi city, MI	55,224	Roanoke County, VA	92,376
O'Fallon city, IL.....	28,281	Rochester Hills city, MI.....	70,995
O'Fallon city, MO.....	79,329	Rock Hill city, SC.....	66,154
Oak Park village, IL	51,878	Rockville city, MD.....	61,209
Oakland city, CA	390,724	Roeland Park city, KS	6,731
Oakley city, CA	35,432	Rogers city, MN	8,597
Ogdensburg city, NY	11,128	Rohnert Park city, CA	40,971
Oklahoma City city, OK.....	579,999	Rolla city, MO	19,559
Olathe city, KS.....	125,872	Roselle village, IL.....	22,763
Old Town city, ME.....	7,840	Rosemount city, MN.....	21,874
Olmsted County, MN	144,248	Rosenberg city, TX.....	30,618
Olympia city, WA	46,478	Roseville city, MN.....	33,660
Orland Park village, IL	56,767	Round Rock city, TX.....	99,887
Oshkosh city, WI.....	66,083	Royal Oak city, MI.....	57,236
Oshemo charter township, MI.....	21,705	Saco city, ME	18,482
Otsego County, MI	24,164	Sahuarita town, AZ	25,259
Oviedo city, FL.....	33,342	Salida city, CO	5,236
Paducah city, KY.....	25,024	Sammamish city, WA.....	45,780
Palm Beach Gardens city, FL.....	48,452	San Anselmo town, CA	12,336
Palm Coast city, FL.....	75,180	San Antonio city, TX.....	1,327,407
Palo Alto city, CA	64,403	San Carlos city, CA.....	28,406
Papillion city, NE	18,894	San Diego city, CA	1,307,402
Paradise Valley town, AZ	12,820	San Francisco city, CA	805,235

The National Citizen Survey™

San Jose city, CA	945,942	Texarkana city, TX	36,411
San Juan County, NM	130,044	The Woodlands CDP, TX	93,847
San Marcos city, CA	83,781	Thornton city, CO	118,772
San Marcos city, TX	44,894	Thousand Oaks city, CA	126,683
San Rafael city, CA	57,713	Tigard city, OR	48,035
Sanford city, FL	53,570	Tracy city, CA	82,922
Sangamon County, IL	197,465	Trinidad CCD, CO	12,017
Santa Clarita city, CA	176,320	Tualatin city, OR	26,054
Santa Fe County, NM	144,170	Tulsa city, OK	391,906
Santa Monica city, CA	89,736	Twin Falls city, ID	44,125
Sarasota County, FL	379,448	Tyler city, TX	96,900
Savage city, MN	26,911	Umatilla city, OR	6,906
Schaumburg village, IL	74,227	University Park city, TX	23,068
Scott County, MN	129,928	Upper Arlington city, OH	33,771
Scottsdale city, AZ	217,385	Urbandale city, IA	39,463
Seaside city, CA	33,025	Vail town, CO	5,305
Sevierville city, TN	14,807	Vancouver city, WA	161,791
Shawnee city, KS	62,209	Ventura CCD, CA	111,889
Sheboygan city, WI	49,288	Vernon Hills village, IL	25,113
