
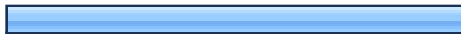






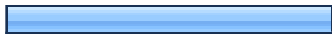
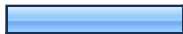

1. How would you describe St. Charles as a place to live?

		Response Percent	Response Count
Excellent		56.8%	271
Good		39.6%	189
Fair		3.1%	15
Poor		0.4%	2
Very Poor		0.0%	0
		<b>answered question</b>	<b>477</b>
		<b>skipped question</b>	<b>24</b>

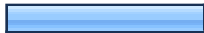




## 2. During the time that you have lived in St. Charles, how has life in the City lived up to your expectations?

	Improved	Slightly Improved	Remained the Same	Some Decline	Declined	Rating Average	Response Count
Attractive / Vital Downtown	<b>37.4% (186)</b>	33.0% (164)	17.1% (85)	10.3% (51)	2.2% (11)	2.07	497
City Character	26.9% (133)	30.9% (153)	<b>33.9% (168)</b>	7.1% (35)	1.2% (6)	2.25	495
City Communication	26.0% (129)	29.8% (148)	<b>38.5% (191)</b>	4.6% (23)	1.0% (5)	2.25	496
City Services	17.9% (89)	19.4% (96)	<b>47.2% (234)</b>	11.9% (59)	3.6% (18)	2.64	496
Community Appearance	<b>38.1% (188)</b>	33.6% (166)	21.3% (105)	6.1% (30)	1.0% (5)	1.98	494
Community Spirit	24.8% (123)	25.2% (125)	<b>44.6% (221)</b>	4.8% (24)	0.6% (3)	2.31	496
Housing Stock	12.8% (62)	21.3% (103)	<b>37.8% (183)</b>	18.2% (88)	9.9% (48)	2.91	484
Public Safety	20.5% (101)	21.3% (105)	<b>52.1% (257)</b>	4.3% (21)	1.8% (9)	2.46	493
Economic Vitality (business & industry)	15.5% (77)	25.7% (128)	20.1% (100)	<b>29.5% (147)</b>	9.2% (46)	2.91	498
<b>answered question</b>							<b>499</b>
<b>skipped question</b>							<b>2</b>

**3. Approximately 11 percent of every property tax dollar paid goes to the City to fund general government, public safety, and community development. The remaining 89 percent goes to other taxing bodies including Kane County, Forest Preserve, School District #303, St. Charles Park District, and St. Charles Library District. Knowing this information, do you believe the level of City services you receive justifies the taxes you pay?**

		Response Percent	Response Count
Strongly Agree		11.5%	57
<b>Agree</b>		<b>40.6%</b>	<b>202</b>
Neutral		28.4%	141
Disagree		15.1%	75
Strongly Disagree		4.4%	22
		<b>answered question</b>	<b>497</b>
		<b>skipped question</b>	<b>4</b>

#### 4. How would you rate the City's efforts to communicate with citizens?

		Response Percent	Response Count
Excellent		17.1%	76
<b>Good</b>		<b>60.0%</b>	<b>267</b>
Fair		19.8%	88
Poor		2.7%	12
Very Poor		0.4%	2
		<b>answered question</b>	<b>445</b>
		<b>skipped question</b>	<b>56</b>

**5. Please rank your primary means of obtaining information about City services or activities (1 being MOST frequently utilized and 10 being LEAST utilized). For example, select a “1” next to whichever you prefer most, “2” for your second choice, and so on. Remember, no two communication methods should have the same ranking.**







	1 (USED MOST)	2	3	4	5	6	7	8	9	10	11	12 (USED LEAST)	Response Count
Personal Visit to City Hall	4.3% (19)	3.6% (16)	2.7% (12)	4.3% (19)	6.1% (27)	7.9% (35)	7.2% (32)	7.4% (33)	10.4% (46)	12.0% (53)	8.4% (37)	<b>25.7%</b> <b>(114)</b>	443
Public meeting	0.9% (4)	2.8% (12)	2.1% (9)	3.4% (15)	8.3% (36)	6.9% (30)	9.2% (40)	8.3% (36)	11.2% (49)	12.6% (55)	<b>21.3%</b> <b>(93)</b>	13.1% (57)	436
Phone Call to City Hall / Department	7.6% (33)	6.5% (28)	9.7% (42)	12.5% (54)	11.3% (49)	11.6% (50)	6.5% (28)	8.1% (35)	6.5% (28)	<b>14.4%</b> <b>(62)</b>	3.9% (17)	1.4% (6)	432
"From the Den" City Newsletter	<b>27.9%</b> <b>(121)</b>	22.2% (96)	14.3% (62)	10.9% (47)	6.2% (27)	3.7% (16)	3.5% (15)	1.8% (8)	5.1% (22)	2.1% (9)	1.2% (5)	1.2% (5)	433
St. Charles City Website (www.stcharlesil.gov)	20.0% (85)	<b>21.4%</b> <b>(91)</b>	13.2% (56)	10.1% (43)	8.7% (37)	8.2% (35)	4.9% (21)	4.7% (20)	3.8% (16)	1.6% (7)	1.9% (8)	1.4% (6)	425
Twitter	0.5% (2)	0.2% (1)	0.7% (3)	1.0% (4)	1.4% (6)	1.9% (8)	4.8% (20)	7.7% (32)	11.3% (47)	11.0% (46)	19.2% (80)	<b>40.3%</b> <b>(168)</b>	417
Facebook	2.4% (10)	1.7% (7)	3.6% (15)	2.4% (10)	1.4% (6)	5.5% (23)	8.2% (34)	10.6% (44)	11.0% (46)	10.1% (42)	<b>31.4%</b> <b>(131)</b>	11.8% (49)	417
St. Charles Community Website (www.st-charles.il.us)	8.2% (35)	13.6% (58)	<b>17.1%</b> <b>(73)</b>	14.1% (60)	11.3% (48)	11.0% (47)	7.5% (32)	8.5% (36)	4.0% (17)	3.5% (15)	0.9% (4)	0.2% (1)	426
City Administrator Blog (www.insidestcharles.com)	0.0% (0)	0.2% (1)	2.1% (9)	4.5% (19)	8.3% (35)	8.1% (34)	<b>17.8%</b> <b>(75)</b>	17.3% (73)	14.9% (63)	17.5% (74)	6.4% (27)	2.8% (12)	422
E-mail list serve	2.6% (11)	2.6% (11)	5.0% (21)	9.5% (40)	8.3% (35)	<b>14.7%</b> <b>(62)</b>	13.7% (58)	13.5% (57)	13.5% (57)	10.4% (44)	2.4% (10)	4.0% (17)	423

