THE NCS™
The National Citizen Survey™

Lombard, IL

Technical Appendices
2016

NRC
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Leaders at the Core of Better Communities

Contents

Appendix A: Complete Survey Responses

Responses excluding "don't know"

The following pages contain a complete set of responses to each question on the survey, excluding the "don't know" responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with "N=").

Table 1: Question 1

Please rate each of the following aspects of quality of life in Lombard:	Excellent		Good		Fair		Poor		Total	
Lombard as a place to live	37%	N=377	56%	N=579	7%	N=70	0%	N=5	100%	N=1032
Your neighborhood as a place to live	37%	N=383	50%	N=515	11%	N=114	2%	N=17	100%	N=1028
Lombard as a place to raise children	35%	N=308	55%	N=490	10%	N=86	1%	N=6	100%	N=891
Lombard as a place to work	22%	N=143	52%	N=332	20%	N=125	6%	N=39	100%	N=639
Lombard as a place to visit	19%	N=188	42%	N=413	32%	N=314	6%	N=60	100%	N=975
Lombard as a place to retire	21%	N=164	38%	N=295	26%	N=201	15%	N=112	100%	N=772
The overall quality of life in Lombard	27%	N=276	62%	N=637	10%	N=107	1%	N=8	100%	N=1028

Table 2: Question 2

Please rate each of the following characteristics as they relate to Lombard as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in Lombard	36%	N=372	56%	N=585	7%	N=72	1%	N=9	100%	N=1038
Overall ease of getting to the places you usually have to visit	32%	N=325	49%	N=504	16%	N=163	4%	N=36	100%	N=1029
Quality of overall natural environment in Lombard	27%	N=279	58%	N=586	13%	N=131	2%	N=21	100%	N=1016
Overall "built environment" of Lombard (including overall design, buildings, parks and transportation systems)	21%	N=214	52%	N=528	24%	N=246	3%	N=33	100%	N=1021
Health and wellness opportunities in Lombard	24%	N=221	52%	N=477	22%	N=196	2%	N=19	100%	N=914
Overall opportunities for education and enrichment	22%	N=192	48%	N=420	28%	N=244	2%	N=21	100%	N=877
Overall economic health of Lombard	16%	N=147	52%	N=463	28%	N=254	4%	N=31	100%	N=896
Sense of community	19%	N=189	50%	N=491	26%	N=256	6%	N=56	100%	N=992
Overall image or reputation of Lombard	20%	N=200	57%	N=584	21%	N=211	2%	N=21	100%	N=1015

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Recommend living in Lombard to someone who asks	53%	N=538	40%	N=410	5%	N=49	2%	N=25	100%	N=1022
Remain in Lombard for the next five years	56%	N=560	27%	N=270	11%	N=106	6%	N=57	100%	N=993

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
In your neighborhood during the day	78%	N=809	20%	N=206	1%	N=10	1%	N=9	0%	N=1	100%	N=1035
In Lombard's downtown/commercial area during the day	75%	N=726	22%	N=213	2%	N=23	1%	N=5	0%	N=3	100%	N=971
In your neighborhood overall	65%	N=668	32%	N=326	2%	N=17	2%	N=16	1%	N=6	100%	N=1034

Table 5: Question 5

Please rate each of the following characteristics as they relate to Lombard as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	10%	N=101	46%	N=478	33%	N=339	11%	N=111	100%	N=1029
Ease of public parking	16%	N=156	50%	N=491	27%	N=269	6%	N=63	100%	N=979
Ease of travel by car in Lombard	21%	N=221	54%	N=559	20%	N=211	4%	N=43	100%	N=1035
Ease of travel by public transportation in Lombard	15%	N=91	35%	N=213	34%	N=207	16%	N=96	100%	N=607
Ease of travel by bicycle in Lombard	22%	N=156	45%	N=319	28%	N=196	6%	N=39	100%	N=711
Ease of walking in Lombard	31%	N=305	48%	N=484	17%	N=173	4%	N=37	100%	N=998
Availability of paths and riding trails	42%	N=390	43%	N=397	12%	N=114	3%	N=26	100%	N=927
Air quality	27%	N=264	59%	N=578	13%	N=126	1%	N=14	100%	N=982
Cleanliness of Lombard	26%	N=269	60%	N=623	13%	N=132	1%	N=6	100%	N=1030
Overall appearance of Lombard	24%	N=244	61%	N=629	15%	N=150	1%	N=11	100%	N=1033
Public places where people want to spend time	23%	N=227	54%	N=545	20%	N=200	3%	N=33	100%	N=1005
Variety of housing options	21%	N=192	55%	N=508	22%	N=201	3%	N=26	100%	N=926
Availability of affordable quality housing	15%	N=127	47%	N=405	31%	N=268	7%	N=57	100%	N=857
Availability of affordable quality food	25%	N=253	53%	N=537	18%	N=182	5%	N=47	100%	N=1019
Availability of affordable quality health care	25%	N=217	53%	N=455	19%	N=161	3%	N=30	100%	N=862
Availability of preventive health services	24%	N=197	54%	N=441	19%	N=153	3%	N=26	100%	N=817

Table 6: Question 6

Please rate each of the following characteristics as they relate to Lombard as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	21%	N=85	48%	N=192	22%	N=88	8%	N=34	100%	N=398
Opportunities to attend cultural/arts/music activities	11%	N=94	40%	N=336	36%	N=304	12%	N=101	100%	N=835
Opportunities to participate in religious or spiritual events and activities	29%	N=224	54%	N=423	15%	N=120	2%	N=13	100%	N=780
Employment opportunities	11%	N=59	38%	N=208	40%	N=222	11%	N=58	100%	N=548
Shopping opportunities	36%	N=364	45%	N=457	15%	N=150	5%	N=47	100%	N=1019
Cost of living in Lombard	8%	N=78	42%	N=422	39%	N=394	11%	N=110	100%	N=1004
Overall quality of business and service establishments in Lombard	16%	N=154	54%	N=538	26%	N=258	4%	N=43	100%	N=993
Vibrant downtown/commercial area	10%	N=100	31%	N=295	39%	N=373	20%	N=198	100%	N=967
Overall quality of new development in Lombard	13%	N=114	40%	N=347	37%	N=327	10%	N=86	100%	N=874
Opportunities to participate in social events and activities	14%	N=120	50%	N=442	30%	N=260	7%	N=58	100%	N=880
Opportunities to volunteer	17%	N=112	52%	N=339	26%	N=175	5%	N=33	100%	N=659
Opportunities to participate in community matters	13%	N=94	52%	N=382	29%	N=213	6%	N=42	100%	N=731
Openness and acceptance of the community toward people of diverse backgrounds	18%	N=152	53%	N=436	25%	N=202	4%	N=33	100%	N=822
Neighborliness of residents in Lombard	21%	N=208	52%	N=505	23%	N=227	4%	N=39	100%	N=979

Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	20%	N=205	80%	N=822	100%	N=1028
Made efforts to make your home more energy efficient	22%	N=224	78%	N=801	100%	N=1025
Observed a code violation or other hazard in Lombard	60%	N=603	40%	N=410	100%	N=1013
Household member was a victim of a crime in Lombard	93%	N=951	7%	N=70	100%	N=1021
Reported a crime to the police in Lombard	83%	N=854	17%	N=173	100%	N=1027

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Campaigned or advocated for an issue, cause or candidate	87%	N=896	13%	N=129	100%	N=1024
Contacted the Village of Lombard (in-person, phone, email or web) for help or information	55%	N=562	45%	N=468	100%	N=1030
Contacted Lombard elected officials (in-person, phone, email or web) to express your opinion	88%	N=907	12%	N=122	100%	N=1029

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Lombard?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Participated in religious or spiritual activities in Lombard	10%	N=104	18%	N=188	19%	N=191	53%	N=543	100%	N=1026
Attended a Village-sponsored event	1%	N=9	5%	N=55	45%	N=461	48%	N=492	100%	N=1016
Used bus, rail, subway or other public transportation instead of driving	9%	N=95	6%	N=59	29%	N=301	55%	N=568	100%	N=1023
Carpooled with other adults or children instead of driving alone	9%	N=88	15%	N=149	17%	N=175	60%	N=611	100%	N=1024
Walked or biked instead of driving	16%	N=166	20%	N=201	30%	N=310	34%	N=347	100%	N=1024
Volunteered your time to some group/activity in Lombard	5%	N=50	10%	N=100	14%	N=143	71%	N=731	100%	N=1024
Participated in a club	4%	N=37	6%	N=62	10%	N=104	80%	N=816	100%	N=1019
Talked to or visited with your immediate neighbors	44%	N=453	31%	N=319	16%	N=167	9%	N=92	100%	N=1031
Done a favor for a neighbor	19%	N=197	25%	N=259	35%	N=360	21%	N=214	100%	N=1029

Table 9: Question 9

Thinking about local public meetings (of local elected officials like Village Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	0%	N=2	2%	N=16	11%	N=108	88%	N=899	100%	N=1024
Watched (online or on television) a local public meeting	1%	N=8	3%	N=33	15%	N=149	82%	N=837	100%	N=1027

Table 10: Question 10

Please rate the quality of each of the following services in Lombard:	Excellent		Good		Fair		Poor		Total	
Police services	41%	N=372	48%	N=439	9%	N=84	2%	N=16	100%	N=912
Fire services	51%	N=404	45%	N=360	4%	N=34	0%	N=0	100%	N=799
Ambulance or emergency medical services	51%	N=369	44%	N=314	5%	N=35	0%	N=0	100%	N=719
Crime prevention	26%	N=192	55%	N=401	17%	N=121	2%	N=17	100%	N=732
Fire prevention and education	34%	N=223	54%	N=356	12%	N=77	1%	N=6	100%	N=662
Traffic enforcement	21%	N=182	50%	N=433	23%	N=198	6%	N=52	100%	N=865
Street repair	14%	N=141	41%	N=412	32%	N=316	13%	N=132	100%	N=1001
Street cleaning	20%	N=195	49%	N=474	25%	N=246	5%	N=51	100%	N=966
Street lighting	21%	N=215	45%	N=459	27%	N=270	7%	N=66	100%	N=1010
Snow removal	19%	N=187	49%	N=472	23%	N=219	9%	N=91	100%	N=969
Sidewalk maintenance	14%	N=127	44%	N=407	31%	N=284	12%	N=109	100%	N=927
Traffic signal timing	12%	N=119	46%	N=454	28%	N=271	14%	N=139	100%	N=983
Garbage collection	36%	N=346	53%	N=514	9%	N=86	2%	N=20	100%	N=966
Recycling	33%	N=324	49%	N=478	12%	N=111	6%	N=55	100%	N=968
Yard waste pick-up	33%	N=269	48%	N=391	17%	N=141	2%	N=16	100%	N=817
Storm drainage	20%	N=170	49%	N=424	24%	N=206	7%	N=63	100%	N=863

Please rate the quality of each of the following services in Lombard:	Excellent		Good		Fair		Poor		Total	
Drinking water	30%	N=295	54%	N=526	13%	N=124	3%	N=28	100%	N=973
Sewer services	23%	N=205	60%	N=529	15%	N=130	2%	N=17	100%	N=881
Utility billing	18%	N=164	52%	N=481	26%	N=240	3%	N=32	100%	N=917
Land use, planning and zoning	15%	N=101	49%	N=335	27%	N=182	9%	N=61	100%	N=679
Code enforcement (weeds, abandoned buildings, etc.)	15%	N=107	44%	N=316	28%	N=202	13%	N=91	100%	N=716
Animal control	18%	N=116	51%	N=322	24%	N=151	7%	N=45	100%	N=634
Economic development	13%	N=101	47%	N=354	33%	N=250	7%	N=50	100%	N=756
Public information services	18%	N=140	54%	N=412	24%	N=184	4%	N=30	100%	N=765
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	19%	N=117	53%	N=325	22%	N=133	5%	N=33	100%	N=608
Village-sponsored special events	20%	N=157	52%	N=409	25%	N=193	3%	N=25	100%	N=784
Overall customer service by Lombard employees (police, receptionists, planners, etc.)	26%	N=228	53%	N=453	19%	N=160	2%	N=21	100%	N=863
Green initiatives	13%	N=86	46%	N=301	31%	N=203	9%	N=58	100%	N=648
Bicycle and pedestrian accommodation	22%	N=192	50%	N=441	23%	N=207	5%	N=47	100%	N=887

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The Village of Lombard	24%	N=233	56%	N=540	18%	N=175	2%	N=16	100%	N=964
The Federal Government	5%	N=46	27%	N=241	44%	N=382	24%	N=209	100%	N=878
The State of Illinois	3%	N=30	17%	N=159	33%	N=305	46%	N=425	100%	N=920

