



CITY OF ST. CHARLES, IL 2013

Report of Geographic Subgroup Comparisons



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SURVEY BACKGROUND

ABOUT THE NATIONAL CITIZEN SURVEY™

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA).

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The City of St. Charles staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries NRC used for sampling; and they provided the appropriate letterhead and signatures for mailings. City of St. Charles staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

UNDERSTANDING THE RESULTS

“DON’T KNOW” RESPONSES

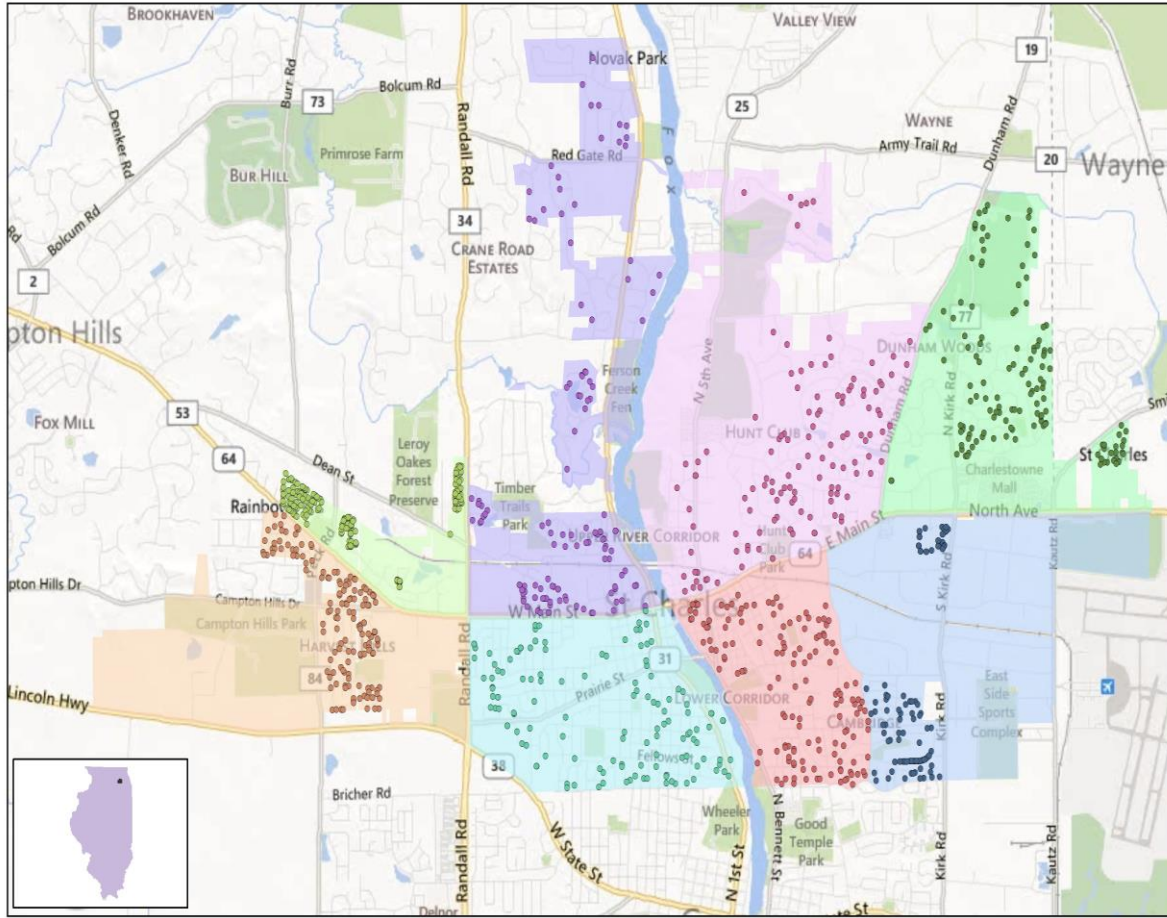
On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the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

UNDERSTANDING THE TABLES

In this report, comparisons between geographic subgroups are shown. For most of the questions, we have shown only one number for each question. We have summarized responses to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good”, or the percent of respondents who felt the rate of growth was “about right.”

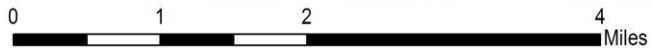
ANOVA and chi-square tests of significance were applied to these comparisons of survey questions by geographic subgroups. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they are marked in grey.