Local Newspaper	<b>20.3%</b> <b>(89)</b>	16.9% (74)	14.1% (62)	13.0% (57)	14.4% (63)	9.1% (40)	3.6% (16)	3.4% (15)	2.3% (10)	1.8% (8)	0.9% (4)	0.2% (1)	439
Word of Mouth	8.5% (37)	8.5% (37)	<b>15.9%</b> <b>(69)</b>	13.4% (58)	14.8% (64)	10.6% (46)	10.6% (46)	6.5% (28)	3.7% (16)	3.5% (15)	1.6% (7)	2.3% (10)	433
<b>answered question</b>												<b>456</b>	
<b>skipped question</b>												<b>45</b>	

**6. How would you rate the usefulness of information provided by the following communication tools? (Please select N/A if you have not used a particular tool.)**

	<b>Excellent</b>	<b>Good</b>	<b>Average</b>	<b>Poor</b>	<b>Very Poor</b>	<b>N/A</b>	<b>Rating Average</b>	<b>Response Count</b>
City Website	21.3% (95)	<b>43.1% (192)</b>	16.2% (72)	1.6% (7)	0.4% (2)	17.3% (77)	1.99	445
Community Website	13.6% (61)	<b>37.6% (169)</b>	19.4% (87)	1.1% (5)	0.7% (3)	27.6% (124)	2.14	449
Public meeeting	2.9% (13)	15.4% (69)	17.1% (77)	1.6% (7)	1.1% (5)	<b>61.9% (278)</b>	2.54	449
"From the Den" City Newsletter	34.2% (155)	<b>41.7% (189)</b>	13.0% (59)	0.2% (1)	0.9% (4)	9.9% (45)	1.80	453
E-mail list serve	2.5% (11)	11.9% (53)	13.3% (59)	1.1% (5)	0.9% (4)	<b>70.3% (312)</b>	2.53	444
City Administrator Blog	0.2% (1)	7.7% (34)	9.0% (40)	1.1% (5)	1.6% (7)	<b>80.4% (356)</b>	2.80	443
<b>answered question</b>								<b>454</b>
<b>skipped question</b>								<b>47</b>

**7. Please rate your level of agreement with the following statement: "I believe it is easy to find information on the City website?"**

		Response Percent	Response Count
Strongly Agree		6.6%	30
<b>Agree</b>		<b>50.4%</b>	<b>230</b>
Neutral		21.9%	100
Disagree		5.5%	25
Strongly Disagree		1.1%	5
N/A (I don't use the City website)		14.5%	66
<b>answered question</b>			<b>456</b>
<b>skipped question</b>			<b>45</b>

**8. Please provide any other comments you may have regarding the City's efforts to communicate with you:**

	Response Count
	101
<b>answered question</b>	<b>101</b>
<b>skipped question</b>	<b>400</b>

