



CITY NEWS

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"Survey Says..."

Last Spring, the City of St. Charles partnered with The Survey Institute to create and distribute a community survey that was sent out to St. Charles residents that would help determine the perception and drive of various services provided by the City.

The survey was sent to approximately 15,000 residents that were randomly selected, and it was estimated that we would have needed to receive 382 surveys to produce credible results. A total of 2,324 surveys were returned, which translates to a response rate of 15.49%. This was an excellent response rate and well beyond what was needed for statistical validity in the results.



The survey was able to identify areas in which departments and services are exceeding resident expectations and areas that need improvement. Mayor Sally Faith, Director of Administration and City Department Directors, have been committed to evaluating and improving specific services identified by residents as needing improvement. Following are some of the areas identified, work that has already been done, and work that is underway to address these issues.

One area identified by the survey for improvement was the Community Development Department's response time to citizen complaints. Several things have been implemented to improve in this area. In the Fall/Winter 2016 issue of City News, an article explaining the code enforcement process and the legal steps the City must go through to enforce codes was published. This article attempted to give residents a better understanding of how the process works and the factors that can sometimes delay the resolution of a code violation.

In addition, with the approval of the Mayor and City Council, two new positions were added to the Community Development team, both of which focus on code enforcement. This additional manpower will help to improve the department's response time to resident complaints.
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If It's Happening,
It's **Happening** In
SAINT CHARLES
MISSOURI

Preservation Champions

by Denise Mitchell, Landmarks Board

Each year in May, in recognition of National Historic Preservation Month, the City of Saint Charles Landmarks Preservation Board honors projects and people that have made outstanding contributions to the preservation of the City's historic character. This year's awards ceremony was held at the prelude of the May 16th City Council Meeting.

Five project categories were eligible for an award: Residential, Commercial, Publicly-Owned, Sensitive New In-fill and Personal Achievement

The award-winning projects selected were based on the following:

- The historical and architectural significance for the property preserved by the project
- Sensitivity to the historic integrity of the building and its site; including streetscapes
- Preservation or replication of historic materials and quality of project craftsmanship
- Impact of the project on the preservation of the town's historic fabric, neighborhoods and resources
- The degree of difficulty of the project

The projects were also evaluated using the Secretary of the Interior's Standards for Rehabilitation.

Congratulations to the following award winners:

- Mr. David Willis & Mr. Charles Weatherford – 1327 N. Third St. – Residential ①
- Mr. Robert Pecoraro, Lindenwood University – 308 N. Kingshighway – Residential ②
- Mr. and Mrs. Robert Adams – 1106 N. Fourth. – Sensitive New In-Fill ③
- Mr. and Mrs. Matt Gorski – 115 McDonough St. - Commercial ④
- Mr. Len House – 1200 N. Second St. - Commercial ⑤
- Ms. Christine Berry – Lifetime Achievement Award in Preservation ⑥



Interested in nominating a building or person for next year? Go online and complete the submission form at: <https://www.stcharlescitemo.gov/DocumentCenter/Home/View/2795> or contact Brenda Rubach Thurmer, City Preservation Planner, at 636-949-3222, for more information.