

The National Citizen Survey™

Orland Park, IL

Comparisons by Geographic
Subgroups

2014

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The National Citizen Survey™
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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. This report discusses differences in opinion of survey respondents by quadrant.

Responses in the following tables show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good,” or the percent of respondents who attended a public meeting more than once a month. ANOVA and chi-square tests of significance were applied to these comparisons of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between Districts are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they have been shaded grey.

The margin of error for this report is generally no greater than plus or minus three percentage points around any given percent reported for the entire sample (898 completed surveys). For each quadrant of the Village (Northwest, Northeast, Southeast or Southwest), the margin of error rises to approximately plus or minus seven percentage points since sample sizes were approximately 204 for the Northwest quadrant, 231 for the Northeast quadrant, 245 for the Southeast quadrant, 218 for the Southwest quadrant. Notable differences between quadrants included the following:

- Residents in the Southwest gave higher ratings for their neighborhoods and Orland Park as a place to retire. Conversely, residents in the Northwest gave lower ratings to their neighborhoods. Residents in the Northwest and Northeast also gave lower ratings to Orland Park as a place to retire. When asked whether they plan on remaining in Orland Park over the next five years, residents in the Northeast were the most likely to stay and residents in the Southeast were the least likely to stay.
- Participants in the Northeast rated the overall economic health of Orland Park as one of the most important areas to focus on in the next two years. Similarly, when asked about the job Orland Park does at being proactive and responsible for growth and development residents in the Southwest gave the highest ratings and the Northwest gave lower ratings. Ratings for Economy in the pillars of Participation and Community Characteristics varied among quadrants.
- Participants in the Southwest and Southeast have an easier time getting places than those in the Northwest and Northeast. And while residents in the Southwest gave the lowest ratings for the availability of paths and walking trails, they also gave the highest ratings for sidewalk maintenance. Participants in the Southwest were also more likely to use public transportation, while participants in the Northeast were the least likely to use public transportation.
- When asked about quality of Village sponsored events, 3 out of 4 quadrants rated these events highly (Northwest gave the lowest ratings). Those who were most likely to attend a Village sponsored event included participants in the Northwest and Northeast; those in the Southeast were least likely to attend. Participants were also asked what services should be priorities for the Village over the next five years; participants in the Northwest and Southeast indicated that expanding and enhancing cultural programs should be an essential or very important priority.
- General Governance ratings were higher in the Southwest and lower in the Northwest and Northeast. Participants in the Southwest rated the Built Environment as one of the most important facets to focus on in the next two years. While residents in the Southeast thought making annual investments in facilities and equipment for police and public works should be a high priority over the next five years.

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Table 1: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
The overall quality of life in Orland Park	88%	90%	93%	93%	91%
Overall image or reputation of Orland Park	84%	87%	90%	91%	88%
Orland Park as a place to live	96%	95%	98%	93%	95%
Your neighborhood as a place to live	86%	91%	91%	95%	91%
Orland Park as a place to raise children	91%	92%	96%	91%	92%
Orland Park as a place to retire	59%	58%	68%	70%	64%
Overall appearance of Orland Park	85%	90%	92%	87%	89%

Table 2: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Overall feeling of safety in Orland Park	90%	89%	88%	94%	90%
In your neighborhood during the day	92%	95%	96%	95%	95%
In Orland Park's downtown/commercial area during the day	87%	91%	92%	87%	89%

Table 3: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Overall ease of getting to the places you usually have to visit	63%	64%	73%	71%	68%
Traffic flow on major streets	36%	33%	37%	37%	36%
Ease of public parking	66%	67%	75%	68%	69%
Ease of travel by car in Orland Park	54%	48%	54%	50%	51%
Ease of travel by public transportation in Orland Park	40%	48%	50%	51%	47%
Ease of travel by bicycle in Orland Park	55%	60%	55%	49%	55%
Ease of walking in Orland Park	60%	62%	69%	59%	63%
Availability of paths and walking trails	74%	76%	75%	62%	72%