## 9. Overall, how would you rate the appearance of the following areas within City limits?

	Excellent	Good	Average	Poor	Very Poor	Rating Average	Response Count
Main St. - Rt. 64 -- East (east of 7th Avenue)	2.9% (13)	22.4% (100)	<b>33.9% (151)</b>	32.1% (143)	8.7% (39)	3.21	446
Main St. - Rt. 64 -- West (west of 7th Street)	5.9% (26)	<b>46.7% (207)</b>	36.3% (161)	10.2% (45)	0.9% (4)	2.53	443
Main St. - Rt. 64 -- Downtown (between 7th St. and 7th Ave.)	30.9% (137)	<b>50.1% (222)</b>	16.5% (73)	2.0% (9)	0.5% (2)	1.91	443
Kirk Road	7.0% (31)	<b>48.0% (212)</b>	39.6% (175)	4.5% (20)	0.9% (4)	2.44	442
Randall Road	10.1% (44)	<b>51.9% (227)</b>	30.9% (135)	5.9% (26)	1.1% (5)	2.36	437
Illinois St. (between 7th St. and 7th Ave.)	11.1% (49)	<b>52.8% (233)</b>	33.1% (146)	2.7% (12)	0.2% (1)	2.28	441
Prairie St. (between Randall and Riverside)	11.3% (50)	<b>53.5% (236)</b>	31.7% (140)	2.5% (11)	0.9% (4)	2.28	441
Downtown Riverfront	40.1% (178)	<b>42.8% (190)</b>	11.9% (53)	4.3% (19)	0.9% (4)	1.83	444
<b>answered question</b>							<b>446</b>
<b>skipped question</b>							<b>55</b>



**10. Overall, how would you rate the following items, in terms of the neighborhood where you reside? If you do not have one or more of these items at your home, please select N/A.**

	Excellent	Good	Average	Poor	Very Poor	N/A	Rating Average	Response Count
Upkeep of Private Property	26.7% (119)	<b>42.9% (191)</b>	21.1% (94)	5.6% (25)	0.9% (4)	2.7% (12)	2.09	445
Safety / Security	27.3% (121)	<b>47.5% (211)</b>	21.2% (94)	2.7% (12)	0.5% (2)	0.9% (4)	2.01	444
Ease of Walking	38.5% (172)	<b>42.1% (188)</b>	13.0% (58)	3.8% (17)	2.5% (11)	0.2% (1)	1.89	447
Ease of Cycling	23.9% (106)	<b>37.6% (167)</b>	19.6% (87)	5.2% (23)	2.5% (11)	11.3% (50)	2.15	444
Maintenance of Curbs	22.2% (99)	<b>46.2% (206)</b>	21.3% (95)	2.9% (13)	0.9% (4)	6.5% (29)	2.08	446
Maintenance of Streets	20.6% (92)	<b>50.9% (227)</b>	20.4% (91)	4.0% (18)	2.0% (9)	2.0% (9)	2.14	446
Maintenance of Sidewalks	20.2% (90)	<b>43.3% (193)</b>	23.1% (103)	5.2% (23)	1.8% (8)	6.5% (29)	2.20	446
Maintenance of Trees	21.6% (96)	<b>40.2% (179)</b>	23.8% (106)	7.2% (32)	3.1% (14)	4.0% (18)	2.27	445
Maintenance of Storm drains	17.8% (79)	<b>45.8% (204)</b>	23.4% (104)	6.7% (30)	0.9% (4)	5.4% (24)	2.23	445
<b>answered question</b>								<b>447</b>
<b>skipped question</b>								<b>54</b>

**11. Please rate your satisfaction with the following community events that you attended in the past 2 years.**

	Excellent	Good	Average	Poor	Very Poor	Did Not Attend	Rating Average	Response Count
St. Patrick's Day Parade	15.8% (70)	22.1% (98)	4.1% (18)	0.5% (2)	0.0% (0)	<b>57.7% (256)</b>	1.74	444
Fine Arts Fair	14.0% (62)	23.3% (103)	8.1% (36)	0.7% (3)	0.0% (0)	<b>53.8% (238)</b>	1.90	442
Memorial Day Parade/Ceremony	9.4% (41)	18.9% (83)	5.9% (26)	0.5% (2)	0.0% (0)	<b>65.3% (286)</b>	1.93	438
Concerts in the Park	29.1% (129)	25.5% (113)	5.6% (25)	0.2% (1)	0.0% (0)	<b>39.5% (175)</b>	1.62	443
Pride of the Fox Riverfest	25.8% (115)	<b>32.4% (144)</b>	8.5% (38)	0.7% (3)	0.2% (1)	<b>32.4% (144)</b>	1.77	445
Farmers Market	10.4% (46)	27.7% (123)	16.2% (72)	4.5% (20)	2.5% (11)	<b>38.7% (172)</b>	2.36	444
4th of July Celebration	32.3% (142)	27.0% (119)	6.4% (28)	0.5% (2)	0.2% (1)	<b>33.6% (148)</b>	1.63	440
Kane County Fair	11.4% (50)	21.9% (96)	8.4% (37)	2.5% (11)	0.9% (4)	<b>54.9% (241)</b>	2.11	439
1st Street Cruise Night	3.9% (17)	11.7% (51)	4.1% (18)	0.5% (2)	0.9% (4)	<b>78.9% (345)</b>	2.18	437
Scarecrow Festival	<b>43.8% (196)</b>	30.6% (137)	5.6% (25)	0.9% (4)	0.4% (2)	18.6% (83)	1.57	447
Holiday Homecoming	20.2% (89)	14.5% (64)	4.1% (18)	0.2% (1)	0.7% (3)	<b>60.2% (265)</b>	1.66	440
Fox Valley Marathon	6.8% (30)	7.7% (34)	2.0% (9)	0.5% (2)	0.9% (4)	<b>82.2% (364)</b>	1.94	443
<b>answered question</b>								<b>447</b>
<b>skipped question</b>								<b>54</b>

