



VILLAGE OF
ORLAND PARK, IL
2012

Report of Geographic 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 4

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.

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.

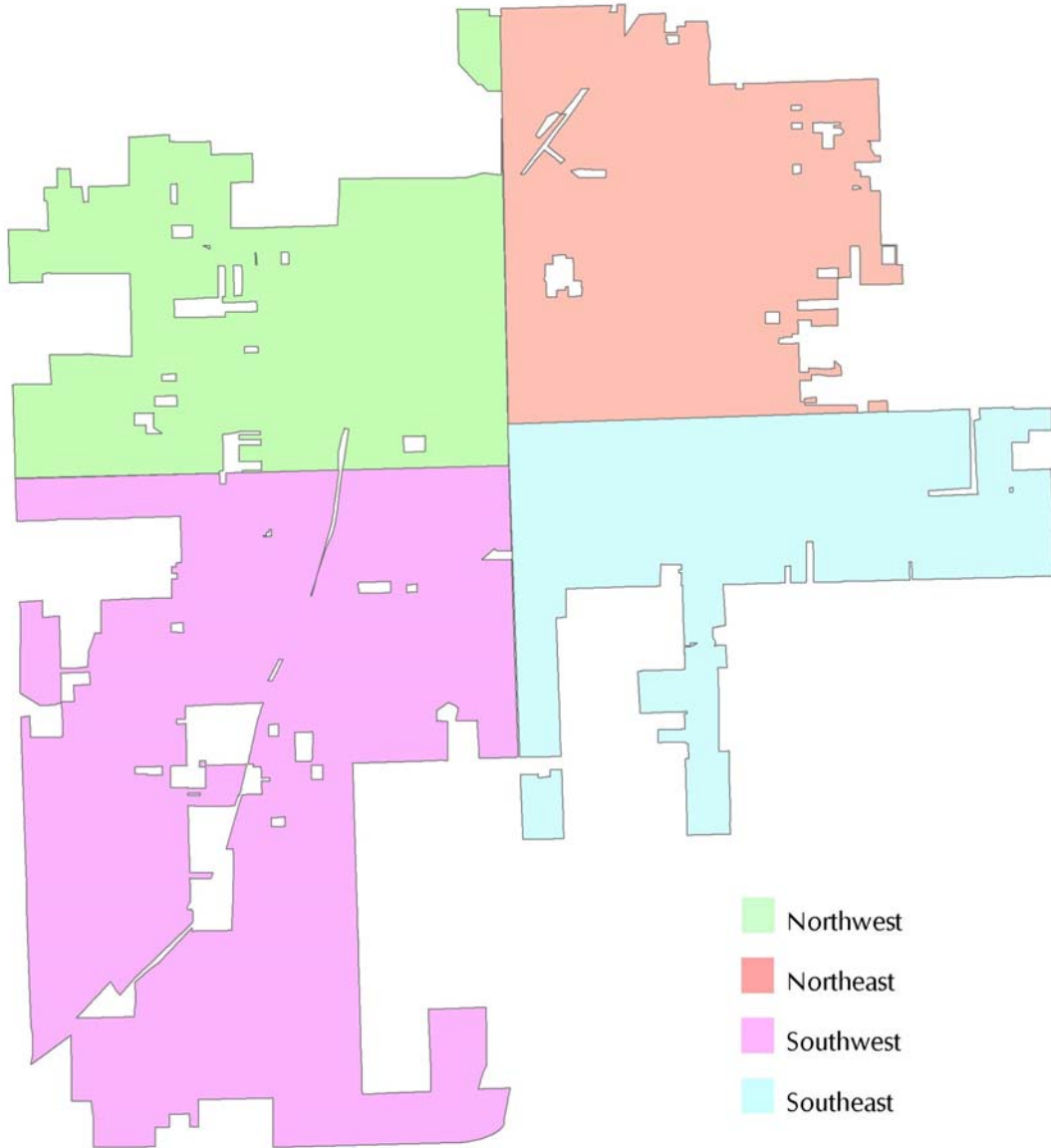
UNDERSTANDING THE TABLES

In this report, comparisons between geographic 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 geographic 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.

The 95 percent confidence level for this survey is generally no greater than plus or minus three percentage points around any given percent reported for the entire sample (1101 completed surveys). For each Quadrant (Northwest, Northeast, Southeast, or Southwest), the margin of error rises to approximately + or - 6% since sample sizes were approximately 276 for the Northwest Quadrant, 257 for the Northeast Quadrant, 276 for the Southeast Quadrant, and 292 for the Southwest Quadrant.

