



MEMORANDUM

TO: Peter Breen, Chairperson
Economic and Community Development Committee

FROM: William J. Heniff, AICP, Director of Community Development

DATE: January 14, 2013

SUBJECT: **Downtown Lombard Outdoor Seating – Business Survey**

At the December Economic and Community Development (ECDC) meeting, Village staff provided a summary of the outdoor seating and dining opportunities that were created through the code amendments to Chapter 119 of the Village Code. Staff did not identify any challenges or problems associated with the code amendments.

Staff was directed by the ECDC to also survey the businesses that took advantage of the program this past year. Of the survey respondents, attached are the responses were received based off of the survey questions.

Based upon these responses, the consensus is that the program worked well for 2012 and should continue as approved going forward.

DOWNTOWN LOMBARD OUTDOOR SEATING/DINING SURVEY

Below are the responses we received to date (January 10, 2013) from the businesses that had outdoor seating activity.

APPLICATION/PERMIT REVIEW PROCESS:

1. Was the application process clear and understandable?
3 Yes 0 No 0 N/A
2. Did Village staff respond to your questions in a prompt manner?
3 Yes 0 No
3. When the permit processed in a timely manner?
3 Yes 0 No
4. How would you rate the Village's service in the permit process?
2 Excellent 1 Very Good 0 Average 0 Fair 0 Poor

OPERATIONS:

1. How easy was the outdoor seating/dining activity to operate this past year?
2 Very Easy 1 Fairly Easy 0 Somewhat Difficult 0 Very Difficult 0 NA
2. What was the greatest benefit to your business regarding the outdoor seating/dining program changes this past year? Comments received included:
 - **Exposure**
 - **Provided additional seating for our guests as well as enhancing the experience when able to enjoy your drink while enjoying beautiful weather.**
 - **It added to our business; our customers enjoyed the outdoor seating tremendously!!**
3. In light of your experience this year, are there changes to the regulations or application process the Village should consider for 2013?
1 Yes 2 No

If yes, please explain.
Cheaper cost for permit
4. Are you a:
2 Business Employee 1 Business Owner
5. May we contact you for clarification on any questions we may have?
3 Yes 0 No