

**AGENDA**  
**Administrative-Finance Committee**  
**August 4, 2025**  
**6:00 p.m. – City Hall Conference Room**

- 1. Call to Order**
- 2. Public Comment**
- 3. New Business**
  - a. Approval of an ordinance authorizing the disposal of surplus property**
  - b. Review results of 2025 Communications Survey**
  - c. An ordinance establishing a tax of five percent (5%) upon the gross rental charge for the rental or leasing of any individual self-storage space in the City of Darien**
  - d. Approval of Minutes – May 5, 2025**
- 4. Other Business**
- 5. Next Meeting – September 2, 2025**
- 6. Adjournment**

**AGENDA MEMO**  
**Administrative/Finance Committee Meeting**  
**August 4, 2025**

**ISSUE STATEMENT**

Approval of an ordinance authorizing the disposal of surplus property.

**BACKGROUND/HISTORY**

Staff is requesting that the following property be declared as surplus property and auctioned using an on-line auction service, Public Surplus, or disposed of:

ITEM	EXPLANATION
1. (1) Wooden Desk	Damaged in flood
2. (4) squad partitions from 2018 Ford Explorers	No longer needed
3. (1) Blue Chair	Broken
4. (1) Rolling Chair - Black	Damaged in flood
5. (3) Window Blinds with mounting brackets	No longer needed
6. (2) Oxygen Tanks	No longer needed
7. (1) Rolling cart for chair storage	No longer needed
8. (1) Metal Bookcase	No longer needed
9. (1) box of Watchguard equipment	No longer needed
10. (1) Round table	No longer needed
11. (1) Lexmark printer	Damaged in flood
12. (1) Dell desktop computer - Janik	No longer needed
13. (1) Box of electronic equipment (lights, radars, keyboards)	Damaged in flood
14. (1) Wooden pallette	Damaged in flood
15. (81) Large packing boxes	Damaged in flood
16. (2) Hanging car organizers	Damaged in flood
17. (1) Rain jacket	Damaged in flood
18. (1) Stop stick bag	Damaged in flood
19. (2) Death screen suitcases	Damaged in flood
20. (1) Roll of tar paper	Damaged in flood
21. (1) Wooden table	Damaged in flood
22. (1) Box of flares	Damaged in flood
23. (1) Tactical shield bag	Damaged in flood
24. (1) Think Centre Desk Top – BEAST	No longer operable
25. (12) Apple iPhones	Replaced
26. (4) Samsung smart phones	Replaced
27. (1) ThinkPad laptop	Replaced
28. (2) Phone cases	Replaced
29. (1) Dell Laptop	Replaced
30. (1) Computer tower – LG	Replaced
31. (1) Computer tower – Dell	Replaced
32. (1) USP – CyberPower – City Hall media room	Damaged in flood

**STAFF/COMMITTEE RECOMMENDATION**

Staff recommends the above be declared surplus property and auctioned using Public Surplus or disposed of.

**ALTERNATE CONSIDERATION**

As recommended by the Committee.

**DECISION MODE**

If approved by the Committee, this item will be placed on the August 18, 2025 City Council Agenda for formal approval.

**CITY OF DARIEN**  
**DU PAGE COUNTY, ILLINOIS**

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**ORDINANCE NO. \_\_\_\_\_**

**AN ORDINANCE AUTHORIZING THE SALE  
OF PERSONAL PROPERTY  
OWNED BY THE CITY OF DARIEN**

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**ADOPTED BY THE  
MAYOR AND CITY COUNCIL  
OF THE  
CITY OF DARIEN  
THIS 18<sup>th</sup> DAY OF AUGUST 2025**

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**Published in pamphlet form by authority  
of the Mayor and City Council of the City  
of Darien, DuPage County, Illinois, and  
this 18<sup>th</sup> day of August 2025**

**ORDINANCE NO.** \_\_\_\_\_

**AN ORDINANCE AUTHORIZING THE SALE OF PERSONAL PROPERTY  
OWNED BY THE CITY OF DARIEN**

**WHEREAS**, in the opinion of at least three fourths of the corporate authorities of the City of Darien, it is no longer necessary or useful, or for the best interests of the City of Darien, to retain ownership of the personal property hereinafter described; and

**WHEREAS**, it has been determined by the Mayor and City Council of the City of Darien to sell said personal property at a Public Auction or dispose of said property.

**NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF DARIEN, DU PAGE COUNTY, ILLINOIS, IN THE EXERCISE OF ITS HOME RULE POWERS**, as follows:

**SECTION 1:** The Mayor and City Council of the City of Darien find that the following described personal property, now owned by the City of Darien, is no longer necessary or useful to the City of Darien and the best interests of the City of Darien will be served by auctioning it using Gov Deals, Inc or disposing of said property.

ITEM	EXPLANATION
1. (1) Wooden Desk	Damaged in flood
2. (4) squad partitions from 2018 Ford Explorers	No longer needed
3. (1) Blue Chair	Broken
4. (1) Rolling Chair - Black	Damaged in flood
5. (3) Window Blinds with mounting brackets	No longer needed
6. (2) Oxygen Tanks	No longer needed
7. (1) Rolling cart for chair storage	No longer needed
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9. (1) box of Watchguard equipment	No longer needed
10. (1) Round table	No longer needed
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19. (2) Death screen suitcases	Damaged in flood
20. (1) Roll of tar paper	Damaged in flood
21. (1) Wooden table	Damaged in flood

**ORDINANCE NO.** \_\_\_\_\_

22.	(1) Box of flares	Damaged in flood
23.	(1) Tactical shield bag	Damaged in flood
24.	(1) Think Centre Desk Top – BEAST	No longer operable
25.	(12) Apple iPhones	Replaced
26.	(4) Samsung smart phones	Replaced
27.	(1) ThinkPad laptop	Replaced
28.	(2) Phone cases	Replaced
29.	(1) Dell Laptop	Replaced
30.	(1) Computer tower – LG	Replaced
31.	(1) Computer tower – Dell	Replaced
32.	(1) USP – CyberPower	Damaged in flood

**SECTION 2:** The City Administrator is hereby authorized and directed to sell the aforementioned personal property, now owned by the City of Darien. Items will be auctioned using GovDeals, Inc or disposing of said property.

**SECTION 3:** This Ordinance and each of its terms shall be the effective legislative act of a home rule municipality without regard to whether such Ordinance should (a) contain terms contrary to the provisions of current or subsequent non-preemptive state law, or (b) legislate in a manner or regarding a matter not delegated to municipalities by state law. It is the intent of the corporate authorities of the City of Darien that to the extent that the terms of this Ordinance should be inconsistent with any non-preemptive state law, that this Ordinance shall supersede state law in that regard within its jurisdiction.

**SECTION 4:** This Ordinance shall be in full force and effect from and after its passage and approval as provided by law.

**PASSED BY THE CITY COUNCIL OF THE CITY OF DARIEN, DU PAGE COUNTY, ILLINOIS**, this 18<sup>th</sup> day of August 2025.

AYES: \_\_\_\_\_

NAYS: \_\_\_\_\_

ABSENT: \_\_\_\_\_

APPROVED BY THE MAYOR OF THE CITY OF DARIEN, DU PAGE COUNTY, ILLINOIS, this 18<sup>th</sup> day of August 2025.

\_\_\_\_\_  
JOSEPH MARCHESE, MAYOR

**ORDINANCE NO.** \_\_\_\_\_

ATTEST:

\_\_\_\_\_  
JOANNE RAGONA, CITY CLERK

APPROVED AS TO FORM:

\_\_\_\_\_  
CITY ATTORNEY



## City of Darien – MEMORANDUM

TO: Bryon Vana, City Administrator

FROM: Lisa Klemm, Administrative Assistant to City Administrator

DATE: July 31, 2025

RE: Results – Darien Communication Survey 2025

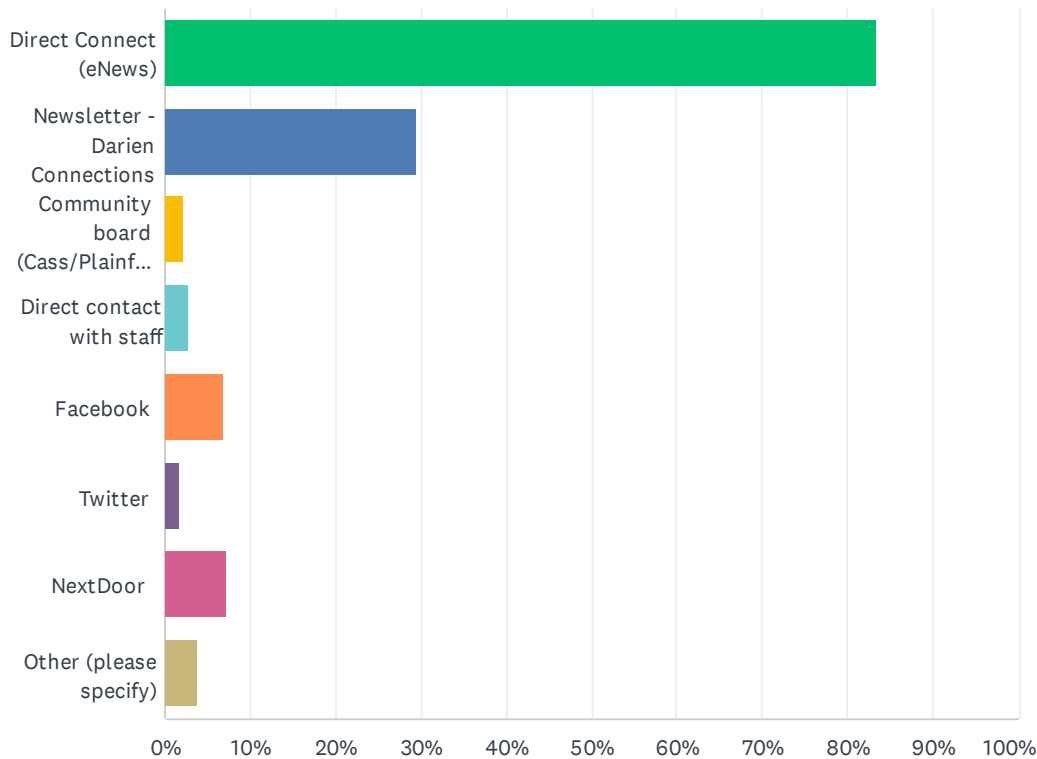
Attached please find the results of the 2025 Communications Survey. The survey was open from June 24<sup>th</sup> thru July 27<sup>th</sup>. The survey included 15 questions for the residents to complete. The total number of residents responding was 530, noting that individuals may not have answered some of the questions. Overall, residents seem to be satisfied with the city's communication, with 83.36% relying on our weekly eNews, Direct Connect.

As a reminder, this survey was not designed to be statistically representative. Rather, it was to capture a snapshot of general sentiment and perception from those who chose to respond. As such, the results are best understood as qualitative insights. The value of this survey lies in the patterns and themes that emerged from the responses. For example, staff noticed several questions regarding the police texting program that has stopped. Based on those questions/comments, we put a statement in Direct Connect advising that we are currently looking for a new program/method. We also receive communication feedback throughout the year which helps determine the information we put in DC and social media.



# Q1 What is your primary source of receiving information from the city?

Answered: 529   Skipped: 1



ANSWER CHOICES	RESPONSES	
Direct Connect (eNews)	83.36%	441
Newsletter - Darien Connections	29.49%	156
Community board (Cass/Plainfield)	2.08%	11
Direct contact with staff	2.84%	15
Facebook	6.81%	36
Twitter	1.70%	9
NextDoor	7.18%	38
Other (please specify)	3.78%	20
Total Respondents: 529		

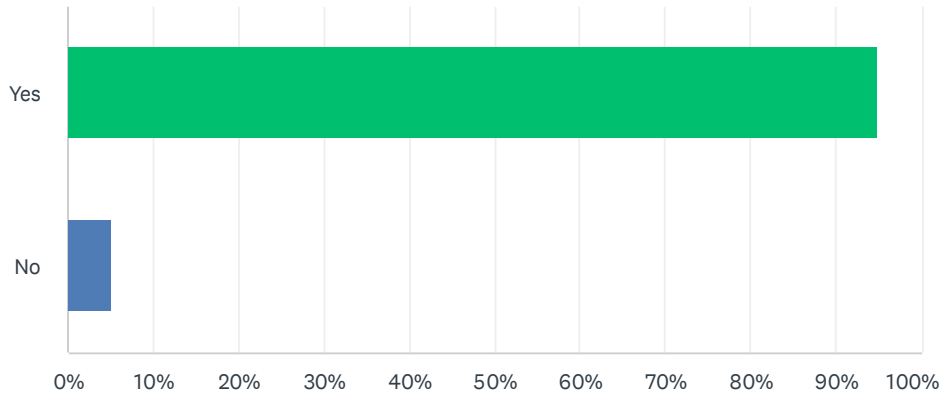
#	OTHER (PLEASE SPECIFY)	DATE
1	Village website	7/26/2025 6:45 PM
2	Patch and it used to be texts from PD, but haven't received them in a year	7/26/2025 5:56 PM
3	Alderman	7/24/2025 3:38 PM
4	E mail	7/24/2025 8:37 AM

## Darien Communications Survey 2025

5	Our HOA REP, Bonnie Kucera, forwards the info	7/24/2025 7:42 AM
6	Patch	7/23/2025 4:04 PM
7	friends	7/23/2025 3:46 PM
8	Patch	7/20/2025 2:52 PM
9	Website	7/19/2025 7:17 PM
10	Facebook groups and neighbors	7/18/2025 3:43 AM
11	The Patch	7/17/2025 9:45 PM
12	Word of mouth with other residents	7/17/2025 5:02 PM
13	It seems it is residents on NextDoor. I have not seen community posts on social media. I have seen Bryon Vana respond to some posts on NextDoor. I was not aware Darien had a FB page. Just looked it up and followed.	7/17/2025 4:20 PM
14	Mary Sullilvan's posts on Facebook	7/14/2025 3:52 PM
15	Gossip	7/14/2025 11:53 AM
16	Darien Patch	7/14/2025 11:53 AM
17	DARIEN PATCH	7/13/2025 5:22 PM
18	Word of mouth	7/12/2025 10:37 AM
19	Parch	7/10/2025 5:07 PM
20	Darien Patch	6/30/2025 5:39 PM

## Q2 Do you feel the information you receive is well organized and easy to understand?

Answered: 522   Skipped: 8



ANSWER CHOICES	RESPONSES	
Yes	94.83%	495
No	5.17%	27
Total Respondents: 522		

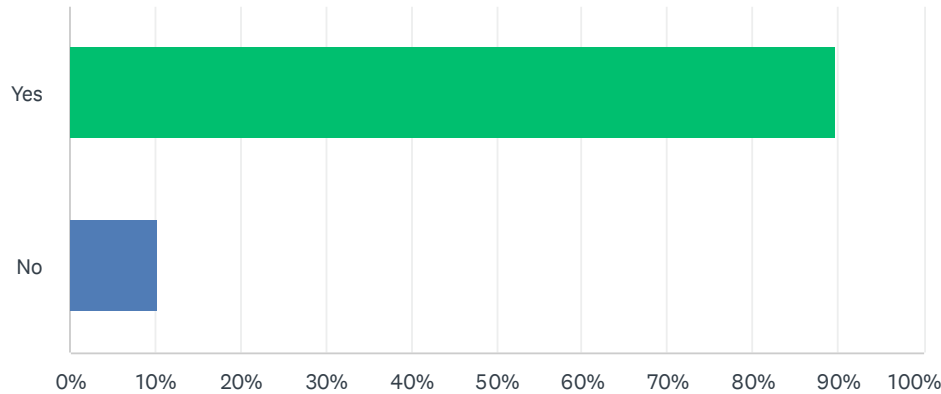
#	COMMENTS	DATE
1	It's just a bit all over. Important (actionable) buried down below the mayors musings.	7/27/2025 12:21 AM
2	Organized but lots of fluff.	7/24/2025 3:44 PM
3	I can go without the mayor's long commentary and just give me updates about what's going on.	7/24/2025 8:12 AM
4	But I could do without the Mayor's message.	7/23/2025 8:39 PM
5	The Mayor's message is too long, please shorten the message.	7/23/2025 8:30 PM
6	Sometimes	7/23/2025 6:12 PM
7	Absolutely!	7/23/2025 5:58 PM
8	Darien Direct contains everything that I need to stay informed.	7/23/2025 5:56 PM
9	Not on here, I feel I miss things that are happening quite often.	7/23/2025 3:41 PM
10	It does not really disclose issues with conflict	7/18/2025 9:35 AM
11	Mayor's comments are too long, bullets point would be better.	7/18/2025 4:54 AM
12	There is so much information it gets really hard for me to stay interested past the mayor's note to get to all the info so I skim it	7/14/2025 3:20 PM
13	I would like it if it were a little bit larger print	7/14/2025 3:05 PM
14	The letter from the mayor is long. But appreciate the message.	7/14/2025 2:01 PM
15	Mixed	7/14/2025 11:53 AM
16	Would like less of the mayor's personal stories and more about the city departments	7/14/2025 11:29 AM

