

City Council Goal Setting Session Agenda

**Monday, November 14, 2022 - 6:30 p.m.
City Hall - Council Chambers**

Goal Setting Summary Memo

- 1. Charges for retail thefts**
- 2. Chamber of Commerce/Economic Development**
- 3. Zoning Code review – permitted uses**
- 4. Long term vision statement**
- 5. Survey review (council, residents 2 surveys on communications and general)**

CITY OF DARIEN

MEMO

TO: Mayor Marchese, City Council, City Clerk, and City Treasurer

FROM: Bryon D. Vana, City Administrator

DATE: November 4, 2022

SUBJECT: Goal Setting Agenda Topic Summary– Monday, November 14, 2022, 6:30 p.m.

Listed below are the agenda topics and overview for the goal setting session scheduled for Monday, November 14.

1. Charges for retail thefts (page 3)

Alderman Gustafson requested the council discuss retail theft calls responded to by the Darien police department. The goal is to minimize the number of retail theft calls handled by the department. Various methods to minimize the number of calls could be utilized such as:

- Discussions with retailers by the Darien police department; potential increase in store theft signage, increase in the number of store personnel overseeing the self-checkout lanes, addition of uniformed security guards in the stores, increase in the number of full service check out lanes and various other methods of deterrence.
- Consider increasing the penalties and fines for retail theft included in the city's current ordinance.
- If none of the deterrence methods are successful and if and only if the number of retail theft related police calls become a concern of the city council and police chief, then a city ordinance can be implemented that would charge retailers for retail theft related calls in excess of a set number of calls.

Chief Thomas will present information regarding retail thefts and the impact they have on police services

2. Chamber of Commerce/Economic Development (page 35)

This topic is to discuss incorporating the Darien Chamber of Commerce with the City of Darien. In addition to incorporating the current duties of the chamber with a full time employee, we would also add a part time position with the responsibilities of business recruitment and retention.

3. **Zoning Code review – permitted uses** (page 41)

The council will review the zoning code as it pertains to permitted uses and special uses. The intent is to identify uses that the council would like to remove from the zoning code and not allow those uses in the community.

4. **Long term vision statement** (page 48)

Earlier this summer Alderman Chlystek stopped by a Michigan gas station and grabbed the South Haven newspaper about their town/city council putting together a long-term vision of their City (10 to 20 years) and he is asking the city to do the same. Included in the packet is Tom's email providing the background he provided. When Tom identified this topic for goal setting I contacted the city of South Haven for information on their project. Included in the packet is information from South Haven's consultant for this project along with a link to the survey they used.

5. **Survey review (council, residents 2 surveys on communications and general)** (page 58)

This item is on the agenda to have the council review several surveys we recently conducted. The three surveys include resident satisfaction survey, resident communications survey, and city council survey. These surveys are helpful in receiving resident and council feedback; however, the results do not provide any scientific validity or statistical measurement.

**ORDINANCE OF THE TOWNSHIP OF EAST LAMPETER,
LANCASTER COUNTY, PENNSYLVANIA, AUTHORIZING
COST RECOVERY FOR POLICE SERVICES ASSOCIATED
WITH EXCESSIVE SHOPLIFTING POLICE CALLS AND
SHOPLIFTING POLICE CALLS WHICH DO NOT RESULT
IN THE FILING OF A FORMAL CRIMINAL COMPLAINT**

Background

Based on reports from the East Lampeter Township Police, the Board of Supervisors has determined that a number of commercial businesses located within the township require a disproportionate amount of police service, primarily due to calls reporting shoplifting incidents. The Board of Supervisors further recognizes that the township hosts a number of tourist-related businesses and other commercial businesses which are patronized by individuals who do not live within the township or within the areas immediately surrounding the township. Partly as a result of the number of tourist-related businesses and the number of businesses which serve people who do not live in or near the township, there are an extraordinary number of shoplifting calls to the police, all of which result in the devotion of police personnel to such calls and, in effect, result in less police service being available for other locations and for emergencies and other more typical police service duties. Such calls also frequently involve claims where the representatives of the business who made the call do not follow through or cooperate with the filing of formal criminal proceedings against the alleged shoplifter, in many cases seemingly because of the difficulty and cost of successfully prosecuting such a claim against the person who does not live within the township or in the near vicinity to the township. Shoplifting calls which do not result in the filing of formal criminal proceedings have overburdened the township Police Department and have no or little deterrent effect upon other potential shoplifters. The Board of Supervisors desires to create a structure which effectively utilizes the current and future police personnel and other resources available to the township and to do so by encouraging cooperative action which results, where appropriate, in the filing of appropriate charges against individuals legitimately suspected of shoplifting, yet discourages police calls which result in ineffective allocation of personnel and other police resources.

In order to create such a structure, the Board of Supervisors has developed a cost structure intended to assess the cost of unnecessary police personnel and other resource costs to businesses where either excessive shoplifting claims are made or excessive claims are made which do not result in appropriate filing of criminal charges.

The Board of Supervisors is authorized, under §1506 of the Second Class Township Code, to make and adopt ordinances, rules and regulations which are generally necessary for the proper

management, care and control of the township and the maintenance of the welfare of the township. The township is further authorized, under Article 19 of the Township Code, to provide for the creation of a police force and the organization and supervision of the police force.

The Board of Supervisors has determined that the regulatory structure envisioned by this ordinance reflects an appropriate balance between the Board's duty and desire to provide effective police services to the East Lampeter Township community and to make such services available to businesses and other citizens and landowners in a manner which provides for the most effective use of the township police personnel and other resources.

NOW THEREFORE, BE IT ORDAINED by the Board of Supervisors of the Township of East Lampeter, Lancaster County, Pennsylvania, as follows:

Section 1. Purpose.

The purpose of this ordinance is to provide for appropriate cost recovery from businesses which permit, allow, or fail to prevent excessive calls for police service related to shoplifting and to businesses which habitually fail to file or support criminal proceedings against an alleged shoplifter after making a call for police service, all of which compromise the public health, safety and welfare of the township.

Section 2. Definitions.

As used herein, the following terms shall have the meaning indicated:

- (A) Board – The Board of Supervisors of the Township of East Lampeter, Lancaster County, Pennsylvania.
- (B) Business – Any individual, sole proprietor, corporation, partnership, limited liability company, and any other type of business entity which engages in business or commercial activities, including the sale of goods, within the Township.
- (C) Calendar Month – The period which begins on the first day of one of the months as named in the calendar and which ends on the last day of that same month as named in the calendar.
- (D) Criminal Complaint – A complaint filed in municipal court by a witness to a shoplifting event alleging a shoplifting event.
- (E) Manager – The individual or entity which is responsible for the management of a Business as defined herein, or the person who appears to the general public to have supervisory responsibility for the management of such a business.

- (F) Owner – The individual or entity which owns a Business as defined herein.
- (G) Police – The East Lampeter Township Police Department.
- (H) Police Service Cost – The costs as established in the provisions which follow.
- (I) Shoplifting – Theft of merchandise or goods from a Business as defined herein.
- (J) Shoplifting Call – A call made to the Police by a representative of a Business to report an incident, or suspected incident, of Shoplifting.
- (K) Township – Township of East Lampeter, Lancaster County, Pennsylvania.

Section 3. Cost Recovery Required for Excessive Shoplifting Calls

- (A) Every owner and/or manager responsible for the management and regulation of a business is required to pay police service costs for (1) each shoplifting call in excess of ten (10) within a calendar month and/or (2) each shoplifting call which does not result in the filing of a criminal complaint by the business in excess of two (2) within a calendar month.
- (B) (1) For each shoplifting call in excess of ten (10) within a calendar month, an owner and/or manager responsible for management and regulation of the business shall make payment of Two Hundred Fifty and 00/100 (\$250.00) Dollars to the Township and (2) for each shoplifting call which does not result in the filing of a criminal complaint by the business in excess of two (2) within a calendar month, an owner and/or manager responsible for management and regulation of the business shall make payment of Two Hundred Fifty and 00/100 (\$250.00) Dollars to the Township.

Section 4. Notice

Prior to the issuance of a police service cost invoice, the Township shall provide the business owner with notice that the business is approaching the threshold amount of shoplifting calls and/or shoplifting calls which do not result in the filing of a criminal complaint which will result in the business' responsibility for police service costs.

Section 5. Billing

Police service costs due in accordance with this ordinance shall be billed to the owner and/or manager with responsibility to manage the business by the Township through a police service cost invoice and shall be due and payable within thirty (30) days of such billing.

Section 6. Police Service Cost Invoice

- (A) The police service cost invoice shall identify the calendar month, the business, and the date of each shoplifting call during that calendar month, with an indication of whether that shoplifting call resulted in the filing of a criminal complaint.
- (B) The police service cost invoice shall indicate the number of shoplifting calls in excess of ten (10) during that calendar month and shall indicate the number of shoplifting calls which did not result in the filing of a criminal complaint in excess of two (2) during that calendar month and shall indicate the amount of the police service cost to be reimbursed by the business.

Section 7. Failure to Pay

Unpaid police service costs may be collected by civil action by the Township against the owner and/or manager with responsibility to manage the business and/or may be imposed or assessed against the subject property as a municipal lien or added to the next property tax bill for the subject property. In either event, a penalty of ten (10%) percent and interest at the rate of ten (10%) percent per annum shall be added and collected as provided by law for payments not made within thirty (30) days of billing.

Section 8. Repealer.

All ordinances or parts of ordinances inconsistent or in conflict with this Ordinance are hereby repealed as to said inconsistencies and conflict.

Section 9. Severability.

If any section, part of any section, or clause or phrase of this ordinance is for any reason held to be invalid or unconstitutional, such decision shall not affect the remaining provisions of this ordinance. The governing body of the Township of East Lampeter declares that it would have passed the ordinance and each section and subsection thereof, irrespective of the fact that any one or more of the subsections, sentences, clauses or phrases may be declared unconstitutional or invalid.

Section 10. Effective Date.

This ordinance shall take effect on December 1, 2015.

Duly ordained and enacted by the Supervisors of the Township of East Lampeter, Lancaster County, Pennsylvania, this 5th day of October, 2015.

BOARD OF SUPERVISORS OF
EAST LAMPETER TOWNSHIP

By: 

(Vice) Chairman

00817445 /(41005.604)

I, Ralph M. Hutchison, Secretary of the Board of Supervisors of East Lampeter Township, Lancaster County, Pennsylvania, hereby certify that the foregoing is a true and correct copy of an ordinance duly adopted at a legally constituted meeting of the Board of Supervisors of East Lampeter Township held on October 5, 2015, at which meeting a quorum was present and voted in favor thereof.



Ralph M. Hutchison, Secretary

Walmart has a problem that's threatening profits — and it's driving police nuts

<https://www.businessinsider.com/walmart-theft-threatens-profits-and-police-2016-6>

Theft is a huge problem for Walmart, costing the company billions of dollars every year.

Walmart has made it a top priority over the last year to reduce stealing, in part by adding receipt-scanners to store entrances and bringing back greeters, but the problem persists at stores nationwide.

In Tampa, the local police department has been so overwhelmed by calls to Walmart stores that the company has implemented a new "diversion" program to give petty offenders a slap on the wrist instead of jail time, The Tampa Bay Times reports.

The program allows first-time shoplifters who steal less than \$25 to avoid criminal charges, according to the Times. As punishment, the offenders must take a class on retail theft and pay restitution.

The program has helped alleviate police calls to Walmart stores.

The number of arrests at one Walmart Supercenter in Tampa — which has historically been a hotbed for criminal activity — was reduced to 47 over the first four months of this year, compared to 85 arrests over the same period in 2015, according to the Times. Calls for police help also declined, from 486 in the four-month period last year to 294 this year.

But some members of the local government still aren't happy with the level of criminal activity at Walmart stores.

According to a Times investigation, police were called to Tampa-area Walmart stores nearly 16,800 times in one year, which equates to two calls an hour, every hour, every day.

Tampa City Council member Frank Reddick said Thursday that Walmart should hire security guards at its stores, the Times reports. He said he met with Walmart officials earlier in the month at a store in East Tampa where more than 120 arrests were made in the first four months of the year.

"One question Walmart refused to answer is why they refuse to hire security guards at their stores," Reddick said, according to the Times. "It seems to me with prevention programs they're trying to save money."

Walmart does, in fact, hire off-duty police and security officers in stores where the company determines that level of security is needed.

"We recognize that there is not a one-size-fits-all approach to creating a safe and secure environment for our customers and associates in our stores," Walmart spokeswoman Deisha Barnett told Business Insider. "It's something that we are always looking at."

Barnett said the company appreciated the feedback from Reddick and Tampa law enforcement.

"We will continue to make sure we have the right programs in place at each store," she said. "We're always assessing how we can get better."

The company is tackling theft issues nationwide by bringing back greeters to its stores. Walmart had removed greeters from entrances four years ago so those employees could help direct shoppers and restock shelves.

Walmart made the decision to bring back the greeters earlier this year, following a test that started last year.

Walmart is also hiring what the company calls "customer hosts" to check receipts at the door at stores with high theft rates.

The customer hosts helped reduce calls to police by over 40% in six months at two stores in Arlington, Texas, [Bloomberg reports](#). Walmart also installed security monitors and other theft-prevention technology at the stores, according to the report.

From: [Eric Gustafson](#)
To: [Bryon Vana](#)
Subject: Fwd: Wal-Mart Crime Statistics
Date: Tuesday, October 25, 2022 1:42:57 PM

Fyi.

Sent from my iPhone

Begin forwarded message:

From: "Stephen B. Zerbe" <zerbes@eltpolice.org>
Date: October 24, 2022 at 9:19:16 AM CDT
To: "egustafason@darienil.gov" <egustafason@darienil.gov>
Cc: Tara Hitchens <thitchens@eastlampetertownship.org>
Subject: Wal-Mart Crime Statistics

Alderman Gustafason,

You had inquired of our Township Manager (Tara Hitchens) about our Excessive Retail Theft Ordinance and whether we could provide you some statistics that our police department was dealing with, prior to and after the passing of the ordinance. I am responding to your inquiry.

The East Lampeter Township Board of Supervisors passed the attached Excessive Retail Theft Ordinance on October 5th, 2015. Leading up to that date, our PD could expect to respond to over 600 calls annually at our Wal-Mart #2334. Of the 600+ calls, our PD would make over 300 arrests annually, with the majority of those being for Retail Theft ([Section 3929 - Title 18 - CRIMES AND OFFENSES \(state.pa.us\)](#)).

Our police officers would regularly respond to the Wal-Mart store 3 – 4 times a shift, when their loss prevention officers were working. It was due to this call volume and the prospect of any other large retail or box store creating a similar draw on our police department resources that led to the creation of the ordinance and it's passing.

10/4/2014 – 10/4/2015 (Year prior to ordinance): 628 Calls for service / 394 arrests.

10/5/2015 – 10/5/2016 (Year immediately following ordinance): 296 Calls for service /

200 arrests.

10/5/2021 – 10/5/2022: (Most recent year) 262 Calls for service / 115 arrests.

As an aside, our police department has (39) sworn officers and (3) civilian staff. The numbers of officers in 2015 would have been (34).

Chief Stephen B. Zerbe
East Lampeter Township Police
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Lancaster PA 17602
717-291-4676 Ext. 3123
717-291-4671 - FAX
ZerbeS@eltpolice.org

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<image002.jpg>

<image003.jpg>

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<Ordinance-316-Excessive-Shoplifting.pdf>

Walmart tops list of police calls in North Texas cities | wfaa.com

<https://www.wfaa.com/article/news/walmart-tops-list-of-police-calls-in-north-texas-cities/287-340807418>

Day and night, throughout North Texas, the police are called to a particular store.

They break up fights. They deal with the late night drunks. They pick up shoplifters, and document evidence of stolen goods.

Often, when officers arrive, they're greeted like old buddies. After all, cops are responding to Walmart more than any other location in many cities and towns.

In recent months, [the retail giant has come under fire by local officials](#) across the U.S. complaining that its hundreds of stores are a drain on police resources. But what about here?

News 8 randomly selected five North Texas cities and asked each of them for the top locations their police departments respond to most frequently.

For three years in a row, Walmart stores were either the No. 1 visited location, or near that, in Garland, McKinney, [Fort Worth](#), Lewisville and Carrollton.

In cities with multiple stores, all of them scored high. For instance, Fort Worth's five Walmart locations ranked first, fourth, fifth, seventh and eighth in calls for service.

Why are there so many 911 calls at Walmarts? Experts say it is because of the massive volume of customers, the 24-7 store hours as well as relatively few security employees on staff.

Christine Storey saw the problem firsthand.

"They were calling police all the time," said Storey, who worked at Carrollton's Walmart for two months. "Sometimes [the police would] come in to try and find the person who called, to find out what the problem was. ... A couple times, I actually saw a police officer say to one of the front end managers, 'Well, if you figure out why you called us, call us back.'"

All these 911 calls add up.

Across our five cities last year, there was a combined 6,077 calls for police from Walmart stores.

That's an estimated 24,300 police man hours spent responding.

And that adds up to nearly \$900,000, or the equivalent of about 12 full-time cops.

When police in Carrollton, for example, are dispatched to Walmart, rarely is it for any kind of violent crime.

According to a review of police records by WFAA-TV, a typical reason that Carrollton police would be dispatched to Walmart includes one where a woman called 911 from the store

pharmacy and told the dispatcher she was having trouble returning a prescription. The cost? \$1.20.

That's right. Publicly funded police officers resolving \$1.20 disputes at a global retail giant worth \$222 billion.

"Our officers would rather be catching bad guys," said Carrollton police commander Wes Rutherford. "You know, that are breaking into people's cars and homes."

Carrollton's city manager would also like to see his officers responding to more serious crime elsewhere.

"We will be there if there's crime, but we need to work so those police can be deployed city-wide, working on all the areas to make the city safe," Leonard Martin said.

So what do Carrollton taxpayers think? We hit the streets to find out. First stop – the Carrollton Walmart parking lot.

"I think it's a little bit overkill," shopper Lauro Sanchez said when we showed him our findings.

"Well, Walmart is a busy place," said shopper Robert Lloyd. "They have huge business and a lot of people coming and going."

"It wouldn't surprise me that Walmart would just pass the tab on to the taxpayer," said Sam Mitchell, another Walmart shopper.

We tried to show our findings to the local store manager, but he and his employees weren't interested in talking about it.

They asked a News 8 crew to leave the parking lot because, they said, customers had complained that we were "impeding traffic."

So we left. Or else, well, you guess it... they might call police.

Walmart's corporate spokesman declined an on-camera interview, but told us that while Walmart stores consume a lot of police departments' time, the company also pays a lot in taxes.

So we decided to take a look.

The Carrollton Walmart's proposed property tax bill for this year is estimated to be \$551,000. That's on par with stores like Lowes, Home Depot and Kohl's. Together, those three stores' estimated tax bill is about \$774,000, according to Dallas and Denton county appraisal district records.

But how do those stores' police calls stack up?

Over the past year and a half, police spent 1,812 hours at the Carrollton Walmart. That's about the equivalent of one Carrollton police officer sitting at Walmart, 24 hours a day, 7 days a week ... for 3 months.

By comparison, police spent just 2 weeks at the other three big box stores – combined.

“While [Walmart] may generate a lot of taxes, they consume a lot of taxes if we have a police officer in effect [there] the equivalent of 24 hours a day, 3 months out of the year,” said Carrollton City Manager Leonard Martin. “That’s consuming a lot of taxes. So I don’t buy into that argument.”

In a statement, Walmart corporate spokesman Brian Nick responded:

“In the coming weeks and months, we will continue our increased outreach to law enforcement across the country, as part of our ongoing commitment to meet our customers’ and associates’ expectations of a safe and enjoyable shopping experience. The importance of this issue is recognized at the highest levels of the company and we are investing in people and technology to support our stores.”

Walmart also said, in some places, it is putting employees back at its entrances and more employees throughout stores to deter theft; better training its asset protection employees; and expanding its "restorative justice" program aimed at reducing police calls to stores by relying more on fines for alleged thieves.

Still, some communities are taking action. One mayor in Indiana even [declared the store a public nuisance](#), threatening to fine Walmart for every excessive 911 call.

[In Denver](#), Walmart agreed to pay the city about \$900,000 to staff off duty officers in the city’s busiest store. After that, 911 calls there dropped.

As for North Texas’ largest city – Dallas – [its leaders took action in 2011](#), when they stopped responding to theft call less than \$50 not just at Walmart but all retail stores.

Retail Theft Reimbursement Fee

Staff Research for Council to
Make an Informed Decision

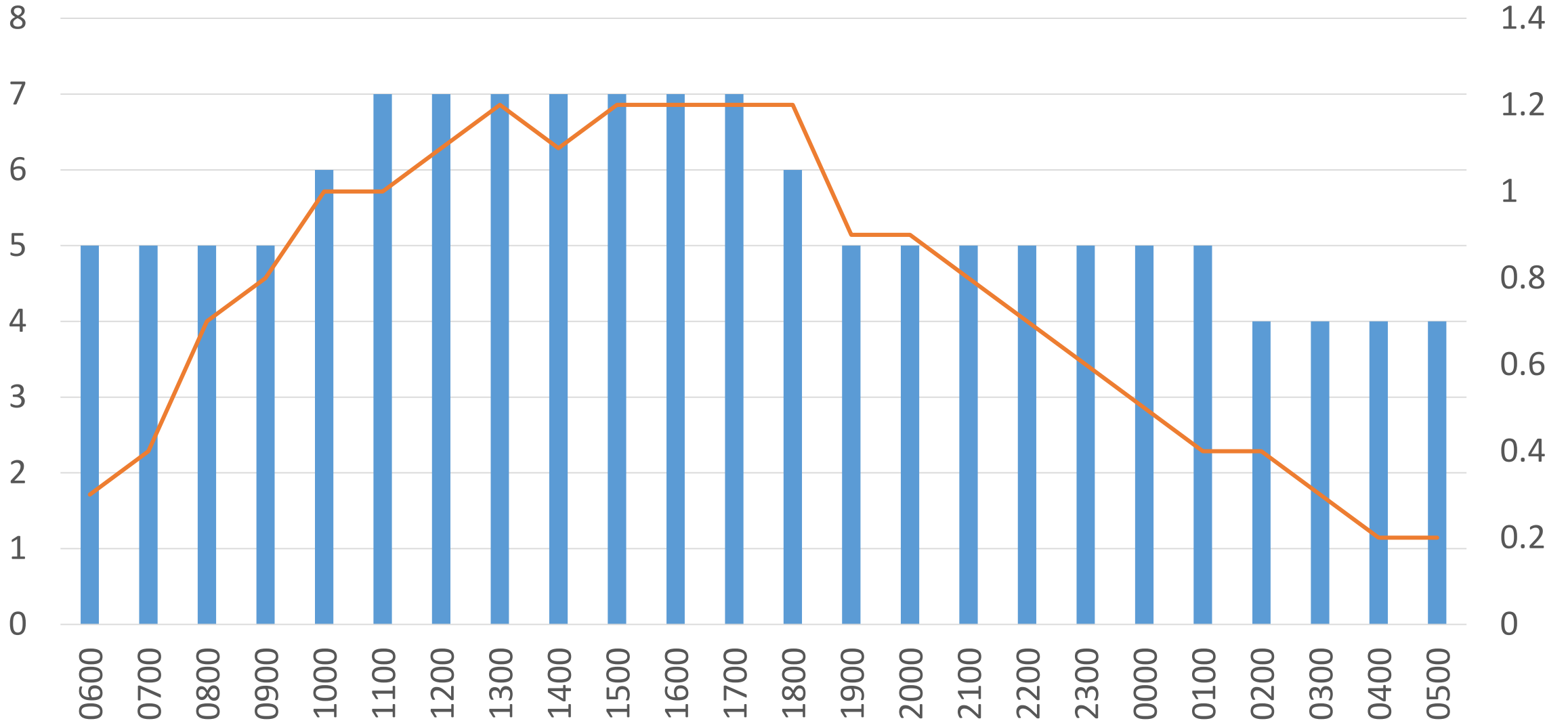
Department Structure

- Chief 1/1
- DC 2/1
- Secretary-Manager 1/1
- Sergeants 6/5
- Officers 25/27
 - Annual Costs
 - Patrol (23/23)
 - Detective (4/4)
- Crime Analyst 1/0
- Permanent Shifts
- Non-Functioning Systems
- Building Improvements
- Equitable Sharing Fund
- State Forfeiture Fund
- DUI Fund
- Electronic Citation Fund

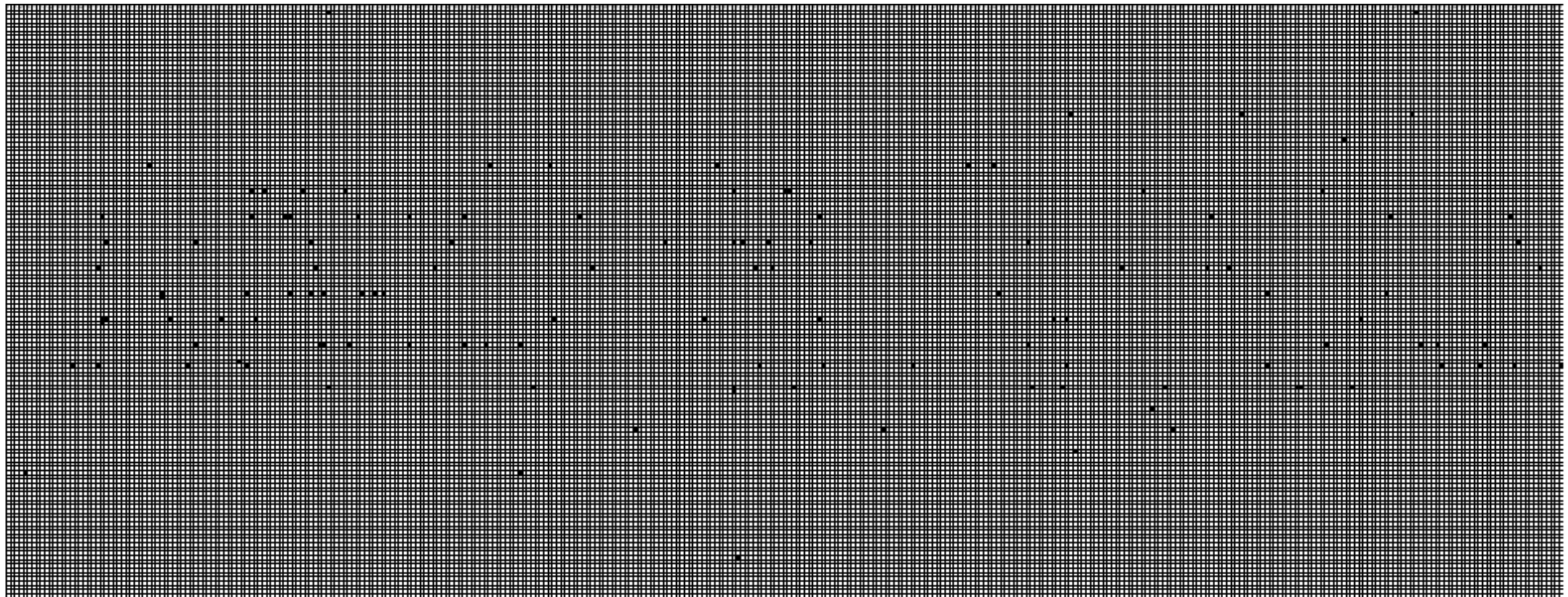
Staffing Levels – ICAP Model

- Total Time Spent by All Personnel on Citizen Generated Calls for Service
- Number of Work Hours by Patrol Officers, Less all Time Off (PTO, Training, etc.)

