

## City of St. Charles Buildings Reopen; In-person Public Meetings Resume

The City of St. Charles reopened City buildings and has resumed in-person public meetings following Governor J.B. Pritzker's announcement that our area has moved into [Phase 4 of the Restore Illinois plan](#).

The City will continue to make video teleconferencing an option, making it easier for the public to participate. For more information, visit [www.stcharlesil.gov/meetings](http://www.stcharlesil.gov/meetings) and click on the meeting you are interested in attending.

### Health and Safety Requirements

City buildings are open to serve residents Monday - Friday, from 8 a.m. to 4:30 p.m. When at a City building, visitors must follow these health and safety requirements:

- Wear a mask before entering a building
- Use hand sanitizer provided upon entrance
- Maintain a 6 ft. distance from others

### Conducting Business at the City

In-person transactions are available Monday - Friday, from 8 a.m. to 4:30 p.m. for these City services:

- Pay a utility bill  
In-person payment at the Utility Billing office in the Municipal Building, 2 E. Main St.
- Convenient contactless methods to pay your utility bill are still available:
  - Online at [www.stcharlesil.gov/utility-billing](http://www.stcharlesil.gov/utility-billing)
  - By phone, Toll-free, 24/7 at (844) 443-9794
  - By mail
  - Use one of [four convenient drop boxes](#) located throughout town.

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### Ask Us

Have a question you would like to ask? Send it to [info@stcharlesil.gov](mailto:info@stcharlesil.gov),  
Subject: Ask Us and it could be answered in an upcoming issue.

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### Meetings

To see a complete list of upcoming public meetings, including City Council, Committee and Commission meetings, visit our website at [www.stcharlesil.gov/meetings](http://www.stcharlesil.gov/meetings). Agendas are generally posted the Friday prior to the meeting. Minutes are posted after they are approved.



CITY OF  
ST. CHARLES  
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Heritage. Community. Service. Opportunity

### Contact Us

[Click to view a complete list  
of City Contacts](#)



# City Buildings Reopen (cont.)

## Building permits and applications

- In-person meetings are by appointment only at the Municipal Building.
- Plans and application drop off:
  - In the Municipal Building lobby during normal office hours.
  - 24/7 in the drop box at the South Entrance of the Municipal Building.

**Public Works service counter** at the Public Works facility, 1405 S. 7th Ave.

- Meetings with City staff are encouraged to be conducted remotely by phone or video conference when possible. In-person meetings are by appointment only and masks are required.

## Some Non-Essential Police Services Resume with Restrictions

- Fingerprinting services for licensing and city-related requirements only.
- Prescription drug disposal.
- Issuing solicitor permits with safety plans submitted by the applicants.

## Non-Essential Services that Remain Suspended

- Municipal Building meeting room reservations
- Municipal Building display window reservations
- Police Station meeting room reservations
- Police Station tours
- Child safety seat checks
- Police Ride-Along program
- Citizen's Police Academy

# COVID-19 Update

## Kane County in Phase 4 Mitigations

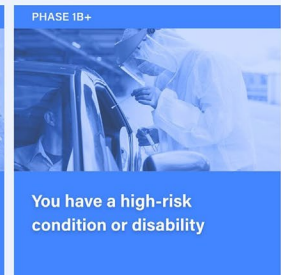
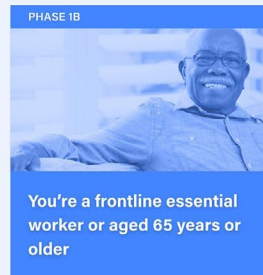
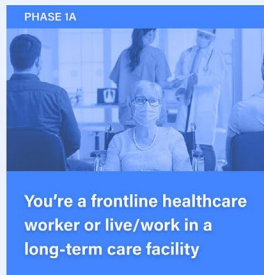
On Feb. 3, Governor Pritzker announced additional Tier 3 Mitigations were lifted for our region (Region 8). Kane County remains in Phase 4 of the Restore Illinois mitigation plan, along with the rest of the state. [Phase 4 details here.](#)

## Vaccine Distribution is Underway

Illinois is in Phase 1B+ of vaccine distribution. We continue to monitor vaccine information locally from the Kane County Health Department. [Visit the Kane County Health Department's vaccine appointment webpage.](#) [Sign up for vaccine information from the Health Department.](#)

## State of Illinois enters Phase 1B+ of vaccine administration

People with high-risk conditions — including cancer, chronic kidney disease, COPD, diabetes, heart conditions, immunosuppressed states from a solid organ transplant, smoking, obesity, pregnancy, pulmonary diseases, and sickle cell disease — and people with disabilities are now eligible to get the vaccine.



