

# **The National Citizen Survey™**

## **Orland Park, IL**

### Community Livability Report

2014

# Contents

About.....	1
Quality of Life in Orland Park.....	2
Community Characteristics .....	3
Governance .....	5
Participation .....	7
Special Topics.....	9
Conclusions .....	14

The National Citizen Survey™  
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# About

The National Citizen Survey™ (The NCS) report is about the “livability” of Orland Park. The phrase “livable community” is used here to evoke a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. 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).

The Community Livability Report provides the opinions of a representative sample of 898 residents of the Village of Orland Park. The margin of error around any reported percentage is 3% for the entire sample. The full description of methods used to garner these opinions can be found in the *Technical Appendices* provided under separate cover.

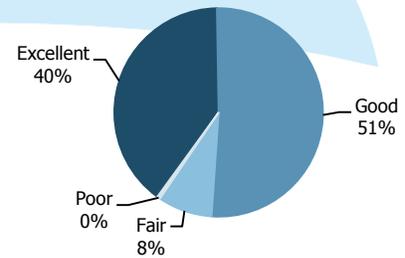


# Quality of Life in Orland Park

Almost all residents rated the quality of life in Orland Park as excellent or good. This rating was similar to the national benchmark (see Appendix B of the *Technical Appendices* provided under separate cover).

Shown below are the eight facets of community. The color of each community facet summarizes how residents rated it across the three sections of the survey that represent the pillars of a community – Community Characteristics, Governance and Participation. When most ratings across the three pillars were higher than the benchmark, the color for that facet 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.

Overall Quality of Life

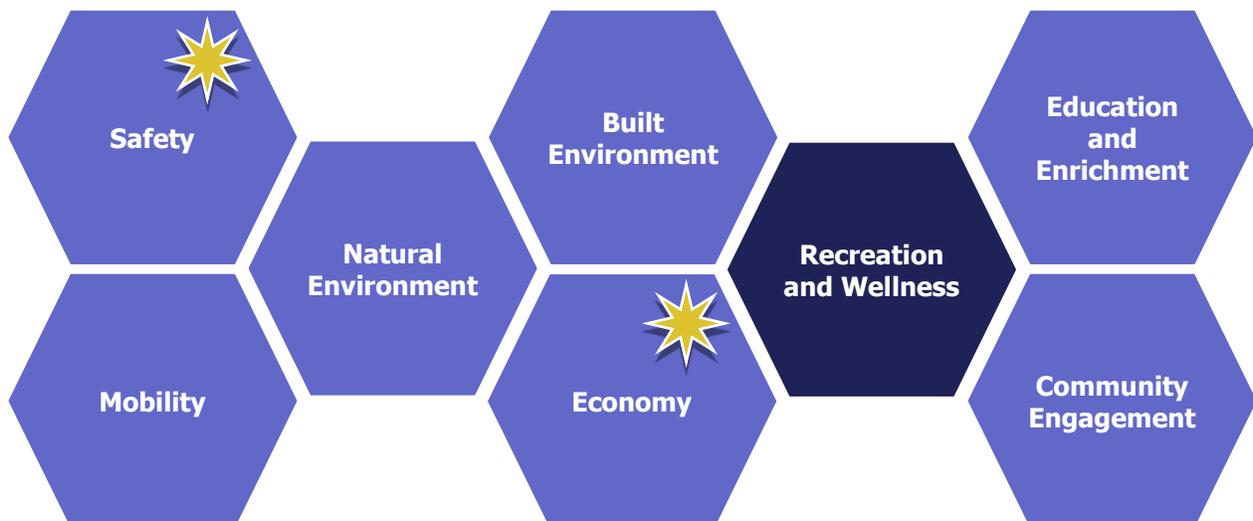


In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified Safety and Economy as priorities for the Orland Park community in the coming two years. It is noteworthy that Orland Park residents gave favorable ratings to both of these facets of community. Ratings for Mobility, Natural Environment, Built Environment, Community Engagement and Education and Enrichment were also positive and similar to other communities. Recreation and Wellness was rated the most positively and was higher than the national benchmark. This overview of the key aspects of community quality provides a quick summary of where residents see exceptionally strong performance and where performance offers the greatest opportunity for improvement. Linking quality to importance offers community members and leaders a view into the characteristics of the community that matter most and that seem to be working best.

Details that support these findings are contained in the remainder of this Livability Report, starting with the ratings for Community Characteristics, Governance and Participation and ending with results for Orland Park's unique questions.

## Legend

-  Higher than national benchmark
-  Similar to national benchmark
-  Lower than national benchmark
-  Benchmark comparison not available
-  Most important



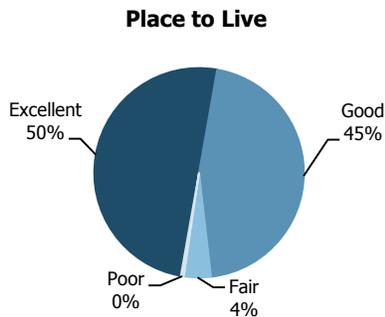
# Community Characteristics

*What makes a community livable, attractive and a place where people want to be?*

Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community. In the case of Orland Park, 95% rated the Village as an excellent or good place to live. Respondents' ratings of Orland Park as a place to live were similar to ratings in other communities across the nation.