Manning & Call Load



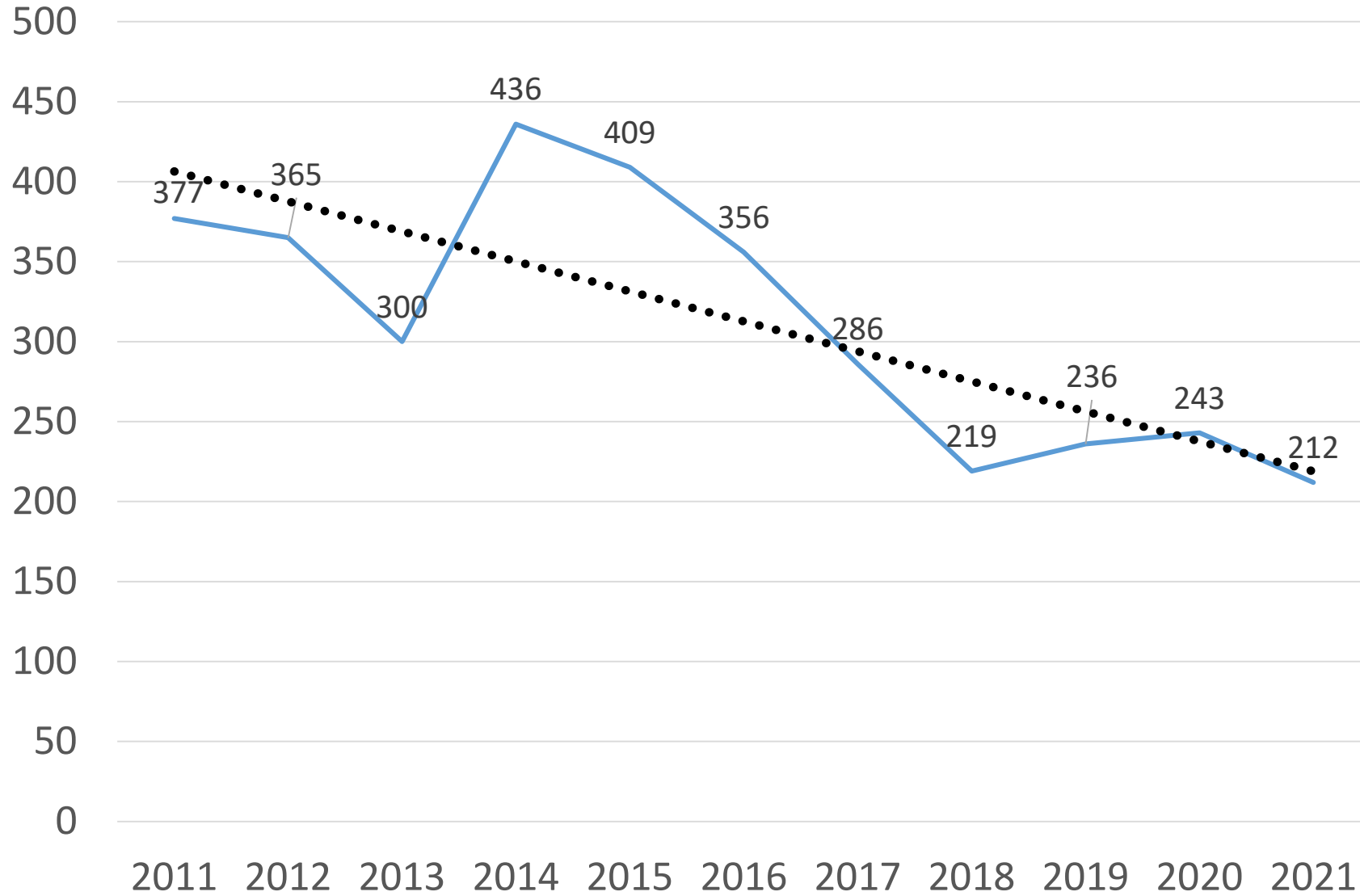
Retail Thefts Per Available Hours of Work



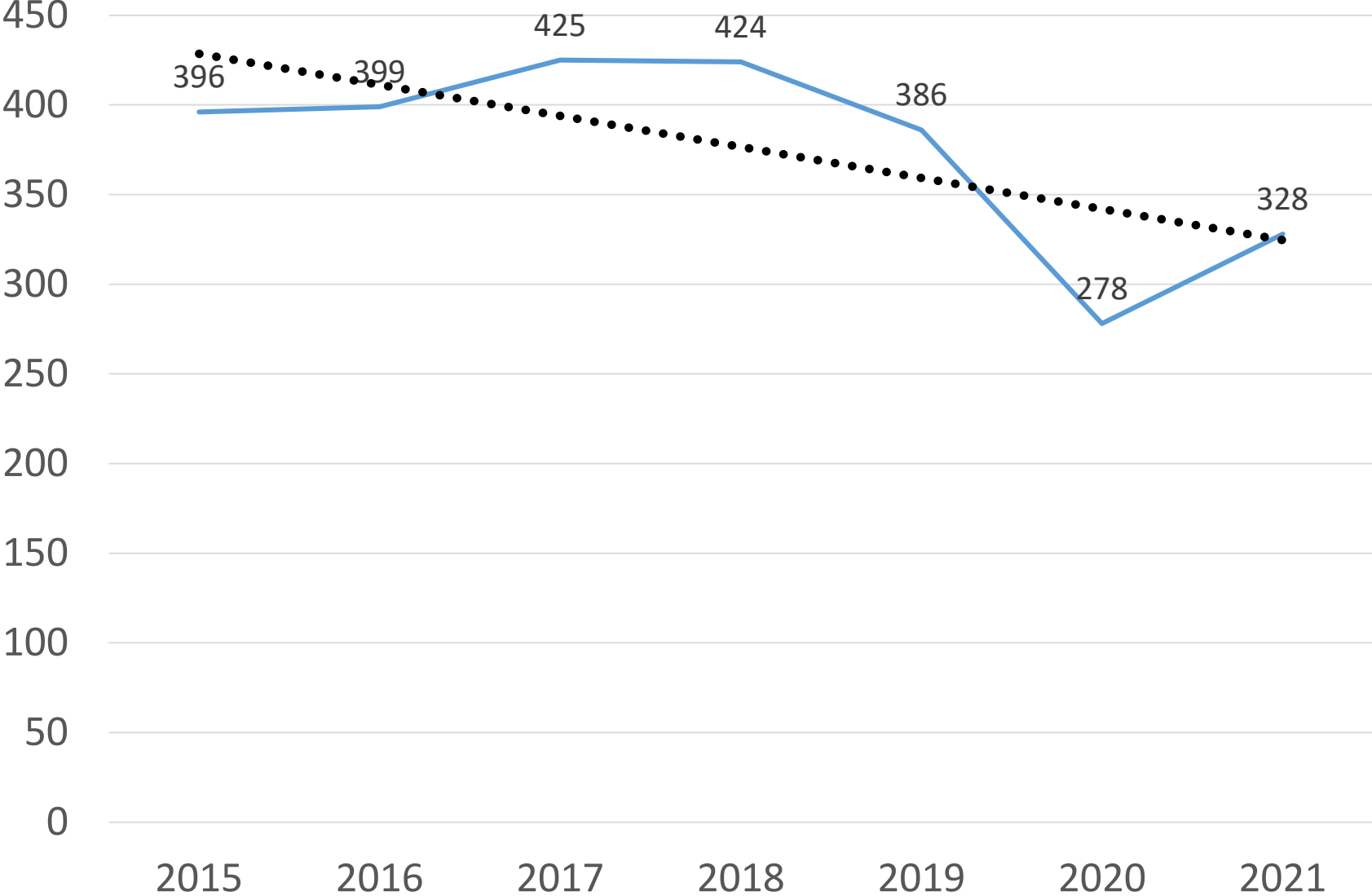
Frequency of Unavailability for Priority Calls

- Never a time where there was a call for an emergency where an officer was tied up on a retail theft.

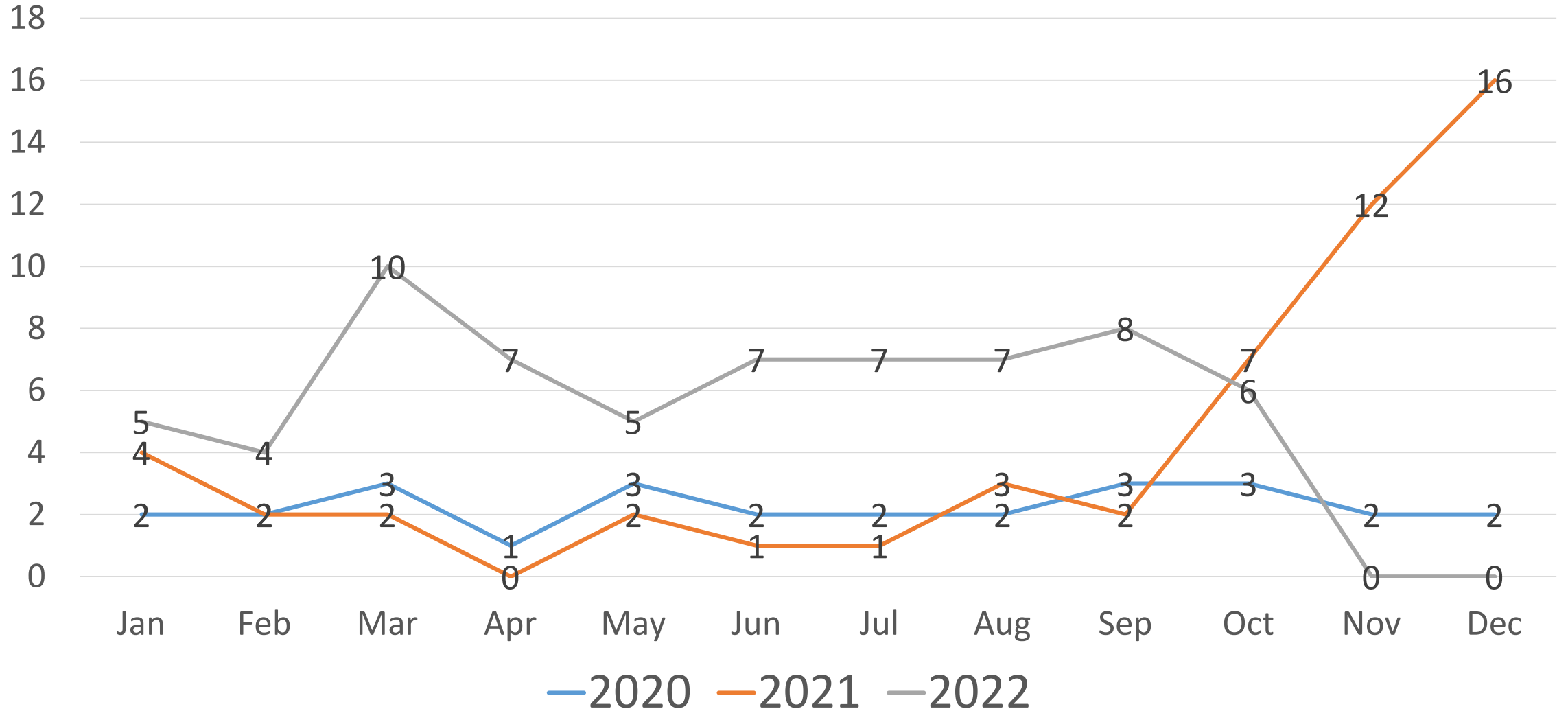
Total Crime



Roadway Crashes



Walmart 3 Year Review



Frequency of Occurrence / Type of Call

- Frequency of Occurrence – Police Called / Not Called
 - January 1 through September 30
 - Called Police 82
 - Handled Internally 60
- Reasons for Calling, but Not Charging
 - Unable to Identify Offender
 - Small Dollar Amount

Charge / Alternative to Charge

- 61% (76) Cleared by Arrest
 - 73 Adult
 - 3 Juvenile
 - Value
 - Type of Items
- 39% (48) Victim Opted Not to Prosecute
 - Smaller Dollar Amount
 - Mom w/ Children
 - Unable to Verify Identification

Types of Items Taken

- Usually Several Items
- Usually Several Hundred Dollars
- Invite LTOMS into City when they know Retail Establishments won't Prosecute

East Lampeter Township

- Prior Year (10/04/14 – 10/04/15)
 - 628 Calls for Service
 - 394 Arrests
- Excessive Retail Theft Ordinance Enacted 10/05/15
- Subsequent Year (10/05/15 – 10/05/16)
 - 296 Calls for Service
 - 200 Arrests

East Lampeter Township

- Current Year (10/05/21 – 10/05/22)
 - 262 Calls for Service
 - 115 Arrests

	<u>ELT</u>	<u>Darien</u>
• Population	17,834 (2020)	21,843 (2020)
• Officers	39 (3)	34 (5)
• Officers per 1,000	2.19	1.56
• R. T. per 1,000	35.21	2.38
• Per Capita (Officers)		+ 40%
• Per Capita (Theft)		+1,379%

Atlanta Analysis

Atlanta

- 1 District Out of 24
- Respond to More Serious
- Down 300+ Officers
- Report at PD
- Concentrate of Big Stuff

Darien

1 District Out of 3
31 Batteries, 36 DV
Fully Staffed
Don't Staff Desk
No Carjacking

Atlanta Analysis

- Inefficient Procedures
 - 90 Minutes Process
- Hire Own Security
 - Off-Duty Police (interesting Statement)

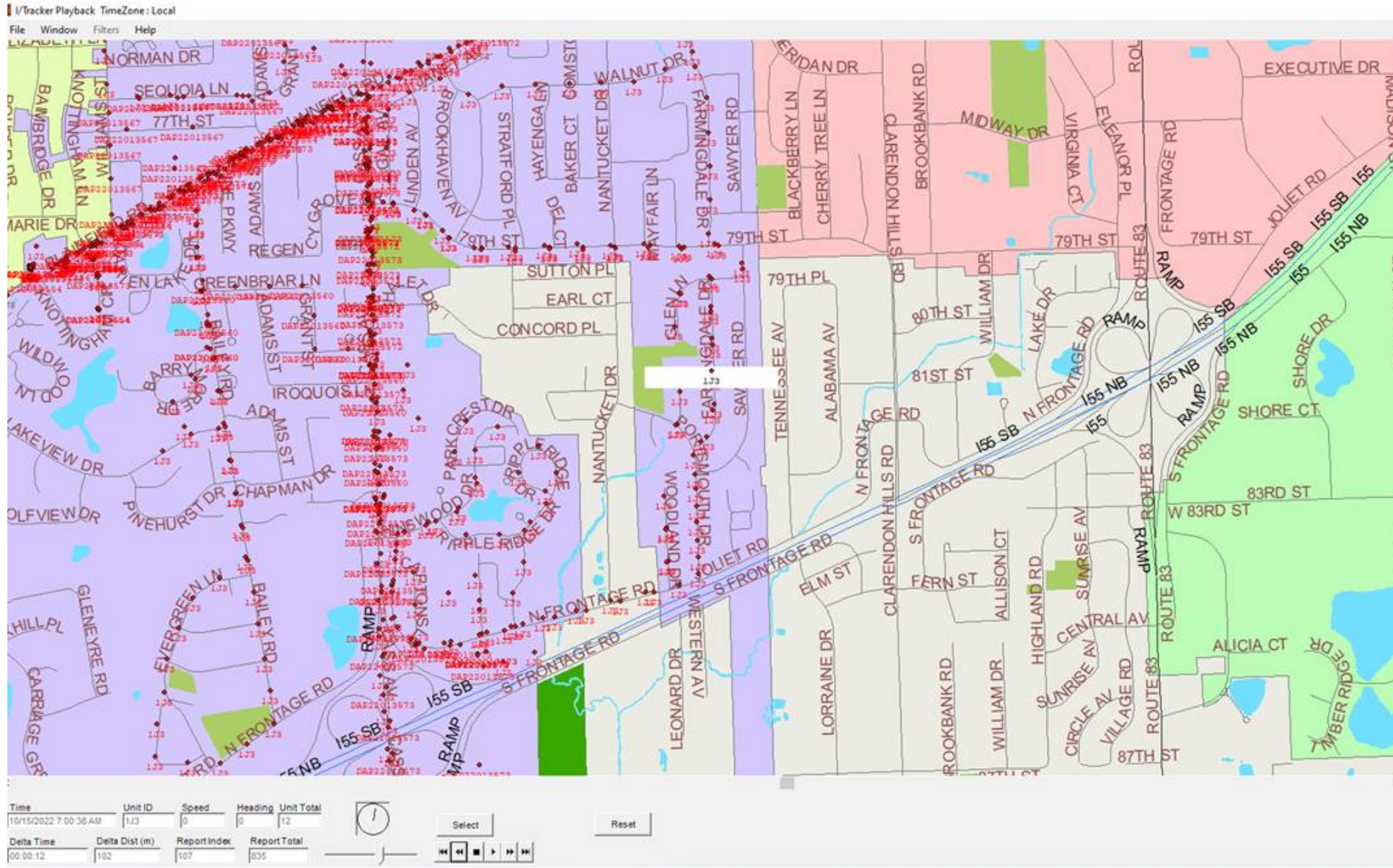
Impact on Community

- 60 Billion Dollar a Year Enterprise
- Illinois Attorney General Office
 - Retail Task Force

Miscellaneous

- January to October Arrests
 - 3 Darien
 - All Others – Out of Town
- Other Local Agencies

Not Patrolling Districts Due to Being at Retail Thefts



CITY OF DARIEN

Memorandum

TO: Mayor Marchese, City Council, Clerk, and Treasurer
FROM: Bryon D. Vana, City Administrator
DATE: October 28, 2022
RE: Goal Setting – Chamber of Commerce/Economic Development

Mayor Marchese and I propose to incorporate the Darien Chamber of Commerce with the City of Darien. In addition to incorporating the current duties of the chamber, we would also add the responsibilities of business recruitment and retention to the new department.

In summary, the main goals and benefits of this proposal are:

- Increase in revenues to the city such as sales and amusement taxes.
- Increase in communication and engagement with all businesses in Darien
- Improved oversight of community events that would now become the responsibility of the city.

The following shows the design elements of this proposal:

1 **Responsibilities**

- planning events that provide educational and business training to new and existing businesses
- coordinating city events such as concerts, sidewalk sales, holiday events and service group activities;
- acts as a liaison with our business community
- meet with local business owners to determine their needs and provide an avenue for potential city assistance
- be involved in seeking new businesses for the city

2 **Membership**

- upon renewal of their annual city business license or certificate of compliance, all Darien businesses would become members of the Chamber at no additional membership fee to the business
- All local government and not for profit organizations would be included in the chamber membership at no cost.
- Businesses outside of Darien can become a member of the chamber for a membership fee

3 **Staffing and budget**

- The department will be staffed with one full time and one part time employee and report to the Director of Municipal Services.
- The full time employee (Business and Community Engagement Coordinator) would be responsible for the special events and business membership activities and programs
- The part time employee (Business Liaison and Recruitment Coordinator) would serve as a liaison with our business community and be involved in seeking new businesses for the city. They will also work with the full time staff member in planning and carrying out city events.
- The anticipated budget for the additional staff members is estimated at \$130,000, which covers the wages and associated benefits. There would be an offset to these expenses through event sponsorships and fest fees such as fees from the carnival at Darien Fest. Those estimated will be reviewed when the city determines a list of community events.

Over the past three years, we have seen the value of having an Economic Development Committee that worked to help maintain local businesses, especially during the COVID-19 pandemic. We received tremendous effort from a committee of citizen volunteers who each held full time positions with their businesses or with an outside business. The implementation of a department that employs a part time staff member would provide the city with an individual whose primary purpose would be to insure the maintenance of local business and local business growth. This individual would have the time to make visits to businesses as well as to explore the potential for new businesses who might be interested in the Darien Community. This individual would also act as a liaison between the business community and the Economic Development Committee, the City Planner, City Administrator and the Mayor.

We are also excited of the work that can be accomplished when the Chamber of Commerce has a staff that can totally dedicate itself to business enhancement and business growth. The business luncheons, after hour get-togethers, and trainings will be the focus of a full time staff member who will also coordinate the involvement of local businesses in the development and implementation of community events such as Darien Fest, sidewalk sales, holiday events and community entertainment activities. This individual working with the part time staff member will work to seek sponsorship revenue from the business community for several of these events. There will be more incentive for their participation in assisting with community events due to the elimination of the membership fees. This individual would continue to maintain relationships with surrounding chambers and to coordinate joint chamber activities.

If the Council supports this proposal, we ask you to consider implementing the changes this fiscal year.

We look forward to this discussion at goal setting.

DRAFT-DISCUSSION ONLY

JOB DESCRIPTION

JOB TITLE: Business and Community Engagement Coordinator

DEPARTMENT: Community Development

FLSA STATUS: EXEMPT

JOB SUMMARY

The Business and Community Engagement Coordinator will be the primary liaison between the City and businesses in town. The position will be responsible for marketing, communications, planning and executing services, support, events, initiatives, and activities to engage local businesses and the greater community. This position will assist with the coordination of City planned and sponsored events, represent the city on special committees, and work with other groups on a variety of community events.

PRINCIPAL DUTIES and RESPONSIBILITIES

- Develops a cohesive relationship between the city and local businesses/chamber members with the goal of promoting members business activity.
- Develops and calls upon chamber members in an advisory capacity for unique business and event planning.
- Coordinates city events such as Darien Fest, concerts, sidewalk sales, holiday events and service group activities;
- Plans events that provide educational and business training to new and existing businesses.
- Recommends budget to carry out annual events and business activities.
- Provides general supervision over work performed for the volunteers, vendors, etc.
- Plans and maintains the master event calendar for major city sponsored events.
- Secures sponsorships for all events.
- Provides strategic analysis of operations and events, continually evaluating for profitability, cost efficiency.
- Assesses efforts to engage and provide value to chamber membership.
- Other duties as assigned.

REQUIRED EDUCATION AND EXPERIENCE

- Bachelors degree in a related field is preferred;

- At least one year of experience in a highly visible position involving liaison with the business community and conducting public events, or an equivalent combination of education and experience.

DESIRABLE KNOWLEDGE, EXPERIENCE, REQUIRED TRAINING AND SKILLS

Outstanding public speaking and presentation skills

Excellent written communication skills

Outstanding time management and event planning skills

Strong executive and supervisory skills, including ability to set expectations and manage performance, plan, organize, lead, delegate, and monitor

Demonstrates a passion for collaboration and networking

Ability to work a wide and flexible range of business hours

Demonstrated success with and willingness to solicit event sponsors

Strong business acumen, including demonstrated ability to manage a budget, analyze organizational performance and project financial performance

Strong customer service skills

Ability to lead by personal involvement and example, but uses delegation wisely

Ability to motivate others to be champions of the business and city initiatives

Excellent skills in community consensus building

DRAFT-DISCUSSION ONLY

JOB DESCRIPTION

JOB TITLE: Business Liaison and Recruitment Coordinator

DEPARTMENT: Community Development

FLSA STATUS: EXEMPT

JOB SUMMARY

Position is responsible for implementation of economic development programs for the city, including planning, coordinating and monitoring programs and projects which are designed to retain existing businesses, attract new businesses and secure new economic investment. Supports the Director of Municipal Services in planning, implementing and reviewing a variety of economic development initiatives including marketing, communication, business attraction, and business retention.

PRINCIPAL DUTIES and RESPONSIBILITIES

- The position will be primarily engaged in contacting and networking with businesses or tenants, developers, and property owners to identify development opportunities and facilitate letters of intent (LOIs) or leases between the parties.
- Develop/implement economic development strategies to attract new businesses, retain and expand existing businesses, and promote the city as a desirable business location.
- Generate interest in developable areas throughout the city with a focus on opportunities identified in the comprehensive plan.
- Assist in the development and administration of economic development policies and programs.
- Serve as a liaison/ambassador between property owners, businesses, city staff, and others regarding development projects and programs.
- Coordinate and participate with site visits to major businesses.
- Assists in coordinating city events such as Darien Fest, concerts, sidewalk sales, holiday events and service group activities.
- Other duties may be assigned.

REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's degree in a related field is preferred;
- At least one year of experience in a highly-visible position involving liaison with the business community and/or conducting public events, or an equivalent combination of education and experience.

DESIRABLE KNOWLEDGE, EXPERIENCE, REQUIRED TRAINING AND SKILLS

Knowledge of the principles and practices of zoning and urban planning, economic development

Maintaining effective working relationships with other employees, public officials, government agencies, business leaders, developers, financial institutions, citizen groups, outside agencies and brokers;

Ability to present a professional image to citizens/customers, agencies affiliated with the City.

Ability to effectively communicate verbally and in writing.

Ability to work independently, under minimal supervision

Ability to schedule various projects according to priorities and specific timetables.

CITY OF DARIEN ZONING ORDINANCE

LIST OF PERMITTED AND SPECIAL USES WITHIN THE BUSINESS, INDUSTRIAL, AND OFFICE DISTRICTS

(B-1) NEIGHBORHOOD CONVENIENCE SHOPPING DISTRICT

- **PERMITTED USES:**

- 1) BAKERIES
- 2) BARBERSHOPS
- 3) BEAUTY SHOPS
- 4) CANDY AND ICE CREAM STORES
- 5) DRUGSTORES
- 6) DRY-CLEANING ESTABLISHMENTS (NON-INDUSTRIAL)
- 7) EMPLOYMENT AGENCIES
- 8) EQUIPMENT RENTAL STORES
- 9) FLORIST SHOPS
- 10) FOOD STORES, GROCERY STORES, MEAT MARKETS, DELIS
- 11) GIFT SHOPS
- 12) HARDWARE STORES
- 13) NURSERY SCHOOLS, PRESCHOOLS AND DAYCARE CENTERS
- 14) OFFICES, BUSINESS OR PROFESSIONAL
- 15) PACKAGE LIQUOR STORES
- 16) SHOE AND CLOTHING REPAIR STORES
- 17) WEARING APPAREL SHOPS
- 18) VARIETY STORES

- **SPECIAL USES:**

- 1) BANKS AND FINANCIAL INSTITUTIONS
- 2) CIVIC BUILDINGS AND GOVERNMENTAL USES
- 3) DRIVE-IN AND DRIVE-THROUGH ESTABLISHMENTS
- 4) EATING ESTABLISHMENTS, NO ENTERTAINMENT/DANCING
- 5) PLANNED UNIT DEVELOPMENTS
- 6) PUBLIC AND PRIVATE UTILITY FACILITIES
- 7) SWIMMING, TENNIS, RACQUET AND OTHER ATHLETIC CLUBS
- 8) UNDERTAKING ESTABLISHMENTS

(B-2) COMMUNITY SHOPPING CENTER BUSINESS DISTRICT

- **PERMITTED USES:**

- 1) ANY PERMITTED USE IN THE B-1 DISTRICT
- 2) ANIMAL HOSPITALS
- 3) ANTIQUE SHOPS
- 4) ART SHOPS/GALLERIES, BUT NOT INCLUDING AUCTION
- 5) AUTOMOBILE PARTS AND ACCESSORIES STORES
- 6) BANKS AND FINANCIAL INSTITUTIONS
- 7) BICYCLE SALES, RENTAL, AND REPAIR STORES
- 8) BLUEPRINTING AND COPYING ESTABLISHMENTS
- 9) BOOK AND STATIONERY STORES
- 10) BUSINESS AND OFFICE MACHINE STORES, SALES AND SERVICE
- 11) CAMERA AND PHOTOGRAPHIC SUPPLY STORES
- 12) CARPET AND RUG STORES, RETAIL SALES ONLY
- 13) CATERING ESTABLISHMENTS
- 14) CHINA AND GLASSWARE STORES
- 15) CLINICS, MEDICAL AND DENTAL
- 16) CLOTHING AND COSTUME RENTAL STORES
- 17) COIN AND STAMP STORES
- 18) CUSTOM DRESSMAKING ESTABLISHMENTS
- 19) DAIRY PRODUCT ESTABLISHMENTS
- 20) DEPARTMENT STORES
- 21) DRY GOODS STORES
- 22) ELECTRIC/LIGHT FIXTURE, HOUSEHOLD APPLIANCE STORE
- 23) EMPLOYMENT AGENCIES
- 24) FROZEN FOOD STORES, INCLUDING LOCKER RENTAL
- 25) FURNITURE STORES, ACCESSORY RETAIL UPHOLSTERING
- 26) FURRIER SHOPS, INCLUDING INCIDENTAL STORAGE OF FURS
- 27) GARDEN SUPPLY, TOOL, AND SEED STORES
- 28) GENERAL RETAIL
- 29) HEARING AID STORES
- 30) HOBBY SHOPS, RETAIL OF ITEMS USED OFF PREMISES
- 31) HOUSEHOLD APPLIANCE STORES
- 32) INTERIOR DECORATING SHOPS, ACCESSORY RETAIL
- 33) JEWELRY STORES, INCLUDING WATCH REPAIR
- 34) LEATHER GOODS AND LUGGAGE STORES
- 35) LOCKSMITH SHOPS
- 36) MAIL ORDER, CATALOG STORE

- 37) MILLINERY SHOPS
- 38) MUSICAL INSTRUMENT SALES AND REPAIR
- 39) OPTICIAN, RETAIL SALES
- 40) ORTHOPEDIC AND MEDICAL APPLIANCE STORES
- 41) PAINT, GLASS, AND WALLPAPER STORES
- 42) PET SHOPS
- 43) PHONOGRAPH RECORD AND SHEET MUSIC STORES
- 44) PHOTOGRAPHY STUDIOS, ACCESSORY RETAIL
- 45) PICTURE FRAMING WHEN CONDUCTED RETAIL ON PREMISES
- 46) RADIO AND TELEVISION SALES, SERVICE, AND REPAIR SHOPS
- 47) SCHOOLS, MUSIC AND DANCE
- 48) SECONDHAND STORES AND RUMMAGE SHOPS
- 49) SEWING MACHINE SALES AND SERVICE
- 50) SHOE STORES
- 51) SPORTING GOODS STORES
- 52) TAILOR SHOPS
- 53) TICKET AGENCIES
- 54) TOBACCO SHOPS
- 55) TOY SHOPS
- 56) TRAVEL BUREAUS AND TRANSPORTATION TICKET OFFICES
- 57) UNDERTAKING ESTABLISHMENTS

- **SPECIAL USES:**

- 1) ANY SPECIAL USE IN B-1 DISTRICT NOT PERMITTED IN B-2
- 2) AMUSEMENT ESTABLISHMENTS
- 3) AUTOMOBILE SERVICE STATIONS AND REPAIR FACILITIES
- 4) BUS STATIONS
- 5) CAR WASHES WITH AN AUTOMOBILE SERVICE STATION
- 6) DRINKING ESTABLISHMENTS & EATING ESTABLISHMENTS
- 7) GARAGES FOR STORAGE/REPAIR/SERVICING OF VEHICLES
- 8) HOTELS AND MOTELS
- 9) MOTOR VEHICLE SALES
- 10) PUBLICLY OWNED PARKS, PLAYGROUNDS, PRESERVES
- 11) RADIO AND TELEVISION STATIONS AND STUDIOS
- 12) THEATERS
- 13) WHOLESALE ESTABLISHMENTS

(B-3) GENERAL BUSINESS DISTRICT

- **PERMITTED USES:**

- 1) BANK AND FINANCIAL INSTITUTIONS
- 2) CIVIC BUILDINGS AND GOVERNMENTAL USES
- 3) CLUBS, LODGES, AND MEETING PLACES FOR ORGANIZATIONS
- 4) DEPARTMENT STORES
- 5) EDUCATIONAL FACILITIES
- 6) ELECTRICAL SHOWROOMS AND SHOPS
- 7) EXTERMINATING SHOPS
- 8) GREENHOUSES AND NURSERIES
- 9) HEALTH CLUBS
- 10) NURSERY SCHOOLS, PRESCHOOLS, AND DAYCARE CENTERS
- 11) PLUMBING SHOWROOMS AND SHOPS

