

The National Citizen Survey™

Orland Park, IL

Comparisons by Geographic
Subgroups

2014

Contents

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The National Citizen Survey™
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National Research Center, Inc.
2955 Valmont Road, Suite 300
Boulder, CO 80301
www.n-r-c.com • 303-444-7863

International City/County Management Association
777 North Capitol Street NE, Suite 500
Washington, DC 20002
www.icma.org • 202-289-ICMA

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% |

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% |