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Village of Lombard Announces 2025 National Community Survey Results

Lombard, IL –The Village of Lombard has released the results of its 2025 National Community Survey (NCS), providing valuable insight into residents' perceptions of local government services, safety and overall community livability.

The NCS was conducted in partnership with the National Research Center at Polco and distributed to a random sample of 3,000 households earlier this year. The statistically valid NCS survey results are based upon responses from 501 local households, yielding an overall 95% confidence level.

The survey measured public opinions on a wide range of topics, including the economy, mobility, community design, utilities, safety, natural environment, inclusivity, engagement and other elements of Lombard's overall livability.

"We appreciate every resident who took the time to complete the survey," said Village President Anthony Puccio. "Your feedback provides valuable insight that will help support the Village Board as we shape our next strategic plan and set goals that reflect our community's priorities."

Key highlights from the 2025 NCS include:

- Residents continue to see Lombard as an excellent place to live, with many recommending the Village to others and planning to remain long-term.
- Nearly all respondents reported feeling safe in their neighborhoods and in the downtown area during the day.
- Parks and recreation remain a clear community strength and priority, with above-average ratings for the quality of parks, recreation facilities and programs.
- Residents gave high marks to the Village for treating people with respect and fairness, communicating openly about community issues and acting in the best interest of Lombard's future.
- Residents praised Lombard's design and planning, with ratings exceeding national benchmarks for residential and commercial area design, preservation of historic or cultural character, inviting public spaces and housing options.

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“This survey offers the Village a unique opportunity to also hear from residents who may not regularly engage with the Village or attend public meetings,” commented Village Manager Scott Niehaus. “The results will help our departments set priorities, improve services and ensure we’re meeting the community’s expectations.”

Additionally, the NCS provides the ability to compare local survey data with more than 600 other communities across the nation. Overall, the Village of Lombard rated higher in 51 areas, similar in 88 areas and lower in two areas when compared to national benchmarks, an encouraging indication of overall performance and resident satisfaction.

For more information about the survey or to view the full report and a summary of the findings, visit www.villageoflombard.org/ncs.

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