Table 4: Community Characteristics - Natural Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Quality of overall natural environment in Orland Park	86%	80%	88%	92%	86%
Air quality	86%	87%	86%	83%	86%
Cleanliness of Orland Park	86%	90%	90%	91%	89%

Table 5: Community Characteristics - Built Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Overall "built environment" of Orland Park (including overall design, buildings, parks and transportation systems)	73%	81%	78%	85%	80%
Public places where people want to spend time	81%	81%	82%	83%	82%
Variety of housing options	74%	78%	79%	83%	79%
Availability of affordable quality housing	59%	56%	64%	65%	61%
Overall quality of new development in Orland Park	69%	70%	79%	77%	74%

Table 6: Community Characteristics - Economy

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Overall economic health of Orland Park	75%	82%	86%	91%	84%
Orland Park as a place to work	67%	61%	83%	74%	71%
Orland Park as a place to visit	74%	79%	82%	83%	80%
Employment opportunities	48%	52%	56%	46%	50%
Shopping opportunities	92%	88%	95%	90%	91%
Cost of living in Orland Park	56%	46%	58%	56%	53%
Overall quality of business and service establishments in Orland Park	83%	80%	90%	86%	85%
Vibrant downtown/commercial area	60%	52%	69%	67%	62%

Table 7: Community Characteristics - Recreation and Wellness

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Health and wellness opportunities in Orland Park	87%	87%	88%	86%	87%
Fitness opportunities (including exercise classes and paths or trails, etc.)	86%	85%	89%	88%	87%
Recreational opportunities	85%	85%	88%	90%	87%
Availability of affordable quality food	84%	83%	88%	85%	85%
Availability of affordable quality health care	81%	84%	89%	83%	84%
Availability of preventive health services	80%	81%	84%	84%	82%
Availability of affordable quality mental health care	65%	69%	72%	59%	67%

Table 8: Community Characteristics - Education and Enrichment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Overall opportunities for education and enrichment	82%	82%	89%	85%	85%
Availability of affordable quality child care/preschool	70%	75%	84%	73%	75%
K-12 education	83%	80%	93%	87%	85%
Adult educational opportunities	74%	66%	85%	68%	72%
Opportunities to attend cultural/arts/music activities	72%	66%	75%	71%	71%
Opportunities to participate in religious or spiritual events and activities	86%	87%	90%	89%	88%

Table 9: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Opportunities to participate in social events and activities	68%	72%	81%	78%	75%
Opportunities to volunteer	73%	73%	80%	79%	76%
Opportunities to participate in community matters	68%	69%	73%	75%	71%
Openness and acceptance of the community toward people of diverse backgrounds	70%	69%	73%	70%	71%
Neighborliness of residents in Orland Park	63%	73%	70%	74%	70%

Table 10: Governance - General

Percent rating positively (e.g., excellent/good)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
The Village of Orland Park	83%	89%	88%	90%	87%
The value of services for the taxes paid to Orland Park	58%	64%	66%	62%	63%
The overall direction that Orland Park is taking	67%	67%	73%	76%	71%
The job Orland Park government does at welcoming citizen involvement	58%	62%	67%	68%	64%
Overall confidence in Orland Park government	61%	65%	72%	75%	68%
Generally acting in the best interest of the community	65%	66%	74%	76%	71%
Being honest	64%	64%	72%	74%	69%
Treating all residents fairly	65%	66%	71%	78%	70%
Overall customer service by Orland Park employees (police, receptionists, planners, etc.)	83%	81%	90%	87%	85%
The Federal Government	33%	28%	40%	42%	36%

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Table 11: Governance - Safety

Percent rating positively (e.g., excellent/good)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Police services	91%	90%	89%	91%	90%
Fire services (Fire Protection District)	98%	98%	96%	97%	97%
Ambulance or emergency medical services (Fire Protection District)	97%	98%	94%	97%	97%
Crime prevention	83%	82%	85%	88%	85%
Fire prevention and education (Fire Protection District)	94%	89%	89%	92%	91%
Animal control	85%	78%	76%	76%	79%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	79%	84%	79%	82%	81%