**12. Please describe any experience you had over the past 2 years with the following City departments. First, select a rating related to the level of service, and, second, if your concern was resolved to your satisfaction. If you have not had any contact with a particular department, please leave blank.**

**Courteous Service**

	<b>Excellent</b>	<b>Good</b>	<b>Average</b>	<b>Poor</b>	<b>Very Poor</b>	<b>Response Count</b>
Mayor	<b>58.7% (27)</b>	19.6% (9)	8.7% (4)	8.7% (4)	4.3% (2)	46
City Administrator	32.3% (10)	<b>48.4% (15)</b>	12.9% (4)	6.5% (2)	0.0% (0)	31
Building and Code Enforcement	<b>41.4% (46)</b>	34.2% (38)	13.5% (15)	8.1% (9)	2.7% (3)	111
Community Development / Planning	23.3% (7)	<b>36.7% (11)</b>	26.7% (8)	10.0% (3)	3.3% (1)	30
Community Development / Engineering	19.0% (4)	<b>42.9% (9)</b>	28.6% (6)	4.8% (1)	4.8% (1)	21
Economic Development	28.6% (4)	21.4% (3)	<b>42.9% (6)</b>	7.1% (1)	0.0% (0)	14
Public Works / Engineering	<b>54.9% (73)</b>	30.8% (41)	8.3% (11)	4.5% (6)	1.5% (2)	133
Finance	29.4% (5)	<b>35.3% (6)</b>	29.4% (5)	0.0% (0)	5.9% (1)	17
Fire / Ambulance	<b>84.6% (66)</b>	10.3% (8)	5.1% (4)	0.0% (0)	0.0% (0)	78
Police	<b>58.0% (94)</b>	26.5% (43)	6.2% (10)	6.8% (11)	2.5% (4)	162
Utility Billing	<b>46.2% (80)</b>	39.3% (68)	9.8% (17)	2.9% (5)	1.7% (3)	173

**Concern Resolved**

	Yes	No	Response Count
Mayor	66.7% (22)	33.3% (11)	33
City Administrator	76.0% (19)	24.0% (6)	25
Building and Code Enforcement	81.8% (72)	18.2% (16)	88
Community Development / Planning	62.5% (15)	37.5% (9)	24
Community Development / Engineering	60.0% (9)	40.0% (6)	15
Economic Development	57.1% (4)	42.9% (3)	7
Public Works / Engineering	85.6% (95)	14.4% (16)	111
Finance	70.0% (7)	30.0% (3)	10
Fire / Ambulance	95.1% (58)	4.9% (3)	61
Police	82.3% (116)	17.7% (25)	141
Utility Billing	93.0% (133)	7.0% (10)	143
<b>answered question</b>			<b>335</b>
<b>skipped question</b>			<b>166</b>

**13. Please rate the following services the City currently provides based on your experience over the past 2 years. If you have not had any experience with a particular service, please indicate this by marking N/A: POLICE SERVICES**

	Excellent	Good	Average	Poor	Very Poor	N/A	Rating Average	Response Count
Response to call for service	22.0% (95)	16.0% (69)	5.6% (24)	0.9% (4)	0.0% (0)	<b>55.6% (240)</b>	1.67	432
Investigating and solving crimes	7.3% (31)	7.8% (33)	6.4% (27)	1.4% (6)	0.7% (3)	<b>76.5% (325)</b>	2.17	425
Enforcement of traffic laws	10.1% (43)	17.1% (73)	11.0% (47)	3.5% (15)	0.7% (3)	<b>57.6% (246)</b>	2.24	427
Crime prevention information	6.8% (29)	14.8% (63)	9.8% (42)	3.3% (14)	0.7% (3)	<b>64.6% (276)</b>	2.33	427
Enforcement of parking laws	6.8% (29)	11.9% (51)	9.6% (41)	2.3% (10)	2.3% (10)	<b>67.0% (286)</b>	2.44	427
							<b>answered question</b>	<b>433</b>
							<b>skipped question</b>	<b>68</b>

**14. Please rate the following services the City currently provides based on your experience over the past 2 years. If you have not had any experience with a particular service, please indicate this by marking N/A: FIRE SERVICES**

	<b>Excellent</b>	<b>Good</b>	<b>Average</b>	<b>Poor</b>	<b>Very Poor</b>	<b>N/A</b>	<b>Response Count</b>
Fire prevention and safety education	9.5% (41)	9.7% (42)	1.9% (8)	0.2% (1)	0.0% (0)	<b>78.7% (340)</b>	432
Fire prevention and life safety inspection	6.1% (26)	5.6% (24)	1.4% (6)	0.2% (1)	0.2% (1)	<b>86.5% (371)</b>	429
Response time to emergency ambulance requests	16.7% (72)	3.7% (16)	0.9% (4)	0.0% (0)	0.0% (0)	<b>78.7% (340)</b>	432
Response time to fires or fire alarms	9.7% (42)	4.2% (18)	0.9% (4)	0.2% (1)	0.0% (0)	<b>85.0% (368)</b>	433
Quality of ambulance service	14.6% (63)	3.5% (15)	0.7% (3)	0.2% (1)	0.0% (0)	<b>81.0% (350)</b>	432
Quality of fire protection and firefighting services	10.7% (46)	6.3% (27)	1.2% (5)	0.0% (0)	0.0% (0)	<b>81.8% (351)</b>	429
<b>answered question</b>							<b>438</b>
<b>skipped question</b>							<b>63</b>