- **SPECIAL USES:**

- 1) ANY PERMITTED USE IN THE B-1 AND B-2 DISTRICTS
- 2) ANY SPECIAL USE IN B-1/2 DISTRICTS NOT PERMITTED IN B-3
- 3) AMUSEMENT ESTABLISHMENTS
- 4) BOAT SHOWROOM, SALES AND REPAIRS
- 5) BUILDING MATERIAL AND PRODUCTS, SALES AND STORAGE
- 6) CAR WASH
- 7) CONTRACTOR/CONSTRUCTION OFFICES, SHOPS AND YARDS
- 8) DRIVE-IN AND DRIVE-THROUGH ESTABLISHMENTS
- 9) EATING ESTABLISHMENTS
- 10) FARM IMPLEMENT SALES
- 11) FUEL AND ICE SALES
- 12) HOTELS AND MOTELS
- 13) MACHINERY SALES
- 14) MOBILE HOME SALE AND RENTAL
- 15) MODEL HOMES AND GARAGE DISPLAYS
- 16) MOTOR VEHICLE SALES, INCLUDING RECREATIONAL VEHICLES
- 17) PARKING LOTS AND GARAGES
- 18) RADIO AND TELEVISION STATIONS AND STUDIOS
- 19) RECORDING OR SOUND STUDIOS
- 20) VOCATIONAL OR TRADE SCHOOLS
- 21) STADIUMS, AUDITORIUMS, AND ARENAS
- 22) THEATERS
- 23) TRAILER CAMPER SALES/RENTAL FOR PRIVATE USE
- 24) UNDERTAKING ESTABLISHMENTS
- 25) WHOLESALE ESTABLISHMENTS

(O) OFFICE DISTRICT

• **PERMITTED USES:**

- 1) OFFICES, BUSINESS OR PROFESSIONAL
- 2) PHARMACIES (PROVIDING ONLY PRESCRIPTION AND NON PRESCRIPTION MEDICINES, DRUGS, AND MEDICAL DEVICES, AND NO NON-MEDICAL GOODS OR SERVICES, AND NO MEDICAL CANNABIS, IN A LOCATION THAT IS IN A CONTIGUOUS AREA THAT HAS MEDICAL AND DENTAL CLINICS)

• **SPECIAL USES:**

- 1) ANIMAL HOSPITALS
- 2) BANKS, WITH OR WITHOUT ACCESSORY DRIVE-THROUGH
- 3) CIVIC BUILDINGS AND GOVERNMENTAL USES
- 4) CLINICS, MEDICAL/DENTAL (INCLUDE 24-HOUR OUTPATIENT)
- 5) HOSPITALS
- 6) NURSERY SCHOOLS, PRESCHOOLS, AND DAYCARE CENTERS
- 7) PUBLIC AND PRIVATE UTILITY FACILITIES
- 8) RELIGIOUS INSTITUTIONS AND THEIR ACCESSORY USES
- 9) SWIMMING, TENNIS, RACQUET AND ATHLETIC CLUBS
- 10) UNDERTAKING ESTABLISHMENTS

(OR&I) OFFICE, RESEARCH, AND LIGHT INDUSTRY DISTRICT

• **PERMITTED USES:**

- 1) AUXILIARY RETAIL AND SERVICES
- 2) BANKS AND FINANCIAL INSTITUTIONS
- 3) CIVIC BUILDINGS
- 4) CLINICS, MEDICAL AND DENTAL
- 5) ENGINEERING AND TESTING LABORATORIES AND OFFICES
- 6) LABORATORIES, OFFICES, AND OTHER FACILITIES FOR R&D
- 7) LIGHT INDUSTRIAL ACTIVITIES
- 8) OFFICES, BUSINESS OR PROFESSIONAL
- 9) PILOT PLANTS
- 10) PRODUCTION OF PROTOTYPE PRODUCTS
- 11) WAREHOUSES, WHOLESALE AND STORAGE FACILITIES

• **SPECIAL USES:**

- 1) AUDITORIUMS
- 2) BREWING FACILITIES
- 3) BUSINESS SUPPORT SERVICES
- 4) CHURCHES
- 5) COMMERCIAL SERVICES
- 6) CULTURAL AND RECREATIONAL FACILITIES
- 7) EDUCATIONAL FACILITIES
- 8) EMPLOYEE SERVICES
- 9) GARAGES FOR STORAGE/REPAIR/SERVICING OF VEHICLES
- 10) HEALTH CLUBS
- 11) HEIGHT LIMIT INCREASES
- 12) KENNELS, INDOOR BOARDING ONLY
- 13) MOTORIST SERVICES
- 14) PLANNED UNIT DEVELOPMENTS
- 15) PUBLIC AND PRIVATE UTILITY FACILITIES
- 16) PUBLIC GATHERING PLACES
- 17) RESTAURANTS

(I-1) GENERAL INDUSTRIAL DISTRICT

- **PERMITTED USES:**

- 1) ABRASIVE MANUFACTURE
- 2) BAKERIES
- 3) BANKS AND FINANCIAL INSTITUTIONS
- 4) BOTTLING COMPANIES
- 5) BRICK AND STRUCTURAL CLAY PRODUCTS MANUFACTURE
- 6) BUILDING MATERIALS AND PRODUCT SALES AND STORAGE
- 7) CARTAGE AND EXPRESS FACILITIES
- 8) CIVIC BUILDINGS
- 9) CONTRACTOR/CONSTRUCTION OFFICES, SHOPS AND YARDS
- 10) DAIRY PRODUCTS PROCESSING
- 11) DRY CLEANING ESTABLISHMENTS AND LAUNDRIES
- 12) ELECTRONIC AND SCIENTIFIC INSTRUMENTS MANUFACTURE
- 13) ELECTROPLATING
- 14) FUEL AND ICE SALES
- 15) FURNITURE, BEDDING, AND CARPET MANUFACTURE
- 16) GENERAL MANUFACTURING AND WHOLESALING
- 17) GLASS PRODUCTS PRODUCTION AND SALES
- 18) HEAVY MACHINERY PRODUCTION
- 19) LIGHT MACHINERY PRODUCTION
- 20) LITHOGRAPHING
- 21) MACHINE SHOPS
- 22) METAL STAMPING
- 23) NEWSPAPER PUBLISHING
- 24) PARKING LOTS AND GARAGES
- 25) POTTERY AND CERAMICS MANUFACTURE
- 26) PRINTING AND PUBLISHING ESTABLISHMENTS
- 27) RADIO AND TELEVISION STATIONS AND STUDIOS
- 28) SCHOOLS, VOCATIONAL OR TRADE
- 29) SEMITRUCK, SEMITRAILER AND BUS SALES LOT
- 30) STONE PRODUCTS MANUFACTURE
- 31) WAREHOUSING, STORAGE (MINI), AND DISTRIBUTION
- 32) WEARING APPAREL MANUFACTURE
- 33) WOODWORKING

- **SPECIAL USES:**

- 1) ACCESSORY OUTDOOR STORAGE
- 2) AIRPORTS AND HELIPORTS
- 3) AUTOMOBILE SERVICE STATIONS AND REPAIR FACILITIES
- 4) CAR WASH, USER OPERATED (AS A PRINCIPAL USE)
- 5) CAR WASHES, DRIVE-THROUGH (AS A PRINCIPAL USE)
- 6) CAR WASHES WITH AN AUTOMOBILE SERVICE STATION
- 7) CHEMICAL PROCESSING AND MANUFACTURE
- 8) EATING AND DRINKING ESTABLISHMENTS
- 9) FOOD MANUFACTURE, PACKAGING AND PROCESSING
- 10) FREIGHT TERMINALS
- 11) GARAGES FOR STORAGE/REPAIR/SERVICING OF VEHICLES
- 12) GRAIN STORAGE AND PROCESSING
- 13) LANDFILLS
- 14) PAPER PRODUCTS MANUFACTURE
- 15) PLANNED UNIT DEVELOPMENTS
- 16) PUBLIC AND PRIVATE UTILITY FACILITIES
- 17) RECREATION AND SOCIAL FACILITIES
- 18) SOLAR ENERGY SYSTEMS, LARGE GROUND ARRAYS
- 19) STADIUMS, AUDITORIUMS AND ARENAS

ADDITIONAL LINKS/RESOURCES:

- [ZONING ORDINANCE LINK: BUSINESS DISTRICTS](#)
- [ZONING ORDINANCE LINK: OFFICE & INDUSTRIAL DISTRICTS](#)
- [ZONING ORDINANCE LINK: DEFINITIONS](#)

From: [Thomas Chlystek](#)
To: [Bryon Vana](#)
Cc: [Joe Marchese](#); [Lisa Klemm](#)
Subject: Re: long term vision
Date: Tuesday, November 1, 2022 11:58:02 AM
Attachments: [image003.png](#)
[image006.png](#)
[image009.png](#)
[image012.png](#)
[image015.png](#)
[image017.png](#)
[image019.png](#)
[image021.png](#)
[image023.png](#)
[image025.png](#)
[image003.png](#)
[image006.png](#)
[image009.png](#)
[image012.png](#)
[image015.png](#)
[image017.png](#)
[image019.png](#)
[image021.png](#)
[image023.png](#)
[image025.png](#)

Hi Bryon,

Sorry for the late reply, been in Japan all last week.

I see vision as the the road map to achieve the Darien's goals and helps puts decisions within council powers in perspective of that vision.

Here are few examples that come to mind for me at least.

— In my discussions with Mayor Weaver in the past she emphasized to me how she seen Darien as a bedroom community. Which is great. Within that context adding more housing such as apartments, houses, condos when they come to planning and zoning makes sense. However, warehouse and industrial area doesn't fit into that context of a bedroom community.

But many times without a vision we don't do any adjustments or have big discussions to alight everything. Then out of the blue the old zoning still stands and someone puts in more industrial related items, and not everyone is super happy. By that time it's to late to do anything about it. But if we had the vision upfront like we did with tattoo parlors would give us a guideline maybe to address and discuss upfront.

— Another example is Cass and 75th. Long term planning has the potential being developed one day to maybe 3 story buildings like downtown Downers and Westmont. Currently it's not possible with that area since it's already developed. Long term planning however, the gas station will go the way of the desk phone in 10 to 20 years. By having a vision, we can do slight adjustments to maybe buy the gas station for a future development etc. But without the vision, we have a plan, but no roadmap to execute.

I like this quote and sort of wraps up why South Haven is making a vision.

“The city has various strategic plans – Master Plan, Economic Development Strategic Plan, as well as others – that provide direction,” Hosier said. “The city council also adopts goals for each fiscal year.” However, this past year, council members suggested that the city, like other

municipalities, adopt a vision statement to help guide council decisions over the next 20-30 years

https://www.heraldpalladium.com/southhaventribune/localnews/sh-city-officials-seek-input-on-communitys-vision-for-the-future/article_165d4b7e-d855-5e42-8d11-9d4fb78785ea.html

I use this town as an example since I spend some weekends at the cottage there and have seen some impressive work. Residents I chat with there always say how can we leave our town better for the next generation of residents that come.

Hope that helps.

Alderman Tom Chlystek 4th Ward
tchlystek@darienil.gov
708-505-9257

From: Bryon Vana <bvana@darienil.gov>
Sent: Friday, October 28, 2022 9:49:48 AM
To: Thomas Chlystek <TChlystek@darienil.gov>
Cc: Joe Marchese <jmarchese@darienil.gov>; Lisa Klemm <LKlemm@darienil.gov>
Subject: RE: long term vision

Tom

I wanted to follow up with you regarding your requested topic (long term vision) for goal setting. Mayor Marchese is including this topic for the agenda. You mentioned below that you will put together more for goal session. Staff is preparing the packet for the meeting and is requesting you send me any background info, you want included with the packet, by November 2. If you have no other information to include we can simply include you email as the backup.

Thx
Bryon

Bryon Vana

City Administrator
1702 Plainfield Road, Darien, IL 60561
Email: bvana@darienil.gov

Office: (630) 353-8114 | **Mobile:** (630) 514-1251



Connect with the City of Darien!



From: Thomas Chlystek <TChlystek@darienil.gov>

Sent: Wednesday, August 24, 2022 11:08 PM

To: Bryon Vana <bvana@darienil.gov>

Cc: Joe Marchese <jmarchese@darienil.gov>

Subject: Re: question

Hi Bryon,

Super thanks for sharing! I picked up a cottage over there and been watching their council for a few years, and notice some good things/ ideas.

*They do a youth Citizen of the year award. Ours is great, but has become a bit stagnant in my opinion. I mentioned this to Alderman Belczak and he would support something of the sort. This might get some newer residents to come out for it. Put it in goal session for me this year.

- They had this maritime museum that struggles for years. A tad like our Old Lace School Museum. They Hardly could get anyone to visit. They launched a legacy journey to turn it around. Got some awesome donors, a plan, and got some big State of Michigan grants. Now they bought land around there and doubled it... Amazing work.. I know master plan looked at developing the area, but we struggle to move the needle. Here is the website.

<https://www.michiganmaritimemuseum.org/launching-a-legacy/>

- One of the request we always get is to get non chain restaurants. That seems all they have over there. Not sure what their magic is but I'll ask around. Attached is a picture of there local ice cream place. It was a good 30 minute wait. Personally, our rainbow cone is much better, but man can they draw customers. A real sense of energy over there.

I'll put together more for goal session. Thanks for the mission statement below. I see that as more of a how, versus a what.

Example:

Darien Mission: Use technology efficiency

Vision: Darien will have the fastest and most reliable internet service (as Measured by third party) to make sure we attract young professionals to our town.

Darien Greenest Region Compact: Protect Stewardship of environment

Vision: Darien to be one of the greenest town by having 50% of houses to have solar in 30 years.

That's how I see a vision as regards to a mission.

Gives one a real sense of direction, let's residents know where you going.

Thanks again,

I'll give Mayor a call later this week.

Tom

Alderman Tom Chlystek 4th Ward

tchlystek@darienil.gov

708-505-9257

From: Bryon Vana <bvana@darienil.gov>

Sent: Tuesday, August 23, 2022 3:34 PM

To: Joe Marchese <jmarchese@darienil.gov>; Tom Belczak <tbelczak@darienil.gov>; Eric Gustafson <egustafson@darienil.gov>; Mary Sullivan <MSullivan@darienil.gov>; Thomas Chlystek <Tchlystek@darienil.gov>; Joseph Kenny <jkenny@darienil.gov>; Lester Vaughan <LVaughan@darienil.gov>; Ted schauer <tschauer@darienil.gov>; Forward for MJCoren <mjcoren@aol.com>; JoAnne E. Ragona <jragona@darienil.gov>

Cc: Dan Gombac <dgombac@darienil.gov>; Greg Thomas <gthomas@darienil.gov>; Lisa Klemm <LKlemm@darienil.gov>

Subject: RE: question

Hi Tom

The South Haven survey is no longer on their web site so I am not sure of the exact survey questions. In addition to the longer term planning policies you mentioned in your attached email, the City has adopted the individual items below that fall into a longer-term vision.

I suggest you speak with Mayor Marchese directly regarding long-term plans/visions. The Mayor has established the Community Action Committee made up of other local government and not-for-profit representatives and they may have had, or plan to have, discussions on plans looking forward.

You mentioned in your email that you chatted with a few council members and they seem to like the idea/support the thought. I copied the entire city council on this email so everyone has the same information.

Please follow up with Mayor Marchese if you have any additional questions.

Thanks
Bryon

Approved - November 19, 2007

MISSION OF THE CITY OF DARIEN, ILLINOIS

The City of Darien, Illinois, is committed to providing superior governmental services improving the quality of life for its residents, businesses and visitors.

The City aims to achieve this mission by

1. keeping all segments of the City safe and secure at all times
2. delivering professional, courteous, and equitable service
3. striving to attain the highest benefit for the least cost
4. initiating and carrying out partnerships with businesses and other governmental organizations
5. using technology effectively
6. maintaining and improving the City's infrastructure and public areas
7. seeking and valuing input from citizens and businesses
8. evaluating and prioritizing the needs on a continual basis and through the annual budgeting process
9. attracting and retaining high quality staff, and
10. protecting and improving the value of residential neighborhoods through sound land planning and zoning decisions

Approved-April 1, 2013

Economic Development Mission Statement

The City of Darien is dedicated to help create opportunities for economic development through desirable business growth, expansion, retention and attraction in working as partners to develop a climate conducive in maintaining the quality of life in the City of Darien. The long-term goal of the GRC2 will guide coordinated efforts toward enhanced quality of life for residents; protection and stewardship of the environment and sustainable economic vitality.

We are dedicated to creating a more vibrant and cultivated community by:

Serving as a conduit between the commercial economic interests in Darien, including property managers, local business managers, government agencies, and national corporate leaders Encouraging the economic well-being, retention, and expansion of the existing commercial businesses located within Darien;

Engaging community residents to participate in the process of attracting, developing and supporting business in Darien; Supporting the local Chamber of Commerce to facilitate communication and cooperation for local businesses;

Responsibly assisting in developing properties within the City of Darien in an effort to both improve the aesthetics of the City and provide additional revenue; and properly reviewing City ordinances, policies, and practices to determine their impact on existing and proposed commercial businesses.

Approved March 5 2018
Greenest Region Compact

The GRC2 offers a companion Framework to guide communities of all sizes and strengths to assess their current efforts; develop a sustainability plan suited to local priorities; and will offer resources to help them succeed. The consensus goals of the GRC2 will guide coordinated efforts toward enhanced quality of life for residents; protection and stewardship of the environment and sustainable economic vitality with long-term commitments to implement environmental sustainability programs

Police Department Mission Statement
From police department Annual Report – 2021

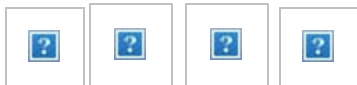
Mission Statement The mission for every member of this department is to consistently seek and find ways to affirmatively promote, preserve and deliver a feeling of security, safety and quality services to the members of our community in addition every member of this department is to consistently work with and promote cooperation within other city departments.



Bryon Vana

City Administrator
1702 Plainfield Road, Darien, IL 60561
Email: bvana@darienil.gov
Office: (630) 353-8114 | **Mobile:** (630) 514-1251

Connect with the City of Darien!



ORIGINAL EMAIL

Hi Bryon,

Earlier this summer I stopped by a gas station and grabbed the attached South Haven newspaper about their town/ city council putting together a long term vision of there City (10 to 20 years). I chatted with a few council members and they seem to like the idea/ support the thought.

Before I bring it forward for goal session I wanted to confirm that we currently don't have a long

term vision? I know we have a motto, and 3 year budget estimate, but I am not aware of a long term vision on how we envision the City in 10,20,30 years down the line?

Thanks

Alderman Tom Chlystek 4th Ward

tchlystek@darienil.gov

708-505-9257



South Haven Tribune



\$1.00

July 10, 2022

Envisioning South Haven's future

SH city officials seek input on development of vision statement

By BECKY KARK
Editor and general manager

South Haven residents are being given the chance to help city officials devise a community vision for the city's future.

City officials held several visioning workshops during the spring and are now seeking additional input through an online questionnaire that can be accessed at <https://www.gregglc.com/vision>. The survey will be available to complete online until July 19.

The impetus for a community vi-

sion statement came about earlier this year when City Council members conducted a goal-setting session for the upcoming year, according to Kate Hosier, city manager.

"The city has various strategic plans - Master Plan, Economic Development Strategic Plan, as well as others - that provide direction," Hosier said. "The city council also adopts goals for each fiscal year." However, this past year, council members suggested that the city, like other municipalities, adopt a vision statement to help guide council decisions over the next 20-30 years.

"Per the proposal accepted by city council, an organization's vision answers the question, 'Where are we going?'," Hosier said. "It provides that answer within the

context of the organization's values and how that organization differentiates itself from other similar organizations."

As a result of the suggestion to create a community vision, city council members voted in May to contract with Gregg Guidance of Charlotte, at a cost of \$7,500, to seek the public's input and help city staff develop a vision statement.

Gregg Guetschow is the CEO of Gregg Guidance and has conducted a number of community visioning surveys throughout Michigan. According to his website, he has more than 40 years experience in local government management in Michigan, serving in three cities and a village.

The in-person community visioning workshops in May and June

attracted approximately 15 people per session, according to Hosier.

It is hoped the online survey will provide more input.

"The purpose is to gather information to be used as a draft statement of what the city could like or what participants wish it would look like over the next 10-30 years," Guetschow stated.

The online survey asks respondents a number of questions including:

- What makes South Haven special? Why do you like living here?
- What are some of the turning points in the history of South Haven that explains what the community is today?
- Which political, social, economic, demographic or technological changes will affect South

"The purpose is to gather information to be used as a draft statement of what the city could like or what participants wish it would look like over the next 10-30 years."

GREGG GUETSCHOW
CEO of Gregg Guidance

Haven over the next 10-20 years?

■ Imagine what South Haven could be like in the future. Write a short paragraph beginning with "South Haven will be..."

The results of the in-person workshops and online survey should be completed in August, according to Hosier.

RELAXING BY THE LAKE



3 seek supervisor's seat in Covert Township

By BECKY KARK
Editor and general manager

COVERT — Three Democratic candidates will be seeking to fill the supervisor's position in the upcoming Aug. 2 primary in Covert Township.

Incumbent supervisor Kenneth L. Harrington will be challenged by Daywi Cook and Dwayne Swans.

Harrington was appointed in 2021 to replace longtime Supervisor Dennis Palgen, who resigned six months ago.

Van Buren County Economic Development Corporation and the Covert Park Advisory Committee.

Harrington, 59, is a retired State of Michigan fugitive investigator. He served



Sent: Wednesday, August 24, 2022 1:09 PM

To: Griffin Graham <ggraham@southhavenmi.gov>

Cc: Bryon Vana <bvana@darienil.gov>; Kate Hosier <khosier@southhavenmi.gov>

Subject: Re:

Bryon --

Thank you for your interest in the survey that was conducted in South Haven. The survey was one part of a visioning process that included interviews with city council members and in-person sessions to which members of the general public were invited. The survey questions duplicated those used in the in-person sessions and were intended to gather similar data from individuals who were unable to attend those sessions. In order to duplicate the feel of the in-person sessions, the survey form was accompanied by a video that guided respondents through the questions. You can find that video, and see the questionnaire, [here](#).

As you will see, the survey questions were all open-ended. As a result, a significant quantity of qualitative data was obtained from the 87 surveys that were submitted and from the three in-person sessions. If you are contemplating a similar approach, you will need to be prepared to code all that data to facilitate its analysis.

Please feel free to contact me if you have any questions.

Gregg

Gregg Guetschow
President & CEO
Gregg Guidance, LLC
720 High Street, Charlotte, MI 48813
(989) 413-4290



On Tue, Aug 23, 2022 at 12:11 PM Griffin Graham <ggraham@southhavenmi.gov> wrote:

Hi Bryon,

I appreciate you reaching out. The City of South Haven is working with Gregg Guetschow (Gregg Guidance LLC) to facilitate the process of developing a community vision statement. I've copied Gregg on this message, so he can share the questions with you. We anticipate the survey results to be brought before City Council in September 2022.

Please let me know if there is anything else that I can do to help or feel free to give me at (269) 637-0753.

Thank you,
Griffin

Griffin S. Graham // Assistant City Manager // Harbormaster
City of South Haven // Office (269) 637-0753
City Hall // 539 Phoenix Street, South Haven, MI 49090 // www.southhavenmi.gov

From: Bryon Vana <bvana@darienil.gov>
Sent: Tuesday, August 23, 2022 10:42 AM
To: Griffin Graham <ggraham@southhavenmi.gov>
Cc: Kate Hosier <khosier@southhavenmi.gov>
Subject:

Caution: External Email

Good morning Kate and Griffin

I read a newspaper article about the survey South Haven is working on. I tried to access the survey but the site is down since the response deadline is over.

Could you please send me a copy of the survey. I would like to read the full report once it's finished but for now I'm interested in the survey questions and format.

- As a reminder, July 19 is the last day to submit comments for the community vision statement being prepared by Gregg Guidance. To submit comments, please follow the link below.
 - o <https://www.greggllc.com/vision>

Thanks for your help.

Bryon

Bryon Vana

City Administrator

1702 Plainfield Road, Darien, IL 60561

Email: bvana@darienil.gov

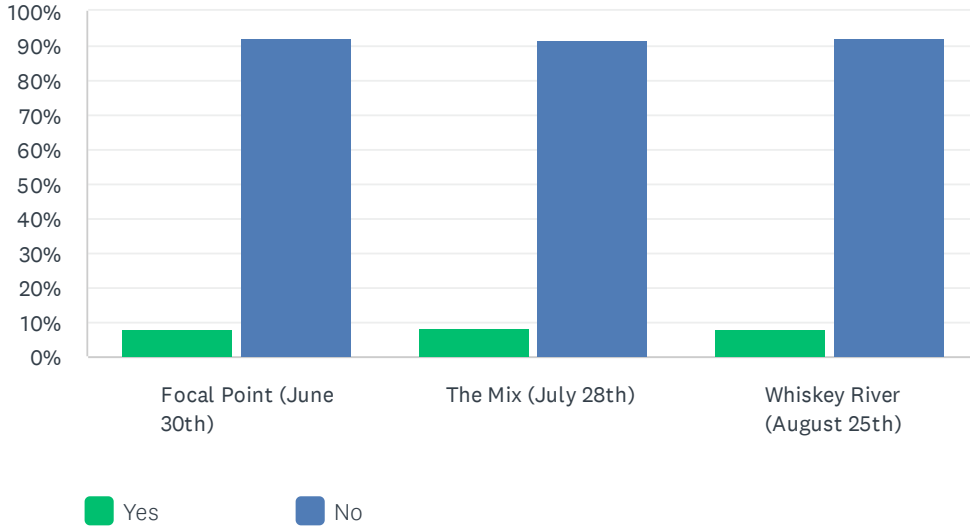
Office: (630) 353-8114 | **Mobile:** (630) 514-1251

Connect with the City of Darien!



Q1 Darien hosted 3 summer concerts this year, Darien Rocks the Greens, at Carriage Greens Golf Course. Did you have an opportunity to attend?

Answered: 371 Skipped: 1



	YES	NO	TOTAL	WEIGHTED AVERAGE
Focal Point (June 30th)	7.92% 29	92.08% 337	366	1.92
The Mix (July 28th)	8.56% 31	91.44% 331	362	1.91
Whiskey River (August 25th)	7.95% 29	92.05% 336	365	1.92

Q1 - Darien hosted 3 summer concerts this year. Did you have an opportunity to attend?

Comments:

Nice event

Wonderful! Looking forward to more next year!

I really wanted to, but ran out of time. Plan on attending next summer!

Do block parties or something else. Not concerts there.

Both of the concerts we attended were excellent.

Even though we could not attend, it's a great idea

But I really wanted to. Scheduling problem, hope concerts continue

Great

Not available to go this year

We had hoped to do so, but other family matters interfered. Hopefully next year!

Super fun! Maybe bring a beer truck vendor in and a taco food cart. Wish I could have attended the other two!

Lots of fun! I would definitely go again. The last one coincided with D63 orientation nights so that wasn't even an option to attend.

will attend next year

They were great, looking forward to next year!

really good

We wanted to go to all of them but, could not because of scheduling conflicts.

I work those days/hours

Not interested in these concerts at all. But they are much better than that horrible Darien Fest. PLEASE do NOT have another at the Q Bar location ever again. Put it in WalMart parking lot. Nightmare for those of us that live around the Q Bar which should be demolished and a family restaurant put in or maybe a Goodwill. Q Bar does NOT belong in Darien any longer, it's gotten out of control.

Dates didn't work in my schedule

Fun

Would be great if there were a singles area for those who don't have families in the area to attend with

Not interested, not my type of music

We enjoyed the concerts from the comfort of our deck. The rating the concerts, the Mix was the best, Whiskey Ever was very good, and Focal Point was okay.

Focal Point was my least favorite. Wasn't the type of music for the crowd. The Mix was amazing!

wanted to but never got the chance to go

Fun!

We were not interested in attending this year.

Why did the Mayor choose a golf course (worn-out) parking lot vs. any of the local neighborhood parks? Also, coordination with the Park District, which had movies in local parks the same nights, could have resulted in a better family experience.

Q1 - Darien hosted 3 summer concerts this year. Did you have an opportunity to attend?

Comments:

Looking forward to going in the future. My children are young and go to bed early still.

Awesome!

Keep having the the concerts. We just couldn't make it.

Even I didn't attend it's a great venue and should be continued.

Liked The Mix. Disliked Whiskey River.

Loved the venue.

Weather was nice, the bands were great, NO COVER charge, free! Convenient.

I would have liked to attend, but scheduling conflicts prevented me.

I was ill so I was unable to attend. Hopefully next year.

wanted to attend - but summer evenings were too busy with kids sports. LOVE live music in the summer, so bummed to have missed it

They were all great let's do more

Too ill to attend

Very enjoyable! I wish I was available to attend the others.

Saw a few posts on Nextdoor Darien and everyone seemed to enjoy

Unfortunately we were out of town for all of these.

Schedule was just too busy to make. Love the idea and heard great comments about the events!

Schedule conflicts, but the idea of concerts is important. Keep it going.

Did not fit into our summer schedule

I wanted to attend but had conflicts. I heard they were all great and will go next summer.

did not know about these

Not sure why these are held at a private establishment versus the park district which is already tax payer funded.

I've had health issues, otherwise I would have made at least one

I put all of them on the calendar but we were not able to make it. Hopefully next year.

the signs were too small and by the time people knew about them they were over

I still do not attend crowded events. Heard they were very good.

Please host more at Darien community park.

Kind of small - not a lot of vendors

Busy with summer home and grandchildren

Wouldn't step foot at Carriage Green if it was the only restaurant around.

Two of the concerts were on the same nights as Darien Park District Movies in the Park.

Overall, an excellent night to share good music with our fellow Darien neighbors and guests!!!

Loved it, wish I could have been at them all

Hated that I had to miss Whiskey River

I didn't have an opportunity but would have liked to have gone

Didn't hear about the concerts although probably would not have attended these bands.

Great idea, just my bad timing

Would have liked to, but had other obligations.

Surrounding communities already offer this.

I didn't go because I didn't have an opportunity to attend, I did. But I wasn't interested in attending the concerts.

Q1 - Darien hosted 3 summer concerts this year. Did you have an opportunity to attend?

Comments:

Maybe next year!