In addition to rating the Village as a place to live, respondents rated several aspects of community quality including Orland Park as a place to raise children and to retire, their neighborhood as a place to live, the overall image or reputation of Orland Park and its overall appearance. About 9 in 10 respondents rated Orland Park's overall image, their neighborhoods, Orland Park as a place to raise children, and overall appearance highly. Ratings for overall image, Orland Park as a place to raise children and overall appearance were higher than in comparison communities. Overall, about 64% of respondents rated Orland Park as an excellent or good place to retire, but when looking at the ratings from those 55 and older, 77% of older adults rated it highly (see the *Comparisons by Demographic Subgroups* provided under separate cover).

Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. Out of the 45 features rated, 19 were above the benchmark and 26 were similar to the benchmark. Ratings were especially high (at least 8 in 10 respondents rating features positively) within Safety and Natural Environment. Recreation and Wellness ratings were also positive and all features in this facet were above the national benchmark. Ratings within Mobility varied, with only 36% rating traffic flow positively but 72% rating paths and walking trails positively. When compared to the previous survey, ratings for travel by public transportation declined and ratings for traffic flow and travel by car increased (see the *Trends over Time* report provided under separate cover). Ratings for Economy also varied, with 5 out of 8 features rated above the benchmark (overall economic health, vibrant downtown/commercial area, business and services, shopping opportunities and employment opportunities).



Percent rating positively (e.g., excellent/good)

Comparison to national benchmark

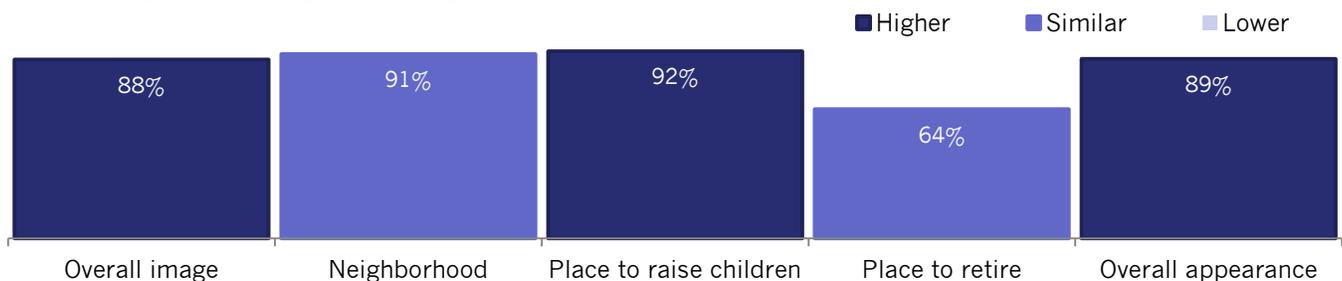
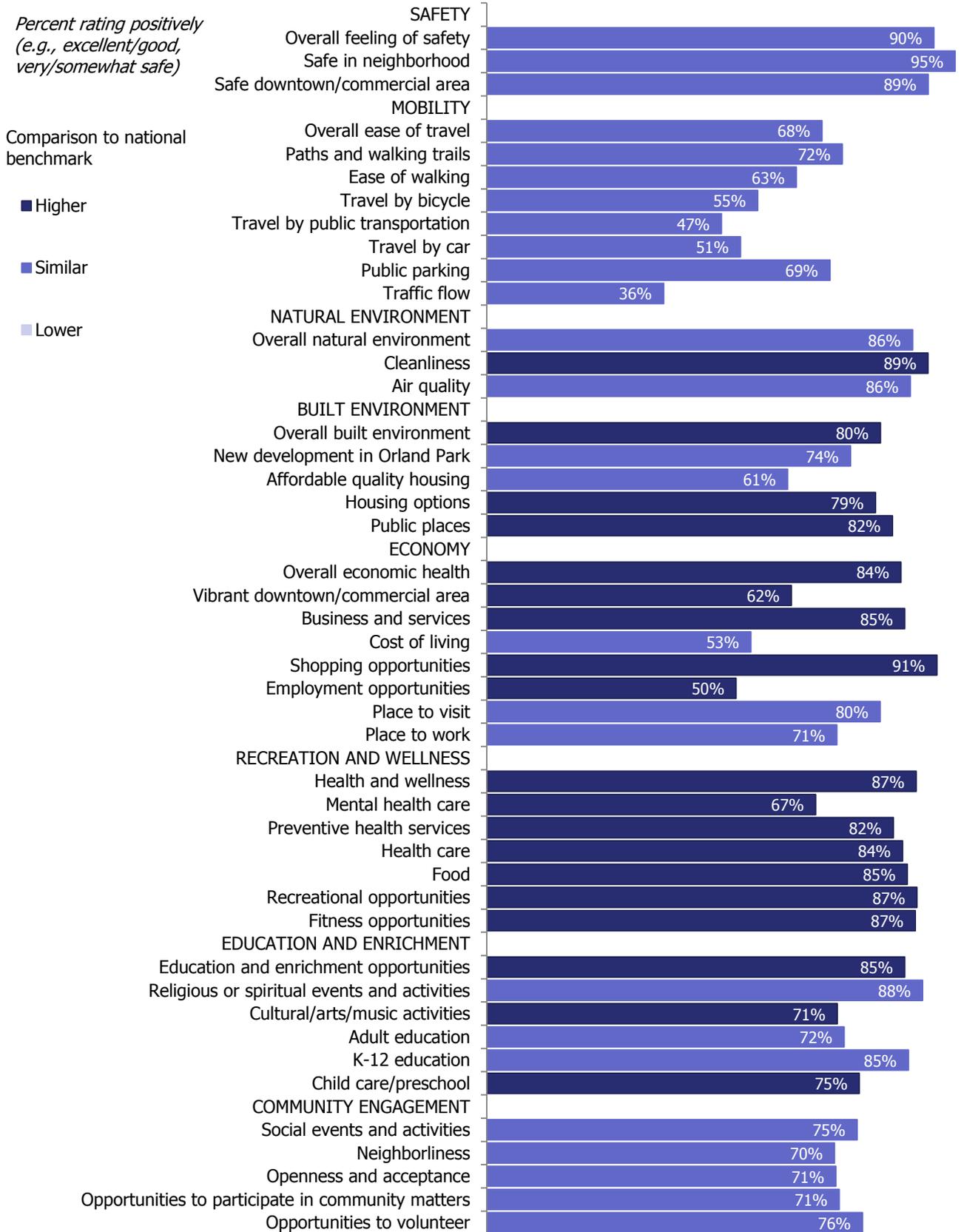


