THE NCS™
The National Citizen Survey™

Orland Park, IL

Key Findings
2016

The NCS is presented by NRC in collaboration with ICMA

NRC
National Research Center Inc

ICMA
Leaders at the Core of Better Communities

"Cities have the capability of providing something for everybody, only because, and only when, they are created by everybody."

Jane Jacobs, *The Death and Life of Great American Cities*

About The NCS

- Community Livability
  - Community Characteristics
  - Governance
  - Participation

Facets of Community Livability

Safety

Mobility

Natural Environment

Built Environment

Quality of Community Overall

Economy

Education and Enrichment

Recreation and Wellness

Community Engagement

The NCS & Orland Park

- Participant in The NCS since 2012
  - 2012, 2014
- Random sample of 1,600 households
  - 514 returned surveys; 33% response rate
  - ±4% margin of error

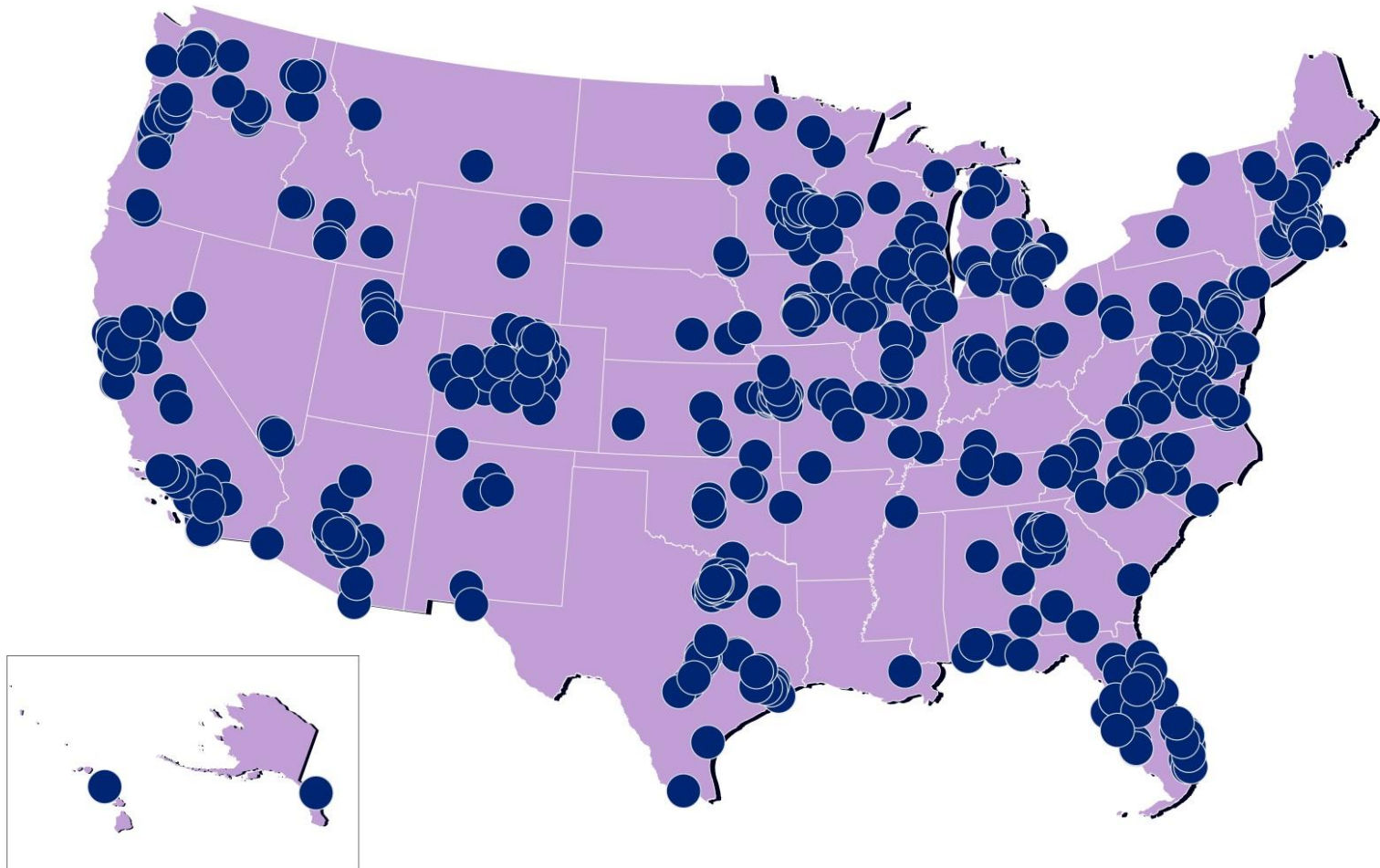|		
Expanded sample	Presentation	Web Survey
Geographic comparisons	Demographic comparisons	Custom benchmarks