Great spot to have it. Loved it

I love the idea of live music in Darien. Sadly, we were not available to attend.

A better sound system is needed

I was not free those dates but would have attended if I was available.

band not of any interest

Not interested

Well organized.

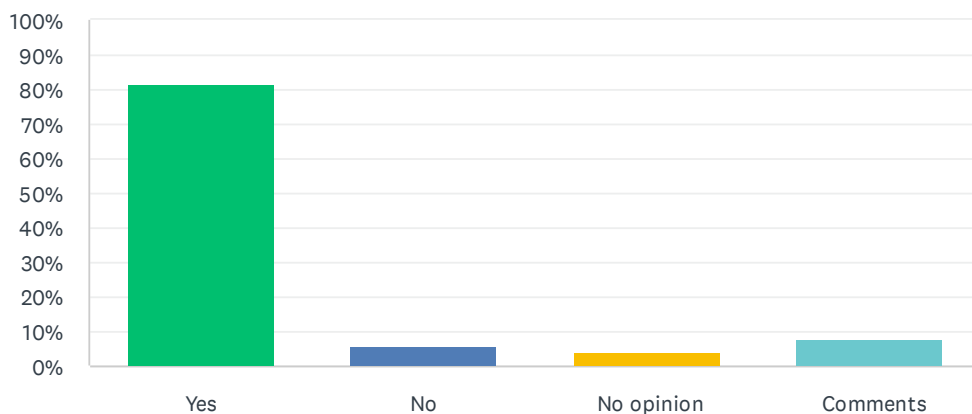
Out of town ...COVID ...heard it was fun

They are on the same night as the Burr Ridge Concerts on the Village Green and the ones in DOwners Grove.

Pick a different night!

Q2 Are you satisfied with the overall quality of life in Darien?

Answered: 370 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	81.62%	302
No	5.95%	22
No opinion	4.32%	16
Comments	8.11%	30
TOTAL		370

Q2 Are you satisfied with the overall quality of life in Darien?

Comments

I wish we had a couple more well known franchised restaurants to bring people into our neighborhood. except for letting a half way house move in!!!!

Some changes made are acceptable, some I find disturbing.

Need sidewalks on Oldfield Thanks for speed indicator!

Yes except for the new trash collection contract

No. taxes and crime up but property values down.

For the most part, wish we had one good restaurant

Could be better. The amount burning that's done between houses that are on small lots - it's just too bad it's not better regulated. To have to keep your windows closed every day because the village allows (doesn't stop them) people to smolder wet wood, leaves, garbage, plastic all day long, every day is so inconsiderate. Please regulate it - not saying to STOP it but REGULATE it. Otherwise we might as well just hand our kids cigarettes since they're already breathing in smoke 24 hours a day. Darien is supposed to be a "Better Place to Live" Why are ALL of the neighboring towns "better" at making their communities a healthy and safe place to live? Regulate and enforce. It's your job.

I would like to keep my garbage cans outside of my garage and not inside my fence

Darien needs to attract new restaurants and create the downtown it promised years ago. Why do we have another bank at 75th and Lemont Rd? Why did we invest in a clock tower?

Lately it has not been all that good.

I'm somewhere in the middle. Sometimes I'm satisfied and other times I question if we made the right choice. Quality of schools seems to be in question a lot lately and we have young children. Between that and crime concerns for Illinois it could push us to move sooner than we thought we would.

I love living in Darien and I am on a corner lot but I never see the police patrol our area.

Overall yes but it could be better

Overall, yes. I'm concerned about the increasing crime. I also think that the area that is considered our town center (75th & Cass) is an eyesore!

I wish something could be done about the LOUD cars (BMW's) that ROAR down the streets.

Would love a downtown and more restaurants but Darien is in fact a nice place to live.

Except traffic

Yes, but I wish we had nicer restaurants and I wish our town had a more upscale feel.

Need improvements in school system, support for increased student outcomes, especially for those of diverse backgrounds.

I believe the city does a great job to insure we live in a nice place.

Woodmere Condos/Townhomes - slow to repair after tornado

I find some of the neighbors to be rude if you have a difference of opinion.

As a prioie resident of the City of Chicago, Darien's quality of life and city services are top notch!

Q2 Are you satisfied with the overall quality of life in Darien?

Comments

Not thrilled with tree maintenance program and park district. Would also like to see the police enforce speeding on city streets. Although Darien is not the only government entity with this issue.

I would like us to take some steps to beautify our city or at least the Brookhaven shopping area.

There are too many houses that look awful.

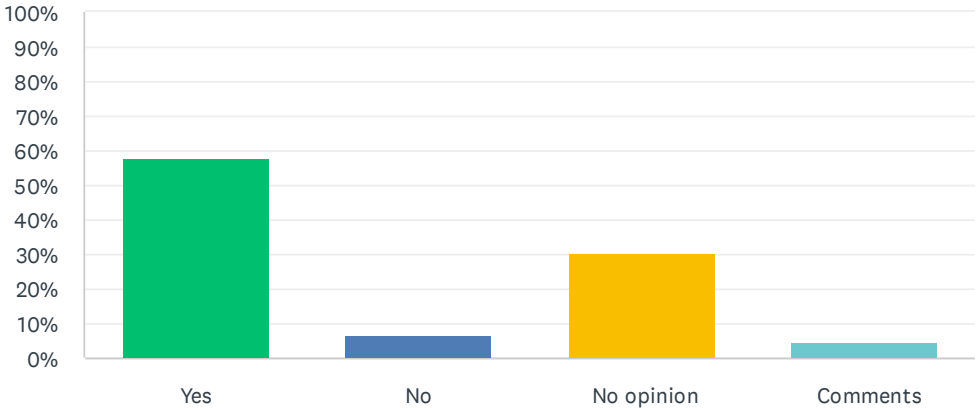
Darien truly is a nice place to live!

City thinks it is too high class to allow recreational items in the driveway. City does not repair sidewalks properly. City does not fix street flooding problems.

Crime is up....we need more police!!!!!!!

Q3 Are you satisfied with the City's financial management?

Answered: 369 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	57.72%	213
No	7.05%	26
No opinion	30.62%	113
Comments	4.61%	17
TOTAL		369

Q3 Are you satisfied with the City's financial management?

Comments

During the difficult economic conditions, all requests and budgeting needs tp be curtail, scaled down, or delayed. Extreme requesting going on.

Would need to look further into the budget

Somewhat

Very good fiscal management.

See above.

I think the unneeded curb and paving is a waste of money that could be spent better!

I am unaware of any irregularities or incompetence issues.

I think the opportunity for a recreational Marijuana store would help with the future financials and I don't see that moving. It's money that we wont get to benefit from since it's not moving forward and every other town already has. Not happy with that. Easy, big revenue source being intentionally over looked

Unfortunately, I don't pay attention to that.

the new set up with Garbage is too expensive

Don't have info on subject

Voted no for referendum and why are we voting again? Do not raise our taxes.

No investment into the town. Downers, Willowbrook, have all invested heavily into there towns, and have been able to get young people to move in. Darien struggles with that and all my neighbors are just seniors. We're the Florida of Dupage county.

School referendums too much!

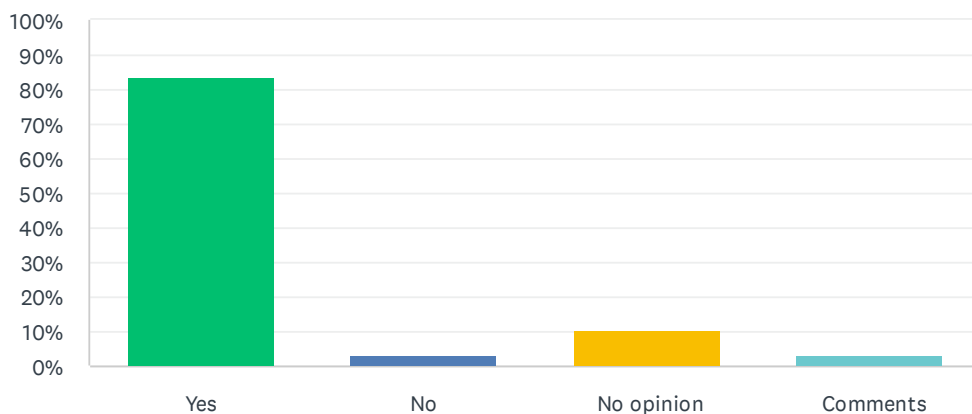
Somewhat...would appreciate having leaf vacuum service on the streets or parkway as in other communities. Also, I'm concerned the large apartment complex will add stress to our schools. Kids may not be longterm residents. I hope the schools are preparing for a larger student body.

Not sure. Need to attend meetings for better input.

Want to see city SERVICES, fire/police,\$\$ increased- etc. less on city government

Q4 Are you satisfied with the information contained on the City's website?

Answered: 370 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	83.51%	309
No	2.97%	11
No opinion	10.27%	38
Comments	3.24%	12
TOTAL		370

Q4 Are you satisfied with the information contained on the City's website

Comments

except for not knowing a half way house was moving in

If a resident complains it's removed reposted, rather communist
sometimes

Sometimes difficult to find information. Uncertain which category my inquiry may fall under. Search function often yields articles rather than site link to information I'm looking for.

I wish they would remind residents of city codes and enforce them such as garbage cans in front of houses, non working cars, boat storage, broken down fences and high grass/weeds.

Sometimes the website is outdated and it could look more modern/be more useful

Everything I need appears to be there, but sometimes I need to dig hard for it..

I wish it came in the magazine again

Don't use website

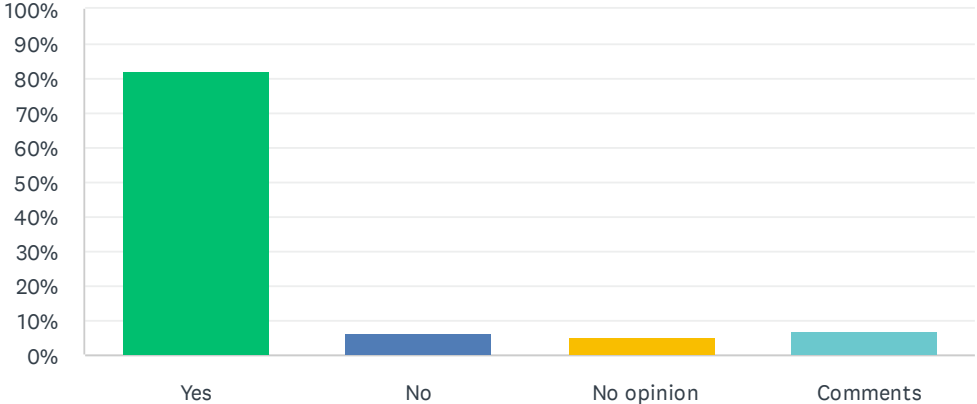
I think the information is probably in there, but the organization of the site needs an upgrade

Not all of it. Sometimes self serving

Have a sense it is politically stilted-Left.

Q5 Are you satisfied with the City's efforts to keep you informed about issues?

Answered: 370 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	81.89%	303
No	6.22%	23
No opinion	5.14%	19
Comments	6.76%	25
TOTAL		370

Q5 Are you satisfied with the City's efforts to keep you informed about issues?

Comments

Love the Facebook posts informing and reminding of upcoming events.

except for a half way house moving in

Admittedly I do not attend any city meetings. But it seems like the issues that would be contentious... for example, the drive through vape shop. Could somehow be brought to the forefront of residents attention in order for the aldermen to know where their residents stand.

I'm not sure how that is done

To a certain extent.

Could do a better job getting info out.

The City of Darien really reaches out to the citizens. Unfortunately, too many people don't take the time to monitor and appreciate the City's efforts.

Darien made a significant investment in a private business (Carriage Greens). Since the initial stories when the "investment" was made there has been no public follow-up to tell us how it is going. For example: The mayor indicated that free use of the facilities in off hours was a big deal. How much of that have we done? What about the over all continued growth of the business? It's growth and viability are important parts of any investment I make ... why not with Darien's investments, too?

Miss the quarterly magazine. Please bring it back!

No. I've not seen anything about the D66 tax increase. Many residents were confused on why there was a need to save D66. They had no idea their taxes were going to increase 24% (of the education allocation) during the last election.

Police could do a better job of informing about on going situations

Usually

The police Twitter account seems slow. Incidents are put out after they happen

for the most part yes but I haven't seen anything about the safety law that goes into effect Jan1 2023 and how it will affect citizen I want this to remain a safe place to lives

Yes, love the effort

There are a few issues that could be discussed more . We still do not want an LED advertising sign . They are tacky.

Yes, but I feel like I have many friends and neighbors who aren't informed. I follow on Facebook and get the newsletter, I think you should do a push to get more people to do the same.

Yes, possibly share earlier with the Council is focusing on: near term, mid range and longer term

I think the City is doing a great job! The only comment I have is we have to really drill it into the elderly population to close their garage doors and lock their front and back doors. They are still in the old days trusting in leaving their doors unlocked and garage doors open all night. We must do better educating them that times are a changing! They are not hearing us!

Just what's read on the e-mail.

Somewhat

Sometimes

Q5 Are you satisfied with the City's efforts to keep you informed about issues?

Comments

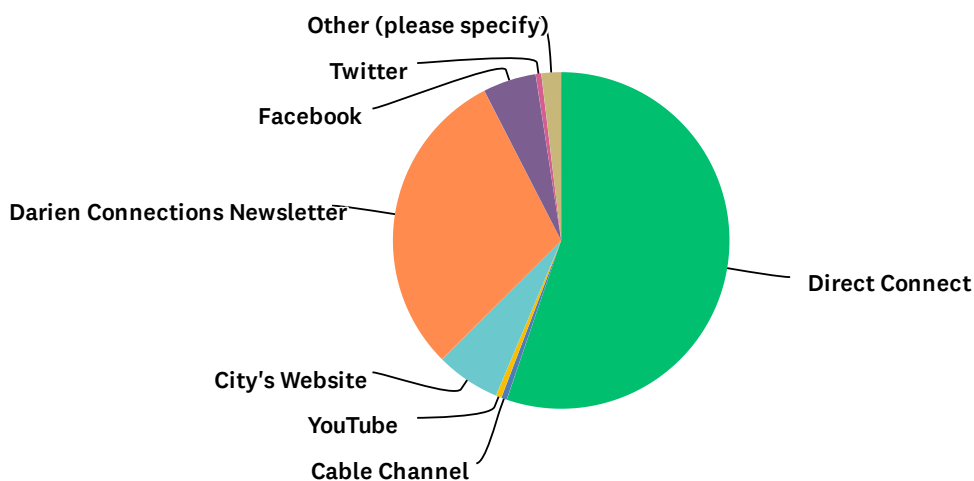
Need more focus on education

more info needed..re: city water meters

where is the site to keep us informed

Q6 What is your main source used to obtain information about the City?

Answered: 371 Skipped: 1



ANSWER CHOICES	RESPONSES	
Direct Connect	55.26%	205
Cable Channel	0.54%	2
YouTube	0.54%	2
City's Website	6.20%	23
Darien Connections Newsletter	29.92%	111
Facebook	5.12%	19
Twitter	0.54%	2
Other (please specify)	1.89%	7
TOTAL		371

Q6 What is your main source used to obtain information about the City?

Other (please specify)

E mail

It comes from a combination of the above: Direct Connect, the cable channel and website.

A link to each source would be helpful in every one of them.

Darien patch and city email

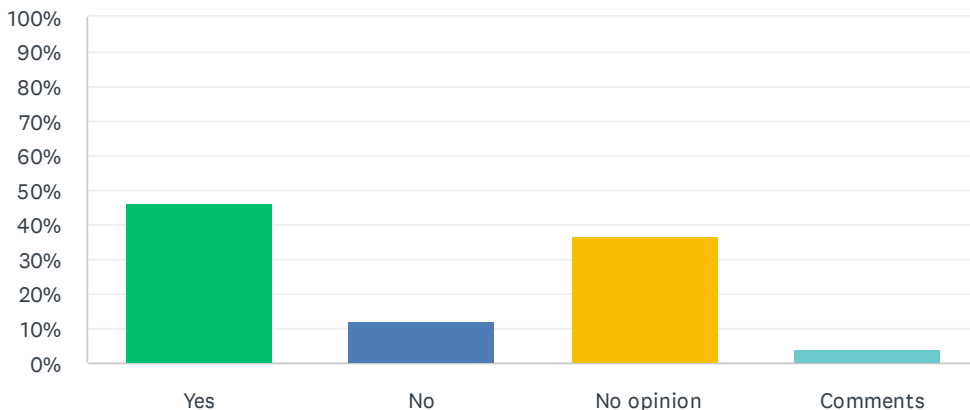
Patch

I read Darien Connect. There is never much posted on Facebook. I'm not sure if I've received Darien Connections.

how do you know this info exists

Q7 Do you feel the City is transparent with all of its' business matters (hiring, budgeting, taxes, etc)?

Answered: 370 Skipped: 2

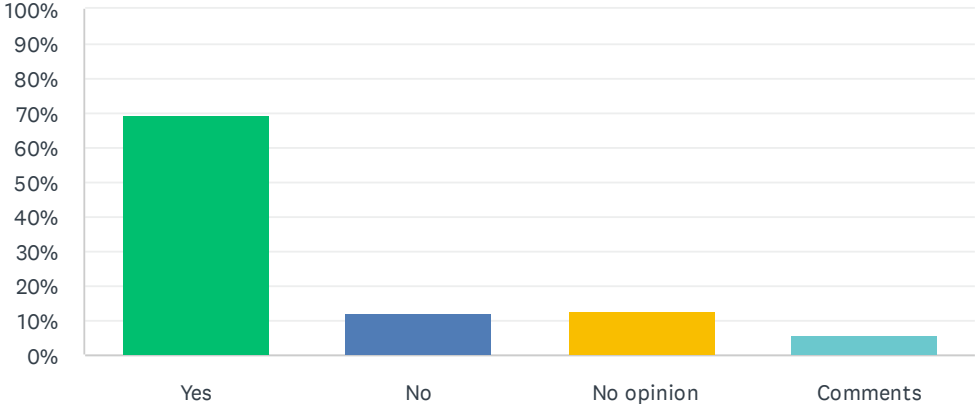


ANSWER CHOICES		RESPONSES	
Yes		46.49%	172
No		12.16%	45
No opinion		37.03%	137
Comments		4.32%	16
TOTAL			370

Q7 Do you feel the City is transparent with all of its' business matters (hiring, budgeting, taxes, etc)
Comments
Not always
I wouldn't know where to find this info
I have absolutely no idea
I think so
Not sure. It seems like it but I'm not involved enough to answer one way or another
This is where a link of every other source will be helpful.
Most residents I talk to have no idea that Bryon Vana is a contractor and not a city employee. That fact is a big deal.
No. You could easily link to the financials that go deeper than the top line numbers in the newsletter.
as far as I know yes
Public events at private venues are concerning
I don't think most of the things voted on are made aware to the city unless you go to every meeting the board has
City does not care about small business establishments
Hope the answer should be yes? However do not know what might not be shared?
I hope so.
What is the status of the money we gave carriage greens. My wife and I played there a month ago and the course was in terrible shape. What was the money used for?
not really would like much more transparency

Q8 Do you consider the city services a good value for the taxes and fees you pay?

Answered: 370 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	69.73%	258
No	11.89%	44
No opinion	12.70%	47
Comments	5.68%	21
TOTAL		370

Q8 Do you consider the city services a good value for the taxes and fees you pay?

Comments

No street sweeper services

As a 35 year resident, when Dan Gombac became Director of Municipal Services I feel finally, someone cares and takes to listen. I may have been a "pain" in his backside at times but he has always been kind and gracious. Indeed, Mr. Gombac is one of outstanding reasons why Darien IS a nice place to live.

Value - YES. Good value - not sure.

Is there a list of city services?

For the most part

honestly don't know

Water bill very high

Absolutely!

City did an excellent job clearing out our cul-de-sac following the tornado in June 2021. Also appreciate the tree replacement in the parkway.

There should be a preschool available to all kids not just special ed.

I already mentioned the school district issues so while I'm not totally dissatisfied, I am concerned for the longevity of Darien.

With the taxes we pay, we should have a proper Darien Fest like in years past. The thing a the QBar is an embarrassment. The city and the park district need to come to an agreement and move it back to the park.

No, but I believe that is more a function of the fact that we are in the state of Illinois

Services good . I think the sportplex could receive more funds. Make sure to continue to support the library and promote their services to residents

Services are good, but our standards for the look of the many buss are not. The Brookhaven area, jewel area have a rundown dated look that you are reminded of every time you drive through.

I don't see support from Dan Gombac

Use the term "fair" or "market" value.

City yes, schools budgets?

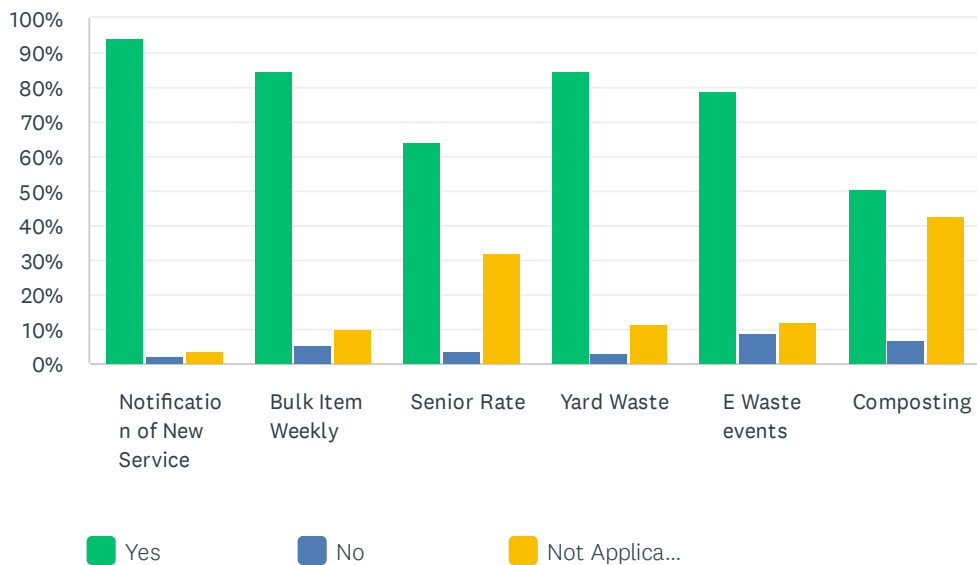
Taxes are high and keep getting higher. It's challenging with the current economy.

taxes are out of line for city services

Our library (which I know is not funded by the city) is the best value in town!

Q9 Are you satisfied with the communications received prior to the implementation of the City's new refuse hauler, LRS, as well as the services you are receiving?

Answered: 370 Skipped: 2



	YES	NO	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
Notification of New Service	94.26% 345	2.19% 8	3.55% 13	366	1.09
Bulk Item Weekly	84.76% 306	5.26% 19	9.97% 36	361	1.25
Senior Rate	64.29% 234	3.85% 14	31.87% 116	364	1.68
Yard Waste	84.92% 304	3.35% 12	11.73% 42	358	1.27
E Waste events	78.81% 279	9.04% 32	12.15% 43	354	1.33
Composting	50.58% 175	6.94% 24	42.49% 147	346	1.92

Q9 Are you satisfied with the communications received prior to the implementation of the City's new refuse hauler, LRS, as well as the services you are receiving?

Other (please specify)

Way too expensive especially for a single person. I went from paying \$5 a month for one sticker to now \$21 per month.

This move was badly needed , especially nice not seeing debris blue all over from those old blue recycle bins which were also too small !

Great customer service

So far it's been difficult to work w LRS . multiple errors. It's more expensive I DO REALLY like the composting .

Wish I could figure out how to get rid of branches through LRS. Can't find the info on the website. I need to call. Maybe they only take things in bags/cans? Would be nice if they picked up branches too.

I'm very happy with how the new service has worked out. Great choice.

My electronics were never picked up even after multiple calls.

Dissatisfied that my opinion and those of others in my situation were not considered in negotiating the new trash contract

LRS has been excellent - keep in touch well, and respond to emails with questions very quickly

Not aware of composting

Very pleased

Electronic devices more frequent

Not happy w LRS guys, I was told mattress & box spring is 2 items only ,1 free per week, had to drag box spring back to garage,cried all the way,senior w physical issues. Disgraceful way to treat a human will remember that..when I vote

Prior recycling services were much better. We could recycle shredded paper. The e-event would have been better if we didn't have to pre-register items.

these people are great

Wish they could enforce the ordinances more pertaining to the garbage cans-people are misusing the senior option and putting extra garbage (not recyclables) into the recyclable can when they run out of room in the little senior cans cuz they are too cheap to pay for a full size can. The garbage men do a very good job and hope to see them putting more notices on peoples cans when they violate the rules-also we need to control where the cans are put out-it seems more people put their cans out in front of their homes than before-we see more cans from the street since the new program began. People have room to put them elsewhere but choose to leave them out in front of their garages facing the street....my next door neighbor has had three cans FULL OF GARBAGE NEVER REMOVED IN TEN YEARS I HAVE BEEN HERE AND ALSO USES THE RECYCLE CAN FOR GARBAGE WHEN SHE RUNS OUT OF ROOM IN THE LITTLE SENIOR CAN.

Unhappy with cost as I don't always need to put out garbage every week.

I did not know except for seeing the stacks of garbage cans by Marquette Manor and by Manning / Plainfield Road.

Again, single so generate very little refuse but have to pay same as a family generating much more

Q9 Are you satisfied with the communications received prior to the implementation of the City's new refuse hauler, LRS, as well as the services you are receiving?

Other (please specify)

Inconsistent billing. Woman on phone at LRS didn't seem to know what was going on and there was a big language barrier.

LRS is providing quality service for the fees charged.

There was much confusion for Non-Seniors requesting the smaller bins.

PRIOR yes - During and since -NO

The containers are heavier and harder to move

More and easier electronics recycling is needed

The hybrid cart/sticker program was a lower cost service for many residents, particularly small households. The bid process for the waste collection services was NOT transparent. Weekly bulk item collection is only a pretentious service. I'd rather have a lower monthly fee.

Composting? What are you talking about?

I am very happy with the information given for the implementation.

I'm happy with the communication but not happy that I was forced into using this service vs. stickers.

They do a nice job, the Friday morning pickup is a great time slot.

Good decision by the city Gov't.

I feel that LRS provides good service, and I'm satisfied with the advance notice we were given regarding the switch to LRS as our new refuse hauler. However, I'm deeply disappointed that the City switched from a "pay as you go" sticker-based payment plan to a "one size fits all" flat fee. The flat fee unfairly gives advantage to large families over single people. I am a single person and own a home. I don't qualify for a senior discount. I previously used 1 or 2 stickers per month (maximum expense of \$8 per month). The current flat fee is over \$20 per month, so my garbage expenses have roughly tripled.

This change has been a waste of money for me.

The green bin is wonderful! Love being able to put food waste into compost instead of the garbage.

There is no ETF for bill paying. Bank checks or personal checks have to be sent weeks before due date.

I live in a condo. Do we have a bulk item day?

I wish there was a senior rate on the large bins.

this service is a big improvement

E waste program has been a fail! Items not picked up.

We are exceptionally pleased with the selection of LRS, and the services it provides at a low cost!!

the only way we as residents KNEW about it was when it was already decided and mandated with a flyer

Please give us an option to have 35 Gallon trash if not a senior. We could all use the discount!

Prior waste collection was less expensive

Very happy with this hauler

did not want garbage service or fee

Seniors shouldn't be forced to have smaller containers to receive a discount.

I think LRS is a terrific improvement in service.

Very happy with LRS

The e-waste event did not accept all types of electronics- i.e. small appliances

Trash collection service is much better than the last company

I have minimal trash & recyclables. Would like smaller containers & not to have to pay the same as families.

Q9 Are you satisfied with the communications received prior to the implementation of the City's new refuse hauler, LRS, as well as the services you are receiving?

Other (please specify)

As a retired WM employee I was sorry to see the switch but am happy with LRS.

Compatible or better service while maintaining a value cost structure. Like that that it is for couples as well as families

Great service

I set up my bills to be paid directly through my bank. Seems they take weeks to cash and apply payments from BMO Harris Bank which is weird because this is a big bank.

Citizens still keep bins out in front of houses. Also, put discards anytime, looks like we drive down an alley. I thought we pay 30,000 for someone to monitor and ticket.

Feel they are a great improvement

Terrific!

Im not sure if Im getting the Senior rate

Q10 What do you consider the top 3 priorities Darien should focus on over the next 5 years?

