



VILLAGE OF  
ORLAND PARK, IL  
2012

Report of Demographic Subgroup Comparisons

**C O N T E N T S**

Survey Background..... 1  
 About The National Citizen Survey™ ..... 1

Understanding the Results ..... 2  
 “Don’t Know” Responses ..... 2  
 Understanding the Tables..... 2

Comparisons ..... 3

## **SURVEY BACKGROUND**

### **ABOUT THE NATIONAL CITIZEN SURVEY™**

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 survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The Village of Orland Park staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries NRC used for sampling; and they provided the appropriate letterhead and signatures for mailings. Village of Orland Park staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

One of the add-on options that Orland Park chose was to have crosstabulations of evaluative questions 1-19 by demographic questions D7 (children 17 or under in household), D9 (annual household income), D12 (age of respondent) and D14 (voter registration status).

## UNDERSTANDING THE RESULTS

### “DON’T KNOW” RESPONSES

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

### UNDERSTANDING THE TABLES

In this report, comparisons between demographic subgroups are shown. For most of the questions, we have shown only one number for each question. We have summarized responses to 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 felt the rate of growth was “about right.”

ANOVA and chi-square tests of significance were applied to these comparisons of survey questions by demographic subgroups. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups 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 are marked in grey.

## COMPARISONS

Cells shaded grey indicate statistically significant differences between subgroups.

Question 1: Quality of Life (Percent "excellent" or "good")														
Please rate each of the following aspects of quality of life in Orland Park:	Children 17 or under in household			Annual household income				Age				Registered to vote		
	No	Yes	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall	No/ineligible	Yes	Overall
Orland Park as a place to live	94%	90%	93%	94%	95%	93%	94%	90%	90%	96%	93%	94%	93%	93%
Your neighborhood as a place to live	91%	93%	92%	91%	94%	91%	92%	89%	90%	94%	92%	88%	92%	92%
Orland Park as a place to raise children	94%	93%	94%	93%	96%	94%	94%	92%	95%	94%	94%	96%	94%	94%
Orland Park as a place to work	71%	71%	71%	73%	75%	64%	71%	72%	67%	74%	71%	71%	70%	71%
Orland Park as a place to retire	70%	59%	67%	77%	70%	51%	67%	62%	60%	74%	67%	63%	67%	67%
The overall quality of life in Orland Park	89%	86%	88%	88%	92%	85%	89%	82%	87%	92%	88%	82%	88%	88%

Question 2: Community Characteristics (Percent "excellent" or "good")														
Please rate each of the following characteristics as they relate to Orland Park as a whole:	Children 17 or under in household			Annual household income				Age				Registered to vote		
	No	Yes	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall	No/ineligible	Yes	Overall
Sense of community	75%	77%	76%	80%	78%	71%	77%	65%	73%	82%	76%	80%	75%	75%
Openness and acceptance of the community towards people of diverse backgrounds	71%	77%	73%	76%	74%	70%	73%	67%	68%	80%	73%	77%	73%	73%
Overall appearance of Orland Park	83%	82%	83%	87%	82%	78%	82%	81%	79%	85%	82%	87%	81%	82%
Overall quality of new development in Orland Park	68%	74%	70%	73%	74%	64%	71%	71%	67%	72%	70%	83%	69%	70%
Variety of housing options	78%	80%	78%	73%	85%	77%	79%	70%	78%	83%	79%	82%	78%	78%
Overall quality of business and service establishments in Orland Park	86%	84%	85%	87%	88%	82%	86%	84%	85%	86%	85%	82%	85%	85%
Shopping opportunities	91%	94%	92%	90%	96%	89%	92%	96%	91%	91%	92%	92%	91%	92%
Opportunities to attend cultural activities	62%	64%	63%	70%	64%	54%	63%	50%	58%	71%	63%	68%	63%	63%
Recreational opportunities	84%	85%	84%	83%	87%	79%	84%	76%	85%	87%	84%	79%	85%	84%
Employment opportunities	50%	50%	50%	54%	51%	46%	51%	44%	51%	53%	50%	56%	50%	50%
Educational opportunities	80%	81%	81%	84%	81%	75%	80%	75%	80%	84%	81%	85%	80%	81%