The National Citizen Survey™ Orland Park, IL 2012 Geographic Comparison Areas



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:	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Orland Park as a place to live	92%	94%	93%	94%	93%
Your neighborhood as a place to live	90%	93%	91%	92%	92%
Orland Park as a place to raise children	93%	94%	93%	95%	94%
Orland Park as a place to work	72%	78%	68%	65%	71%
Orland Park as a place to retire	67%	67%	61%	74%	67%
The overall quality of life in Orland Park	86%	93%	86%	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:	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Sense of community	73%	79%	72%	79%	76%
Openness and acceptance of the community towards people of diverse backgrounds	73%	73%	72%	77%	74%
Overall appearance of Orland Park	81%	81%	83%	86%	82%
Overall quality of new development in Orland Park	69%	75%	65%	72%	71%
Variety of housing options	78%	81%	75%	80%	78%
Overall quality of business and service establishments in Orland Park	86%	84%	86%	84%	85%
Shopping opportunities	91%	94%	91%	90%	92%
Opportunities to attend cultural activities	69%	60%	58%	65%	63%
Recreational opportunities	83%	86%	83%	87%	84%
Employment opportunities	60%	47%	42%	52%	50%
Educational opportunities	85%	80%	76%	83%	81%
Opportunities to participate in social events and activities	83%	78%	68%	77%	76%
Opportunities to participate in religious or spiritual events and activities	88%	90%	77%	86%	85%
Opportunities to volunteer	78%	78%	72%	82%	77%
Opportunities to participate in community matters	72%	70%	61%	71%	68%
Ease of car travel in Orland Park	42%	40%	40%	45%	41%

Question 2: Community Characteristics (Percent "excellent" or "good")

Please rate each of the following characteristics as they relate to Orland Park as a whole:	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Ease of bus travel in Orland Park	49%	37%	43%	45%	43%
Ease of rail travel in Orland Park	70%	66%	64%	75%	68%
Ease of bicycle travel in Orland Park	60%	53%	59%	55%	57%
Ease of walking in Orland Park	57%	58%	60%	62%	59%
Availability of paths and walking trails	64%	72%	74%	66%	69%
Traffic flow on major streets	28%	31%	32%	34%	31%
Amount of public parking	72%	69%	71%	71%	70%
Availability of affordable quality housing	64%	64%	63%	61%	63%
Availability of affordable quality child care	60%	60%	57%	73%	62%
Availability of affordable quality health care	75%	73%	68%	82%	74%
Availability of affordable quality food	72%	76%	78%	76%	75%
Availability of preventive health services	81%	80%	76%	83%	80%
Quality of overall natural environment in Orland Park	82%	81%	83%	78%	81%
Overall image or reputation of Orland Park	83%	85%	84%	84%	84%

Question 3: Growth (Percent of respondents)

Please rate the speed of growth in the following categories in Orland Park over the past 2 years:	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Population growth too fast	38%	29%	41%	29%	34%
Retail growth too slow	22%	31%	19%	21%	24%
Job growth too slow	69%	73%	78%	68%	72%

Question 4: Code Enforcement (Percent a "major" problem)

	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Run down buildings, weed lots or junk vehicle a major problem in Orland Park	4%	6%	2%	2%	4%

Question 5: Community Safety (Percent "very" or "somewhat" safe)					
Please rate how safe or unsafe you feel from the following in Orland Park:	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Violent crime (e.g., rape, assault, robbery)	80%	83%	78%	85%	81%
Property crimes (e.g., burglary, theft)	70%	72%	71%	79%	73%
Environmental hazards, including toxic waste	84%	87%	82%	82%	84%

Question 6: Personal Safety (Percent "very" or "somewhat" safe)					
Please rate how safe or unsafe you feel:	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
In your neighborhood during the day	94%	96%	95%	94%	95%
In your neighborhood after dark	83%	82%	80%	83%	82%
In Orland Park's retail areas during the day	85%	85%	84%	84%	85%
In Orland Park's retail areas after dark	58%	62%	63%	60%	61%

Question 7: Contact with Police Department (Percent "yes")					
	Quadrant				
	Northwest	Northeast	Southeast	Southwest	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?	43%	38%	38%	37%	39%

Question 8: Ratings of Contact with Police Department (Percent "excellent" or "good")					
	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
What was your overall impression of your most recent contact with the Village of Orland Park Police Department?	79%	85%	79%	76%	80%