## Darien Communications Survey 2025

17	It could be way more concise. Also, I almost always find myself scrolling straight to the bottom as that information is typically the most relevant.	7/14/2025 11:19 AM
18	Sometimes it is	7/14/2025 11:01 AM
19	But often too long	7/14/2025 10:54 AM
20	However the mayor talks to much about his personal life and things that have zero to do with Darien. He comes across as a figure head that just likes to hear the sound of his own voice.	7/14/2025 10:52 AM
21	Without a diubt	7/14/2025 10:25 AM
22	I need to know more of what businesses are coming to Darien and what the economic commeeetee is working on and their progress.	7/14/2025 10:18 AM
23	VERY SKETCHY. MISSING DETAILS, NAMES, EXACT LOCATIONS ETC	7/13/2025 5:22 PM
24	Sometimes	7/10/2025 6:31 PM
25	Drop the Mayor's weekly message. It has nothing to do with events in Darien	7/10/2025 5:18 PM
26	Often meetings that are 6 or more months old are broadcast in easy to listen times.	7/3/2025 3:23 PM
27	Often times feels like there is a lot of extra fluff before getting to the important information.	7/3/2025 3:01 PM
28	Too long winded mayor's comments	7/3/2025 2:43 PM
29	Unless you post a comment city does not like then they take it down..rather communist?	6/30/2025 6:22 PM
30	Not enough of it. Not timely.	6/30/2025 5:39 PM
31	I would like to see a spot each week that shows the e mail address to send concerns about land where grass is way to high	6/27/2025 11:28 AM
32	Direct Connect is great. I look forward to it each week	6/27/2025 5:32 AM
33	Too much useless information, not enough of the important details. For example, Thursday (06/26) night's concert info should include what type of music that the band plays. Far too much space is given to the Mayor's Message section. His long-winded expatiation should be on his own web page, with only a link on the Direct Connect email.	6/26/2025 7:08 PM
34	Improve senior opportunities	6/26/2025 6:28 PM
35	its always a sermon about the mayor	6/26/2025 3:30 PM
36	Way too much info about the personal life of the mayor - No one cares! We should be getting updates about the city from the mayor. Where is that info?	6/26/2025 3:26 PM
37	Content could be shorter	6/24/2025 8:28 AM

### Q3 Do you feel the city provides timely and relevant information pertaining to your interest(s)?

Answered: 509   Skipped: 21



ANSWER CHOICES	RESPONSES	
Yes	89.78%	457
No	10.22%	52
Total Respondents: 509		

#	COMMENTS	DATE
1	Would be interested in to see more in current developments.	7/26/2025 6:45 PM
2	Not knowing that there have been accidents and road closures isnt helpful	7/26/2025 5:56 PM
3	Sometimes	7/25/2025 7:39 AM
4	Why cable when 48% have wireless!	7/24/2025 11:39 PM
5	Too little about new business and the zoning/new business activities	7/24/2025 2:14 PM
6	Sometimes	7/24/2025 9:58 AM
7	Would like more.	7/24/2025 8:37 AM
8	More crime summaries are needed!	7/24/2025 4:34 AM
9	Sometimes	7/23/2025 10:21 PM
10	Sometimes	7/23/2025 8:39 PM
11	Too much of the same information	7/23/2025 7:21 PM
12	Sometimes	7/23/2025 6:12 PM
13	Great job!	7/23/2025 5:58 PM
14	Always timely and informative	7/23/2025 5:56 PM
15	If ever a question I have no problem calling or dropping by City Hall. Everyone is always helpful and gracious.	7/23/2025 4:20 PM
16	Sometimes	7/23/2025 3:52 PM

## Darien Communications Survey 2025

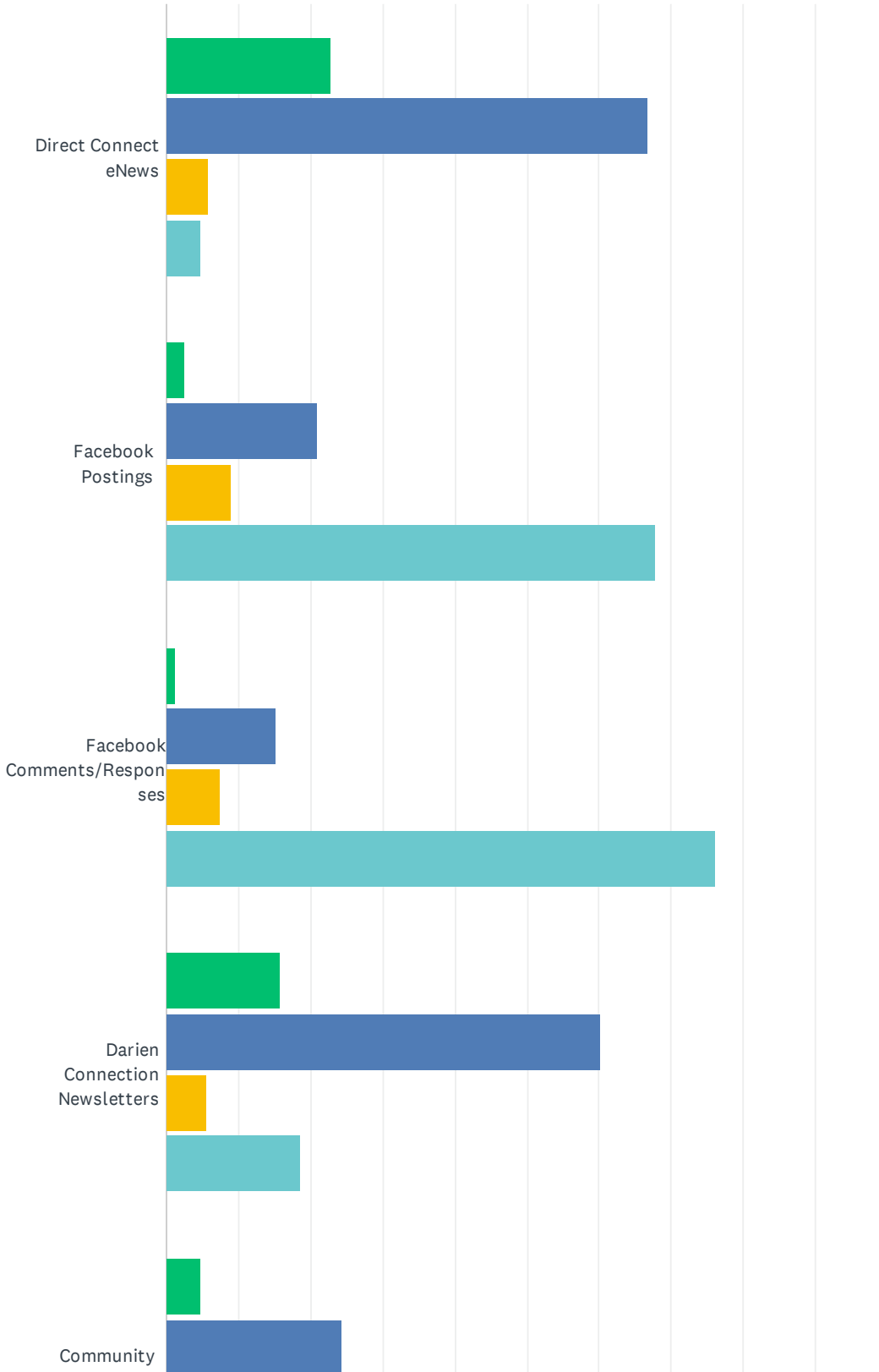
17	Would like more transparency. Pls include police blotter, community development/ planning ideas and follow up updates.	7/19/2025 6:06 PM
18	It would be nice if there was information on businesses coming to and/or leaving our community. Specifically, the shopping center on the Southeast corner of Lemont Rd and 75th street.	7/18/2025 11:19 AM
19	Generally	7/18/2025 9:35 AM
20	I would like to see more about Park maintenance issues	7/17/2025 5:37 PM
21	I'd like the mayor to provide weekly updates on what's being done to drive more businesses and tax revenue to Darien instead of poems and personal anecdotes.	7/17/2025 4:44 PM
22	Big decisions are made without community input. You have to search for the agenda and subsequent minutes. When a relevant proposal comes up, It should be featured on the first page with timelines noted so interested parties can be involved and get heard.	7/17/2025 4:20 PM
23	Would like about Metronet and this high speed fiber optic cable that has invaded our neighborhood. More flags in our lawns, more digging etc. It seems we just get the previous diggings done at the frontage road at Oldfield. Just when the grass is reestablished and the corner barriers are gone, another digging project starts. Was the community surveyed re: Metronet? I don't recall it was. I just got a letter in the mail telling me it's coming. Please clarify. Thanks.	7/15/2025 11:02 PM
24	Only use about 20% of the information	7/14/2025 8:06 PM
25	Sometimes	7/14/2025 5:36 PM
26	Didn't really have a feeling on this, but I couldn't proceed without answering.	7/14/2025 5:14 PM
27	Tho the schedule for the oil app during road resurface not adequate	7/14/2025 4:58 PM
28	I guess	7/14/2025 4:50 PM
29	Except on X..... maybe it's the platform. The police alerts are always hours off when the event happens	7/14/2025 4:09 PM
30	The land usage process and city tax dollars committed to the developers is not shared with the voters.	7/14/2025 2:41 PM
31	Info is more calendar events than actual happenings that occur	7/14/2025 1:36 PM
32	I am not a FB user, but generally I would like to hear more about what is happening in the community. Can we get a link to board meeting minutes?	7/14/2025 12:42 PM
33	Sometimes but not often	7/14/2025 11:29 AM
34	Except would prefer the mayor not preach in the newsletter.	7/14/2025 11:25 AM
35	Mostly. Darien utility marked my yard then installed a pole with a box on it. Later removed said box and left the pole. No information given. Would be nice to know. Gigi Lane. Also info on Fairview Ave closure seems like it should be shared	7/14/2025 11:12 AM
36	The mayor's message should be about Darien. Everyone I know complains about his portion of the weekly email.	7/14/2025 10:52 AM
37	Get park district to clean up shorelines around ponds	7/14/2025 10:25 AM
38	However please tell the mayor we don't want his philosophical article. Tell the mayor not our parent get over yourself	7/14/2025 10:07 AM
39	OFTEN CONSTRUCTION INFO IS NOT PUT OUT.	7/13/2025 5:22 PM
40	I would like more info to go out regarding park updates and would appreciate more community involvement. For example, removal of swings from certain parks, more shade needed at parks. Love the new water park, but some trees would be nice, very sterile looking. Trees with benches under them would be great. Birchwood park was changed for the worse, lost climbing and swings.	7/12/2025 6:33 PM
41	sometimes not timely but I usually get the information to react to.	7/12/2025 10:37 AM

## Darien Communications Survey 2025

42	Not always.	7/11/2025 7:54 AM
43	Sometimes	7/10/2025 6:31 PM
44	Very much all geared towards senior citizens.	7/4/2025 10:33 AM
45	It would be helpful to know when school years start and end.	7/4/2025 8:19 AM
46	See above comment	7/3/2025 3:23 PM
47	The City and Police Department previously added a new text alert feature after their older usage of Twitter was not as current. However, those text alerts have seemingly stopped for months. Nothing about road closures due to accidents or other information appears to have come out in a long time.	7/3/2025 3:01 PM
48	Everything is for the geriatric community. Hardly news of new business or family events.	7/2/2025 10:27 AM
49	Not applicable	6/30/2025 6:22 PM
50	We need information early AND often. Not once just 2 days before	6/30/2025 5:39 PM
51	Reports of crime or accidents are reported on Nextdoor or ring but not by city	6/27/2025 9:13 AM
52	Some areas are not covered prior to an action going to take place.	6/27/2025 6:42 AM
53	See answer to question #2. Often, the information is "old"; the event that is mentioned in the Direct Connect article has already passed.	6/26/2025 7:08 PM
54	Senior information	6/26/2025 6:28 PM
55	The Darien Patch is a much greater/better resource regarding city activities than the city itself...	6/26/2025 3:45 PM
56	I like that Darien has been highlighting things more about our local schools and I think more could be done on this. Our schools are terrific and they're a significant part of what makes Darien great, and anytime we can highlight them, it strengthens the community.	6/26/2025 3:38 PM
57	mayor only talks about himself not the city	6/26/2025 3:30 PM
58	Some, but not enough. For example - how about Park District info?	6/26/2025 3:26 PM
59	There are times that I wish I knew more about Park district events	6/24/2025 8:28 AM

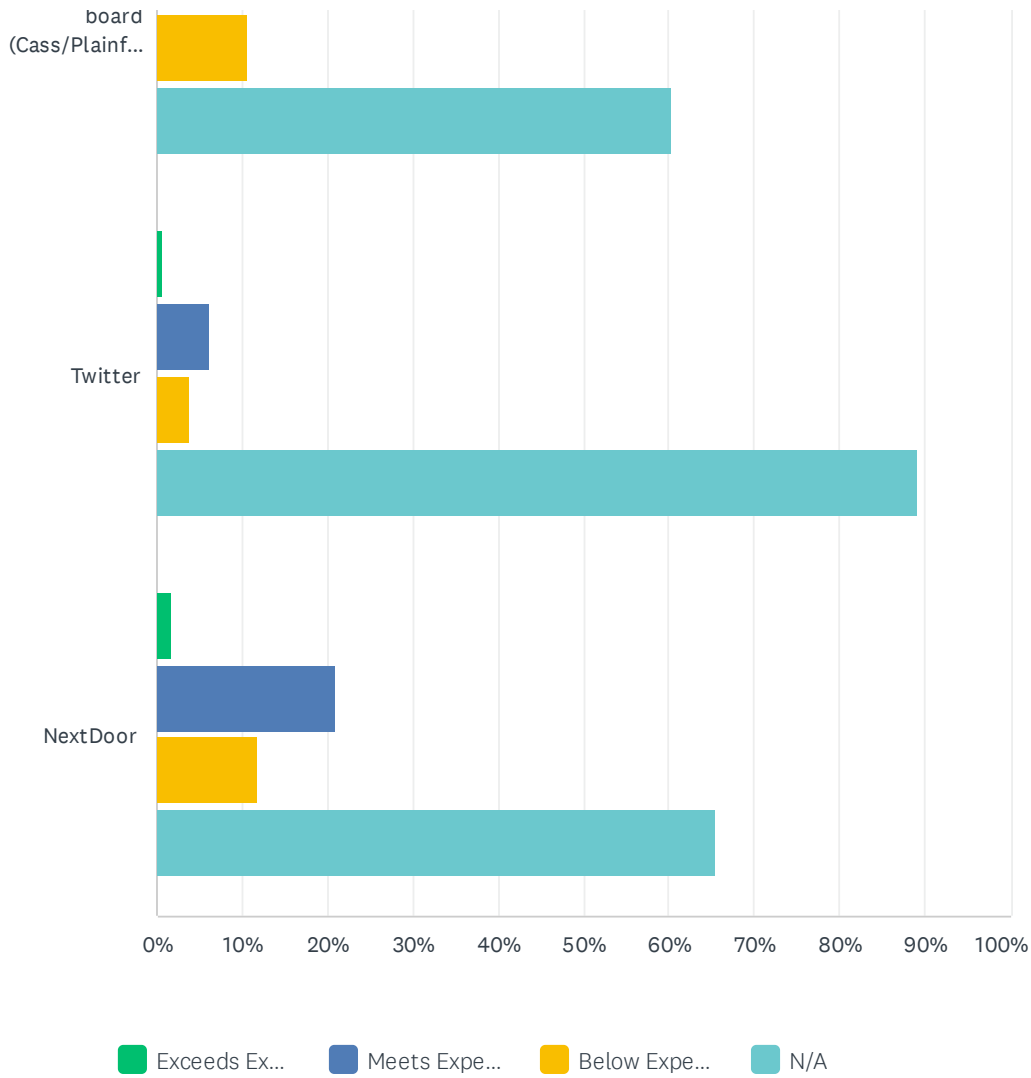
## Q4 How would you grade the following communications from the city as it pertains to your expectations:

Answered: 530 Skipped: 0





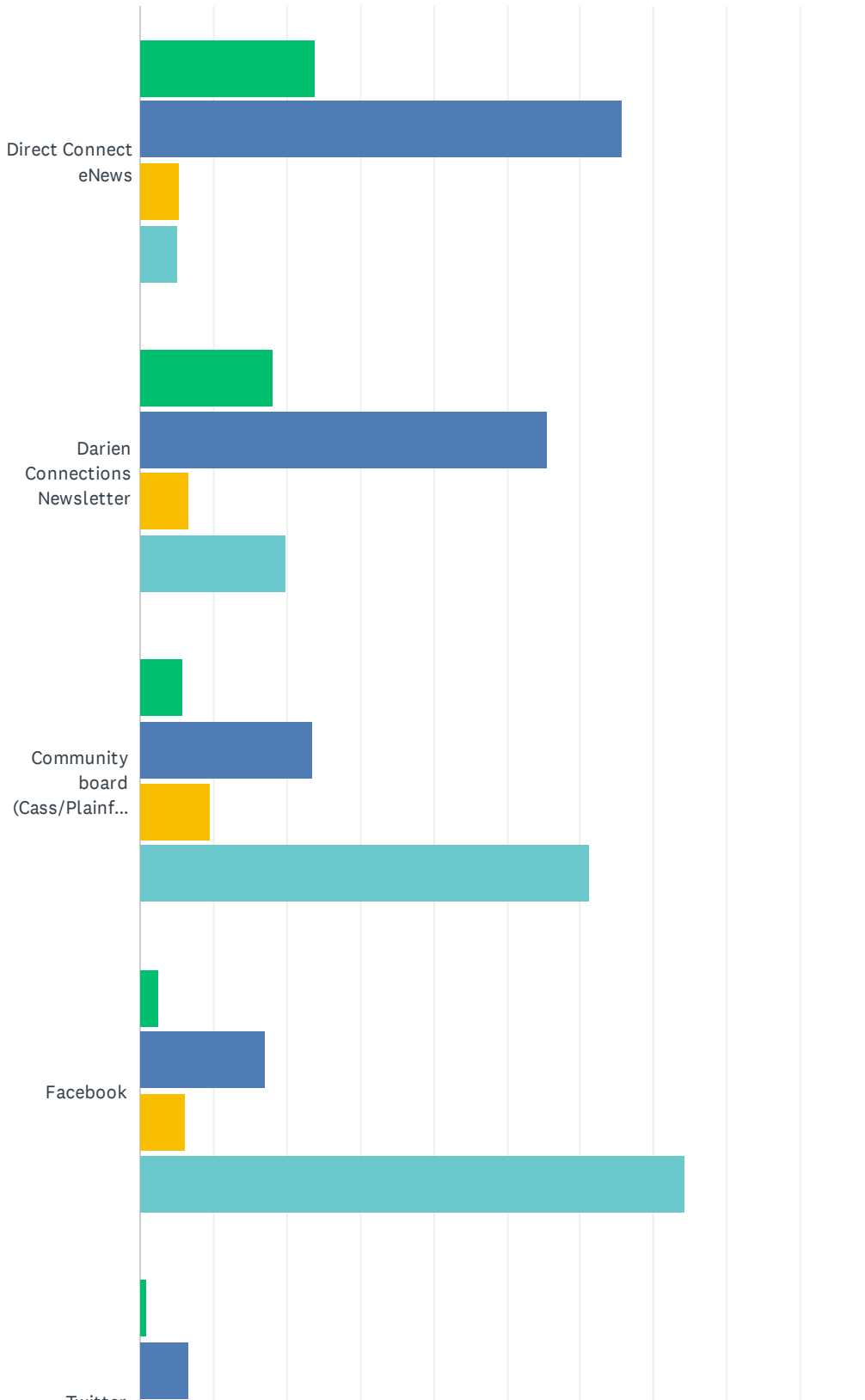
## Darien Communications Survey 2025



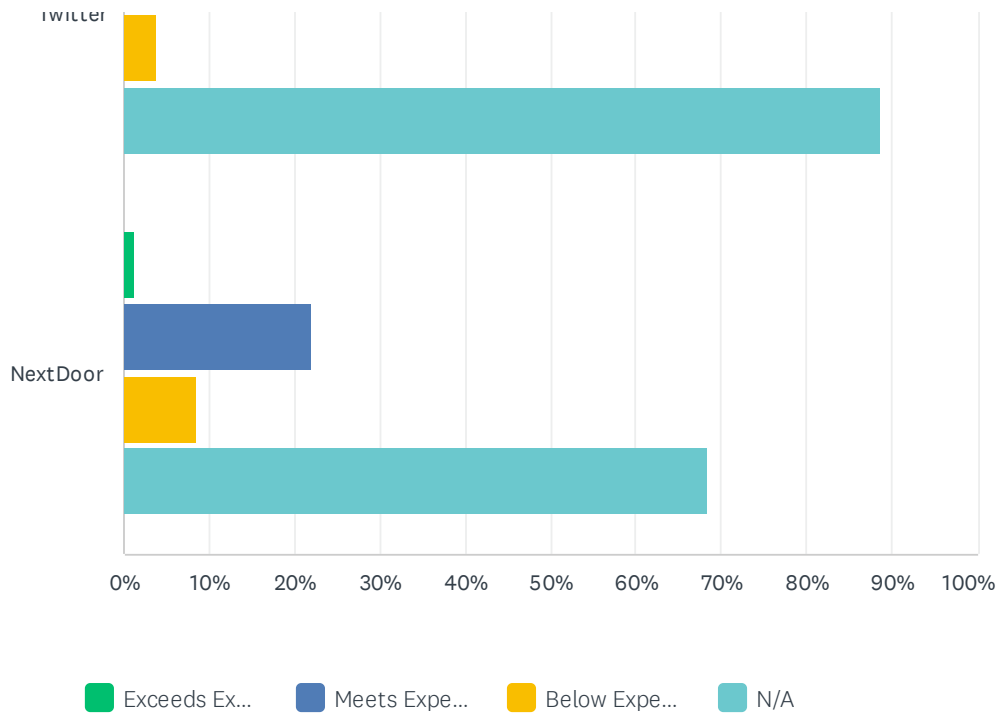
	EXCEEDS EXPECTATIONS	MEETS EXPECTATIONS	BELOW EXPECTATIONS	N/A	TOTAL	WEIGHTED AVERAGE
Direct Connect eNews	22.80% 119	66.67% 348	5.75% 30	4.79% 25	522	1.82
Facebook Postings	2.50% 11	20.91% 92	8.86% 39	67.73% 298	440	2.20
Facebook Comments/Responses	1.38% 6	15.21% 66	7.37% 32	76.04% 330	434	2.25
Darien Connection Newsletters	15.68% 74	60.17% 284	5.51% 26	18.64% 88	472	1.88
Community board (Cass/Plainfield)	4.67% 20	24.30% 104	10.75% 46	60.28% 258	428	2.15
Twitter	0.69% 3	6.22% 27	3.92% 17	89.17% 387	434	2.30
NextDoor	1.78% 8	20.89% 94	11.78% 53	65.56% 295	450	2.29

## Q5 Please rate the format/appearance of the following as it pertains to your expectations.

Answered: 515 Skipped: 15



## Darien Communications Survey 2025



	EXCEEDS EXPECTATIONS	MEETS EXPECTATIONS	BELOW EXPECTATIONS	N/A	TOTAL	WEIGHTED AVERAGE
Direct Connect eNews	23.86% 120	65.61% 330	5.37% 27	5.17% 26	503	1.92
Darien Connections Newsletter	18.16% 85	55.34% 259	6.62% 31	19.87% 93	468	2.28
Community board (Cass/Plainfield)	5.85% 25	23.42% 100	9.60% 41	61.12% 261	427	3.26
Facebook	2.58% 11	17.14% 73	6.10% 26	74.18% 316	426	3.52
Twitter	0.95% 4	6.64% 28	3.79% 16	88.63% 374	422	3.80
NextDoor	1.18% 5	21.88% 93	8.47% 36	68.47% 291	425	3.44

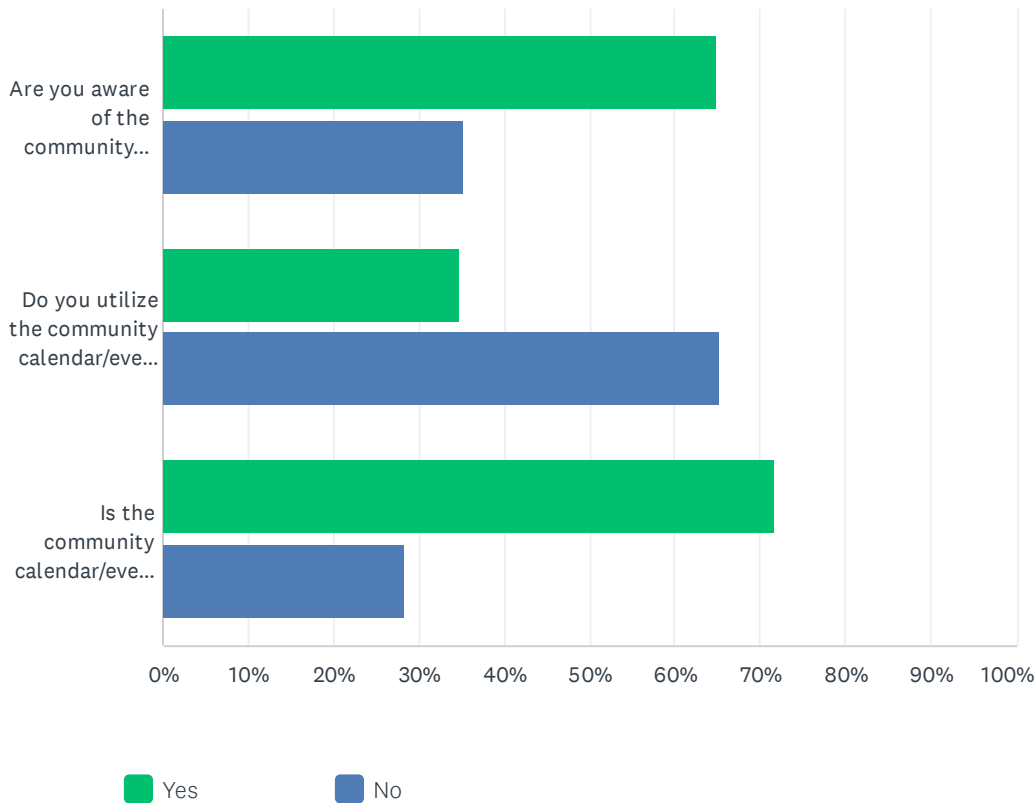
#	COMMENTS	DATE
1	I am not on Facebook or twitter or next door	7/25/2025 7:39 AM
2	No one wants cable/ 10 years too late	7/24/2025 11:39 PM
3	I would like the Newsletter to be more frequent than quarterly. It used to be monthly	7/24/2025 6:10 PM
4	This is how we get our Darien information.	7/24/2025 3:59 PM
5	I don't get involved in social media	7/24/2025 3:38 PM
6	I do not follow on Next Door or on Twitter/X so cannot comment. The newsletter comes out once quarterly I believe so am not sure.	7/23/2025 8:30 PM
7	Great job!	7/23/2025 5:58 PM
8	Enjoy the Thursday releases	7/23/2025 5:56 PM
9	I only get news fro newsleyter	7/23/2025 4:18 PM

## Darien Communications Survey 2025

10	I really don't recall seeing much from the city on Nextdoor.	7/23/2025 4:04 PM
11	I feel you can do a better job on Facebook, it is a good platform to get out news, highlight and attract residents to the businesses and events, or even give a platform for businesses to sponsor events they want to throw.	7/23/2025 3:41 PM
12	Add more content and updates to the newsletter. The social posts are too infrequent and limited.	7/19/2025 6:06 PM
13	I am not sure what Community board (Cass/Plainfield) is.	7/18/2025 11:19 AM
14	Where is Direct Connect news? this is the first I've heard of it.	7/17/2025 4:20 PM
15	Too many stupid comments	7/17/2025 4:16 PM
16	Would prefer clickable links versus a long newsletter to scroll through and determine what is of interest	7/14/2025 7:42 PM
17	I don't use most of the method of communication mentioned.	7/14/2025 2:01 PM
18	Next door is mostly gossip	7/14/2025 11:53 AM
19	Sometimes ads on community board are hard to read from a distance	7/14/2025 11:22 AM
20	Please STOP with the tracking links in email. Just provide direct links. You don't need to track everything we click on and many of us BLOCK tracking links so we can never even use your links in emails.	7/14/2025 11:02 AM
21	I think the Mayor's messages should be at the bottom and the most important info/dates outlined first.	7/14/2025 10:40 AM
22	NextDoor gets co-mingled into too many other communications not relevant to the city of Darien	7/12/2025 10:37 AM
23	The newsletter should feature residents of Darien, like a get to know your neighbor. People congrats things but you wouldn't know b/c it's all about some old retired mayor who thinks he's hot stuff and so important.	7/2/2025 10:27 AM
24	I like getting info every week in the eNews. I don't even know when the Darien Connections newsletter comes, it seems like it's infrequent and probably expensive.	6/26/2025 3:38 PM
25	needs more info	6/26/2025 3:30 PM
26	Once again I would like to see Direct Connect shortened	6/24/2025 8:28 AM

## Q6 The city's website contains a community calendar/event board that captures events in and around Darien. [darien.il.us/community/eventboard](https://darien.il.us/community/eventboard)

Answered: 526 Skipped: 4



	YES	NO	TOTAL	WEIGHTED AVERAGE
Are you aware of the community calendar/event board?	64.75% 338	35.25% 184	522	1.35
Do you utilize the community calendar/event board?	34.74% 173	65.26% 325	498	1.65
Is the community calendar/event board easy to navigate?	71.59% 252	28.41% 100	352	1.28

#	COMMENTS	DATE
1	Should be an N/A option	7/26/2025 6:45 PM
2	yes, but only for the short time I am stopped at a light	7/26/2025 3:22 PM
3	I was not aware of it	7/25/2025 7:39 AM
4	Can't say that I do!	7/24/2025 8:50 PM
5	Don't know	7/24/2025 7:24 PM
6	Don't use it	7/24/2025 6:25 PM
7	Seems very busy/clutter	7/24/2025 6:10 PM
8	Did not know it existed	7/24/2025 3:44 PM

## Darien Communications Survey 2025

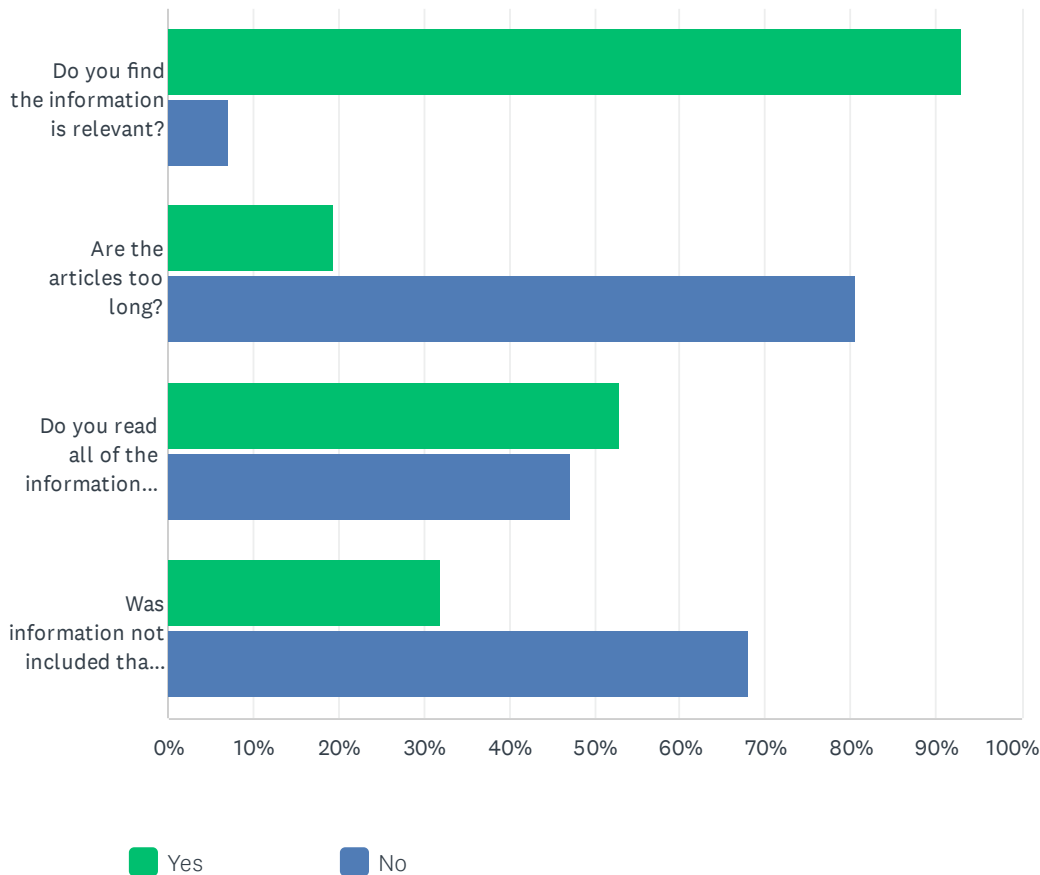
9	the calendar needs work	7/24/2025 2:33 PM
10	Haven't used it	7/24/2025 10:04 AM
11	Since I seldom use the calendar board, I can't comment on its navigation.	7/24/2025 8:30 AM
12	Did not even know we had one	7/23/2025 10:42 PM
13	Did not know existed till now	7/23/2025 8:30 PM
14	Don't normally use the community calendar	7/23/2025 5:56 PM
15	wondering if Com Ed or someone else just dug up and rutted my backyard on Dorchester????	7/23/2025 4:48 PM
16	We are really shit-ins.	7/23/2025 4:18 PM
17	I wasn't aware of this....I will look at it	7/23/2025 3:53 PM
18	I never looked until now	7/23/2025 3:52 PM
19	I browse it when I get the enewsletter.	7/19/2025 6:06 PM
20	Did not know about website	7/18/2025 4:54 AM
21	Doesn't work on mobile phone.	7/17/2025 8:55 PM
22	Don't use it	7/17/2025 5:44 PM
23	As a part of the loan agreement with Carriage Greens Country Club, they were to provide community events. I attended a couple outdoor music events in their parking lot. What other community events can we expect? When/how can we expect an update on the loan status/repayment - compliance with terms?	7/17/2025 4:20 PM
24	Don't use	7/14/2025 8:06 PM
25	Dont know ut, so i have no idea.	7/14/2025 5:14 PM
26	Don't know as I don't use but no NA available to respond	7/14/2025 3:20 PM
27	It's too small and the location is bad	7/14/2025 2:58 PM
28	I don't know what that is. I get emailed the Darien newsletter	7/14/2025 2:14 PM
29	Prefer format of Darien Connect that comes to email vs having to look up	7/14/2025 1:36 PM
30	N/a	7/14/2025 11:53 AM
31	Don't use	7/14/2025 11:53 AM
32	I just learned about the event board in this survey. I will definitely access it from now on!	7/14/2025 11:02 AM
33	Don't know	7/14/2025 10:31 AM
34	I find it difficult to open the calendar on the city's website	7/12/2025 10:37 AM
35	I never knew about this link! Why isn't it in the weekly newsletter? If it's there, I never noticed it so I am sure others haven't noticed it either. I know there are links in the newsletter for the city calendar which is useless/boring to me. This eventboard is MUCH better.	7/10/2025 5:19 PM
36	There is not much on there, so my utilization of it is very rare. Again, geared towards an older crowd.	7/4/2025 10:33 AM
37	It would be nice to have more space to explain the event in the posting. There is a word/space limit. The link in the connect enews is usually to the calendar twice and not eventboard, please change that link..	7/3/2025 5:26 PM
38	I was not aware of it. I pretty much get all my Darien info from the Darien Connect eNews, which I read religiously and like very much. It is timely and interesting, and I like the Mayor's "editorials." The event board looks good and has items not in the eNewsletter.	7/3/2025 4:40 PM
39	Hardly visit city website.	7/2/2025 10:27 AM
40	Haven't looked at it	6/27/2025 9:13 AM