Sherborn town, MA	4,119	Vestavia Hills city, AL	34,033
Shoreview city, MN	25,043	Victoria city, MN	7,345
Shorewood city, MN	7,307	Vienna town, VA	15,687
Shorewood village, IL	15,615	Virginia Beach city, VA	437,994
Shorewood village, WI	13,162	Wake Forest town, NC	30,117
Sierra Vista city, AZ	43,888	Walnut Creek city, CA	64,173
Sioux Center city, IA	7,048	Washington County, MN	238,136
Sioux Falls city, SD	153,888	Washington town, NH	1,123
Skokie village, IL	64,784	Washougal city, WA	14,095
Snellville city, GA	18,242	Watauga city, TX	23,497
South Lake Tahoe city, CA	21,403	Wauwatosa city, WI	46,396
Southborough town, MA	9,767	Waverly city, IA	9,874
Southlake city, TX	26,575	Weddington town, NC	9,459
Spokane Valley city, WA	89,755	Wentzville city, MO	29,070
Spring Hill city, KS	5,437	West Carrollton city, OH	13,143
Springboro city, OH	17,409	West Chester borough, PA	18,461
Springfield city, MO	159,498	West Des Moines city, IA	56,609
Springville city, UT	29,466	Western Springs village, IL	12,975
St. Augustine city, FL	12,975	Westerville city, OH	36,120
St. Charles city, IL	32,974	Westlake town, TX	992
St. Cloud city, FL	35,183	Westminster city, CO	106,114
St. Cloud city, MN	65,842	Weston town, MA	11,261
St. Joseph city, MO	76,780	White House city, TN	10,255
St. Louis County, MN	200,226	Wichita city, KS	382,368
St. Louis Park city, MN	45,250	Williamsburg city, VA	14,068
Stallings town, NC	13,831	Willowbrook village, IL	8,540
State College borough, PA	42,034	Wilmington city, NC	106,476
Steamboat Springs city, CO	12,088	Wilsonville city, OR	19,509
Sterling Heights city, MI	129,699	Winchester city, VA	26,203
Sugar Grove village, IL	8,997	Windsor town, CO	18,644
Sugar Land city, TX	78,817	Windsor town, CT	29,044
Suisun City city, CA	28,111	Winnetka village, IL	12,187
Summit city, NJ	21,457	Winston-Salem city, NC	229,617
Summit County, UT	36,324	Winter Garden city, FL	34,568
Summit village, IL	11,054	Woodbury city, MN	61,961
Sunnyvale city, CA	140,081	Woodland city, CA	55,468
Surprise city, AZ	117,517	Wrentham town, MA	10,955
Suwanee city, GA	15,355	Wyandotte County, KS	157,505
Tacoma city, WA	198,397	Yakima city, WA	91,067
Takoma Park city, MD	16,715	York County, VA	65,464
Tamarac city, FL	60,427	Yorktown town, IN	9,405
Temecula city, CA	100,097	Yountville city, CA	2,933
Tempe city, AZ	161,719		

Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™), conducted by National Research Center, Inc., was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The City of St. Charles funded this research. Please contact Lisa Garhan, Communications Division Manager at the City of St. Charles at lgarhan@stcharlesil.org if you have any questions about the survey.

Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality

with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an important measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

Survey Sampling

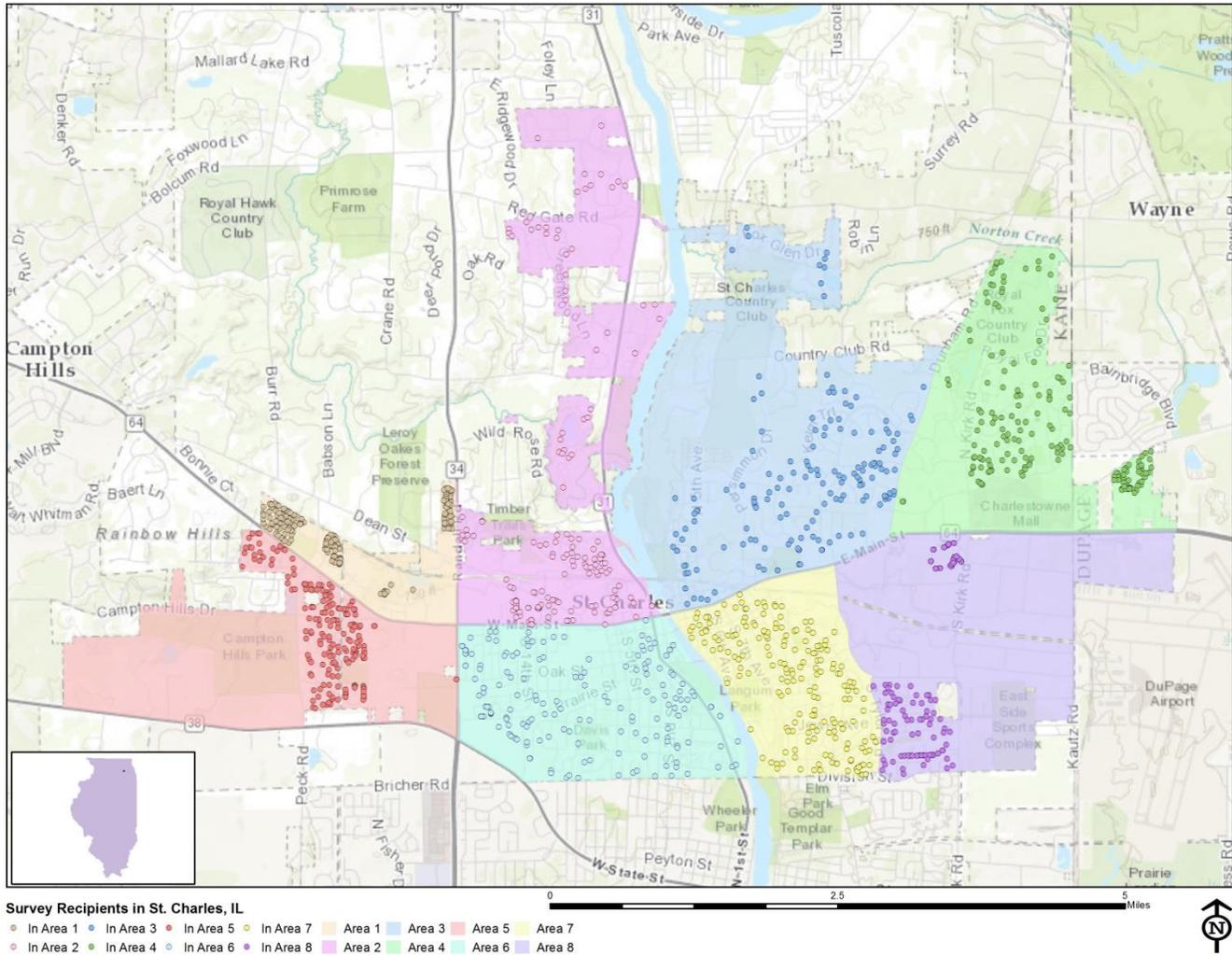
"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of St. Charles were eligible to participate in the survey. A list of all households within the zip codes serving St. Charles was purchased based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of St. Charles households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (updated on a quarterly basis) and addresses located outside of the City of St. Charles boundaries were removed from consideration. Each address identified as being within City boundaries was further identified as being within one of eight geographic areas that were selected by City staff.

To choose the 1,500 survey recipients, a stratified sampling method was applied to the list of households previously screened for geographic location. An equal number of households in each of the City's eight selected subareas were randomly selected to receive mailings. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey.

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

In addition to the scientific, random sample, a link to an online "opt-in" survey was publicized and posted to the City of St. Charles website. This opt-in survey was identical to the scientific survey and open to all City residents (see the *Supplemental Web Report* under a different cover for the results of the online opt-in survey).

Figure 1: Location of Survey Recipients



Survey Administration and Response

Selected households received three mailings, one week apart, beginning on October 7, 2016. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Mayor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. Completed surveys were collected over the following seven weeks.

About 4% of the 1,500 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,437 households that received the survey, 488 completed the survey, providing an overall response rate of 34%. Of the 488 completed surveys, 44 were completed online. Responses were also tracked by area; response rates by geographic area ranged from 23% to 42%.

The National Citizen Survey™

Table 77: Survey Response Rates by Area

	Number mailed	Undeliverable	Eligible	Returned	Response rate
Area 1	187	7	180	75	42%
Area 2	188	7	181	56	31%
Area 3	188	15	173	75	43%
Area 4	187	8	179	66	37%
Area 5	187	2	185	72	39%
Area 6	188	5	183	53	29%
Area 7	188	11	177	50	28%
Area 8	187	8	179	41	23%
Overall	1,500	63	1,437	488	34%

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.¹

The margin of error for the City of St. Charles survey is no greater than plus or minus four percentage points around any given percent reported for the entire sample (488 completed surveys).