Table 12: Question 12

Please rate the following categories of Lombard government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Lombard	10%	N=89	40%	N=352	38%	N=331	12%	N=103	100%	N=874
The overall direction that Lombard is taking	15%	N=129	54%	N=463	26%	N=222	6%	N=49	100%	N=864
The job Lombard government does at welcoming citizen involvement	13%	N=89	42%	N=283	34%	N=231	11%	N=75	100%	N=678
Overall confidence in Lombard government	12%	N=105	49%	N=423	32%	N=273	7%	N=57	100%	N=858
Generally acting in the best interest of the community	14%	N=114	54%	N=454	26%	N=217	6%	N=51	100%	N=836
Being honest	17%	N=117	51%	N=360	26%	N=184	6%	N=44	100%	N=705
Treating all residents fairly	17%	N=130	49%	N=362	28%	N=212	6%	N=41	100%	N=746

Table 13: Question 13

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:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Lombard	57%	N=581	35%	N=356	7%	N=72	1%	N=9	100%	N=1018
Overall ease of getting to the places you usually have to visit	28%	N=285	48%	N=486	21%	N=216	3%	N=27	100%	N=1016
Quality of overall natural environment in Lombard	27%	N=274	53%	N=533	19%	N=191	1%	N=13	100%	N=1010
Overall "built environment" of Lombard (including overall design, buildings, parks and transportation systems)	27%	N=275	47%	N=477	24%	N=245	2%	N=19	100%	N=1016
Health and wellness opportunities in Lombard	24%	N=242	44%	N=448	28%	N=287	4%	N=37	100%	N=1014
Overall opportunities for education and enrichment	34%	N=339	40%	N=409	22%	N=223	4%	N=40	100%	N=1011
Overall economic health of Lombard	44%	N=443	47%	N=475	8%	N=82	1%	N=9	100%	N=1009
Sense of community	29%	N=291	49%	N=495	21%	N=208	1%	N=15	100%	N=1010

Table 14: Question 14

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the Village of Lombard government and its activities, events and services:	Major source		Minor source		Not a source		Total	
Village Pride Newsletter	62%	N=624	26%	N=268	12%	N=120	100%	N=1011
Weekly email newsletter from Village of Lombard	23%	N=234	29%	N=292	47%	N=475	100%	N=1001
Village website (www.villageoflombard.org)	41%	N=408	40%	N=403	19%	N=195	100%	N=1007
Local cable channel (Comcast Channel 6, and AT&T U-Verse Channel 99)	12%	N=117	29%	N=294	59%	N=591	100%	N=1002
The Lombardian	37%	N=373	32%	N=322	31%	N=313	100%	N=1009
The Daily Herald	15%	N=149	29%	N=295	56%	N=559	100%	N=1003
Suburban Life newspaper	9%	N=90	28%	N=282	63%	N=630	100%	N=1002
Social media (Facebook, Twitter, Instagram, etc.)	25%	N=254	29%	N=292	45%	N=454	100%	N=1001
Word of mouth	33%	N=336	48%	N=484	18%	N=185	100%	N=1005

Table 15: Question 15

What would you say is your #1 communication source for obtaining information about the Village of Lombard, its activities, events, and services? (Please choose only one.)	Percent	Number
Village website (www.villageoflombard.org)	24%	N=242
Village social media accounts (Facebook, Twitter)	9%	N=91
Village email newsletter	5%	N=52
Village TV station	1%	N=14
Village Pride newsletter	31%	N=320
Daily Herald newspaper	2%	N=23
Lombardian newspaper	16%	N=168
Suburban Life newspaper	0%	N=2
Word of mouth	11%	N=111
Total	100%	N=1022

Table 16: Question 16

From your total property tax paid to the County, between 6-8% goes to the Village of Lombard's municipal government. Prior to this survey, did you think that the percentage of property tax that went to the Village was higher than that, lower than that, or about that percentage?	Percent	Number
Higher	40%	N=388
Lower	10%	N=97
About that percentage	50%	N=480
Total	100%	N=966

Table 17: Question 17

If you had a Village question, issue, or concern, how likely would you be to contact to the Village of Lombard directly or reference a Village of Lombard communication source (www.villageoflombard.org, Facebook or Twitter pages, Pride newsletter, weekly e-news)?	Percent	Number
Very likely	58%	N=569
Somewhat likely	30%	N=293
Somewhat unlikely	7%	N=70
Very unlikely	6%	N=55
Total	100%	N=987

Table 18: Question 18

Please rate the overall competence of the Lombard Police Department:	Percent	Number
Very competent	70%	N=599
Somewhat competent	26%	N=226
Somewhat incompetent	2%	N=20
Very incompetent	1%	N=9
Total	100%	N=854

Table 19: Question 19

Please rate your perception of Lombard Police Officers' attitudes and behavior in the following categories:	Excellent		Good		Fair		Poor		Total	
Overall attitude/resident perception of attitude	45%	N=391	40%	N=348	11%	N=97	3%	N=28	100%	N=864
Cultural sensitivity	46%	N=310	38%	N=258	13%	N=90	3%	N=20	100%	N=678
Professional conduct	50%	N=433	37%	N=318	11%	N=92	2%	N=20	100%	N=863

Table 20: Question 20

Please rate how important, if at all, you think it is for the Village of Lombard to focus on each of the following Police Initiatives:	Essential		Very important		Somewhat important		Not at all important		Total	
Speeding/DUI/parking/traffic enforcement	37%	N=373	36%	N=358	24%	N=242	3%	N=31	100%	N=1005
Drug/gang-related crimes	66%	N=655	22%	N=220	10%	N=104	2%	N=19	100%	N=998
Crimes against the person (e.g., assault, rape)	74%	N=742	21%	N=208	5%	N=50	0%	N=3	100%	N=1003
Property crimes	56%	N=561	34%	N=343	9%	N=95	0%	N=2	100%	N=1000
Neighborhood patrol and visibility	55%	N=551	33%	N=328	11%	N=113	1%	N=13	100%	N=1005

Table 21: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	7%	N=75	3%	N=32	7%	N=70	19%	N=193	64%	N=667	100%	N=1037
Purchase goods or services from a business located in Lombard	1%	N=6	2%	N=25	31%	N=320	48%	N=501	18%	N=184	100%	N=1036
Read or watch local news (via television, paper, computer, etc.)	8%	N=84	18%	N=189	27%	N=282	24%	N=251	22%	N=231	100%	N=1037
Vote in local elections	10%	N=105	9%	N=92	11%	N=117	21%	N=217	49%	N=505	100%	N=1036

Table 22: Question 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:	Percent	Number
Very positive	5%	N=50
Somewhat positive	20%	N=205
Neutral	52%	N=538
Somewhat negative	20%	N=200
Very negative	3%	N=33
Total	100%	N=1026

Table 23: Question D4

What is your employment status?	Percent	Number
Working full time for pay	67%	N=682
Working part time for pay	10%	N=105
Unemployed, looking for paid work	2%	N=21
Unemployed, not looking for paid work	3%	N=27
Fully retired	18%	N=189
Total	100%	N=1023

Table 24: Question D5

Do you work inside the boundaries of Lombard?	Percent	Number
Yes, outside the home	20%	N=195
Yes, from home	7%	N=69
No	73%	N=731
Total	100%	N=995

Table 25: Question D6

How many years have you lived in Lombard?	Percent	Number
Less than 2 years	16%	N=163
2 to 5 years	21%	N=215
6 to 10 years	10%	N=107
11 to 20 years	19%	N=196
More than 20 years	34%	N=356
Total	100%	N=1038

Table 26: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	61%	N=634
Building with two or more homes (duplex, townhome, apartment or condominium)	37%	N=386
Mobile home	0%	N=0
Other	2%	N=16
Total	100%	N=1036

Table 27: Question D8

Is this house, apartment or mobile home…	Percent	Number
Rented	25%	N=263
Owned	75%	N=768
Total	100%	N=1031

Table 28: Question D9

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)?	Percent	Number
Less than $300 per month	1%	N=14
$300 to $599 per month	5%	N=51
$600 to $999 per month	13%	N=135
$1,000 to $1,499 per month	31%	N=315
$1,500 to $2,499 per month	40%	N=405
$2,500 or more per month	9%	N=94
Total	100%	N=1013

Table 29: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	69%	N=720
Yes	31%	N=316
Total	100%	N=1036

Table 30: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	75%	N=774
Yes	25%	N=263
Total	100%	N=1037

Table 31: Question D12

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.)	Percent	Number
Less than $25,000	8%	N=82
$25,000 to $49,999	17%	N=172
$50,000 to $99,999	37%	N=364
$100,000 to $149,999	26%	N=254
$150,000 or more	12%	N=116
Total	100%	N=988

Table 32: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	95%	N=966
Yes, I consider myself to be Spanish, Hispanic or Latino	5%	N=51
Total	100%	N=1017

Table 33: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	0%	N=4
Asian, Asian Indian or Pacific Islander	10%	N=103
Black or African American	5%	N=50
White	83%	N=853
Other	3%	N=28

Total may exceed 100% as respondents could select more than one option.

Table 34: Question D15

In which category is your age?	Percent	Number
18 to 24 years	3%	N=27
25 to 34 years	25%	N=259
35 to 44 years	16%	N=163
45 to 54 years	22%	N=223
55 to 64 years	14%	N=144
65 to 74 years	12%	N=126
75 years or older	8%	N=87
Total	100%	N=1029

Table 35: Question D16

What is your sex?	Percent	Number
Female	53%	N=539
Male	47%	N=476
Total	100%	N=1014

Table 36: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	62%	N=638
Land line	18%	N=182
Both	20%	N=208
Total	100%	N=1028

Responses including "don't know"

The following pages contain a complete set of responses to each question on the survey, including the "don't know" responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with "N=").

Table 37: Question 1

Please rate each of the following aspects of quality of life in Lombard:	Excellent		Good		Fair		Poor		Don't know		Total	
Lombard as a place to live	37%	N=377	56%	N=579	7%	N=70	0%	N=5	0%	N=0	100%	N=1032
Your neighborhood as a place to live	37%	N=383	50%	N=515	11%	N=114	2%	N=17	0%	N=2	100%	N=1030
Lombard as a place to raise children	30%	N=308	48%	N=490	8%	N=86	1%	N=6	14%	N=140	100%	N=1031
Lombard as a place to work	14%	N=143	32%	N=332	12%	N=125	4%	N=39	38%	N=386	100%	N=1025
Lombard as a place to visit	18%	N=188	40%	N=413	31%	N=314	6%	N=60	5%	N=53	100%	N=1028
Lombard as a place to retire	16%	N=164	29%	N=295	20%	N=201	11%	N=112	24%	N=244	100%	N=1016
The overall quality of life in Lombard	27%	N=276	62%	N=637	10%	N=107	1%	N=8	0%	N=3	100%	N=1032

Table 38: Question 2

Please rate each of the following characteristics as they relate to Lombard as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in Lombard	36%	N=372	56%	N=585	7%	N=72	1%	N=9	0%	N=0	100%	N=1038
Overall ease of getting to the places you usually have to visit	32%	N=325	49%	N=504	16%	N=163	3%	N=36	0%	N=3	100%	N=1031
Quality of overall natural environment in Lombard	27%	N=279	57%	N=586	13%	N=131	2%	N=21	1%	N=6	100%	N=1023
Overall "built environment" of Lombard (including overall design, buildings, parks and transportation systems)	21%	N=214	51%	N=528	24%	N=246	3%	N=33	1%	N=10	100%	N=1031
Health and wellness opportunities in Lombard	21%	N=221	46%	N=477	19%	N=196	2%	N=19	12%	N=119	100%	N=1033
Overall opportunities for education and enrichment	19%	N=192	41%	N=420	24%	N=244	2%	N=21	15%	N=152	100%	N=1029
Overall economic health of Lombard	14%	N=147	45%	N=463	25%	N=254	3%	N=31	13%	N=129	100%	N=1024
Sense of community	18%	N=189	48%	N=491	25%	N=256	5%	N=56	3%	N=34	100%	N=1026
Overall image or reputation of Lombard	19%	N=200	57%	N=584	20%	N=211	2%	N=21	2%	N=17	100%	N=1033

Table 39: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in Lombard to someone who asks	52%	N=538	40%	N=410	5%	N=49	2%	N=25	1%	N=12	100%	N=1034
Remain in Lombard for the next five years	54%	N=560	26%	N=270	10%	N=106	6%	N=57	4%	N=36	100%	N=1029