## Darien Communications Survey 2025

41	I'll have to start checking it!	6/26/2025 4:08 PM
42	Had no idea this existed. Perhaps promote this more?	6/26/2025 3:45 PM
43	Just wish more organizations utilized calendar. I feel time needs to be spent by staff each week to go out and seek items for the calendar	6/24/2025 8:28 AM

## Q7 These questions pertain to the city's weekly eNews.

Answered: 505 Skipped: 25



	YES	NO	TOTAL	WEIGHTED AVERAGE
Do you find the information is relevant?	92.93% 460	7.07% 35	495	1.07
Are the articles too long?	19.46% 93	80.54% 385	478	1.81
Do you read all of the information each week?	52.85% 260	47.15% 232	492	1.47
Was information not included that you would have found useful/important?	32.03% 131	67.97% 278	409	1.68

#	COMMENTS	DATE
1	More about developments and how the village is doing financially	7/26/2025 6:45 PM
2	It seems like the police report is not complete. For examples I see accidents around but I don't see them on the report.	7/25/2025 7:39 AM
3	If information wasn't included how can we know if it would have been useful/important?	7/24/2025 10:26 PM
4	Crime stats and geographic	7/24/2025 7:24 PM
5	The mayors corner can sometimes be long.	7/24/2025 4:01 PM



## Darien Communications Survey 2025

6	something can always be missed in q 4	7/24/2025 2:33 PM
7	Crime in Darien	7/24/2025 1:19 PM
8	The mayor gets too personal in his life on the newsletter. He should keep things more general. I understand his greed but I don't feel thus us the forum	7/24/2025 12:16 PM
9	Mayor message way to long and all about himself.	7/24/2025 9:02 AM
10	Updates on proposed zoning or new businesses. I get that info from the Patch, and it's usually not very detailed.	7/24/2025 8:12 AM
11	Mayor's comments too long	7/24/2025 7:33 AM
12	counsel meeting proposals/votes	7/24/2025 7:19 AM
13	Mayor's articles are way too long...link to personal website	7/24/2025 5:07 AM
14	Is this the Darien Connect or something else. If something else I do not recall seeing this.	7/23/2025 8:30 PM
15	The Mayor's comments are way too long and generally irrelevant.	7/23/2025 8:30 PM
16	Would like to read about accomplishments at schools and organizations	7/23/2025 7:21 PM
17	Don't know	7/23/2025 6:57 PM
18	Information about all the departments, especially infrastructure and police issues.	7/23/2025 6:48 PM
19	More infotmation	7/23/2025 6:12 PM
20	Darien business development accomplishments.	7/23/2025 6:09 PM
21	All information is useful	7/23/2025 5:58 PM
22	This gives me everything that I need to know	7/23/2025 5:56 PM
23	Status of business openings and closings	7/23/2025 5:42 PM
24	More city business briefs. Items covered in council meetings.	7/23/2025 5:00 PM
25	More detailed information on the new Metrolink	7/23/2025 4:59 PM
26	More information on local retail promotions.	7/23/2025 4:22 PM
27	I don't read the mayor's intro but I read everything else!	7/23/2025 4:15 PM
28	There are times where you can highlight when parking rules won't be enforced, get people's input for what they want to see in the city. It's very easy to incorporate links to surveys to gather people's information just like this. It would be nice to have more say as to what goes on in my community outside of having to attend meetings which can be inconvenient for someone who works nights.	7/23/2025 3:41 PM
29	Honestly, I don't need that long of a letter from the mayor every week	7/23/2025 3:41 PM
30	Sometimes the police blotter isn't up to date ands they run the same one two weeks in a row.	7/19/2025 10:26 AM
31	Why so many empty stores. Really looks bad	7/18/2025 4:14 PM
32	Maybe some more business information of stores opening/closing in Darien and surrounding area	7/18/2025 11:58 AM
33	The mayor's letter is too long.	7/18/2025 11:19 AM
34	don't know what not included	7/18/2025 9:55 AM
35	Development proposals	7/18/2025 9:35 AM
36	I wish it had quick links to things like school districts(s) - I'm in 61, library, park district, ect	7/18/2025 3:43 AM
37	Not that we are aware of.	7/17/2025 7:38 PM
38	Discuss local commercial construction and retail changes	7/17/2025 6:19 PM
39	Economic development with plans and timelines	7/17/2025 4:44 PM

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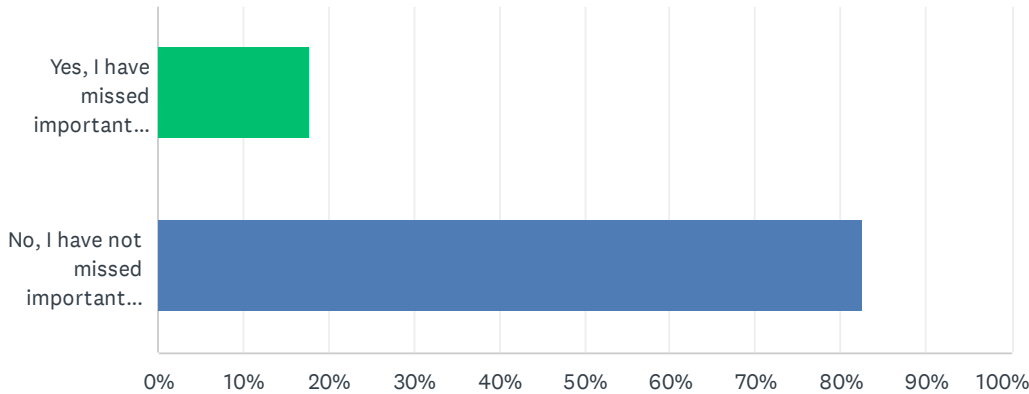
40	Nice to hear about citizens and students being recognized.	7/17/2025 4:20 PM
41	Mayor's is too long.	7/16/2025 1:28 PM
42	As stated previously	7/15/2025 11:02 PM
43	I don't read mayor's remarks, as they are too long.	7/15/2025 5:21 PM
44	1. Updates on the progress/completeness of Metro Net in our community. 2. Update on road resurfacing and its completion	7/14/2025 9:28 PM
45	Not sure what I would be missing	7/14/2025 8:06 PM
46	A link to upcoming events, what's new in Darien	7/14/2025 7:35 PM
47	You didnt ask, but the mayors message is way too long.	7/14/2025 5:14 PM
48	I, as well as everyone I know, find the Mayor's Message absolutely useless. Instead he should provide highlights of meetings and feel free to share his opinions on topics relevant to the City. If you don't believe me ask readers if they would prefer to hear his thoughts on items directly relevant to the City or his musings.	7/14/2025 5:08 PM
49	Need more information about the apartment development	7/14/2025 3:05 PM
50	more budget and police operations info	7/14/2025 2:58 PM
51	Too much devoted to Mayor's article..this should be about what's happening in the city for citizens not his personal thoughts, feelings or emotions..too much like a sermon.	7/14/2025 1:36 PM
52	Possibly	7/14/2025 1:18 PM
53	Zoning ordinances and board agenda/ minutes would be helpful	7/14/2025 12:42 PM
54	Try to keep us informed as to what topics are being discussed at the city hall meetings	7/14/2025 11:38 AM
55	While I respect the mayor and believes he does a wonderful job, his weekly essays are mostly far to long, sometimes too personal and not city related.	7/14/2025 11:36 AM
56	A section highlighting upcoming "New Business" agenda items for both the City Council and Planning, Zoning and Economic Development committee.	7/14/2025 11:33 AM
57	The mayor should stop his articles. Dont need or want him to preach	7/14/2025 11:25 AM
58	I think some of the articles are too long/philosophical/personal	7/14/2025 11:22 AM
59	Some of the items are WAY too long (especially the Mayor's message, I've literally never finished reading one of those). Each item should be more to the point and then provide links for more information if people want to dive deeper.	7/14/2025 11:19 AM
60	mayor's comments are too long.	7/14/2025 11:14 AM
61	Lovely essay by Pres. sometimes too long	7/14/2025 11:00 AM
62	Some times the mayors messages could be shorter	7/14/2025 10:59 AM
63	Zoning changes say/b included	7/14/2025 10:31 AM
64	maybe move the mayor's note to the bottom, or link to it. I think the note takes away from the actual news and events. It nice to hear from the Mayor.	7/14/2025 10:25 AM
65	Again tell the mayor to keep his comments to the city..he is NOT our parent	7/14/2025 10:07 AM
66	I DON'T UTILIZE E NEWS	7/13/2025 5:22 PM
67	Your last question is a double negative which is very confusing.	7/12/2025 10:37 AM
68	These questions cannot be answered either yes or no only.	7/11/2025 7:54 AM
69	sometimes the mayor's letter is too long	7/10/2025 5:19 PM
70	Skip the Mayor's boring/self serving message	7/10/2025 5:18 PM
71	What you politicians are going to screw up next.	7/10/2025 4:54 PM

## Darien Communications Survey 2025

72	Mayor's comments are too long, mostly unnecessary.	7/9/2025 12:39 PM
73	Want more community information. How's EJH band doing? What are the available fundraisers for schools, churches, etc. want to contribute locally.	7/5/2025 3:20 PM
74	It would be nice if there was a comprehensive newsletter for Darien: special events at the Park District, library, etc. It seems like everything is so siloed here.	7/4/2025 10:33 AM
75	Read it most weeks.	7/4/2025 8:05 AM
76	see #15	7/3/2025 4:06 PM
77	I don't read the eNews, so I have no opinion	7/1/2025 9:47 AM
78	Love the Mayor's messages (a little long, though). He adds a personal touch each week. Refreshing!	7/1/2025 9:08 AM
79	It's how I learned about metronet when they were in my yard	6/30/2025 3:46 PM
80	A seperate web site line each publication with the web site to report unkept lawns	6/27/2025 11:28 AM
81	Utility work, crime	6/27/2025 9:13 AM
82	See answer to question #2. I'll add that the article about the concert said NOTHING about parking locations nor if there are racks to secure bicycles.	6/26/2025 7:08 PM
83	Senior information	6/26/2025 6:28 PM
84	Would like to see it compressed and perhaps have calendar at top. Maybe have Mayors Message once a month	6/24/2025 8:28 AM

## Q8 Have you missed any important updates or announcements in the past few months?

Answered: 482 Skipped: 48



ANSWER CHOICES	RESPONSES	
Yes, I have missed important updates and/or announcements	17.63%	85
No, I have not missed important updates and/or announcements.	82.57%	398
Total Respondents: 482		

#	COMMENTS	DATE
1	Accidents and road closures from PD	7/26/2025 5:56 PM
2	Never received info on cable !	7/24/2025 11:39 PM
3	My fault	7/24/2025 4:13 PM
4	Branch pick up.	7/24/2025 8:12 AM
5	Don't know.	7/23/2025 8:39 PM
6	I have no idea.	7/23/2025 8:30 PM
7	Don't know what I may have missed	7/23/2025 7:21 PM
8	When is next electronic recycling event?	7/23/2025 6:57 PM
9	What happened to texting from Darien PD	7/19/2025 7:17 PM
10	Police blotter should be included. I would like to see the progress update on the loan repayment by Carriage Greens as this came from taxpayer/resident money and was a substantial sum.	7/19/2025 6:06 PM
11	I have no idea.	7/19/2025 10:26 AM
12	don't know what i missed	7/18/2025 9:55 AM
13	Hard to say	7/18/2025 9:35 AM
14	Have no idea	7/18/2025 4:54 AM
15	n/a	7/17/2025 9:45 PM
16	Unsure	7/17/2025 7:00 PM

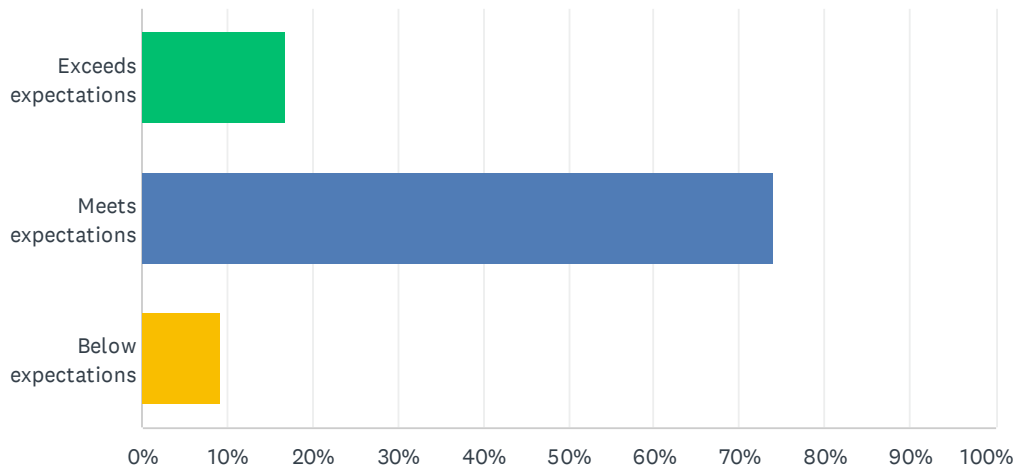
## Darien Communications Survey 2025

17	I don't know what I might have missed	7/17/2025 6:19 PM
18	I do not know what I do not know. If you didn't include it in the enewsletter, or I didn't see it in The Patch, I am unaware. Social media is too casual and not informative.	7/17/2025 4:20 PM
19	Not sure	7/15/2025 11:02 PM
20	i don't know if i've missed anything	7/15/2025 8:45 AM
21	Not sure	7/14/2025 7:35 PM
22	missed the spring craft fair at community center but couldn't find iout if they had it or not.	7/14/2025 6:06 PM
23	Sometimes I don't have time to search through City Council agenda items and important items should be highlighted in eNews	7/14/2025 5:08 PM
24	Didn't see anything about metro net or receive any notice. Metro net just appeared a couple of weeks ago in the e news.They had already dug and we're all over the neighborhood several weeks prior	7/14/2025 5:08 PM
25	I may have, but my fault for not reading everything. some of us get 100's of emails everyday so easy to overlook	7/14/2025 3:52 PM
26	None that I know of.	7/14/2025 12:34 PM
27	New "cable" provider install method!	7/14/2025 11:53 AM
28	I have not missed anything important to me	7/14/2025 11:42 AM
29	Not sure	7/14/2025 10:54 AM
30	IDK if I missed announcements if I missed. Poor question.	7/14/2025 10:36 AM
31	Zoning change about 75TH & Lemont Rd	7/14/2025 10:31 AM
32	i'm not sure...	7/14/2025 10:25 AM
33	Not that we are aware of	7/14/2025 10:20 AM
34	I have not read any important information.	7/14/2025 10:18 AM
35	NO WAY TO KNOW AS YOU ARE ANNOUNCING WHERE I DON'T GO!	7/13/2025 5:22 PM
36	That said. It's good to be aware critical communication is included and not just optional information	7/11/2025 2:42 PM
37	I'm upset that I can no longer use the parks in my motorized chair.	7/11/2025 7:54 AM
38	I don't think I have missed anything, but would love to see that eventboard on the weekly newsletter more prominent.	7/10/2025 5:19 PM
39	I no longer receive texts regarding accidents etc. They seem to be delayed but now don't get them at all.	7/7/2025 11:50 AM
40	This is weird bc how would I know if I missed anything?	7/4/2025 10:33 AM
41	Example is 87th & Lemont; and, smoking outlets	7/3/2025 3:23 PM
42	I don't recall seeing any info in the e newsletter regarding public meetings for the Chestnut Court redevelopment. I found most of that info in the Patch but several times that's outdated when I read about it. Seeing more info on Council agendas in the Connect would be helpful.	7/3/2025 3:14 PM
43	Police Department text alerts appear to have disappeared	7/3/2025 3:01 PM
44	City council meetings	6/30/2025 10:13 PM
45	N/a	6/30/2025 6:22 PM
46	Tree branch collections were missed and I had to go looking for them.	6/30/2025 5:39 PM
47	I've missed them not because I haven't read them, but because the information was in later than what was happening. i.e. Metronet and what was going to happen in our backyards.	6/27/2025 6:42 AM
48	See previous answers.	6/26/2025 7:08 PM



## Q9 Overall, the city's social media:

Answered: 482   Skipped: 48



ANSWER CHOICES	RESPONSES	
Exceeds expectations	16.80%	81
Meets expectations	74.07%	357
Below expectations	9.13%	44
TOTAL		482

#	COMMENTS	DATE
1	I don't use the social media	7/25/2025 7:39 AM
2	Can do without the loooooong mayor's stories	7/24/2025 7:24 PM
3	N/A	7/24/2025 7:04 PM
4	I do not use social media since my heart attack. If I'm contacted by sites of my choice, I am satisfied.	7/24/2025 3:59 PM
5	Don't use Facebook as it is filled with trash	7/24/2025 3:44 PM
6	Would like to see more PD posts.	7/24/2025 8:12 AM
7	don't utilize any	7/24/2025 5:07 AM
8	I don't use Social Media	7/23/2025 8:30 PM
9	N/A	7/23/2025 7:21 PM
10	Do not use	7/23/2025 6:12 PM
11	I don't participate in much social media sites	7/23/2025 5:19 PM
12	I don't regularly follow it because most of the pertinent information is in the weekly newsletter.	7/23/2025 4:22 PM
13	I have very low expectations for the city's information exchange.	7/23/2025 4:04 PM
14	Just below, I only have a Facebook. I enjoy most of the content but feel the overall experience can be better. More interaction and information, put up polls, get people to have a good experience online and they might come here more.	7/23/2025 3:41 PM