Question 2: Community Characteristics (Percent "excellent" or "good")														
Please rate each of the following characteristics as they relate to Orland Park as a whole:	Children 17 or under in household			Annual household income				Age				Registered to vote		
	No	Yes	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall	No/ineligible	Yes	Overall
Opportunities to participate in social events and activities	75%	78%	76%	77%	75%	77%	76%	65%	77%	81%	76%	70%	77%	76%
Opportunities to participate in religious or spiritual events and activities	84%	88%	85%	85%	88%	82%	85%	76%	82%	91%	85%	73%	86%	85%
Opportunities to volunteer	77%	79%	78%	77%	79%	76%	78%	68%	76%	83%	78%	70%	78%	77%
Opportunities to participate in community matters	66%	74%	69%	69%	73%	65%	69%	61%	70%	72%	69%	78%	68%	69%
Ease of car travel in Orland Park	43%	37%	41%	51%	41%	31%	41%	31%	32%	52%	41%	55%	39%	41%
Ease of bus travel in Orland Park	41%	46%	43%	49%	40%	38%	42%	33%	41%	47%	43%	47%	42%	42%
Ease of rail travel in Orland Park	65%	75%	68%	74%	69%	63%	69%	62%	67%	72%	68%	67%	68%	68%
Ease of bicycle travel in Orland Park	57%	56%	57%	63%	60%	43%	55%	42%	51%	68%	56%	60%	56%	56%
Ease of walking in Orland Park	60%	57%	59%	67%	63%	45%	59%	36%	57%	70%	59%	47%	60%	58%
Availability of paths and walking trails	70%	67%	69%	71%	75%	59%	69%	60%	70%	72%	69%	70%	70%	70%
Traffic flow on major streets	32%	29%	31%	38%	32%	21%	31%	15%	29%	39%	31%	38%	30%	31%
Amount of public parking	68%	76%	71%	67%	72%	73%	71%	67%	73%	71%	71%	76%	71%	71%
Availability of affordable quality housing	62%	65%	63%	57%	67%	70%	65%	60%	63%	66%	64%	72%	63%	64%

Question 2: Community Characteristics (Percent "excellent" or "good")														
Please rate each of the following characteristics as they relate to Orland Park as a whole:	Children 17 or under in household			Annual household income				Age				Registered to vote		
	No	Yes	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall	No/ineligible	Yes	Overall
Availability of affordable quality child care	59%	64%	61%	54%	64%	67%	62%	43%	64%	68%	61%	56%	62%	62%
Availability of affordable quality health care	73%	76%	74%	72%	77%	77%	75%	69%	72%	77%	74%	64%	75%	74%
Availability of affordable quality food	77%	72%	75%	74%	80%	74%	76%	77%	70%	78%	75%	70%	75%	75%
Availability of preventive health services	78%	83%	80%	76%	83%	82%	81%	82%	77%	81%	80%	80%	79%	79%
Quality of overall natural environment in Orland Park	81%	81%	81%	81%	85%	79%	82%	79%	80%	83%	81%	79%	81%	80%
Overall image or reputation of Orland Park	84%	84%	84%	85%	86%	81%	84%	80%	81%	88%	84%	82%	84%	83%



Question 3: Growth (Percent of respondents)														
Please rate the speed of growth in the following categories in Orland Park over the past 2 years:	Children 17 or under in household			Annual household income				Age				Registered to vote		
	No	Yes	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall	No/ineligible	Yes	Overall
	Population growth too fast	36%	31%	34%	39%	34%	29%	34%	36%	33%	34%	34%	43%	33%
Retail growth too slow	24%	24%	24%	19%	25%	28%	24%	23%	27%	22%	24%	19%	25%	24%
Job growth too slow	74%	70%	72%	71%	72%	72%	72%	75%	67%	76%	73%	81%	73%	73%

Question 4: Code Enforcement (Percent a "major" problem)														
	Children 17 or under in household			Annual household income				Age				Registered to vote		
	No	Yes	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall	No/ineligible	Yes	Overall
	Run down buildings, weed lots or junk vehicle a major problem in Orland Park	4%	3%	4%	4%	5%	3%	4%	9%	2%	3%	4%	3%	4%

Question 5: Community Safety (Percent "very" or "somewhat" safe)														
Please rate how safe or unsafe you feel from the following in Orland Park:	Children 17 or under in household			Annual household income				Age				Registered to vote		
	No	Yes	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall	No/ineligible	Yes	Overall
Violent crime (e.g., rape, assault, robbery)	81%	82%	81%	81%	82%	83%	82%	75%	82%	84%	82%	72%	82%	81%
Property crimes (e.g., burglary, theft)	74%	69%	73%	75%	75%	67%	73%	65%	70%	78%	73%	72%	73%	73%
Environmental hazards, including toxic waste	84%	84%	84%	82%	86%	85%	85%	83%	82%	86%	84%	76%	84%	83%