The 95 percent confidence level for this survey is generally no greater than plus or minus five percentage points around any given percent reported for the entire sample (482 completed surveys). For each area (1, 2, 3, 4, 5, 6, 7 or 8), the margin of error rises to approximately + or - 16% since sample sizes were 76 for Area 1, 59 for Area 2, 70 for Area 3, 57 for Area 4, 56 for Area 5, 67 for Area 6, 59 for Area 7 and 38 for Area 8.



Survey Recipients in St. Charles, IL

- In Area 1 ● In Area 5 ● Area 1 ● Area 5
- In Area 2 ● In Area 6 ● Area 2 ● Area 6
- In Area 3 ● In Area 7 ● Area 3 ● Area 7
- In Area 4 ● In Area 8 ● Area 4 ● Area 8



COMPARISONS

Cells shaded grey indicate statistically significant differences between subgroups.

Question 1: Quality of Life (Percent "excellent" or "good")									
Please rate each of the following aspects of quality of life in St. Charles:	Area								Overall
	1	2	3	4	5	6	7	8	
St. Charles as a place to live	98%	88%	96%	99%	100%	91%	97%	88%	95%
Your neighborhood as a place to live	90%	87%	89%	97%	99%	84%	89%	70%	88%
St. Charles as a place to raise children	96%	89%	95%	98%	100%	80%	96%	85%	92%
St. Charles as a place to work	71%	78%	63%	80%	81%	70%	82%	59%	73%
St. Charles as a place to retire	57%	46%	65%	59%	63%	48%	70%	47%	56%
The overall quality of life in St. Charles	92%	87%	95%	98%	99%	84%	94%	86%	92%

Question 2: Community Characteristics (Percent "excellent" or "good")									
Please rate each of the following characteristics as they relate to St. Charles as a whole:	Area								Overall
	1	2	3	4	5	6	7	8	
Sense of community	91%	80%	89%	87%	92%	83%	83%	80%	86%
Openness and acceptance of the community toward people of diverse backgrounds	60%	65%	74%	68%	83%	75%	64%	65%	69%
Overall appearance of St. Charles	87%	92%	91%	88%	94%	85%	89%	76%	88%
Cleanliness of St. Charles	92%	91%	92%	94%	100%	89%	94%	87%	92%
Overall quality of new development in St. Charles	66%	57%	75%	63%	85%	63%	73%	46%	66%
Variety of housing options	74%	48%	73%	67%	81%	61%	72%	51%	66%
Overall quality of business and service establishments in St. Charles	63%	69%	67%	70%	64%	69%	69%	75%	68%
Shopping opportunities	47%	40%	46%	44%	55%	51%	48%	54%	48%
Opportunities to attend cultural activities	64%	53%	53%	52%	79%	68%	61%	52%	61%
Recreational opportunities	86%	64%	83%	73%	96%	88%	91%	80%	83%
Employment opportunities	44%	29%	37%	35%	36%	34%	48%	34%	37%
Educational opportunities	80%	66%	74%	72%	74%	83%	87%	47%	73%
Opportunities to participate in social events and activities	81%	64%	76%	78%	82%	84%	78%	67%	76%
Opportunities to participate in religious or spiritual events and activities	83%	76%	72%	89%	90%	86%	74%	59%	79%
Opportunities to volunteer	86%	81%	86%	90%	95%	90%	82%	59%	84%

Question 2: Community Characteristics (Percent "excellent" or "good")