## Welcome Businesses!

The City of St. Charles has more than 2,000 businesses to choose from. Remember to *Think St. Charles* when you shop!

**Bigby Coffee**

Opened at 902 S. Randall Rd. Suite E

**Dollar Store**

Relocated to a larger space at 3601 E. Main Street

## Beware of COVID-19 Vaccination Scams

### *Vaccine is Free*

Be aware that COVID-19 vaccination scams have been victimizing people nationwide ever since the first vaccine became available for emergency use. The American Association of Retired Persons (AARP), the Federal Trade Commission, and the Illinois Department of Aging, to name a few, have published warnings about these scams, and we feel it's important to address this issue as well.

The vaccines are free and only available at approved federal and state locations. Ignore emails, texts, phone calls or letters that claim they can get you a reserved spot on the waiting list for a fee, or a request for your personal information.



Do not give out personal information, open emails, attachments, or click on any links from people you don't know. For accurate information about the vaccine, Kane County residents can visit [www.kanehealth.com](http://www.kanehealth.com).

If you or anyone you know is a victim of these COVID-19 vaccination scams you can report them to the Illinois Senior Medicare Patrol hotline at 800.699.9043, the Federal Trade Commission at <https://reportfraud.ftc.gov>, or the Attorney General at [www.consumerresources.org](http://www.consumerresources.org).

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## Severe Weather Takes the Spotlight in March

### *March is Severe Weather Preparedness Month*

Soon we will start to see severe storms. It's a good idea to know what to do before the weather turns bad. A couple of terms that are important to know:

**Severe Weather Watch** – A Severe Thunderstorm Watch or a Tornado Watch means severe weather is possible in and near the watch area. Stay informed and be ready to act if a Severe Thunderstorm Warning or Tornado Warning is issued.

**Severe Weather Warning** – A Severe Thunderstorm Warning or a Tornado Warning means a severe thunderstorm or a tornado has been reported by spotters or indicated on radar. Warnings indicate imminent danger to life and property. The St. Charles Emergency Management Agency uses a combination of both trained severe weather spotters as well as radar monitoring in the City's Emergency Operations Center.

### **Safety Tips**

- Listen for the City's outside warning sirens for a tornado warning.
- Pick a safe place in your home to gather during a thunderstorm away from windows, skylights and glass doors that could break by strong winds or hail.
- Don't drive through a flooded area. Your vehicle could get stuck or swept away.
- Don't walk through flowing water. Six inches of flowing water can knock you off your feet.
- Keep children away from flood waters, ditches, culverts and storm drains. Flood waters can carry dangerous items and may suck smaller people into culverts or drains.
- Stay away from power lines and electrical wires, and turn off your power before it floods. Do not touch any electrical devices if you are wet or standing in water.

More is at [www.illinois.gov/ready](http://www.illinois.gov/ready) or contact St. Charles Emergency Management Coordinator Mark Chmura at 630.762.7091 or [mchmura@stcharlesil.gov](mailto:mchmura@stcharlesil.gov).



## 2021 Spring Hydrant Flushing

As part of the regular maintenance to the City’s water distribution system, the Public Works Water Division performs spring and fall hydrant flushing. Flushing hydrants to allow water to flow rapidly through them improves water quality and minimizes mineral build-up in the water mains. It also ensures that hydrants are ready for emergency use.

St. Charles is divided into quadrants for hydrant flushing: Northwest, Southwest, Southeast, and Northeast. Main St. (IL Rte. 64) divides the north/south quadrants, and the Fox River divides the east/west. The spring 2021 hydrant flushing schedule:

- Northwest – March 15 - March 19
- Southwest – March 22 - March 26
- Southeast – March 29 - April 2
- Northeast (West of Dunham Road) – April 5 - April 9
- Northeast (East of Dunham Road) – April 12 - April 16

Signs announcing hydrant flushing will be posted in affected neighborhoods. Flushing may start as early as 5 a.m. and continue through 4 p.m.

Please note water is safe to use and consume during hydrant flushing, however, it temporarily may be rusty-colored. If you notice this:

- It is best to limit your water use, if possible.
- Wait until flushing has subsided then run the cold water tap in your bathtub or utility sink until it runs clear (or in 10 minute increments).
- Remember rust colored water is safe, but it may stain laundry. If this happens, keep clothes wet and treat them with stain remover.

The City offers a stain removal product at no cost to residents at the following facilities:

- Public Works, 1405 South 7th Avenue
- City Hall, Reception Desk, 2 East Main Street

For more information, contact the Public Works Department at 630.377.4405 or [pw@stcharlesil.gov](mailto:pw@stcharlesil.gov)



## Permits Needed for Work in Floodplain

All development within the 100-year floodplain (not just construction of buildings, but filling, excavation, fences, etc.) requires a permit. Applications must be made prior to doing any work in a floodplain. For more information or to report illegal development activities, contact the Public Works Engineering Division at 630.377.4486.