Table 40: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	78%	N=809	20%	N=206	1%	N=10	1%	N=9	0%	N=1	0%	N=2	100%	N=1037
In Lombard's downtown/commercial area during the day	70%	N=726	21%	N=213	2%	N=23	1%	N=5	0%	N=3	6%	N=64	100%	N=1034
In your neighborhood overall	64%	N=668	31%	N=326	2%	N=17	2%	N=16	1%	N=6	0%	N=3	100%	N=1038

Table 41: Question 5

Please rate each of the following characteristics as they relate to Lombard as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic flow on major streets	10%	N=101	46%	N=478	33%	N=339	11%	N=111	0%	N=4	100%	N=1033
Ease of public parking	15%	N=156	48%	N=491	26%	N=269	6%	N=63	5%	N=51	100%	N=1030
Ease of travel by car in Lombard	21%	N=221	54%	N=559	20%	N=211	4%	N=43	0%	N=1	100%	N=1035
Ease of travel by public transportation in Lombard	9%	N=91	21%	N=213	20%	N=207	9%	N=96	41%	N=425	100%	N=1033
Ease of travel by bicycle in Lombard	15%	N=156	31%	N=319	19%	N=196	4%	N=39	31%	N=314	100%	N=1025
Ease of walking in Lombard	29%	N=305	47%	N=484	17%	N=173	4%	N=37	3%	N=36	100%	N=1034
Availability of paths and riding trails	38%	N=390	38%	N=397	11%	N=114	3%	N=26	10%	N=106	100%	N=1033
Air quality	26%	N=264	56%	N=578	12%	N=126	1%	N=14	5%	N=47	100%	N=1029
Cleanliness of Lombard	26%	N=269	60%	N=623	13%	N=132	1%	N=6	0%	N=2	100%	N=1032
Overall appearance of Lombard	24%	N=244	61%	N=629	15%	N=150	1%	N=11	0%	N=1	100%	N=1034
Public places where people want to spend time	22%	N=227	53%	N=545	19%	N=200	3%	N=33	3%	N=28	100%	N=1033
Variety of housing options	19%	N=192	49%	N=508	19%	N=201	3%	N=26	10%	N=106	100%	N=1032
Availability of affordable quality housing	12%	N=127	39%	N=405	26%	N=268	5%	N=57	17%	N=177	100%	N=1035
Availability of affordable quality food	24%	N=253	52%	N=537	18%	N=182	5%	N=47	1%	N=14	100%	N=1033
Availability of affordable quality health care	21%	N=217	44%	N=455	16%	N=161	3%	N=30	16%	N=169	100%	N=1032
Availability of preventive health services	19%	N=197	43%	N=441	15%	N=153	3%	N=26	21%	N=216	100%	N=1033

Table 42: Question 6

Please rate each of the following characteristics as they relate to Lombard as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Availability of affordable quality child care/preschool	8%	N=85	19%	N=192	9%	N=88	3%	N=34	61%	N=627	100%	N=1025
Opportunities to attend cultural/arts/music activities	9%	N=94	33%	N=336	30%	N=304	10%	N=101	18%	N=185	100%	N=1020
Opportunities to participate in religious or spiritual events and activities	22%	N=224	41%	N=423	12%	N=120	1%	N=13	24%	N=242	100%	N=1022
Employment opportunities	6%	N=59	20%	N=208	22%	N=222	6%	N=58	46%	N=473	100%	N=1020
Shopping opportunities	36%	N=364	45%	N=457	15%	N=150	5%	N=47	0%	N=4	100%	N=1023
Cost of living in Lombard	8%	N=78	41%	N=422	39%	N=394	11%	N=110	2%	N=19	100%	N=1024
Overall quality of business and service establishments in Lombard	15%	N=154	53%	N=538	25%	N=258	4%	N=43	3%	N=30	100%	N=1023
Vibrant downtown/commercial area	10%	N=100	29%	N=295	37%	N=373	19%	N=198	5%	N=51	100%	N=1017
Overall quality of new development in Lombard	11%	N=114	34%	N=347	32%	N=327	8%	N=86	14%	N=146	100%	N=1019
Opportunities to participate in social events and activities	12%	N=120	43%	N=442	26%	N=260	6%	N=58	14%	N=138	100%	N=1018
Opportunities to volunteer	11%	N=112	33%	N=339	17%	N=175	3%	N=33	35%	N=363	100%	N=1021
Opportunities to participate in community matters	9%	N=94	38%	N=382	21%	N=213	4%	N=42	28%	N=280	100%	N=1011
Openness and acceptance of the community toward people of diverse backgrounds	15%	N=152	43%	N=436	20%	N=202	3%	N=33	19%	N=196	100%	N=1018
Neighborliness of residents in Lombard	20%	N=208	49%	N=505	22%	N=227	4%	N=39	4%	N=42	100%	N=1021

Table 43: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	20%	N=205	80%	N=822	100%	N=1028
Made efforts to make your home more energy efficient	22%	N=224	78%	N=801	100%	N=1025
Observed a code violation or other hazard in Lombard	60%	N=603	40%	N=410	100%	N=1013

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Household member was a victim of a crime in Lombard	93%	N=951	7%	N=70	100%	N=1021
Reported a crime to the police in Lombard	83%	N=854	17%	N=173	100%	N=1027
Campaigned or advocated for an issue, cause or candidate	87%	N=896	13%	N=129	100%	N=1024
Contacted the Village of Lombard (in-person, phone, email or web) for help or information	55%	N=562	45%	N=468	100%	N=1030
Contacted Lombard elected officials (in-person, phone, email or web) to express your opinion	88%	N=907	12%	N=122	100%	N=1029

Table 44: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Lombard?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Participated in religious or spiritual activities in Lombard	10%	N=104	18%	N=188	19%	N=191	53%	N=543	100%	N=1026
Attended a Village-sponsored event	1%	N=9	5%	N=55	45%	N=461	48%	N=492	100%	N=1016
Used bus, rail, subway or other public transportation instead of driving	9%	N=95	6%	N=59	29%	N=301	55%	N=568	100%	N=1023
Carpooled with other adults or children instead of driving alone	9%	N=88	15%	N=149	17%	N=175	60%	N=611	100%	N=1024
Walked or biked instead of driving	16%	N=166	20%	N=201	30%	N=310	34%	N=347	100%	N=1024
Volunteered your time to some group/activity in Lombard	5%	N=50	10%	N=100	14%	N=143	71%	N=731	100%	N=1024
Participated in a club	4%	N=37	6%	N=62	10%	N=104	80%	N=816	100%	N=1019
Talked to or visited with your immediate neighbors	44%	N=453	31%	N=319	16%	N=167	9%	N=92	100%	N=1031
Done a favor for a neighbor	19%	N=197	25%	N=259	35%	N=360	21%	N=214	100%	N=1029

Table 45: Question 9

Thinking about local public meetings (of local elected officials like Village Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	0%	N=2	2%	N=16	11%	N=108	88%	N=899	100%	N=1024
Watched (online or on television) a local public meeting	1%	N=8	3%	N=33	15%	N=149	82%	N=837	100%	N=1027

Table 46: Question 10

Please rate the quality of each of the following services in Lombard:	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	36%	N=372	43%	N=439	8%	N=84	2%	N=16	11%	N=111	100%	N=1023
Fire services	40%	N=404	35%	N=360	3%	N=34	0%	N=0	22%	N=224	100%	N=1023
Ambulance or emergency medical services	36%	N=369	31%	N=314	3%	N=35	0%	N=0	30%	N=304	100%	N=1023
Crime prevention	19%	N=192	39%	N=401	12%	N=121	2%	N=17	28%	N=285	100%	N=1016
Fire prevention and education	22%	N=223	35%	N=356	8%	N=77	1%	N=6	35%	N=350	100%	N=1012
Traffic enforcement	18%	N=182	43%	N=433	20%	N=198	5%	N=52	15%	N=149	100%	N=1014
Street repair	14%	N=141	40%	N=412	31%	N=316	13%	N=132	2%	N=21	100%	N=1022
Street cleaning	19%	N=195	47%	N=474	24%	N=246	5%	N=51	5%	N=53	100%	N=1018
Street lighting	21%	N=215	45%	N=459	27%	N=270	6%	N=66	1%	N=7	100%	N=1016
Snow removal	18%	N=187	47%	N=472	22%	N=219	9%	N=91	5%	N=46	100%	N=1015
Sidewalk maintenance	12%	N=127	40%	N=407	28%	N=284	11%	N=109	9%	N=92	100%	N=1019
Traffic signal timing	12%	N=119	45%	N=454	27%	N=271	14%	N=139	3%	N=30	100%	N=1013
Garbage collection	34%	N=346	50%	N=514	8%	N=86	2%	N=20	5%	N=54	100%	N=1020
Recycling	32%	N=324	47%	N=478	11%	N=111	5%	N=55	5%	N=50	100%	N=1018

Please rate the quality of each of the following services in Lombard:	Excellent		Good		Fair		Poor		Don't know		Total	
Yard waste pick-up	26%	N=269	38%	N=391	14%	N=141	2%	N=16	20%	N=200	100%	N=1017
Storm drainage	17%	N=170	42%	N=424	20%	N=206	6%	N=63	15%	N=149	100%	N=1013
Drinking water	29%	N=295	52%	N=526	12%	N=124	3%	N=28	4%	N=45	100%	N=1018
Sewer services	20%	N=205	52%	N=529	13%	N=130	2%	N=17	13%	N=130	100%	N=1012
Utility billing	16%	N=164	47%	N=481	24%	N=240	3%	N=32	10%	N=98	100%	N=1015
Land use, planning and zoning	10%	N=101	33%	N=335	18%	N=182	6%	N=61	33%	N=335	100%	N=1014
Code enforcement (weeds, abandoned buildings, etc.)	11%	N=107	31%	N=316	20%	N=202	9%	N=91	29%	N=297	100%	N=1013
Animal control	11%	N=116	32%	N=322	15%	N=151	4%	N=45	37%	N=377	100%	N=1011
Economic development	10%	N=101	35%	N=354	25%	N=250	5%	N=50	25%	N=258	100%	N=1013
Public information services	14%	N=140	41%	N=412	18%	N=184	3%	N=30	24%	N=238	100%	N=1003
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	12%	N=117	32%	N=325	13%	N=133	3%	N=33	40%	N=407	100%	N=1015
Village-sponsored special events	16%	N=157	41%	N=409	19%	N=193	3%	N=25	21%	N=215	100%	N=999
Overall customer service by Lombard employees (police, receptionists, planners, etc.)	23%	N=228	45%	N=453	16%	N=160	2%	N=21	15%	N=150	100%	N=1012
Green initiatives	9%	N=86	30%	N=301	20%	N=203	6%	N=58	35%	N=356	100%	N=1004
Bicycle and pedestrian accommodation	19%	N=192	43%	N=441	20%	N=207	5%	N=47	13%	N=129	100%	N=1016

Table 47: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The Village of Lombard	23%	N=233	53%	N=540	17%	N=175	2%	N=16	5%	N=53	100%	N=1017
The Federal Government	5%	N=46	24%	N=241	38%	N=382	21%	N=209	13%	N=131	100%	N=1009
The State of Illinois	3%	N=30	16%	N=159	30%	N=305	42%	N=425	9%	N=95	100%	N=1015

Table 48: Question 12

Please rate the following categories of Lombard government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Lombard	9%	N=89	35%	N=352	33%	N=331	10%	N=103	13%	N=136	100%	N=1011
The overall direction that Lombard is taking	13%	N=129	46%	N=463	22%	N=222	5%	N=49	14%	N=146	100%	N=1010
The job Lombard government does at welcoming citizen involvement	9%	N=89	28%	N=283	23%	N=231	7%	N=75	33%	N=332	100%	N=1011
Overall confidence in Lombard government	10%	N=105	42%	N=423	27%	N=273	6%	N=57	15%	N=154	100%	N=1012
Generally acting in the best interest of the community	11%	N=114	45%	N=454	21%	N=217	5%	N=51	17%	N=172	100%	N=1008
Being honest	12%	N=117	36%	N=360	18%	N=184	4%	N=44	30%	N=305	100%	N=1010
Treating all residents fairly	13%	N=130	36%	N=362	21%	N=212	4%	N=41	26%	N=266	100%	N=1012

Table 49: Question 13

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:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Lombard	57%	N=581	35%	N=356	7%	N=72	1%	N=9	100%	N=1018
Overall ease of getting to the places you usually have to visit	28%	N=285	48%	N=486	21%	N=216	3%	N=27	100%	N=1016
Quality of overall natural environment in Lombard	27%	N=274	53%	N=533	19%	N=191	1%	N=13	100%	N=1010
Overall "built environment" of Lombard (including overall design, buildings, parks and transportation systems)	27%	N=275	47%	N=477	24%	N=245	2%	N=19	100%	N=1016

