

# The National Citizen Survey™

## Orland Park, IL

Trends over Time

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. 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 discusses trends over time, comparing the 2014 ratings for the Village of Orland Park to its previous survey results in 2012. Additional reports and technical appendices are available under separate cover.

Trend data for Orland Park represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially, represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Meaningful differences between survey years have been noted within the following tables as being "higher" or "lower" if the differences are greater than three percentage points between the 2012 and 2014 surveys, otherwise the comparison between 2012 and 2014 are noted as being "similar."

Overall, ratings in Orland Park for 2014 generally remained stable. Of the 89 items for which comparisons were available, 60 items were rated similarly in 2012 and 2014, 7 items showed a decrease in ratings and 22 showed an increase in ratings. Notable trends over time included the following:

- Most of the General Community Characteristics remained stable over time, however ratings for the overall image and overall appearance of Orland Park increased in 2014 when compared to 2012.
- Most facets of Community Characteristics remained stable between 2012 and 2014. Increases in ratings were in the area of Mobility with travel by car and traffic flow in Orland Park both showing improvement from 2012. Within Natural Environment, ratings for the quality of the overall natural environment increased.
- In the area of Governance, Orland Park saw increases in the overall direction of Orland Park and the job the Village does in welcoming citizen involvement.
- Participation saw increases in the likelihood of respondents to remain in Orland Park and to recommend Orland Park as a place to live.

Note that the tables include benchmark comparisons for all survey years. In 2012, a smaller margin of error (MOE) was used for comparisons to other communities versus a larger margin of error in 2014. To aid in interpreting the relative benchmark change from 2012 to 2014, an additional 2014 column has been included, with a smaller margin of error (analogous to 2012). All of the interpretation in the set of 2014 reports is based on the larger margin of error.

**Table 1: Community Characteristics General**

	Percent rating positively (e.g., excellent/good)		2014 rating compared to 2012	Comparison to benchmark		
	2012	2014		2012 (+/-2 points MOE)	2014 (+/-2 points MOE)	2014 (+/-10 points MOE)
Overall quality of life	88%	91%	Similar	Much higher	Much higher	Similar
Overall image	84%	88%	Higher	Much higher	Much higher	Higher
Place to live	93%	95%	Similar	Much higher	Much higher	Similar
Neighborhood	92%	91%	Similar	Much higher	Much higher	Similar
Place to raise children	94%	92%	Similar	Much higher	Much higher	Higher
Place to retire	67%	64%	Similar	Higher	Similar	Similar
Overall appearance	82%	89%	Higher	Much higher	Much higher	Higher

**Table 2: Community Characteristics by Facet**

		Percent rating positively (e.g., excellent/good, very/somewhat safe)		2014 rating compared to 2012	Comparison to benchmark		
		2012	2014		2012 (+/-2 points MOE)	2014 (+/-2 points MOE)	2014 (+/-10 points MOE)
Safety	Overall feeling of safety	NA	90%	NA	NA	Much higher	Similar
	Safe in neighborhood	95%	95%	Similar	Higher	Higher	Similar
	Safe downtown/commercial area	85%	89%	Higher	Much lower	Similar	Similar
Mobility	Overall ease of travel	NA	68%	NA	NA	Lower	Similar
	Paths and walking trails	69%	72%	Similar	Much higher	Much higher	Similar
	Ease of walking	59%	63%	Similar	Similar	Similar	Similar
	Travel by bicycle	57%	55%	Similar	Much higher	Similar	Similar
	Travel by public transportation	68%	47%	Lower	Much higher	Lower	Similar
	Travel by car	41%	51%	Higher	Much lower	Much lower	Similar
	Public parking	NA	69%	NA	NA	Much higher	Similar
	Traffic flow	31%	36%	Higher	Much lower	Much lower	Similar
	Overall natural environment	81%	86%	Higher	Much higher	Much higher	Similar
Natural Environment	Cleanliness	NA	89%	NA	NA	Much higher	Higher
	Air quality	NA	86%	NA	NA	Much higher	Similar
	Overall built environment	NA	80%	NA	NA	Much higher	Higher
Built Environment	New development in Orland Park	71%	74%	Similar	Much higher	Much higher	Similar
	Affordable quality housing	63%	61%	Similar	Much higher	Much higher	Similar

