

# Lombard, IL

## The National Community Survey

Report of Results  
2025

**Report by:**



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National Research Center at Polco is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

## About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Lombard. A livable community is a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live. The NCS was developed by the experts from National Research Center at Polco in partnership with the International City/County Management Association (ICMA) and has been administered in hundreds of communities across the United States.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS focuses on the livability of Lombard by categorizing survey questions into the ten main “facets” of community livability shown below, which have been identified through years of extensive survey research as those that are most impactful to residents’ quality of life.

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement

The report provides the opinions of a representative sample of 501 residents of the Village of Lombard collected from February 5th, 2025 to March 19th, 2025. The margin of error around any reported percentage is 4% for all respondents and the response rate for the 2024 survey was 17%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Lombard.



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### How the results are reported

For the most part, the percentages presented in this report represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). On many of the questions in the survey, respondents may answer “don’t know.” The proportion of respondents giving a “don’t know” response is shown in the full set of responses included in the “complete data” section; however, these responses have been removed from the analyses presented in the main body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

## Comparisons to benchmarks

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. In each tab, Lombard's results are noted as being "higher" than the benchmark, "lower" than the benchmark, or "similar" to the benchmark, meaning that the average rating given by Lombard residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as "higher" or "lower" than the benchmark means that Lombard's average rating for a particular item was more than 10 points different than the benchmark. If a rating was "much higher" or "much lower," then Lombard's average rating was more than 20 points different when compared to the benchmark.

## Methods



### Selecting survey recipients

All households within the Village of Lombard were eligible to participate in the survey. A list of all households within the zip codes serving Lombard was purchased from NRC's mailing vendor, Go-Dog Direct, based on updated listings from the United States Postal Service. Since some of the zip codes that serve the Village of Lombard households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of Lombard boundaries were removed from the list of potential households to survey. Each address identified as being within Village boundaries was further identified as being within one of the 6 areas. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

An individual within each household was randomly selected using the birthday method. The birthday method selects a person within the household by asking the "person who most recently had a birthday" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the introduction of the survey.

### Conducting the survey

The 3,000 randomly selected households received mailings beginning on February 5th, 2025 and data collection for the survey remained open for 6 weeks. The first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. All mailings included a web link to give residents the opportunity to respond to the survey online, as well as QR codes to further encourage participation. All follow-up mailings asked those who had not completed the survey to do so, and those who had already done so to refrain from completing the survey again.

Of the 3,000 households that received the invitations to participate, 501 completed the survey, providing an overall response rate of 17%. The response rate was calculated using AAPOR's response rate #2 for mailed surveys of unnamed persons.<sup>1</sup>

It is customary to describe the precision of estimates made from surveys by a "level of confidence" and accompanying "confidence interval" (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents' opinions are relied on to estimate all residents' opinions. The margin of error for the Village of Lombard survey is no greater than plus or minus 4.4 percentage points around any given percent reported for all respondents (501 completed surveys).

### Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a "key and verify" method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2020 Census and 2023 American Community Survey estimates for adults in the Village of Lombard. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.<sup>2</sup> The results of the weighting scheme for the probability sample are presented in the following table.

NRC aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g., age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups.

		Unweighted	Weighted	Target <sup>4</sup>
<b>Age</b>	18-34	6%	28%	30%
	35-54	29%	32%	31%
	55+	65%	40%	39%
<b>Area</b>	Area 1	19%	17%	17%
	Area 2	13%	15%	16%
	Area 3	19%	23%	24%
	Area 4	18%	15%	15%
	Area 5	16%	16%	16%
	Area 6	16%	14%	14%
<b>Hispanic origin</b>	No, not of Hispanic, Latino/a/x, or Spanish origin	95%	89%	89%
	Yes, I consider myself to be of Hispanic, Latino/a/x, or Spanish origin	5%	11%	11%
<b>Housing tenure</b>	Own	88%	70%	70%
	Rent	12%	30%	30%
<b>Housing type</b>	Attached	28%	43%	43%
	Detached	72%	57%	57%
<b>Race &amp; Hispanic origin</b>	Not white alone	15%	31%	31%
	White alone, not Hispanic or Latino	85%	69%	69%
<b>Sex</b>	Man	41%	47%	49%
	Woman	59%	53%	51%
<b>Sex/age</b>	Man 18-34	2%	12%	14%
	Man 35-54	14%	17%	17%
	Man 55+	24%	18%	17%
	Woman 18-34	3%	16%	16%
	Woman 35-54	16%	15%	14%
	Woman 55+	40%	22%	21%

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python, and Tableau. For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, essential/very important, etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey, respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the “complete data” section. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

### Contact

The Village of Lombard funded this research. Please contact Amanda Kaufman of the Village of Lombard at [kaufmanac@ci.staunton.va.us](mailto:kaufmanac@ci.staunton.va.us) if you have any questions about the survey.

## Study Limitations

All public opinion research is subject to unmeasured error. While the methodologies employed for this survey were designed to minimize this error as much as possible, these other sources of potential error should be acknowledged, and can include non-response error, coverage error, recall bias and social desirability bias. Non-response error arises when those who were selected to participate in the survey did not do so, and may have different opinions or experiences than survey responders. For general resident surveys, where the results are meant to be generalized to the entire adult population living in households, the mailing lists based on the Delivery Sequence File from the United States Post Office may exclude certain types of housing units, such as those in multi-family buildings where mail is addressed to a named resident at the address rather than to a specific unit or where residents only receive their mail at a post office box and the geographic location of a residence cannot be determined, there may be a coverage error, although for most locations, this is minimal. Respondents may not perfectly remember their experiences in the past year (such as participation in social or civic events, for example), and for some survey items, they may answer in ways they think cast their responses in a more favorable light (recall bias and social desirability bias).

## Survey Validity

See the Polco Knowledge Base article on survey validity at <https://info.polco.us/knowledge/statistical-vali>

1. See AAPOR's Standard Definitions for more information at <https://aapor.org/standards-and-ethics/standard-definitions/>
2. Pasek, J. (2014). ANES Weighting Algorithm. Retrieved from <https://surveyinsights.org/wp-content/uploads/2014/07/Full-anesrake-paper.pdf>
3. Targets come from the 2020 Census and 2023 American Community Survey

## Key Findings

### Highest-performing areas:

- Residents consider parks and recreation both a priority and a strength, with 9 in 10 respondents offering high levels of importance and quality ratings. To wit, quality ratings for parks and recreation opportunities ranked higher than the national average, as did ratings for the quality of village parks, recreation centers or facilities, and recreation programs or classes.
- The Lombard government received many higher-than-average ratings, including ratings for the government treating residents with respect, treating all residents fairly, generally acting in the best interest of the community, being open and transparent, and informing residents about issues facing the community. Residents also gave above average ratings for the overall direction that Lombard is taking, and the overall confidence in the Lombard government.
- Respondents shared praise for many aspects of community design, including ratings that exceeded the national benchmark average for the overall design of residential and commercial areas, preservation of the historical or cultural character of the community, public places where people want to spend time, and variety of housing options.
- Virtually all residents reported feeling safe in both Lombard's downtown/commercial area during the day and their neighborhood during the day.