Question 6: Personal Safety (Percent "very" or "somewhat" safe)														
Please rate how safe or unsafe you feel:	Children 17 or under in household			Annual household income				Age				Registered to vote		
	No	Yes	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall	No/ineligible	Yes	Overall
In your neighborhood during the day	96%	93%	95%	95%	97%	94%	96%	97%	93%	95%	95%	97%	95%	95%
In your neighborhood after dark	82%	82%	82%	78%	83%	87%	83%	80%	84%	81%	82%	78%	82%	82%
In Orland Park's retail areas during the day	85%	83%	84%	85%	88%	82%	85%	88%	83%	84%	85%	88%	84%	84%
In Orland Park's retail areas after dark	61%	60%	61%	60%	62%	62%	61%	65%	61%	58%	61%	62%	60%	60%

Question 7: Contact with Police Department (Percent "yes")														
	Children 17 or under in household			Annual household income				Age				Registered to vote		
	No	Yes	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall	No/ineligible	Yes	Overall
Have you had any in-person or phone contact with an employee of the Village of Orland Park Police Department within the last 12 months?	36%	44%	39%	39%	35%	46%	39%	44%	39%	37%	39%	37%	40%	39%

Question 8: Ratings of Contact with Police Department (Percent "excellent" or "good")														
	Children 17 or under in household			Annual household income				Age				Registered to vote		
	No	Yes	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall	No/ineligible	Yes	Overall
What was your overall impression of your most recent contact with the Village of Orland Park Police Department?	83%	75%	80%	83%	78%	80%	80%	79%	79%	82%	80%	76%	80%	80%

Questions 9 and 10: Crime Victimization and Reporting (Percent "yes")														
	Children 17 or under in household			Annual household income				Age				Registered to vote		
	No	Yes	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall	No/ineligible	Yes	Overall
During the past 12 months, were you or anyone in your household the victim of any crime?	5%	8%	6%	5%	5%	8%	6%	4%	7%	6%	6%	9%	6%	6%
If yes, was this crime (these crimes) reported to the police?	80%	100%	88%	89%	78%	92%	87%	100%	86%	85%	87%	100%	86%	88%

Question 11: Resident Behaviors (Percent at least once in past 12 months)														
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Orland Park?	Children 17 or under in household			Annual household income				Age				Registered to vote		
	No	Yes	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall	No/ineligible	Yes	Overall
	Used Orland Park public libraries or their services	72%	93%	79%	77%	81%	80%	79%	80%	84%	75%	79%	65%	81%
Used Orland Park recreation centers	57%	85%	66%	57%	66%	78%	67%	77%	76%	54%	66%	62%	67%	67%
Participated in a recreation program or activity	38%	74%	50%	36%	49%	65%	49%	46%	63%	40%	49%	48%	51%	50%
Visited a neighborhood park or Village park	77%	94%	83%	76%	83%	90%	83%	86%	90%	75%	82%	82%	82%	82%
Ridden a local bus within Orland Park	6%	4%	6%	9%	4%	3%	5%	4%	4%	7%	6%	8%	5%	6%
Attended a meeting of local elected officials or other local public meeting	24%	24%	24%	19%	24%	28%	23%	13%	23%	29%	24%	6%	27%	25%
Read village publications	90%	89%	90%	89%	85%	95%	89%	82%	91%	92%	90%	73%	92%	90%
Visited the Village of Orland Park Web site (at www.orland-park.il.us)	57%	82%	65%	47%	68%	82%	65%	84%	80%	45%	65%	52%	66%	65%
Recycled used paper, cans or bottles from your home	86%	92%	88%	80%	87%	97%	87%	80%	93%	88%	88%	76%	89%	88%
Volunteered your time to some group or activity in Orland Park	24%	41%	29%	21%	26%	45%	30%	21%	41%	24%	29%	7%	33%	30%

Question 11: Resident Behaviors (Percent at least once in past 12 months)														
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Orland Park?	Children 17 or under in household			Annual household income				Age				Registered to vote		
	No	Yes	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall	No/ineligible	Yes	Overall
Participated in religious or spiritual activities in Orland Park	58%	67%	61%	56%	58%	73%	61%	49%	62%	66%	61%	35%	64%	61%
Participated in a club or civic group in Orland Park	19%	28%	22%	20%	17%	31%	22%	10%	25%	24%	22%	12%	24%	23%
Provided help to a friend or neighbor	95%	93%	94%	91%	93%	99%	94%	92%	96%	94%	94%	84%	95%	94%