Figure 1: Aspects of Community Characteristics



# Governance

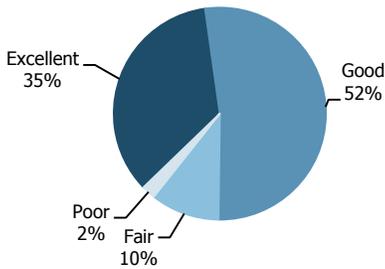
*How well does the government of Orland Park meet the needs and expectations of its residents?*

The overall quality of the services provided by Orland Park as well as the manner in which these services are provided are a key component of how residents rate their quality of life. The overall quality of Village services was rated as excellent or good by 87% of respondents (a rating that was above the benchmark) compared to only 36% of respondents rating the Federal Government positively (a rating similar to the benchmark).

Survey respondents also rated various aspects of Orland Park’s leadership and governance. A majority of respondents rated leadership and governance highly. Customer service was rated as excellent or good by 8 in 10 respondents and 7 in 10 respondents gave high ratings for the overall direction, confidence in the Village government, acting in the best interest of Orland Park, being honest and treating all residents fairly.

Respondents evaluated over 30 individual services and amenities available in Orland Park. Services across all facets were rated positively by a majority of respondents. Almost half of the services rated were above the benchmark. Ratings for Safety were very high and 5 out of the 7 Safety services rated were above the benchmark. The facets of Natural Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement were rated highly and most services in these facets were above the benchmark. Mobility ratings were similar to the benchmark, with traffic enforcement and street lighting receiving the highest ratings. While ratings for street repair and snow removal declined over time, ratings for street lighting increased when compared to the 2012 survey.