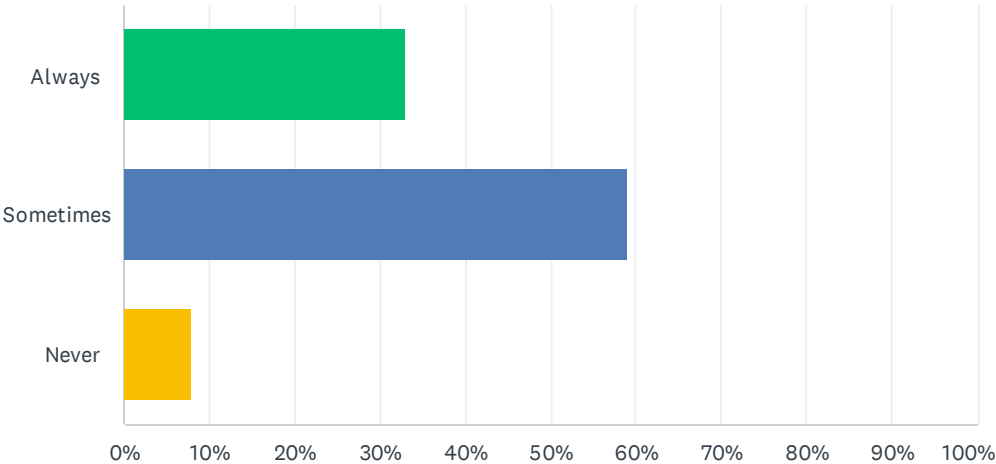
## Darien Communications Survey 2025

15	Many other cities seem better with social media	7/19/2025 10:26 AM
16	Thank you for putting this out weekly!	7/18/2025 3:43 AM
17	N/A	7/17/2025 6:19 PM
18	I was unaware there was a FB page. What should I be searching for on NextDoor? It would be better to have semi-annual meetings with our elected and city officials.	7/17/2025 4:20 PM
19	Could be better.	7/14/2025 10:54 PM
20	dont read social media	7/14/2025 7:42 PM
21	N/A	7/14/2025 7:35 PM
22	I don't read the city's social media posts.	7/14/2025 2:01 PM
23	too many citizens don't follow or have social media	7/14/2025 1:36 PM
24	Should post more frequent and timely information on Facebook	7/14/2025 11:22 AM
25	There should be an NA option for this.	7/14/2025 11:19 AM
26	N/A	7/14/2025 11:02 AM
27	I'd like to see Darien also post to BlueSky or similar platform. I think there's trend of people getting off facebook and twitter.	7/14/2025 10:25 AM
28	I still miss the Neighbor's Magazine	7/12/2025 10:37 AM
29	What's the goal? Growth, happy residents	7/11/2025 2:42 PM
30	N A	7/10/2025 7:12 PM
31	I don't use the city's social media.	7/10/2025 5:19 PM
32	It is hard to believe, but not everyone uses social media. Wake up	7/10/2025 4:54 PM
33	NA- I don't follow the city on social media	7/7/2025 12:51 PM
34	I don't use social media.	7/3/2025 4:43 PM
35	Don't follow	7/3/2025 4:42 PM
36	I do not use social media. The Darien Direct Connect eNews meets my needs.	7/3/2025 4:40 PM
37	Some divisions surpass explanations while others are below explanations	7/3/2025 3:23 PM
38	I don't utilize the social media accounts.	7/3/2025 3:14 PM
39	Social media is for idiots.	6/26/2025 7:08 PM
40	Perhaps more frequency since that seems to be the primary way people get information. Perhaps add Instagram?	6/24/2025 8:28 AM



Q10 Periodically, the city provides outside resources (ex: DuPage County, CDC - Centers for Disease Control, local business links, LRS, Indian Prairie Library, etc) for residents' information. How much do you rely on the city for these resources?

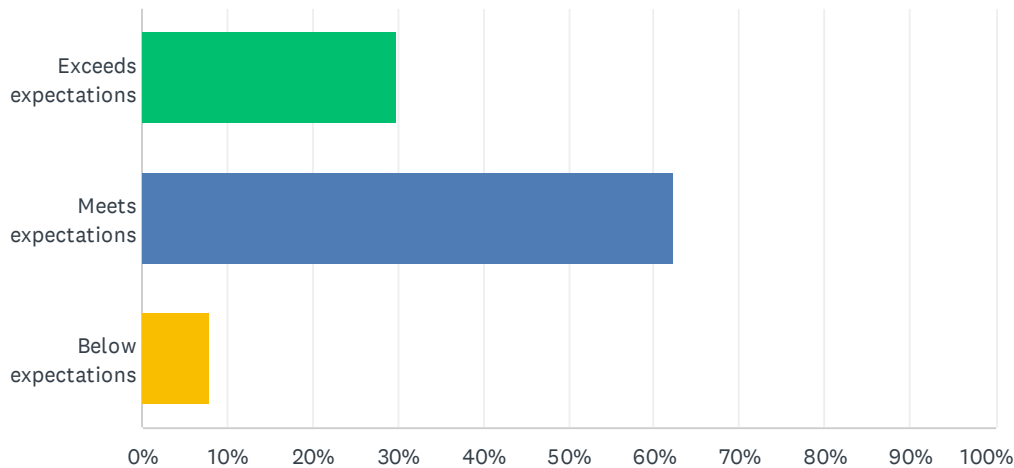
Answered: 519    Skipped: 11



ANSWER CHOICES	RESPONSES	
Always	33.14%	172
Sometimes	58.96%	306
Never	7.90%	41
TOTAL		519

## Q11 How satisfied are you with city staff responding to your emails/calls?

Answered: 449 Skipped: 81



ANSWER CHOICES	RESPONSES	
Exceeds expectations	29.84%	134
Meets expectations	62.36%	280
Below expectations	7.80%	35
TOTAL		449

#	COMMENTS	DATE
1	Have used the portal for code enforcement	7/26/2025 6:45 PM
2	Never contacted them	7/26/2025 5:56 PM
3	City employees are very responsive	7/25/2025 7:39 AM
4	Haven't called or emailed.	7/24/2025 10:26 PM
5	There are times when I've not received a response	7/24/2025 7:24 PM
6	I wish my Alderman was more responsive via email	7/24/2025 6:10 PM
7	NA	7/24/2025 4:01 PM
8	Never used	7/24/2025 3:44 PM
9	Lisa Klemm is the best!!!!	7/24/2025 1:43 PM
10	Haven't used the staff	7/24/2025 10:04 AM
11	Does not apply	7/24/2025 8:33 AM
12	Lisa is very nice to work with and clearly cares about the city.	7/24/2025 8:12 AM
13	It took a week in order for me to get a username for the website to sign up for fitness classes. Also, the Darien website is not very user friendly.	7/23/2025 11:52 PM
14	corespondance is rare	7/23/2025 10:25 PM
15	never needed	7/23/2025 8:34 PM

## Darien Communications Survey 2025

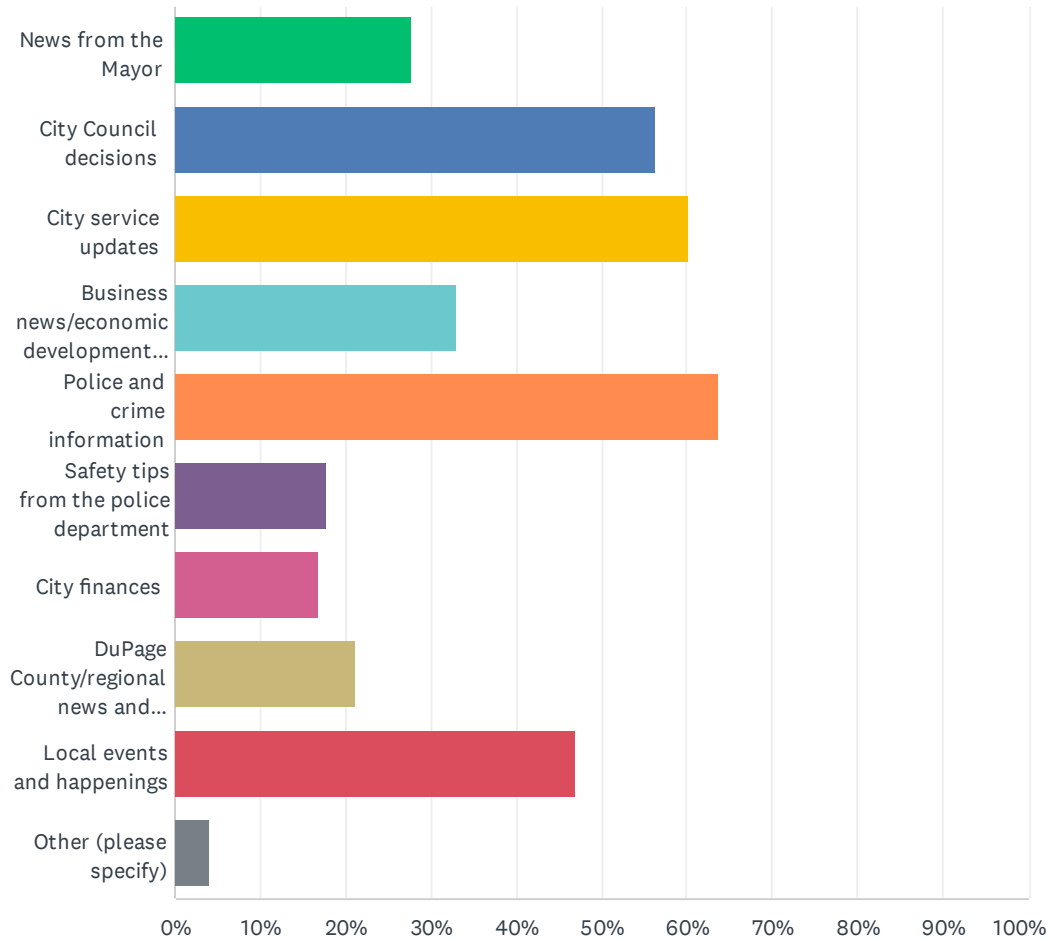
16	I have no idea because have never called.	7/23/2025 8:30 PM
17	n/a	7/23/2025 7:44 PM
18	N/A	7/23/2025 7:21 PM
19	Great service!	7/23/2025 5:58 PM
20	N/A	7/23/2025 5:04 PM
21	no calls, but should for above	7/23/2025 4:48 PM
22	I've never contacted the city staff.	7/23/2025 4:22 PM
23	N/A	7/23/2025 4:18 PM
24	Mary was fantastic at responding quickly.	7/23/2025 4:15 PM
25	n/a	7/23/2025 3:47 PM
26	I've never contacted the office	7/23/2025 3:41 PM
27	Gombac and Mary are the top tier	7/19/2025 7:17 PM
28	They return calls in a timely manner. However, their enforcement of city ordinances is inconsistent and contradicted depending on who you speak with.	7/19/2025 6:06 PM
29	Never needed, so I don't know	7/19/2025 10:26 AM
30	I have not used them yet.	7/18/2025 11:19 AM
31	don't know	7/18/2025 9:55 AM
32	No experience so don't know	7/18/2025 4:54 AM
33	I had only sent in a question years ago and never heard back from anyone on a particular topic.	7/17/2025 9:45 PM
34	Communication with Mary in the Permit department has been a struggle. She seems very short on patience.	7/17/2025 7:00 PM
35	N/A	7/17/2025 6:19 PM
36	City officials are not supposed to reveal names of people who submit complaints. Dan Gombac violated that. City officials should enforce the ordinances as they stand unless they are revised according to legal process. Making individual exceptions opens the city to criticism and liability.	7/17/2025 4:20 PM
37	N/a I haven't sent emails or made calls	7/17/2025 1:32 PM
38	Have never had occasion to use.	7/15/2025 5:21 PM
39	Have not called or emailed.	7/14/2025 8:33 PM
40	Diane in Municipal Services is excellent. During our street resurfacing she answered all my questions and if she didn't know she found someone who did.	7/14/2025 8:06 PM
41	haven't contacted them to know	7/14/2025 7:42 PM
42	I don't ever call.	7/14/2025 5:14 PM
43	spoke to Diane Noverini about Metronet, she was very informative and took extra time to find answers to my questions	7/14/2025 3:52 PM
44	never had to email or call city staff	7/14/2025 3:45 PM
45	NA I don't call	7/14/2025 3:20 PM
46	Nice to call and actually talk to someone who can usually answer my questions.	7/14/2025 2:27 PM
47	Not Applicable	7/14/2025 1:18 PM
48	N/A i have never contacted city staff	7/14/2025 12:55 PM
49	NA	7/14/2025 12:42 PM

## Darien Communications Survey 2025

50	Have not had to email as of yet.	7/14/2025 12:34 PM
51	Have not emailed or called.	7/14/2025 12:08 PM
52	Have not contacted anyone	7/14/2025 11:42 AM
53	Haven't needed to call	7/14/2025 11:41 AM
54	I had to call/get in touch with city one time and it took quite a while to hear back, but finally did and they became responsive. I was trying to get a hold of a Darien officer once and he IGNORED all my phone calls and visits to find him at police station, business went unfinished.	7/14/2025 11:02 AM
55	I have not needed to call the staff.	7/14/2025 11:02 AM
56	Inknown	7/14/2025 10:31 AM
57	I have emailed and not received a response. I'd like to know if there is a venue to complain constructively about neighbors, not being neighborly.	7/14/2025 10:25 AM
58	Treasurer is awesome	7/14/2025 10:25 AM
59	City of Darien staff is awesome! Very responsive when I've contacted them.	7/14/2025 10:11 AM
60	MY ALDERMAN AND DAN GOMBAC HAVE COMMUNICATE WELL.	7/13/2025 5:22 PM
61	Have never called but when stopping in person always wonderful.	7/11/2025 2:42 PM
62	We have a traffic and speeding problem on 79th street. Nobody is paying any attention to speeders on our street. We now have kids on these scooters on 79th street and someone is going to get hurt. This has been a problem on 79th street for years and nothing is being done These are my comments that have gone on for years. Do something on 79th street.	7/10/2025 6:31 PM
63	The one time contacted my alderman via e-mail, he never bothered to respond	7/10/2025 5:18 PM
64	NA- have not had to reach out to city staff recently	7/7/2025 12:51 PM
65	Mary Belmonte very helpful	7/5/2025 3:20 PM
66	I have not had to contact the staff in a while. In the past they have always been very responsive.	7/3/2025 4:40 PM
67	It's their JOB to answer us we pay their salary...	6/30/2025 6:22 PM
68	Raelky use them, but they've always come through when I do.	6/26/2025 3:47 PM
69	Mary Sullivan, our alderwoman, is always extremely responsive and helpful.	6/26/2025 3:38 PM
70	never calls back, or it takes days	6/26/2025 3:30 PM
71	The mayor does not take the time to bother with residents. Slow to respond. Then, zero actual response. Kind of sad really.	6/26/2025 3:26 PM
72	City Staff is amazing !!	6/24/2025 8:28 AM

## Q12 Select 3 topics you are most interested in receiving information about the city.

Answered: 525 Skipped: 5



# Darien Communications Survey 2025

ANSWER CHOICES	RESPONSES	
News from the Mayor	27.62%	145
City Council decisions	56.38%	296
City service updates	60.19%	316
Business news/economic development updates	32.95%	173
Police and crime information	63.81%	335
Safety tips from the police department	17.71%	93
City finances	16.76%	88
DuPage County/regional news and information	21.14%	111
Local events and happenings	46.86%	246
Other (please specify)	4.00%	21
Total Respondents: 525		

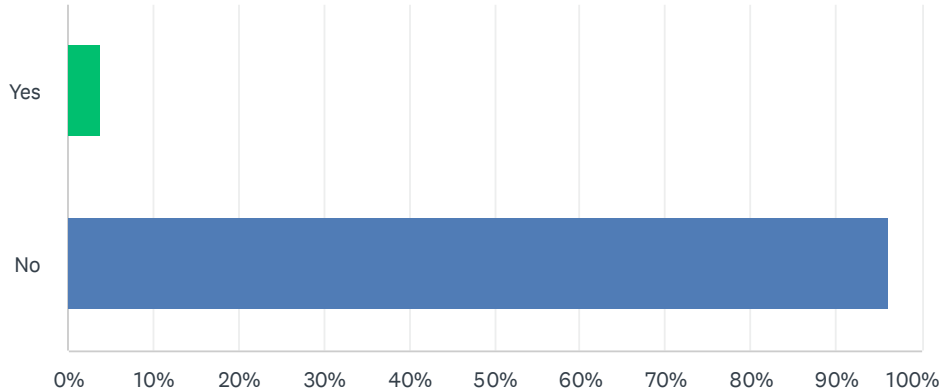
#	OTHER (PLEASE SPECIFY)	DATE
1	These are all worthy of knowing too	7/24/2025 11:51 PM
2	Updates from city alderperson about each aldermanic issues	7/24/2025 11:49 PM
3	Education/local public schools	7/23/2025 4:46 PM
4	Sometimes the City Council decisions are not always the best	7/23/2025 3:45 PM
5	Park District maintenance issues	7/17/2025 5:37 PM
6	What is happening with the loan repayment from Carriage Greens Country Club? why do we have to ask for updates? They should be provided especially after the residents and officials are publicly criticized by the owners.	7/17/2025 4:20 PM
7	County/regional news would be next choice	7/14/2025 2:58 PM
8	As mentioned earlier, upcoming "New Business" agenda items for the City Council meetings and Planning, Zoning, and Economic Development meetings.	7/14/2025 11:33 AM
9	Please stop the mayor from preaching in the city newslettet	7/14/2025 11:25 AM
10	How many s Darien evaluated as a whole based on academic achievements and youth enrichment programs. How satisfied are Darien residents in keeping up 📈 Darien safe and in compliance with property maintenance and how often they check on violators of ordinances to make sure they comply.	7/14/2025 10:18 AM
11	CONSTRUCTION PLANS AND NEWS ON PROJECTS....THINK PLAINFIELD AND MAIN STREET.	7/13/2025 5:22 PM
12	I find all these topics important	7/12/2025 10:37 AM
13	City CouncilUpcoming legislation.	7/11/2025 2:42 PM
14	Upcoming changes in ordinances, etc before they occur.	7/11/2025 7:54 AM
15	Most of the items listed are important to me	7/11/2025 7:37 AM
16	All of it! But these are the top 3 most interested in	7/7/2025 12:51 PM
17	So hard to pick only 3! I think all the info is important.	7/3/2025 4:40 PM
18	ALL of the above	7/1/2025 9:08 AM

## Darien Communications Survey 2025

19	How about the agenda for the next council meeting about 5 days before the meeting	6/30/2025 5:39 PM
20	I look at all information provided	6/28/2025 7:15 AM
21	I'm actually interested in all of the above topics.	6/26/2025 9:02 PM

# Q13 Do you have any problems when viewing Direct Connect - eNews on any of your devices (ie. mobile phone, tablet or computer)?