For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

NRC used Qualtrics, a web-based survey and analytics platform, to collect the online survey data. Use of an online system means all collected data are entered into the dataset when the respondents submit the surveys. Skip patterns are programmed into system so respondents are automatically “skipped” to the appropriate question based on the individual responses being given. Online programming also allows for more rigid control of the data format, making extensive data cleaning unnecessary.

A series of quality control checks were also performed in order to ensure the integrity of the web data. Steps may include and not be limited to reviewing the data for clusters of repeat IP addresses and time stamps (indicating duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

Survey Data Weighting

Upon completion of data collection for both the scientific (probability) and nonscientific open participation online “opt-in” (non-probability) samples, data were compared in order to determine whether it was appropriate to combine, or blend, both samples together.

In the case of St. Charles, the non-probability sample’s characteristics were dissimilar enough in both respondent trait and opinion to indicate the samples should not be blended.

¹ A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

The National Citizen Survey™

The demographic characteristics of the survey sample were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of St. Charles. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. The characteristics used for weighting were housing tenure (rent or own), housing unit type (attached or detached), race, ethnicity, sex, age and area (areas 1-8). The results of the weighting scheme are presented in the following table.

Table 78: St. Charles, IL 2016 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	27%	13%	25%
Own home	73%	87%	75%
Detached unit	60%	60%	61%
Attached unit	40%	40%	39%
Race and Ethnicity			
White	91%	93%	91%
Not white	9%	8%	9%
Not Hispanic	92%	98%	94%
Hispanic	8%	2%	6%
Sex and Age			
Female	52%	55%	52%
Male	48%	45%	48%
18-34 years of age	25%	8%	22%
35-54 years of age	40%	31%	41%
55+ years of age	35%	61%	37%
Females 18-34	12%	6%	14%
Females 35-54	21%	17%	18%
Females 55+	19%	33%	20%
Males 18-34	13%	3%	8%
Males 35-54	20%	14%	23%
Males 55+	16%	28%	17%
Area			
Area 1	2%	15%	3%
Area 2	11%	11%	12%
Area 3	17%	15%	17%
Area 4	10%	14%	11%
Area 5	8%	15%	9%
Area 6	28%	11%	24%
Area 7	15%	10%	15%
Area 8	8%	8%	8%

Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Appendix D: Survey Materials

Dear St. Charles Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping advance St. Charles!

Sincerely,



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MARK KOENEN, P.E. *City Administrator*

The City of St. Charles 2016 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in St. Charles:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
St. Charles as a place to live.....	1	2	3	4	5
Your neighborhood as a place to live.....	1	2	3	4	5
St. Charles as a place to raise children.....	1	2	3	4	5
St. Charles as a place to work.....	1	2	3	4	5
St. Charles as a place to visit.....	1	2	3	4	5
St. Charles as a place to retire.....	1	2	3	4	5
The overall quality of life in St. Charles.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to St. Charles as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Overall feeling of safety in St. Charles.....	1	2	3	4	5
Overall ease of getting to the places you usually have to visit.....	1	2	3	4	5
Quality of overall natural environment in St. Charles.....	1	2	3	4	5
Overall "built environment" of St. Charles (including overall design, buildings, parks and transportation systems).....	1	2	3	4	5
Health and wellness opportunities in St. Charles.....	1	2	3	4	5
Overall opportunities for education and enrichment.....	1	2	3	4	5
Overall economic health of St. Charles.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5
Overall image or reputation of St. Charles.....	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following:

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Recommend living in St. Charles to someone who asks.....	1	2	3	4	5
Remain in St. Charles for the next five years.....	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In your neighborhood during the day.....	1	2	3	4	5	6
In St. Charles' downtown/commercial area during the day.....	1	2	3	4	5	6

5. Please rate each of the following characteristics as they relate to St. Charles as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in St. Charles.....	1	2	3	4	5
Ease of travel by bicycle in St. Charles.....	1	2	3	4	5
Ease of walking in St. Charles.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Cleanliness of St. Charles.....	1	2	3	4	5
Overall appearance of St. Charles.....	1	2	3	4	5
Public places where people want to spend time.....	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.).....	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services.....	1	2	3	4	5
Availability of affordable quality mental health care.....	1	2	3	4	5