**Overall Quality of Village Services**



*Percent rating positively (e.g., excellent/good)*

Comparison to national benchmark

■ Higher ■ Similar ■ Lower □ Not available

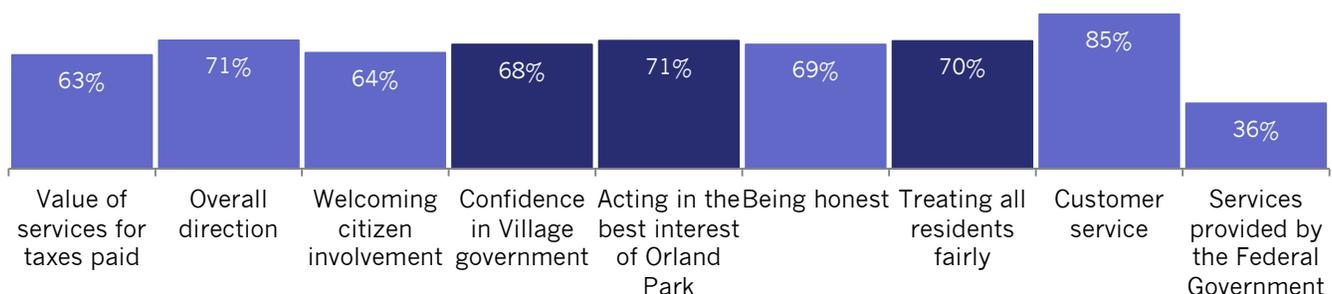
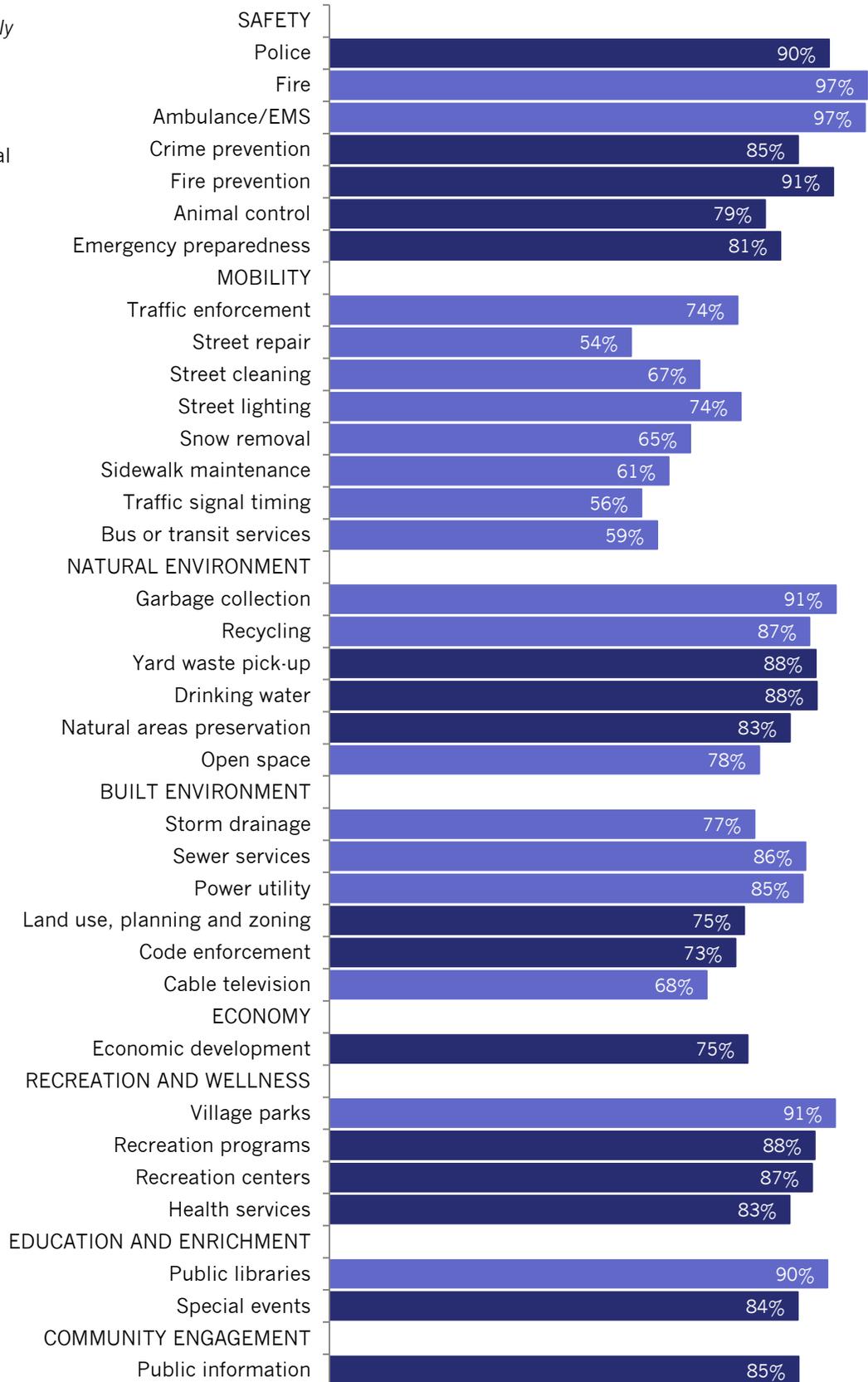


Figure 2: Aspects of Governance

Percent rating positively  
(e.g., excellent/good)

Comparison to national  
benchmark

- Higher
- Similar
- Lower

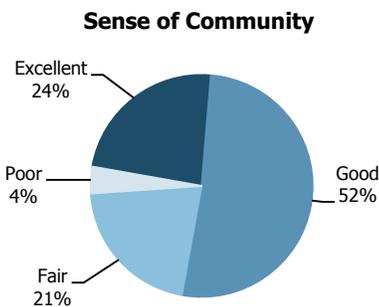


# Participation

*Are the residents of Orland Park connected to the community and each other?*

An engaged community harnesses its most valuable resource, its residents. The connections and trust among residents, government, businesses and other organizations help to create a sense of community; a shared sense of membership, belonging and history. About three-quarters of respondents rated the sense of community as excellent or good (a rating that was similar to the benchmark). Almost all respondents would recommend Orland Park and plan on staying in Orland Park.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Out of 31 activities rated, 20 had participation ratings greater than 50%. A majority of respondents rated the Natural Environment, Built Environment, Recreation and Wellness and Education and Enrichment positively. Participation ratings for Safety, Mobility, Economy and Community Engagement varied widely. Most ratings within Community Engagement were at least similar to the benchmark, with the exception of volunteering and participating in a club, which were lower than the benchmark. The number of participants volunteering also declined compared to the 2012 survey.