Please rate each of the following characteristics as they relate to St. Charles as a whole:	Area								Overall
	1	2	3	4	5	6	7	8	
Opportunities to participate in community matters	80%	75%	67%	70%	89%	67%	68%	50%	72%
Ease of car travel in St. Charles	72%	66%	76%	73%	71%	64%	60%	60%	68%
Ease of bus travel in St. Charles	46%	22%	36%	32%	24%	31%	35%	9%	28%
Ease of rail travel in St. Charles	44%	21%	47%	24%	50%	41%	47%	27%	38%
Ease of bicycle travel in St. Charles	76%	57%	79%	67%	88%	80%	86%	48%	73%
Ease of walking in St. Charles	86%	84%	88%	76%	91%	88%	96%	54%	84%
Availability of paths and walking trails	89%	85%	89%	75%	97%	94%	94%	55%	86%
Traffic flow on major streets	55%	62%	60%	54%	49%	49%	46%	57%	54%
Amount of public parking	64%	72%	65%	61%	66%	63%	77%	64%	67%
Availability of affordable quality housing	63%	52%	42%	56%	76%	50%	51%	46%	55%
Availability of affordable quality child care	76%	51%	39%	69%	76%	67%	62%	50%	62%
Availability of affordable quality health care	81%	65%	76%	80%	93%	67%	73%	77%	76%
Availability of affordable quality food	84%	67%	78%	69%	86%	77%	84%	81%	78%
Availability of preventive health services	87%	65%	78%	84%	94%	77%	85%	70%	80%
Air quality	93%	87%	89%	88%	99%	80%	86%	63%	86%
Quality of overall natural environment in St. Charles	94%	89%	94%	92%	100%	90%	87%	65%	89%
Overall image or reputation of St. Charles	94%	84%	92%	96%	87%	88%	91%	86%	90%

Question 3: Growth (Percent of respondents)

Please rate the speed of growth in the following categories in St. Charles over the past 2 years:	Area								Overall
	1	2	3	4	5	6	7	8	
Population growth too fast	18%	22%	19%	8%	23%	32%	31%	40%	24%
Retail growth too slow	60%	72%	65%	63%	66%	59%	60%	85%	66%
Job growth too slow	77%	85%	92%	58%	84%	86%	87%	89%	82%

Question 4: Code Enforcement (Percent a "major" problem)										
	Area									Overall
	1	2	3	4	5	6	7	8		
Run down buildings, weed lots or junk vehicle a major problem in St. Charles	8%	9%	3%	4%	4%	4%	6%	0%	5%	

Question 5: Community Safety (Percent "very" or "somewhat" safe)										
Please rate how safe or unsafe you feel from the following in St. Charles:	Area									Overall
	1	2	3	4	5	6	7	8		
Violent crime (e.g., rape, assault, robbery)	96%	83%	90%	96%	98%	92%	93%	79%	91%	
Property crimes (e.g., burglary, theft)	88%	84%	85%	84%	85%	82%	91%	65%	83%	
Environmental hazards, including toxic waste	90%	86%	88%	80%	89%	82%	93%	83%	86%	

Question 6: Personal Safety (Percent "very" or "somewhat" safe)										
Please rate how safe or unsafe you feel:	Area									Overall
	1	2	3	4	5	6	7	8		
In your neighborhood during the day	100%	96%	98%	98%	95%	98%	98%	100%	98%	
In your neighborhood after dark	96%	83%	95%	97%	95%	84%	94%	97%	92%	
In St. Charles' downtown area during the day	100%	96%	97%	100%	100%	97%	97%	98%	98%	
In St. Charles' downtown area after dark	87%	74%	92%	89%	88%	88%	91%	88%	87%	

Question 7: Contact with Police Department (Percent "yes")										
	Area									Overall
	1	2	3	4	5	6	7	8		
Have you had any in-person or phone contact with an employee of the City of St. Charles Police Department within the last 12 months?	21%	32%	28%	22%	48%	36%	34%	23%	31%	

Question 8: Ratings of Contact with Police Department (Percent "excellent" or "good")									
	Area								Overall
	1	2	3	4	5	6	7	8	
What was your overall impression of your most recent contact with the City of St. Charles Police Department?	62%	47%	93%	92%	74%	82%	88%	51%	74%

Questions 9 and 10: Crime Victimization and Reporting (Percent "yes")									
	Area								Overall
	1	2	3	4	5	6	7	8	
During the past 12 months, were you or anyone in your household the victim of any crime?	4%	4%	4%	1%	2%	3%	15%	9%	5%
If yes, was this crime (these crimes) reported to the police?	77%	100%	100%	100%	100%	100%	40%	100%	76%