Answered: 512 Skipped: 18



ANSWER CHOICES	RESPONSES	
Yes	3.91%	20
No	96.09%	492
Total Respondents: 512		

#	COMMENT	DATE
1	Sometimes Darien connect is gliche. It may be my phone	7/26/2025 6:45 PM
2	Something has to be done about the bikes and dirt bikes that are being driven by very young children. Someone is going to get hurt if they have not already.	7/25/2025 7:50 AM
3	It frustrates me that I have to open a new window to see the whole thing.	7/23/2025 4:31 PM
4	N/A	7/23/2025 4:18 PM
5	Wanted to find out how to leave you money when I pass, leaving it too the K9 , and Darien Fire and Paramedics and police and could not get an answer.	7/23/2025 3:46 PM
6	Sometimes on my phone	7/23/2025 3:41 PM
7	On my mobile device (android) it long to scroll through, especially the Mayor's Message. I almost always have to scroll to the bottom and open the link to view it in its entirety. Which is fine, just annoying sometimes - not the end of the world.	7/18/2025 3:43 AM
8	Please improve mobile experience	7/17/2025 8:55 PM
9	when the listings for road work age given I can't find how to enlarge them	7/14/2025 6:06 PM
10	Not viewing, however I can not use any of the links provided in email because you use TRACKING LINKS and my service doesn't allow me to click on them, it BLOCKS THEM. Just provide direct links. You don't need to track everything we click on, it's silly.	7/14/2025 11:02 AM
11	keep it one column, like you are now.	7/14/2025 10:25 AM
12	I only use computer	7/11/2025 7:54 AM
13	Darien newsletter is much better than Downers Grove newsletter. Appreciate the amount of news and the look of Darien newsletter	7/10/2025 5:19 PM



## Darien Communications Survey 2025

14	Sometimes it's too long to fit in an email and requires clicking a link to read the whole thing	7/7/2025 12:51 PM
15	No issues but the social media icons at the bottom are huge! Doesn't seem it's mobile optimized.	7/3/2025 5:27 PM
16	It seems to cut off the email at the end sometimes	7/3/2025 3:01 PM
17	Not sure	7/3/2025 8:51 AM
18	I don't use Direct Connect so no opinion	7/1/2025 9:47 AM
19	Links do not always download on mobile phone, maps formwork being completed too	6/30/2025 10:13 PM
20	The Mayors comments are way too long and many times aren't relevant to Darien. They tend to be personal in nature . Because his article is too long it hampers me from reading further. I think the Mayor is doing a fine job but his comments are way too long and sometimes too personal vs the city.	6/27/2025 12:40 PM
21	To view the entire Direct Connect, it must be viewed in browser (mobile device). Probably due to the length of the Mayor's Message.	6/26/2025 7:08 PM
22	From my phone often links don't work right	6/26/2025 4:36 PM

## Q14 What could we do better to keep you informed?

Answered: 214   Skipped: 316

#	RESPONSES	DATE
1	Find creative ways to meet the people where they are at. Continue to find ways to connect the community through events or local causes.	7/26/2025 6:45 PM
2	Go back to sending text messages	7/26/2025 5:56 PM
3	Use park district building to provide current city notifications for those who don't want to use Nextdoor, Facebook, Twitter, etc.	7/26/2025 7:45 AM
4	Not sure if you already do this, but an index or bullet points at top of each email. I skim quickly for info and this would help.	7/25/2025 2:28 PM
5	Post on channel 6	7/25/2025 7:50 AM
6	I think of nothing else	7/24/2025 11:51 PM
7	Tell 52% why we need cable we have wireless (48%).. 5 companies service us now !	7/24/2025 11:39 PM
8	City is doing a great job! Thank you!	7/24/2025 10:49 PM
9	Elect better people. Uou have conflicts of interest in your office. It's gross.	7/24/2025 9:46 PM
10	The mayor takes up too much space with his stories. That room can be used to advise citizens of more important information	7/24/2025 7:24 PM
11	N/A	7/24/2025 7:04 PM
12	I wish the Darien Newsletter would be sent more often than quarterly (monthly like in past administration)	7/24/2025 6:10 PM
13	Like easier way to find out when council, school district, park district, etc. meeting are when citizen comments will be accepted.	7/24/2025 5:41 PM
14	Nothing. I am happy	7/24/2025 4:29 PM
15	Nice job in requesting community feedback!	7/24/2025 4:13 PM
16	Na	7/24/2025 4:01 PM
17	not sure	7/24/2025 3:50 PM
18	Nothing comes to mind.	7/24/2025 3:47 PM
19	It's up to me to stay informed. You offer options but citizens should take advantage of these opportunities	7/24/2025 3:38 PM
20	we get a good amount of info. thank you	7/24/2025 2:33 PM
21	You're doing great	7/24/2025 2:05 PM
22	Nothing	7/24/2025 1:43 PM
23	More detail on council issues	7/24/2025 1:19 PM
24	Your communications is fine for me.	7/24/2025 12:39 PM
25	N/A	7/24/2025 12:26 PM
26	I have no ideas for you at this time	7/24/2025 12:21 PM
27	Nothing	7/24/2025 12:16 PM
28	All good	7/24/2025 12:09 PM

## Darien Communications Survey 2025

29	Unknown	7/24/2025 10:24 AM
30	Street closures, tree trimming, sidewalk grinding info	7/24/2025 10:04 AM
31	Issue important information ASAP . Also I do not utilize Facebook	7/24/2025 9:58 AM
32	Cut Mayor comments by 2/3 rds.	7/24/2025 9:02 AM
33	I think the Darien e-newsletter is great way to keep us informed.	7/24/2025 8:54 AM
34	Again,future plans for Darien. We hat are our most. Pressing problems.What can we be doing better.	7/24/2025 8:37 AM
35	Give us updates on ordinances being considered/passed and how we can contact our alderman if we want to voice our concern. I don't even know who my alderman is, never heard from him/her.	7/24/2025 8:12 AM
36	N A	7/24/2025 6:27 AM
37	The City does really well with overall or general information. Information specific to my block or my subdivision, such as street resurfacing or curb replacement is sometimes late in being dissiminated.	7/24/2025 5:33 AM
38	For me this communication works well	7/24/2025 5:00 AM
39	More in progress emergency up dates and summaries!	7/24/2025 4:34 AM
40	Let people that u have a sign with info at Cass/ Plainfield. I did not know that.	7/23/2025 10:42 PM
41	BE open	7/23/2025 10:25 PM
42	Informing residents on a timely matter	7/23/2025 10:21 PM
43	overall it's good	7/23/2025 10:10 PM
44	I am satisfied.	7/23/2025 10:01 PM
45	Can't think of anything.	7/23/2025 8:40 PM
46	A list of all resources, provided in one place and how to access them.	7/23/2025 8:30 PM
47	Nothing	7/23/2025 8:30 PM
48	Can't think of anything at the moment	7/23/2025 7:35 PM
49	None	7/23/2025 7:33 PM
50	Tell us about developments in the city	7/23/2025 7:21 PM
51	You have done a great job informing the community. I cnt think of anything else you can do	7/23/2025 7:08 PM
52	I think you are doing very well! Very happy with our Mayor as well-	7/23/2025 7:00 PM
53	Keep up the good work. Be transparent!	7/23/2025 6:48 PM
54	Everything is ok	7/23/2025 6:48 PM
55	Keep mailing Darien information, not everyone has the technology to get things via the internet. We all have to remember to keep that in mind when decisions are made.	7/23/2025 6:36 PM
56	You are doing an excellent job.	7/23/2025 6:22 PM
57	Post significant Darien news and city council decisions on channel 6.	7/23/2025 6:09 PM
58	Increase FB posts	7/23/2025 6:02 PM
59	Darien does a great job keeping us informed. Thanks!	7/23/2025 6:01 PM
60	Always great job keeping community informed!	7/23/2025 5:58 PM
61	keep doing what you do now	7/23/2025 5:56 PM
62	More informative newsletter	7/23/2025 5:42 PM
63	Not sure	7/23/2025 5:22 PM

## Darien Communications Survey 2025

64	IDK	7/23/2025 5:10 PM
65	Activate the police text alerts like in the past	7/23/2025 5:08 PM
66	Kk	7/23/2025 5:04 PM
67	Keep up the good work	7/23/2025 5:04 PM
68	Maybe more frequent updates	7/23/2025 5:02 PM
69	Include news from council members, ward specific	7/23/2025 5:00 PM
70	Nothing. The city puts out all the information you need. It's up to the residents to inform themselves by taking advantage of the various platforms of which the city shares information.	7/23/2025 4:57 PM
71	make sure we get notification when someone is flagging and then digging in our yard - still don't know who they were.... Dorchester....	7/23/2025 4:48 PM
72	Make the mayor's message shorter.	7/23/2025 4:31 PM
73	More information about local retail promotions.	7/23/2025 4:22 PM
74	I think the City of Darien does a great job. I've been here 38 years with no intent to move. Thanks to everyone, including our Police and Fire Dept., for keeping our town "A nice place to live" (thank you, Dan Gombak).	7/23/2025 4:20 PM
75	I'm happy with the newsletter.	7/23/2025 4:14 PM
76	Some things that are a big deal get some coverage and are never revisited. Since they are also not in the alderman's meeting packets I don't know how they manage. For instance: How is the sales tax deal we made with Walmart working out? What is the current ( and ongoing) status of the loan to the golf course working out? The Darien Business Alliance suddenly appears and the members of the Darien Chamber know little about it. How is that possible when the Director of both is the same person? Has she somehow been unethical in "packing her parachute"? There's a lot of stuff out there that people wonder about that just gets dropped.	7/23/2025 4:04 PM
77	Can't think of anything.anything else	7/23/2025 4:03 PM
78	I	7/23/2025 4:01 PM
79	More campaigns to get residents to sign up to receive info from the city.	7/23/2025 3:56 PM
80	N/A	7/23/2025 3:52 PM
81	Nothing	7/23/2025 3:51 PM
82	offer general information. On wills and probate and how to add a church or other company, or organization.	7/23/2025 3:46 PM
83	Encourage neat appearance of thoroughfares, shopping centers, and neighborhoods. Removing dead trees, on streets and replacing them. Having business paint outside of buildings and clean parking lots.	7/23/2025 3:43 PM
84	Just be more active, there is nothing wrong with giving updates to people. I think polls, there are many good places around in Darien, but would be awesome to have more input, or even on the types of events or where. I've had enough of politics in Darien, work for the residents and lose your egos.	7/23/2025 3:41 PM
85	Nothing. It's good.	7/23/2025 3:39 PM
86	Keep up the good work.	7/23/2025 2:43 PM
87	Better audio on YouTube	7/21/2025 5:55 PM
88	More police crime reports	7/20/2025 7:48 AM
89	Summarize Planning Zoning/economic development meetings and outcomes.	7/19/2025 9:12 PM
90	Restart the Darien PD Texting communications	7/19/2025 7:17 PM
91	All good	7/19/2025 6:50 PM
92	Provide updates and follow up on prior decisions.	7/19/2025 6:06 PM

## Darien Communications Survey 2025

93	An alert system that notifies residents in a timely manner. Improve social media postings.	7/19/2025 10:26 AM
94	Listen to what residents say at council meetings	7/19/2025 10:18 AM
95	I think you are doing okay.	7/18/2025 11:19 AM
96	Text messages for urgent news/updates.	7/18/2025 7:29 AM
97	List all sources of information so know what and where located in one place and identify where located.	7/18/2025 4:54 AM
98	What happened to: Economic Development Committee (Inactive)? Is there no Economic Development Committee?	7/17/2025 9:45 PM
99	All good with me, no need to improve	7/17/2025 8:55 PM
100	I think the present level of communication is optimum	7/17/2025 7:39 PM
101	Text messages should be utilized frequently-more efficient than other avenues.	7/17/2025 7:00 PM
102	You do a great job.	7/17/2025 5:51 PM
103	Keep up the good work	7/17/2025 5:44 PM
104	Trimming trees and improving grassy areas in the park areas, particularly south Grove Park.	7/17/2025 5:37 PM
105	Very happy with the Newsletter	7/17/2025 5:12 PM
106	Provide more content/updates. For instance, the city acquired a Vactor a couple years ago and discussed loaning it out. It was proposed we should charge our neighboring communities to use it. Who has borrowed it? How much income did it generate? How often do we use it?	7/17/2025 4:20 PM
107	Shorter mayor message and more facts about what's happening in our city.	7/17/2025 4:18 PM
108	I personally appreciate the Facebook posts. I receive a lot of emails in general so sometimes I miss when the Darien emails come through because they get lost by the others. One suggestion would be to possibly send the messages through text with a link. This way I know all the Darien newsletters or emails can be saved as a contact and I can keep track more easily.	7/17/2025 1:32 PM
109	Have Darien news in the Suburban Life Newspaper.	7/15/2025 11:02 PM
110	Communication is fine	7/15/2025 3:23 PM
111	I can't think of anything. I feel well informed.	7/15/2025 5:36 AM
112	Need some vibe in the social media area. Humor can go a long way/	7/14/2025 10:54 PM
113	What happened to the text program? When it started I was getting too many repeat texts, then it just disappeared. Haven't gotten a text in ages. Was it discontinued?	7/14/2025 10:15 PM
114	Nothing I can think of.	7/14/2025 10:09 PM
115	nothing it works,don't gfy to fix something thats not broken.	7/14/2025 10:00 PM
116	What is the city doing to keep our taxes from going up every year.	7/14/2025 8:06 PM
117	no comments at this time	7/14/2025 8:01 PM
118	Provide links to other sources of Darien information in Direct Connect	7/14/2025 7:35 PM
119	NA	7/14/2025 6:34 PM
120	Maybe the police text message. I used to receive but haven't received anything in a long time.	7/14/2025 5:36 PM
121	Thank you for all that you do!	7/14/2025 5:25 PM
122	Tell the bad. As well as the good. I think problems are not discussed, so resudents are not aware, and therefore not able to deal as effectively as possible.	7/14/2025 5:14 PM
123	See above	7/14/2025 5:08 PM
124	Nothing comes to mind	7/14/2025 5:08 PM

## Darien Communications Survey 2025

125	N/A	7/14/2025 5:01 PM
126	NOTHING	7/14/2025 3:13 PM
127	Keeping up on relevant town information.	7/14/2025 3:05 PM
128	Communication about vandalism in police section of the enews	7/14/2025 2:51 PM
129	Nothing	7/14/2025 2:43 PM
130	Be proactive with the voters.	7/14/2025 2:41 PM
131	Just continue with concise information that we need in Darien and DuPage County please.	7/14/2025 2:27 PM
132	You are doing fine.	7/14/2025 2:14 PM
133	NA	7/14/2025 2:02 PM
134	More police info. Closed streets etc	7/14/2025 1:38 PM
135	Focus on Darien Connect that comes directly without having to go find it and keep that more factual than Mayor's article and ads about events...just more facts about them.	7/14/2025 1:36 PM
136	nothing	7/14/2025 1:26 PM
137	Nothing	7/14/2025 1:18 PM
138	I'm signed up to receive text messages from p.d. Regarding accidents etc But I have rec very few ...not sure if that's because they're not sending notifications frequently or because they're no issues to alert citizens?	7/14/2025 12:34 PM
139	Nothing	7/14/2025 12:08 PM
140	you are currently doing a good job.	7/14/2025 12:02 PM
141	Nope	7/14/2025 11:53 AM
142	I'm happy with knowing where to find accurate information	7/14/2025 11:53 AM
143	dont know?	7/14/2025 11:40 AM
144	More feedback on city counsel actions.	7/14/2025 11:36 AM
145	More info about what the council is working on	7/14/2025 11:29 AM
146	See comments above. Generally make the weekly email shorter and more to the point.	7/14/2025 11:19 AM
147	Stop with the email tracking links. Allow me to click on them without my service blocking them. Use DIRECT LINKS. I can never get more information from Direct Connect emails because the links just don't work for me. I don't appreciate your attempts to track me.	7/14/2025 11:02 AM
148	Enjoy all the information in the e news letter that we receive weekly	7/14/2025 10:53 AM
149	Give the mayor a max word count of 150 words.	7/14/2025 10:52 AM
150	Police information. The city does NOT do a good job about police activity	7/14/2025 10:36 AM
151	I think I'm pretty well informed	7/14/2025 10:34 AM
152	Doing fine	7/14/2025 10:29 AM
153	The email newsletter is great. Keep it short and sweet, and timely.	7/14/2025 10:25 AM
154	Keep communicating	7/14/2025 10:25 AM
155	Some older residents do not know how to use Smart phones, Darien should have a paper copy for residents who want a printed paper copy every month. Emphasize completed business and new business under consideration. Also, have an article how senior citizens with limitations can get help and access to resources.	7/14/2025 10:18 AM
156	UTILIZE PATCH	7/13/2025 5:22 PM
157	I don't know if the police notifications on Twitter is working. I use to get notifications about closed roads due to accidents, etc but not any more. I would sometimes get 2 or 3 texts on	7/12/2025 10:37 AM

## Darien Communications Survey 2025

the same topic within 5 minutes of each other. I checked to see if my phone number was still in cue and it is. Perhaps it is not being used to its intend or perhaps there is an issue in the app or perhaps it is not used anymore.