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:	Essential		Very important		Somewhat important		Not at all important		Total	
Health and wellness opportunities in Lombard	24%	N=242	44%	N=448	28%	N=287	4%	N=37	100%	N=1014
Overall opportunities for education and enrichment	34%	N=339	40%	N=409	22%	N=223	4%	N=40	100%	N=1011
Overall economic health of Lombard	44%	N=443	47%	N=475	8%	N=82	1%	N=9	100%	N=1009
Sense of community	29%	N=291	49%	N=495	21%	N=208	1%	N=15	100%	N=1010

Table 50: Question 14

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the Village of Lombard government and its activities, events and services:	Major source		Minor source		Not a source		Total	
Village Pride Newsletter	62%	N=624	26%	N=268	12%	N=120	100%	N=1011
Weekly email newsletter from Village of Lombard	23%	N=234	29%	N=292	47%	N=475	100%	N=1001
Village website (www.villageoflombard.org)	41%	N=408	40%	N=403	19%	N=195	100%	N=1007
Local cable channel (Comcast Channel 6, and AT&T U-Verse Channel 99)	12%	N=117	29%	N=294	59%	N=591	100%	N=1002
The Lombardian	37%	N=373	32%	N=322	31%	N=313	100%	N=1009
The Daily Herald	15%	N=149	29%	N=295	56%	N=559	100%	N=1003
Suburban Life newspaper	9%	N=90	28%	N=282	63%	N=630	100%	N=1002
Social media (Facebook, Twitter, Instagram, etc.)	25%	N=254	29%	N=292	45%	N=454	100%	N=1001
Word of mouth	33%	N=336	48%	N=484	18%	N=185	100%	N=1005

Table 51: Question 15

What would you say is your #1 communication source for obtaining information about the Village of Lombard, its activities, events, and services? (Please choose only one.)	Percent	Number
Village website (www.villageoflombard.org)	24%	N=242
Village social media accounts (Facebook, Twitter)	9%	N=91
Village email newsletter	5%	N=52
Village TV station	1%	N=14
Village Pride newsletter	31%	N=320
Daily Herald newspaper	2%	N=23
Lombardian newspaper	16%	N=168
Suburban Life newspaper	0%	N=2
Word of mouth	11%	N=111
Total	100%	N=1022

Table 52: Question 16

From your total property tax paid to the County, between 6-8% goes to the Village of Lombard's municipal government. Prior to this survey, did you think that the percentage of property tax that went to the Village was higher than that, lower than that, or about that percentage?	Percent	Number
Higher	40%	N=388
Lower	10%	N=97
About that percentage	50%	N=480
Total	100%	N=966

Table 53: Question 17

If you had a Village question, issue, or concern, how likely would you be to contact to the Village of Lombard directly or reference a Village of Lombard communication source (www.villageoflombard.org, Facebook or Twitter pages, Pride newsletter, weekly e-news)?	Percent	Number
Very likely	56%	N=569
Somewhat likely	29%	N=293
Somewhat unlikely	7%	N=70
Very unlikely	5%	N=55
Don't know	4%	N=38
Total	100%	N=1025

Table 54: Question 18

Please rate the overall competence of the Lombard Police Department:	Percent	Number
Very competent	59%	N=599
Somewhat competent	22%	N=226
Somewhat incompetent	2%	N=20
Very incompetent	1%	N=9
Don't know	16%	N=168
Total	100%	N=1022

Table 55: Question 19

Please rate your perception of Lombard Police Officers' attitudes and behavior in the following categories:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall attitude/resident perception of attitude	38%	N=391	34%	N=348	10%	N=97	3%	N=28	15%	N=154	100%	N=1018
Cultural sensitivity	31%	N=310	25%	N=258	9%	N=90	2%	N=20	33%	N=339	100%	N=1017
Professional conduct	42%	N=433	31%	N=318	9%	N=92	2%	N=20	15%	N=155	100%	N=1018

Table 56: Question 20

Please rate how important, if at all, you think it is for the Village of Lombard to focus on each of the following Police Initiatives:	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Speeding/DUI/parking/traffic enforcement	36%	N=373	35%	N=358	24%	N=242	3%	N=31	2%	N=20	100%	N=1025
Drug/gang-related crimes	64%	N=655	21%	N=220	10%	N=104	2%	N=19	3%	N=27	100%	N=1026
Crimes against the person (e.g., assault, rape)	72%	N=742	20%	N=208	5%	N=50	0%	N=3	2%	N=25	100%	N=1028
Property crimes	55%	N=561	34%	N=343	9%	N=95	0%	N=2	2%	N=25	100%	N=1025
Neighborhood patrol and visibility	54%	N=551	32%	N=328	11%	N=113	1%	N=13	1%	N=14	100%	N=1019

Table 57: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	7%	N=75	3%	N=32	7%	N=70	19%	N=193	64%	N=667	100%	N=1037
Purchase goods or services from a business located in Lombard	1%	N=6	2%	N=25	31%	N=320	48%	N=501	18%	N=184	100%	N=1036
Read or watch local news (via television, paper, computer, etc.)	8%	N=84	18%	N=189	27%	N=282	24%	N=251	22%	N=231	100%	N=1037
Vote in local elections	10%	N=105	9%	N=92	11%	N=117	21%	N=217	49%	N=505	100%	N=1036

Table 58: Question 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:	Percent	Number
Very positive	5%	N=50
Somewhat positive	20%	N=205
Neutral	52%	N=538
Somewhat negative	20%	N=200
Very negative	3%	N=33
Total	100%	N=1026

Table 59: Question D4

What is your employment status?	Percent	Number
Working full time for pay	67%	N=682
Working part time for pay	10%	N=105
Unemployed, looking for paid work	2%	N=21
Unemployed, not looking for paid work	3%	N=27
Fully retired	18%	N=189
Total	100%	N=1023

Table 60: Question D5

Do you work inside the boundaries of Lombard?	Percent	Number
Yes, outside the home	20%	N=195
Yes, from home	7%	N=69
No	73%	N=731
Total	100%	N=995

Table 61: Question D6

How many years have you lived in Lombard?	Percent	Number
Less than 2 years	16%	N=163
2 to 5 years	21%	N=215
6 to 10 years	10%	N=107
11 to 20 years	19%	N=196
More than 20 years	34%	N=356
Total	100%	N=1038

Table 62: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	61%	N=634
Building with two or more homes (duplex, townhome, apartment or condominium)	37%	N=386
Mobile home	0%	N=0
Other	2%	N=16
Total	100%	N=1036

Table 63: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	25%	N=263
Owned	75%	N=768
Total	100%	N=1031

Table 64: Question D9

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)?	Percent	Number
Less than $300 per month	1%	N=14
$300 to $599 per month	5%	N=51
$600 to $999 per month	13%	N=135
$1,000 to $1,499 per month	31%	N=315
$1,500 to $2,499 per month	40%	N=405
$2,500 or more per month	9%	N=94
Total	100%	N=1013

Table 65: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	69%	N=720
Yes	31%	N=316
Total	100%	N=1036

Table 66: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	75%	N=774
Yes	25%	N=263
Total	100%	N=1037

Table 67: Question D12

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.)	Percent	Number
Less than $25,000	8%	N=82
$25,000 to $49,999	17%	N=172
$50,000 to $99,999	37%	N=364
$100,000 to $149,999	26%	N=254
$150,000 or more	12%	N=116
Total	100%	N=988

Table 68: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	95%	N=966
Yes, I consider myself to be Spanish, Hispanic or Latino	5%	N=51
Total	100%	N=1017

Table 69: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	0%	N=4
Asian, Asian Indian or Pacific Islander	10%	N=103
Black or African American	5%	N=50
White	83%	N=853
Other	3%	N=28

Total may exceed 100% as respondents could select more than one option.

Table 70: Question D15

In which category is your age?	Percent	Number
18 to 24 years	3%	N=27
25 to 34 years	25%	N=259
35 to 44 years	16%	N=163
45 to 54 years	22%	N=223
55 to 64 years	14%	N=144
65 to 74 years	12%	N=126
75 years or older	8%	N=87
Total	100%	N=1029

Table 71: Question D16

What is your sex?	Percent	Number
Female	53%	N=539
Male	47%	N=476
Total	100%	N=1014

Table 72: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	62%	N=638
Land line	18%	N=182
Both	20%	N=208
Total	100%	N=1028

Appendix B: Benchmark Comparisons

Comparison Data

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 Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating 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. The Village of Lombard chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (communities in the North Central East region with populations 20,000-60,000).

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Lombard's "percent positive." The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," "essential" and "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. The second column is the rank assigned to Lombard's rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Lombard's rating to the benchmark.

In that final column, 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. More extreme differences are noted as "much higher" or "much lower."

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

National Benchmark Comparisons

Table 73: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Lombard	89%	198	442	Similar
Overall image or reputation of Lombard	77%	161	331	Similar
Lombard as a place to live	93%	182	379	Similar
Your neighborhood as a place to live	87%	124	298	Similar
Lombard as a place to raise children	90%	157	366	Similar
Lombard as a place to retire	59%	234	347	Similar
Overall appearance of Lombard	84%	117	345	Similar

Table 74: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Lombard	92%	102	279	Similar
	In your neighborhood during the day	98%	83	342	Similar
	In Lombard's downtown/commercial area during the day	97%	66	290	Similar
Mobility	Overall ease of getting to the places you usually have to visit	81%	66	192	Similar
	Availability of paths and riding trails	85%	34	294	Higher
	Ease of walking in Lombard	79%	69	277	Similar
	Ease of travel by bicycle in Lombard	67%	64	284	Higher
	Ease of travel by public transportation in Lombard	50%	44	164	Similar
	Ease of travel by car in Lombard	75%	80	288	Similar
	Ease of public parking	66%	46	157	Similar
	Traffic flow on major streets	56%	122	336	Similar
Natural Environment	Quality of overall natural environment in Lombard	85%	100	265	Similar
	Cleanliness of Lombard	87%	97	260	Similar
	Air quality	86%	84	237	Similar
Built Environment	Overall "built environment" of Lombard (including overall design, buildings, parks and transportation systems)	73%	48	182	Similar
	Overall quality of new development in Lombard	53%	155	269	Similar
	Availability of affordable quality housing	62%	45	290	Higher
	Variety of housing options	76%	42	261	Higher
	Public places where people want to spend time	77%	58	175	Similar
Economy	Overall economic health of Lombard	68%	85	187	Similar
	Vibrant downtown/commercial area	41%	101	171	Similar
	Overall quality of business and service establishments in Lombard	70%	98	257	Similar
	Cost of living in Lombard	50%	76	183	Similar
	Shopping opportunities	81%	30	280	Higher
	Employment opportunities	49%	62	297	Similar
	Lombard as a place to visit	62%	116	197	Similar
	Lombard as a place to work	74%	118	341	Similar
Recreation and Wellness	Health and wellness opportunities in Lombard	76%	77	184	Similar
	Availability of preventive health services	78%	37	221	Similar
	Availability of affordable quality health care	78%	35	247	Higher
	Availability of affordable quality food	78%	52	221	Similar
Education and Enrichment	Overall opportunities for education and enrichment	70%	86	184	Similar
	Opportunities to participate in religious or spiritual events and activities	83%	80	192	Similar
	Opportunities to attend cultural/arts/music activities	52%	166	280	Similar
	Availability of affordable quality child care/preschool	70%	41	241	Higher

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Opportunities to participate in social events and activities	64%	120	244	Similar
	Neighborliness of Lombard	73%	28	177	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	72%	53	274	Similar
Community Engagement	Opportunities to participate in community matters	65%	132	260	Similar
	Opportunities to volunteer	69%	159	252	Similar

Table 75: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the Village of Lombard	80%	150	427	Similar
Overall customer service by Lombard employees (police, receptionists, planners, etc.)	79%	152	357	Similar
Value of services for the taxes paid to Lombard	50%	225	391	Similar
Overall direction that Lombard is taking	69%	84	308	Similar
Job Lombard government does at welcoming citizen involvement	55%	127	302	Similar
Overall confidence in Lombard government	61%	62	184	Similar
Generally acting in the best interest of the community	68%	43	183	Similar
Being honest	68%	43	176	Similar
Treating all residents fairly	66%	39	181	Similar
Services provided by the Federal Government	33%	175	238	Similar