### Potential areas of focus:

- Utility infrastructure was rated as the most important area to focus on in the coming two years. Although all evaluative ratings related to utility infrastructure ranked similar or higher than the benchmark, relatively lower ratings were given for utility billing (71% positive) and affordable high-speed internet access (64% positive), potentially highlighting some desired areas of focus and growth.
- A much-higher-than-average proportion of residents reported having used public transportation instead of driving, while about half of residents offered positive quality ratings for bus or transit services, and 4 in 10 respondents gave positive ratings for ease of travel by public transportation in Lombard.

### Other notable results and custom questions:

- Over 9 in 10 residents indicated the Lombard Police Department was very or somewhat competent.
- When asked to rate their perception of Police Officer's behavior in certain categories, over 8 in 10 residents offered positive ratings for the officers' overall attitude, cultural sensitivity, and professional conduct.
- Residents were also asked to consider how important it is for the Village to focus on specific Police Initiatives. Of those listed, crimes against a person and property crimes were the top two priorities (ranked by percent essential or very important), followed by drug/gang-related crimes, neighborhood patrol and visibility, and speeding/DUI/parking/traffic enforcement.

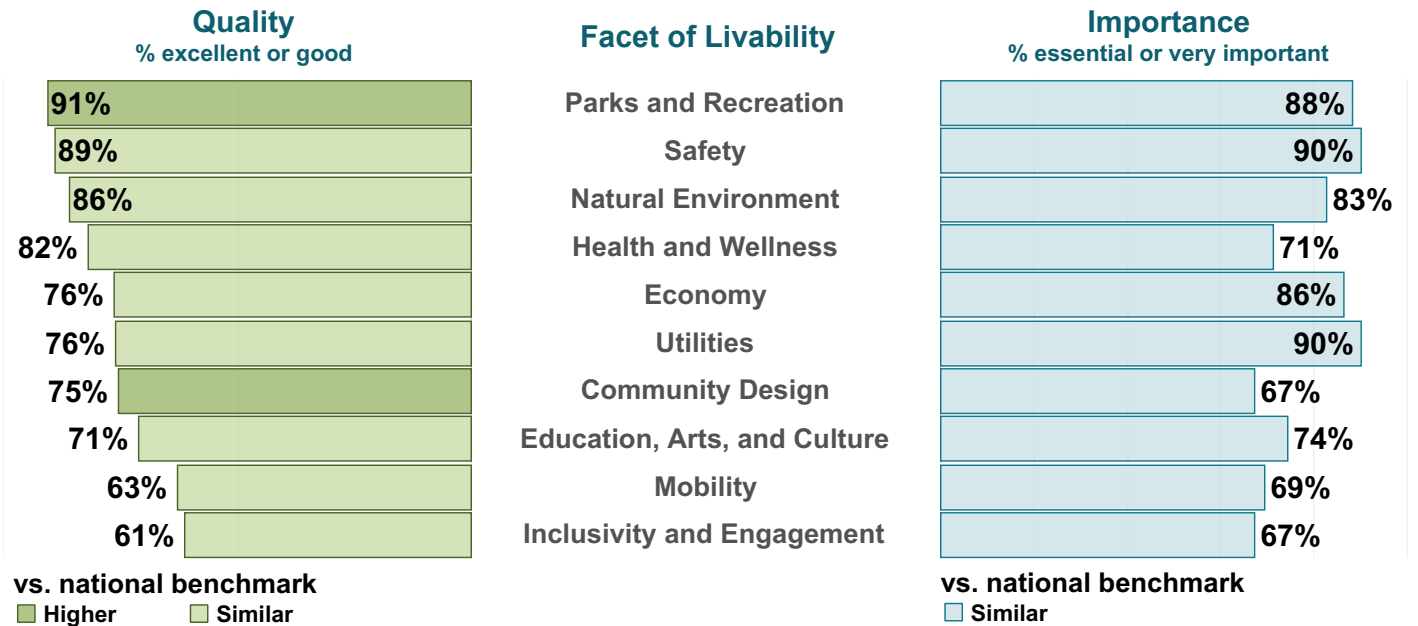
# Facets of Livability



Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

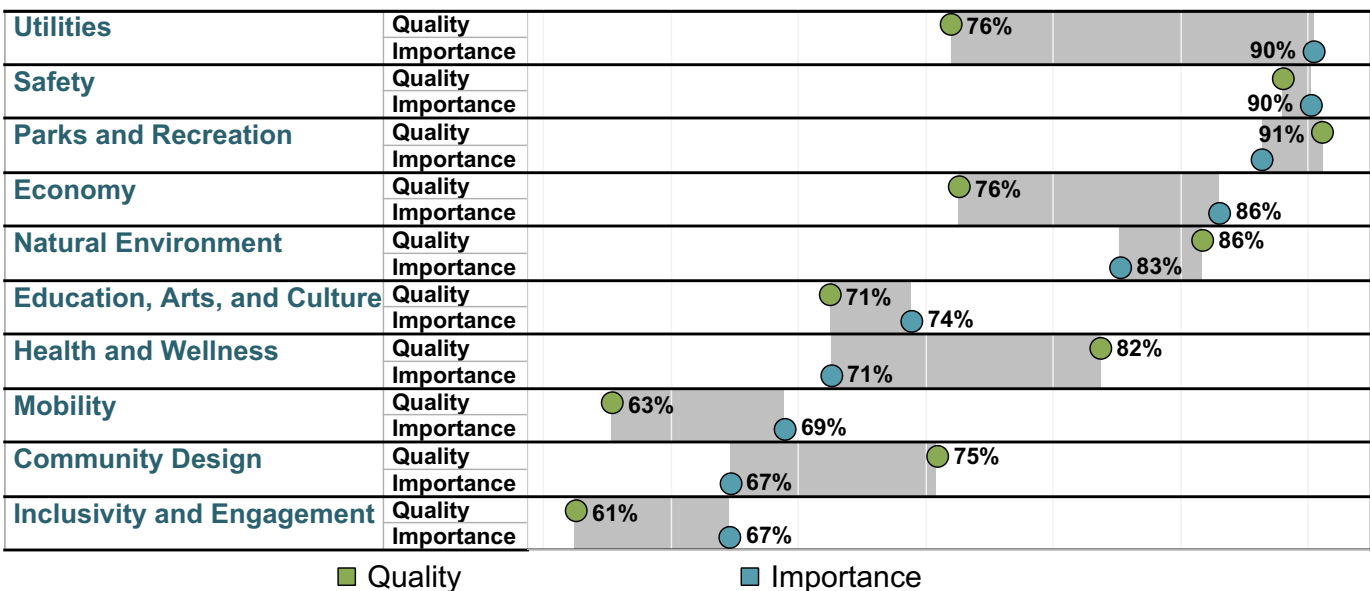
## Quality and Importance by the Numbers

The table below shows the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local quality ratings were lower, similar, or higher than communities across the country (the national benchmark).



## Quality/Importance Gap Analysis

The gap analysis chart below shows the same data as above; however, this chart more clearly illustrates the comparative differences in quality and importance ratings for each facet, as well as the absolute ratings for each.