## Brush Collection Reminders

- Brush should be put out before 7a.m. Monday of the scheduled pick up week.
- Cut ends facing the street, branches must be at least 3 feet in length and less than 12 inches in diameter. Do not tie bundles of brush with rope or wire and do not pile higher than 4 feet.
- Branches must be put on the parkway, in front of your house or along the frontage where refuse/recycling is collected.
- Please make every attempt not to park in front of the piles; crews will be unable to pick up the brush. More at [www.stcharlesil.gov/services/brush](http://www.stcharlesil.gov/services/brush)

EAST SIDE OF RIVER	WEST SIDE OF RIVER
April 19	April 26
May 17	May 24
June 21	June 28
July 19	July 26
August 16	August 23
September 20	September 27
October 18	October 25
November 15	November 22

### Yard Waste & Composting

Yard waste & compost are picked up on your regular refuse days. More information is at [www.stcharlesil.gov/services/seasonal-services/yard-waste-collection](http://www.stcharlesil.gov/services/seasonal-services/yard-waste-collection)

### Street Sweeping

Now that the weather has warmed up, street sweeping has resumed. If you have any questions about these programs, contact Public Works at 630.377.4405 or [pw@stcharlesil.gov](mailto:pw@stcharlesil.gov)

## City's GIS Team an Integral Part of the States' Next Generation 911 Project

*Effort Led by the Illinois State Police*

Few of us ever leave home without our cell phone these days. But calling 911 from a cell phone may not always provide an accurate location for first responders. That's where the more precise location data and detailed mapping made possible by Geographic Information Systems (GIS) technology can help. GIS can provide first responders with more accurate location information, helping them arrive on the scene faster.

Locally, Tri-Com Central Dispatch, the emergency dispatch for St. Charles, Batavia, Geneva, and Elburn, uses local GIS data. And St. Charles police and fire have access to the City's GIS data and maps.

But statewide, an effort led by the Illinois State Police called Next Generation 911 or NG911, looks to standardize municipal and county GIS data across the state. NG911 would connect 911 call centers throughout Illinois to provide accurate location information for responding emergency personnel, especially when an incident requires mutual aid assistance from several communities.

City of St. Charles GIS Analyst Eric Creighton has played an integral role in the state's NG911 project. When the project was launched in 2018, Creighton was President of the Illinois GIS Association and Chair of the NG911 Advisory Committee. The Committee set out to ensure consistency and compatibility among the various municipal and county GIS systems by establishing data standards, procedures, and policies.

"Across the state we had varying levels of GIS capabilities," said Creighton. "With the Committee's work, the state provided training and procedures to ensure all entities involved had the knowledge required. Additionally, we worked with ESRI, Inc., the leader in GIS software, to provide a step-by-step solution to maintain and share the data with the state, as well as an ArcGIS Hub, that is the central component for project communication. Illinois is the first state in the country to utilize this cutting-edge technology for NG911."

With the data collection, standardization, and aggregation nearly complete, the next phase is for the state to procure the hardware and associated equipment to move from the traditional emergency dispatch framework to one that is GIS-based. This potentially will provide a unified 911 system statewide, with possible future enhancements, such as text and photo capabilities.

Later this year the state will begin testing the system capabilities, with hopes to go live with NG911 in 2022.

To see some of the many ways the City uses GIS, check out the [Map Gallery](#) on the City website.

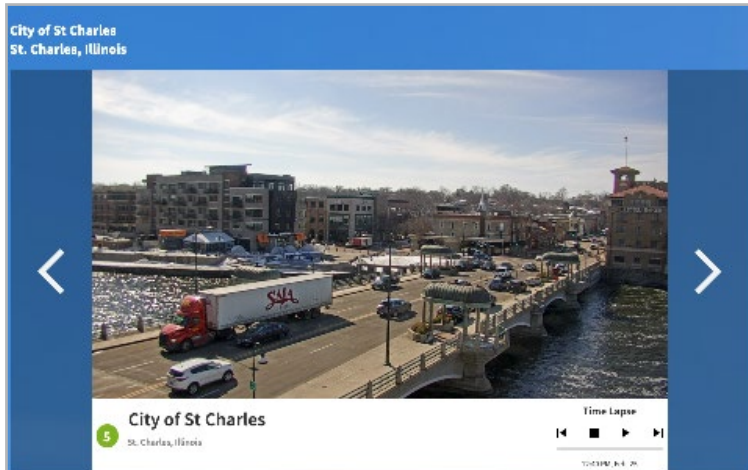
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## Thank You for Your Feedback!