Table 76: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Police services	89%	100	437	Similar
	Fire services	96%	102	355	Similar
	Ambulance or emergency medical services	95%	82	332	Similar
	Crime prevention	81%	98	339	Similar
	Fire prevention and education	87%	72	272	Similar
	Animal control	69%	134	329	Similar
Safety	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	73%	75	269	Similar
	Traffic enforcement	71%	112	356	Similar
	Street repair	55%	152	401	Similar
	Street cleaning	69%	110	306	Similar
	Street lighting	67%	84	307	Similar
	Snow removal	68%	132	285	Similar
	Sidewalk maintenance	58%	140	309	Similar
Mobility	Traffic signal timing	58%	77	245	Similar
	Garbage collection	89%	128	343	Similar
	Recycling	83%	174	349	Similar
Natural Environment	Yard waste pick-up	81%	85	256	Similar
	Drinking water	84%	72	327	Similar
	Storm drainage	69%	137	342	Similar
	Sewer services	83%	125	312	Similar
	Utility billing	70%	87	166	Similar
	Land use, planning and zoning	64%	43	290	Similar
Built Environment	Code enforcement (weeds, abandoned buildings, etc.)	59%	126	359	Similar
Economy	Economic development	60%	87	272	Similar

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Village-sponsored special events	72%	78	198	Similar
Community Engagement	Public information services	72%	115	273	Similar

Table 77: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	69%	122	296	Similar
Recommend living in Lombard to someone who asks	93%	81	268	Similar
Remain in Lombard for the next five years	84%	149	260	Similar
Contacted Lombard (in-person, phone, email or web) for help or information	45%	153	295	Similar

Table 78: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Did NOT report a crime to the police	83%	56	179	Similar
	Household member was NOT a victim of a crime	93%	45	262	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	45%	30	147	Higher
	Carpooled with other adults or children instead of driving alone	40%	101	170	Similar
	Walked or biked instead of driving	66%	47	175	Similar
Natural Environment	Made efforts to conserve water	80%	94	166	Similar
	Made efforts to make your home more energy efficient	78%	65	166	Similar
	Recycle at home	90%	114	246	Similar
Built Environment	Did NOT observe a code violation or other hazard in Lombard	60%	59	171	Similar
	NOT experiencing housing costs stress	62%	189	242	Similar
Economy	Purchase goods or services from a business located in Lombard	97%	91	173	Similar
	Economy will have positive impact on income	25%	153	244	Similar
	Work inside boundaries of Lombard	27%	147	173	Lower
Education and Enrichment	Participated in religious or spiritual activities in Lombard	47%	100	191	Similar
	Attended Village-sponsored event	52%	99	175	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	13%	150	159	Similar
	Contacted Lombard elected officials (in-person, phone, email or web) to express your opinion	12%	145	173	Similar
	Volunteered your time to some group/activity in Lombard	29%	205	250	Lower
	Participated in a club	20%	185	225	Similar
	Talked to or visited with your immediate neighbors	91%	86	171	Similar
	Done a favor for a neighbor	79%	114	165	Similar
	Attended a local public meeting	12%	239	251	Similar
	Watched (online or on television) a local public meeting	18%	165	215	Similar
	Read or watch local news (via television, paper, computer, etc.)	74%	166	174	Lower
	Vote in local elections	81%	129	244	Similar

Communities included in national comparisons
The communities included in Lombard's comparisons are listed on the following pages along with their population according to the 2010 Census.

Airway Heights city, WA	6,114	Broken Arrow city, OK	98,850
Albany city, OR	50,158	Brookfield city, WI	37,920
Albemarle County, VA	98,970	Brookline CDP, MA	58,732
Albert Lea city, MN	18,016	Broomfield city, CO	55,889
Alexandria city, VA	139,966	Brownsburg town, IN	21,285
Algonquin village, IL	30,046	Bryan city, TX	76,201
Aliso Viejo city, CA	47,823	Burien city, WA	33,313
Altoona city, IA	14,541	Burleson city, TX	36,690
American Canyon city, CA	19,454	Cabarrus County, NC	178,011
Ames city, IA	58,965	Cambridge city, MA	105,162
Andover CDP, MA	8,762	Cannon Beach city, OR	1,690
Ankeny city, IA	45,582	Cañon City city, CO	16,400
Ann Arbor city, MI	113,934	Canton city, SD	3,057
Annapolis city, MD	38,394	Cape Coral city, FL	154,305
Apache Junction city, AZ	35,840	Cape Girardeau city, MO	37,941
Apple Valley town, CA	69,135	Carlisle borough, PA	18,682
Arapahoe County, CO	572,003	Carlsbad city, CA	105,328
Arkansas City city, AR	366	Carroll city, IA	10,103
Arlington County, VA	207,627	Cartersville city, GA	19,731
Arvada city, CO	106,433	Cary town, NC	135,234
Asheville city, NC	83,393	Casa Grande city, AZ	48,571
Ashland city, OR	20,078	Casper city, WY	55,316
Ashland town, MA	16,593	Castine town, ME	1,366
Ashland town, VA	7,225	Castle Pines North city, CO	10,360
Aspen city, CO	6,658	Castle Rock town, CO	48,231
Athens-Clarke County, GA	115,452	Cedar Hill city, TX	45,028
Auburn city, AL	53,380	Cedar Rapids city, IA	126,326
Auburn city, WA	70,180	Celina city, TX	6,028
Augusta CCD, GA	134,777	Centennial city, CO	100,377
Aurora city, CO	325,078	Centralia city, IL	13,032
Austin city, TX	790,390	Chambersburg borough, PA	20,268
Avon town, CO	6,447	Chandler city, AZ	236,123
Bainbridge Island city, WA	23,025	Chandler city, TX	2,734
Baltimore city, MD	620,961	Chanhassen city, MN	22,952
Bartonville town, TX	1,469	Chapel Hill town, NC	57,233
Battle Creek city, MI	52,347	Charles County, MD	146,551
Bay City city, MI	34,932	Charlotte city, NC	731,424
Baytown city, TX	71,802	Charlotte County, FL	159,978
Bedford city, TX	46,979	Charlottesville city, VA	43,475
Bedford town, MA	13,320	Chattanooga city, TN	167,674
Bellevue city, WA	122,363	Chesterfield County, VA	316,236
Bellingham city, WA	80,885	Chippewa Falls city, WI	13,661
Beltrami County, MN	44,442	Citrus Heights city, CA	83,301
Benbrook city, TX	21,234	Clackamas County, OR	375,992
Bend city, OR	76,639	Clarendon Hills village, IL	8,427
Benicia city, CA	26,997	Clayton city, MO	15,939
Bettendorf city, IA	33,217	Clearwater city, FL	107,685
Billings city, MT	104,170	Cleveland Heights city, OH	46,121
Blaine city, MN	57,186	Clinton city, SC	8,490
Bloomfield Hills city, MI	3,869	Clive city, IA	15,447
Bloomington city, MN	82,893	Clovis city, CA	95,631
Blue Springs city, MO	52,575	College Park city, MD	30,413
Boise City city, ID	205,671	College Station city, TX	93,857
Boone County, KY	118,811	Colleyville city, TX	22,807
Boulder city, CO	97,385	Collinsville city, IL	25,579
Bowling Green city, KY	58,067	Columbia city, SC	129,272
Bozeman city, MT	37,280	Columbia Falls city, MT	4,688
Brentwood city, MO	8,055	Columbus city, WI	4,991
Brentwood city, TN	37,060	Commerce City city, CO	45,913
Brighton city, CO	33,352	Concord city, CA	122,067
Brighton city, MI	7,444	Concord town, MA	17,668
Bristol city, TN	26,702	Cookeville city, TN	30,435

Coon Rapids city, MN	61,476
Copperas Cove city, TX	32,032
Coronado city, CA	18,912
Corvallis city, OR	54,462
Creve Coeur city, MO	17,833
Cross Roads town, TX	1,563
Crystal Lake city, IL	40,743
Dacono city, CO	4,152
Dade City city, FL	6,437
Dakota County, MN	398,552
Dallas city, OR	14,583
Dallas city, TX	1,197,816
Danville city, KY	16,218
Dardenne Prairie city, MO	11,494
Davenport city, IA	99,685
Davidson town, NC	10,944
Decatur city, GA	19,335
Del Mar city, CA	4,161
Delaware city, OH	34,753
Delray Beach city, FL	60,522
Denison city, TX	22,682
Denton city, TX	113,383
Denver city, CO	600,158
Derby city, KS	22,158
Des Moines city, IA	203,433
Des Peres city, MO	8,373
Destin city, FL	12,305
Dorchester County, MD	32,618
Dothan city, AL	65,496
Douglas County, CO	285,465
Dover city, NH	29,987
Dublin city, CA	46,036
Dublin city, OH	41,751
Duluth city, MN	86,265
Duncanville city, TX	38,524
Durham city, NC	228,330
Durham County, NC	267,587
Eagan city, MN	64,206
Eagle town, CO	6,508
East Baton Rouge Parish, LA	440,171
East Grand Forks city, MN	8,601
East Lansing city, MI	48,579
Eau Claire city, WI	65,883
Eden Prairie city, MN	60,797
Edgerton city, KS	1,671
Edgewater city, CO	5,170
Edina city, MN	47,941
Edmond city, OK	81,405
Edmonds city, WA	39,709
El Cerrito city, CA	23,549
El Dorado County, CA	181,058
El Paso city, TX	649,121
Elk Grove city, CA	153,015
Elk River city, MN	22,974
Elko New Market city, MN	4,110
Elmhurst city, IL	44,121
Encinitas city, CA	59,518
Englewood city, CO	30,255
Erie town, CO	18,135
Escambia County, FL	297,619
Estes Park town, CO	5,858
Fairview town, TX	7,248
Farmersville city, TX	3,301
Farmington Hills city, MI	79,740
Fayetteville city, NC	200,564
Fishers town, IN	76,794
Flower Mound town, TX	64,669
Forest Grove city, OR	21,083
Fort Collins city, CO	143,986
Fort Lauderdale city, FL	165,521
Fort Smith city, AR	86,209
Fort Worth city, TX	741,206
Fountain Hills town, AZ	22,489
Franklin city, TN	62,487
Fredericksburg city, VA	24,286
Fremont city, CA	214,089
Friendswood city, TX	35,805
Fruita city, CO	12,646
Gahanna city, OH	33,248
Gaithersburg city, MD	59,933
Galveston city, TX	47,743
Gardner city, KS	19,123
Geneva city, NY	13,261
Georgetown city, TX	47,400
Germantown city, TN	38,844
Gilbert town, AZ	208,453
Gillette city, WY	29,087
Glendora city, CA	50,073
Glenview village, IL	44,692
Globe city, AZ	7,532
Golden city, CO	18,867
Golden Valley city, MN	20,371
Goodyear city, AZ	65,275
Grafton village, WI	11,459
Grand Blanc city, MI	8,276
Grand Island city, NE	48,520
Grants Pass city, OR	34,533
Grass Valley city, CA	12,860
Green Valley CDP, AZ	21,391
Greenville city, NC	84,554
Greenwich town, CT	61,171
Greenwood Village city, CO	13,925
Greer city, SC	25,515
Guilford County, NC	488,406
Gunnison County, CO	15,324
Gurnee village, IL	31,295
Hailey city, ID	7,960
Haines Borough, AK	2,508
Hallandale Beach city, FL	37,113
Hamilton city, OH	62,477
Hanover County, VA	99,863
Harrisburg city, SD	4,089
Harrisonburg city, VA	48,914
Harrisonville city, MO	10,019
Hayward city, CA	144,186
Henderson city, NV	257,729
Herndon town, VA	23,292
High Point city, NC	104,371
Highland Park city, IL	29,763
Highlands Ranch CDP, CO	96,713
Hillsborough town, NC	6,087
Holland city, MI	33,051
Honolulu County, HI	953,207
Hooksett town, NH	13,451
Hopkins city, MN	17,591
Hopkinton town, MA	14,925
Hoquiam city, WA	8,726
Horry County, SC	269,291
Hudson city, OH	22,262
Hudson town, CO	2,356
Hudsonville city, MI	7,116
Huntersville town, NC	46,773
Hurst city, TX	37,337
Hutchinson city, MN	14,178
Hutto city, TX	14,698
Hyattsville city, MD	17,557
Independence city, MO	116,830
Indian Trail town, NC	33,518
Indianola city, IA	14,782
Iowa City city, IA	67,862