6. Please rate each of the following characteristics as they relate to St. Charles as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Availability of affordable quality child care/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5
Employment opportunities.....	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Cost of living in St. Charles.....	1	2	3	4	5
Overall quality of business and service establishments in St. Charles.....	1	2	3	4	5
Vibrant downtown/commercial area.....	1	2	3	4	5
Overall quality of new development in St. Charles.....	1	2	3	4	5
Opportunities to participate in social events and activities.....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5
Neighborliness of residents in St. Charles.....	1	2	3	4	5

7. Please indicate whether or not you have done each of the following in the last 12 months.

	<i>No</i>	<i>Yes</i>
Made efforts to conserve water.....	1	2
Made efforts to make your home more energy efficient.....	1	2
Observed a code violation or other hazard in St. Charles (weeds, abandoned buildings, etc.).....	1	2
Household member was a victim of a crime in St. Charles.....	1	2
Reported a crime to the police in St. Charles.....	1	2
Stocked supplies in preparation for an emergency.....	1	2
Campaigned or advocated for an issue, cause or candidate.....	1	2
Contacted the City of St. Charles (in-person, phone, email or web) for help or information.....	1	2
Contacted St. Charles elected officials (in-person, phone, email or web) to express your opinion.....	1	2

8. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in St. Charles?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Used St. Charles recreation centers or their services.....	1	2	3	4
Visited a neighborhood park or City park.....	1	2	3	4
Used St. Charles public libraries or their services.....	1	2	3	4
Attended a City-sponsored event.....	1	2	3	4
Used bus or other public transportation instead of driving.....	1	2	3	4
Carpooled with other adults or children instead of driving alone.....	1	2	3	4
Walked or biked instead of driving.....	1	2	3	4
Volunteered your time to some group/activity in St. Charles.....	1	2	3	4
Participated in a club.....	1	2	3	4
Talked to or visited with your immediate neighbors.....	1	2	3	4
Done a favor for a neighbor.....	1	2	3	4

9. Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended a local public meeting?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Attended a local public meeting.....	1	2	3	4

The City of St. Charles 2016 Citizen Survey

10. Please rate the quality of each of the following services in St. Charles:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police/Sheriff services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
Storm drainage.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Land use, planning and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.).....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Health services.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Public information services.....	1	2	3	4	5
Cable television.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts.....	1	2	3	4	5
St. Charles open space.....	1	2	3	4	5
City-sponsored special events.....	1	2	3	4	5
Overall customer service by St. Charles employees (police, receptionists, planners, etc.).....	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The City of St. Charles.....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

12. Please rate the following categories of St. Charles government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to St. Charles.....	1	2	3	4	5
The overall direction that St. Charles is taking.....	1	2	3	4	5
The job St. Charles government does at welcoming citizen involvement.....	1	2	3	4	5
Overall confidence in St. Charles government.....	1	2	3	4	5
Generally acting in the best interest of the community.....	1	2	3	4	5
Being honest.....	1	2	3	4	5
Treating all residents fairly.....	1	2	3	4	5

13. Please rate how important, if at all, you think it is for the St. Charles community to focus on each of the following in the coming two years:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Overall feeling of safety in St. Charles	1	2	3	4
Overall ease of getting to the places you usually have to visit	1	2	3	4
Quality of overall natural environment in St. Charles.....	1	2	3	4
Overall “built environment” of St. Charles (including overall design, buildings, parks and transportation systems)	1	2	3	4
Health and wellness opportunities in St. Charles.....	1	2	3	4
Overall opportunities for education and enrichment.....	1	2	3	4
Overall economic health of St. Charles.....	1	2	3	4
Sense of community	1	2	3	4

14. Have you had any in-person, email or phone contact with an employee of the City of St. Charles within the last 12 months (including employees from reception, police, fire, public works, permits, utilities, finance, etc.)?