Question 12: Neighborliness (Percent at least several times a week)														
	Children 17 or under in household			Annual household income				Age				Registered to vote		
	No	Yes	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall	No/ineligible	Yes	Overall
Visit with neighbors at least several times a week	42%	48%	44%	42%	43%	48%	44%	38%	42%	48%	44%	43%	44%	44%

Question 13: Service Quality (Percent "excellent" or "good")														
Please rate the quality of each of the following services in Orland Park:	Children 17 or under in household			Annual household income				Age				Registered to vote		
	No	Yes	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall	No/ineligible	Yes	Overall
Police services	90%	89%	90%	89%	93%	89%	91%	92%	85%	93%	90%	86%	90%	90%
Fire services (Fire Protection District)	97%	94%	96%	95%	97%	95%	96%	94%	95%	97%	96%	93%	96%	96%
Crime prevention	86%	81%	84%	86%	85%	83%	85%	82%	81%	88%	84%	78%	85%	84%
Fire prevention and education (Fire Protection District)	92%	88%	91%	93%	91%	88%	91%	92%	87%	93%	91%	87%	91%	90%
Municipal courts	78%	80%	79%	79%	83%	76%	80%	76%	81%	80%	79%	72%	80%	79%
Traffic enforcement	73%	74%	74%	76%	74%	75%	75%	64%	75%	78%	74%	65%	75%	74%
Street repair	58%	58%	58%	62%	59%	55%	59%	51%	55%	64%	58%	58%	58%	58%
Street cleaning	68%	67%	68%	70%	68%	65%	68%	67%	62%	73%	68%	73%	68%	68%
Street lighting	67%	68%	68%	71%	71%	61%	68%	63%	66%	70%	67%	76%	66%	67%
Snow removal	71%	69%	71%	74%	71%	68%	71%	62%	65%	79%	71%	71%	70%	70%
Sidewalk maintenance	64%	66%	64%	69%	62%	65%	65%	57%	64%	69%	65%	67%	64%	64%
Traffic signal timing	54%	65%	58%	63%	56%	57%	58%	42%	63%	59%	57%	70%	56%	57%
Bus or transit services	53%	66%	58%	61%	59%	55%	59%	52%	59%	60%	58%	55%	58%	58%
Garbage collection	89%	90%	89%	89%	89%	90%	89%	82%	88%	92%	89%	85%	90%	89%
Recycling	84%	86%	85%	84%	85%	83%	84%	75%	85%	89%	85%	87%	84%	85%
Yard waste pick-up	86%	87%	87%	86%	87%	88%	87%	81%	86%	89%	87%	79%	87%	86%
Storm drainage	74%	71%	73%	77%	71%	75%	74%	69%	70%	77%	73%	64%	73%	72%
Drinking water	86%	87%	86%	84%	88%	90%	87%	81%	87%	89%	87%	79%	87%	87%
Sewer services	83%	86%	84%	82%	83%	90%	85%	80%	84%	86%	84%	76%	85%	84%
Power (electric and/or gas) utility (utility companies)	84%	85%	84%	82%	87%	86%	85%	84%	82%	87%	84%	84%	84%	84%
Village parks	92%	95%	93%	93%	94%	91%	93%	89%	93%	93%	92%	92%	93%	92%

Question 13: Service Quality (Percent "excellent" or "good")														
Please rate the quality of each of the following services in Orland Park:	Children 17 or under in household			Annual household income				Age				Registered to vote		
	No	Yes	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall	No/ineligible	Yes	Overall
Recreation programs or classes	88%	90%	88%	81%	93%	90%	89%	85%	89%	89%	88%	91%	89%	89%
Recreation centers or facilities	86%	89%	87%	82%	91%	87%	87%	81%	87%	89%	87%	83%	87%	87%
Land use, planning and zoning	60%	67%	62%	63%	64%	64%	64%	59%	63%	64%	63%	73%	61%	62%
Code enforcement (weeds, abandoned buildings, etc.)	65%	70%	67%	72%	65%	65%	67%	61%	64%	72%	67%	64%	65%	65%
Animal control	78%	79%	78%	76%	83%	78%	79%	85%	76%	78%	78%	71%	78%	78%
Economic development	61%	65%	62%	68%	65%	58%	64%	68%	58%	64%	63%	77%	61%	62%
Health services	81%	84%	82%	81%	85%	82%	83%	86%	79%	84%	83%	80%	82%	82%
Services to seniors	83%	86%	84%	83%	88%	82%	85%	84%	84%	84%	84%	85%	83%	83%
Services to youth	81%	86%	83%	79%	86%	83%	83%	80%	84%	83%	83%	75%	84%	83%
Services to low-income people	66%	73%	68%	58%	76%	72%	68%	58%	68%	73%	68%	49%	70%	68%
Public library services (Library Board)	90%	88%	89%	91%	90%	86%	89%	90%	84%	92%	89%	93%	88%	89%
Public information services	80%	84%	82%	82%	86%	77%	82%	79%	80%	84%	82%	80%	81%	81%
Public schools (School Board)	79%	79%	79%	82%	80%	75%	79%	87%	77%	78%	79%	82%	78%	78%
Cable television	66%	65%	66%	66%	67%	64%	66%	72%	63%	65%	66%	73%	64%	65%