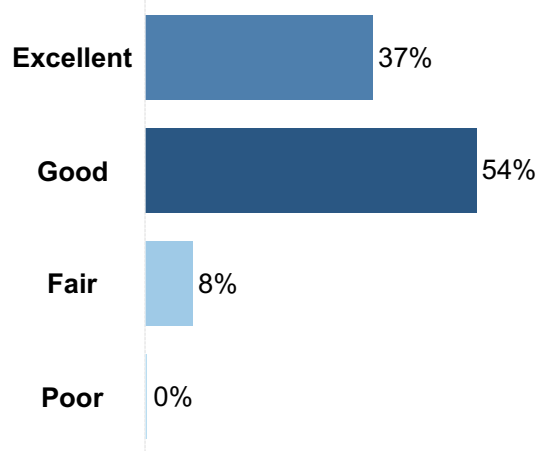




## Quality of Life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

### The overall quality of life in Lombard, 2025



### Please rate each of the following aspects of quality of life in Lombard. (% excellent or good)

Aspect	Percentage	vs.national benchmark <sup>7</sup>
Lombard as a place to live	96%	Similar
The overall quality of life in Lombard	92%	Similar

### Please indicate how likely or unlikely you are to do each of the following. (% very or somewhat likely)

Action	Percentage	vs.national benchmark <sup>7</sup>
Recommend living in Lombard to someone who asks	97%	Higher
Remain in Lombard for the next five years	92%	Similar

### Please rate each of the following in the Lombard community. (% excellent or good)

Aspect	Percentage	vs.national benchmark <sup>7</sup>
Overall image or reputation of Lombard	80%	Similar

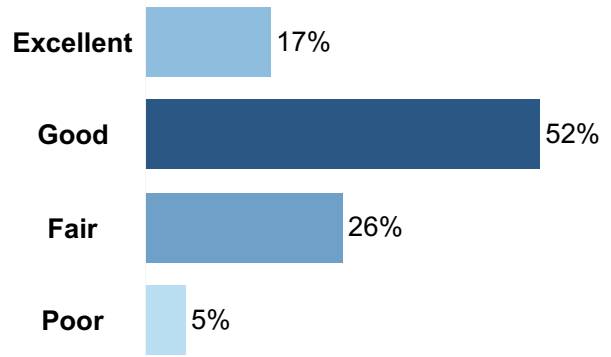
7. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



## Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

### Overall confidence in Lombard government, 2025



### Please rate the quality of each of the following services in Lombard. (% excellent or good)

Service	Percentage	vs. national benchmark <sup>a</sup>
Overall customer service by Lombard employees (police, receptionists, planners, etc.)	87%	Similar
Public information services	66%	Similar

### Please rate the following categories of Lombard government performance. (% excellent or good)

Treating residents with respect	83%	Higher
Treating all residents fairly	75%	Higher
Generally acting in the best interest of the community	73%	Higher
The overall direction that Lombard is taking	73%	Higher
Being honest	69%	Similar
Overall confidence in Lombard government	69%	Higher
Being open and transparent to the public	64%	Higher
Informing residents about issues facing the community	61%	Higher
The job Lombard government does at welcoming resident involvement	59%	Similar
The value of services for the taxes paid to Lombard	58%	Similar

### Overall, how would you rate the quality of the services provided by each of the following? (% excellent or good)

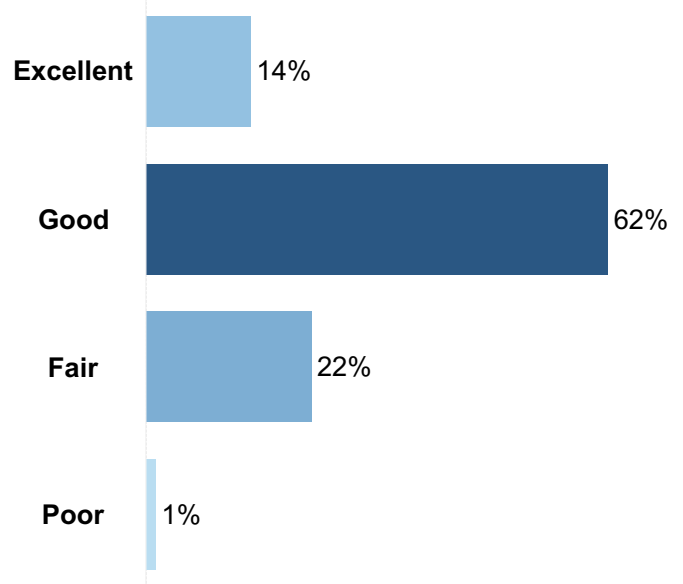
The Village of Lombard	83%	Similar
The Federal Government	28%	Similar

**Please indicate whether or not you have done each of the following in the last 12 months.**  
 (% excellent or good)

Contacted the Village of Lombard (in-person, phone, email, or web) for help or information	42%	Similar
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	12%	Similar
Contacted Lombard elected officials (in-person, phone, email, or web) to express your opinion	11%	Similar
Watched (online or on television) a local public meeting	10%	Lower

8. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

### Overall economic health of Lombard, 2025



## Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

**Please rate each of the following aspects of quality of life in Lombard.**  
(% excellent or good)

		vs. benchmark <sup>9</sup>
Lombard as a place to work	76%	Similar
Lombard as a place to visit	69%	Similar

**Please rate each of the following characteristics as they relate to Lombard as a whole.**  
(% excellent or good)

Overall economic health of Lombard	76%	Similar
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**Please rate each of the following in the Lombard community.**  
(% excellent or good)

Overall quality of business and service establishments in Lombard	83%	Similar
Variety of business and service establishments in Lombard	75%	Higher
Shopping opportunities	64%	Higher
Employment opportunities	58%	Similar
Vibrancy of downtown/commercial area	57%	Similar
Cost of living in Lombard	41%	Similar

**Please rate the quality of each of the following services in Lombard.**  
(% excellent or good)

Economic development

A horizontal bar chart with a teal bar representing 64%. The percentage value '64%' is printed inside the bar.

64%

Similar

**What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:**  
(% very or somewhat positive)

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

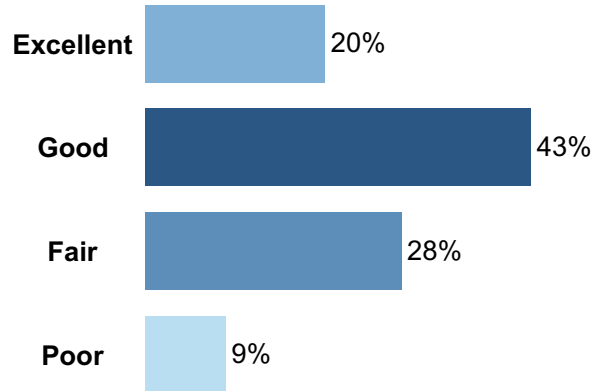
A horizontal bar chart with a teal bar representing 23%. The percentage value '23%' is printed inside the bar.

23%

Similar

9. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

### Overall quality of the transportation system in Lombard, 2025



## Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.