Answered: 317 Skipped: 55

ANSWER CHOICES	RESPONSES	
1.	100.00%	317
2.	89.27%	283
3.	73.19%	232

Q10 What do you consider the top 3 priorities Darien should focus on over the next 5 years?		
1	2	3
Business growth	Cannabis dispensary	
Bringing in more companies not just food places	A better "down town" look and improvements	
Getting a local newspaper for those not on social media	Attracting better business fits	Developing a true downtown identity.
Bringing in new business		
Improve the schools including district 61	improve the park district offerings and bring the fest back to darien community park	improve the types of business we get in the area
Maintaining fiscal responsibility.	Ensuring schools are well resourced.	Adding new and reputable business to bring revenue.
Attracting more businesses	Develop more Senior living options	More intergovernmental cooperation
Switching to a different garbage provider	Lowering taxes	Keeping crime low
Try to lower real estate taxes	More senior citizen discounts	
Police protection	Senior housing	Better businesses
Bring more business to Darien		
Crime/safety	Fiscal responsibility	Maintain infrastructure
More restaurants , Darien is lacking	A marijuana dispensary for the tax revenue	So many people don't know about connect , Darien needs to find a way to get the word out about this publicity!
Environmental issues	Electric vehicle Charging infrastructure	Communication
safety & gun control	new businesses	keep businesses out of the neighborhood home areas
Removing pot and vaping stores	Continue with tree trimming and road repairs	Realizing there is more than one junior high school district in Darien
Funding schools	Better aldermen without their own agenda	Bringing in more businesses without tax credits
Good sit down places to eat!	Internet services for computers	
Attracting retail/commerce	Upkeep/maintenance	Financial stewardship
Safety of our community	Incentivize local businesses	
Making sure properties are in good condition	keeping streets and trees nice looking	keeping us safe
City Finances	Keeping taxes down	Getting better quality businesses into town
public safety	establish a moratorium on apartment development	improve tax base
Safety	Low taxes	City cleanliness & appearance
tree trimming		
Wise decisions made on expenditures to keep our city's reputation	Stop the tendency to overspend/compete with "richer" surrounding communities. Keep a balanced attitude between the two	Fill up consumer facilities before new construction is only consideration.
Home owner security	Lowering taxes	Emergency responsiveness
Education	Crime	Businesses
Safety	Traffic	Schools
Neighborhood safety	Speeding	Community events
Town Center instead of drive through town		
I am a life-long resident and Darien is becoming unsafe so focusing on safety is important.		
Economic growth	Attracting young families to Darien	
moving Darien Fest out of the QBar parking lot		
Businesses other than vape or gambling shops	Making Hinsdale South better	Bringing in younger families since Darien is mainly elderly
Safety	Money Management	Communications
More Mom and Pop business. Gift shops. Restaurants that aren't chains	Art fairs not just craft fairs	More commercial developmentfor tax base
Making the city even more appealing to seniors	Working with the public school system to make the schools better--such as South's new principal is doing!	Less governmental regulations
Balanced budget	Healthy community (eg blue zones, low crime, cycling, no/less gambling)	Climate change mgt (green spaces, resilience ,
Family friendly business, boutique, food	Safety, keep our police presence and support them in all ways to keep our streets and properties and businesses safe	Community activities, music, movies, farmers market
The light at Cass and Frontage road is a hazard. I feel when coming from the east up to Cass on Frontage Rd, the left lane should be TURN LEFT ONLY and the right lane should be a straight or turn right lane. This is a very, very dangerous intersection.	Bring in more businesses but not businesses like vape and smoke shops as it gives a bad image. I think the development by Qbar could be revitalized with new retail and better exterior.	Carriage Greens (not sure this has anything to do with Darien) should build a pool and sell memberships- I bet they could sell a lot of them!

Q10 What do you consider the top 3 priorities Darien should focus on over the next 5 years?		
1	2	3
Maintain the current status, especially with replacing the streets and sidewalks on a rotating annual basis	Upgrade our current business areas, especially the 75th and Lemont road business corner.	Keep our parks and neighborhoods crime free and safe to live.
Development of neighborhood parks to make them more beautiful and usable	Continue the movies in the park program in the summer	Encourage block parties
More businesses to increase tax revenue	Municipal internet/1 gig speed	Sidewalks on all Darien streets on both sides of the street
Keeping crime down	Keeping property taxes in check	More affordable housing
Psrk district should have more activities for seniors.		
keeping taxes down	keeping crime low	continue progress on a downtown area
Commercial development	Lower taxes	N/A
Safety (streetlights,crime prevention)	Attracting retailers to all the empty storefronts	
safety of every citizen	Taking down of dead trees & planting new	Cut down on waste
Doing just fine		
Crime	Traffic Safety	Social Services
Reduce taxes	Reduce crime	Reduce general spending
Safety / Security	New business development	Residential improvement projects
I would like to see the streets have the white/yellow lines painted. this is a huge help with driving especially at night and during storms.		
More variety of small businesses	Lowering taxes	Street maintenance
Bring in tax revenue	Senior services	
Business development	Crime prevention	Information updates
Attracting and maintaining restaurants/businesses for tax revenue	Thinking through the appearance of buildings,etc. The water feature and Dunkin Donuts are not visually appealing at our "Town center". Does not look like any thought was put into how bad that corner would look. Don't like looking at the back of a building.	Supporting Darien school districts and the families that they serve.
Crime	Updating the website for permits. If a homeowner association approval letter is required for a permit, the the permit app and website should specifically state such requirement. It currently does not.	Better support/relationship between the park district and DYC
Dispensary/ tax dollars	Police patrol	More tree planting
Safety	Bringing in new businesses	
Business growth-managing relationships with local shopping areas with local	More residents involvement	Look to establish a stronger downtown area
School safety and improvements	Splash pad/additions to community park	
Safety act	Gathering new business	
Maintaining the city.	Keeping the city safe.	Continue making Darien a great place to live.
Create a down town area restaurants and shops like other towns have	Taxes	Police
Crime ! proper business that reflect our community values,not vape shops!	More police I'll pay more in taxes, want police more in neighborhoods esp on 69th st.speeders all day flying by toMarkDeLay school..	Stop Darienfest.
Schools	Crime	
Police	Fire	School
Entice better businesses to come in to Darien	Safety	Budget and taxes
Crime control	Getting more business in town	Keeping taxes low.
Attracting businesses other than gambling and smoke shops	Moving Darien Fest back to Darien Park	Improving Hinsdale South
Taxes	Dispensary for revenue	
Crime in our town and schools. Need more police presence.	Making Darien more environmentally efficient. ie solar, plantings water management.	Business_raise standards of the type and look of business bldgs in Darien.
Get rid of these vape/smoke stores instead of adding more	Enforce illegal fireworks. Some are downright loud scary booms	
Try to upgrade Brookhaven Plaza. The layout is very dated.	Fill any vacant stores.	Our Jewel and Walmart are not upgraded enough. I feel like they are very subpar stores.

Q10 What do you consider the top 3 priorities Darien should focus on over the next 5 years?		
1	2	3
Enforce dog walkers that let their dogs do their business on your front lawns, plants, etc and don't pick up after them.	Enforce the garbage can visibilities-our block looks terrible with everyone's new blue cans out in front that can be seen from the street when they have plenty of room to either put them in their garage or on the side of their homes.	Get rid of the Q Bar. It's nothing but a watering hole for drunks and wild parties and get together for people that come from other areas and do nothing but drive drunk and cause accidents and make noise and trash the area in the lot and on Cass Avenue.
More revenue by adding my businesses	Beautification	keep taxes from going up!
Schools	Senior services	Family services
Business development	Business support	Crime
Supporting schools	Community events	Encouraging local business
Street repair	Police need to have more knowledge of town home rules before making accusations	Continue expanding and building a downtown area
Trees, trees, trees...need trees everywhere	Roads, roads, roads, so many roads need work	Slowdown on Williams please with a stop sign or speed hump
Making Brookhaven Plaza less of an eyesore	Keeping roads up to date	Everything else - keep up the good work.
more quality businesses	Police and fire etc	Infrastructure
More restaurants/businesses	Activities for seniors	Family friendly activities
Improve park district	Fix the ugly sign on Plainfield and Cass in front of Dunkin' Donuts	
Stopping or thoroughly vetting any small cell 5G applications and being very transparent about it with citizens. I strongly believe that 5G's harm is much greater than any benefits and we must push back on telecom to follow the law. Ideally it would be overturned to give more local control over placement, but until it is, citizens must be proactively informed of applications and the city should get thorough reviews by attorneys to make sure applications follow the law to a T.		
Safety	Unsure	Unsure
Keep our city safe	Attracting new businesses (NOT Marijuana or gambling)	Education
Safety	Keep our streets well cared for	Keep our police force cared for
	Safety	Bring in independent owned restaurants
Attract quality business tenants filling empty store fronts	We need a welcoming walkable town center. Is there a town center now?	Need a better indoor recreation center like Oak Brook has.
Keep taxes reasonable	Encourage new businesses to come to Darien	Help schools where needed.
Surveys of intersections of clearances at 2 lane and 4 lane roads		
Safety/Crime	Community, bringing the community together	Financial stability/strength
Not being a sanctuary city	More police protection	
More visible police presence	No more warehouses!	Encourage more sit down restaurants
Community safety - Keep us safe	Keep Property taxes down	Keep Darien clean
Finances	Streets and sidewalks	Maintaining city landscape
Crime	Taxes	Growth
Continue the excellent fiscal management.	Encourage tax body consolidation (i.e. school districts).	Continue summer events like the concerts on the park. They were great!
Drugs / Gangs Prevention, Community Policing and Engagement	More aggressive Flood prevention / Snow Removal Services	
Business development		
Pave are street High rd.	LRS. Is great	
Making Darien a Better Place to live. Strive for a healthy and strong community. We are NOT a rural community. STOP out of control burning by enforcement. You do not need it to be reported - if YOU smell it - it's happening. Your officials should use their nose!	Noise pollution - control the businesses in our community to keep the surrounding neighborhoods a good place to live.	Make it a strong place to live - do not allow out of control development that infringes on people quality of life.
INFRASTRUCTURE	POLICE SERVICES	
Safety-police	Education	
A Downtown	A dispensary to help keep taxes down	More ways for income and less taxes
More restaurants	Improve some parks	
Additional Sidewalks	More bike paths	Stoplights at busy intersections
Medical marijuana dispensary	Police safety	Fire department safety
Police patrol	Noise management	Unleashed dogs
Improved social media communication	Promote events more	Add more city attractions

Q10 What do you consider the top 3 priorities Darien should focus on over the next 5 years?		
1	2	3
Crime	Property values	School
Community events	Making a "downtown" of sorts	x
Education	Business Development	Park District
Safety	Businesses	
Neighborhood park and multi-purpose path improvement, without natural area destruction or gentrification.	Neighborhood police patrolling.	Water cost reduction.
Continued community engagement	Bike lanes and increased intersection safety	
Better school performance and good school reviews		
Develop downtown area	Listen to residents concerns	More communication
Arvocating for/funding school district 66 to keep Darien attractive for families. Without a referendum passing, there will be a mass exodus and property values will drop.		Restricting industrial businesses/mega stores from entering and ruining the quality of life
Climate change	Improving nature spots open spaces	
Crime	Upkeep of public areas and roads	Getting more businesses to fill empty stores
fiscal responsibility	Speeding on Lemont Road	Drugs in schools
New businesses for Tax revenue		
Safety and Security	Continued good services	Wise and transparent spending
Street. Repairs	Trees dead limbs cutting	Sewers cleaning
Safety-crime		
i think you are doing a good job		
Building community within neighborhoods. Share out what neighborhoods are doing so others can create ideas..	Stop the deluge of rain water that floods the properties along saw mill creek. When the upstream reservoirs are released after a storm, the creek floods within minutes. Storm drains can't handle the sudden deluge.	Upgrade community park playground floor. Out with the mulch, in with the padded rubber!
Attract new full service restaurants and shopping. Look at what Lemont did in their town.	Improve fiscal transparancy.	Create a city center area like Woodridge did or Burr Ridge.
Police Department		
Budget	Services for seniors	Beautification
New public works facility	Street improvement not crack fill	Train police officers as problems change
Bring a Marijuana dispensary	Street maintenance	More businesses
Monument signs at Lemont rd cass Ave and I55	Work with waterfall Glen on a bike and hike deal to attract people to Darien area	Try to expand our city boundaries
SAFETY	ROADS	SNOW CLEAN
Moving Darienfest back to the park or any park/green space that better represents our community. Many families did not attend simply bc of the location in a bar parking lot.	Safety in schools, and the community in general	Transparency in budgeting and vendors for city services
Enforce city codes as far as garbage	Sr. Rate for water	Develope and supprt more business
Senior water bill	Need to enforce the codes better	
Downtown area	Updating the code making smoke shops and gambling shops more difficult to have.	Sportsplex updates
Don't raise taxes	Maintain law enforcement	
Safety / Crime	Retail Development	Possible school district/building consolidations
keep the tax rate down	Repair bad streets	Warn certain people who are slob to clean up their property so that property values do not fall.
I'd like to see more trees planted along 75th st and Plainfield Rd. For the environment!	Stop unnecessary curb and pavement replacement	Consolidate school districts, too many superintendents!
Arts and Music	Developing a downtown	
Bringing in better, quality businesses - too many "mom and pop" shops	Improving the smaller neighborhood parks (i.e. Holly Park)	Increasing communication!
filling available commercial space	continued role of police in maintaining safe neighborhoods	continuing upkeep of streets and drainage
		School curriculum to be made public and make sure we are not participating in this diversity training and indoctrination of children in to a gay lifestyle.
More police presence	Streets	

Q10 What do you consider the top 3 priorities Darien should focus on over the next 5 years?		
1	2	3
Schools	Overall safety (love the officers we've met)	
Resolve the police pension funding crisis and compensation components Stay on current track.	Stop the proliferation of drugs and pot shop into Darien Always spend less than revenues. Save excess for rainy day.	Aggressively identify and fully prosecute criminals Continue to represent the will of the citizens.
Provide a sticker-based option for refuse pickup. keeping additional video gambling out of the city	Recruitment of more businesses to the community	Continue to provide a safe environment
Taxes	Police protection	Infrastructure
More city events	Taxes	Schools
Equity, diversity, inclusion	Eco-friendly initiatives	Improving safety for walking and biking.
Economic growth and stability	Parks and public spaces	
Keep R/E taxes down		
Safety in our neighborhoods	(Pritzker's safeT act scares us) — can we stop that from passing 😊	
Enforcing codes to clean up city	New flags on corner of 75th & Fairview	
Recreational Marijuana store for guaranteed big revenue for the foreseeable future	A community garden	A farmers market or different annual special event
Safety now that Pritzer passed his light safety bill is nothing more than criminal. This Dem party all voted approval. Now the criminal will rule us.	Taxes	Lighting
Safety from spread of city violence and theft	Community support	beautification projects
Schools	Parks	Crosswalks
Lower taxes	Draw new businesses	Stop spending \$\$ you don't have
Grow businesses	Restaurant	
Sidewalk repairs	Parkway tree trimming	
Bringing in more business	Helping to keep property taxes down	Continuing the great job at snow removal
Business	Crime	Taxes
Fiscal responsibility	Safety	Attracting business
Assuring Darien is a safe place in which to live.	Continuing to encourage and support small businesses.	The gatherings around town should continue and be encouraged. Blight/leaving burned down houses on property, neighbors not taking care of property
Safety	Not raising taxes	Safety of residents
Fiscal responsibility	Community support	Keeping taxes down
Getting new business	Maintaining parks & city property	
road work	attracting and retaining new businesses	
?	?	?
Crime	New restaurants	Enforcing code violations
Crime reduction.	Street repair and maintenance.	Beautification and property improvement
solar panel info for residents	charging stations around town and electric car info	keeping crime down
Street maintenance	Lower taxes	Police patrol of neighborhood's
Encouraging light manufacturing in town	New public works facility	
vacant businesses	roadwork	
Street maintenance	Town Beautification	Maybe a get to meet your neighbor event.
Attracting more restaurants. We keep seeing more banks, more coffee shops and now there's the possibility of another vape shop no more than a mile from one that just recently opened. Let's get something else here please.	More Code enforcement of houses with unkept lawns. There's literally a house with a backyard that faces Cass where the gutter has been hanging and finally fell off the house. This does not make for a nice place to live.	activity to their attention is something to just keep an eye on.
Reduce low income or subsidized housing.		
Support our local police so that they can keep Darien a great place to live.	Maintain the streets and parks.	Be watchful for panhandlers on Rt. 83.
Street repairs	Enforcing to neighbors that do their own outside updates that there are ordinances that need to be followed	Bringing more eating establishments to Darien
Street repairs	Safety of community	Snow removal
Keep things as they are		
Crime	Bringing in new business	The farm problem on Kearney

Q10 What do you consider the top 3 priorities Darien should focus on over the next 5 years?		
1	2	3
road repair,	trying to figure out a way to plow Pine Pkwy without blocking us in perhaps the reverse the way they plow	work on the drainage coming down from Plainfield into the backyards of Pine Pkwy
More restaurants and sales tax revenues to keep our property taxes at bay	Investment in technology and future green initiatives	Economic development and master planning for a downtown area that moves the town into the future
Community Fiber -internet is horrible for work from home.	Attracting new residents. We really need to be on people's list of places to live.	New businesses especially better restaurants
Upgrading parks	Streets and sanitation	Sidewalks
Getting new businesses in vacant store fronts	Making streets safer	Adding some better restaurants that have reasonable pricing.
Crime	Run down properties	Fiscal responsibility of the city
Safety	Communication	Parks improvement
safety of citizens (support police)	keeping taxes low	use tax money wisely
Safety of residents	Police	Communication with residents
Speed enforcement - speed radars do not do much without enforcement	Make the city accessible for walking (install sidewalks so people and children do not walk in the street)	Make 67th street safer - my parked car was hit on the street and I frequently see 35-45 mph on the radars
Preventing crime and keeping our community safe	Economic development, especially restaurants	Striving to make Darien an excellent place to raise families, which does not include vape shops or cannabix dispensaries
better use of vacant and unused property. like the waste used for chase bank at 75th and Cass which is not used for anything for the amount of space taken.	tree trimming on the parkways	get more restaurants in town
Increasing business development, make Darien a destination	Improve outcomes for residents of lower socio economic status	Fix relationship between park district and city
Parks	Schools	Entertainment for families
Solicitation of businesses to fill open stores	Keeping crime down	Continued support of community and church-related activities
Carriage Greens has become unplayable and quite frankly a disgusting facility. Bathrooms look to be never cleaned, sinks are broken, etc. The city has provided funding previously and this place is honestly a disgrace. This place could be great for the town if it was maintained. I know it's not owned by the city but anything the city can do to improve this facility would be tremendous.	Create a downtown area which appeared to be what the Plainfield/Cass intersection was supposed to be. Giving the residents more places to dine and have a night out (e.g downtown Downers Grove) would be great for the city.	
Urge the Darien Park District to clear the weeds in Holly Park. It's an eyesore!		
Better restaurants (steakhouse)	Creating a downtown experience	More summer events like the concerts - movies in the park?
Street maintenance	Safety	Regulating commercial businesses
Vacant lot beautification	More policing	Better city services
Repel the Safe T act	Make sure our police force has all the tools necessary to do their jobs	
Safety	Schools	Park improvements
keeping us safe and up to date on what is going on in our community	Bringing our community together more with events	keeping our taxes lower to keep people in our town
Safety	Lower taxes	Roadwork
Low taxes	Noise pollution	Preparing for climate change impact
Municipal services - in all areas	Parks	Creating a downtown district
Infrastructure maintenance	Welcoming all people	Transparency
Keeping citizens safe from crime.		
Noise reduction from highway	Residential road repair	
Upgrading the city	Control speeding on residential streets	Bringing in upscale variety of businesses and restaurants
new business development	crime	schools
Establish a plan for minimizing out of control pensions	Increase oversight of outside contractors	Find opportunities to work with other taxing bodies to enhance services
Lower Taxes	Improve school facilities	Create a downtown
safety	commercial growth (restaurants, stores, NOT warehouses)	
New businesses; a marijuana dispensary	Continued good fiscal responsibility	Continued excellent city services, ie snow removal, tree care, roads, well paid police and firefighters to protect us.
Less events tied to Q bar parking lot.	Continuing additions and improvements to public parks	Public safety
Parkway tree replacement should be free to residents	Sidewalk replacement	

Q10 What do you consider the top 3 priorities Darien should focus on over the next 5 years?		
1	2	3
Environmentally friendly		
Street condition	Police protection	Tree replacement
Having residents follow Darien's codes	Filling empty business locations	Allowing the police to do the job they are hired to do
Continued good fiscal management	Attracting new businesses as appropriate and as we can.	Continued high level of public safety and keeping low crime rate
taxes		
no more taxes	more restaurants	
Do not allow businesses that may negatively impact residents (et. warehouse on Lemont Road)		
Safety	Improve school quality/education	Improve landscaping and general appearance of some of our neighborhood parks ie Birchwood
not increasing taxes, controlling costs	safety and security	economic growth
Better senior citizen assistance ie help with snow removal and lawn maintenance.	Develop a downtown area like Downers Grove and Elmhurst have.	Attract more small businesses to increase tax base.
Maintaining outward appearance of Darien	Enforcing city ordinances	Encouraging new business
Redevelopment of the area southwest of Cass and 75th	Parks and park district program development	
Green spaces / parks/ planting trees/ community gardens	Sportsplex expansion/ bigger pool /	Library support / outreach /
When police are called let the residents know why		
Improvement in schools- Hinsdale South is now rated 6, used to be a 9!	Public transportation - bus service and bike lanes	Creation of a downtown area
Maintain voter integrity	Enforce housing code violations	Maintain current law and order
lower taxes	getting rid of Carriage Green and put a better restaurant in there	
Infrastructure improvements	Improving Access to services, citizens request portal and website improvements	Crime prevention
Business Development, particularly retail.	Continued coordination between other government agencies and clubs in Darien.	Improved City Maintenance Facility.
lower taxes	lower taxes	lower taxes
Safety		
Get more Breakfast/Lunch Restaurants	Get a steakhouse	Make a bank into a steakhouse
Get young energetic people in town. The business can't grow because seniors don't spend money. Young families do.	Do what Downers, Westmont, do. Gets some tif districts and invest	Bike lanes, to get the health conscious resident to move in.
Filling up vacant stores with stores that are not mom and pop	Family restaurants that are open for dinner, not close at 3 pm	Just building a tax base and lowering our property tax, it is way to high
More police presence		
Increasing crime	Sloppy upkeep of homes in neighborhoods	Coyotes and foxes threatening pets
Community events for single residents	Keeping costs down	Attracting more diversity
Crime/Safety		
Economic incentives for more restaurants and leisure activities and for the place that do exist to improve their buildings and infrastructure	Lobbying for combining school districts	
Variety of new businesses	More entertainment offerings	Better location for Darien Fest
Improving appearance of downtown - Cass, 75th and Plainfield	Maintaining streets	Managing growth
Parks	Youth sports programs	Increase revenue from new businesses
New businesses	Park improvement- splash pad	More events
Recruitment of new businesses	Fiscal management	Repaving
reduce traffic noise	post milnutes to council meetings quicker	
Establish a downtown area	Grow the park district	Bring more businesses to Darien
Keeping people safe		
more value for real estate taxes paid	keeping streets, etc in good repair	keeping police and other services as good as they are now
Reducing spending/ taxes by evaluating all department staffing and funding requests. Looking into zero based budgeting for all departments.	Enforcing current laws especially speeding within the city limits.	Expanding the tax base through business development without necessarily including expensive enticements
Taxes	Fiscal management	More restaurants
Maintenance standards of State roads (frontage roads) within City borders. I55 sound barriers (state funded)	Registration of auto assault weapons/ammo	Consolidation of City Fire/Paramedic into Tri-State (cost efficiency)

Q10 What do you consider the top 3 priorities Darien should focus on over the next 5 years?		
1	2	3
More parkway trees	More parkway trees	More parkway trees
Reduce the number of city employees.	Start charging an empty residence/commercial property tax.	Promote a cannabis sales business.
Code enforcement re: private property appearance	Getting a nice sit down restaurant	
Do everything you can to keep property taxes low. We are all having a difficult time!	Keep the parks clean. The one on Holly needs to be cleaned up and bushes trimmed and dead bushes removed.	More police presence in the neighborhoods. Stop signs seem to be ignored and more strangers entering area.
Community protection	Senior services	Schools
Safety	Not raising taxes	Keep Darien clean and functioning
Broaden tax base	Limit multi family housing	Keep doing what you are doing
Police enforcement on even minor violations Like no front plate	Police enforcement of speeding, lane violations, expired plates	Maintaining public safety
Safety	Quality new businesses. No more franchises	Street repairs
Obtaining new places of business	Keeping existing businesses clean	Safety of shopping areas, especially Walmart
providing housing for immigrants	keeping taxes down for senior citizens	providing quality education for children
Snow removal for seniors	Taxes	Trash bins not kept out of sight from front of houses.
Public safety	Public safety	Publicsafety
real estate taxes	Police protection	
More Police presence in the neighborhoods, especially during overnight hours	Flood prone zones in residential areas	Water costs are out of control.
Continued street repairs	Creating a safer bike path along the frontage roads. Too many bicycles block cars	Maybe consider a downtown
More aggressive welcoming and advertising of new businesses		
Traffic safety on main roads	Beautification of main area	Housing for seniors such as townhomes
Schools	Traffic	Crime
Keeping marijuana distributors out of the community	Enticing new businesses to the community	Ge really keeping it a nice place to live
Safety for its citizens. SAFE-T act has me worried.	Keeping property taxes at bay.	Keep our police force strong but accountable.
Safety	Schools	People keeping up their homes
Business growth	Clean up the poorly maintained homes.	Hire people to monitor stop sign abuse.
Improve playgrounds	Improve sidewalks along Lemont for pedestrians bike path would be ideal	Ticket people who block sidewalks with cars and have junk in their front/side yards
Maintain Budget	Crime	Keeping our neighborhood looking nice including owners keeping up with properties
Safety	Parkway trees	Budget
Keeping Darien a nice place to live.	Keeping Darien safe.	Keeping costs low for seniors and families.
Crime	Maintaining our democracy	
Reducing city management costs		
Police/Fire/safety and improvements	Maintaining streets and public property	Promoting new businesses
Hiring excellent professional staff	Partnership with other towns to control cost	Act as stewards-sales tax generating development
sidewalks along 67th street	move Darien Fest back to the park	supporting the library
Taxes	Street cleaning efforts	Road work - side and main streets
IMPROVING SCHOOLS	IMPROVING INFRASTRUCTURE	EXPANDING SERVICES FOR SENIORS
Crime	Crime	Crime
Filling vacant store fronts with sustainable businesses	Keeping Darien streets safe	
Reduce the tax rate for seniors.		
get car dealer in town for city sales taxes	more shopping areas	more and better restaurants
No comments		
Filling vacant spaces	Keeping taxes as is	Not raising water rates
Bringing more businesses to Darien s vacant stores in malls	Sound wall or thick tree vegetation on i55 ... as th traffic and impact of all the Waterhouse west of us bring more traffic ... we don't benefit tax wise as those communities do	Better communication in emergency situations ... electrical issues ..road closures .. active crime scenes ...
City center	Upscale restuarants and shops	Safety (keeping crime out of Darien!)
Fiscal conservative budgets	Lowering city sales and utility taxes	Maintain safety of residential and business areas
FINDING NEW REVENUE	INFRASTRUCTURE	
School security	Darien fest location	Better snow plowing services

Q10 What do you consider the top 3 priorities Darien should focus on over the next 5 years?		
1	2	3
Revitalizing Shopping Centers	City Beautification	More Recreational Space (Outdoor Performance Area)

Q11 What do you consider the top 3 accomplishments of the City of Darien over the last 5 years?

Answered: 239 Skipped: 133

ANSWER CHOICES	RESPONSES	
1.	100.00%	239
2.	71.97%	172
3.	52.72%	126

Q11 What do you consider the top 3 accomplishments of the City of Darien over the last 5 years?		
1	2	3
No tax increase		
Improvement to Carriage Greens allowing them to put a patio in	Better garbage service	
Assisted greatly during COVID	Great programs for residents.	Did a great job improving waste pick-up going to LRS
n/a	n/a	n/a
Community involvement.	Maintenance of common parkways and roadways.	Response to inclement weather.
Redo of Plainfield and Cass retail area	Road resurfacing	Sidewalk replacement
I like the public works personnel. They do a great job.	Police officers are awesome especially Jen.	
Carriage green outings	Keeping streets in good shape	
No opinion		
Fiscally responsible	Getting information to residents	Maintaining streets (winter snow/safety and road quality)
New shops on Cass Ave	Better community calendar on connect	Excellent response to the tornado by the city and PW's
New garbage vendor	Pandemic response	Communication improvements
opening new businesses to help with taxes		
Keeping the streets in good repair	Policing seems satisfactory	
?	?	?
Improved roads	LRS recycling	Improved communication from city
Keeping citizens safe	Chamber events	
City road maintenance and repairs	Contracting of LRS.	Closer communications between residents and city governing people, city official, and city workers.
Streets	Community events	
Good communication	Town center area	Snow removal
LRS		
Better communication		
A Mayor whose "message" has touched my heart many times.	a traffic signal at 67th and Clarendon Hills Road,	
Nothing		
Money Management	City Maintenance	Supporting police
Better refuse cost	Updating corner of Plainfield and Cass	
Wonderful improvement with the LRS system!!!!	Good communication of what's going on throughout the village	Opportunities for the citizens to be involved with many events/activities
Balanced budget incl COVID mgt	Good roads city services inc composting and crime mgt	Cooperation w other municipalities and agencies
A lot of people don't like the DD development on the corner, but it looks way better than it did before!	Attempting to develop a downtown. Darien has a non-existent downtown. But I'm glad you keep trying.	Pretty parks and updates to the appearance of town
Completing the 75th and Plainfield area upgrade	Getting the community calendar on the City of Darien's website	Continuing the street program
Movies in the park		
Improved parks	Updated business district at 75th and Cass	Fiscal responsibility
Getting the mayor we have	Keeping taxes in check	Opened of the city
fixed flooding/drainage issues	keeping the budget balanced	keeping city safe
Grant money for Community Park	N/A	N/A
LRS for one		
Lowering property values	Raising taxes	
updates on some of the streets.		
Lots of new business development	Good roads & sidewalks	
Communication and change over of garbage service	Maintaining roads	Information provided in Darien Direct Connect
Better communication		
Roadways	Trash pickup	Sidewalk program
Managed finances well	Keeping residents informed	Working to bring more business to Darien
Competitive taxes with neighboring towns	Library improvements	Communications
Keeping the city well-maintained.	Keeping residents informed.	Making Darien a great place to live.
Lowering taxes	Safety	Streets
Low taxes	Keeping crime low	
None. It has went downhill under Mayor Marchese.		
Not sure		
Educating/Informing the community of Darien	Improving Community togetherness by work with & supporting volunteer organizations like the DWC, Lions Club, Chamber of commerce, etc.	Street maintenance & Replacing parkway trees
?	?	?
They snow plow the streets very well. Great job.	The police are great.	
Darien connect emails	Parks updating	keeping Darien safe
We've only been here 1 year		
city services	city programs i.e. trees, concert replacement	budget
Great public works	New sidewalks around town	Hiring great communicators who contact people directly
not sure		
Not sure		
Implementing weekly, informative email newsletters.	Unknown	Unknown
Both water features on cass & Plainfield		
We've only lived here for 1 year, so can't comment.		
"Downtown" area	Negotiated to keep Home Depot in Darien.	