Irving city, TX	216,290
Issaquah city, WA	30,434
Jackson County, MI	160,248
James City County, VA	67,009
Jefferson City city, MO	43,079
Jefferson County, CO	534,543
Jefferson County, NY	116,229
Jerome city, ID	10,890
Johnson City city, TN	63,152
Johnston city, IA	17,278
Jupiter town, FL	55,156
Kalamazoo city, MI	74,262
Kansas City city, KS	145,786
Kansas City city, MO	459,787
Keizer city, OR	36,478
Kenmore city, WA	20,460
Kennedale city, TX	6,763
Kennett Square borough, PA	6,072
Kettering city, OH	56,163
Key West city, FL	24,649
King City city, CA	12,874
King County, WA	1,931,249
Kirkland city, WA	48,787
Kirkwood city, MO	27,540
Knoxville city, IA	7,313
La Mesa city, CA	57,065
La Plata town, MD	8,753
La Porte city, TX	33,800
La Vista city, NE	15,758
Lafayette city, CO	24,453
Laguna Beach city, CA	22,723
Laguna Hills city, CA	30,344
Laguna Niguel city, CA	62,979
Lake Forest city, IL	19,375
Lake Oswego city, OR	36,619
Lake Stevens city, WA	28,069
Lake Worth city, FL	34,910
Lake Zurich village, IL	19,631
Lakeville city, MN	55,954
Lakewood city, CO	142,980
Lakewood city, WA	58,163
Lane County, OR	351,715
Lansing city, MI	114,297
Laramie city, WY	30,816
Larimer County, CO	299,630
Las Vegas city, NV	583,756
Lawrence city, KS	87,643
League City city, TX	83,560
Lee's Summit city, MO	91,364
Lehi city, UT	47,407
Lenexa city, KS	48,190
Lewis County, NY	27,087
Lewiston city, ID	31,894
Lewisville city, TX	95,290
Libertyville village, IL	20,315
Lincoln city, NE	258,379
Lindsborg city, KS	3,458
Little Chute village, WI	10,449
Littleton city, CO	41,737
Livermore city, CA	80,968
Lombard village, IL	43,165
Lone Tree city, CO	10,218
Long Grove village, IL	8,043
Longmont city, CO	86,270
Longview city, TX	80,455
Lonsdale city, MN	3,674
Los Altos Hills town, CA	7,922
Louisville city, CO	18,376
Lynchburg city, VA	75,568
Lynnwood city, WA	35,836
Macomb County, MI	840,978
Madison city, WI	233,209
Manhattan Beach city, CA	35,135
Manhattan city, KS	52,281
Mankato city, MN	39,309
Maple Grove city, MN	61,567
Maple Valley city, WA	22,684
Maricopa County, AZ	3,817,117
Marshfield city, WI	19,118
Martinez city, CA	35,824
Marysville city, WA	60,020
Matthews town, NC	27,198
McAllen city, TX	129,877
McDonough city, GA	22,084
McKinney city, TX	131,117
McMinnville city, OR	32,187
Medford city, OR	74,907
Menlo Park city, CA	32,026
Mercer Island city, WA	22,699
Meridian charter township, MI	39,688
Meridian city, ID	75,092
Merriam city, KS	11,003
Mesa County, CO	146,723
Miami Beach city, FL	87,779
Miami city, FL	399,457
Middleton city, WI	17,442
Midland city, MI	41,863
Milford city, DE	9,559
Milton city, GA	32,661
Minneapolis city, MN	382,578
Mission Viejo city, CA	93,305
Modesto city, CA	201,165
Monterey city, CA	27,810
Montgomery County, VA	94,392
Monticello city, UT	1,972
Monument town, CO	5,530
Mooresville town, NC	32,711
Morristown city, TN	29,137
Morrisville town, NC	18,576
Morro Bay city, CA	10,234
Mountain Village town, CO	1,320
Mountlake Terrace city, WA	19,909
Murphy city, TX	17,708
Muscatine city, IA	22,886
Naperville city, IL	141,853
Napoleon city, OH	8,749
Needham CDP, MA	28,886
New Braunfels city, TX	57,740
New Brighton city, MN	21,456
New Hanover County, NC	202,667
New Orleans city, LA	343,829
New Smyrna Beach city, FL	22,464
New Ulm city, MN	13,522
Newberg city, OR	22,068
Newport Beach city, CA	85,186
Newport city, RI	24,672
Newport News city, VA	180,719
Newton city, IA	15,254
Noblesville city, IN	51,969
Nogales city, AZ	20,837
Norcross city, GA	9,116
Norfolk city, VA	242,803
North Port city, FL	57,357
North Richland Hills city, TX	63,343
Northglenn city, CO	35,789
Novato city, CA	51,904
Novi city, MI	55,224
O'Fallon city, IL	28,281
O'Fallon city, MO	79,329
Oak Park village, IL	51,878

Oakland city, CA	390,724
Oakland Park city, FL	41,363
Oakley city, CA	35,432
Ogdensburg city, NY	11,128
Oklahoma City city, OK	579,999
Olathe city, KS	125,872
Old Town city, ME	7,840
Olmsted County, MN	144,248
Olympia city, WA	46,478
Oregon town, WI	3,184
Orland Park village, IL	56,767
Oshkosh city, WI	66,083
Oshtemo charter township, MI	21,705
Otsego County, MI	24,164
Oviedo city, FL	33,342
Paducah city, KY	25,024
Palm Beach Gardens city, FL	48,452
Palm Coast city, FL	75,180
Palo Alto city, CA	64,403
Papillion city, NE	18,894
Paradise Valley town, AZ	12,820
Park City city, UT	7,558
Parker town, CO	45,297
Parkland city, FL	23,962
Pasadena city, CA	137,122
Pasco city, WA	59,781
Pasco County, FL	464,697
Pearland city, TX	91,252
Peoria city, AZ	154,065
Peoria city, IL	115,007
Peoria County, IL	186,494
Petoskey city, MI	5,670
Pflugerville city, TX	46,936
Phoenix city, AZ	1,445,632
Pinal County, AZ	375,770
Pinehurst village, NC	13,124
Piqua city, OH	20,522
Pitkin County, CO	17,148
Plano city, TX	259,841
Platte City city, MO	4,691
Plymouth city, MN	70,576
Pocatello city, ID	54,255
Polk County, IA	430,640
Pompano Beach city, FL	99,845
Port Huron city, MI	30,184
Port Orange city, FL	56,048
Portland city, OR	583,776
Post Falls city, ID	27,574
Powell city, OH	11,500
Prince William County, VA	402,002
Prior Lake city, MN	22,796
Provo city, UT	112,488
Pueblo city, CO	106,595
Purcellville town, VA	7,727
Queen Creek town, AZ	26,361
Radnor township, PA	31,531
Ramsey city, MN	23,668
Rapid City city, SD	67,956
Raymond town, ME	4,436
Raymore city, MO	19,206
Redmond city, WA	54,144
Rehoboth Beach city, DE	1,327
Reno city, NV	225,221
Reston CDP, VA	58,404
Richmond city, CA	103,701
Richmond Heights city, MO	8,603
Rifle city, CO	9,172
Rio Rancho city, NM	87,521
River Falls city, WI	15,000
Riverside city, CA	303,871
Riverside city, MO	2,937
Roanoke County, VA	92,376
Rochester Hills city, MI	70,995
Rock Hill city, SC	66,154
Rockford city, IL	152,871
Rockville city, MD	61,209
Rogers city, MN	8,597
Rolla city, MO	19,559
Roselle village, IL	22,763
Rosemount city, MN	21,874
Rosenberg city, TX	30,618
Roseville city, MN	33,660
Roswell city, GA	88,346
Round Rock city, TX	99,887
Royal Oak city, MI	57,236
Saco city, ME	18,482
Sahuarita town, AZ	25,259
Salida city, CO	5,236
Sammamish city, WA	45,780
San Anselmo town, CA	12,336
San Antonio city, TX	1,327,407
San Carlos city, CA	28,406
San Diego city, CA	1,307,402
San Francisco city, CA	805,235
San Jose city, CA	945,942
San Juan County, NM	130,044
San Marcos city, CA	83,781
San Marcos city, TX	44,894
San Rafael city, CA	57,713
Sandy Springs city, GA	93,853
Sanford city, FL	53,570
Sangamon County, IL	197,465
Santa Clarita city, CA	176,320
Santa Fe County, NM	144,170
Santa Monica city, CA	89,736
Sarasota County, FL	379,448
Savage city, MN	26,911
Scarborough CDP, ME	4,403
Schaumburg village, IL	74,227
Scott County, MN	129,928
Scottsdale city, AZ	217,385
Seaside city, CA	33,025
Sevierville city, TN	14,807
Shawnee city, KS	62,209
Sheboygan city, WI	49,288
Sherborn town, MA	4,119
Shoreview city, MN	25,043
Shorewood city, MN	7,307
Shorewood village, IL	15,615
Shorewood village, WI	13,162
Sierra Vista city, AZ	43,888
Sioux Center city, IA	7,048
Sioux Falls city, SD	153,888
Skokie village, IL	64,784
Snellville city, GA	18,242
South Kingstown town, RI	30,639
South Lake Tahoe city, CA	21,403
South Portland city, ME	25,002
Southborough town, MA	9,767
Southlake city, TX	26,575
Sparks city, NV	90,264
Spokane Valley city, WA	89,755
Spring Hill city, KS	5,437
Springboro city, OH	17,409
Springfield city, MO	159,498
Springfield city, OR	59,403
Springville city, UT	29,466
St. Augustine city, FL	12,975
St. Charles city, IL	32,974
St. Cloud city, FL	35,183

St. Cloud city, MN 65,842
St. Joseph city, MO 76,780
St. Louis County, MN 200,226
St. Louis Park city, MN 45,250
Stallings town, NC 13,831
State College borough, PA 42,034
Steamboat Springs city, CO 12,088
Sterling Heights city, MI 129,699
Sugar Grove village, IL 8,997
Sugar Land city, TX 78,817
Suisun City city, CA 28,111
Summit city, NJ 21,457
Summit County, UT 36,324
Sunnyvale city, CA 140,081
Surprise city, AZ...117,517
Suwanee city, GA 15,355
Tacoma city, WA...198,397
Takoma Park city, MD 16,715
Tamarac city, FL 60,427
Temecula city, CA 100,097
Tempe city, AZ 161,719
Texarkana city, TX 36,411
The Woodlands CDP, TX.. 93,847
Thornton city, CO 118,772
Thousand Oaks city, CA..126,683
Tigard city, OR.. 48,035
Tracy city, CA 82,922
Trinidad CCD, CO 12,017
Tualatin city, OR 26,054
Tulsa city, OK 391,906
Twin Falls city, ID 44,125
Tyler city, TX 96,900
Umatilla city, OR 6,906
University Park city, TX.. 23,068
Upper Arlington city, OH 33,771
Urbandale city, IA 39,463
Vail town, CO... 5,305
Vancouver city, WA...161,791
Ventura CCD, CA...111,889
Vernon Hills village, IL.. 25,113
Vestavia Hills city, AL 34,033
Victoria city, MN.. 7,345
Vienna town, VA 15,687

Virginia Beach city, VA...437,994
Wake Forest town, NC.. 30,117
Walnut Creek city, CA... 64,173
Washington County, MN 238,136
Washington town, NH 1,123
Washoe County, NV 421,407
Washougal city, WA 14,095
Watauga city, TX 23,497
Wauwatosa city, WI 46,396
Waverly city, IA 9,874
Weddington town, NC 9,459
Wentzville city, MO.. 29,070
West Carrollton city, OH 13,143
West Chester borough, PA...................................... 18,461
West Des Moines city, IA.. 56,609
West Richland city, WA... 11,811
Western Springs village, IL 12,975
Westerville city, OH... 36,120
Westlake town, TX 992
Westminster city, CO...106,114
Weston town, MA 11,261
White House city, TN 10,255
Wichita city, KS...382,368
Williamsburg city, VA... 14,068
Willowbrook village, IL 8,540
Wilmington city, NC...106,476
Wilsonville city, OR.. 19,509
Winchester city, VA 26,203
Windsor town, CO 18,644
Windsor town, CT 29,044
Winnetka village, IL 12,187
Winston-Salem city, NC 229,617
Winter Garden city, FL.. 34,568
Woodbury city, MN.. 61,961
Woodland city, CA 55,468
Woodland city, WA... 5,509
Wrentham town, MA 10,955
Wyandotte County, KS 157,505
Yakima city, WA.. 91,067
York County, VA.. 65,464
Yorktown town, IN... 9,405
Yountville city, CA 2,933

Communities in the North Central East Region with Populations 20,000-60,000 Benchmark Comparisons

Table 79: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Lombard	89%	17	24	Similar
Overall image or reputation of Lombard	77%	17	23	Similar
Lombard as a place to live	93%	22	30	Similar
Your neighborhood as a place to live	87%	14	22	Similar
Lombard as a place to raise children	90%	19	27	Similar
Lombard as a place to retire	59%	13	27	Similar
Overall appearance of Lombard	84%	15	24	Similar

Table 80: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Lombard	92%	10	18	Similar
	In your neighborhood during the day	98%	10	27	Similar
	In Lombard's downtown/commercial area during the day	97%	10	21	Similar
Mobility	Overall ease of getting to the places you usually have to visit	81%	9	15	Similar