Table 12: Governance - Mobility

Percent rating positively (e.g., excellent/good)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Traffic enforcement	76%	68%	73%	78%	74%
Street repair	57%	50%	55%	57%	54%
Street cleaning	66%	66%	64%	71%	67%
Street lighting	72%	74%	75%	75%	74%
Snow removal	68%	67%	66%	60%	65%
Sidewalk maintenance	59%	54%	67%	65%	61%
Traffic signal timing	57%	51%	60%	58%	56%
Bus or transit services	60%	57%	65%	55%	59%

Table 13: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Garbage collection	93%	91%	92%	90%	91%
Recycling	85%	89%	89%	83%	87%
Yard waste pick-up	87%	87%	89%	88%	88%
Drinking water	88%	87%	88%	88%	88%
Preservation of natural areas such as open space, farmlands and greenbelts	82%	84%	86%	80%	83%
Orland Park open space	76%	74%	82%	79%	78%

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Table 14: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Storm drainage	75%	75%	73%	84%	77%
Sewer services	90%	84%	85%	85%	86%
Power (electric and/or gas) utility (utility companies)	86%	87%	87%	83%	85%
Land use, planning and zoning	76%	71%	78%	75%	75%
Code enforcement (weeds, abandoned buildings, etc.)	72%	75%	70%	75%	73%
Cable television	66%	65%	76%	66%	68%

Table 15: Governance - Economy

Percent rating positively (e.g., excellent/good)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Economic development	71%	77%	78%	74%	75%

Table 16: Governance - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Village parks	91%	92%	92%	90%	91%
Recreation programs or classes	84%	89%	87%	90%	88%
Recreation centers or facilities	81%	87%	88%	91%	87%
Health services	78%	82%	87%	85%	83%

Table 17: Governance - Education and Enrichment

Percent rating positively (e.g., excellent/good)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Public library services (Library Board)	91%	89%	87%	92%	90%
Village-sponsored special events	76%	88%	87%	86%	84%

Table 18: Governance - Community Engagement

Percent rating positively (e.g., excellent/good)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Public information services	83%	81%	89%	85%	85%

Table 19: Participation General

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Sense of community	71%	72%	77%	79%	75%
Recommend living in Orland Park to someone who asks	92%	94%	94%	95%	94%
Remain in Orland Park for the next five years	90%	95%	88%	90%	91%
Contacted the Village of Orland Park (in-person, phone, email or web) for help or information	54%	59%	58%	49%	55%

Table 20: Participation - Safety

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Was NOT the victim of a crime	93%	94%	91%	94%	93%
Did NOT report a crime	79%	86%	84%	92%	85%
Stocked supplies in preparation for an emergency	39%	37%	36%	24%	34%

Table 21: Participation - Mobility

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Walked or biked instead of driving	44%	46%	46%	48%	46%
Carpooled with other adults or children instead of driving alone	30%	26%	30%	32%	30%
Used bus, rail, subway or other public transportation instead of driving	26%	18%	23%	32%	24%

Table 22: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Recycle at home	89%	88%	94%	86%	89%
Made efforts to make your home more energy efficient	82%	87%	84%	85%	85%
Made efforts to conserve water	87%	84%	88%	90%	87%

Table 23: Participation - Built Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
NOT under housing cost stress	62%	66%	69%	63%	65%
Did NOT observe a code violation	63%	61%	62%	64%	62%

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Table 24: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Purchase goods or services from a business located in Orland Park	96%	99%	100%	97%	98%
Economy will have positive impact on income	21%	28%	28%	31%	27%
Work in Orland Park	30%	21%	19%	27%	24%

Table 25: Participation - Recreation and Wellness

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Used Orland Park recreation centers or their services	69%	53%	61%	71%	63%
Visited a neighborhood park or Village park	78%	80%	70%	79%	77%
Eat at least 5 portions of fruits and vegetables a day	82%	84%	84%	83%	83%
Participate in moderate or vigorous physical activity	82%	87%	82%	81%	83%
Reported being in "very good" or "excellent" health	64%	65%	50%	66%	61%