National Benchmark Comparisons

2016 National Benchmark Comparisons

42 received **higher** ratings

83 received **similar** ratings

2016 Ratings Compared to 2014

7 received **higher** ratings
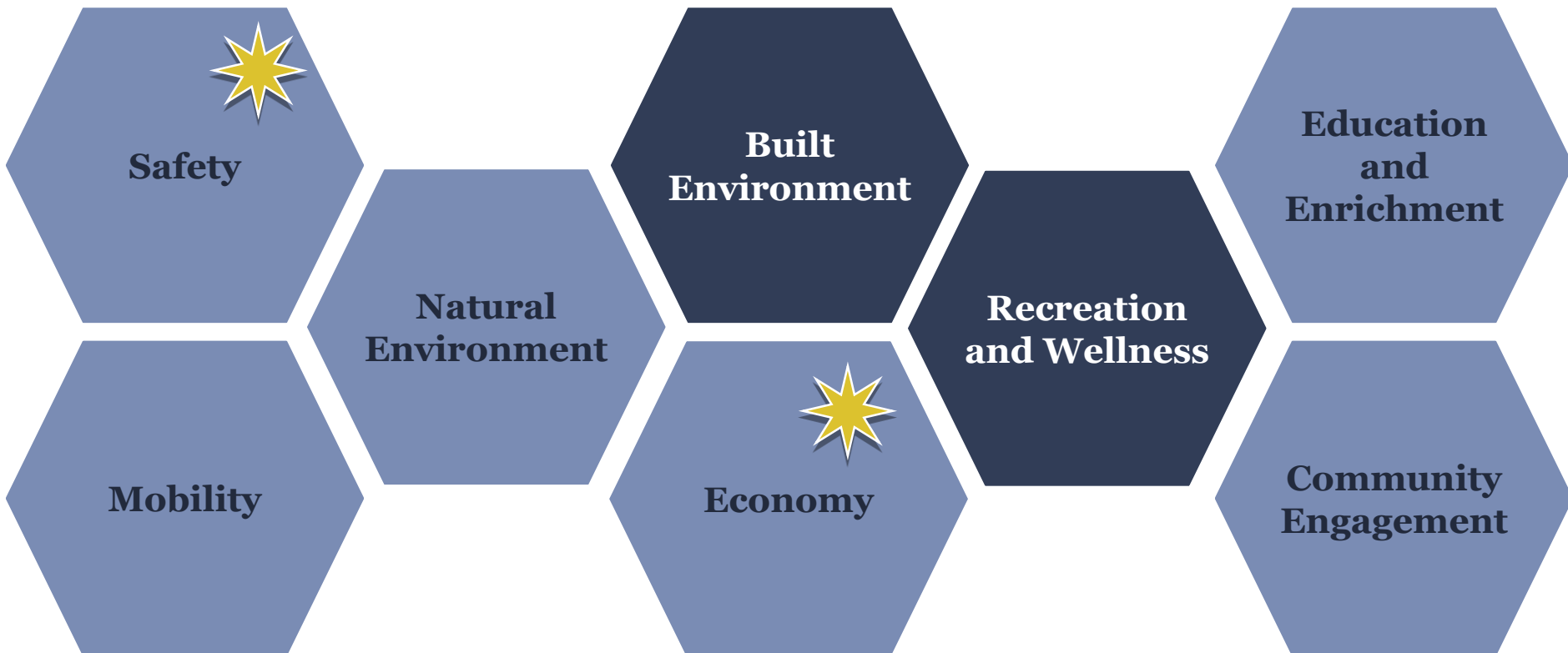
120 received **similar** ratings