Question 13: Service Quality (Percent "excellent" or "good")														
Please rate the quality of each of the following services in Orland Park:	Children 17 or under in household			Annual household income				Age				Registered to vote		
	No	Yes	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall	No/ineligible	Yes	Overall
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	79%	79%	79%	78%	84%	77%	80%	79%	78%	81%	79%	81%	79%	80%
Preservation of natural areas such as open space, farmlands and greenbelts	79%	78%	79%	76%	83%	79%	79%	75%	79%	80%	79%	86%	78%	79%

Question 14: Government Services Overall (Percent "excellent" or "good")														
Overall, how would you rate the quality of the services provided by each of the following?	Children 17 or under in household			Annual household income				Age				Registered to vote		
	No	Yes	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall	No/ineligible	Yes	Overall
The Village of Orland Park	84%	84%	84%	83%	90%	81%	85%	84%	80%	88%	84%	84%	84%	84%
The Federal Government	37%	44%	39%	44%	41%	34%	40%	43%	36%	41%	39%	37%	39%	39%
The State Government	29%	35%	31%	38%	32%	24%	31%	30%	28%	35%	31%	32%	30%	30%
Cook County Government	28%	29%	28%	36%	27%	22%	28%	23%	27%	32%	28%	32%	27%	28%

Question 15: Recommendation and Longevity (Percent "somewhat" or "very" likely)														
Please indicate how likely or unlikely you are to do each of the following:	Children 17 or under in household			Annual household income				Age				Registered to vote		
	No	Yes	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall	No/ineligible	Yes	Overall
	Recommend living in Orland Park to someone who asks	92%	89%	91%	92%	92%	91%	92%	93%	87%	94%	91%	92%	91%
Remain in Orland Park for the next five years	89%	89%	89%	89%	92%	89%	90%	88%	87%	92%	89%	90%	89%	89%

Question 16: Impact of the Economy (Percent "somewhat" or "very" positive)														
	Children 17 or under in household			Annual household income				Age				Registered to vote		
	No	Yes	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall	No/ineligible	Yes	Overall
	What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	17%	20%	18%	20%	15%	24%	19%	19%	20%	17%	18%	22%	18%

Question 17: Contact with Village Employees (Percent "yes")														
	Children 17 or under in household			Annual household income				Age				Registered to vote		
	No	Yes	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall	No/ineligible	Yes	Overall
Have you had any in-person, phone or email with an employee of the Village of Orland Park within the last 12 months (including police, receptionists, planners or any others)?	53%	55%	54%	49%	51%	60%	53%	52%	52%	54%	53%	47%	55%	54%

Question 18: Village Employees (Percent "excellent" or "good")														
What was your impression of the employee(s) of the Village of Orland Park in your most recent contact?	Children 17 or under in household			Annual household income				Age				Registered to vote		
	No	Yes	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall	No/ineligible	Yes	Overall
Knowledge	87%	84%	86%	86%	87%	85%	86%	84%	82%	89%	86%	80%	87%	86%
Responsiveness	87%	84%	86%	84%	87%	88%	87%	84%	84%	88%	86%	78%	87%	86%
Courtesy	89%	83%	87%	85%	89%	86%	87%	83%	84%	90%	87%	80%	88%	87%
Overall impression	87%	83%	86%	85%	87%	85%	86%	86%	83%	87%	86%	78%	87%	86%

Question 19: Government Performance (Percent "excellent" or "good")														
Please rate the following categories of Orland Park government performance:	Children 17 or under in household			Annual household income				Age				Registered to vote		
	No	Yes	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall	No/ineligible	Yes	Overall
The value of services for the taxes paid to Orland Park	61%	55%	59%	62%	62%	55%	60%	41%	55%	70%	59%	48%	60%	59%
The overall direction that Orland Park is taking	58%	59%	58%	62%	62%	54%	59%	57%	56%	61%	59%	58%	58%	58%
The job Orland Park government does at welcoming citizen involvement	55%	57%	56%	56%	62%	51%	57%	47%	54%	62%	56%	37%	58%	56%