

**THE NCS**<sup>TM</sup>  
The National Citizen Survey<sup>TM</sup>

## Lombard, IL

Dashboard Summary of Findings

2016



2955 Valmont Road Suite 300  
Boulder, Colorado 80301  
n-r-c.com • 303-444-7863



777 North Capitol Street NE Suite 500  
Washington, DC 20002  
icma.org • 800-745-8780

# Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents’ opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report summarizes Lombard’s performance in the eight facets of community livability with the “General” rating as a summary of results from the overarching questions not shown within any of the eight facets. The “Overall” represents the community pillar in its entirety (the eight facets and general).

By summarizing resident ratings across the eight facets and three pillars of a livable community, a picture of Lombard’s community livability emerges. Below, the color of each community facet summarizes how residents rated each of the pillars that support it – Community Characteristics, Governance and Participation. When most ratings were higher than the benchmark, the color is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

Ratings across all three pillars of community livability tended to be strong and similar to the benchmark. In the pillars of Governance and Participation, the Village chose not to ask questions relating to Recreation and Wellness, so benchmark ratings were not available for this facet. Broadly, ratings about the community’s characteristics across most of the facets were stronger than were ratings of governance or citizen engagement. This information can be helpful in identifying the areas that merit more attention.

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	7	40	0	0	36	0	1	25	3
General	0	7	0	0	3	0	0	3	0
Safety	0	3	0	0	7	0	0	2	0
Mobility	2	6	0	0	7	0	1	2	0
Natural Environment	0	3	0	0	4	0	0	3	0
Built Environment	2	3	0	0	5	0	0	2	0
Economy	1	7	0	0	1	0	0	2	1
Recreation and Wellness	1	3	0	0	0	0	0	0	0
Education and Enrichment	1	3	0	0	1	0	0	2	0
Community Engagement	0	5	0	0	8	0	0	9	2

Legend	
	Higher
	Similar
	Lower
	Benchmark not available

# The National Citizen Survey™

Figure 2: Detailed Dashboard

	Community Characteristics	Benchmark	Percent positive	Governance	Benchmark	Percent positive	Participation	Benchmark	Percent positive
General	Overall appearance	↔	84%	Customer service	↔	79%	Recommend Lombard	↔	93%
	Overall quality of life	↔	89%	Services provided by Lombard	↔	80%	Remain in Lombard	↔	84%
	Place to retire	↔	59%	Services provided by the Federal Government	↔	33%	Contacted Lombard employees	↔	45%
	Place to raise children	↔	90%						
	Place to live	↔	93%						
	Neighborhood	↔	87%						
	Overall image	↔	77%						
Safety	Overall feeling of safety	↔	92%	Police	↔	89%	Was NOT the victim of a crime	↔	93%
	Safe in neighborhood	↔	98%	Crime prevention	↔	81%	Did NOT report a crime	↔	83%
	Safe downtown/commercial area	↔	97%	Fire	↔	96%			
				Fire prevention	↔	87%			
				Ambulance/EMS	↔	95%			
				Emergency preparedness	↔	73%			
			Animal control	↔	69%				
Mobility	Traffic flow	↔	56%	Traffic enforcement	↔	71%	Carpooled instead of driving alone	↔	40%
	Travel by car	↔	75%	Street repair	↔	55%	Walked or biked instead of driving	↔	66%
	Travel by bicycle	↑	67%	Street cleaning	↔	69%	Used public transportation instead of driving	↑	45%
	Ease of walking	↔	79%	Street lighting	↔	67%			
	Travel by public transportation	↔	50%	Snow removal	↔	68%			
	Overall ease of travel	↔	81%	Sidewalk maintenance	↔	58%			
	Public parking	↔	66%	Traffic signal timing	↔	58%			
	Paths and walking trails	↑	85%						
Natural Environment	Overall natural environment	↔	85%	Garbage collection	↔	89%	Recycled at home	↔	90%
	Air quality	↔	86%	Recycling	↔	83%	Conserved water	↔	80%
	Cleanliness	↔	87%	Yard waste pick-up	↔	81%	Made home more energy efficient	↔	78%
			Drinking water	↔	84%				
Built Environment	New development in Lombard	↔	53%	Sewer services	↔	83%	NOT experiencing housing cost stress	↔	62%
	Affordable quality housing	↑	62%	Storm drainage	↔	69%	Did NOT observe a code violation	↔	60%
	Housing options	↑	76%	Utility billing	↔	70%			
	Overall built environment	↔	73%	Land use, planning and zoning	↔	64%			
	Public places	↔	77%	Code enforcement	↔	59%			

**Legend**

↑↑ Much higher    ↑ Higher    ↔ Similar    ↓ Lower    ↓↓ Much lower    \* Not available

# The National Citizen Survey™

	Community Characteristics	Benchmark	Percent positive	Governance	Benchmark	Percent positive	Participation	Benchmark	Percent positive
Economy	Overall economic health	↔	68%	Economic development	↔	60%	Economy will have positive impact on income	↔	25%
	Shopping opportunities	↑	81%				Purchased goods or services in Lombard	↔	97%
	Employment opportunities	↔	49%				Work in Lombard	↓	27%
	Place to visit	↔	62%						
	Cost of living	↔	50%						
	Vibrant downtown/commercial area	↔	41%						
	Place to work	↔	74%						
Recreation and Wellness	Business and services	↔	70%						
	Health care	↑	78%						
	Food	↔	78%						
	Health and wellness	↔	76%						
Education and Enrichment	Preventive health services	↔	78%						
	Cultural/arts/music activities	↔	52%	Special events	↔	72%	Participated in religious or spiritual activities	↔	47%
	Child care/preschool	↑	70%				Attended a Village-sponsored event	↔	52%
	Religious or spiritual events and activities	↔	83%						
Community Engagement	Overall education and enrichment	↔	70%						
	Opportunities to participate in community matters	↔	65%	Public information	↔	72%	Sense of community	↔	69%
	Opportunities to volunteer	↔	69%	Overall direction	↔	69%	Voted in local elections	↔	81%
	Openness and acceptance	↔	72%	Value of services for taxes paid	↔	50%	Talked to or visited with neighbors	↔	91%
	Social events and activities	↔	64%	Welcoming citizen involvement	↔	55%	Attended a local public meeting	↔	12%
	Neighborliness	↔	73%	Confidence in Village government	↔	61%	Watched a local public meeting	↔	18%
				Acting in the best interest of Lombard	↔	68%	Volunteered	↓	29%
				Being honest	↔	68%	Participated in a club	↔	20%
				Treating all residents fairly	↔	66%	Campaigned for an issue, cause or candidate	↔	13%
							Contacted Lombard elected officials	↔	12%
						Read or watched local news	↓	74%	
						Done a favor for a neighbor	↔	79%	

**Legend**

↑↑ Much higher      ↑ Higher      ↔ Similar      ↓ Lower      ↓↓ Much lower      \* Not available