Key Focus Areas

Legend

■ Higher than national benchmark

■ Similar to national benchmark

□ Lower than national benchmark

✸ Most important

Safety

Mobility

Natural Environment

Built Environment

Economy

Recreation and Wellness

Education and Enrichment

Community Engagement
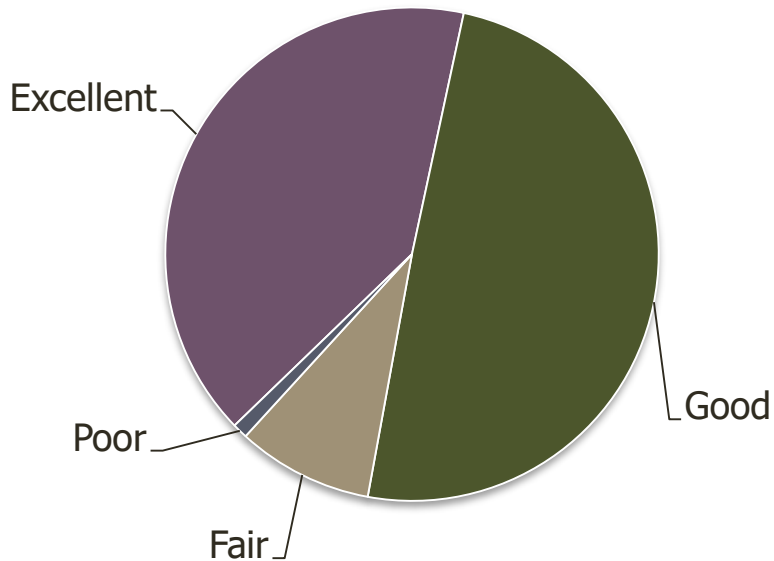
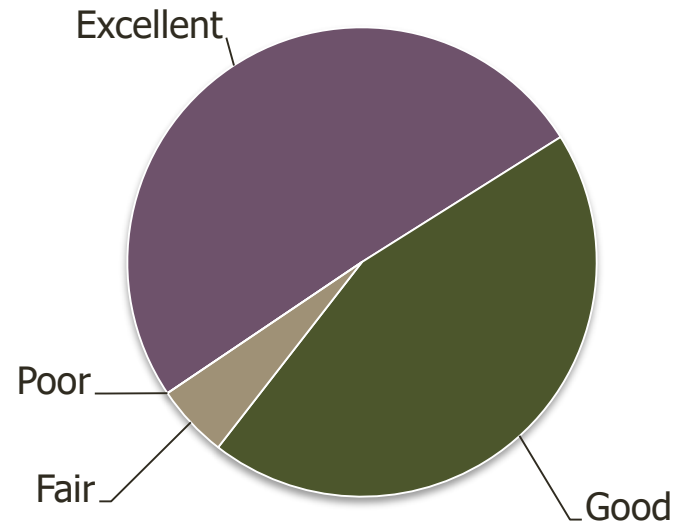# Residents of Orland Park continue to enjoy a high quality of life

Overall Quality of Life Ratings

Overall Quality of Life in Orland Park

Excellent
Poor
Fair
Good

Orland Park as a Place to Live

Excellent
Poor
Fair
Good

Community Characteristics

Higher than benchmark

Overall image

Place to raise children

Residents feel the economy is strong in Orland Park

Economy in Orland Park

4 in 5 residents gave "excellent" or "good" ratings

Overall economic health

Economic development

Orland Park as a place to visit

Businesses and services

Shopping opportunities

Comparison to national benchmark:
Higher   Similar   Lower

Safety is an important community feature, and residents feel positively about it

Feelings of Safety

9 in 10
residents report

❖Overall feeling of Safety
❖Feeling safe in their neighborhood
❖Safe in commercial/downtown area

Safety Services

At least 9 in 10:

Police services

At least 8 in 10:

Crime prevention

Emergency preparedness

Animal control

Comparison to national benchmark:
■ Higher ■ Similar ■ Lower

"excellent" or "good"