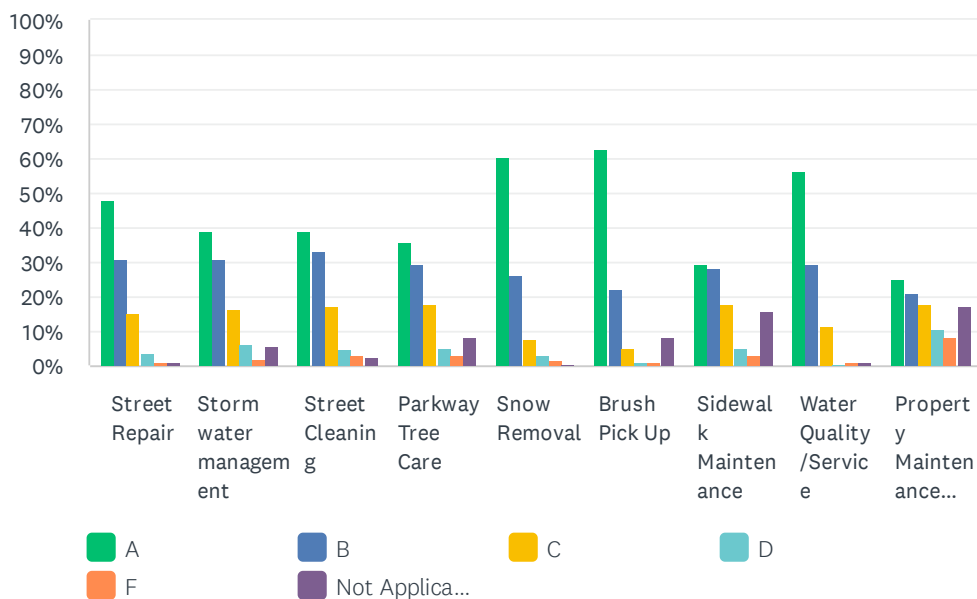
Q11 What do you consider the top 3 accomplishments of the City of Darien over the last 5 years?		
1	2	3
Better refuse collection - bins that close, larger size	Communicating with residents, i.e., Direct Connect, meet police officers	Nice place to live
New garbage service	Is street and sidewalk repairs	Keeping taxes lower
Keeping town safe	Keeping town clean	Encourage businesses to open
Low taxes	Senior garbage program	Continue senior discount
Crime	Taxes	Growth
Fiscal Management	Open and transparent governing.	Excellent City services (police, public works, city staff).
Flood Mitigation efforts	Modernization of City/Resident communications	Water Metering modernization
Development at Cass and Plainfield		
LRS	Great plowing the snow	
I have no idea what has actually been done for the benefit of the resident.		
NOTHING OUT OF THE PAST.		
LRC waste removal- senior rates		
Concerts	Safety	
Apperance	More activities	
Low taxes	New trash contract	Communication
No opinion		
Improved infrastructure	Better waste management company	Improved online presence
Stores	Business	
We've only been here 2 years		
N/A	N/A	N/A
Communication to the community	Sidewalk and street updates	
Are there any?	Convincing people to relocate out of Darien.	
Smooth and communicative process for resurfacing streets and maintaining parkway	Darien Direct Connect newsletter	
Improved area on Plainfield/Cass	Street pavement	Ordinance on garbage cans not being allowed in front of houses
New trash hauler - no trash on the street on a windy day		
No opinion		
Cleanup after storms	New trees	
still breathing during and after the pandemic		
Clock tower	Waste program upgrade	
Well Darien does do a good job on snow removal.		
Tree Service		
Getting Fly the Coop to come to Darien	Public works management of snow removal	Nothing else
Bailey Street Light	Darien "Downtown" Plaza	Communication
New garbage program	Keeping parks clean and beautiful	Streets clean/snow removal
Garbage rates	Sprucing up downtown area	Community activities
Garbage service	Tax Rates	
Starbucks strip mall/clock tower	Darien on the green	Communication
Low crime rate	Street maintenance	Budgeting process-avoiding unnecessary expenditures
Selecting a waster hauler who, as of right now, appears to be a good deal.	Electing a sympathetic mayor who cares about the city and its citizens.	
N/A	N/A	N/A
Communications with residents	Transparency	Event opportunities
Not alot		
NA - have not been here for 5 years		
Good and timely snowplowing	Enhanced garbage pick up	Detectives finding criminals
Improved communication to residents	Stable finances	Relatively low crime
Don't know	Don't know	Don't know
Unsure		
no opinion		
Snow plowing in Darien is awesome! Always on top of it 🙌📄	Love free branch pick up	
New garbage company that is really good	Good with keeping roads clear in the winter snow	The calendar with all the local organizations in one spot
Community bonding	Small business support	city center hub
The corner of Plainfield and Cass	Park across from library	Roads
nothing	nothing	nothing
Unknown		
Safety	Snow removal	Keeping us informed
Snow	Brush pickup	
Fiscal responsibility	Police	Public works
The downtown area is nice.	LRS so far seems to be a nice improvement--keep the senior pricing low, please.	The continual street improvements are refreshing.
Being fiscally responsible	Public Works Dept does great job	Police department does great job
Improved communication		
Filling empty properties	Improving city property	Keeping the city safe during the pandemic
communication	sound fiscal policies	

Q11 What do you consider the top 3 accomplishments of the City of Darien over the last 5 years?		
1	2	3
Clock tower and strip mall		
Keeping taxes low	Well run government	Safety measures
new garbage company despite the opposition!	road programs... keeping the roads in good shape	
Direct connect	Police	No more weaver
un		
Great street maintenance	Adding native plants to the towns green spaces	A huge plus for me was the refunding of the town taxes that were collected from the businesses. That in itself told us all the Darien takes care of their people (businesses).
The Dunkin' Donuts development looks very nice	The switch to LRS refuse pickup is the best we've had in the 30 years I've lived here	Snow removal and keeping the roads clear is something worthy of mentioning
Fixing the roads.	The new waste program.	
Great community - thats why we moved hre 2 years ago.		
Weekly city newsletter is very informative	Like the new refuse company's options: free yard waste, one item extra each week, senior plan, and electronics pickup	75th/Plainfield/Cass Avenue area finally looks presentable
The concert and public events	City is responsive when contacted	The police service is exceptional
keeping local businesses and getting new ones	providing services like new garbage pickup	communication with the web site,
Public works services	Public safety	Support for local public agencies and school districts
Stable city planning		
Bringing in new businesses	Communication	Community gatherings
Policing	Snow plowing	added businesses
Road improvement	.	.
Avoiding the creation of a "downtown Darien"	improvement of plaza at Cass and Plainfield	Communication
our great police force	having manageable taxes	like lrs for garbage
Moving DarienFest so it does not close Clarendon Hills Road for a week		
Communications have improved	Our mayor is visible and engaged in the community	
Disposal service supplier	?	?
Better garbage service	Park improvement at Darien community park	Streets well maintained
Unknown		
LRS!!		
Excellent street repairs and snow removal		
Great handling of Covid	Good communication with residents	Community events/concerts/fest have improved
safety	cleanliness	communication
Drainage	Commercial appearance	
Cass and Plainfield look good	City is clean	low crime
New streets (75th and side streets)	Free public events	
police department,,, although I think they need to enforce the law more	Public works... we have good streets and they take care of our grounds well	trying to make CASS / 75th more of a downtown area... please do more
@	D	^
Good public service	Maintenance of public land	Keeping taxes reasonable
Road maintenance and improvements.	Prompt snow removal.	
Snow removal		
?		
Continued to provide reasonably good services at low cost.	Maintained culture of safe neighborhoods	New City Council members are a definite upgrade
Surviving covid	Lowering garbage costs	Creating community events
street maintenance and related services	relative safety of city	keeping it "a nice place to live"
Being fiscally responsible	Maintaining a high level of city services by wonderful city employees	Attracting new business to Darien
LRS		
Supporting the shutdown of sterigenitics		
New waste management contract	Street repair	Fiscal restraint
Our street was paved and is beautiful and looks wider and cleaner.	Amazed by the programs held by the IPPL.	Many good restaurants
Widening parts of 75th Street. Wish it was all 3 lanes	Great library	Improvements to city parks
changing haulers	good mayor	
people voting down referendum		
Cass avenue redevelopment - new strip mall - north of Plainfield	Community activities - but would like Darien Fest to return to the park	Direct Connect / Communications
LRS	Street improvement	
Street repair	Snow removal	Improved waste management
Continuing to update and improve city infrastructure	Budgeting carefully	Communication
New Darien park equipment	Water fountain/improvements on corner of cass Plainfield	
great street maintance and sidewalks		
Renovation of the strip mall on Cass	Increased events around town- car shows, concerts, etc	New waste hauler
New garbage service	Darienfest moved from the park to current site	Repainting of fire hydrants
Not sure		
Improved Communication	Improved coordination between agencies and clubs	Continued improvements in flood control
new waste hauler		
Waste pick up contract	Increasing the Tax base	Getting more people involved in Darein related committee work.

Q11 What do you consider the top 3 accomplishments of the City of Darien over the last 5 years?		
1	2	3
Dunkin Donuts	Jades Apartment	New Warehouses
Communication	New garbage program	The Police Department is doing a fine job
Being a nice place to love	Resurfacing streets	Safety
Not sure, have only lived her for 3 years		
Improving roads & sewer systems	Water meter replacement	Bringing in more businesses
Crime management by police department.	Keeping established businesses and attracting new business.	City services are consistently performed well.
Better communication	Road maintenance	
Added businesses		
Fiscal management	Beautification	
????	?????	??????
Keeping tax rates down	City services, especially snow plow services	Switching to LRS
Maintenance of the roads		
?		
Maintaining city services without requiring tax increases.	Development of town cente although more needs to be done.	
LRS	Painting hydrants	Taxes
Cass and Plainfield renew (yawn)	New refuse provider	Overall Street maintenance
Newer residents		
The change to LRS services.		
Strip mall on Cass and Brookhaven mall look much improved	Moving of Darien Fest to Cass Ave was a good idea	Great garbage contractor at a reasonable rate
Repair of curbs and gutters and street resurfacing	Tree trimming	Property Taxes and overall Taxes are kept in line
Safety	Keeping Darien beautiful	Working whiten budget
Cass Ave development	Communication with residents	Community events
Kept taxes reasonable..Thank You	Staff well informed Thank You	keeping citizens informed IF they know where to look!
Landscaping	Darien fest to better location	Free concerts
quick cleanup after tornado	thorough police patrols	keeping things running during the pandemic
Police and Fire Departments		
A	B	C
Bringing in new development	More community events	Repairs of streets
Improved traffic flow	Creating a safe environment	Improving the Cass/Plainfield streetscape
Keeping streets and major sidewalks clean in winter.		
Refuse changes	Support after the tornado	Working to keep crime down
Getting rid of the waste stickers	Keeping the marijuana dispensaries away from neighborhoods	
Redoing our curb and streets. Did a great job!		
Refuse contract	Street conditions have improved.	Tree trimming
Not sure		
Sidewalk programs	Branch pickup	Help fill vacant businesses
Information	Butget	
Keeping Darien clean and beautiful.	Keeping residents informed.	Keeping Darien safe.
Commercial growth	Street maintenance	Parks
Fiscally responsible	Communication with residents	Improving streets, new garbage contract, strong police presence
New waste hauling contract	Cannot identify any other accomplishments	
good communication	stoplight approval for 67th and Clarendon Hills Rd	stopping Sterigenics
flow of city information		
LRS		
replacing water meters	new LRS contract	
Keeping Darien a safe place to live	The downtown area is looking nicer	
Snow removal.		
Cass and Plainfield development	road maintenance	
Not sure		
Enhancing the community		
We new garbage service	Clean city appearances	Responsive alderman to our needs ... ms sullivan
Water feature at Cass and 75th		
The town center	Parks updated	
Improvement of City Communication Vehicles	Enhancement of the 75th Street/Cass Corridor	City's Promotion/Sponsorship of Activities

Q12 Please grade the following City services: A-F

Answered: 360 Skipped: 12



	A	B	C	D	F	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
Street Repair	47.90% 171	30.81% 110	15.41% 55	3.64% 13	1.12% 4	1.12% 4	357	1.83
Storm water management	38.83% 139	31.01% 111	16.48% 59	6.15% 22	1.96% 7	5.59% 20	358	2.18
Street Cleaning	39.04% 139	33.15% 118	17.13% 61	4.78% 17	3.09% 11	2.81% 10	356	2.08
Parkway Tree Care	35.59% 126	29.38% 104	18.08% 64	5.37% 19	3.11% 11	8.47% 30	354	2.36
Snow Removal	60.34% 216	26.26% 94	7.82% 28	3.35% 12	1.68% 6	0.56% 2	358	1.61
Brush Pick Up	62.75% 224	21.85% 78	5.32% 19	0.84% 3	0.84% 3	8.40% 30	357	1.80
Sidewalk Maintenance	29.33% 105	28.21% 101	18.16% 65	5.31% 19	3.35% 12	15.64% 56	358	2.72
Water Quality/Service	56.42% 202	29.33% 105	11.45% 41	0.56% 2	1.12% 4	1.12% 4	358	1.64
Property Maintenance Code Enforcement	25.21% 88	20.92% 73	17.77% 62	10.32% 36	8.31% 29	17.48% 61	349	3.08

Q12 Please grade the following City services : A - F

Other (please specify)

This could be much better!! Too many ordinances go unnoticed.

Difficult to answer water question - vast majority of work is duty of and handled by DuPage County?

I wish they would stop putting stone at the edge of my parkway and street. When the snow plow curves around Chestnut Lane and Alabama it pushes the stones off on the grass area which kills it. Looks terrible.

Need to actually enforce.

We live in a culdesac in which sidewalks were repaired and there were a few that were missed and the ones they repaired, left the grass on either side a mess. I think it was done poorly.

Many of the homes in Darien could use face lifts. Uninhabited homes should receive more frequent inspections to keep mice under control

we have an area by mailboxes that has puddles when it rains and a ice area in the winter and is very dangerous. So many people have their trash cans out all the time

Street lights are needed at intersections in Farmingdale Village. Many corners are extremely dark and unsafe.

Many dead trees on private property

Snow removal keep hitting mailbox

Flooded yard From my neighbor being ' BY CITY" to point her(2 hers) @ my yard causing it to flood I was told they sit higher I should depend thousands of dollars for a French drain but city cannot approve for over 2+ yrs..all fucking Bull shit. Neighbor before we had drain tubes attached to their fosndpout to drsin tothefrontvthese bitches let it drain to my yard ON PURPOSE to piss me off, works!

Wetland homes in Darien Club should not be allowed to remove all their plantings.

There are many homes that still have garbage all over the front yard

Too many water main breaks

Properties are left to look unkempt (house backyard backs Cass north of Jewel. Rusty cement mixer, piles of dirt, weeds. House on Brookbank with junk cars in drive b3hind fence,

Some neighbors need fines for lawn/home apperance

Nothing is done about people who don't keep up property by allowing weeds to overtake at eas

Brush removal - used to make sure the area was left clean - now they barely pick all the sticks up. Where is the pride??? Bring back once per month pickup.

Water is so expensive

Water company billing department is difficult, water expensive

The cost of water is too high. And plenty of houses in my subdivision need improvement and maintenance.

Darien is a nice place to live, nothing wrong with classism to keep it that way

Upper Nantucket Drive is a great place with no complaints.

The street repair on Sawyer Rd (between 79th and Portsmouth) was terrible. That black filler is not even in the cracks, it lays all over outside the area it was supposed to cover

Parking of commercial trailers in neighborhood's

Q12 Please grade the following City services : A - F

Other (please specify)

Keep up the great work!

It would be nice if the city would drive through the neighborhoods and notice some residents make outdoor improvements that are not to code

Too many trailers parked on driveways

The snow plow guys are AMAZING! Best snow removal ever.

Please stop cutting the trees and making them look stupid... just move them out of the way. Snow removal... while good the ice blocks left at the end of driveways need to be addressed or cleaned up differently. Sidewalks need to be installed and cleaned especially around the schools for the kids safety. PLEASE put sidewalks in the Marion Hills area

As in other towns, free parkway tree replacement.

The city should enforce residents keep their garbage cans inside per city code

Some properties are in need of cleanup/general repair that don't appear to be inspected .

No support for issues on property lines etc

Police and Fire "A"

The City still relies on neighbors to complain about violations, rather than initiating action on violations

My family feels the City of Darien is doing an excellent job maintaining the city! Keeping us informed and we have an excellent police dept.

I don't understand why some crosswalks at corners were removed making it more difficult for people with strollers and wheelchairs to cross

A house on our block had a fire two years ago, and up until this week not much had been done to clean up the property. We feel the city should have put pressure on the owners to have it cleaned up a long time ago. It's an eyesore.

Old dental office on Plainfield and support for elderly residents on Plainfield. Would like to see more brush pick up during the early summer.

Thought there was a city code for coach lights in front of residences . Half the block has been dark for the past 3 years . Also notice people still leaving garbage cans in front view and also using garbage bins .

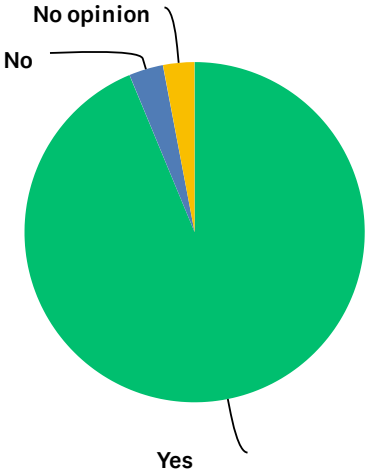
Too strict

Police and Fire/Ambulance service to community A

NEIGHBOR HAS 18 CHICKEN AND ROASTER AND NOTHING BEING DONE ABOUT IT

Q13 Do you feel safe in your neighborhood during the day?

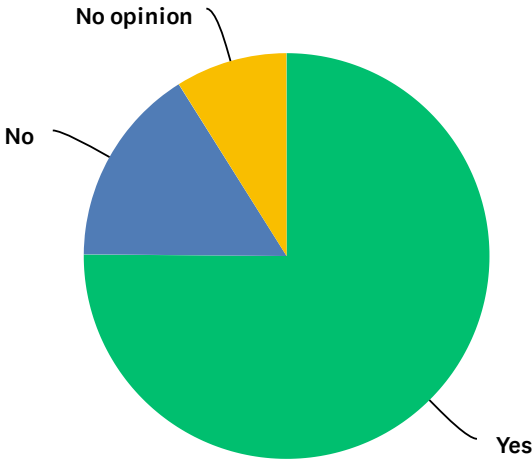
Answered: 368 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	93.75%	345
No	3.26%	12
No opinion	2.99%	11
TOTAL		368

Q14 Do you feel safe in your neighborhood at night?

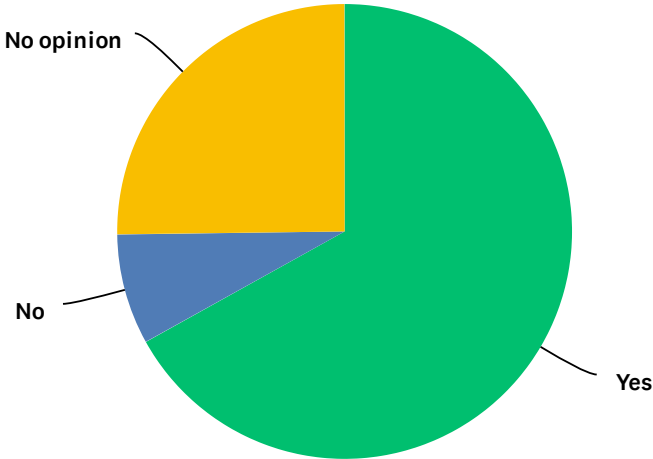
Answered: 370 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	75.14%	278
No	15.95%	59
No opinion	8.92%	33
TOTAL		370

Q15 Do you feel safe in the Darien parks?

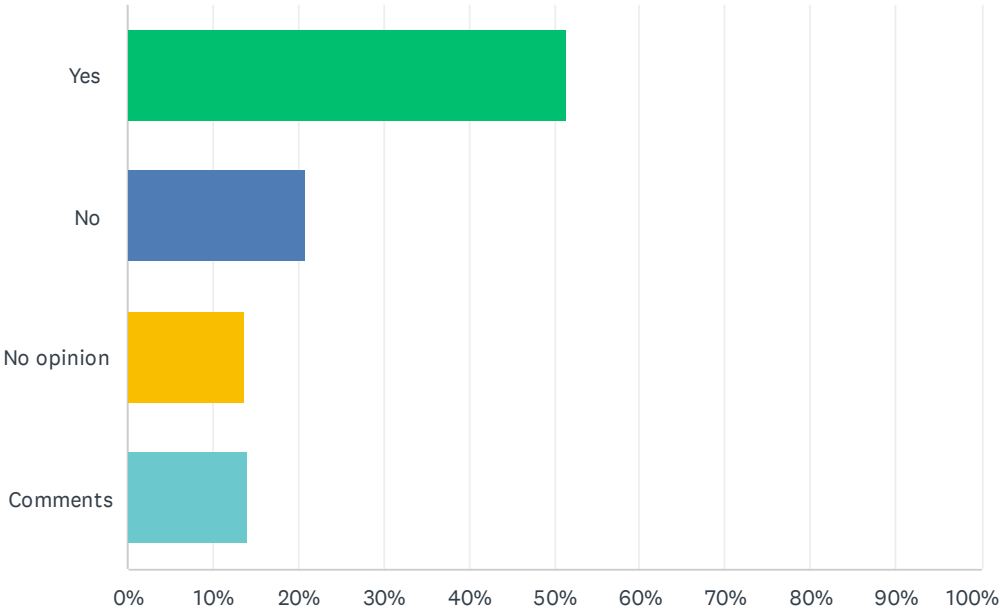
Answered: 369 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	66.94%	247
No	7.86%	29
No opinion	25.20%	93
TOTAL		369

Q16 Do you feel that the police patrol in Darien is sufficient?

Answered: 369 Skipped: 3



ANSWER CHOICES	RESPONSES
Yes	51.49% 190
No	20.87% 77
No opinion	13.55% 50
Comments	14.09% 52
TOTAL	369

Q16 Do you feel that the police patrol in Darien is sufficient?

Comments

usually, except for the half way house moving in

I feel the Darien Police Department is outstanding and never let an opportunity pass me by without thanking them in person.

Very seldom see them driving through the neighborhood

I think so. But I support the police if they say they need more... I would vote yes for more. I appreciate the value of law enforcement and do feel that many communities and laws are going in the direction of supporting people who commit crimes. I would like Darien to support the people who DON'T commit crimes.

Not on July 4th for sure. Police allowed local parks to be used after sunset for illegal fireworks

Generally yes but would be great to see more patrols across the subdivisions

There could always be more, Shop lifters should need to pay for police time

i don't know, don't often see them on our street but don't spend as much time in front as I used to Hire more police and community service officers.

More traffic enforcement needed.

More police presence is always welcome.

Depends where you live

Need more patrols on side streets

While results are good, still, I don't see regular patrolling via cars or bike or on foot. Good old fashion visibility. I know it is expensive to run the cars, though...

Could be better. Not visible most of the time.

I NEVER see Darien Police go past my property. NEVER.

I definitely think we can use more patrol cars lot of people fly through stop signs

I live close to them so I see them all the time. The more the better.

They need to ace a little more patrol in the subdivisions

Given Illinois overall crime concerns my answer is yes at this time.

NO parking on streets at night is key, makes trespassers and criminals easier to spot

I very rarely see a police car patrol our area. Need more police.

Tell residents to walk on sidewalks. Not in the street.

The police need more support!

I am beginning to see more of a police patrol presence in The Woodlands and I am grateful.

I support the police and feel they should be more of a presence.

i think we could use more police

Actually I'd like more police patrols. Being seen AND having the officers strike up a conversation with the residents when they see them. Specifically the children and teens.

I feel the police patrol is sufficient, but I feel more patrols in parks, at least the one I live near would be helpful.

would like to see more patrolling of Bailey, speeding issues

that will change jan 1 2023. I have been blessed to not have 2 call police and they were great when we were having the riots at walmart but things are going to change with safety law,so many things need to be reexamined in that law.I just want to be protected as a law abiding citizen and know what I can do to protect myself.

Q16 Do you feel that the police patrol in Darien is sufficient?

Comments

Given uptick in crime, more routine police patrol would be helpful.

Yes, I see them on the streets often, almost daily. However, I would like to see police patrol in the parks. On foot, several times a day and more at crowded times.

I wish they had a bigger presence especially in the parks and around schools.

I don't see police patrolling our area very often.

Yes, I see the police patrolling regularly as I walk , shop and travel through Darien.

There are times when I feel Cass Avenue needs a bit more speed control

Seems to be

There could be more presence on 75th . Constantly hear speeding /loud cars especially in the evening

Some years yes.. some years no.

I really commend them but they can't be every where, so obviously more man power is always better.

I know they come quickly when called

Police department support is wonderful

Police are tops!

It's not their fault

I am worried the SAFE T act will change things.

I am concerned with the increase in crime in the area

I think we need to fund for more police and patrols due to all these burglaries and car break ins and DUIs

Police Dept needs to at 30% more officers

I wish they'd visit the different subdivisions more often to be visible

see little evidence of police on evergreen with lot of cars

I NEVER SEE THE POLICE

Q17 If you answered no to any questions 13-16, what is the issue that you believe most threatens your safety or perceptions of safety?

Answered: 156 Skipped: 216

Q17 If you answered no to any questions 13-16, what is the issue that you believe most threatens your safety or perceptions of safety?

Open-Ended Response

No street light in my area

people driving recklessly, shop lifting in the area,

n/a

Darien is very safe but I don't feel safe anywhere at night. Not a thing specific to the town.

People from other areas coming in to destroy in our beighborhoods

Na

the half way house that moving in

We are near a major highway. There are people everywhere in the City or Suburbs who are capable of crime. Can't save us from all of them but I believe Darien does a good job in policing

911 delays

Groups of kids leaving their bikes on the path in the park

Night safety

The proliferation and spread from higher levels from Chicago and some surrounding areas. Also, close proximity of I55 and Rt. 83 as escape routes enables security lapses.

Home and car burglaries. Easy access to expressway, streetlights too dim in neighborhoods

Highway it needs wall

I see people wandering around and I have come in contact with nomads/homeless people. People have stopped me asking for money, some times in very creepy situations such as vans, which to me poses a threat to my safety. It seems we allow wanderers and sketchy people into Darien. They are very bold and aggressive.

Lack of Police patrols. Lack of patrol cars being seen on the streets

Na

burglsries snd car jackings

N-A

Transient condo renters in my neighborhood

Burglary and break ins

No place is safe anymore - life has changed that way

Car Theft, Assault

Thefts

Being a single woman means I'm never safe, regardless of how many police we have

I love our police and would like to see more in the streets

Our neighborhood is very dark at night. There are hardly any street lights. Main intersections should have light (i.e. along Meadow Ln.). Also South Grove Park should have some safety lighting in the area.

Burglaries

Had purse stolen at Smart Oaks Oark

Nighttime in the neighborhood - would feel more safe with more street lamps/lights

Thugs from city, stealing catalytic converters, residents I burglaries, I am scared to leave home in the dark...drive past DPD all cars in the station lot! Why not out on the street corners,in Walmart lot Jewel lot... show the thugs our police are everywher.

No enough police.

There is a need for an increase in police patrol.

Rarely see them

Q17 If you answered no to any questions 13-16, what is the issue that you believe most threatens your safety or perceptions of safety?

Open-Ended Response

Going to stores after dark is scary. Worried about theft & car jackings. Worry about daytime home burglaries.

Thieves

Shut down the Q Bar.

Speeders on residential streets.

Reading comments on the Nextdoor app on what's going on in surrounding areas (though I try to take it with a grain of salt!), reading your police blotter, and just an overall, probably irrational fear of being a single woman living on her own.

No visual sign of police presence

People make stuff up online; don't believe the hype

violent criminals and the new Safe -ty act in the state

World changing so therefore need more police presence

I just want to say that I contacted the village weeks ago and did not get a response. Myself and neighbors are very curious about construction on the northwest corner of Bailey and Plainfield. This affects the looks of our neighborhood. Even if it is not Darien, surrounding households should have been informed as to what it is and safety concerns.

People outside Darien visiting our community and committing crimes, i.e., the large number of catalytic converters being stolen

Becoming a sanctuary city

Not enough police presence. Used to see patrols of neighborhoods, Jewel parking lot, WalMart parking lot, etc.

Crime in the area is increasing in commercial areas. Do not feel safe going out at night to gas stations and stores.

More police patrols

Not enough street lights

Drugs/Gang related serious crimes: Armed burglaries such as recent smash and grab break-ins on South Cass

Police presence

Quality of life. We should be a progressive community - not act like people live on rural lots. Be a suburb people want to live in.

WORRYING ABOUT THEFT OF VEHICLE PARTS WHICH ARE COSTLY AND TIME CONSUMING

More police patrolling, need speeding tickets on 67th st

More officers on the streets

People driving through stop signs

I think speeding and traffic safely for pedestrians and bike riders needs to be improved.

Police presence

Guns

N/A

The infiltration of criminals from surrounding areas, particularly Chicago.

Gun control

911 system. Overall crime in the county and state

Seems there is an increase in crime, mostly theft in Darien

More street patrol less patrol on cass

Crime increasing

Q17 If you answered no to any questions 13-16, what is the issue that you believe most threatens your safety or perceptions of safety?

Open-Ended Response

i never see police drive in our neighborhood

We need street lights on Beller Drive.

Speeding cars down 79th street

Never see police drive by so speeding is a problem. I get passed when on 2 lane streets when I drive 5 miles over the speed limit.