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		Percent rating positively (e.g., excellent/good, very/somewhat safe)		2014 rating compared to 2012	Comparison to benchmark		
		2012	2014		2012 (+/-2 points MOE)	2014 (+/-2 points MOE)	2014 (+/-10 points MOE)
	Housing options	78%	79%	Similar	Much higher	Much higher	Higher
	Public places	NA	82%	NA	NA	Much higher	Higher
Economy	Overall economic health	NA	84%	NA	NA	Much higher	Higher
	Vibrant downtown/commercial area	NA	62%	NA	NA	Much higher	Higher
	Business and services	85%	85%	Similar	Much higher	Much higher	Higher
	Cost of living	NA	53%	NA	NA	Much higher	Similar
	Shopping opportunities	92%	91%	Similar	Much higher	Much higher	Much higher
	Employment opportunities	50%	50%	Similar	Much higher	Much higher	Higher
	Place to visit	NA	80%	NA	NA	Much higher	Similar
	Place to work	71%	71%	Similar	Much higher	Much higher	Similar
	Recreation and Wellness	Health and wellness	NA	87%	NA	NA	Much higher
Mental health care		NA	67%	NA	NA	Much higher	Higher
Preventive health services		80%	82%	Similar	Much higher	Much higher	Higher
Health care		74%	84%	Higher	Much higher	Much higher	Higher
Food		75%	85%	Higher	Much higher	Much higher	Higher
Recreational opportunities		84%	87%	Similar	Much higher	Much higher	Higher
Fitness opportunities		NA	87%	NA	NA	Much higher	Higher
Education and Enrichment	Religious or spiritual events and activities	85%	88%	Similar	Much higher	Much higher	Similar
	Cultural/arts/music activities	63%	71%	Higher	Much higher	Much higher	Higher
	Adult education	NA	72%	NA	NA	Much higher	Similar
	K-12 education	79%	85%	Higher	Much higher	Much higher	Similar
	Child care/preschool	62%	75%	Higher	Much higher	Much higher	Higher
Community Engagement	Social events and activities	76%	75%	Similar	Much higher	Much higher	Similar
	Neighborliness	NA	70%	NA	NA	Much higher	Similar
	Openness and acceptance	74%	71%	Similar	Much higher	Much higher	Similar
	Opportunities to participate in community matters	68%	71%	Similar	Higher	Much higher	Similar
	Opportunities to volunteer	77%	76%	Similar	Higher	Higher	Similar

Table 3: Governance General

	Percent rating positively (e.g., excellent/good)		2014 rating compared to 2012	Comparison to benchmark		
	2012	2014		2012 (+/-2 points MOE)	2014 (+/-2 points MOE)	2014 (+/-10 points MOE)
Services provided by Orland Park	84%	87%	Similar	Much higher	Much higher	Higher

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	Percent rating positively (e.g., excellent/good)		2014 rating compared to 2012	Comparison to benchmark		
	2012	2014		2012 (+/-2 points MOE)	2014 (+/-2 points MOE)	2014 (+/-10 points MOE)
Customer service	86%	85%	Similar	Much higher	Higher	Similar
Value of services for taxes paid	60%	63%	Similar	Much higher	Much higher	Similar
Overall direction	59%	71%	Higher	Higher	Much higher	Similar
Welcoming citizen involvement	56%	64%	Higher	Much higher	Much higher	Similar
Confidence in Village government	NA	68%	NA	NA	Much higher	Higher
Acting in the best interest of Orland Park	NA	71%	NA	NA	Much higher	Higher
Being honest	NA	69%	NA	NA	Much higher	Similar
Treating all residents fairly	NA	70%	NA	NA	Much higher	Higher
Services provided by the Federal Government	39%	36%	Similar	Similar	Similar	Similar