Orland Park residents appreciate built environment

Built Environment

Overall Built Environment

New Development

Housing Options

Public Places

At least 3 in 4
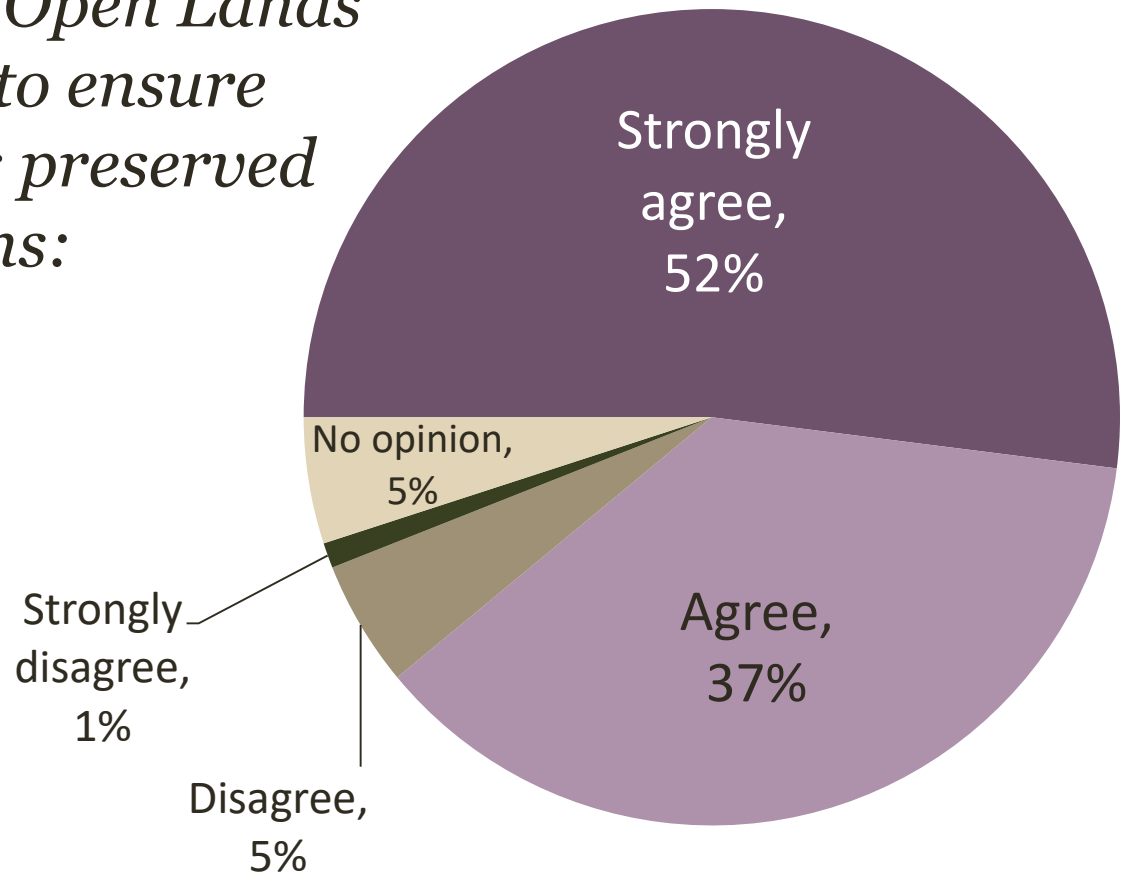residents rate as
"excellent" or "good"

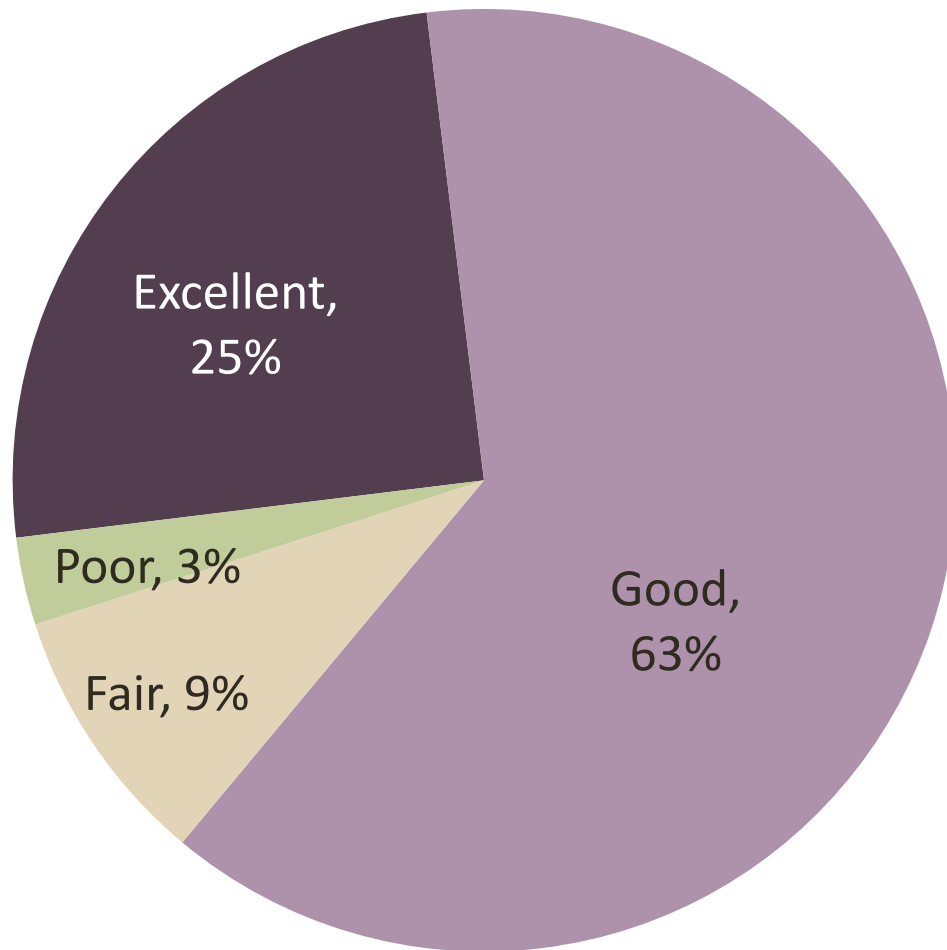Comparison to national benchmark:
■ Higher   ■ Similar   ■ Lower