*Percent rating positively  
(e.g., very/somewhat likely,  
yes)*

Comparison to national benchmark

- Higher
- Similar
- Lower
- Not available

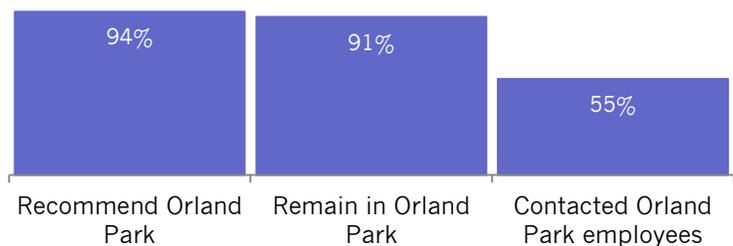
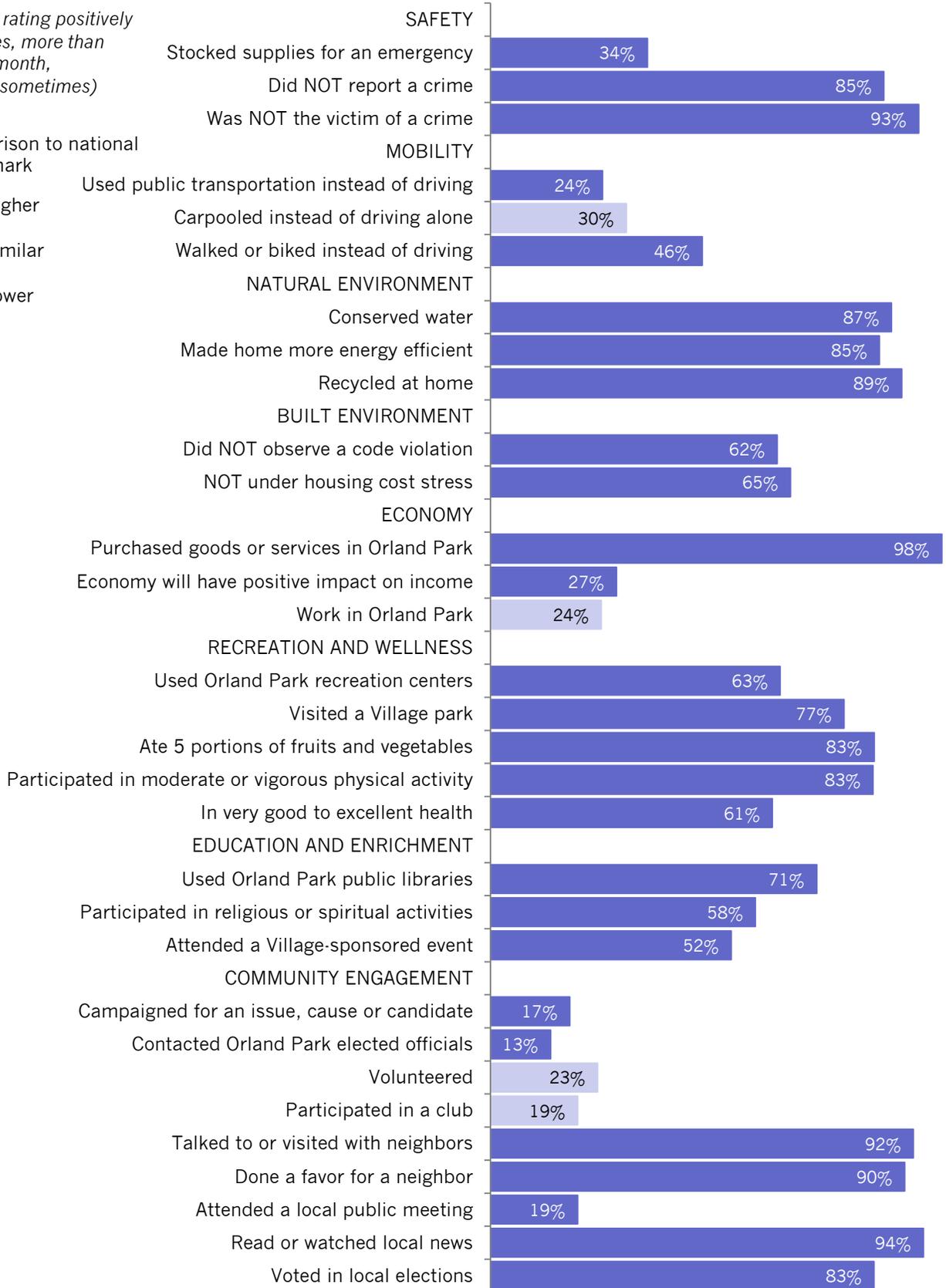


Figure 3: Aspects of Participation

Percent rating positively  
(e.g., yes, more than  
once a month,  
always/sometimes)