Table 4: Governance by Facet

		Percent rating positively (e.g., excellent/good)		2014 rating compared to 2012	Comparison to benchmark		
		2012	2014		2012 (+/-2 points MOE)	2014 (+/-2 points MOE)	2014 (+/-10 points MOE)
Safety	Police	90%	90%	Similar	Much higher	Much higher	Higher
	Fire	96%	97%	Similar	Much higher	Much higher	Similar
	Ambulance/EMS	NA	97%	NA	NA	Much higher	Similar
	Crime prevention	84%	85%	Similar	Much higher	Much higher	Higher
	Fire prevention	91%	91%	Similar	Much higher	Much higher	Higher
	Animal control	79%	79%	Similar	Much higher	Much higher	Higher
	Emergency preparedness	80%	81%	Similar	Much higher	Much higher	Higher
Mobility	Traffic enforcement	74%	74%	Similar	Much higher	Much higher	Similar
	Street repair	59%	54%	Lower	Much higher	Much higher	Similar
	Street cleaning	68%	67%	Similar	Much higher	Higher	Similar
	Street lighting	68%	74%	Higher	Much higher	Much higher	Similar
	Snow removal	71%	65%	Lower	Much higher	Similar	Similar
	Sidewalk maintenance	64%	61%	Similar	Much higher	Much higher	Similar
	Traffic signal timing	58%	56%	Similar	Much higher	Higher	Similar
Natural Environment	Bus or transit services	58%	59%	Similar	Higher	Higher	Similar
	Garbage collection	89%	91%	Similar	Much higher	Much higher	Similar
	Recycling	85%	87%	Similar	Much higher	Much higher	Similar
	Yard waste pick-up	87%	88%	Similar	Much higher	Much higher	Higher
Natural Environment	Drinking water	87%	88%	Similar	Much higher	Much higher	Higher
	Natural areas preservation	79%	83%	Higher	Much higher	Much higher	Higher

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		Percent rating positively (e.g., excellent/good)		2014 rating compared to 2012	Comparison to benchmark		
		2012	2014		2012 (+/-2 points MOE)	2014 (+/-2 points MOE)	2014 (+/-10 points MOE)
Built Environment	Open space	NA	78%	NA	NA	Much higher	Similar
	Storm drainage	73%	77%	Similar	Much higher	Much higher	Similar
	Sewer services	84%	86%	Similar	Much higher	Much higher	Similar
	Power utility	84%	85%	Similar	Much higher	Much higher	Similar
	Land use, planning and zoning	63%	75%	Higher	Much higher	Much higher	Higher
	Code enforcement	67%	73%	Higher	Much higher	Much higher	Higher
	Cable television	66%	68%	Similar	Much higher	Much higher	Similar
Economy	Economic development	63%	75%	Higher	Much higher	Much higher	Higher
Recreation and Wellness	Village parks	93%	91%	Similar	Much higher	Much higher	Similar
	Recreation programs	88%	88%	Similar	Much higher	Much higher	Higher
	Recreation centers	87%	87%	Similar	Much higher	Much higher	Higher
	Health services	83%	83%	Similar	Much higher	Much higher	Higher
Education and Enrichment	Special events	NA	84%	NA	NA	Much higher	Higher
	Public libraries	89%	90%	Similar	Much higher	Much higher	Similar
Community Engagement	Public information	82%	85%	Similar	Much higher	Much higher	Higher