Special Topics

Investing in Open Lands

The Village of Orland Park should continue to invest in Open Lands in addition to parks to ensure that acquired land is preserved for future generations:

Strongly agree, 52%

Agree, 37%

No opinion, 5%

Strongly disagree, 1%

Disagree, 5%

Growth and Development of Community

Excellent, 25%

Poor, 3%

Fair, 9%

Good, 63%

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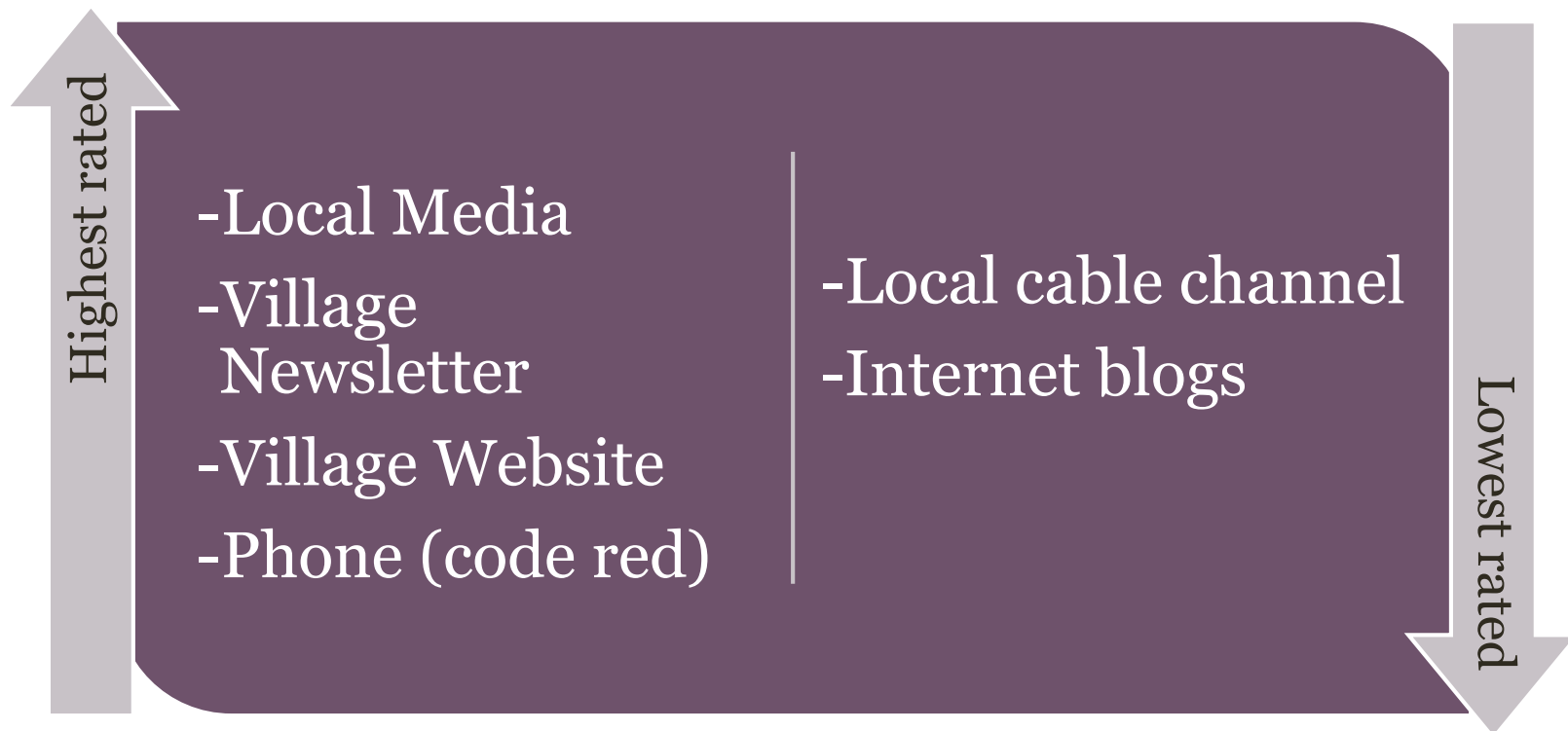
Priorities for Orland Park