N/A

School safety

More patrols in neighborhood

Fearful for my kids playing outside with Speeding down Brookerridge creek streets

Would like to see more frequent police patrols

More police presence at gas stations.

Property crime seems to be on the rise, including business burglaries, car thefts, and other issues.

Soft on crime politicians, alderman and administrators is the greatest threat to public safety.

robberies

We've had police chase stolen vehicles into our neighborhood. Police did a great job but it's concerning.

N/A

Just in general.. knowing that crime is coming more to the suburbs.. Sad that we always need to look over our shoulders 😞. Wish criminals & wrong doers would be more deterred; tougher laws would be ideal!!!

What is happening everywhere in Chicago is spilling over into the suburbs. I wouldn't say that I don't feel safe on Darien streets, I don't feel safe in the parking lots.

Need the station manned 24/7. More officers patrolling. What happened to police being present in school?

There are many benefits to police RO in schools

na

the troublemakers who roam the streets without a care for respect of property, because they know nothing will happen to them due to the tied hands of the police department.

None

Too soft on criminals

society in whole. you don't know what to expect anymore

No streetlights in our neighborhood so it's very dark. And drug deals go on in DCP so that needs attention.

Our kids are not safe in that park.

I don't trust anyone anymore with the way this country is going

There seems to be more people lurking around.

Drug deals/meet ups in the park late at night are frequent and the neighbors who see clearly have shared what they see. I don't know if I'd say unsafe on a continual basis, but there are many scenarios where you keep your eyes open.

Young people "racing" their cars at night - fireworks on non-holidays

Police presence on the street isn't very visible. Better patrolling of the neighborhoods

wild animals, the coyotes are tame, have no fear

N/a

Lack of needed amount of police

Q17 If you answered no to any questions 13-16, what is the issue that you believe most threatens your safety or perceptions of safety?

Open-Ended Response

safety act, ties the hands of police, they need to be able to do what will protect citizens not the criminal.

Large groups, particularly teenagers, who think it's funny to poke the bear.

Traffic enforcement. The ditches were removed from 67th street. Without curbs on the street, I am very uncomfortable with people speeding while my kids are riding their bikes

Would love to see the police more patrolling my neighborhood. Overall they do an amazing job and I thank them for their service.

do not see many patrol cars

Visibility of police in neighborhood is low

None

NA

Night time crime

Not enough police

I feel like we have taken away the power of the police and given it to the criminals. I need the police in my town to enforce the LAWS and those that break them pay the consequences. You don't get in trouble with law enforcement... if you don't do anything WRONG

Robberies

*

Cars speeding on 67th street from Cass to CH road,

NA

N/A

The level of lawlessness in the country at this time makes me refrain from walking or shopping after sunset. If I'm going out for dinner, I will have a companion.

Speeding drivers down residential streets. Would like to see more speed bumps.

Criminals coming off the expressway

I do not see the police patrolling our area.

People coming to our town along major roads to steal cars and rob houses.

we need to see more patrolling police

I very rarely see a patrol. I assume because of personnel shortages.

more police cars present

I feel safe

Na

Overall crime is up most everywhere. Crimes are committed by others travelling into and thru our community. You can't stop all crime. I believe our Police Officers do a tremendous job.

Just the world around us has changed. It is not something Darien is or is not doing, it is just the sign of the times, people coming from other areas to do harm, and just the chaos of our world right now. Too many bullies, thieves, and disrespect to all communities. I do fear going out alone not knowing if or when I might get attacked. I do have nightmares about it. I barely sleep and have cameras surrounding my house, but the times have changed and people have no respect for others. Even when people post on Next Door about a theft off their porch, driveway, etc. the people condone it and don't see anything wrong. This is upsetting, but again it is not necessarily a Darien issue. Crime needs to be dealt with harshly and come Jan. 1st I fear things are going to get even worse.

More police presence

Q17 If you answered no to any questions 13-16, what is the issue that you believe most threatens your safety or perceptions of safety?

Open-Ended Response

Carjackings, home burglaries
Rising crime
I rarely see officers patrolling
N/A
The trend of more crime and guns coming out to the suburbs.
Mobility of outside influence targeting Darien due to ease of access
Car break ins show people are wandering our neighborhoods at night looking for opportunities plus we have plenty of sex offenders as our neighbors
Individuals from outside of Darien.
Non resident wandering
People NOT from Darien. I feel sometimes they come to Darien to cause/create issues.
Car hijackings, gangs in parks, poor lighting on side streets and in parks
Patrolling neighborhoods
Outsiders
Don't see a patrol car very often in my area
More drive by patrols on residential streets.
SAFE T ACT January 1, 2023
Dark, strangers in the area, crime statistics,
Too many drivers speeding and not stopping at stop signs
Influx of crime
As above in question 16
I do not go to parks at night
Na
none
Crime, Vandalism coming off I55 traffic, easy get away-this area needs a ton more patrol. i stopped last summer a potential kidnapping on Hinswood coming back from a run. Car pulled over to lure one of my neighbor kids, got there just in time. Age 5.
More presence of visible police and card
Groups of teens; speeders in the library lot that cut through to skip the light at Plainfield and CH - very dangerous!!
THEFT
None

Q18 What are the top 3 things the police department should focus on over the next 5 years in order to keep Darien a safe community?

Answered: 270 Skipped: 102

ANSWER CHOICES	RESPONSES	
1.	100.00%	270
2.	78.15%	211
3.	55.93%	151

Q18 What are the top 3 things the police department should focus on over the next 5 years in order to keep Darien a safe community?		
1	2	3
More officers to patrol I feel they do a great job.	More visible Always responsive	
Speeding Community engagement	Community outreach through schools Get Walmart to beef up its own security	Back the Blue! Training
Stop speeding Walmart parking lot	Stop people going through stop signs Shopping malls in general	Stop people when they don't stop on right turn on red Neighborhood drive bys
No opinion Go ahead with Walmart fees for frequent crime preventing police from being on streets.	Enforcing no parking overnight	Prosecuting lawbreakers to the fullest extent so as to deter out of community lawbreakers.
More police presence on our local roads too many drivers are not following the rules ie speeding and not stopping at stop signs !		
Violent crime guns	Mental health not letting businesses with equipment be run out of the home	Prevention programs don't let half way homes move in
Bigger presence in the area speeding	Not just for traffic tickets license plate cameras for police vehicles	tickets for driving with bright lights & no lights went raining
Kindness in service Regular presence at school	Keep up the good work Increase police staffing budget permitting	
Strictly punishing offenders Visability of police		
Speeding More obvious patrolling of possible crime locations	Shoplifting With increase of problem activities (weed shop, gambling, more growth) perhaps increase personnel to supervise	Have always appreciated the fast response. Keep up that standard.
More presence Criminal activity	Stop speeding down side streets Residents' Personal Safety	Residents' Property Safety
More patrols Vacant store fronts in strip Malls, Dotty Places, Walmart	Speeders and tailgaters	Better street lighting
Loitering Patrolling subdivisions more-especially those with frequent break-ins	Beggars	Tresspassers
KNOW we love, respect and need you. Thank you for protecting our community	Please STAY healthy and strong (buff is definitely a plus...smile)	REMAIN as approachable as you have always been. Your smile makes me happy.
Community events interacting with police Protect Schools	Patrol neighborhoods often Crime	Patrols Respond to 911 calls quicker
Theft/car jackings Police presence - I like seeing the police driving around the neighborhoods I say hello every time	Gang activity/drugs Support the police . Don't put them in impossible situations. Set them up for success and connect to other resources (mental health) when needed	Collaboration and consolidate functions w other municipalities, Ducom. The ability to stop crime without the risk of the police being unjustly accused of poor policing. Obviously, if there IS bad policing that is a different matter entirely.
Appropriate staffing school safety	Regular patrols texting and driving	patrolling neighborhoods, particularly at night when things seem to happen
Keep patrolling the parks regularly, especially during the summer nights Getting to know the community members. Programs like meet a cop are good.	Letting the community know how they can help especially on July 4th when illegal fireworks in community parks was a very big problem.	Don't be afraid to enforce the rules and laws in a lawful way. The police have a hard job.
Body cameras Openness increased patrols	Community engagement Increased patrols	Catch criminals timely Having the people get to know you
maintain a low crime rate Do we still have bike patrols?	patrolling schools to prevent shootings N/A	gang activity N/A
More petrolling night time	increase presence of police	Hiring of more police

Q18 What are the top 3 things the police department should focus on over the next 5 years in order to keep Darien a safe community?		
1	2	3
no opinion		
Neighborhood Beats	Neighborhood Meetings	Neighborhood Reporting
No opinion		
Increased residential and business presence for theft deterrence	Increased presence / visibility at community schools and athletic events	Active presence on public security forums like the Ring Neighbors app to answer questions and dispel rumors.
Illegal drug use and distribution	Home health and safety	
Social resources	More patrol	Lighting
Have police speak at the schools	Crime prevention in the neighborhood	Walmart & Home Depot need more safety
Patrolling residential streets to curb theft of cars. Visibility to curb carjackings and thefts.	Continued education and training of officers for safe practices	Collaborating with neighboring towns regarding crime, drugs, etc. and continue doing a great job!
More resources dedicated to task forces to stop burglary rings		
Outside gang members in apartments	Speeding	
More neighborhood patrol		
Stay visible	More involvement with residents as far as their needs	Keep doing what they do well.
Nighttime neighborhood patrol	School safety	
Working with legislators to appeal the safety act		
Patrolling	Traffic safety	Keeping residents informed
Hiring	Training	More community get to know police
More police ,more patrols	More cops in business parking lots not @ station having coffee	Be present communicate with us taxpayers..
Traffic laws on side streets		
Keep up the excellent work they are doing.		
Crime control	Traffic violation enforcement	Keeping open communication with citizens
Don't know		
Home burglaries	Preparedness for mass shootings	Personal attacks on people in parking lots. Robberies, car jackings, etc.
Enforcing the law with speeders, drunk drivers and all violations		
School safety	Overnight theft	Bad drivers
Hire more officers to patrol the neighborhoods. Put the money into the hiring of more officers than worrying about the schools so much.	Keep on patrolling the Q Bar for violaters.	Put up more cameras of all kinds everywhere to combat crime as the criminals from Chicago are here, and going to keep coming up here and it's very disturbing.
Patrolling our streets daily so outsiders know we are well protected	Have public meetings on how to keep our homes and us safe. Especially after the Safe Act starts	Look out programs for our seniors by keeping them most informed about safety and scammers
Schools	Parking lots	Streets
Criminals from the city.	Good city management	Speeding traffic
Speeding on side-streets	Stopping at Stop Signs, Stop Lights - too many rolling stops	Use of turn signals
More communication/alerts	preventative measures	visibility
Slow down on neighborhood roads	Add speed humps / speed limit detectors	Highly patrol areas where crime occurs weekly
Being present in the community	Keeping good communication with the community	
Speeding/school zones		
Car burglaries	Presence at schools	Presence at community events
Unknown	Unknown	Unknown
Larger police presence	prosecuting criminals once arrested	Relationship with community members
Speeders in the streets		
More police on force	More frequent patrols	
Patrol the streets more routinely day and night. Show more of a presence.	Have periodic meetings with the community to exchange information on safety.	Keep up the great service they already provide.
Keep children safe in and around schools.		
Creating the awareness that Darien does not tolerate crime	More visibly patrolling at night	Educating citizens on how to prevent/protect against crime
More police protection	Keeping the homeless off the street	Better response to people that call in for help
Increase visibility in neighborhoods	Better patrolling at night	Racing and noisy cars on Cass, chronic problems,
Patrol side streets and commercial zones	More patrol cars near stores and gas stations	Traffic enforcement on roads stepped up

Q18 What are the top 3 things the police department should focus on over the next 5 years in order to keep Darien a safe community?		
1	2	3
Patrol parks	Watch for speeders	Retail theft
Increase patrols of commercial properties.	Increase patrols of the residential subdivisions.	
Visibility / friendly patrolling	Community Engagement	Gang and Drug related crime prevention
Presence in neighborhoods	Ensure criminals are arrested	
They are great		
Drive past ALL residents' homes.	Police and keep our parks safe.	Make sure community businesses do not infringe on quality of life of your residents.
LESS TRAFFIC ENFORCMENT AT NIGHT (midnight-5am)	FOOT PATROL INSIDE BUSINESSES TO MAKE OFFENDERS AWARE POLICE ARE PATROLLING INSIDE	
Patrolling the streets	Attention to recent car and house theft	
More patrolling neighbors	More officers	
Stealing	Speeding	Cell phone use while driving
More monitoring of speeding cars		
Staffing	Training	Pay these officers well
Increased patrol	Racing cars	Red light enforcement
Mental health situational training	Kids mentorship	Community relations
Crime	Walmart	Section 8
School Zone Safety	Solicitation in neighborhoods	Traffic/Speeding/Reckless Driving
Increase neighborhood patrolling.	Gas station patrolling.	Shopping center patrolling.
		Patrol through neighborhoods and fine people who regularly park over the sidewalk as this increases risk of falls for bikers/walkers (especially kids) as they have to maneuver around vehicles onto grass or streets because of inconsiderate homeowners.
Presence at Walmart-crime reported regularly there	Patrol around schools	
Gun Control	Continued patrols	
More officers patrolling	More visibility	More news of incidents on websites
more visibility, patrolling the neighborhoods	Walmart is a magnet for crime, be more visible, make em think twice	Get the speedsters off Lemont Road
Speeding	Subdivision patrol	
This is up to the professionals.		
Street. Patrols	Cars just going up and down streets	
Talk w residents	Community watch programs	
Begin a program to facilitate relationships between residents with special needs and their families so these individuals can become more independent contributors to our community. Having a system to register our lives ones and building relationships with officers would be highly beneficial.		
Add street lights in the Farmingdale neighborhood.	Increased patrol of neighborhoods.	
Speeding cars throughout Darien		
Community engagement		
Increased presence-patrolling, walking in parks, drive around in parking lots	Training in gangs, latest drugs, defusing domestic situations	Train the public in active shooter preparedness
Traffic Enforcement		
Speeding cars especially along cass and I55	More patrolling in neighborhoods	Get out and meet and greet our local citizens
School safety	More community events with police presence	More communication about safety initiatives
More car patrols	Checking on vandalism	Enforcing curfew
Patrol the subdivisions more.		
More police presence	Cameras	
Keep up with technology	bring on more officers when needed	

Q18 What are the top 3 things the police department should focus on over the next 5 years in order to keep Darien a safe community?		
1	2	3
Robberies near expressways	Cars running red lights in the morning down Plainfield Road	Cameras at critical locations throughout the community
Watch out for thugs from other areas coming in to threaten our residents	Come down on the above in a very hard manner.	
Shoplifting	Speeding	
N/A	N/A	N/A
Informing residents of new laws (as ridiculous as they may be)	Maintaining equipment needs	Remaining properly staffed.
Needs a lot of thought.	Police need to be able to to their job without restrictions.	
Identify and prosecute criminals to the fullest extent of the law	Encourage and promote gun acquisition and safety for residents	Mandate if a business calls police and an arrest is made the business must prosecute and not drop charges or face a fine
communications about on going situations		
Remain vigilante.	Remain firm but fair and respectful of citizens.	Require respect from citizens.
Surveillance to prevent catalytic converter thefts	Reduction of reckless driving (speeding, etc.)	Continued visible patrols of all streets
More officers	Better assignment to patrolled areas	Better equipment
Bias training and mandatory therapy for officers	Deescalation training	Hiring a social worker to partner with officers
Speed enforcement on Cass	Our police do a great job. Keep it up.	
Can our laws be tougher...? We cannot turn into one of those soft-on-crime cities.	In Florida, their rules & policies are crystal clear, so criminals KNOW they're not going to get away with things and be off the hook!	Maybe interact more with the very young, so they know police are always there to protect.
Crime	Speeding and red light blowing	
Patrol more especially if the Safe t act takes effect, it's the opposite of safe	Would like to see Darien more involved with keeping public aware a few times a year of the sexual predators in the area and update when they move in or out	Would like to see officers holding something like a national night out, but like an event or two for public adults and kids to interact together at a fun event
Crime	Drugs	Speeding
catalytic converter theft	break-in home theft	gun control
Speeding	Stop sign at 69th and Wilmette	Police staying safe
put criminals IN jail	arrest parents of underage criminals	
Unknown		
Continuing to patrol the neighborhood	Continuing what they are doing	We are very proud of our city!
Arrests	Enforcement	
bike patrols in parks and around Brookhaven	n/a	
Gangs	Drugs	Crime from non local people
Remove and deport illegal immigrants.	It seems there are a lot of transient drivers without licenses, insurance, registration, etc. and they are let off with a ticket. I think they should be jailed as a message to obey our laws.	Keep up the good work--I feel the police are doing a great job!
Gangs, if any	Drugs	Patrolling all neighborhoods
Prosecute people who break the law	Be vigilant about unusual behavior	Answer calls quickly
increase patrols in neighborhoods	community outreach	
?	?	?
Car break ins	More neighborhood patrolling	Speeding on 83rd street/loud cars
Regular patrols of the streets.	Arrest those committing crimes.	Be a visible presence.
speeders and drunk drivers	theft	
Traffic	A	A
Shoplifting	Speeding	Community relations
Traffic/speeding enforcement	Utilize FB in addition to Twitter to send out notifications. Many people don't use Twitter	
Focus on juvenile offenders.	Eliminate drugs and drug related crime.	
Crack down on drug offenders	Crack down on loud cars	Make sure they have a good pay scale and benefits.
More neighborhood patrolling	More presence in business/shopping areas	
Protecting our community		
Enforce noise ordinances for automobiles	Routine overnight patrols	Maintain traffic enforcement
Burglary suppression	Proactive gang and narcotics enforcement	Interdiction at high school regarding problem students

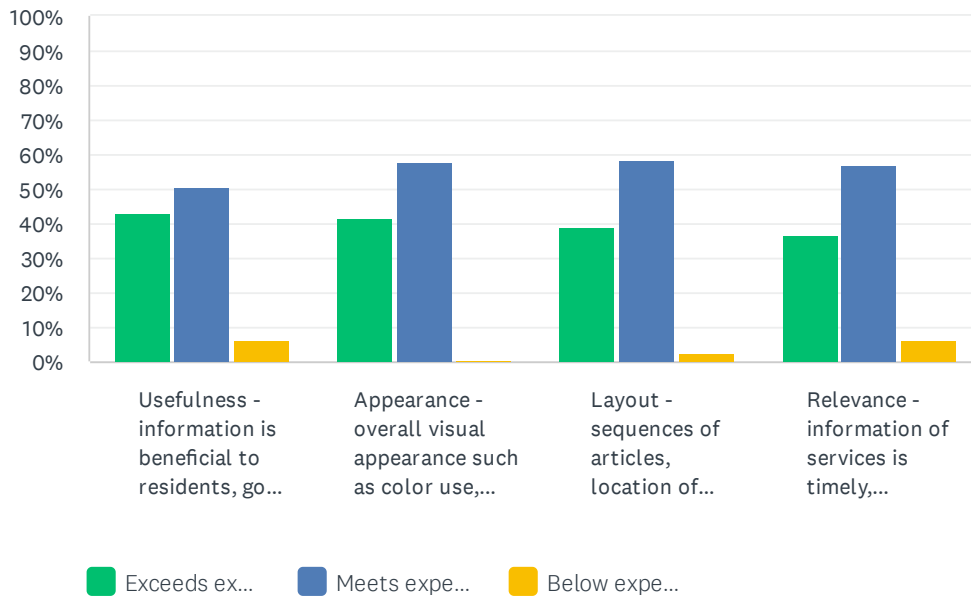
Q18 What are the top 3 things the police department should focus on over the next 5 years in order to keep Darien a safe community?		
1	2	3
any thing I can think of is a minor issue , they are focusing correctly on crime		
Deescalation training	Staying on top of the latest technology trends to prevent mass casualty events and threats in general	Hire more officers and invest in our police
Keeping good officers	Helping the community	
shoplifting	major crimes	speeding
traffic enforcement (illegal/loud vehicles, unsafe driving,distracted driving)	Suspicious people and activities	Vehicle theft
Educate citizens	public outreach	Community presence
support our police,hire more if need be. they do a great job	think of citizen over criminal	enforce the laws and lock up criminals ,the revolving door of release that has them back on street before officers paperwork is done has to stopp
Arrest shoplifters/ criminals	Stop Drugs coming into community	Crack down on speeders on side streets
Speed enforcement	Increased visibility on a daily basis	Presence at the community parks
Could we get some lighting at Smart Oaks park at night? It is pitch black.	Keep our schools safe, have a frequent presence there	
ticket speeding	show more of a presence	ignor the SAFE-T act
Building relationships with community members	Proper mental health support	Presence in diverse neighborhoods in positive ways
Nothing		
Impaired drivers	Stoppage of influx of crime from Chicago	Smash and grab incidents
The areas near the highways seem to be targeted (gas stations, homes, etc). Any way to focus on these areas to keep them safe?		
Better communication	More involved with events	Friendlier
Traffic	Unsafe drivers	theft
Better enforcement	More patrols	Better visibility
They are focused! Lets make sure we do our part by taking the handcuffs off of them.		
Park patrol/safety	School relationships	Wave when they drive by and residents are out :-)
Have a greater presence with in the community not only as law enforcement but also as leaders	Enforce the laws, which will make criminals take a second look at doing something in our town	get rid of the criminals in our area or at least let it be known that their behavior is being watched and tracked
More presence		
Noise pollution	Community outreach)
Community engagement	Patrolling	Enforcing tickets
Safety of citizens	Transparency	
Speeding on Cass Av. and on 67th street.		
Street patrol	Speeding	Communication with residents
Schools	Schools	Schools
Apartment complex safety	Day time theft	School safety at the high school
retaining well trained officers and staff	keep focus on traffic violators	
Maintaining a strong presence in the community at all hours of the day	Working with prosecutors and courts to prosecute criminals to the fullest extent of the law	Working and communicating with neighboring communities police departments
Speeding/drunk driving	School safety	
Frequent patrols		
Crime coming into the community	Scams	
Maintaining a presence in neighborhoods	Connecting with schools	Publicizing crime
safety for children walking to and from school	enforcing speed limits	getting to know community residents
Enforcing laws: speeding, texting while driving. I see drivers with phones in their hands all the time.	Watch for groups in the early hours of the morning that are up to no good.	
Traffic law enforcement- especially on speeders/ reckless drivers.	Keeping crime rate low.	Keeping neighborhoods safe at nite.
patrol more		
patrol		
Neighborhood patrols		

Q18 What are the top 3 things the police department should focus on over the next 5 years in order to keep Darien a safe community?		
1	2	3
maintain funding levels	maintain/increase # of officers	
No additional things		
More visibility		
Fair and unbiased execution - let's not make the national news		
Speeding cars / traffic enforcement on side streets where cars cut through to reach main streets	Drunk driving leaving bars at night . QBar/ dry dock .	
more police being seen		
Speeding in residential subdivisions	Unauthorized vehicles on streets- i.e mini-bikes and go-carts	Unauthorized door to door solicitors
Maintain current level of service, as I feel they are doing a very good job.		
Speed enforcement	Residential theft prevention	
Continued traffic enforcement	Continued presence and visibility	Continued engagement with the community
monitoring shopping centers ie walmart		
subdivision speeding	Correct any traffic signs that need changing	
Be more visible	Interact a bit more in community. Instead of hanging out in groups disperse and talk to residents at Darienfest or national night out.	
Increase presence	Increase manpower	More monitoring of high crime areas that are known statistically
More police presence	Policing speeding	
Patrolling neighborhoods		
Zero tolerance for crime		
Evening patrols through residential neighborhoods	Community outreach (more touch a truck, NNO like programs)	
Being more visible		
Keep up the enforcement/arrests on felony crimes.	Increase residential patrols, especially overnight.	Start a community watch/ safe watch program with citizen volunteers.
Fair treatment of all residents and visitors	Gain better resources for calls on people with mental health issues	Make sure the department has all the resources it needs
Outreach programs	Communication	
Keep homeless in appropriate places	Keep presence at events	Speeders on Cass ave
Community involvement	Patrolling	
more police visibility	nailed the speeders	
Keeping drugs out	Keeping crime low	Keeping guns and gangs out
Out of town thieves		
Speed enforcement	Hang activity	Bullying
Carjackings	Theft	See more patrols in car in neighborhoods
	Publicize when arrests/convictions are made on community/retail crime offences	Collaboration with neighboring departments relating monitoring potential outside offenders
Higher profile visibly at City gateways (I55, 75th st etc)		
Night patrols in neighborhoods	Park patrol evenings	Near schools arrive dismiss traffic monitoring and child safety
Speeding by non-residents.	Shoplifting at local stores.	Residential burglary and property damage.
		Attention to big commercial parking lots where thefts can most likely occur
School safety	Attention to suspicious persons and vehicles	
Keep a better police presence in the neighborhoods due to speeding	Keep a better police presence in the neighborhoods due to the increased traffic from Chicago to Walmart and our gas stations.	Keep an eye out for door to door solicitors that are coming from the Chicago.
Traffic enforcement in residential areas	Cass ave speed control	
They are doing a great job		
Interact with residents	Be approachable	Respect
HARD NOSE enforcement of laws...Plates, speeding, red lights	Make all payable with stiff fines, creating a revenue source	Let the police know we know they are doing the best they can!
School safety	Car hijackings	Retail store theft
Theft	Catalytic converter registration	Patrol's

Q18 What are the top 3 things the police department should focus on over the next 5 years in order to keep Darien a safe community?		
1	2	3
Keeping outsiders out	Retail theft	Traffic enforcement
More visible patrolling	KEEP apprehending people not abiding by safety rules (traffic)	
Patrol neighborhoods more		
Talking to parents and students about guns and violence.	Continue to warn residents of impending scams, threats	What you already do
Gang infiltration		
More patrols through neighborhood		
Body cams for police	Accountability	Reach out to residents in regards to the safe t act.
Safety	Safety	Safety
Make sure the police are trained and visible in the neighborhood.	More community interaction	
Offering help with getting video doorbells	Code enforcing	Neighborhood meetings
Increased presence in neighborhoods		
Be aware of crime statistics in neighboring areas.	Keep residents informed of criminal activity.	Educate residents on ways to protect themselves and their property.
Patrolling the streets 24x7	It appears a lot of arrests are of people not from our area	Make sure the bars are following the lae
Speed limit enforcing		
Absolutely do not allow protesters	Work with businesses regarding theft	Prosecuting drivers who break law: drugs/alcohol;no license/insurance;carjacking; continued police presence at night.
Support professional training to ensure balanced enforcement	Hire diverse officers	Provide financial support for equipment
traffic safety	preventing speeding on Darien street	keep pratolling
more patrolling in neighborhoods	add additional police officers	
increase officer count by no less than 30%	Make sure our laws arrest/hold and PROSECUTE criminals	small crimes are still crimes-arrest and prosecute
Let car jackers know you will prosecute them	Crack down on scammers	Patrol subdivisions so people know you're around
Talk to the people more!		
Continue the same, doing great job		
Have presence in malls.... Stores..., streets., parks .. schools a	Alerting the public to criminal and safety issues	
More frequent patrols	Community safety seminars	Call boxes in parks
PATROL	PATROL	PATROL
School security		
Body Cameras	License Plate Readers	Training in Mental Health Awareness

Q1 Please rate the newsletter, Darien Connections

Answered: 144 Skipped: 2



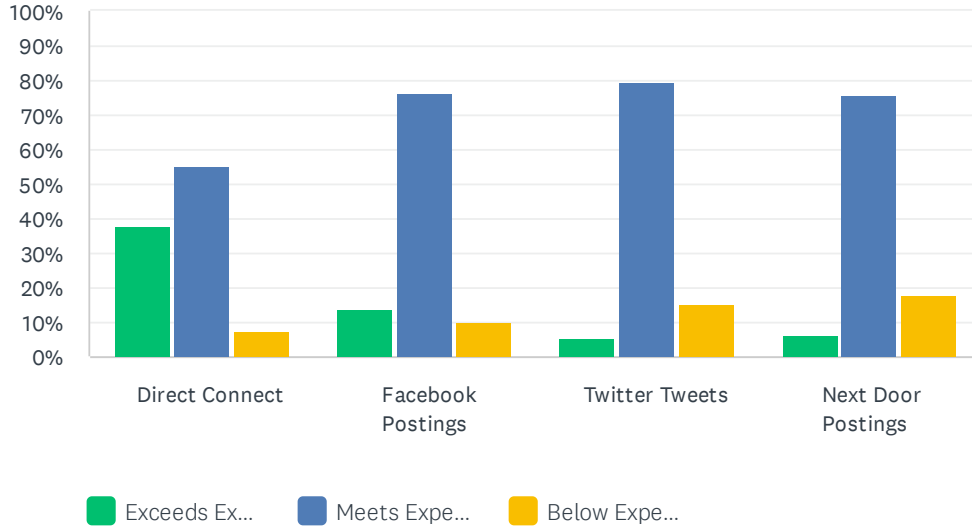
	EXCEEDS EXPECTATIONS	MEETS EXPECTATIONS	BELOW EXPECTATIONS	TOTAL	WEIGHTED AVERAGE
Usefulness - information is beneficial to residents, good mix of services and general information	43.36% 62	50.35% 72	6.29% 9	143	1.63
Appearance - overall visual appearance such as color use, pictures, fonts, attractiveness	41.67% 60	57.64% 83	0.69% 1	144	1.59
Layout - sequences of articles, location of contact information, length, and placement of articles	38.89% 56	58.33% 84	2.78% 4	144	1.64
Relevance - information of services is timely, selection of issues	37.06% 53	56.64% 81	6.29% 9	143	1.69

QUESTION 1
Comments:
like the chronologica order
None
Recently we had a wonderful group of police officers come. We would like to know if they caught the person they were looking for on Linden and Brookhaven Ave
I LOVE these newsletters!!
All in all Darien is a well run city," a nice place to live"
Free speech? U post something , not freedom of speech per constitution, but. It's city removing the posts..no freedom of speech,are we not allowed to have a differing opinion? See your opinions in voting booth...
I believe proof reading is in order. After reading part way thru The City of Darien I noticed all dates reflect 2022..is it not 2023.
I especially like the Mayors weekly statement. He obviously enjoys the office and really cares about the city. Sometimes in government it is refreshing to see an elected official express himself in such a sincere and personal manner.
Good mayor. Great communicator
Public bathrooms, not port-a-potty, are needed at the parks. The malls are going empty. Sad to see.
The only issue that has not been addressed/resolved is the installation of the new gas meters. I called and was told that I would be contacted in the next few weeks. That was over a month ago and we still have heard nothing. What's up??!
I think you are doing a good job with this
I'd like see links to prior city meeting minutes.
Never received the second one
Great job informing the residents; keep up the good work!
Very diverse and well thought out marketing approach
I very much enjoyed the Darien Connection newsletter
why Darien does not follow their own laws , as far as garbage can not in sight of the street, not placing brush in front of property until weekend before
Love the Mayor's column!
Less quotes and stories, more information. City posted nothing informing residents of the needs of schools that had referendums.
I feel like there is never anything new. Why not have articles about human interest stories in the area? Even the business spotlight is nothing more than listing names of businesses. Why not write an article on them? Who they are, why they chose to open in Darien?
Looks great, good flow
I have never received the 1st or 2nd edition of the Darien's newsletter. I do receive the weekly direct connection. Are these being mailed? Bonnie kucera
Would like to see more information on water quality more often. I found a black residue on the bottom of the water container of my Keurig machine. I am using bottled water now.
Good idea, good product.