No → Go to Question 16 Yes → Go to Question 15

15. What was your impression of the employee(s) of the City of St. Charles in your most recent contact? (Rate each characteristic below.)

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Knowledge.....	1	2	3	4	5
Responsiveness.....	1	2	3	4	5
Courtesy.....	1	2	3	4	5
Overall impression.....	1	2	3	4	5

16. Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events and services:

	<i>Major source</i>	<i>Minor source</i>	<i>Not a source</i>
The St. Charles Den eNews	1	2	3
The City of St. Charles website (www.stcharlesil.gov).....	1	2	3
Local printed newspapers	1	2	3
Online news sources (e.g., blogs, online newspapers, newsletters or magazines, etc.).....	1	2	3
The City Facebook page.....	1	2	3
The City Twitter page.....	1	2	3
Other social media.....	1	2	3

17. Please indicate how important, if at all, you think it is for the City of St. Charles to include the following services on the City website within the next five years:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>	<i>Don't know</i>
View/pay utility bills	1	2	3	4	5
Apply/pay for building permits	1	2	3	4	5
Schedule an inspection.....	1	2	3	4	5
Pay parking tickets	1	2	3	4	5
Submit electronic plans (for businesses)	1	2	3	4	5
Make/track Freedom of Information Act (FOIA) requests.....	1	2	3	4	5
Access public records	1	2	3	4	5
View City checkbook/financial transparency details.....	1	2	3	4	5
Request City services/report non-emergency issues.....	1	2	3	4	5
Access a “digital town hall” to give input on specific community issues/initiatives .	1	2	3	4	5
Receive emergency communications/notifications	1	2	3	4	5

18. The Active River Project is aiming to improve St. Charles’ riverfront by enhancing river-related recreation and attractions, constructing a Riverwalk on each side of the river, improving the shoreline and dam and making the area more attractive to visitors. To what extent do you support or oppose the Active River Project?

Strongly support Somewhat support Somewhat oppose Strongly oppose Don't know

The City of St. Charles 2016 Citizen Survey

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. How often, if at all, do you do each of the following, considering all of the times you could?

	<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Usually</i>	<i>Always</i>
Recycle at home.....	1	2	3	4	5
Purchase goods or services from a business located in St. Charles.....	1	2	3	4	5
Eat at least 5 portions of fruits and vegetables a day	1	2	3	4	5
Participate in moderate or vigorous physical activity	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.).....	1	2	3	4	5
Vote in local elections	1	2	3	4	5

D2. Would you say that in general your health is:

- Excellent
 Very good
 Good
 Fair
 Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

D4. What is your employment status?

- Working full time for pay
 Working part time for pay
 Unemployed, looking for paid work
 Unemployed, not looking for paid work
 Fully retired

D5. Do you work inside the boundaries of St. Charles?

- Yes, outside the home
 Yes, from home
 No

D6. How many years have you lived in St. Charles?

- Less than 2 years 11-20 years
 2-5 years More than 20 years
 6-10 years

D7. Which best describes the building you live in?

- One family house detached from any other houses
 Building with two or more homes (duplex, townhome, apartment or condominium)
 Other

D8. Is this house or apartment...

- Rented
 Owned

D9. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?

- Less than \$300 per month
 \$300 to \$599 per month
 \$600 to \$999 per month
 \$1,000 to \$1,499 per month
 \$1,500 to \$2,499 per month
 \$2,500 or more per month

D10. Do any children 17 or under live in your household?

- No Yes

D11. Are you or any other members of your household aged 65 or older?

- No Yes

D12. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$25,000
 \$25,000 to \$49,999
 \$50,000 to \$99,999
 \$100,000 to \$149,999
 \$150,000 or more

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?

- No, not Spanish, Hispanic or Latino
 Yes, I consider myself to be Spanish, Hispanic or Latino

D14. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- American Indian or Alaskan Native
 Asian, Asian Indian or Pacific Islander
 Black or African American
 White
 Other

D15. In which category is your age?

- 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years

D16. What is your sex?

- Female Male

D17. Do you consider a cell phone or land line your primary telephone number?

- Cell Land line Both

Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502