158	Send dedicated communication with critical information that requires residents to take action. It's not right to mix it in the full communication only.	7/11/2025 2:42 PM
159	Nothing	7/11/2025 10:43 AM
160	View the information from a perspective of someone who doesn't see the weekly meetings or is not involved in city affairs and summarize upcoming changes that are being pondered.	7/11/2025 7:54 AM
161	You do a great job.! You cover pertinent news in each letter but, I would like to see a monthly update on finances in a summary form . I understand we lent money to Carriage Greens and don't understand why we did it. I was unable to find information from the city communications.	7/11/2025 7:37 AM
162	More email communication	7/10/2025 9:27 PM
163	That someone cares about the people on 79th street	7/10/2025 6:31 PM
164	No suggestions	7/10/2025 6:13 PM
165	nothing-I appreciate the emergency updates when something comes up that needs to be known on a day other than Thursday.	7/10/2025 5:19 PM
166	I think Darien does a great job on informing its citizens	7/10/2025 4:40 PM
167	You are doing a great job	7/10/2025 3:19 PM
168	Keep up the good work.	7/9/2025 12:39 PM
169	bring texting notifications back of emergency road closures etc.	7/7/2025 11:50 AM
170	Nothing I can think of.	7/6/2025 5:51 PM
171	The police department used to send us updates of streets to avoid, etc. Lasted about a week then stopped. Today Plainfield Road was totally blocked off. No messages.	7/5/2025 3:20 PM
172	What happened to the Darien Police Department text alerts? They just stopped.	7/4/2025 10:33 AM
173	The city needs a better plan for the southeast corner of 75 th and lemont road.	7/4/2025 9:58 AM
174	I didn't know any of the options except Facebook and the printed mail existed, so more marketing on the other options	7/4/2025 8:07 AM
175	Nothing! Always informative and we enjoy the Mayors letters.	7/4/2025 8:05 AM
176	Make the outdoor sign more readable for older citizens, the color, timing, LO, etc...	7/4/2025 6:50 AM
177	Doing so much better than other cities I've lived in. Keep up the great work. I particularly like reading the Mayor's pieces. These are always so well written, thoughtful and empathic, as well as being very informative.	7/3/2025 8:46 PM
178	What happened to Darien Police texts? Haven't received one in months at least. No activity on their Twitter either for some time.	7/3/2025 5:27 PM
179	It would be nice to see local non-profit events that were shared on Eventboard shared via the city's facebook or social media more often.	7/3/2025 5:26 PM
180	Nothing that I can think of.	7/3/2025 4:40 PM
181	I am pleased with the information reported to me.	7/3/2025 3:28 PM
182	Have recent meetings broadcast more frequently. This could lower or increase attendance at meetings.	7/3/2025 3:23 PM
183	Stop relying on the digital sign at Cass/Plainfield Road. Focus on content for the Darien Connect.	7/3/2025 3:14 PM
184	Improve city services updates and police department social media alerts.	7/3/2025 3:01 PM
185	Not sure but I really wish we can get all these empty spaces filled. I know it's hard with costs going up and people not being able to afford rent space.	7/3/2025 8:51 AM



## Darien Communications Survey 2025

186	Make information about the city and not single a whole page about the mayor. Hardly are new or existing business' featured.	7/2/2025 10:27 AM
187	Everything is good we need a meat market in darien not a grocery store but an actual meat market	7/2/2025 7:58 AM
188	I feel you communicate very well	7/1/2025 5:55 PM
189	I think you are doing a great job!	7/1/2025 9:08 AM
190	More police patrols esp on side streets like 69th race track..& 71 st both have cut thru from rt.83 traffic to Cass the cars speeding on Cass is never monitored.a squad should sit in middle slow cars down by their presence & those darn scooters engines/ e bikes, OMG a kid almost hit ME it was 2 girls giggling NOT looking around shot out from a driveway on 69th still. I SLAMMED on my brakes to avoid killing them 1 was standing driving the Ebike scooter thing her passenger sitting on a seat? Behind driver, Two on a scooter? STOP THIS INSANITY before towns get sued, oh that WILL happen this was in 700-800 blk 69...	6/30/2025 6:22 PM
191	Again: early and often. Just because you listed something once doesn't mean everyone saw it. List and post it several times for several days.	6/30/2025 5:39 PM
192	Doing fine	6/30/2025 3:47 PM
193	Nothing at this time	6/27/2025 3:06 PM
194	Shorter articles	6/27/2025 12:40 PM
195	each publication please put web site to report high grass	6/27/2025 11:28 AM
196	The City/employees are doing an awesome job	6/27/2025 10:43 AM
197	Text message. I use to get them and I have not gotten them in a long time.	6/27/2025 9:13 AM
198	Really appreciate the weekly e-newsletter!	6/27/2025 9:13 AM
199	Neighborhood/local happenings are not presented for community residents. When many emergency vehicles are are heard/seen going to an emergency, nothing is more than community is informed about what happens/happened. Police reports not presenting important events and results.	6/27/2025 6:44 AM
200	The Darien Connection is informative as long as information gets to the homeowner before something is going on and not during or after.	6/27/2025 6:42 AM
201	Nothing...you are doing a great job!	6/27/2025 5:32 AM
202	I think that you do an excellent job keeping us informed.	6/26/2025 9:02 PM
203	Less City Administrator editorializing in Direct Connect. Let residents contribute an article if it has community relevance.	6/26/2025 7:08 PM
204	Nothing needed	6/26/2025 5:58 PM
205	I would rather have information and don't need to have essays from the mayor about his life experiences and how they impact him. That is not relevant. He needs to be more considerate towards how he makes decisions that cause sigle people and elderly to foot the bill for families. Families need to pay their fair share and stop making singles pay the way fir their kids.	6/26/2025 4:36 PM
206	A little off the subject, but I have to say I was surprised and extremely disappointed concerning how long it took to cut the grass along Fairview.	6/26/2025 4:18 PM
207	For myself, you're doing just fine. Can't speak for others, but I;m sure they will	6/26/2025 3:47 PM
208	Recaps of City Council meetings would be greatly appreciated.	6/26/2025 3:45 PM
209	You're doing a great job. Thank you for your efforts!	6/26/2025 3:38 PM
210	keep the mayor from talking about himself!!	6/26/2025 3:30 PM
211	Have the mayor actually keep us informed instead of reflecting on his personal life. I can't say often enough, NO ONE CARES about the mayor's personal feelings. Just ridiculous!!! Use that	6/26/2025 3:26 PM



## Darien Communications Survey 2025

space to update the residents on city council issues and basic city goals, etc. How about that???

212	You are doing good	6/26/2025 3:25 PM
213	Look at what other communities do. I receive email updates on Weather from Willowbrook and Woodridge.	6/24/2025 8:28 AM
214	From time to time, I would like to see the city hold town hall meetings, where the mayor and/or council members would respond to residents concerns.	6/23/2025 4:05 PM

## Q15 Suggestions/General Feedback.

Answered: 161 Skipped: 369

#	RESPONSES	DATE
1	Continue to conduct surveys such as this to better understand the communities needs and share the feedback	7/26/2025 6:45 PM
2	Very pleased with the city communications.	7/26/2025 10:39 AM
3	Park district fitness center tvs should have more flexibility on what can be watched.	7/26/2025 7:45 AM
4	Not happy with Metro net recking our back yards and not leaving the lad they found them!	7/25/2025 4:09 PM
5	Good. Meets expectation of city communications.	7/25/2025 2:28 PM
6	After 48 years in fr vil why cable now ? No one will sign up, council screwed up the worst in 48 years here !	7/24/2025 11:39 PM
7	Darien has gone downhill for the last 20 years. You have turned a friendly community into some sort of wanna be libertarian wet dream.	7/24/2025 9:46 PM
8	N/A	7/24/2025 7:24 PM
9	N/A	7/24/2025 7:04 PM
10	I wish the Darien Newsletter would be sent more often than quarterly (monthly like in past administration). I know you can afford it. I think the billboard is ok as I walk by it everyday and filled with pertinent info and 'goings on'. I rely on the Darien weekly E-newsletter for a lot of info and county/service updates.	7/24/2025 6:10 PM
11	Somehow be more like surrounding suburbs in terms of fun events for citizens.	7/24/2025 5:41 PM
12	Had a face to face interaction with a staff member at City Hall early this year. There was a dead raccoon in the middle of the street (Plainfield Road) with cars swerving around to avoid hitting it (again). When I asked that someone be sent out to remove it I was told it was a DuPage County Road ... and their problem ... when I asked that someone call DuPage County I was told we don't get involved. When I asked for the phone number it was given to me on a post it note because I was walking and without paper. Seemed like it was a chore. So tell me ... don't get involved and wait for cars avoiding running over the dead raccoon and getting in a car accident? Now you're involved. I told the employee this and she simply disregarded my logic.	7/24/2025 5:01 PM
13	Nothing	7/24/2025 4:29 PM
14	Na	7/24/2025 4:01 PM
15	Have the police stop and talk to residents when driving thru subdivisions or at least wave , they don't seem v friendly.	7/24/2025 3:50 PM
16	No more marijuana stores. Please!	7/24/2025 3:47 PM
17	We on ward 4 are fortunate that our alderman keeps us informed	7/24/2025 3:38 PM
18	you can't please everyone	7/24/2025 2:33 PM
19	None	7/24/2025 2:05 PM
20	Nothing	7/24/2025 1:43 PM
21	Doing a good job	7/24/2025 1:19 PM
22	No	7/24/2025 12:39 PM
23	N/A	7/24/2025 12:26 PM
24	No	7/24/2025 12:09 PM

## Darien Communications Survey 2025

25	I enjoy reading the Mayor's messages. They are reflective in nature and bring a community connection to our city. I appreciate the quotes and experiences shared.	7/24/2025 11:20 AM
26	Unknown	7/24/2025 10:24 AM
27	Keep up the good work	7/24/2025 10:04 AM
28	None	7/24/2025 8:37 AM
29	I'd like to hear more about what Darien is doing with the county. It feels like Dupage County Highway has an issue with the City. There is nothing special about Darien so keeping our roadways, sidewalks, streetlights looking nice should be coordinated better. Speaking of streetlights, certain subdivisions have one or two and others have lots. We need more street lights to keep the streets safe.	7/24/2025 8:12 AM
30	Several years ago, the City would organize Town Hall meetings and have all other government agencies (Schools, County, Park District, etc.) present. I think it would be a good idea to start that again.	7/24/2025 5:33 AM
31	Please restrict cigar/cigarette smoking at the outdoor concerts. Although outdoors, it ruined our night at the last Darien concert. Other towns 100% prohibit smoking or they have designated locations. This was right out in the front of the stage and needs to be addressed.	7/24/2025 5:07 AM
32	Thank you	7/24/2025 5:00 AM
33	keep our neighborhood safe!	7/23/2025 10:10 PM
34	More frequently communicate and consistently enforce violations that make our neighborhood appear unkept such as garbage cans in front of garage doors, branches laid out on street weeks before scheduled pick up and vehicles allowed to park overnight on streets, every night with no tickets (except snow nights).	7/23/2025 10:01 PM
35	NONE	7/23/2025 8:40 PM
36	None	7/23/2025 8:30 PM
37	Keep up the good work	7/23/2025 7:35 PM
38	None	7/23/2025 7:33 PM
39	Wasn't very satisfied with Metronet marking up my property spraying paint on my landscaping. Disappointed Darien didn't follow-up to see what Metronet was doing to some properties.	7/23/2025 7:25 PM
40	stop cars from blocking sidewalk. Tell people not to walk in street. Get rid of electric bikes and scooters on sidewalks & streets. Electric bikes are motorized vehicles and should have lights on front & back of them. Age limits to use them.	7/23/2025 7:11 PM
41	None	7/23/2025 7:00 PM
42	No	7/23/2025 6:48 PM
43	The large signs at intersections re: concert nights, Darien Fest, 5k races and other events are very effective. The Christmas decorations at the Plainfield & 75th intersections were very nice.	7/23/2025 6:09 PM
44	NA	7/23/2025 6:02 PM
45	Highly satisfied!	7/23/2025 5:58 PM
46	None	7/23/2025 5:56 PM
47	Appreciate all the efforts of those running the city operations. The City of Darien is doing well.	7/23/2025 5:19 PM
48	Move some events back to the community park. Enforce e-bike rules for the neighborhood. Too many close calls where people could get hurt.	7/23/2025 5:08 PM
49	Everyone at the village is just great especially the receptionist who answers the phone	7/23/2025 5:02 PM
50	Keep up the good work!	7/23/2025 4:57 PM
51	Can we please bring a Trader Joe's grocery store to Darien?? :)	7/23/2025 4:55 PM
52	We need more green infrastructure (i.e., tree planting) in our parks and neighborhoods.	7/23/2025 4:31 PM

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53	Thank you for smoothing out the sidewalks!	7/23/2025 4:15 PM
54	The Mayor is doing an excellent job. I always enjoy his opening statement.	7/23/2025 4:03 PM
55	Non	7/23/2025 4:01 PM
56	You do a great job!	7/23/2025 3:58 PM
57	It's great that the Mayor has commentary in each edition.	7/23/2025 3:52 PM
58	what happened to having recycling events? Have to go ut of our own town to participate. More social events - as in concerts and movies in park as do surrounding towns. Better parks as in surrounding towns.	7/23/2025 3:47 PM
59	Darien did beautiful landscaping of the meridians at 75th and Cass, and Plainfield roads.	7/23/2025 3:43 PM
60	NO MORE NEWS FROM THE MAYOR!!! I feel he uses all the platforms for his own vanity. Every once in a while is fine, like around holidays and stuff like that would be nice, but I don't need to see his face and a quote from him. All of his posts are too long, I'd rather be informed about Darien and DuPage rather than have the mayor talk about himself.	7/23/2025 3:41 PM
61	Stop sucking up to the Q Bar management	7/23/2025 3:41 PM
62	Thumbs up	7/23/2025 3:39 PM
63	None	7/23/2025 2:43 PM
64	Automatic text messages	7/20/2025 2:52 PM
65	More about how the city works, who to contact, maybe highlight a certain area each week/month.	7/19/2025 9:12 PM
66	None	7/19/2025 6:50 PM
67	Enforce city ordinances. They should be consistent and not subject to interpretation.	7/19/2025 6:06 PM
68	I love living in Darien. Darien Connections is good for providing information. Wish social media would be better.	7/19/2025 10:26 AM
69	Communication from Darien is good.	7/18/2025 7:29 AM
70	Make the city more bikeable for all persons and would suggest somehow connecting it to Argonne, making it more walkable and bikeable.	7/17/2025 9:45 PM
71	All good	7/17/2025 8:55 PM
72	None	7/17/2025 7:39 PM
73	I think having a "citizen of the year" award should be changed. How about "20 great neighbors you should hear about!"	7/17/2025 7:00 PM
74	None at this time.	7/17/2025 5:51 PM
75	None	7/17/2025 5:44 PM
76	Focus the mayor on economic development. 75th street is becoming a desert for business development from the abandoned TGIF to Lemont road.	7/17/2025 4:44 PM
77	I would like to include the police blotter in the city bulletin. It used to be included but now I only see it in the Patch.	7/17/2025 4:20 PM
78	Nothing to add	7/15/2025 11:02 PM
79	Keep up the good work	7/15/2025 3:23 PM
80	N/a	7/14/2025 10:54 PM
81	Texts in emergency situations would be good. Tornado, flooding, etc. Even liked the accident info, only problem was I'd get the same text over and over, but thought the program was a good idea. I'm more likely to see a text than an email	7/14/2025 10:15 PM
82	I feel that the variety of ways the city keeps residents informed provides options for everyone.	7/14/2025 10:09 PM
83	General feedback... over the last 6 mos or more... the news letters and articles in the Patch	7/14/2025 9:28 PM

## Darien Communications Survey 2025

give residents a feeling that there is a lot of tension with Darien government bodies... not all on the same page.