Keep up the GREAT job!
Thank you for your commitment to open, candid communication with residents. I enjoy your heartfelt weekly messages and appreciate all that's done to keep us informed. Great job!
I feel like over time the messages and information have gotten better and better. Thank you!
I enjoy the Mayor's message but sometimes it seems a bit long when reading it on my phone.
As tax payer VOTER resident 30+ yrs,Darien.i resent ehrrvsny comment is made to Darien's posts ,uou remove our posts, removing our thoughts posts,negative comment is attempt yo CONTROL ehst you want put out there, rather communist in my opionion. Allow negative comments! The speeding cars on 67th,69th,71st are out of control! More police ! Home on corner of 67th & Richmond a DISGRACE toview'code violations! Side driveway ' dig out' by ameturs, I want one too thst vlose yo my neighbor! His gutters hanging off on new driveway side, trucks due's trsilers back hoes, all parked in 1 front driveway. Throwing in ' 30 lsmdscsp plants' does not hide how terrible it looks.enforce codes on books,he recently hung colorful poster on his fence asking ' why are his neighbors are reporting him"? Childish! While @ garden event chestnut park, many visitors TO Darien were commenting on this,,embarrassing,shameful to us who live here, mayor would not tolerate this in his golf course community! Y should we? Slighted place to live?
The mayor's stories are not relevant, too long and sometimes borderline culturally and socially inappropriate
Not sure Mayor's stories should be so personal in nature.
Very professional and good, important and current information
The only experience I have w a city newsletter is from Darien. It meets my expectations.

Q2 Overall, the communications as it pertains to your expectations as it relates to the following:

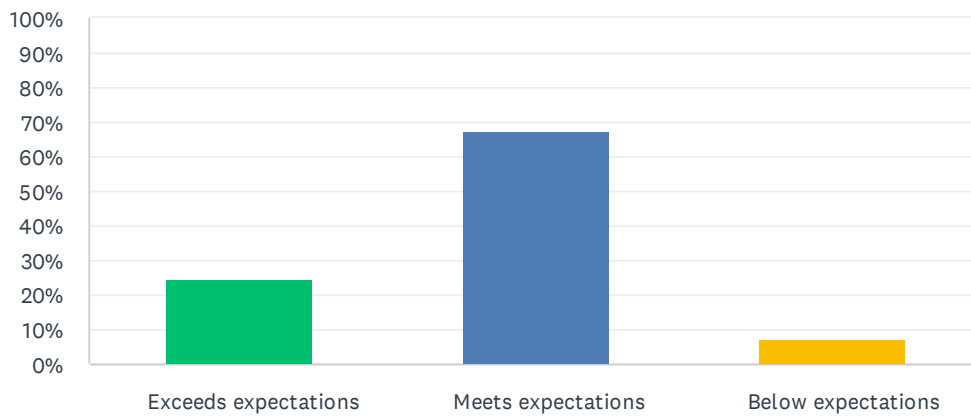
Answered: 139 Skipped: 7



	EXCEEDS EXPECTATIONS	MEETS EXPECTATIONS	BELOW EXPECTATIONS	TOTAL	WEIGHTED AVERAGE
Direct Connect	37.68% 52	55.07% 76	7.25% 10	138	1.70
Facebook Postings	13.64% 12	76.14% 67	10.23% 9	88	1.97
Twitter Tweets	5.08% 3	79.66% 47	15.25% 9	59	2.10
Next Door Postings	6.33% 5	75.95% 60	17.72% 14	79	2.11

Q3 Overall, the City's social media

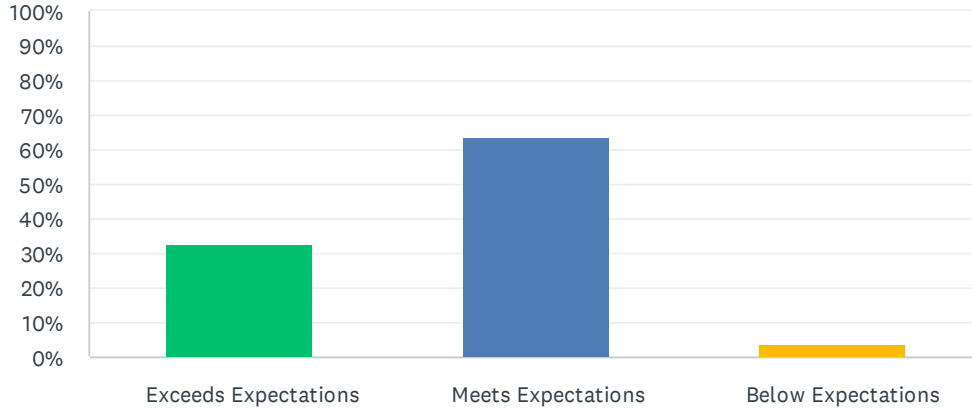
Answered: 132 Skipped: 14



ANSWER CHOICES	RESPONSES	
Exceeds expectations	25.00%	33
Meets expectations	67.42%	89
Below expectations	7.58%	10
TOTAL		132

Q4 How satisfied are you with the City's staff responding to your emails/calls

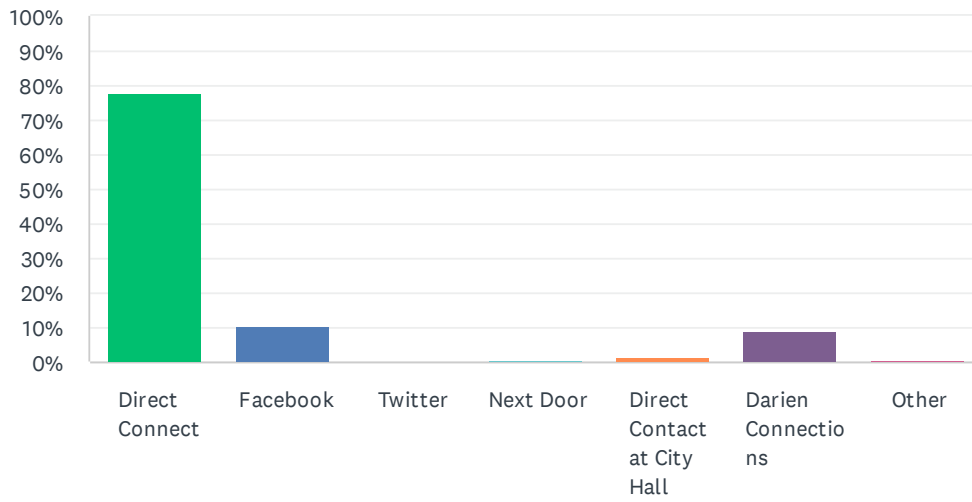
Answered: 132 Skipped: 14



ANSWER CHOICES	RESPONSES	
Exceeds Expectations	32.58%	43
Meets Expectations	63.64%	84
Below Expectations	3.79%	5
TOTAL		132

Q5 What is your PRIMARY source of receiving information from the City?

Answered: 144 Skipped: 2



ANSWER CHOICES	RESPONSES	
Direct Connect	77.78%	112
Facebook	10.42%	15
Twitter	0.00%	0
Next Door	0.69%	1
Direct Contact at City Hall	1.39%	2
Darien Connections	9.03%	13
Other	0.69%	1
TOTAL		144

QUESTION 6 Suggestions/General Feedback

Open-Ended Response

I would love to see Darien put in more sidewalks, especially along Lemont Road between Plainfield Road and 75th Street.

None

When my bedroom was inundated with live wasps I called several exterminators who promised to come but didn't. Some even required a credit card in advance and still didn't show up. Out of desperation I called the police dept for an exterminator referral and they came through with a referral. They were very kind and helpful. We are all so fortunate to have caring public servants in our city. Thank you Darien Police Department!!!

As a working mom in her 30's, here's some feedback that might be helpful: *I love the mayor's Facebook posts, and enjoy reading them when I can, but as a busy working mom, I unfortunately scroll right past them without clicking to read as I'm always in a time crunch. The few I've read are eloquently written, but I don't and can't prioritize reading them when my To Do list builds up and I have 5 minutes to quickly check social media. Perhaps save these posts for Sunday's when people are more relaxed and have a bit more time to read and enjoy? The media myself and other moms tend to use are Facebook, Instagram, and Twitter as they're short and contain quick info. Check out LemontDowntown on IG- our community would benefit from little pictures and event captures like those where the pictures and posts feature old and new things around town, upcoming events, etc. Also, perhaps include more info about our schools, sports teams, etc. I only tend to find this info posted on Darien Moms groups, and rarely on Next Door (posts tend to focus on older generations, and school age parents tend to like and use Next Door less and less). When featuring local restaurants and business, jazz up the posts- include pictures, menus, deals. Post info about Hinsdale South or Darien Swarm games, Historical Society events, school fundraisers, etc. Hope some of this feedback helps!

None

When calling about an issue, the response is almost immediate, definitely within a day! The personnel are educated and so polite and understanding!

Keep up the good work!

Really enjoy the newsletter in my inbox. Miss the Darien Magazine that used to come every couple months.

More on Facebook

Keep up the good work.

2 of 3 Darien school districts were up for needed referendums. The City did not even mention it. The newsletter does not have to endorse one side or the other, but to ignore completely is irresponsible. Both are major issues in our community. Making sure residents know that there is something that can affect their tax bill, property values, etc. is something that should be highlighted with links to the school sites with factual information for people. Frankly, ignoring these in June made me incredibly disappointed in our government.

I appreciate the weekly Direct Connect. There is always very useful information in there and the layout makes it very easy to read each Thursday. I have gotten the email for many many years and it always provides useful information. I do not follow the city of Facebook or twitter and do not have a next door account..

None

More social activities...like the music on the green. Craft show, taste of Darien, etc.

See my previous comment. In general, however, I think that the city communicates well with its residents.

Thank you for all you do!

My wife and I love the concerts at the golf course. They have been fun, and great time to socialize with other residents. keep them going, and have others like it.

The only "complaint" I offer is when I call the general number after hours and leave a message, it doesn't get returned. The general VM box I'm referring to. Otherwise everyone gets back to me promptly and whoever does the Facebook/Nextdoor updating does a great job. Just the right amount of content and always timely.

Need to receive it to make comment

I just signed up for Direct Connect via email. Prior to this, Face Book was my source. I learned of the Carriage Green concerts and attended all 3. Great community outing; loads of fun. Please consider continuing next summer.

Whether I have stopped into City Hall or emailed someone, my concern is always answered promptly. Thank-you to all the city employees who truly make Darien a nice place to live!

I appreciate what you did and please Keep on working the way you did.

Direct Connect / E-news does not need the Mayor's weekly soliloquy (Mayor's Message) in which he feels the need to teach us mere mortals his great wisdom. Instead, have a hyperlink to his own site where he can communicate his lessons at any length he feels necessary.

Keep up the good work.

The Darien website should have links to access the current Darien Direct and the most recent Darien Connections. Whatever happened with the Darien monthly magazine that used to be issued monthly ?

I have sent e-mail directly to some Darien officials, and I used to get quick and helpful responses, but lately I have not gotten responses to a number of requests.

Love Darien!

You had crack repair done and then had roads immediately removed and resurfaced. Who is paying for such waste? Do more to attract young families. Invest in something besides fast food. Add more sidewalks. Less concrete, more plants.

Can we get new aldermen? Many have been there a long time and just don't seem to care, never see them out in the community, or talking to people to see what they want.

Having a newsletter is better than not having a newsletter - but it certainly isn't something I look forward to reading.

Set up subscription to text alerts for notice of events and emergencies

Biggest problem is that the City of Darien, Chamber of Commerce, and Park District can't seem to get along. That's sad and it shows in the unprofessionalism in your social media communications.

Please see above comments about not receiving the Connections piece. Thanks. Bonnie Kucera

Good job.

Love the Darien Connect newsletter

Residents with information pertinent to the Darien community should be able to submit an article to Direct Connect.

none

Communications have improved substantially.

Good way of effective communication to keep residences informed about things we should or need to know. Thanks!

Darien does an excellent job in communication and city services.

I think you are doing a good job.

Keep up the great work!

Well laid out and informative

Keep Up the GREAT work. My daughter is not in school yet but it would be nice to have important dates about the schools in the information or links to to the different districts. I look foward to reading the Darien Connections.

Enforce codes,no favorites... city should contribute \$\$\$\$\$. To make Old Lace school,museum a show piece,not sn eyesore,old fashioned White hydrangeas,old time flowers should be placed & maintained BY city of Darien, even w volunteer help . City tax dollars used this is OUR legacy building.protect it not ignore it.

Good job to all those whom make Darien run and grow

N/a

Great job!

Love Direct Connect

Thanks

KEEP UP THE GOOD WORK

Only some emails are answered. But overall the city tries to do what it can

2022 Goal Setting Survey Results

Resident Communication

	Schauer	Vaughan	Kenny	Chlystek	Sullivan	Gustafson	Belczak	Coren	Ragona	Marchese
Direct Connect	A	B	A	B	A	A	A	A	A	A
Website	A	B	B	A	C+	A	B	A	B	A
Newsletters	A	B	A	B	A	A	B	A	C	A
Cable Station	C	C	B	A	C-	B	C	A	E	C
Staff Customer Service	A	A	A	A	A	A	B	A	D	A
FaceBook	B	C	B	B	B	n/a	C	n/a	F	A
Twitter	B	C	B	B	B	n/a	C	n/a	F	A
NextDoor	?	C	A	B	B	n/a	C	n/a	F	A

Coren – staff does a great job. I get many positive comments.

Schauer – I believe we should do more advertising on FB & Twitter. Cable station is an ongoing issue that should be improved across the board.

Kenny – residents text me during CC meetings about not seeing the meeting or not able to hear. Volume has been good lately.

Chlystek – For DC – it would be great to see other alderpersons write in DC. It’s great for getting the mayors name out there and have heard good feedback. However, residents ask why aren’t other elected official highlighted or featured besides the mayor?

Sullivan – really like improvements to DC, addition of newsletter & calendar added to website. Still feel more revisions needed on website & more frequent updates and refresh.

Belczak – DC is the most efficient method of communicating. The quarterly newsletters look great but they aren’t often enough. (Not suggesting spending more on this, just stating a fact). Next Door is a cesspool; not sure that spending more time would help. Lastly, I’d like the DC to make the links to agendas/minutes larger and more obvious so no one can complain that they can’t find the information.

Municipal Services

	Schauer	Vaughan	Kenny	Chlystek	Sullivan	Gustafson	Belczak	Coren	Ragona	Marchese
Street Repair	A	A	A	A	A	A	A	A	A	A
Storm Water Management	A	A	A	B	A	A	A	A	B	A
Street Cleaning	B	A	A	A	B	A	A	A	E	A
Parkway Tree Care	A	A	B	A	A	A	A	A	B	A
Snow Removal	A	A	A	A	A+	A	A	A	A	A
Brush Pick Up	A	A	A	A	A	A	A	A	D	A
Sidewalk Maintenance	B-C	A	B	A	A	A	B	A	B	A
Multi-Year Planning of Municipal Capital Projects	A	A	A	C	A	A	A	A	B	A
Property Maintenance Enforcement	A	A	B	B	B+	A	B	A	C	A

Schauer – there are a couple of places (example Cherokee Dr) that has had curb cuts for sidewalk replacement that has not been completed yet. Not sure if delay from strike but going on over a month

Vaughan – Municipal Services does an outstanding job at keeping Darien clean. The staff is very responsive to residents’ needs and provides top notch support 24/7.

Kenny – we have a code enforcement officer yet I still get calls on certain properties that are unkempt. Treating roads with a deicer before snow events has been great.

Chlystek – Not sure what is up this year on capital projects. Many parents were looking forward to sidewalks being complete before school year and haven’t really seen anything done on 79th Street. People were really asking especially after the good sidewalk repair why the 79th street concrete wasn’t poured at the same time.

Sullivan – excellent all around. Would like to see more frequent street cleaning. Explore higher fines for property enforcement – many people ignore

Gustafson – I am very impressed with Municipal Services and Dan Gombac

Belczak – Municipal services are solid. City looks great, although it seems like we have not been as strong at enforcing code violations as I anticipated with the hiring of a code enforcement officer.

Administration and Finance

	Schauer	Vaughan	Kenny	Chlystek	Sullivan	Gustafson	Belczak	Coren	Ragona	Marchese
City Audit Process	A	A	A	B	A	A	A	-	D	A
Monthly Financial Reports	A	A	A	A	A	A	A	-	B	A
City Budget Process	A	A	A	B	A	A	A	-	C	A
City Financial Management	A	A	A	B	A	A	A	-	A	A

Coren – Julie does a great job. The rest is unfair for me to evaluate

Schauer – we have great finance overseeing

Vaughan – The admin/finance teams does a great job making sure the city is fiscally responsible.

Kenny – during the beginning of the pandemic, the city had to pivot and did it well.

Sullivan – stellar all around!

Gustafson – Great team – great treasurer

Belczak – Our finances are transparent. Mike & staff do a fantastic job.

Police Services

	Schauer	Vaughan	Kenny	Chlystek	Sullivan	Gustafson	Belczak	Coren	Ragona	Marchese
Responding to Emergency Calls	A	A	A	A	A	A	A	A	A	A
Promoting Police Community Engagement	A	A	A	B	B	A	A	A	D	A
Proactive Crime Prevention	A	A	A	B	A	A	A	A	C	A
Traffic Enforcement	A	A	A	C	A	A	A	A	B	A
Police Staffing Level	A	A	B	?	A	A	B	A	A	A
Information Provided to the Public	B	A	A	B	B	A	B	A	E	A

Coren – could use a little more neighborhood notification if there are issues in a particular area.

Schauer – I believe we should put more info on FB & Twitter for issues that advise instantly. Example –I get calls about accidents and have no idea what’s going on. We should put on FB, Twitter when issue occurs, status of it, and estimate and let know when completed.

Vaughan – Our police department is outstanding.

Chlystek – This year I seem to have gotten more complaints then the past 7 years with regards to police visibility. Just today, I had a resident on the 7800 block complain and parents on 79th street. People out of the woodwork bringing this to my attention. My thought is patrols in morning and evening rush hours will get you more bang for the buck visibility wise. Following school bus etc. More complaints this year than 2020 during the many of the protests even. From an engagement standpoint, top notch feedback when residents to engage with police. Only thing that comes to mind is as Alderman Gustafson, police at Walmart. Officers from other towns bemoan having to do the misdemeanor paperwork over candy bar theft. I would think we are probably similar.

Sullivan – our police force is amazing. Would like to see public safety town hall and perhaps periodic workshop on self-defense and neighborhood patrol.

Gustafson – want to have the PD charge for excessive calls for retail theft

Belczak – I have never heard any constituent complain about police services. Chief Thomas is extremely knowledgeable and well-spoken and although he probably doesn’t want to, I liked to see him give more reports. As an alderman, I don’t believe it’s our job to question the everyday running of the police force. Our job is to support the Chief & his fellows supervising officers as they have the experience and know how.

Miscellaneous Items

	Schauer	Vaughan	Kenny	Chlystek	Sullivan	Gustafson	Belczak	Coren	Ragona	Marchese
Staff Responsiveness to your Questions	A	A	A	A	A	A	A	A	C	A
Agenda Memos and Back Up Material Distributed for Council and Committee Meetings	A	A	A	B	A	A	B	A	A	A
Economic Development Program	A	B	B	B	C+	C	B	A	B	A
Action on City Council Items				D						
Summer Concert Series	A	B	A	A	B	A	A	A	D	A

Kenny – Would rather see restaurants than smoke shops

Sullivan – staff is wonderful. More work and big picture planning needs to happen with EDC. Concerts were great – would like 2 more & need to do more promotion in advance.

Chlystek – Added – ACTION ON CITY COUNCIL ITEMS – Action on City Council items: For this one, I don’t understand action or lack of action by city administrator on things. Seems to pick and choose. As an example. When Alderman Belczak brings up the concern about chickens, movement is done to address this ordinance wise. When Alderman Gustafson brings up concern about Walmart theft, I seen no work done, except Alderman Gustafson having to do the leg work to see and learn what other towns do. Another example..... Years ago, concern was raised (By Alderwoman Sullivan) about the amount of Vape shops, and smoke places in Darien. I never seen movement by the City Administrator to offer options, or suggestions Just recently, you have consensus on Planning and zoning, and full consensus on council to see what options we have to limit vaping and smoking in Darien, and no action.... I would like clear understanding why one alderman’s concerns move action to address, where others get ignored or pushed back on by staff.This lack of consistency/and clarity is why you see some elected officials must jump and scream at meetings to get things addressed.

Gustafson – I do not see any wins by the EDC

Belczak – I really like getting the zoning meetings before the MS meetings as it gives me an insight into what was already discussed & why. I like to see all the aldermen receive copies of the minutes any committee meetings prior to counsel meeting, if it is relevant to the topics on our agenda. I’d also like the EDC meeting minutes since the residents are always concerned about what new businesses are coming to the city. Summer concerts were a huge hit. Maybe send a separate DC on the Wednesday before the concerts.

Transition of New Refuse Service - LRS

	Schauer	Vaughan	Kenny	Chlystek	Sullivan	Gustafson	Belczak	Coren	Ragona	Marchese
Communications to Residents	A	A	A	A	A	A	A	A	B	A
Services Provided to Residents	A	A	A	A	B	A	A	A	A	A
City Staff Assistance	A	A	A	A	A	A	A	A	D	A
E-Waste Events	A	n/a		A	A	A	B	A	C	A

Coren – much easier transition from the resident standpoint. This was largely due to a lot of hard work by many city staff members.

Schauer – E-waste I think is excellent. We again should advertise more on FB& Twitter how to sign up for it

Kenny – always going to have bugs in the system. Great job

Chlystek – One of the best things we did!! Glad I supported and pushed getting some new garbage refuse company in Darien => I'm glad to see that it paid off and see LRS involved. The extra effort was well worth it. Really surprised we tried to keep Waste Management initially.

Sullivan – communication was extensive. People just did not read material. Those who did not participate in past didn't understand everyone was in this time. LRS had some hiccups but did their best to fix.

Gustafson – well received by the residents

Belczak – transition was seamless. Many people that I spoke with that were against giving up the stickers have been won over the high quality of services. I'd still like there to be a battery and/or light bulb drop off at CH, as it is unclear where one can dispose of these items.

Top Priorities

Coren – 1) policing and resident security 2) road/sidewalk maintenance & snowplowing 3) continued communication & transparency to residents.

Schauer – 1) improving & maintaining infrastructure 2) better funding or more ways to fund police pension without marijuana dispensary

Vaughan – 1) street light and sidewalk on 67th and Clarendon Hills 2) increase walkability score in Darien by providing safe pedestrian infrastructure. Bike lanes on Cass and Clarendon Hills Rd leading into Waterfall Glen

Kenny – 1) obtain a new municipal services facility 2) consolidate the 3 elementary school districts 3) seeking talent for city administrator, police chief and municipal services director

Chlystek – 1) Get young residents into this town. As Mr. Brian Gay said, our demographics are not conducive to get more business in here that we want. A family of 4 or 5 will spend more money per capital than retirees. The fact that our only focus is low taxes, while other towns with

Higher taxes, Downers Grove, Westmont, Naperville is seeing great growth from new business that want to move in, due to there ability to attract younger people. We have closed our lady peace school, and enrollment of D61 has dropped from 1700 to around 1200 students over 10 years, just reiterates the challenge of getting young people into Darien.

Sullivan – 1) maintaining infrastructure, roads & other projects 2) address growing police pension debt 3) IDOT & possible sound wall

Gustafson – 1) start charging for excessive police calls for retail theft 2) educate residents on safety issues 3) retail re-development

Belczak – 1) funding police pension 2) maintaining police personnel 3) completing any remaining rear yard drainage projects

Marchese – 1) police pension funding 2) redevelopment of shopping centers 3) senior services 4) movement to electric vehicles

Suggestions

Schauer – I still believe we should have a text message system for Darien to let people know of issues occurring

Kenny – ability to pay for services on line; financing options for residents; City of Darien app

Chlystek – Getting back on track to executing Capital projects like we did. I know supply chain has been a challenge and getting some contractors. However, overtime that will ease.

Sullivan – hire a person to support staff & community events; merge chamber with city & EDC; establish a way to blast text messages to all residents

Gustafson – charging for excessive police calls for retail theft; clone Dan Gombac; continue to obtain grant funds

Belczak – publicity drive to make DC more accessible

Marchese – maintain and update equipment for public works; merge Chamber into the city and provide personnel to act as liaison with business and chamber – involve businesses in sponsoring community events; provide for more community events for residents

GOAL SETTING TOPICS SUBMITTED

Joe Kenny

- Enforcement of speeding on all residential streets. We tend to get several complaints from residents regarding speeding through the neighborhoods.
- Annexation of residential unincorporated areas
- Increasing revenue without raising taxes through economic incentives to attract businesses to Darien

Mary Sullivan

- Long term relationship between city of Darien and Chamber of Commerce and its connection to the Economic Development Committee. Are there different options for a partnership/merger that would serve both groups and forge a unified path.
- Possible review of codes/zoning to regulate the number of businesses like smoke shops coming into the community and their proximity to one another.
- Partnership with the Darien Park District on a band shell/pavilion to be used by the city and other community groups.
- Future special events like concerts, fall fest, Fine Arts showcase etc. Plan earlier and secure dates while coordinating with surrounding communities and Darien events.
- Continued progress with communications via printed newsletter, enhancements to website and potential ability for texting/emailing.

Eric Gustafson

Chestnut Court redevelopment plans
Lace school property development
Discussion of charging retailers for excess retail theft calls

Thomas Chlystek <TChlystek@darienil.gov>

Hi Bryon,

Earlier this summer I stopped by a gas station and grabbed the attached South Haven newspaper about their town/ city council putting together a long term vision of there City (10 to 20 years). I chatted with a few council members and they seem to like the idea/ support the thought.

Before I bring it forward for goal session I wanted to confirm that we currently don't have a long term vision? I know we have a motto, and 3 year budget estimate, but I am not aware of a long term vision on how we envision the City in 10,20,30 years down the line?

GOAL SESSION: (Chlystek)

1. Bike Lanes!! This will help counter some of the bad vibe we get from smoke shops. Young people are looking for a commuter friendly place, and even Mayor Marchese has been utilizing his awesome new bike. Let's fully utilize the gold mine of water fall glen that is behind us.
2. Add sidewalks to the north side of 79th street.
3. Come with a long-term vision of Darien. We have a comprehensive plan, but how do we envision out City in 10, 20, 30 years.... With Cars going Eclectic, do we anticipate a Speedway at Cass, and 75th still? Or maybe a long-term plan that puts something else there? As Mr. Burnham would say, "Don't make small plans" I will send some more info, and reach out to towns that put together a long term vision to get details.
4. More Native plantings in Medians.

Improving City Services and Darien's focus over the next 5 years.

Mayor Marchese, Bryon and Dan,

Gentlemen, in response to the 2022 Goal Setting Agenda survey and listing Darien's priorities, as well as improving city services, I thought I would write this letter because there is one thing that we should focus on and it is something that is all tied into one thing. Briefly, I believe our city services have always been top notch, not only because of the people we have running it, but also because we have had taken an active roll in replacing and upgrading equipment on a regular basis. However, because of the supply chain issues that have occurred this past year, the push towards more environmentally machinery, and the fact that COVID has caused scarcity of parts while causing inflationary pressures, I believe we should do these things going forward for the next few years:

- 1) If any equipment that needs to be replaced in the next 2-3 years, we should push it forward up on the list to the next 1-2 years to make sure we have the equipment and not be on a waiting list.
- 2) We must continue to adhere to Darien's mission statement that we provide the top services at the lowest cost possible to our residents.
- 3) As technology in equipment improves, we need to ask will the new technology last through an average days' work, AND last as long as current equipment? Example: gas versus electric equipment.

My biggest concern when it comes to city services and maintaining the level service our residents have come to expect, really comes down to one thing and that is will we always have the equipment available in good working condition to complete the task at hand? As an example: the last thing I would want to see is that we have a major snowstorm, and we do not have a full supply of working trucks to do the job because we have a truck that needs replacing and we are on a waiting list for it. OR we are forced to buy electric vehicles where we run out of batteries in the middle of a snowstorm. While at the same time we had to pay more for that type of vehicle either because it cost more because of the technology, or because demand is higher for gas vehicles, and we had to pay more to get it immediately. I truly believe that having access to good working equipment, is our biggest issue we face the next few years.

Thanks, Ted