We asked and you answered—in droves. 988 residents, business owners, and visitors took our 1st Street Plaza Expansion Survey. We wanted to hear what you thought about the project which will expand the 1st Street Plaza on the east into the grassy area at the southeast corner of Main & 1st streets. We are tabulating the voluminous results and reading through the 1,000+ comments you offered, and will share results in upcoming issues. We appreciate everyone who took the time to let us know what you think. More information on the project is on our website at <https://www.stcharlesil.gov/projects/1st-street-plaza-expansion>







## Municipal Building Hosts Weather Camera

Did you see this beautiful view of Main Street during a weather segment on WGN-TV? Recently WGN-TV installed a WeatherBug camera to capture images and time lapse video of St. Charles as we *weather* the seasons. Thanks WGN's Mike Janssen! Check it out at [www.weatherbug.com/weather-camera](http://www.weatherbug.com/weather-camera)

### CITY NOTES

## From the Community Mental Health Board

### *From the Community Mental Health Board help for Local Non-Profits*

The vision of the St. Charles 708 Mental Health Board is for St. Charles residents to have access to high-quality programs and services to support their mental health, assist with their developmental disabilities, and prevent and reduce substance abuse. And it is the mission of the Mental Health Board to support local programs that provide citizens with those programs and services.

The St. Charles community has long been a strong advocate for access to mental health services for its residents. Each year, St. Charles residents are assessed an amount that contributes to the St. Charles Mental Health fund.

The Community 708 Mental Health Board reviews funding requests from local mental health agencies and recommends distribution of the funds collected from the Mental Health funds. Organizations that serve the residents of St. Charles by providing services related to mental disorders, developmental disabilities, and substance abuse are considered.

In 2020, a total of \$611,543 was distributed to these local non-profit agencies:

- Association for Individual Development
- Casa Kane County
- St. Charles Police Department Social Worker
- Community Crisis Center
- DayOne PACT
- Easter Seals DuPage & Fox Valley
- Ecker Center for Mental Health
- Elderday Center Inc.
- Fox Valley Hands of Hope
- Fox Valley Special Recreation Association
- Lazarus House
- Lighthouse Recovery Inc.
- Living Well
- NAMI (National Alliance on Mental Illness) - Kane/DeKalb/Kendall
- Renz Addiction Counseling Center
- Suicide Prevention Services
- Tri City Health Partnership
- TriCity Family Services

## Lazarus House

Our mission is to offer guests, connected to our communities, who are homeless or in need, hope for the future by providing hospitality, food, safe shelter, and education – tools for life.

Emergency Shelter
Transitional Housing
Homeless Prevention Services

Shelter Services: If you or someone you know is in need of emergency housing within central Kane County, call our shelter 630-587-2144

Rent or Utility Assistance: Contact Homeless Prevention Services for a confidential appointment to learn about qualifying for assistance 630-587-5872

visit our website: [www.lazarushouse.net](http://www.lazarushouse.net)



For more information, visit the [Mental Health Board page of the City website](#) or contact Mental Health Board Chair Brian Travilla at [bctravilla@gmail.com](mailto:bctravilla@gmail.com).



## St. Patrick's Celebration is March 13

### No Parade this Year

The St. Patrick's Celebration is Sat., March 13, and will not include a parade. Instead, the St. Charles Business Alliance will host events around town, including a festive Photo Op Area, Roaming Bagpipers, and a Treasure Hunt where families can find Leprechauns. St. Charles businesses also will offer special promotions. Details and a complete schedule of events is at [www.stcstpatricksparade.com](http://www.stcstpatricksparade.com).

## Meet the Candidates

The Chamber of Commerce is holding a Meet the Candidates Zoom forum series to learn about the local candidates who are on the ballot in the April 6 Consolidated Election. For more information, including dates, times, and how to submit a question, visit <https://stcharleschamber.com/meetthecandidates>.

## Be Sure to Vote in the April 6 Election

2021 is an election year in St. Charles. Five Alderman seats on the City Council are up for election, along with the positions of mayor, city clerk and treasurer. Visit the [City website](#) for the list of candidates. Visit the Kane County Clerk's Office website at [www.kanecountyclerk.org/elections](http://www.kanecountyclerk.org/elections) for more information, including early voting sites and how to vote by mail.

## St. Charles Businesses Hiring

The St. Charles Business Alliance has a list of positions available at local businesses. Details at [www.stcalliance.org/jobs-and-employment](http://www.stcalliance.org/jobs-and-employment)