**15. Please rate the following services the City currently provides based on your experience over the past 2 years. If you have not had any experience with a particular service, please indicate this by marking N/A. Please note that this question applies to City streets only and NOT State or County roadways (e.g. IL 64, IL 25, IL 31, Kirk Road, and Randall Road)**

**TRANSPORTATION SERVICES**






	Excellent	Good	Average	Poor	Very Poor	N/A	Rating Average	Response Count
Maintenance of streets (free of bumps, cracks, and potholes)	9.1% (40)	<b>44.5% (196)</b>	29.3% (129)	8.9% (39)	3.2% (14)	5.0% (22)	2.50	440
Maintenance of sidewalks (free of cracks and trip hazards)	12.3% (54)	<b>44.5% (196)</b>	27.0% (119)	6.1% (27)	2.0% (9)	8.0% (35)	2.36	440
Snow and Ice removal	25.4% (112)	<b>43.1% (190)</b>	21.1% (93)	4.1% (18)	1.6% (7)	4.8% (21)	2.09	441
Traffic circulation (for trips across the Fox River)	4.5% (20)	25.9% (114)	<b>33.6% (148)</b>	21.1% (93)	7.7% (34)	7.0% (31)	3.02	440
Traffic circulation (for trips not crossing the Fox River)	8.4% (37)	<b>41.8% (184)</b>	34.3% (151)	5.9% (26)	2.3% (10)	7.3% (32)	2.48	440
							<b>answered question</b>	<b>443</b>
							<b>skipped question</b>	<b>58</b>

**16. Please rate the following services the City currently provides based on your experience over the past 2 years. If you have not had any experience with a particular service, please indicate this by marking N/A: UTILITY SERVICES**

	Excellent	Good	Average	Poor	Very Poor	N/A	Rating Average	Response Count
Quality of drinking water	16.0% (71)	<b>34.5% (153)</b>	25.7% (114)	13.1% (58)	6.5% (29)	4.3% (19)	2.58	444
Maintenance of storm water drainage system (flooding)	15.5% (69)	<b>34.7% (154)</b>	16.4% (73)	5.9% (26)	1.8% (8)	25.7% (114)	2.24	444
Response time to disruptions in electric service	26.4% (117)	<b>34.8% (154)</b>	12.4% (55)	2.0% (9)	0.7% (3)	23.7% (105)	1.90	443
Refuse / Recycling services	33.3% (148)	<b>42.2% (188)</b>	13.0% (58)	4.0% (18)	2.2% (10)	5.2% (23)	1.94	445
Leaf collection	23.3% (103)	<b>32.6% (144)</b>	17.2% (76)	3.4% (15)	1.1% (5)	22.4% (99)	2.05	442
							<b>answered question</b>	<b>445</b>
							<b>skipped question</b>	<b>56</b>



**17. Please rate your level of agreement with the following statement: "I believe that St. Charles should be a leader in environmental stewardship and sustainability even if it requires higher taxes?"**

		Response Percent	Response Count
Strongly Agree		9.0%	40
Agree		18.8%	84
Neutral		26.5%	118
<b>Disagree</b>		<b>27.1%</b>	<b>121</b>
Strongly Disagree		18.6%	83
<b>answered question</b>			<b>446</b>
<b>skipped question</b>			<b>55</b>

**18. What suggestions do you have for improving the quality of services provided by the City of St. Charles?**

	Response Count
	144
<b>answered question</b>	<b>144</b>
<b>skipped question</b>	<b>357</b>







**19. The City provides utility services such as electricity, water, and waste water collection & treatment. These services are funded by fees charged to users, not taxes. Please rate the following utilities in terms of VALUE of service received:**

	Excellent	Good	Average	Poor	Very Poor	Rating Average	Response Count
Electric	<b>40.4% (180)</b>	38.4% (171)	17.5% (78)	3.1% (14)	0.4% (2)	1.85	445
Water	31.0% (138)	<b>40.7% (181)</b>	19.1% (85)	7.0% (31)	2.2% (10)	2.09	445
Sanitary Sewer	33.0% (146)	<b>39.4% (174)</b>	22.2% (98)	4.1% (18)	1.4% (6)	2.01	442
<b>answered question</b>							<b>445</b>
<b>skipped question</b>							<b>56</b>






**20. Now, please rate the following utilities in terms of RELIABILITY of service received:**

	Excellent	Good	Average	Poor	Very Poor	Rating Average	Response Count
Electric	<b>52.4% (233)</b>	35.3% (157)	9.4% (42)	2.5% (11)	0.4% (2)	1.63	445
Water	<b>54.4% (240)</b>	34.2% (151)	9.1% (40)	1.6% (7)	0.7% (3)	1.60	441
Sanitary Sewer	<b>54.8% (242)</b>	33.7% (149)	10.0% (44)	1.4% (6)	0.2% (1)	1.59	442
<b>answered question</b>							<b>445</b>
<b>skipped question</b>							<b>56</b>