Table 5: Participation General

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)		2014 rating compared to 2012	Comparison to benchmark		
	2012	2014		2012 (+/-2 points MOE)	2014 (+/-2 points MOE)	2014 (+/-10 points MOE)
Sense of community	76%	75%	Similar	Much higher	Much higher	Similar
Recommend Orland Park	83%	94%	Higher	Much higher	Much higher	Similar
Remain in Orland Park	83%	91%	Higher	Much higher	Much higher	Similar
Contacted Orland Park employees	54%	55%	Similar	Similar	Much higher	Similar

Table 6: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)		2014 rating compared to 2012	Comparison to benchmark		
		2012	2014		2012 (+/-2 points MOE)	2014 (+/-2 points MOE)	2014 (+/-10 points MOE)
Safety	Stocked supplies for an emergency	NA	34%	NA	NA	Lower	Similar

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		Percent rating positively (e.g., always/sometimes, more than once a month, yes)		2014 rating compared to 2012	Comparison to benchmark		
		2012	2014		2012 (+/-2 points MOE)	2014 (+/-2 points MOE)	2014 (+/-10 points MOE)
	Did NOT report a crime	NA	85%	NA	NA	Much higher	Similar
	Was NOT the victim of a crime	94%	93%	Similar	Much higher	Much higher	Similar
Mobility	Used public transportation instead of driving	NA	24%	NA	NA	Much lower	Similar
	Carpooled instead of driving alone	NA	30%	NA	NA	Much lower	Lower
	Walked or biked instead of driving	NA	46%	NA	NA	Much lower	Similar
Natural Environment	Conserved water	NA	87%	NA	NA	Much higher	Similar
	Made home more energy efficient	NA	85%	NA	NA	Much higher	Similar
	Recycled at home	88%	89%	Similar	Much higher	Much higher	Similar
Built Environment	Did NOT observe a code violation	NA	62%	NA	NA	Much higher	Similar
	NOT under housing cost stress	66%	65%	Similar	Higher	Similar	Similar
Economy	Purchased goods or services in Orland Park	NA	98%	NA	NA	Higher	Similar
	Economy will have positive impact on income	18%	27%	Higher	Similar	Much higher	Similar
	Work in Orland Park	NA	24%	NA	NA	Much lower	Lower
Recreation and Wellness	Used Orland Park recreation centers	66%	63%	Similar	Much higher	Much higher	Similar
	Visited a Village park	82%	77%	Lower	Lower	Much lower	Similar
	Ate 5 portions of fruits and vegetables	NA	83%	NA	NA	Similar	Similar
	Participated in moderate or vigorous physical activity	NA	83%	NA	NA	Similar	Similar
	In very good to excellent health	NA	61%	NA	NA	Similar	Similar
Education and Enrichment	Used Orland Park public libraries	79%	71%	Lower	Much higher	Similar	Similar
	Participated in religious or spiritual activities	61%	58%	Similar	Much higher	Much higher	Similar
Community Engagement	Attended a Village-sponsored event	NA	52%	NA	NA	Similar	Similar
	Campaigned for an issue, cause or candidate	NA	17%	NA	NA	Much lower	Similar
	Contacted Orland Park elected officials	NA	13%	NA	NA	Much lower	Similar
	Volunteered	29%	23%	Lower	Much lower	Much lower	Much lower
	Participated in a club	22%	19%	Similar	Much lower	Much lower	Lower
	Talked to or visited with neighbors	NA	92%	NA	NA	Similar	Similar
	Done a favor for a neighbor	NA	90%	NA	NA	Much higher	Similar



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	Percent rating positively (e.g., always/sometimes, more than once a month, yes)		2014 rating compared to 2012	Comparison to benchmark		
	2012	2014		2012 (+/-2 points MOE)	2014 (+/-2 points MOE)	2014 (+/-10 points MOE)
Attended a local public meeting	25%	19%	Lower	Lower	Much lower	Similar
Read or watched local news	NA	94%	NA	NA	Much higher	Similar
Voted in local elections	79%	83%	Higher	Much higher	Much higher	Similar