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

TOP rated

Make annual investments in municipal infrastructure

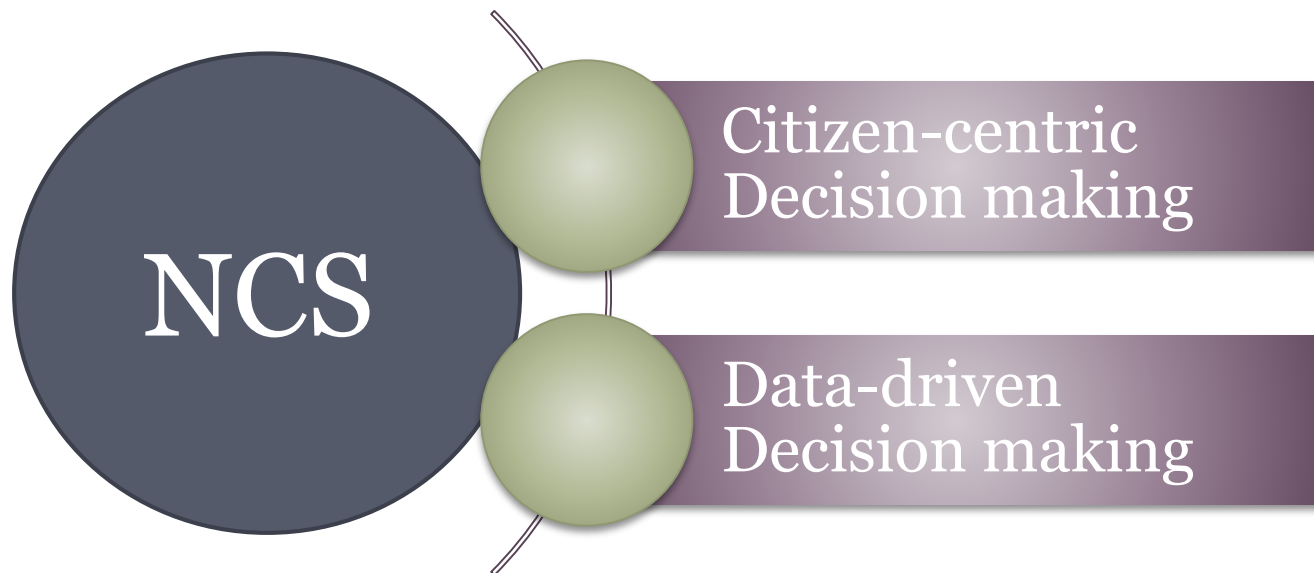Enhance and invest in community policing and public safety programs

Sources of Information

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

Highest rated

-Local Media

-Village Newsletter

-Village Website

-Phone (code red)

-Local cable channel

-Internet blogs

Lowest rated

Conclusions

- Residents of Orland Park continue to enjoy a high quality of life
- Orland Park's economy is a strong community feature in the eyes of its residents
- Safety helps make Orland Park a livable community
- Orland Park Residents appreciate their built environment

Moving Forward

NCS

Citizen-centric
Decision making

Data-driven
Decision making

Envision, Engage, Educate, Earmark, Enact, Evaluate

Questions?

THE NCS™
The National Citizen Survey™

Thank you!

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