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Availability of paths and riding trails	85%	4	22	Higher
	Ease of walking in Lombard	79%	7	22	Similar
	Ease of travel by bicycle in Lombard	67%	7	23	Similar
	Ease of travel by public transportation in Lombard	50%	5	11	Similar
	Ease of travel by car in Lombard	75%	5	23	Similar
	Ease of public parking	66%	4	14	Similar
	Traffic flow on major streets	56%	6	23	Similar
Natural Environment	Quality of overall natural environment in Lombard	85%	12	22	Similar
	Cleanliness of Lombard	87%	16	21	Similar
	Air quality	86%	6	17	Similar
Built Environment	Overall "built environment" of Lombard (including overall design, buildings, parks and transportation systems)	73%	8	14	Similar
	Overall quality of new development in Lombard	53%	16	21	Similar
	Availability of affordable quality housing	62%	7	23	Similar
	Variety of housing options	76%	9	21	Similar
	Public places where people want to spend time	77%	9	14	Similar
Economy	Overall economic health of Lombard	68%	11	14	Similar
	Vibrant downtown/commercial area	41%	9	13	Similar
	Overall quality of business and service establishments in Lombard	70%	14	21	Similar
	Cost of living in Lombard	50%	8	14	Similar
	Shopping opportunities	81%	7	22	Similar
	Employment opportunities	49%	7	21	Similar
	Lombard as a place to visit	62%	12	16	Similar
	Lombard as a place to work	74%	15	24	Similar
Recreation and Wellness	Health and wellness opportunities in Lombard	76%	10	14	Similar
	Availability of preventive health services	78%	7	19	Similar
	Availability of affordable quality health care	78%	8	20	Similar
	Availability of affordable quality food	78%	12	19	Similar
Education and Enrichment	Overall opportunities for education and enrichment	70%	11	14	Similar
	Opportunities to participate in religious or spiritual events and activities	83%	9	15	Similar
	Opportunities to attend cultural/arts/music activities	52%	15	21	Similar
	Availability of affordable quality child care/preschool	70%	7	19	Similar
Community Engagement	Opportunities to participate in social events and activities	64%	14	21	Similar
	Neighborliness of Lombard	73%	4	14	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	72%	6	21	Similar
	Opportunities to participate in community matters	65%	15	20	Similar
	Opportunities to volunteer	69%	13	19	Similar

Table 81: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the Village of Lombard	80%	19	27	Similar
Overall customer service by Lombard employees (police, receptionists, planners, etc.)	79%	16	23	Similar
Value of services for the taxes paid to Lombard	50%	16	25	Similar
Overall direction that Lombard is taking	69%	9	22	Similar
Job Lombard government does at welcoming citizen involvement	55%	16	25	Similar
Overall confidence in Lombard government	61%	7	14	Similar

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Generally acting in the best interest of the community	68%	7	14	Similar
Being honest	68%	6	14	Similar
Treating all residents fairly	66%	7	14	Similar
Services provided by the Federal Government	33%	14	19	Similar

Table 82: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police services	89%	12	29	Similar
	Fire services	96%	15	24	Similar
	Ambulance or emergency medical services	95%	13	27	Similar
	Crime prevention	81%	14	24	Similar
	Fire prevention and education	87%	10	21	Similar
	Animal control	69%	12	17	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	73%	9	18	Similar
Mobility	Traffic enforcement	71%	15	26	Similar
	Street repair	55%	9	28	Similar
	Street cleaning	69%	11	27	Similar
	Street lighting	67%	12	27	Similar
	Snow removal	68%	18	30	Similar
	Sidewalk maintenance	58%	17	28	Similar
	Traffic signal timing	58%	11	21	Similar
Natural Environment	Garbage collection	89%	18	27	Similar
	Recycling	83%	19	27	Similar
	Yard waste pick-up	81%	15	25	Similar
	Drinking water	84%	10	25	Similar
	Storm drainage	69%	13	25	Similar
	Sewer services	83%	14	26	Similar
	Utility billing	70%	9	12	Similar
Built Environment	Land use, planning and zoning	64%	8	22	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	59%	15	25	Similar
Economy	Economic development	60%	10	21	Similar
Education and Enrichment	Village-sponsored special events	72%	9	15	Similar
Community Engagement	Public information services	72%	15	21	Similar

Table 83: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	69%	14	22	Similar
Recommend living in Lombard to someone who asks	93%	13	23	Similar
Remain in Lombard for the next five years	84%	14	22	Similar
Contacted Lombard (in-person, phone, email or web) for help or information	45%	14	23	Similar

Table 84: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Did NOT report a crime to the police	83%	10	14	Similar
	Household member was NOT a victim of a crime	93%	8	21	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	45%	3	9	Higher
	Carpooled with other adults or children instead of driving alone	40%	8	14	Similar
	Walked or biked instead of driving	66%	4	14	Similar
Natural Environment	Made efforts to conserve water	80%	3	13	Similar
	Made efforts to make your home more energy efficient	78%	8	14	Similar
	Recycle at home	90%	7	20	Similar
Built Environment	Did NOT observe a code violation or other hazard in Lombard	60%	9	14	Similar
	NOT experiencing housing costs stress	62%	19	20	Lower
Economy	Purchase goods or services from a business located in Lombard	97%	8	14	Similar
	Economy will have positive impact on income	25%	12	20	Similar
	Work inside boundaries of Lombard	27%	10	14	Similar
Education and Enrichment	Participated in religious or spiritual activities in Lombard	47%	7	15	Similar
	Attended Village-sponsored event	52%	10	14	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	13%	14	14	Similar
	Contacted Lombard elected officials (in-person, phone, email or web) to express your opinion	12%	12	14	Similar
	Volunteered your time to some group/activity in Lombard	29%	16	20	Similar
	Participated in a club	20%	14	18	Similar
	Talked to or visited with your immediate neighbors	91%	10	14	Similar
	Done a favor for a neighbor	79%	10	12	Similar
	Attended a local public meeting	12%	19	20	Similar
	Watched (online or on television) a local public meeting	18%	12	16	Similar
	Read or watch local news (via television, paper, computer, etc.)	74%	14	14	Lower
	Vote in local elections	81%	13	20	Similar

Communities included in North Central East Region with Populations 20,000-60,000 comparisons
The communities included in Lombard's custom comparisons are listed below along with their population according to the 2010 Census.

Algonquin village, IL 30,046
Battle Creek city, MI 52,347
Bay City city, MI 34,932
Brookfield city, WI 37,920
Brownsburg town, IN 21,285
Cleveland Heights city, OH 46,121
Collinsville city, IL 25,579
Crystal Lake city, IL 40,743
Delaware city, OH 34,753
Dublin city, OH 41,751
East Lansing city, MI 48,579
Elmhurst city, IL 44,121
Gahanna city, OH 33,248

Glenview village, IL 44,692
Gurnee village, IL 31,295
Highland Park city, IL 29,763
Holland city, MI 33,051
Hudson city, OH 22,262
Kettering city, OH 56,163
Libertyville village, IL 20,315
Lombard village, IL 43,165
Meridian charter township, MI 39,688
Midland city, MI 41,863
Noblesville city, IN 51,969
Novi city, MI 55,224
O'Fallon city, IL 28,281

Oak Park village, IL 51,878

Orland Park village, IL 56,767

Oshtemo charter township, MI 21,705

Otsego County, MI 24,164

Piqua city, OH 20,522

Port Huron city, MI 30,184

Roselle village, IL 22,763

Royal Oak city, MI 57,236

Sheboygan city, WI 49,288

St. Charles city, IL 32,974

Upper Arlington city, OH 33,771

Vernon Hills village, IL 25,113

Wauwatosa city, WI 46,396

Westerville city, OH 36,120

Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™), conducted by National Research Center, Inc., was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The Village of Lombard funded this research. Please contact Avis Meade of the Village of Lombard at MeadeA@villageoflombard.org if you have any questions about the survey.

Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality

with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an important measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

Survey Sampling

"Sampling" refers to the method by which households were chosen to receive the survey. 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 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 (updated on a quarterly basis) and addresses located outside of the Village of Lombard boundaries were removed from consideration.

To choose the 3,000 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were over-sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be sampled at an actual rate that is slightly above or below that).

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" 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 cover letter accompanying the questionnaire.

Figure 1: Location of Survey Recipients

Survey Recipients in Lombard, IL
- Survey Recipients
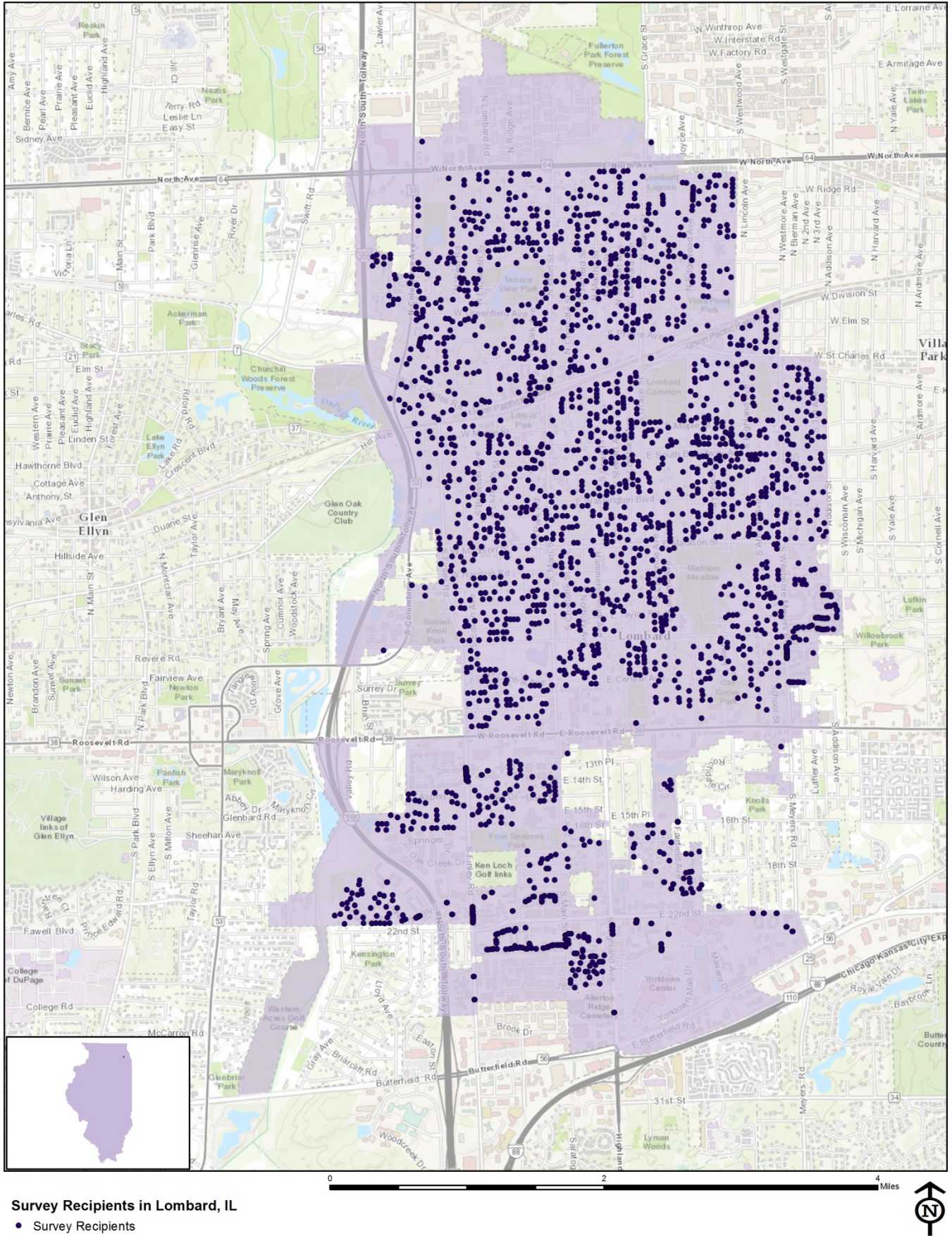
Survey Administration and Response

Selected households received three mailings, one week apart, beginning on September 29, 2016. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Village President inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. Respondents could also opt to take the survey online if they preferred. Completed surveys were collected over the following seven weeks.

About 3% of the 3,000 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,906 households that received the survey, 1,043 completed the survey, providing an overall response rate of 36%. Of the 1,043 completed surveys, 74 were completed online.

Table 85: Survey Response Rates

	Number mailed	Undeliverable	Eligible	Returned	Response rate
Overall	3,000	94	2,906	1,043	36%

Confidence Intervals

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.[1]

The margin of error for the Village of Lombard survey is no greater than plus or minus three percentage points around any given percent reported for the entire sample (1,043 completed surveys).