**Please rate each of the following characteristics as they relate to Lombard as a whole.**  
 (% excellent or good)

		vs. benchmark <sup>10</sup>
Overall quality of the transportation system (auto, bicycle, foot, bus) in Lombard	63%	Similar

**Please also rate each of the following in the Lombard community.**  
 (% excellent or good)

Ease of travel by car in Lombard	89%	Higher
Ease of walking in Lombard	73%	Similar
Ease of public parking	71%	Similar
Ease of travel by bicycle in Lombard	68%	Higher
Traffic flow on major streets	67%	Higher
Ease of travel by public transportation in Lombard	41%	Similar

**Please indicate whether or not you have done each of the following in the last 12 months.**  
 (% yes)

Walked or biked instead of driving	62%	Similar
Carpooled with other adults or children instead of driving alone	44%	Similar
Used bus, rail, subway, or other public transportation instead of driving	42%	Much higher

**Please rate the quality of each of the following services in Lombard.**  
 (% excellent or good)

Snow removal	79%	Higher
Street cleaning	77%	Similar
Street lighting	72%	Similar

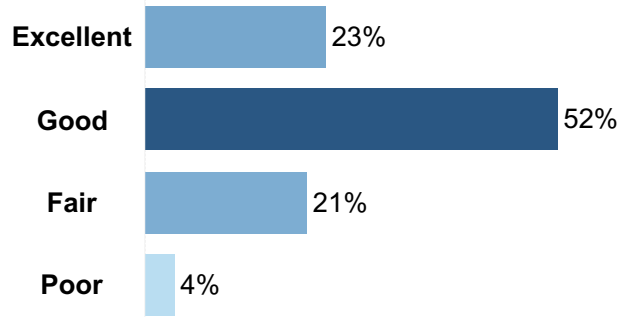
Traffic enforcement	72%	Similar
Traffic signal timing	66%	Similar
Sidewalk maintenance	64%	Similar
Street repair	60%	Higher
Bus or transit services	47%	Similar

10. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Community Design

A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.

### Overall design or layout of Lombard's residential and commercial areas, 2025



### Please rate each of the following aspects of quality of life in Lombard. (% excellent or good)

		vs. benchmark <sup>11</sup>
Your neighborhood as a place to live	94%	Similar

### Please rate each of the following characteristics as they relate to Lombard as a whole. (% excellent or good)

Overall design or layout of Lombard's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	75%	Higher
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### Please also rate each of the following in the Lombard community. (% excellent or good)

Overall appearance of Lombard	85%	Similar
Preservation of the historical or cultural character of the community	81%	Higher
Public places where people want to spend time	75%	Higher
Well-designed neighborhoods	70%	Similar
Variety of housing options	66%	Higher
Well-planned residential growth	64%	Higher
Well-planned commercial growth	63%	Higher
Overall quality of new development in Lombard	59%	Similar
Availability of affordable quality housing	41%	Similar

### Please rate the quality of each of the following services in Lombard. (% excellent or good)

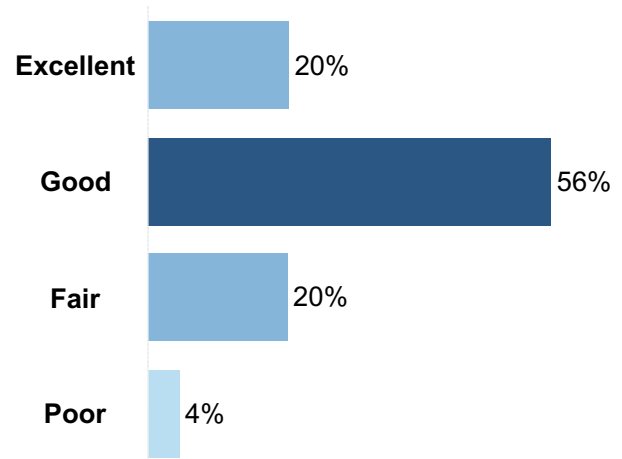
Land use, planning, and zoning	63%	Higher
Code enforcement (weeds, abandoned buildings, etc.)	60%	Higher

11. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

### Overall quality of the utility infrastructure in Lombard, 2025



Please rate each of the following characteristics as they relate to Lombard as a whole.  
(% excellent or good)

vs.  
benchmark<sup>12</sup>

Overall quality of the utility infrastructure in Lombard  
(water, sewer, storm water, electric/gas, broadband)

76%

Similar

Please rate the quality of each of the following services in Lombard.  
(% excellent or good)

Garbage collection

89%

Similar

Sewer services

88%

Similar

Drinking water

86%

Higher

Power (electric and/or gas) utility

84%

Similar

Storm water management (storm drainage, dams, levees,  
etc.)

82%

Similar

Utility billing

71%

Similar

Affordable high-speed internet access

64%

Similar

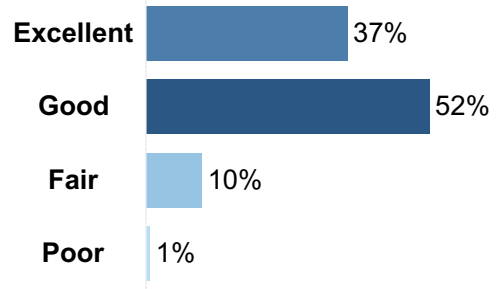
12. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



## Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.

### Overall feeling of safety in Lombard, 2025



Please rate each of the following characteristics as they relate to Lombard as a whole.  
(% excellent or good)

vs. benchmark<sup>13</sup>

Overall feeling of safety in Lombard	89%	Similar
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Please rate how safe or unsafe you feel:  
(% very or somewhat safe)

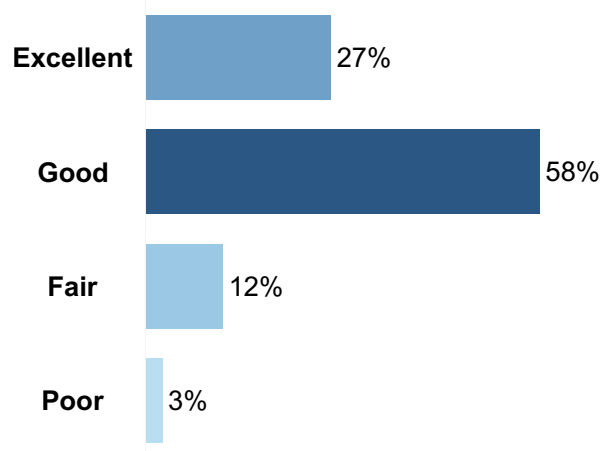
In Lombard's downtown/commercial area during the day	99%	Higher
In your neighborhood during the day	98%	Similar
From violent crime	94%	Similar
From property crime	91%	Higher
From fire, flood, or other natural disaster	85%	Similar

Please rate the quality of each of the following services in Lombard.  
(% excellent or good)

Fire services	95%	Similar
Ambulance or emergency medical services	94%	Similar
Fire prevention and education	88%	Similar
Crime prevention	88%	Higher
Police services	86%	Similar
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	80%	Similar

<sup>13</sup> Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

### Overall quality of natural environment in Lombard, 2025



## Natural Environment

The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.