**21. The City of St. Charles is considering the establishment of a stormwater utility (like the existing water, electric, and wastewater utilities) to address drainage and flooding concerns. This utility would be supported by a monthly fee. Knowing this information, how much would you be willing to pay to improve drainage and flooding situations in the community?**

		Response Percent	Response Count
\$0		43.5%	194
\$1-2/month		25.8%	115
\$2-3/month		14.6%	65
\$3-4/month		7.6%	34
\$4-5/month		4.9%	22
\$5-6/month		3.6%	16
		<b>answered question</b>	<b>446</b>
		<b>skipped question</b>	<b>55</b>






**22. Please rate your level of agreement with the following statement: "I believe the level of code enforcement (i.e. unkempt properties, parking on lawns, etc.) is appropriate."**

		Response Percent	Response Count
Strongly Agree		11.5%	51
<b>Agree</b>		<b>45.2%</b>	<b>200</b>
Neutral		24.2%	107
Disagree		14.9%	66
Strongly Disagree		4.1%	18
		<b>answered question</b>	<b>442</b>
		<b>skipped question</b>	<b>59</b>






**23. Please rate your level of agreement with the following statement: "I believe the City is appropriately managing development to maintain community values."**

		Response Percent	Response Count
Strongly Agree		9.3%	41
<b>Agree</b>		<b>48.3%</b>	<b>214</b>
Neutral		27.8%	123
Disagree		12.2%	54
Strongly Disagree		2.5%	11
		<b>answered question</b>	<b>443</b>
		<b>skipped question</b>	<b>58</b>

**24. Please rate your level of agreement with the following statement: "I believe the City has appropriate regulations to ensure attractive buildings and structures."**

		Response Percent	Response Count
Strongly Agree		9.0%	40
<b>Agree</b>		<b>55.5%</b>	<b>246</b>
Neutral		26.4%	117
Disagree		6.8%	30
Strongly Disagree		2.3%	10
		<b>answered question</b>	<b>443</b>
		<b>skipped question</b>	<b>58</b>

**25. Please rate your agreement with the following statement. "The City of St. Charles should require all newly constructed homes to be built with a residential fire sprinkler system."**






		Response Percent	Response Count
Strongly Agree		6.1%	27
Agree		14.9%	66
<b>Neutral</b>		<b>33.8%</b>	<b>150</b>
Disagree		29.3%	130
Strongly Disagree		16.0%	71
		<b>answered question</b>	<b>444</b>
		<b>skipped question</b>	<b>57</b>

**26. Please indicate your preference for the following types of development or redevelopment in St. Charles at this time:**

	Greatly Needed	Needed	Neutral	Not Needed	Rating Average	Response Count
Single-family Homes	6.9% (30)	21.6% (94)	<b>36.3% (158)</b>	35.2% (153)	3.00	435
Multi-family Homes (Townhomes or Condos)	3.7% (16)	16.0% (70)	32.6% (143)	<b>47.7% (209)</b>	3.24	438
Rental Apartments	3.9% (17)	12.9% (56)	27.1% (118)	<b>56.1% (244)</b>	3.35	435
Retail Businesses	31.8% (139)	<b>38.4% (168)</b>	20.8% (91)	8.9% (39)	2.07	437
Restaurant/Entertainment	17.7% (77)	29.1% (127)	<b>34.6% (151)</b>	18.6% (81)	2.54	436
Mixed Use (retail/restaurant, office, and/or residential within the same building or property)	13.0% (57)	30.7% (134)	<b>38.4% (168)</b>	17.8% (78)	2.61	437
Industrial Businesses	21.4% (94)	<b>32.3% (142)</b>	30.8% (135)	15.5% (68)	2.40	439
Office Businesses	19.0% (83)	<b>38.2% (167)</b>	32.3% (141)	10.5% (46)	2.34	437
<b>answered question</b>						<b>444</b>
<b>skipped question</b>						<b>57</b>



**27. Recognizing the current state of the economy, how satisfied are you with the City's efforts to attract appropriate commercial development?**

		Response Percent	Response Count
Very Satisfied		4.1%	18
Satisfied		32.3%	142
<b>Neutral</b>		<b>41.9%</b>	<b>184</b>
Dissatisfied		18.2%	80
Very Dissatisfied		3.4%	15
<b>answered question</b>			<b>439</b>
<b>skipped question</b>			<b>62</b>

**28. Please indicate what the City of St. Charles can do to improve your level of satisfaction with development in St. Charles. Please suggest any specific strategies or examples that the City should consider.**

	Response Count
	157
<b>answered question</b>	<b>157</b>
<b>skipped question</b>	<b>344</b>






**29. In general, how would you describe the flow of traffic (i.e. the timing of traffic signals and your ability to make turns) in the following areas within City limits?**