Question 11: Resident Behaviors (Percent at least once in past 12 months)									
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in St. Charles?	Area								Overall
	1	2	3	4	5	6	7	8	
Used St. Charles public libraries or their services	68%	88%	87%	87%	84%	86%	94%	74%	84%
Used St. Charles recreation centers	64%	64%	71%	67%	70%	56%	68%	43%	63%
Visited a neighborhood park or City park	98%	96%	86%	92%	97%	88%	97%	92%	93%
Ridden a local bus within St. Charles	4%	7%	0%	2%	9%	7%	3%	2%	5%
Attended a meeting of local elected officials or other local public meeting	28%	23%	17%	32%	27%	21%	30%	12%	24%
Read the St. Charles Den Newsletter and Community eNews	75%	71%	78%	73%	92%	82%	86%	71%	79%
Visited the City of St. Charles Web site (at www.stcharlesil.gov)	86%	60%	79%	79%	82%	69%	88%	76%	77%
Recycled used paper, cans or bottles from your home	98%	99%	95%	100%	98%	88%	100%	63%	93%
Volunteered your time to some group or activity in St. Charles	33%	46%	52%	41%	54%	34%	44%	28%	42%
Participated in religious or spiritual activities in St. Charles	41%	51%	48%	73%	59%	46%	58%	32%	51%
Participated in a club or civic group in St. Charles	27%	27%	28%	28%	36%	32%	20%	3%	26%
Provided help to a friend or neighbor	97%	97%	90%	97%	97%	88%	98%	92%	95%

Question 12: Neighborliness (Percent at least several times a week)									
	Area								Overall
	1	2	3	4	5	6	7	8	
Visit with neighbors at least several times a week	52%	46%	56%	37%	56%	44%	48%	32%	47%

Question 13: Service Quality (Percent "excellent" or "good")									
Please rate the quality of each of the following services in St. Charles:	Area								Overall
	1	2	3	4	5	6	7	8	
Police services	87%	94%	98%	94%	91%	88%	95%	77%	91%
Fire services	94%	98%	100%	97%	100%	95%	100%	100%	98%
Ambulance or emergency medical services	98%	93%	100%	100%	92%	96%	98%	86%	95%
Crime prevention	90%	76%	93%	90%	98%	77%	88%	72%	86%
Fire prevention and education	97%	96%	87%	95%	93%	88%	87%	97%	92%
Traffic enforcement	78%	76%	80%	84%	83%	81%	76%	82%	80%
Street repair	61%	73%	74%	66%	60%	73%	71%	55%	67%
Street cleaning	78%	80%	80%	77%	85%	86%	89%	78%	82%
Street lighting	68%	78%	65%	74%	70%	79%	81%	84%	75%
Snow removal	77%	76%	81%	78%	67%	88%	82%	71%	78%
Sidewalk maintenance	81%	76%	69%	75%	79%	76%	74%	77%	76%
Traffic signal timing	53%	62%	56%	54%	64%	65%	56%	66%	59%
Bus or transit services	50%	46%	37%	61%	86%	43%	43%	29%	47%
Garbage collection	85%	91%	87%	93%	100%	81%	96%	68%	88%
Recycling	94%	93%	90%	97%	100%	90%	96%	70%	92%
Yard waste pick-up	87%	96%	79%	79%	91%	88%	96%	97%	89%
Storm drainage	87%	71%	87%	88%	93%	87%	82%	80%	85%
Drinking water	56%	51%	69%	56%	65%	59%	70%	50%	59%
Sewer services	85%	89%	97%	86%	93%	80%	80%	66%	85%
Power (electric) utility	84%	87%	85%	88%	88%	90%	87%	94%	88%
City parks	98%	99%	95%	96%	98%	98%	100%	87%	97%
Recreation programs or classes	94%	77%	95%	91%	88%	94%	93%	83%	89%

Question 13: Service Quality (Percent "excellent" or "good")									
Please rate the quality of each of the following services in St. Charles:	Area								Overall
	1	2	3	4	5	6	7	8	
Land use, planning and zoning	63%	48%	76%	61%	60%	62%	44%	69%	60%
Code enforcement (weeds, abandoned buildings, etc.)	61%	51%	59%	67%	69%	74%	48%	58%	61%
Economic development	47%	43%	46%	39%	52%	40%	50%	49%	46%
Services to seniors	81%	47%	75%	51%	87%	61%	52%	63%	65%
Services to youth	85%	67%	68%	83%	88%	73%	83%	86%	79%
Services to low-income people	79%	42%	54%	57%	64%	57%	45%	81%	59%
Public library services	96%	90%	96%	87%	93%	97%	92%	79%	92%
St. Charles communication with residents	77%	71%	84%	66%	82%	71%	67%	70%	73%
Public schools	88%	89%	89%	92%	78%	92%	85%	89%	88%
Cable television	58%	63%	62%	75%	59%	57%	69%	64%	63%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	79%	74%	60%	67%	80%	77%	62%	59%	70%
Preservation of natural Areas such as open space, farmlands and greenbelts	88%	86%	85%	82%	82%	72%	68%	58%	78%