Please rate each of the following characteristics as they relate to Lombard as a whole. (% excellent or good)

vs. benchmark<sup>14</sup>

Overall quality of natural environment in Lombard	86%	Similar
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Please also rate each of the following in the Lombard community. (% excellent or good)

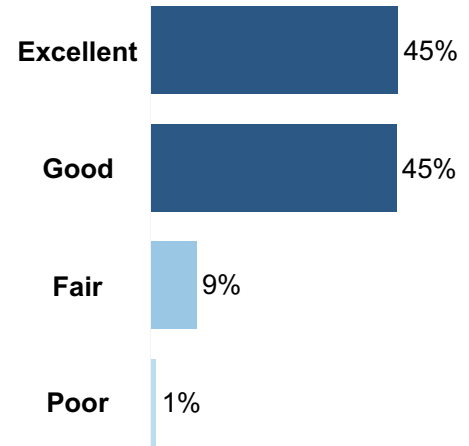
Cleanliness of Lombard	87%	Similar
Air quality	84%	Similar
Water resources (beaches, lakes, ponds, riverways, etc.)	61%	Similar

Please rate the quality of each of the following services in Lombard. (% excellent or good)

Yard waste pick-up	80%	Similar
Recycling	78%	Similar
Preservation of natural areas (open space, farmlands, and greenbelts)	78%	Similar
Lombard open space	76%	Similar

14. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

### Overall quality of the parks and recreation opportunities, 2025



## Parks and Recreation

"There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment."

- National Recreation and Park Association

**Please rate each of the following characteristics as they relate to Lombard as a whole.**  
 (% excellent or good)

		vs. benchmark <sup>15</sup>
Overall quality of parks and recreation opportunities	91%	Higher

**Please also rate each of the following in the Lombard community.**  
 (% excellent or good)

Fitness opportunities (including exercise classes and paths or trails, etc.)	86%	Similar
Availability of paths and walking trails	85%	Similar
Recreational opportunities	81%	Similar

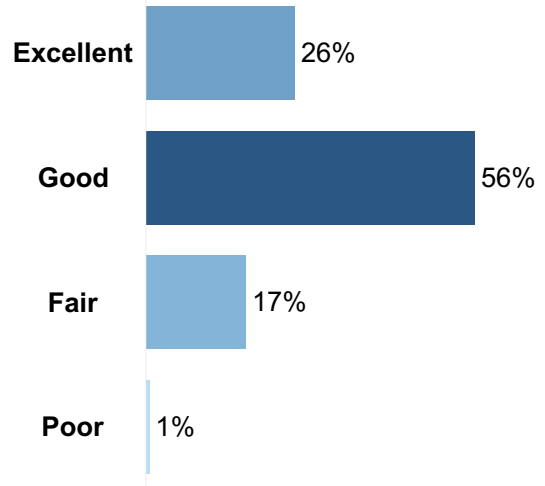
**Please rate the quality of each of the following services in Lombard.**  
 (% excellent or good)

Village parks	90%	Higher
Recreation centers or facilities	85%	Higher
Recreation programs or classes	84%	Higher

<sup>15</sup>. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



### Overall health and wellness opportunities in Lombard, 2025



## Health and Wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

Please rate each of the following characteristics as they relate to Lombard as a whole.  
(% excellent or good)

		vs. benchmark <sup>16</sup>
Overall health and wellness opportunities in Lombard	82%	Similar

Please also rate each of the following in the Lombard community.  
(% excellent or good)

Availability of preventive health services	77%	Higher
Availability of affordable quality health care	76%	Higher
Availability of affordable quality food	75%	Higher
Availability of affordable quality mental health care	61%	Higher

Please rate the quality of each of the following services in Lombard.  
(% excellent or good)

Health services	81%	Higher
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Please rate your overall health.  
(% excellent or very good)

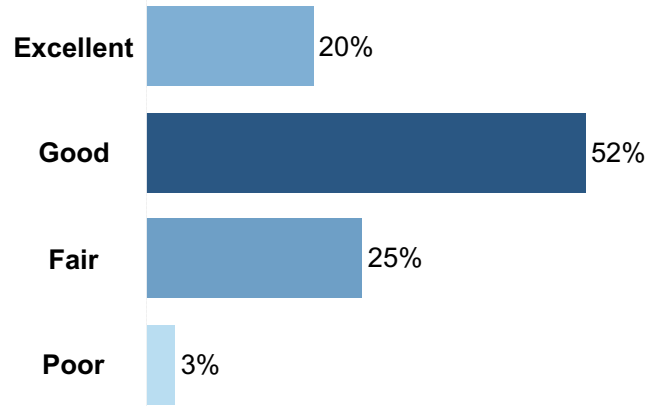
Please rate your overall health.	67%	Similar
----------------------------------	-----	---------

16. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

### Overall opportunities for education, culture and the arts, 2025

## Education, Arts, and Culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.



Please rate each of the following characteristics as they relate to Lombard as a whole. (% excellent or good)

vs. benchmark<sup>17</sup>

Overall opportunities for education, culture, and the arts	71%	Similar
--	-----	---------

Please also rate each of the following in the Lombard community. (% excellent or good)

K-12 education	74%	Similar
Opportunities to attend special events and festivals	74%	Similar
Adult educational opportunities	67%	Similar
Opportunities to attend cultural/arts/music activities	60%	Similar
Community support for the arts	60%	Similar
Availability of affordable quality childcare/preschool	59%	Higher

Please rate the quality of each of the following services in Lombard. (% excellent or good)

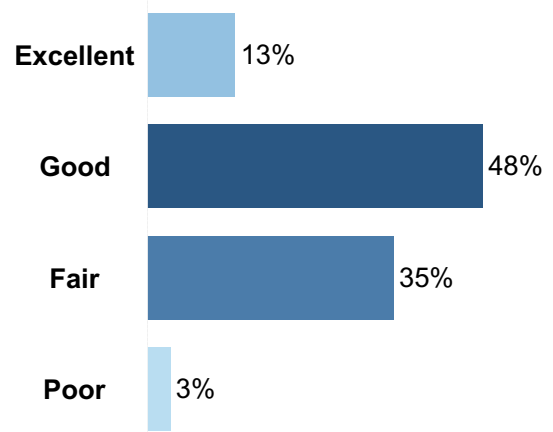
Public library services	96%	Higher
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17. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Residents' connection and engagement with their community, 2025

### Inclusivity and Engagement

Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.



Please rate each of the following aspects of quality of life in Lombard.  
(% excellent or good)

vs.  
benchmark<sup>18</sup>

Lombard as a place to raise children	94%	Similar
Sense of community	68%	Similar
Lombard as a place to retire	64%	Similar

Please rate each of the following characteristics as they relate to Lombard as a whole.  
(% excellent or good)

Residents' connection and engagement with their community	61%	Similar
---	-----	---------

Please rate the job you feel the Lombard community does at each of the following.  
(% excellent or good)

Making all residents feel welcome	84%	Higher
Valuing/respecting residents from diverse backgrounds	82%	Higher
Attracting people from diverse backgrounds	78%	Higher
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	69%	Higher

Please also rate each of the following in the Lombard community.  
(% excellent or good)

Openness and acceptance of the community toward people of diverse backgrounds	74%	Similar
Sense of civic/community pride	72%	Similar

Opportunities to participate in social events and activities	71%	Similar
Neighborliness of residents in Lombard	71%	Similar
Opportunities to participate in community matters	68%	Similar
Opportunities to volunteer	67%	Similar