	Excellent	Good	Average	Poor	Very Poor	Rating Average	Response Count
Main St. - Rt. 64 -- East (east of 7th Avenue)	5.9% (26)	29.8% (132)	<b>37.2% (165)</b>	22.1% (98)	5.0% (22)	2.91	443
Main St. - Rt. 64 -- West (west of 7th Street)	6.5% (29)	38.6% (171)	<b>40.9% (181)</b>	11.3% (50)	2.7% (12)	2.65	443
Main St. - Rt. 64 -- Downtown (between 7th St. and 7th Ave.)	4.8% (21)	27.7% (122)	<b>36.1% (159)</b>	24.5% (108)	6.8% (30)	3.01	440
Kirk Road	14.1% (62)	<b>50.8% (223)</b>	30.5% (134)	3.0% (13)	1.6% (7)	2.27	439
Randall Road	8.4% (37)	<b>40.0% (175)</b>	34.5% (151)	13.9% (61)	3.2% (14)	2.63	438
Illinois St. (between 7th St. and 7th Ave.)	7.3% (32)	<b>43.2% (190)</b>	37.7% (166)	9.5% (42)	2.3% (10)	2.56	440
Prairie St. (between Randall and Riverside)	8.8% (39)	<b>50.6% (223)</b>	35.6% (157)	4.1% (18)	0.9% (4)	2.38	441
<b>answered question</b>							<b>443</b>
<b>skipped question</b>							<b>58</b>

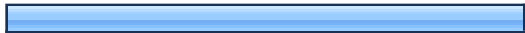

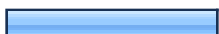

**30. Although the City does not own and maintain all roadways in St. Charles (i.e. state and county roads), are there any particular areas where you feel improvements could be made to enhance safety or improve traffic flow?**

	Response Count
	176
answered question	176
skipped question	325

**31. How important is the City's goal to create a welcoming and pleasing experience in Downtown St. Charles?**

		Response Percent	Response Count
Very Important		51.0%	224
Important		40.3%	177
Neutral		7.5%	33
Less Important		0.9%	4
Not at all Important		0.2%	1
	answered question		439
	skipped question		62

### 32. In general, how often do you visit Downtown St. Charles ?

		Response Percent	Response Count
Frequently (daily or weekly)		45.0%	199
Moderately (several times a month)		35.7%	158
Occasionally (once a month or less)		18.3%	81
Never		0.9%	4
<b>answered question</b>			<b>442</b>
<b>skipped question</b>			<b>59</b>

**33. When visiting downtown, what is your most frequent activity? Please rank the following choices 1-7, using each digit only once. (1 being the MOST frequent and 7 the LEAST frequent) Select “1” for whichever activity you do the most, “2” for your second choice, and so on. Remember, no activities should have the same ranking.**

	1 (MOST FREQUENT)	2	3	4	5	6	7 (LEAST FREQUENT)	Response Count
Work	4.2% (18)	2.5% (11)	0.7% (3)	2.3% (10)	3.0% (13)	6.0% (26)	<b>81.3% (352)</b>	433
Dining/Entertainment	<b>44.4% (191)</b>	18.6% (80)	14.9% (64)	9.1% (39)	7.2% (31)	5.8% (25)	0.0% (0)	430
Shopping	9.9% (42)	17.9% (76)	12.5% (53)	18.2% (77)	<b>19.8% (84)</b>	16.3% (69)	5.4% (23)	424
Personal Business	3.7% (16)	8.4% (36)	15.0% (64)	15.4% (66)	20.3% (87)	<b>32.2% (138)</b>	4.9% (21)	428
Library	<b>22.8% (98)</b>	17.7% (76)	15.9% (68)	14.2% (61)	12.6% (54)	13.1% (56)	3.7% (16)	429
Park / Recreation	9.8% (42)	23.0% (98)	<b>24.1% (103)</b>	18.5% (79)	14.1% (60)	8.7% (37)	1.9% (8)	427
Festivals / Special Events	6.9% (29)	12.3% (52)	18.0% (76)	21.3% (90)	<b>22.2% (94)</b>	15.4% (65)	4.0% (17)	423
<b>answered question</b>								<b>441</b>
<b>skipped question</b>								<b>60</b>





**34. Please rank the following items in terms of which would most encourage you to spend more time Downtown St. Charles. Please choose 1-6, using each digit only once (1 being the MOST likely and 6 being LEAST likely). Select “1” for whichever you prefer most, “2” for your second choice, and so on. Remember, none of the options should have the same ranking.**

	<b>1 (MOST LIKELY)</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6 (LEAST LIKELY)</b>	<b>Response Count</b>
More Specialty Shops	<b>20.8% (91)</b>	19.2% (84)	18.1% (79)	18.3% (80)	12.1% (53)	11.4% (50)	437
More Dining Options	<b>27.7% (119)</b>	21.4% (92)	16.1% (69)	15.2% (65)	11.4% (49)	8.2% (35)	429
More Clothing Stores	9.9% (42)	13.7% (58)	20.8% (88)	16.8% (71)	17.0% (72)	<b>21.7% (92)</b>	423
More Cultural & Entertainment Venues	15.0% (64)	23.0% (98)	<b>23.7% (101)</b>	22.8% (97)	11.5% (49)	4.0% (17)	426
More Parking	7.3% (31)	8.9% (38)	11.1% (47)	12.2% (52)	25.9% (110)	<b>34.6% (147)</b>	425
More Open Space / Parks / Trails	<b>20.7% (89)</b>	13.8% (59)	11.2% (48)	13.3% (57)	<b>20.7% (89)</b>	20.3% (87)	429
<b>answered question</b>							<b>441</b>
<b>skipped question</b>							<b>60</b>