84	None	7/14/2025 8:06 PM
85	no comments at this time	7/14/2025 8:01 PM
86	There should be links that lead to services for childcare, eldercare, food banks, homeless resources, transportation etc.	7/14/2025 7:42 PM
87	NA	7/14/2025 6:34 PM
88	much , much less mayoral editorials/opinions	7/14/2025 5:37 PM
89	More info regarding local events	7/14/2025 5:36 PM
90	N/A	7/14/2025 5:01 PM
91	More information is better than not enough information	7/14/2025 3:02 PM
92	None	7/14/2025 2:51 PM
93	Nothing	7/14/2025 2:43 PM
94	Just keep up the good work keeping Darien residents in the know.	7/14/2025 2:27 PM
95	Mention beach pickup dates each newsletter.	7/14/2025 2:14 PM
96	NA	7/14/2025 2:02 PM
97	The Mayor's writings are boring. I find his remarks to be more about himself and not about Darien.	7/14/2025 1:39 PM
98	Overall city does a good job trying to communicate..just spread across too many platforms...	7/14/2025 1:36 PM
99	keep up the good work!	7/14/2025 1:26 PM
100	Keeping citizens more aware of crimes that are happening (happened) & more patrols south of I55.... Also, less "gambling" places & more restaurants that aren't chains. More fine dining establishments. Thank you .	7/14/2025 12:34 PM
101	Mayor's letter is too long	7/14/2025 12:08 PM
102	Nope	7/14/2025 11:53 AM
103	Keeping up with local activities is easy and don't have to from sites to site	7/14/2025 11:53 AM
104	none	7/14/2025 11:40 AM
105	Trim the mayors comments. They should have some direct connection to city business. He is a Great mayor, does a very good job but long winded on topics with no direct connection to city.	7/14/2025 11:36 AM
106	Thank you for polling Darien citizens for feedback.	7/14/2025 11:33 AM
107	Less touchy feely info from mayor and more substance from council	7/14/2025 11:29 AM
108	Please stop the mayors section where he uses the city communication to preach to the people.	7/14/2025 11:25 AM
109	Why doesn't the village utilize Nixie? Facebook and other social media postings are moot as I do not use those outlets on my phone.	7/14/2025 11:14 AM
110	Please STOP with the tracking links in email. Just provide direct links. You don't need to track everything we click on and many of us BLOCK tracking links so we can never even use your links provided in emails.	7/14/2025 11:02 AM
111	None	7/14/2025 10:53 AM
112	None	7/14/2025 10:34 AM
113	Proud to be a resident of Darien	7/14/2025 10:25 AM
114	Keep working on renting the empty store fronts and attracting new business. Stop adding more	7/14/2025 10:18 AM

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	fast food restaurants and smoke shops.	
115	There used to be a link on the city's site where we could request police to monitor stop signs, speeding, etc at specific locations. That link is no longer there.	7/14/2025 10:03 AM
116	Ask for community input,	7/12/2025 6:33 PM
117	The city does a good job in communications. I would like to see more on the bidding process for large purchases that is approved on the city council agendas. Perhaps the notice could go out when bids are open for bidding, the closing of bids and the award bid. There are many very pricey items being purchased with no backup information. How are trucks, consulting contracts, cement replacement, tree maintenance, etc being approved and what bidding process was followed.	7/12/2025 10:37 AM
118	Thank you!	7/11/2025 2:42 PM
119	Great communication !	7/11/2025 10:43 AM
120	As a disabled person I am very upset that we are being targeted and our lives made more difficult to live in Darien. There is the ongoing removal of the sidewalk sections at street corners that I have to find out about after they have been removed and I am put in unsafe situations. Then the reason given is a lie because I was told that it was for safety yet the community park where the occurrence is the greatest for the non disabled and is the most used continues to be present at approximately 506 71st Street, and now I can no longer use our parks because I cannot walk and my motorized chair has been banned. These decisions, poor communications about them, and the obvious discrimination Does Not make Darien a nice place to live.	7/11/2025 7:54 AM
121	Make financial information easier to obtain and understand.	7/11/2025 7:37 AM
122	Shorter articles on enews.	7/10/2025 9:27 PM
123	Hopefully, somebody hears us.	7/10/2025 6:31 PM
124	Thanks for all that you do to keep me "in the Darien loop!	7/10/2025 6:13 PM
125	keep up the good work	7/10/2025 5:19 PM
126	Get a new Mayor. This one is a jerk.	7/10/2025 4:54 PM
127	Bring back the Darien magazine	7/10/2025 4:46 PM
128	It would be great to do more drive in movie events this fall	7/10/2025 4:40 PM
129	Keep up the good work.	7/9/2025 12:39 PM
130	Great job! Thank you for the time and effort it takes to compile and send these out!	7/7/2025 12:51 PM
131	None	7/6/2025 5:51 PM
132	It's time for the city to realize that it's starting to flip to more younger families. Everything is Lions Club and Rotary Club.	7/4/2025 10:33 AM
133	I appreciate these updates. We don't have kids and we work outside Darien, so we have limited ways of knowing what is happening in our own community. The weekly e-newsletters help keep us informed. We enjoy these.	7/4/2025 8:19 AM
134	None	7/4/2025 8:05 AM
135	You are doing fine with the letter, sometimes the mayor's opening lines are too long but, his personal touch is nice to read	7/4/2025 6:50 AM
136	I heard the website is being redesigned. I think this will help a lot with being able to find information more easily. Right now it's difficult to find what is happening.	7/3/2025 5:27 PM
137	No more digital signs!! They make the town look like trash. No one actually gets information from them. I drive the Cass & Plainfield corner everyday and I NEVER read the sign. But I do roll my eyes in disgust that the city council was swindled by the company that sells them. No more please!!	7/3/2025 4:42 PM
138	What is/are the Darien Connections Newsletter(s)? I am aware only of the eNewsletter.	7/3/2025 4:40 PM

## Darien Communications Survey 2025

139	Many months, a specific group is recognized and celebrated by being mentioned in the Darien Connect newsletter. In a brief email search, I found mention of Hispanic, Asian & Pacific Islander, Immigrant & African American Heritage Months. However, I found NO mention at all recognizing June as LGBTQ+ PRIDE month. Failure to recognize and celebrate the diversity and resiliency of this group marginalizes cherished members of the Darien community. They deserve better.	7/3/2025 4:06 PM
140	Nothing/Thank you for caring about getting information to the citizens of Darien.	7/3/2025 3:28 PM
141	Attempt to keep public well informed on all aspects of major issues.	7/3/2025 3:23 PM
142	Feature more community family events. There are 5 houses for sale on my block b/c the elderly are moving out and younger families moving in. Darien needs to highlight and have more family events. Let's be honest the times are changing and Darien needs to move forward not stay stagnant.	7/2/2025 10:27 AM
143	Darien needs a actual meat market not a grocery store but an actual meat market with a butcher	7/2/2025 7:58 AM
144	None at this time	7/1/2025 5:55 PM
145	n/a	7/1/2025 9:08 AM
146	Patrol more ticket speeders. nO e-bike scooters to anyone under 16 yrs of age. They have NO maturity ,no basic common sense & NO business on these machines	6/30/2025 6:22 PM
147	Offer up a survey on 911 calls and city services.	6/30/2025 5:39 PM
148	None	6/30/2025 3:47 PM
149	Get rid of Robert Taft. Robert Taft is a white supremacist. We do not want Robert Taft influencing the governance of our town. Get rid of Robert Taft.	6/30/2025 3:44 PM
150	I would like to thank the Police Department for the work they put into a recent fishing event, "Copers and Bobbers. I live next to the pond where it was held. It was a beautiful event to see so many families enjoying spending time together and getting familiar with the police department at the same time. Hope those police officers that planned it received the thanks they deserve.	6/29/2025 2:20 PM
151	Shorter articles	6/27/2025 12:40 PM
152	PLEASE do something about car parking across side walks!!!! Almost always the same people and homes.. Can you please issue warning tickets at first to help correct this issue. I push a handicap person in a wheel chair and big pain to go thru the grass. I went in the street and got hit by a child riding a electric scooter, that ended that!!!	6/27/2025 11:28 AM
153	Great service! We appreciate it very much!	6/27/2025 10:43 AM
154	What's going on with e-bikes, crime not theft at Walmart.	6/27/2025 9:13 AM
155	My alderman, Gerry Leganski, has a ward/neighborhood email distribution list he uses to communicate as well. This is helpful for things specific to our neighborhood and also appreciated.	6/27/2025 9:13 AM
156	I always look forward to reading the Mayor's opening remarks. I appreciate his insights and comments.	6/26/2025 9:02 PM
157	See answer to question #14.	6/26/2025 7:08 PM
158	More police patrols on streets	6/26/2025 5:58 PM
159	Get rid of the mayors essay in the news letters. Those are a waste of time and not relevant.	6/26/2025 4:36 PM
160	All positive feelings on communication - just want to see if there are other methods our neighbors use to keep residents informed	6/24/2025 8:28 AM
161	Make modifications to improve the city's web page.	6/23/2025 4:05 PM

**AGENDA MEMO**  
**Administrative/Finance Committee**  
**August 4, 2025**

**ISSUE STATEMENT**

An ordinance establishing a tax of five percent (5%) upon the gross rental charge for the rental or leasing of any individual self-storage space in the City of Darien.

**BACKGROUND/HISTORY**

As discussed during the 2025-26 budget meetings, staff is reviewing current general fund revenues. While the review will be comprehensive, there is one new revenue for the Administrative/Finance Committee to discuss. Alderman Leganski asked that I review a storage facility tax that he identified as part of Willowbrook's revenue.

In summary, approval of an ordinance establishes a tax on the rental of spaces within self-service storage facilities at a rate of 5% of the gross rental charges imposed for the use or rental of the space. The tax is collected monthly. The self-storage facility is responsible for keeping records and submitting payment directly to the city. The amount of revenue varies depending on the number of facilities and occupied units. Darien currently has two self-storage facilities. Since we do not have information of the local facilities gross income, there are no preliminary revenue estimates available. As a comparison, Willowbrook has four facilities and generates approximately \$270,000 annually. Attached is Willowbrook's ordinance as information. If the committee wants to recommend approval of an ordinance, I would have the city attorney work on the final review and prepare an ordinance.

**STAFF/COMMITTEE RECOMMENDATION**

Staff recommends approval of the ordinance

**ALTERNATE CONSIDERATION**

As directed.

**DECISION MODE**

To be determined.



# **WILLOWBROOK**

## **CHAPTER 9**

### **NON RESIDENTIAL PROPERTY LEASE FOR LONG TERM STORAGE OF PERSONAL PROPERTY TAX**

#### SECTION:

##### **11-9-1: Definitions**

##### **11-9-2: Imposition Of Tax**

##### **11-9-3: Collection Of Tax**

##### **11-9-4: Administration And Enforcement**

##### **11-9-5: Books And Records**

##### **11-9-6: Tax Return Form**

##### **11-9-7: Collection Of Unpaid Tax**

##### **11-9-8: Penalties**

#### 11-9-1: DEFINITIONS:

For purposes of this tax, the following definitions shall apply:

**GROSS RENTAL CHARGE:** Any amount of consideration imposed by the owner of a self-storage facility upon any person for the privilege of renting individual storage space at the self-storage facility in the Village. Gross rental charge can be periodic (daily, monthly, quarterly, etc.) or a single lump-sum charge required prior to, during, or after the rental of the individual storage space.

**INDIVIDUAL STORAGE SPACE:** Any space rented or leased by a person for the purpose of storing personal property within the self-storage facility.

**LONG TERM STORAGE:** Any space rented or leased by a person storing personal property within a self-storage facility for a period of thirty (30) days or more.

**OCCUPANT:** A person, his/her or its sublessee, successor or assigns, entitled to the use of the storage space at a self-storage facility under rental agreement to the exclusion of others.

**OWNER:** The owner, operator, lessor or sublessor of a self-storage facility, his/her agent, or any other person authorized by him/her to manage the facility, or to receive rent from all occupants under a rental agreement.

**PERSON:** Any individual, firm or corporation, partnership, trust its or their representative or other entity.

**PERSONAL PROPERTY:** Movable property not affixed to land and includes, but is not limited to, goods, merchandise, household items, tools, machinery and equipment.

**RENTAL AGREEMENT:** Any agreement or lease, written or oral that establishes or modifies the terms, conditions, rules or any other provisions concerning the use and occupancy of a self-storage facility.

**SELF-STORAGE FACILITY:** Any real property designed and used for the purpose of renting or leasing individual storage to occupants who are to have access to such for the purpose of storing and removing personal property. A self-storage facility, as defined in this Section, is not a warehouse for the purpose of Article 7 of the Uniform Commercial Code. In the event an owner issues any warehouse receipt, bill of lading or other document of title for the personal property stored, the provisions of the Uniform Commercial Code do not apply.

**VILLAGE:** The Village of Willowbrook, DuPage County, Illinois. (Ord. 19-0-30, 11-25-2019)

**11-9-2: IMPOSITION OF TAX:**

A tax of five percent (5%) is hereby imposed upon the gross rental charge for the rental or leasing of any individual self-storage space in the Village of Willowbrook. The ultimate incidence of any liability for payment of the tax imposed by this section shall be borne by the occupant of any such individual's storage space. This surcharge shall be in addition to any and all other surcharges or taxes. (Ord. 19-0-30, 11-25-2019)

**11-9-3: COLLECTION OF TAX:**

The owner of any self-storage facility within the Village shall have the duty to collect the municipal self-storage tax from each occupant of individual self-storage space at the time when gross rental charges are collected. (Ord. 19-0-30, 11-25-2019)

**11-9-4: ADMINISTRATION AND ENFORCEMENT:**

The Village Administrator or his or her designee is hereby designated as the administration and enforcement officer of the tax imposed by this chapter on behalf of the Village. It shall be the responsibility and duty of the Village Administrator or his or her designee, to collect all amounts due the Village Administrator or his or her designee, to collect all amounts due the Village. (Ord. 19-0-30, 11-25-2019)

**11-9-5: BOOKS AND RECORDS:**

The owner of any self-storage facility shall maintain complete and accurate books, records, and accounts showing the gross receipts from rental charges and the tax collected each month, which shall be made available to the Village or its designee for examination and for audit by the Village upon reasonable notice and during customary business hours. (Ord. 19-0-30, 11-25-2019)

**11-9-6: TAX RETURN FORM:**

A monthly self-storage tax return form, made available by the Village, shall be filed by each owner of a self-storage facility in the Village. Each monthly return shall include the gross receipts from rental charges and the amount of self-storage tax collected. Each return shall be accompanied by payment to the Village of all taxes due and owing for the month covered by the return. All returns required by this chapter shall be due by the

15th of each month following the month described in the return. If the owner of a self-storage facility is required to file Illinois Sales and Use Tax form with the Illinois Department of Revenue (form ST-1 inclusive of multi-location form ST-2), a copy of said form must be filed with the Village at the same time the monthly Self-Storage Surcharge return is filed. For tax returns not received by the Village when due, a late fee of three percent (3%) of the monies due and owing for a monthly return shall be assessed on the last day of the month that the return is due, and for every month thereafter until any and all outstanding amounts are paid in full. (Ord. 19-0-30, 11-25-2019)

#### 11-9-7: COLLECTION OF UNPAID TAX:

Whenever any person fails to pay any taxes and fees provided for in this chapter or when any owner of a self-storage facility fails to collect the tax imposed by this chapter from any person who has the ultimate liability for payment of the tax, the Corporation Counsel of the Village shall, upon request of the Village Administrator or designee, bring or cause to be brought an action against the owner to enforce the payment of the tax on behalf of the Village, in the Circuit Court of the Eighteenth Judicial Circuit, DuPage County, Illinois. (Ord. 19-0-30, 11-25-2019)

#### 11-9-8: PENALTIES:

Any person who fails to make and file a return as required by this chapter, or who makes a fraudulent return, or who willfully violates any other provision of this article shall be subject to the penalties provided in Title 1, Chapter 4 of the Village Code of the Village of Willowbrook, in addition to any other penalty specifically provided for, and in addition shall be liable in a civil action for the amount of tax due and any other penalties provided for by law. (Ord. 19-0-30, 11-25-2019)

**City of Darien**  
**Minutes of the Administrative/Finance Committee**  
**May 5, 2025**

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Alderwoman Sullivan called the meeting to order at 6:00 pm. Committee members Leganski and Schauer were present. Also in attendance was Administrator Bryon Vana, Treasurer Coren and Mayor Marchese. NIMEC consultant Adam Hoover also attended.

**Motion authorizing the Mayor to sign an agreement with MC Squared Energy Services, LLC. (MC2) to provide full-requirements electricity supply and related services for the City's Electric Aggregation Program**

Staff advised in 2012, Darien residents approved a referendum authorizing the City to operate an opt-out electric aggregation program for resident and small business ratepayers. In 2023, NIMEC solicited proposals for lower rates but could not find a rate lower than ComEd. However, NIMEC had obtained a proposal from MC2 that matched the ComEd rate but also included a civic contribution payment of \$10,000 to the city. On May 20, 2024, the City entered into an agreement extension (R-43-24) and covered electric bills from September of 2024 to September of 2025. MC<sup>2</sup> has offered a contract extension for 2 years under the same terms as the current contract but increased the civic payment to \$20,000. The committee agreed not to require renewable agency since it would lower the civic payment to the city. The committee unanimously recommended approval of the 2-year contract extension with MC2.

**Motion to accept a proposal from MuniWeb to redesign and upgrade the City's website in an amount not to exceed \$12,750**

Staff advised that the redesign and upgrade were necessary since the current content management system, muniCMS, has become more difficult to support and less secure as time passes. MuniCMS2.0 is available and recommended to upgrade and convert from muniCMS. The committee unanimously recommended approval to accept the proposal from MuniWeb.

**Approval of an Ordinance amending Section 3-4-1 and 3-4-2 of the Darien City Code to increase the home rule municipal retailers' occupation tax and home rule municipal service occupation tax from 1% to 1.25%.**

Staff advised beginning January 1, 2026, Illinois would repeal the 1% sales and use grocery tax. This will have an impact on local governments that currently receive sales tax revenue on grocery sales. In order to recoup all of the lost revenue the law also allows municipalities to implement a 1% local grocery tax effective on January 1, 2026. The city also has an option to raise our Home-Rule (HR) sales tax in order to recoup the lost revenue. Staff has reviewed the potential impact to Darien and we estimate a reduction in our sales tax revenue by approximately \$660,000. Staff recommends the option of

approving an increase in our HR sales tax because it is advantageous to our economic incentive agreement with Walmart that was approved on April 2, 2012. Based on an additional 0.25% increase to our HR sales tax we would generate an additional \$750,000. The committee unanimously recommended approval AN ORDINANCE AMENDING SECTION 3-4-1 AND 3-4-2 OF THE DARIEN CITY CODE TO INCREASE THE HOME RULE MUNICIPAL RETAILERS' OCCUPATION TAX AND HOME RULE MUNICIPAL SERVICE OCCUPATION TAX FROM 1% TO 1.25%.

**Minutes – April 7, 2025** - The committee unanimously approved the minutes.

**Other Business**

Staff advised they would be looking at revenue options for review. Staff also advise that as part of the strategic plan the committee will perform more of a deep dive review of monthly financial reports.

**Adjournment** - The meeting adjourned at 6:53 p.m.

Approved:

Mary Sullivan, Chairwoman \_\_\_\_\_

Ted Schauer, Member \_\_\_\_\_

Gerry Leganski, Member \_\_\_\_\_