**Please indicate whether or not you have done each of the following in the last 12 months.**  
 (% excellent or good)

Volunteered your time to some group/activity in Lombard	21%	Lower
Campaigned or advocated for a local issue, cause, or candidate	14%	Similar


















18. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Custom Questions

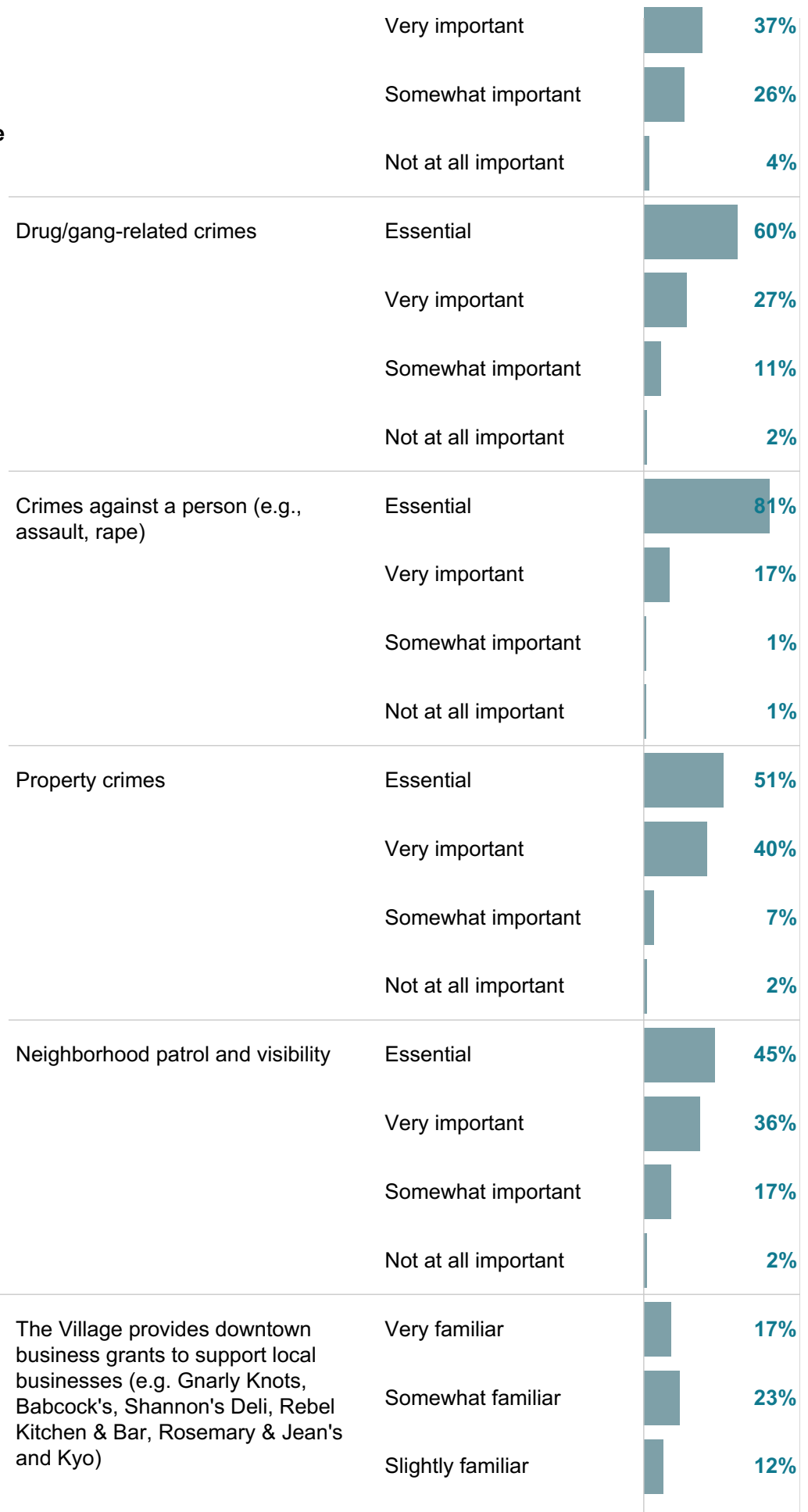


Below are the complete set of responses to each custom question on the survey. By default, “don’t know” responses are excluded, but may be added to the table using the response filter below.

Include "don't know"  
No

<b>Please rate the overall competence of the Lombard Police Department.</b>		Very competent		69%
		Somewhat competent		25%
		Somewhat incompetent		1%
		Very incompetent		4%
<b>Please rate your perception of Police Officer's attitudes and behavior in the following categories:</b>	Overall attitude	Excellent		45%
		Good		44%
		Fair		9%
		Poor		3%
Cultural sensitivity	Excellent		38%	
	Good		48%	
	Fair		9%	
	Poor		5%	
Professional conduct	Excellent		48%	
	Good		41%	
	Fair		9%	
	Poor		3%	
<b>Please rate how important, if at all, you think it is for the Village of Lombard community to focus on each of the following Police Initiatives:</b>	Speeding/DUI/parking/traffic enforcement	Essential		33%

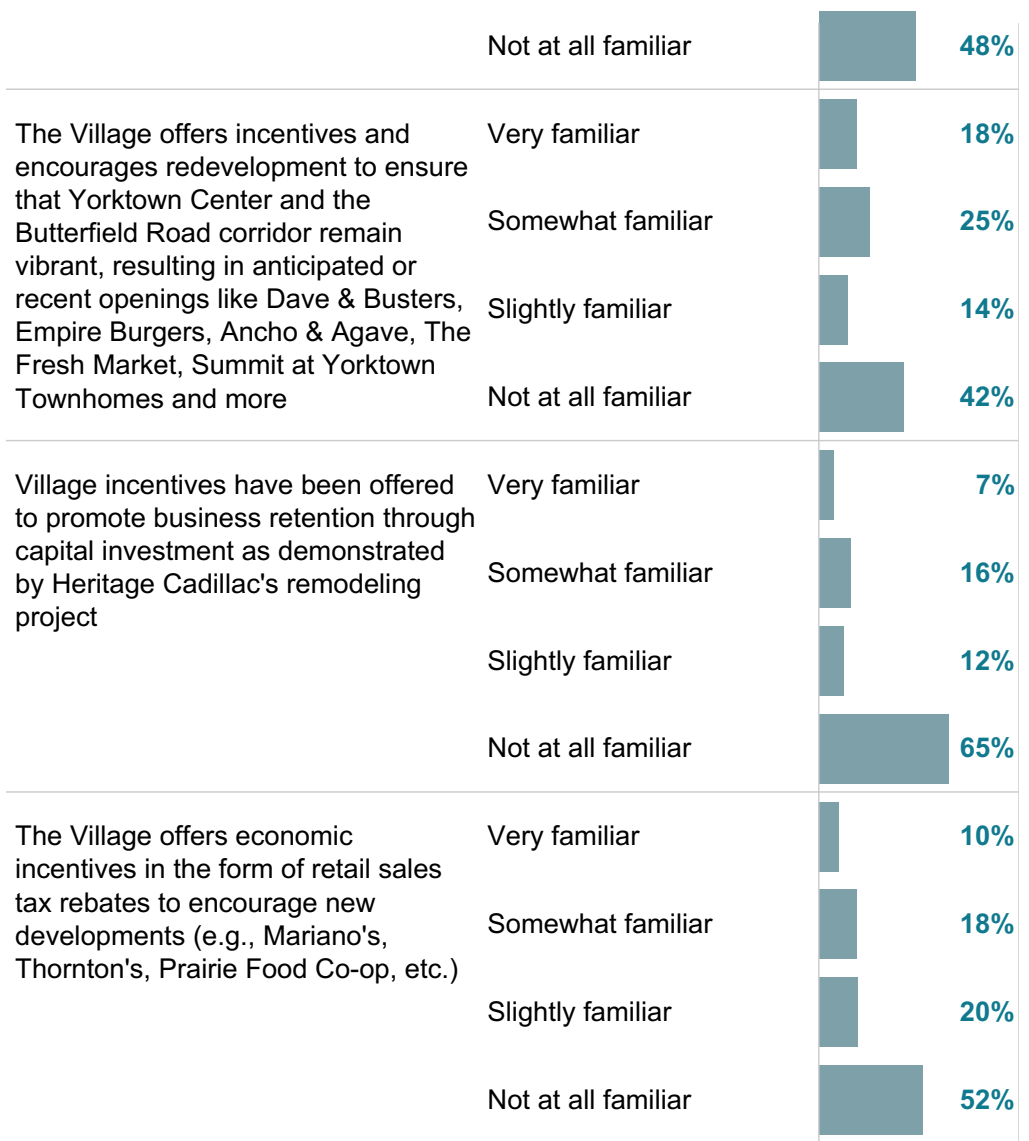
**Please rate how important, if at all, you think it is for the Village of Lombard community to focus on each of the following Police Initiatives:**