For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and "cleaned" as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

Survey Data Weighting

The demographic characteristics of the survey sample were compared to those found in the 2010 Census and American Community Survey estimates for adults in the Village of Lombard. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. The characteristics used for weighting were housing tenure (rent or own), housing unit type (attached or detached), race/ethnicity, and sex/age. The results of the weighting scheme are presented in the table on the following page.

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[1] A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the "true" population response. This theory is applied in practice to mean that the "true" perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as "excellent" or "good," then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

Table 86: Lombard, IL 2016 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	27%	10%	25%
Own home	73%	90%	75%
Detached unit	60%	77%	61%
Attached unit	40%	23%	39%
Race and Ethnicity			
White	82%	89%	82%
Not white	18%	11%	18%
Not Hispanic	93%	96%	95%
Hispanic	7%	4%	5%
Sex and Age			
Female	52%	59%	53%
Male	48%	41%	47%
18-34 years of age	30%	11%	28%
35-54 years of age	38%	31%	38%
55+ years of age	32%	58%	35%
Females 18-34	15%	7%	14%
Females 35-54	19%	18%	19%
Females 55+	19%	34%	20%
Males 18-34	15%	5%	14%
Males 35-54	19%	12%	19%
Males 55+	14%	24%	14%

Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). 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" and "good," "very safe" and "somewhat safe," "essential" and "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 Appendix A. 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.

Appendix D: Survey Materials

Dear Lombard Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about our community. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your survey will arrive in a few days.
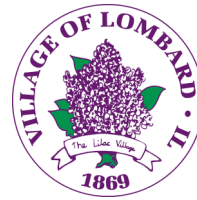
Thank you for helping create a better Village!

Sincerely,

Keith Giagnorio
Village President

Village of Lombard
255 E. Wilson Ave.
Lombard, Illinois 60148-3926

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94

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Lombard, Illinois 60148-3926

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255 E. Wilson Ave.
Lombard, Illinois 60148-3926

VILLAGE OF LOMBARD

255 E. Wilson Ave.
Lombard, Illinois 60148-3926
(630) 620-5700 Fax (630) 620-8222
www.villageoflombard.org

October 6, 2016

Dear Village of Lombard Resident:

Please help us shape the future of Lombard! You have been selected at random to participate in the 2016 Lombard Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Lombard make decisions that affect our Village.

A few things to remember:
- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

    www.n-r-c.com/survey/lombard.htm

If you have any questions about the survey please call (630) 620-5718.

Thank you for your time and participation!

Sincerely,

Keith Giagnorio
Village President

October 13, 2016

Dear Village of Lombard Resident:

Here's a second chance if you haven't already responded to the 2016 Lombard Citizen Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of Lombard! You have been selected at random to participate in the 2016 Lombard Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Lombard make decisions that affect our Village.

A few things to remember:
- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

  www.n-r-c.com/survey/lombard.htm

If you have any questions about the survey please call (630) 620-5718.

Thank you for your time and participation!

Sincerely,

Keith Giagnorio
Village President

The Village of Lombard 2016 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

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

	Excellent	Good	Fair	Poor	Don't know
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

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

	Excellent	Good	Fair	Poor	Don't know
Overall feeling of safety in Lombard...	1	2	3	4	5
Overall ease of getting to the places you usually have to visit............	1	2	3	4	5
Quality of overall natural environment in Lombard	1	2	3	4	5
Overall "built environment" of Lombard (including overall design, buildings, parks and transportation systems)	1	2	3	4	5
Health and wellness opportunities in Lombard	1	2	3	4	5
Overall opportunities for education and enrichment..........................	1	2	3	4	5
Overall economic health of Lombard..	1	2	3	4	5
Sense of community..	1	2	3	4	5
Overall image or reputation of Lombard	1	2	3	4	5

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

	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know
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:**

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
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
In your neighborhood overall	1	2	3	4	5	6

5. **Please rate each of the following characteristics as they relate to Lombard as a whole:**

	Excellent	Good	Fair	Poor	Don't know
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
Availability of paths and riding trails	1	2	3	4	5
Air quality	1	2	3	4	5
Cleanliness of Lombard	1	2	3	4	5
Overall appearance of Lombard...	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
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

6. Please rate each of the following characteristics as they relate to Lombard as a whole:

	Excellent	Good	Fair	Poor	Don't know
Availability of affordable quality child care/preschool	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities	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 quality of business and service establishments in Lombard	1	2	3	4	5
Vibrant downtown/commercial area	1	2	3	4	5
Overall quality of new development in Lombard	1	2	3	4	5
Opportunities to participate in social events and activities	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
Neighborliness of residents in Lombard	1	2	3	4	5

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

	No	Yes
Made efforts to conserve water	1	2
Made efforts to make your home more energy efficient	1	2
Observed a code violation or other hazard in Lombard (weeds, abandoned buildings, etc.)	1	2
Household member was a victim of a crime in Lombard	1	2
Reported a crime to the police in Lombard	1	2
Campaigned or advocated for an issue, cause or candidate	1	2
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

8. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Lombard?

	2 times a week or more	2-4 times a month	Once a month or less	Not at all
Participated in religious or spiritual activities in Lombard	1	2	3	4
Attended a Village-sponsored event	1	2	3	4
Used bus, rail, subway or other public transportation instead of driving	1	2	3	4
Carpooled with other adults or children instead of driving alone	1	2	3	4
Walked or biked instead of driving	1	2	3	4
Volunteered your time to some group/activity in Lombard	1	2	3	4
Participated in a club	1	2	3	4
Talked to or visited with your immediate neighbors	1	2	3	4
Done a favor for a neighbor	1	2	3	4

9. Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?

	2 times a week or more	2-4 times a month	Once a month or less	Not at all
<u>Attended</u> a local public meeting	1	2	3	4
<u>Watched</u> (online or on television) a local public meeting	1	2	3	4

10. Please rate the quality of each of the following services in Lombard:

	Excellent	Good	Fair	Poor	Don't know
Police services	1	2	3	4	5
Fire services	1	2	3	4	5
Ambulance or emergency medical services	1	2	3	4	5
Crime prevention	1	2	3	4	5
Fire prevention and education	1	2	3	4	5
Traffic enforcement	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
Traffic signal timing	1	2	3	4	5
Garbage collection	1	2	3	4	5
Recycling	1	2	3	4	5
Yard waste pick-up	1	2	3	4	5
Storm drainage	1	2	3	4	5
Drinking water	1	2	3	4	5
Sewer services	1	2	3	4	5
Utility billing	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
Animal control	1	2	3	4	5
Economic development	1	2	3	4	5
Public information services	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	1	2	3	4	5
Village-sponsored special events	1	2	3	4	5
Overall customer service by Lombard employees (police, receptionists, planners, etc.)	1	2	3	4	5
Green initiatives	1	2	3	4	5
Bicycle and pedestrian accommodation	1	2	3	4	5

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

	Excellent	Good	Fair	Poor	Don't know
The Village of Lombard	1	2	3	4	5
The Federal Government	1	2	3	4	5
The State of Illinois	1	2	3	4	5

12. Please rate the following categories of Lombard government performance:

	Excellent	Good	Fair	Poor	Don't know
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 citizen 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
Treating all residents fairly	1	2	3	4	5

13. 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:

	Essential	Very important	Somewhat important	Not at all important
Overall feeling of safety in Lombard	1	2	3	4
Overall ease of getting to the places you usually have to visit	1	2	3	4
Quality of overall natural environment in Lombard	1	2	3	4
Overall "built environment" of Lombard (including overall design, buildings, parks and transportation systems)	1	2	3	4
Health and wellness opportunities in Lombard	1	2	3	4
Overall opportunities for education and enrichment	1	2	3	4
Overall economic health of Lombard	1	2	3	4
Sense of community	1	2	3	4

14. Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the Village of Lombard government and its activities, events and services:

	Major source	Minor source	Not a source
Village Pride Newsletter	1	2	3
Weekly email newsletter from Village of Lombard	1	2	3
Village website (www.villageoflombard.org)	1	2	3
Local cable channel (Comcast Channel 6, and AT&T U-Verse Channel 99)	1	2	3
The Lombardian	1	2	3
The Daily Herald	1	2	3
Suburban Life newspaper	1	2	3
Social media (Facebook, Twitter, Instagram, etc.)	1	2	3
Word of mouth	1	2	3

15. What would you say is your #1 communication source for obtaining information about the Village of Lombard, its activities, events, and services? (Please choose only one.)

○ Village website (www.villageoflombard.org)
○ Village social media accounts (Facebook, Twitter)
○ Village email newsletter
○ Village TV station
○ Village Pride newsletter
○ Daily Herald newspaper
○ Lombardian newspaper
○ Suburban Life newspaper
○ Word of mouth

16. From your total property tax paid to the County, between 6-8% goes to the Village of Lombard's municipal government. Prior to this survey, did you think that the percentage of property tax that went to the Village was higher than that, lower than that, or about that percentage?

○ Higher
○ Lower
○ About that percentage

17. If you had a Village question, issue, or concern, how likely would you be to contact to the Village of Lombard directly or reference a Village of Lombard communication source (www.villageoflombard.org, Facebook or Twitter pages, Pride newsletter, weekly e-news)?

○ Very likely   ○ Somewhat likely   ○ Somewhat unlikely   ○ Very unlikely   ○ Don't know

18. Please rate the overall competence of the Lombard Police Department:

○ Very competent   ○ Somewhat competent   ○ Somewhat incompetent   ○ Very incompetent   ○ Don't know

19. Please rate your perception of Lombard Police Officers' attitudes and behavior in the following categories:

	Excellent	Good	Fair	Poor	Don't know
Overall attitude/resident perception of attitude	1	2	3	4	5
Cultural sensitivity	1	2	3	4	5
Professional conduct	1	2	3	4	5

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

	Essential	Very important	Somewhat important	Not at all important	Don't know
Speeding/DUI/parking/traffic enforcement	1	2	3	4	5
Drug/gang-related crimes	1	2	3	4	5
Crimes against the person (e.g., assault, rape)	1	2	3	4	5
Property crimes	1	2	3	4	5
Neighborhood patrol and visibility	1	2	3	4	5

The Village of Lombard 2016 Citizen Survey

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. **How often, if at all, do you do each of the following, considering all of the times you could?**

	Never	Rarely	Sometimes	Usually	Always
Recycle at home	1	2	3	4	5
Purchase goods or services from a business located in Lombard	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.)	1	2	3	4	5
Vote in local elections..	1	2	3	4	5

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. **What is your employment status?**
- ⭘ Working full time for pay
- ⭘ Working part time for pay
- ⭘ Unemployed, looking for paid work
- ⭘ Unemployed, not looking for paid work
- ⭘ Fully retired

D5. **Do you work inside the boundaries of Lombard?**
- ⭘ Yes, outside the home
- ⭘ Yes, from home
- ⭘ No

D6. **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

D7. **Which best describes the building you live in?**
- ⭘ One family house detached from any other houses
- ⭘ Building with two or more homes (duplex, townhome, apartment or condominium)
- ⭘ Mobile home
- ⭘ Other

D8. **Is this house, apartment or mobile home…**
- ⭘ Rented
- ⭘ Owned

D9. **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 per month
- ⭘ $300 to $599 per month
- ⭘ $600 to $999 per month
- ⭘ $1,000 to $1,499 per month
- ⭘ $1,500 to $2,499 per month
- ⭘ $2,500 or more per month

D10. **Do any children 17 or under live in your household?**
- ⭘ No
- ⭘ Yes

D11. **Are you or any other members of your household aged 65 or older?**
- ⭘ No
- ⭘ Yes

D12. **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
- ⭘ $25,000 to $49,999
- ⭘ $50,000 to $99,999
- ⭘ $100,000 to $149,999
- ⭘ $150,000 or more

Please respond to both questions D13 and D14:

D13. **Are you Spanish, Hispanic or Latino?**
- ⭘ No, not Spanish, Hispanic or Latino
- ⭘ Yes, I consider myself to be Spanish, Hispanic or Latino

D14. **What is your race? (Mark one or more races to indicate what race you consider yourself to be.)**
- ⭘ American Indian or Alaskan Native
- ⭘ Asian, Asian Indian or Pacific Islander
- ⭘ Black or African American
- ⭘ White
- ⭘ Other

D15. **In which category is your age?**
- ⭘ 18-24 years
- ⭘ 25-34 years
- ⭘ 35-44 years
- ⭘ 45-54 years
- ⭘ 55-64 years
- ⭘ 65-74 years
- ⭘ 75 years or older

D16. **What is your sex?**
- ⭘ Female
- ⭘ Male

D17. **Do you consider a cell phone or land line your primary telephone number?**
- ⭘ Cell
- ⭘ Land line
- ⭘ Both

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