Table 26: Participation - Education and Enrichment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Used Orland Park public libraries or their services	75%	74%	67%	68%	71%
Participated in religious or spiritual activities in Orland Park	57%	63%	52%	57%	58%
Attended a Village-sponsored event	57%	57%	45%	51%	52%

Table 27: Participation - Community Engagement

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Campaigned or advocated for an issue, cause or candidate	15%	22%	18%	13%	17%
Contacted Orland Park elected officials (in-person, phone, email or web) to express your opinion	11%	16%	13%	12%	13%
Volunteered your time to some group/activity in Orland Park	20%	21%	23%	29%	23%
Participated in a club	16%	19%	19%	21%	19%
Talked to or visited with your immediate neighbors	92%	92%	92%	91%	92%
Done a favor for a neighbor	92%	91%	88%	90%	90%
Attended a local public meeting	23%	20%	18%	16%	19%
Read or watch local news (via television, paper, computer, etc.)	96%	91%	96%	94%	94%
Vote in local elections	79%	82%	89%	83%	83%

Table 28: Community Focus Areas

Percent rating positively (e.g., essential/very important)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Overall feeling of safety in Orland Park	98%	97%	98%	96%	97%
Overall ease of getting to the places you usually have to visit	90%	89%	91%	85%	89%
Quality of overall natural environment in Orland Park	80%	75%	80%	78%	78%
Overall "built environment" of Orland Park (including overall design, buildings, parks and transportation systems)	72%	68%	77%	81%	74%
Health and wellness opportunities in Orland Park	74%	79%	85%	81%	80%
Overall opportunities for education and enrichment	85%	87%	87%	83%	85%
Overall economic health of Orland Park	90%	97%	94%	95%	94%
Sense of community	84%	88%	83%	80%	84%

Table 29: Property Tax Distribution

Please indicate what proportion of your property tax bill you think each of the following receives: (Percent rating as "Most" or "Some").	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Cook County Government	92%	90%	88%	88%	89%
School District	98%	97%	95%	97%	97%
Fire Protection District	89%	82%	91%	85%	87%
Village of Orland Park	76%	75%	80%	76%	77%
Township Government	63%	63%	62%	56%	61%

Table 30: Growth and Development of Community

Percent rating as "Excellent" or "Good"	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
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.	77%	85%	83%	87%	83%

Table 31: 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: (Percent rating as "Essential" or "Very important").	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Make annual investments in facilities and equipment for police and public works	77%	77%	88%	79%	80%
Make annual investments in municipal infrastructure (e.g., roads, water and sewer)	90%	94%	95%	93%	93%
Make annual investments in parks and recreation/cultural facilities	63%	70%	70%	67%	68%
Preserve natural areas (including open spaces, wetlands and woodlands)	66%	64%	64%	68%	65%
Adjust new and existing services to address Orland Park's aging population	69%	65%	73%	65%	68%
Promote services and programs for seniors	66%	63%	72%	58%	64%
Expand and enhance recreation programs	57%	57%	54%	54%	55%
Expand and enhance cultural programs	50%	40%	48%	34%	43%
Promote and maintain high quality development	75%	73%	74%	81%	76%
Enhance and invest in community policing and public safety programs	81%	85%	80%	80%	81%
Expand and invest in the Village's special events (e.g. concerts, festivals, etc.)	49%	55%	53%	51%	52%
Other	63%	64%	67%	62%	64%

Table 32: Property Tax Village Receives

Percent rating as "Higher"	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
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? (Percent rating as "Higher").	34%	41%	39%	34%	37%

Table 33: 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: (Percent rating as "Major source" or "Minor source").	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Village newsletter	87%	90%	86%	92%	89%
E-mails from the Village	71%	62%	69%	68%	67%
Village website (www.orland-park.il.us)	81%	79%	83%	85%	82%
Internet blogs	42%	34%	45%	43%	41%
Local cable channel (channel 4)	58%	62%	64%	57%	60%
Local media (e.g., Southtown Star, OP Prairie, OP Patch)	88%	91%	89%	92%	90%
Social media (e.g., Facebook, Twitter, etc.)	41%	43%	48%	48%	45%
Phone (CodeRed)	75%	81%	80%	74%	78%