**The Village of Lombard works with business and property owners to support local economic development. To help retain existing tenants and attract new businesses, the Village has an adopted Economic (cont.)...**

The Village provides downtown business grants to support local businesses (e.g. Gnarly Knots, Babcock's, Shannon's Deli, Rebel Kitchen & Bar, Rosemary & Jean's and Kyo)

**The Village of Lombard works with business and property owners to support local economic development. To help retain existing tenants and attract new businesses, the Village has an adopted Economic Incentive Policy that provides performance-based incentives for eligible properties. By investing in these efforts, the Village aims to strengthen Lombard's economic stability and ensure long-term transformative growth for the community. Please rate how familiar you are with the following efforts:**



# The Village of Lombard 2025 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are confidential and no identifying information will be shared.

## 1. Please rate each of the following aspects of quality of life in Lombard.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Lombard as a place to live .....	1	2	3	4	5
Your neighborhood as a place to live .....	1	2	3	4	5
Lombard as a place to raise children .....	1	2	3	4	5
Lombard as a place to work.....	1	2	3	4	5
Lombard as a place to visit.....	1	2	3	4	5
Lombard as a place to retire .....	1	2	3	4	5
The overall quality of life in Lombard .....	1	2	3	4	5
Sense of community .....	1	2	3	4	5

## 2. Please rate each of the following characteristics as they relate to Lombard as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Lombard.....	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Lombard.....	1	2	3	4	5
Overall design or layout of Lombard's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.) .....	1	2	3	4	5
Overall quality of the utility infrastructure in Lombard (water, sewer, storm water, electric/gas, broadband) .....	1	2	3	4	5
Overall feeling of safety in Lombard .....	1	2	3	4	5
Overall quality of natural environment in Lombard.....	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Lombard .....	1	2	3	4	5
Overall opportunities for education, culture, and the arts .....	1	2	3	4	5
Residents' connection and engagement with their community .....	1	2	3	4	5

## 3. Please indicate how likely or unlikely you are to do each of the following.

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Recommend living in Lombard to someone who asks.....	1	2	3	4	5
Remain in Lombard for the next five years.....	1	2	3	4	5

## 4. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day .....	1	2	3	4	5	6
In Lombard's downtown/commercial area during the day.....	1	2	3	4	5	6
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood, or other natural disaster .....	1	2	3	4	5	6

## 5. Please rate the job you feel the Lombard community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome .....	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds .....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

## 6. Please rate each of the following in the Lombard community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Lombard.....	1	2	3	4	5
Variety of business and service establishments in Lombard .....	1	2	3	4	5
Vibrancy of downtown/commercial area .....	1	2	3	4	5
Employment opportunities .....	1	2	3	4	5
Shopping opportunities .....	1	2	3	4	5
Cost of living in Lombard .....	1	2	3	4	5
Overall image or reputation of Lombard.....	1	2	3	4	5

**7. Please also rate each of the following in the Lombard community.**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Traffic flow on major streets .....	1	2	3	4	5
Ease of public parking .....	1	2	3	4	5
Ease of travel by car in Lombard .....	1	2	3	4	5
Ease of travel by public transportation in Lombard .....	1	2	3	4	5
Ease of travel by bicycle in Lombard .....	1	2	3	4	5
Ease of walking in Lombard.....	1	2	3	4	5
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods.....	1	2	3	4	5
Preservation of the historical or cultural character of the community .....	1	2	3	4	5
Public places where people want to spend time.....	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Overall quality of new development in Lombard .....	1	2	3	4	5
Overall appearance of Lombard.....	1	2	3	4	5
Cleanliness of Lombard.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.) .....	1	2	3	4	5
Air quality .....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.)....	1	2	3	4	5
Recreational opportunities .....	1	2	3	4	5
Availability of affordable quality food .....	1	2	3	4	5
Availability of affordable quality health care .....	1	2	3	4	5
Availability of preventive health services.....	1	2	3	4	5
Availability of affordable quality mental health care.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities .....	1	2	3	4	5
Community support for the arts .....	1	2	3	4	5
Availability of affordable quality childcare/preschool .....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities .....	1	2	3	4	5
Sense of civic/community pride .....	1	2	3	4	5
Neighborliness of residents in Lombard .....	1	2	3	4	5
Opportunities to participate in social events and activities.....	1	2	3	4	5
Opportunities to attend special events and festivals .....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5

**8. Please indicate whether or not you have done each of the following in the last 12 months.**

	<u>No</u>	<u>Yes</u>
Contacted the Village of Lombard (in-person, phone, email, or web) for help or information.....	1	2
Contacted Lombard elected officials (in-person, phone, email, or web) to express your opinion .....	1	2
Attended a local public meeting (of local elected officials like Village Board or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.) .....	1	2
Watched (online or on television) a local public meeting .....	1	2
Volunteered your time to some group/activity in Lombard .....	1	2
Campaigned or advocated for a local issue, cause, or candidate .....	1	2
Voted in your most recent local election.....	1	2
Used bus, rail, subway, or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone.....	1	2
Walked or biked instead of driving.....	1	2

