

St. Charles *PRIORITIES*

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

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

2. How would you rate the City's efforts to involve citizens in the decision making process? (Such as surveys, the city newsletter, town meetings and focus groups)

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

3. Overall, do you feel you are getting your money's worth for your city tax dollar?

☐ Yes ☐ No ☐ Don't Know ☐ No Opinion

4. Following is a list of City goals. Please read through it and note, in the space below, which is the most important City goal. What is the second most important? What is the third most important?

- | | |
|--|---|
| A. Maintain an attractive and vital downtown | E. Improve traffic circulation |
| B. Provide quality and responsive city services | F. Maintain an attractive and clean city |
| C. Ensure public safety | G. Provide cultural activities |
| D. Work with citizens and community groups to resolve important issues | H. Increase efforts to provide clear & concise financial documents and reports to the citizenry |

☐ Most Important Goal ☐ Second Most Important Goal ☐ Third Most Important Goal

5. If you feel some city services should receive less spending, please indicate those services:

6. If you feel some city services should receive more spending, please indicate those services:

7. The City also provides utility services, such as water, sewer and electricity. Do you feel these services are a good value for your money? (please select one)

	Excellent	Good	Average	Poor	Very Poor
Electric Services:	☐	☐	☐	☐	☐
Water Services:	☐	☐	☐	☐	☐
Sewer Services:	☐	☐	☐	☐	☐

8. Overall, how would you rate the appearance of the following areas within city limits?

	Excellent	Good	Average	Poor	Very Poor
Main Street:	☐	☐	☐	☐	☐
Kirk Road:	☐	☐	☐	☐	☐
Randall Road:	☐	☐	☐	☐	☐
Downtown Riverfront:	☐	☐	☐	☐	☐

9. Priorities for City Services: The following section lists specific services provided by the City. Please rate how important it is that the City provides each of these services, then rate how satisfied you are with how well the City is providing that service. On each scale, 1 is the best rating and 5 is the worst. If you have no opinion, select N. Please circle an answer for both importance and satisfaction for each specific statement.

	The <i>importance</i> that this service be provided by the City of St. Charles						Your <i>satisfaction</i> with the service as provided by the City of St. Charles					
	high			low			high			low		
<i>Fire Services</i>												
Preventing fires through safety inspections	1	2	3	4	5	N	1	2	3	4	5	N
Preventing fires through school and adult education	1	2	3	4	5	N	1	2	3	4	5	N
Responding to fires	1	2	3	4	5	N	1	2	3	4	5	N
Providing emergency medical services	1	2	3	4	5	N	1	2	3	4	5	N
<i>Community and Economic Development Services</i>												
Managing development to maintain community values	1	2	3	4	5	N	1	2	3	4	5	N
Local availability of needed goods and services	1	2	3	4	5	N	1	2	3	4	5	N
Inspecting buildings and enforcing code requirements	1	2	3	4	5	N	1	2	3	4	5	N
Revitalizing Downtown St. Charles	1	2	3	4	5	N	1	2	3	4	5	N
Attracting appropriate development on Randall Rd. and East Main St.	1	2	3	4	5	N	1	2	3	4	5	N
Promoting affordable housing	1	2	3	4	5	N	1	2	3	4	5	N
Promoting housing for seniors	1	2	3	4	5	N	1	2	3	4	5	N
Preserving the City's historic features and attributes	1	2	3	4	5	N	1	2	3	4	5	N
Preserving green space and open space	1	2	3	4	5	N	1	2	3	4	5	N
<i>Transportation Services</i>												
Maintaining existing city streets and sidewalks	1	2	3	4	5	N	1	2	3	4	5	N
Improving city streets and intersections	1	2	3	4	5	N	1	2	3	4	5	N
Keeping the streets free of dirt and trash	1	2	3	4	5	N	1	2	3	4	5	N
Keeping the streets free of snow and ice	1	2	3	4	5	N	1	2	3	4	5	N
Improving traffic circulation	1	2	3	4	5	N	1	2	3	4	5	N
Making improvements for pedestrians and bicyclists	1	2	3	4	5	N	1	2	3	4	5	N
Providing parking in the downtown area	1	2	3	4	5	N	1	2	3	4	5	N
Improving existing public transportation system	1	2	3	4	5	N	1	2	3	4	5	N
<i>Police Services</i>												
Responding to citizen calls	1	2	3	4	5	N	1	2	3	4	5	N
Enforcing traffic and parking laws	1	2	3	4	5	N	1	2	3	4	5	N
Teaching drug and gang resistance to students	1	2	3	4	5	N	1	2	3	4	5	N
Policing of community through patrols	1	2	3	4	5	N	1	2	3	4	5	N
Investigating and solving crimes	1	2	3	4	5	N	1	2	3	4	5	N
Enforcing laws regarding the use and sale of narcotics	1	2	3	4	5	N	1	2	3	4	5	N
Enforcing laws regarding juvenile delinquency	1	2	3	4	5	N	1	2	3	4	5	N
Preventing vandalism to property within the City	1	2	3	4	5	N	1	2	3	4	5	N
Enforcing alcohol related laws including possession and DUI laws	1	2	3	4	5	N	1	2	3	4	5	N
<i>General Services</i>												
Providing accurate and consistent utility billing service	1	2	3	4	5	N	1	2	3	4	5	N
Making it easier to get information about city services	1	2	3	4	5	N	1	2	3	4	5	N
Financially supporting performing arts like theater and music	1	2	3	4	5	N	1	2	3	4	5	N
Providing budgetary and financial data to citizens in an easy to read and understandable format	1	2	3	4	5	N	1	2	3	4	5	N