Comparison to national  
benchmark

- Higher
- Similar
- Lower



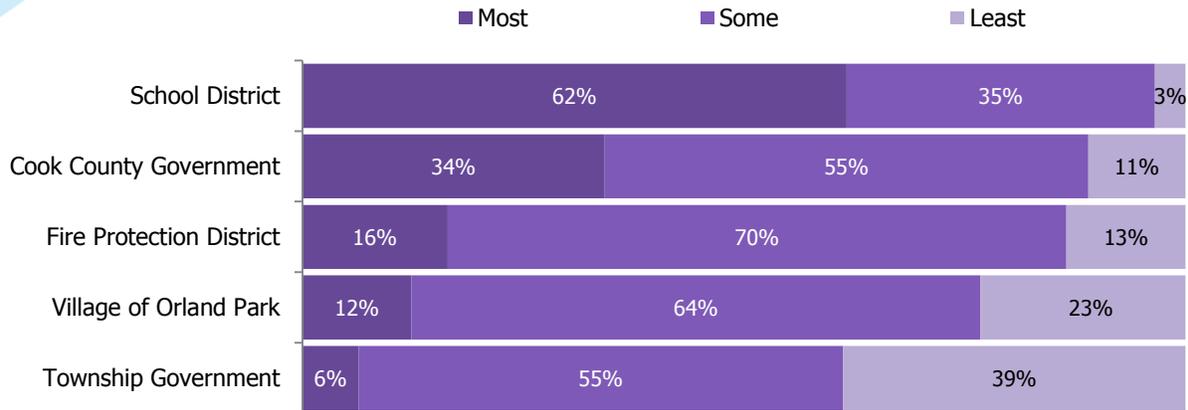
# Special Topics

The Village of Orland Park included five questions of special interest on The NCS. Question topics ranged from taxes and municipal funding to investment priorities and information sources

Participants were asked what proportion of their property tax they believed went to a variety of entities. Most participants thought the school district received the greatest proportion of their property tax bill. Only a third of participants believed the Cook County Government got a majority of their property tax bill. Very few participants thought the Fire Protection District, Village of Orland Park or Township Government received most of their property tax bill.

Figure 4: Property Tax Distribution

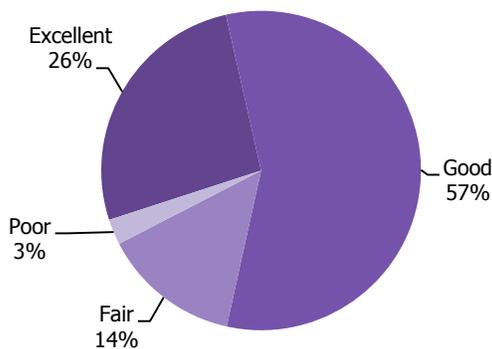
*Please indicate what proportion of your property tax bill you think each of the following receives:*



About 8 in 10 respondents believed the Village was doing an excellent or good job at being pro-active and responsible for the continued growth and development of the community.

Figure 5: Growth and Development of Community

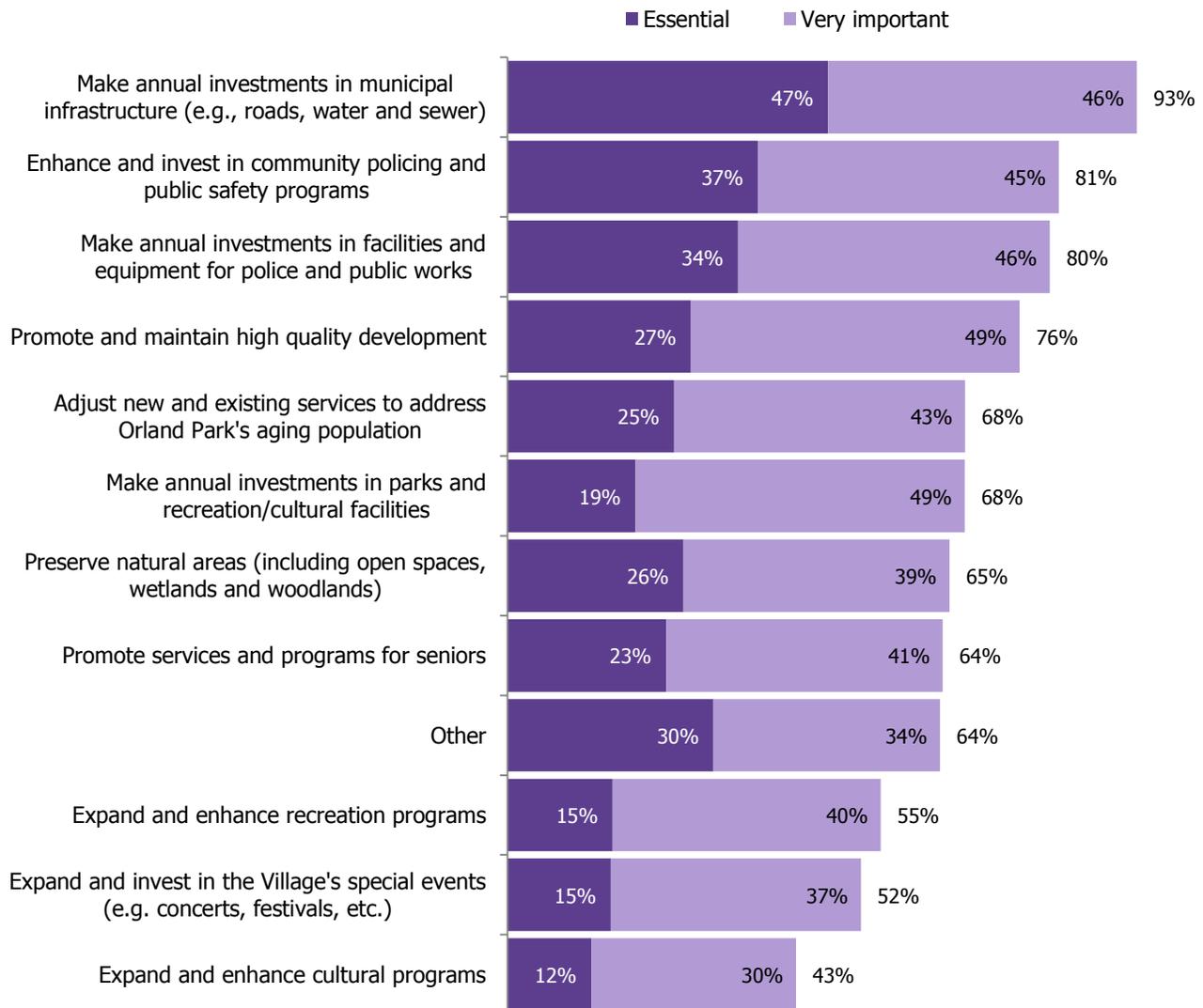
*Please rate the job the Village of Orland Park does at being pro-active and responsible for the continued growth and development of the community that results in improving quality of life for residents and businesses.*