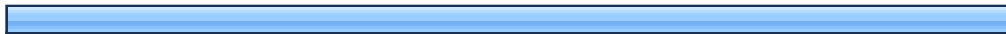

**35. Please tell us what specific type of retail store (e.g. shoes, furniture, clothing, toys, pharmacy, bakery, candy) would cause you to visit downtown St. Charles to shop.**

	Response Count
	207
<b>answered question</b>	<b>207</b>
<b>skipped question</b>	<b>294</b>







**36. Which of the following best describes your residence?**

		Response Percent	Response Count
<b>Single-family Home</b>		74.2%	328
Townhouse / Duplex		15.6%	69
Condo / Apartment Building (less than 6 units)		3.8%	17
Condo / Apartment Building (with 6 or more units)		6.3%	28
	<b>answered question</b>		<b>442</b>
	<b>skipped question</b>		<b>59</b>

### 37. Do you own or rent your residence?




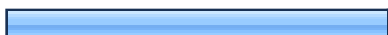
		Response Percent	Response Count
Own		87.6%	387
Rent		12.4%	55
		<b>answered question</b>	<b>442</b>
		<b>skipped question</b>	<b>59</b>

### 38. On a typical workday, how much time does the person in your household with the longest commute spend driving from home to work?

		Response Percent	Response Count
15 minutes or less		17.2%	76
16 to 30 minutes		15.6%	69
<b>31 to 45 minutes</b>		<b>20.6%</b>	<b>91</b>
46 to 60 minutes		17.6%	78
Over an hour		12.0%	53
N/A		17.0%	75
		<b>answered question</b>	<b>442</b>
		<b>skipped question</b>	<b>59</b>











### 39. How many people currently reside in your household?

		Response Percent	Response Count
1		13.7%	60
2		<b>38.0%</b>	<b>167</b>
3		15.0%	66
4 or more		33.3%	146
		<b>answered question</b>	<b>439</b>
		<b>skipped question</b>	<b>62</b>

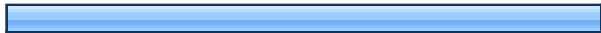

## 40. How many years have you lived in St. Charles?

		Response Percent	Response Count
Less than 1 year		3.7%	16
1 - 5 years		18.3%	80
6 - 10 years		20.3%	89
<b>11 - 20 years</b>		<b>29.2%</b>	<b>128</b>
21-30 years ago		13.7%	60
31-40 years		8.4%	37
More than 40 years		6.4%	28
<b>answered question</b>			<b>438</b>
<b>skipped question</b>			<b>63</b>







41.

		Response Percent	Response Count
Area 1		4.5%	20
Area 2		10.4%	46
Area 3		18.8%	83
Area 4		11.8%	52
Area 5		10.7%	47
<b>Area 6</b>		<b>20.0%</b>	<b>88</b>
Area 7		16.1%	71
Area 8		7.7%	34
		<b>answered question</b>	<b>441</b>
		<b>skipped question</b>	<b>60</b>






## 42. What is your gender ?

		Response Percent	Response Count
Female		52.0%	226
Male		48.0%	209
		<b>answered question</b>	<b>435</b>
		<b>skipped question</b>	<b>66</b>

## 43. What is your age ?

		Response Percent	Response Count
Under 18		0.0%	0
18 - 30		7.1%	31
31 - 40		15.3%	67
<b>41 - 50</b>		<b>28.0%</b>	<b>123</b>
51 - 60		26.2%	115
61 - 70		15.3%	67
71 or older		8.2%	36
		<b>answered question</b>	<b>439</b>
		<b>skipped question</b>	<b>62</b>

#### 44. What is the highest level of education you have completed ?

		Response Percent	Response Count
Some High School or less		0.0%	0
High School		7.0%	31
Vocational / Technical School		3.6%	16
Some College / Junior College		23.8%	105
<b>Completed College / Undergraduate Degree</b>		<b>40.0%</b>	<b>177</b>
Graduate School / Post Grad		25.6%	113
<b>answered question</b>			<b>442</b>
<b>skipped question</b>			<b>59</b>

#### 45. What is your household income before taxes?

		Response Percent	Response Count
Less than \$30,000		5.9%	24
\$30,001 - 60,000		18.8%	77
\$60,001 - 90,000		21.2%	87
<b>\$90,001 - 120,000</b>		<b>22.7%</b>	<b>93</b>
\$120,001 - 160,000		15.4%	63
\$160,001 and above		16.1%	66
		<b>answered question</b>	<b>410</b>
		<b>skipped question</b>	<b>91</b>

#### 46. Please provide any additional comments below:

		Response Count
		124
		<b>answered question</b>
		<b>124</b>
		<b>skipped question</b>
		<b>377</b>