Questions 9 and 10: Crime Victimization and Reporting (Percent "yes")					
	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
During the past 12 months, were you or anyone in your household the victim of any crime?	4%	5%	7%	8%	6%
If yes, was this crime (these crimes) reported to the police?	85%	89%	95%	82%	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?	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Used Orland Park public libraries or their services	84%	79%	73%	80%	79%
Used Orland Park recreation centers	72%	65%	58%	72%	66%
Participated in a recreation program or activity	55%	46%	42%	55%	49%
Visited a neighborhood park or Village park	84%	84%	81%	80%	82%
Ridden a local bus within Orland Park	5%	4%	7%	6%	6%
Attended a meeting of local elected officials or other local public meeting	24%	23%	24%	28%	25%
Read village publications	85%	93%	87%	94%	90%
Visited the Village of Orland Park Web site (at www.orland-park.il.us)	65%	71%	62%	59%	65%
Recycled used paper, cans or bottles from your home	87%	92%	87%	85%	88%
Volunteered your time to some group or activity in Orland Park	31%	28%	24%	36%	29%
Participated in religious or spiritual activities in Orland Park	59%	63%	58%	65%	61%
Participated in a club or civic group in Orland Park	23%	20%	22%	25%	22%
Provided help to a friend or neighbor	91%	97%	95%	95%	94%

Question 12: Neighborliness (Percent at least several times a week)					
	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Visit with neighbors at least several times a week	47%	37%	47%	45%	44%

Question 13: Service Quality (Percent "excellent" or "good")					
Please rate the quality of each of the following services in Orland Park:	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Police services	89%	93%	89%	89%	90%
Fire services (Fire Protection District)	94%	98%	95%	96%	96%
Crime prevention	85%	85%	83%	85%	84%
Fire prevention and education (Fire Protection District)	90%	94%	90%	87%	91%
Municipal courts	78%	82%	77%	81%	80%
Traffic enforcement	74%	73%	73%	77%	74%
Street repair	61%	61%	57%	55%	59%
Street cleaning	70%	73%	62%	68%	68%
Street lighting	67%	73%	63%	66%	68%
Snow removal	69%	76%	68%	69%	71%
Sidewalk maintenance	66%	65%	59%	69%	64%
Traffic signal timing	59%	60%	51%	61%	58%
Bus or transit services	65%	53%	61%	54%	58%
Garbage collection	90%	89%	85%	91%	89%
Recycling	86%	90%	80%	83%	85%
Yard waste pick-up	91%	86%	81%	90%	87%
Storm drainage	74%	69%	71%	81%	73%
Drinking water	88%	85%	83%	92%	87%
Sewer services	87%	85%	77%	91%	84%
Power (electric and/or gas) utility (utility companies)	86%	85%	79%	89%	84%
Village parks	95%	93%	89%	93%	93%
Recreation programs or classes	90%	91%	82%	89%	88%
Recreation centers or facilities	87%	90%	80%	91%	87%
Land use, planning and zoning	66%	62%	59%	64%	63%
Code enforcement (weeds, abandoned buildings, etc.)	67%	69%	64%	68%	67%
Animal control	78%	79%	79%	78%	79%
Economic development	64%	63%	60%	63%	63%
Health services	85%	85%	75%	86%	83%
Services to seniors	89%	85%	81%	81%	84%

Question 13: Service Quality (Percent "excellent" or "good")					
Please rate the quality of each of the following services in Orland Park:	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Services to youth	83%	88%	76%	87%	83%
Services to low-income people	69%	75%	62%	68%	69%
Public library services (Library Board)	90%	92%	84%	91%	89%
Public information services	83%	86%	75%	83%	82%
Public schools (School Board)	79%	80%	76%	83%	79%
Cable television	64%	65%	71%	62%	66%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	79%	78%	81%	80%	80%
Preservation of natural areas such as open space, farmlands and greenbelts	81%	81%	77%	77%	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?	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
The Village of Orland Park	84%	85%	85%	82%	84%
The Federal Government	41%	36%	40%	41%	39%
The State Government	34%	27%	33%	31%	31%
Cook County Government	28%	25%	30%	31%	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:	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Recommend living in Orland Park to someone who asks	89%	94%	92%	90%	91%
Remain in Orland Park for the next five years	87%	90%	92%	88%	89%

Question 16: Impact of the Economy (Percent "somewhat" or "very" positive)					
	Quadrant				
	Northwest	Northeast	Southeast	Southwest	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:	19%	18%	20%	16%	18%

Question 17: Contact with Village Employees (Percent "yes")					
	Quadrant				
	Northwest	Northeast	Southeast	Southwest	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)?	51%	59%	51%	53%	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?	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Knowledge	84%	90%	83%	84%	86%
Responsiveness	87%	89%	84%	82%	86%
Courtesy	89%	91%	86%	81%	87%
Overall impression	87%	89%	84%	81%	86%

Question 19: Government Performance (Percent "excellent" or "good")					
Please rate the following categories of Orland Park government performance:	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
The value of services for the taxes paid to Orland Park	61%	61%	52%	66%	60%
The overall direction that Orland Park is taking	59%	58%	56%	65%	59%
The job Orland Park government does at welcoming citizen involvement	60%	55%	48%	64%	56%