Residents were asked to rate what priority a variety of features of the community should be given over the next five years. Over three-quarters of respondents thought that making annual investments in municipal infrastructure, enhancing and investing in community policing and public safety programs, making annual investments in facilities and equipment for police and public works and promoting and maintaining high quality development were essential or very important priorities for Orland Park. Less than half believed enhancing and expanding cultural programs should be a priority.

Figure 6: Priorities for Orland Park

*Please rate how important you think each of the following priorities should be to the Village of Orland Park over the next five years:*



Over half of participants believed that there was a priority not listed that should be a priority for the Village. In their own words, participants described other priorities for the Village. Those priorities are listed below in alphabetical order.

- Add to senior program 2) Sportsplex.
- Address cost of living in Orland.
- Adult classes fix 30-50 something age group.
- All improvements in these area more.

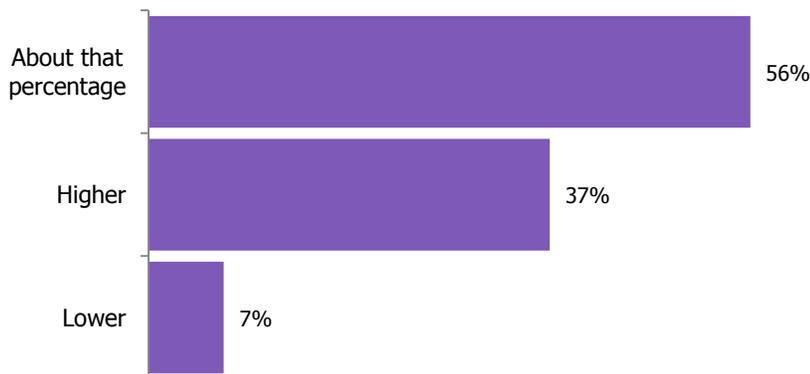
- Ash tree removal
- Assistance to disabled adults-not senders.
- Be fair with all business not just Costco + mariano's.
- Be more flexible w/build-out requirements for new businesses in Orland park.
- Being a very good service.
- Being fiscal responsible.
- Bike paths for southern Orland park.
- Building cades for condos?
- Bus paths in southwest area!!
- Bus transportation not village.
- Clean up pond area by Marley Creek condos.
- Concert bicycle trails, put power lines into ground.
- Control Aecion usage drugs.
- Curbside pick up of leaves! Parkview Estates!!
- Cut down on taxes as much as possible.
- Disaster prep programs all ages
- Ease congestion coordinate traffic signals.
- Ease of walking-crossing La Grange.
- Economic stability.
- Education
- Education & school districts.
- Enforce property standards on all cultures.
- Finish construction So LaGrange road.
- Fix potholes
- Fix subdivision roads & flood zones by creeks.
- Get cost of fine protection under contract.
- Halt bus service to the mall.
- Improve appearance & safety of existing malls what about taxes & monies received from the large amount of retail businesses in O.P.
- Improve appearance of Lagrange Rd!
- Improve bus service.
- Improve street lighting.
- Improve street main & repair older areas.
- Improve traffic flows and reduce congestion.
- Include all seniors to have access to success.
- Increase pedestrian access-esp 1st st.
- Invest in our school districts.
- Keeping taxes law!
- La Grange Rd is a nightmare!!
- Lowering property taxes.
- Make mall feel safe again!
- Mandate sidewalk shoveling.
- More focus on younger families vs seniors.
- More jobs.
- More lighting in the streets.
- More programs for young adults.
- Need a food store downtown Orland where senior can walk.
- No more multi housing or Maz
- Offer more to township residents (unincorporated).
- On areas management of 9750.
- Orland need to more police.
- Our roads are the same as 60 years ago Welmore 14 lane.
- Oversight of condo associations.
- Police & monitor out side population activities.
- Pool indoor.

- Provide more bike trails/pedestrian paths
- Recreation on north side of Orland!
- Repair streets (Fernway sub-division)
- Safety, crime prevention mall restaurants.
- Schools.
- Senior housing.
- Senior housing.
- Seniors health services
- Something to get neighbors together I live here 19 years 2) Still 3) don't know all my neighbor.
- Stop building & over populating!
- Take over library-fire board.
- Taxes are too high.
- Traffic
- 1 Turn new concert area into a "Rayna"
- Water conservation
- Work on making mall safer

Most residents thought that 6-8% of their property tax bill went towards the Village's municipal government. A little over a third of participants believed that amount to be higher and less than 10% thought that amount was lower.