10. Funding City Services involves many trade-offs. For example, each dollar the City spends on police protection means one less dollar will be spent for all other services. Following are some of the City's revenue sources. Please indicate how you would prioritize the spending of each source of revenue from 1 to 3, with 1 being the highest priority and with the understanding that more spending for one service means less for another. Please prioritize three services for each revenue source. Example #1 shows that the respondent believes Hunting Taxes should mainly go toward 'Economic Development', with remaining funds going to 'Public Health and Safety' and finally to 'Cultural Activities' in that order.

<i>example #1</i>	<i>Second priority</i>		<i>First Priority</i>		<i>Third Priority</i>
***** Hunting Taxes	2		1		3
<i>example #2</i>		<i>Third Priority</i>		<i>Second priority</i>	<i>First Priority</i>
***** Fishing Taxes		3		2	1

<i>Revenue Source</i>	Public Health & Safety	Maintenance of Public Property	Economic Development	Visitor Attraction	Cultural Activities
Property Taxes					
Sales Tax					
Income Taxes					
Hotel/Motel Taxes					

11. Overall, how would you rate the current parking available downtown?

☐ Excellent
 ☐ Good
 ☐ Average
 ☐ Poor
 ☐ Very Poor
 ☐ Don't Know

12. How safe do you feel walking the streets of your neighborhood after dark?

☐ Very Safe
 ☐ Safe
 ☐ Neutral
 ☐ Unsafe
 ☐ Very Unsafe
 ☐ Don't Know

13. Compared to surrounding communities, how safe is St. Charles?

☐ Very Safe
 ☐ Safe
 ☐ Neutral
 ☐ Unsafe
 ☐ Very Unsafe
 ☐ Don't Know

14. How sensitive are St. Charles Police Officers to community problems?

☐ Very Sensitive
 ☐ Sensitive
 ☐ Average
 ☐ Insensitive
 ☐ Very Insensitive
 ☐ Don't Know

15. Should 911 be called anytime a Police Officer is needed, even if it is not an emergency?

☐ Yes
 ☐ No
 ☐ Don't Know

16. Do you currently have access to the Internet at your home? ☐ Yes ☐ No

17. How important is it to you to have Internet access?

☐ Very Important
 ☐ Important
 ☐ Average
 ☐ Unimportant
 ☐ Very Unimportant

18. How satisfied are you with the following privately offered services?

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Internet Service:					
Phone Services:					
Cable Services:					

19. If it was available, would you be interested in broadband services (i.e. combined phone, cable and high-speed Internet service)?

☐ Yes ☐ No ☐ Don't Know

20. Have you visited the City web site (www.stcharlesil.gov) or the Community web site (www.st-charles.il.us) within the last 6 months?

☐ Yes, City web site ☐ Yes, Community web site ☐ Yes, Both ☐ No

20a. If yes, how satisfied are you with the information presented on these websites?

☐ Very Satisfied ☐ Satisfied ☐ Neutral ☐ Dissatisfied ☐ Very Dissatisfied

21. Do you currently have a City of St. Charles Resident Guide? ☐ Yes ☐ No

21a. If yes, how satisfied are you with the usefulness of the information presented in the Resident Guide?

☐ Very Satisfied ☐ Satisfied ☐ Neutral ☐ Dissatisfied ☐ Very Dissatisfied

Questions 22-28. The following questions are helpful in determining whether demographics play a role in how a person responds to the survey.

22. On a typical work day, how much time do you spend commuting from home to work in the morning?

☐ 1-15 minutes ☐ 16-30 minutes ☐ 31-45 minutes ☐ 46-60 minutes ☐ Over an hour ☐ N/A

23. What is your gender?

☐ Male ☐ Female

24. What is your age?

☐ 30 or younger ☐ 31 to 40 ☐ 41-50 ☐ 51-60 ☐ 61 or older

25. In what year did you first move to St. Charles? (If more than once, please list most recent year) _____

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

☐ Grade School or Less ☐ Some College/ Junior College
☐ Some High School ☐ College (4 Year)
☐ High School ☐ Some Graduate Work
☐ Vocational/Tech School ☐ Post Grad/Professional

27. What is your total household income before taxes? (optional)

☐ Less than \$20,000 ☐ \$60,001-90,000
☐ \$20,000-35,000 ☐ \$90,000-120,000
☐ \$35,001-60,000 ☐ More than \$120,000



28. With the Fox River and Main St. (Rt. 64) as the axes, please indicate in which quadrant your household is located:

☐ Quadrant 1 ☐ Quadrant 2 ☐ Quadrant 3 ☐ Quadrant 4

29. Please place any comments below:

Thank you very much for helping shape the City's PRIORITIES. Results of the survey will be posted in mid October on the City's web site at <http://www.stcharlesil.gov/getinvolved/2003PrioritiesSurveyResults.html>. Any information you provide about functions outside city services will be forwarded on to the appropriate officials.