# The Village of Lombard 2025 Community Survey

## 9. Please rate the quality of each of the following services in Lombard.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services .....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement .....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Street repair .....	1	2	3	4	5
Street cleaning .....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Bus or transit services .....	1	2	3	4	5
Land use, planning, and zoning .....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.) .....	1	2	3	4	5
Affordable high-speed internet access .....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Drinking water .....	1	2	3	4	5
Sewer services .....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.) .....	1	2	3	4	5
Power (electric and/or gas) utility .....	1	2	3	4	5
Utility billing .....	1	2	3	4	5
Police services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education .....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) .....	1	2	3	4	5
Preservation of natural areas (open space, farmlands, and greenbelts).....	1	2	3	4	5
Lombard open space .....	1	2	3	4	5
Recycling .....	1	2	3	4	5
Yard waste pick-up .....	1	2	3	4	5
Village parks .....	1	2	3	4	5
Recreation programs or classes .....	1	2	3	4	5
Recreation centers or facilities .....	1	2	3	4	5
Health services.....	1	2	3	4	5
Public library services .....	1	2	3	4	5
Overall customer service by Lombard employees (police, receptionists, planners, etc.) .....	1	2	3	4	5

## 10. Please rate the following categories of Lombard government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The value of services for the taxes paid to Lombard .....	1	2	3	4	5
The overall direction that Lombard is taking.....	1	2	3	4	5
The job Lombard government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in Lombard government.....	1	2	3	4	5
Generally acting in the best interest of the community .....	1	2	3	4	5
Being honest .....	1	2	3	4	5
Being open and transparent to the public .....	1	2	3	4	5
Informing residents about issues facing the community .....	1	2	3	4	5
Treating all residents fairly .....	1	2	3	4	5
Treating residents with respect.....	1	2	3	4	5

## 11. Overall, how would you rate the quality of the services provided by each of the following?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The Village of Lombard .....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

**12. Please rate how important, if at all, you think it is for the Lombard community to focus on each of the following in the coming two years.**

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Lombard.....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Lombard.....	1	2	3	4
Overall design or layout of Lombard’s residential and commercial areas (e.g., homes, buildings, streets, parks, etc.) .....	1	2	3	4
Overall quality of the utility infrastructure in Lombard (water, sewer, storm water, electric/gas, broadband) .....	1	2	3	4
Overall feeling of safety in Lombard .....	1	2	3	4
Overall quality of natural environment in Lombard.....	1	2	3	4
Overall quality of parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in Lombard .....	1	2	3	4
Overall opportunities for education, culture, and the arts.....	1	2	3	4
Residents’ connection and engagement with their community.....	1	2	3	4

**13. Please rate the overall competence of the Lombard Police Department.**

Very competent     Somewhat competent     Somewhat incompetent     Very incompetent     Don’t know

**14. Please rate your perception of Police Officer’s attitudes and behavior in the following categories:**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don’t know</u>
Overall attitude.....	1	2	3	4	5
Cultural sensitivity.....	1	2	3	4	5
Professional conduct.....	1	2	3	4	5

**15. Please rate how important, if at all, you think it is for the Village of Lombard community to focus on each of the following Police Initiatives:**

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Speeding/DUI/parking/traffic enforcement.....	1	2	3	4
Drug/gang-related crimes .....	1	2	3	4
Crimes against a person (e.g., assault, rape).....	1	2	3	4
Property crimes .....	1	2	3	4
Neighborhood patrol and visibility.....	1	2	3	4

**16. The Village of Lombard works with business and property owners to support local economic development. To help retain existing tenants and attract new businesses, the Village has an adopted Economic Incentive Policy that provides performance-based incentives for eligible properties. By investing in these efforts, the Village aims to strengthen Lombard’s economic stability and ensure long-term transformative growth for the community. Please rate how familiar you are with the following efforts:**

	<u>Very familiar</u>	<u>Somewhat familiar</u>	<u>Slightly familiar</u>	<u>Not at all familiar</u>
The Village provides downtown business grants to support local businesses (e.g. Gnarly Knots, Babcock’s, Shannon’s Deli, Rebel Kitchen & Bar, Rosemary & Jean’s and Kyo).....	1	2	3	4
The Village offers incentives and encourages redevelopment to ensure that Yorktown Center and the Butterfield Road corridor remain vibrant, resulting in anticipated or recent openings like Dave & Busters, Empire Burgers, Ancho & Agave, The Fresh Market, Summit at Yorktown Townhomes and more.....	1	2	3	4
Village incentives have been offered to promote business retention through capital investment as demonstrated by Heritage Cadillac’s remodeling project .....	1	2	3	4
The Village offers economic incentives in the form of retail sales tax rebates to encourage new developments (e.g., Mariano’s, Thornton’s, Prairie Food Co-op, etc.).....	1	2	3	4

# The Village of Lombard 2025 Community Survey

Our last questions are about you and your household.  
Again, all of your responses to this survey are confidential and no identifying information will be shared.

<b>D1. In general, how many times do you:</b>	Several <u>times a day</u>	Once <u>a day</u>	A few times <u>a week</u>	Every <u>few weeks</u>	Less often <u>or never</u>	Don't <u>know</u>
Access the internet from your home using a computer, laptop, or tablet computer .....	1	2	3	4	5	6
Access the internet from your cell phone .....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, Nextdoor, etc. ....	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online .....	1	2	3	4	5	6
Shop online.....	1	2	3	4	5	6

**D2. Please rate your overall health.**

- Excellent    
  Very good    
  Good    
  Fair    
  Poor

**D3. What impact, if any, do you think the economy will have on your family income in the next 6 months?**

**Do you think the impact will be:**

- Very positive    
  Somewhat positive    
  Neutral    
  Somewhat negative    
  Very negative

**D4. How many years have you lived in Lombard?**

- Less than 2 years  
 2-5 years  
 6-10 years  
 11-20 years  
 More than 20 years

**D5. Which best describes the building you live in?**

- Single-family detached home  
 Townhouse or duplex (may share walls but no units above or below you)  
 Condominium or apartment (have units above or below you)  
 Mobile home  
 Other

**D6. Do you rent or own your home?**

- Rent  
 Own

**D7. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?**

- Less than \$300      \$2,500 to \$3,999  
 \$300 to \$599      \$4,000 to \$6,999  
 \$600 to \$999      \$7,000 to \$9,999  
 \$1,000 to \$1,499      \$10,000 or more  
 \$1,500 to \$2,499

**D8. Do any children 17 or under live in your household?**

- No      Yes

**D9. Are you or any other members of your household aged 65 or older?**

- No      Yes

**D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)**

- Less than \$25,000      \$100,000 to \$149,999  
 \$25,000 to \$49,999      \$150,000 to \$199,999  
 \$50,000 to \$74,999      \$200,000 to \$299,999  
 \$75,000 to \$99,999      \$300,000 or more

**D11. Are you of Hispanic, Latino/a/x, or Spanish origin?**

- No      Yes

**D12. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)**

- American Indian or Alaskan Native  
 Asian  
 Black or African American  
 Native Hawaiian or Other Pacific Islander  
 White  
 A race not listed

**D13. In which category is your age?**

- 18-24 years      55-64 years  
 25-34 years      65-74 years  
 35-44 years      75 years or older  
 45-54 years

**D14. What is your gender?**

- Woman  
 Man  
 Identify in another way → go to D14a

**D14a. If you identify in another way, how would you describe your gender?**

- Agender/I don't identify with any gender  
 Genderqueer/gender fluid  
 Non-binary  
 Transgender man  
 Transgender woman  
 Two-spirit  
 Identify in another way

**Thank you!** Please return the completed survey in the postage-paid envelope to:  
**National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502**