Figure 7: Property Tax Village Receives

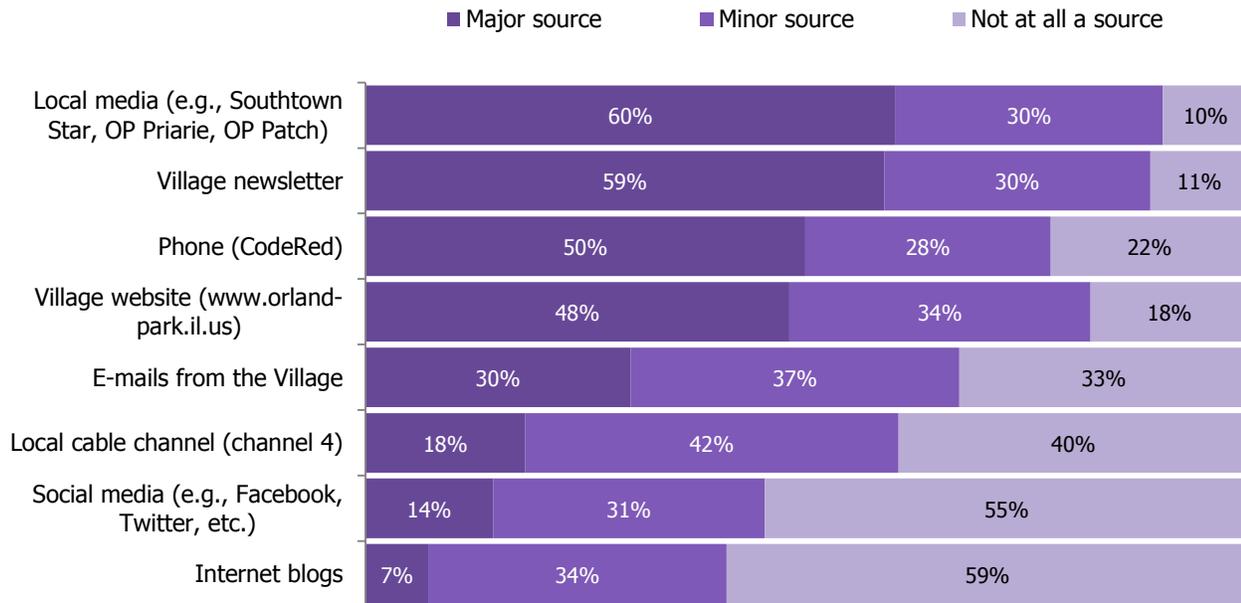
*From your total property tax paid to the County, between 6-8% goes to the Village of Orland Park's municipal government. Prior to this survey, did you think the percentage of property tax that went to the Village was higher than that, lower than that or about that percentage?*



When asked what sources they turn to for information from the Village, 9 in 10 respondents turned to local media or the Village newsletter. A majority of respondents also used the phone (CodeRed), Village website, e-mails from the Village and the local cable channel.

Figure 8: Information Sources

*Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information from the Village:*



# Conclusions

## **Orland Park residents continue to enjoy an exceptional quality of life.**

Almost all residents rate their overall quality of life as excellent or good and at least 9 in 10 would be likely to recommend Orland Park as a place to live to someone who asks. The number of residents that would recommend Orland Park and are likely to remain increased from 2012 to 2014. Orland Park's overall appearance and overall image along with the Village as a place to live, neighborhoods as a place to live and to raise children received high ratings by about 9 in 10 residents. Further, ratings increased from 2012 to 2014 for overall image and overall appearance. Most of the aspects that aid in community livability were rated positively and either remained stable or increased from 2012 to 2014.

## **Residents feel safe in Orland Park.**

Safety was an important feature of the community for residents and most residents want the Village to continue to provide excellent safety services and amenities. Nine in 10 respondents feel safe overall, in their neighborhoods and in downtown/commercial areas. Residents rate safety services highly (5 out of 7 services were above the benchmark) and most participants were not a victim of a crime or did not report a crime. A high number of respondents would like to see investments made in community policing and other safety programs and also would like investments in facilities and equipment for police. More residents reported feeling safe in Orland Park's downtown/commercial areas in 2014 than they did in 2012.

## **The Economy is important to the community.**

Residents believe that the economy is an important community feature to focus on over the next two years. Participants felt very positive about the overall economic health of the community and also gave high ratings to business and services in Orland Park and to shopping opportunities. Economic development services were rated highly, increased from 2012 to 2014, and were above the benchmark.

## **Participants value parks and recreation in Orland Park.**

Recreation and Wellness ratings were consistently high in Orland Park and most ratings were above the benchmark. Participants rate the availability of Recreation and Wellness services highly. Over 8 in 10 participants rated Village parks, recreation programs, recreation centers and health services as excellent or good. Participation in Recreation and Wellness activities was also high and a majority of participants would like to see investments in parks and recreation/cultural facilities and the preservation of natural areas.