Question 14: Government Services Overall (Percent "excellent" or "good")									
Overall, how would you rate the quality of the services provided by each of the following?	Area								Overall
	1	2	3	4	5	6	7	8	
The City of St. Charles	89%	91%	92%	93%	84%	81%	97%	92%	90%
The Federal Government	40%	56%	49%	34%	27%	47%	26%	32%	39%
The State Government	31%	38%	50%	22%	22%	41%	17%	27%	31%
Kane County Government	68%	66%	80%	74%	68%	69%	68%	61%	69%

Question 15: Recommendation and Longevity (Percent "somewhat" or "very" likely)									
Please indicate how likely or unlikely you are to do each of the following:	Area								Overall
	1	2	3	4	5	6	7	8	
Recommend living in St. Charles to someone who asks	95%	93%	95%	99%	99%	87%	96%	92%	94%
Remain in St. Charles for the next five years	90%	91%	87%	87%	85%	89%	87%	75%	87%

Question 16: Impact of the Economy (Percent "somewhat" or "very" positive)									
	Area								Overall
	1	2	3	4	5	6	7	8	
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:	17%	18%	23%	23%	18%	14%	13%	13%	17%

Question 17: Contact with Fire Department (Percent "yes")									
	Area								Overall
	1	2	3	4	5	6	7	8	
Have you had any in-person or phone contact with an employee of the City of St. Charles Fire Department within the last 12 months?	12%	16%	20%	10%	18%	23%	21%	11%	16%

Question 18: Ratings of Contact with Fire Department (Percent "excellent" or "good")									
	Area								Overall
	1	2	3	4	5	6	7	8	
What was your overall impression of your most recent contact with the City of St. Charles Fire Department?	100%	100%	91%	100%	100%	100%	92%	100%	97%

Question 19: Contact with City Employees (Percent "yes")									
	Area								Overall
	1	2	3	4	5	6	7	8	
Have you had any in-person, phone or email with an employee of the City of St. Charles within the last 12 months (including police, receptionists, planners or any others)?	56%	58%	47%	38%	47%	58%	58%	38%	51%

Question 20: City Employees (Percent "excellent" or "good")									
What was your impression of the employee(s) of the City of St. Charles in your most recent contact?	Area								
	1	2	3	4	5	6	7	8	Overall
Knowledge	92%	91%	96%	100%	100%	93%	98%	97%	95%
Responsiveness	90%	88%	86%	100%	87%	93%	89%	97%	91%
Courtesy	88%	94%	92%	100%	100%	93%	95%	95%	94%
Overall impression	90%	91%	92%	100%	100%	93%	92%	95%	94%

Question 21: Government Performance (Percent "excellent" or "good")									
Please rate the following categories of St. Charles government performance:	Area								
	1	2	3	4	5	6	7	8	Overall
The value of services for the taxes paid to St. Charles	63%	70%	64%	67%	69%	74%	79%	51%	68%
The overall direction that St. Charles is taking	65%	75%	66%	58%	77%	59%	76%	71%	69%
The job St. Charles government does at welcoming citizen involvement	67%	73%	56%	68%	71%	43%	56%	76%	64%

Question 22a: Custom Question 1 (Percent willing to pay "\$0.50/month" or "\$1/month" or "\$5/month")									
Please indicate how much of a special fee, if any, you would be willing to pay as part of your monthly cable television bill in order to have City Council meetings broadcast on cable television and the Internet:	area								
	1	2	3	4	5	6	7	8	Overall
Percent willing to pay "\$0.50/month" or "\$1/month" or "\$5/month"	21%	16%	27%	19%	17%	26%	14%	47%	23%

Question 22b: Custom Question 2 (Percent "much better" or "better")									
During the past 12 months, do you think the rate of traffic flow has gotten better, stayed the same, or gotten worse during the following:	Area								
	1	2	3	4	5	6	7	8	Overall
Crossing the Fox River during peak morning hours (Monday-Friday)	48%	56%	62%	70%	46%	32%	39%	38%	49%
Crossing the Fox River during peak evening hours (Monday-Friday)	45%	50%	60%	65%	34%	32%	34%	22%	43%
Crossing the Fox River at other times	48%	54%	57%	65%	37%	37%	32%	31%	45%