

The Village of Orland Park 2012 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Orland Park:

| | <i>Excellent</i> | <i>Good</i> | <i>Fair</i> | <i>Poor</i> | <i>Don't know</i> |
|--|------------------|-------------|-------------|-------------|-------------------|
| Orland Park as a place to live | 1 | 2 | 3 | 4 | 5 |
| Your neighborhood as a place to live | 1 | 2 | 3 | 4 | 5 |
| Orland Park as a place to raise children | 1 | 2 | 3 | 4 | 5 |
| Orland Park as a place to work | 1 | 2 | 3 | 4 | 5 |
| Orland Park as a place to retire | 1 | 2 | 3 | 4 | 5 |
| The overall quality of life in Orland Park | 1 | 2 | 3 | 4 | 5 |

2. Please rate each of the following characteristics as they relate to Orland Park as a whole:

| | <i>Excellent</i> | <i>Good</i> | <i>Fair</i> | <i>Poor</i> | <i>Don't know</i> |
|---|------------------|-------------|-------------|-------------|-------------------|
| Sense of community..... | 1 | 2 | 3 | 4 | 5 |
| Openness and acceptance of the community toward people of diverse backgrounds | 1 | 2 | 3 | 4 | 5 |
| Overall appearance of Orland Park..... | 1 | 2 | 3 | 4 | 5 |
| Overall quality of new development in Orland Park | 1 | 2 | 3 | 4 | 5 |
| Variety of housing options | 1 | 2 | 3 | 4 | 5 |
| Overall quality of business and service establishments in Orland Park..... | 1 | 2 | 3 | 4 | 5 |
| Shopping opportunities..... | 1 | 2 | 3 | 4 | 5 |
| Opportunities to attend cultural activities..... | 1 | 2 | 3 | 4 | 5 |
| Recreational opportunities | 1 | 2 | 3 | 4 | 5 |
| Employment opportunities | 1 | 2 | 3 | 4 | 5 |
| Educational opportunities | 1 | 2 | 3 | 4 | 5 |
| Opportunities to participate in social events and activities | 1 | 2 | 3 | 4 | 5 |
| Opportunities to participate in religious or spiritual events and activities | 1 | 2 | 3 | 4 | 5 |
| Opportunities to volunteer..... | 1 | 2 | 3 | 4 | 5 |
| Opportunities to participate in community matters..... | 1 | 2 | 3 | 4 | 5 |
| Ease of car travel in Orland Park | 1 | 2 | 3 | 4 | 5 |
| Ease of bus travel in Orland Park..... | 1 | 2 | 3 | 4 | 5 |
| Ease of rail travel in Orland Park..... | 1 | 2 | 3 | 4 | 5 |
| Ease of bicycle travel in Orland Park..... | 1 | 2 | 3 | 4 | 5 |
| Ease of walking in Orland Park | 1 | 2 | 3 | 4 | 5 |
| Availability of paths and walking trails | 1 | 2 | 3 | 4 | 5 |
| Traffic flow on major streets..... | 1 | 2 | 3 | 4 | 5 |
| Amount of public parking | 1 | 2 | 3 | 4 | 5 |
| Availability of affordable quality housing | 1 | 2 | 3 | 4 | 5 |
| Availability of affordable quality child care | 1 | 2 | 3 | 4 | 5 |
| Availability of affordable quality health care | 1 | 2 | 3 | 4 | 5 |
| Availability of affordable quality food | 1 | 2 | 3 | 4 | 5 |
| Availability of preventive health services | 1 | 2 | 3 | 4 | 5 |
| Quality of overall natural environment in Orland Park..... | 1 | 2 | 3 | 4 | 5 |
| Overall image or reputation of Orland Park | 1 | 2 | 3 | 4 | 5 |

3. Please rate the speed of growth in the following categories in Orland Park over the past 2 years:

| | <i>Much too slow</i> | <i>Somewhat too slow</i> | <i>Right amount</i> | <i>Somewhat too fast</i> | <i>Much too fast</i> | <i>Don't know</i> |
|--|----------------------|--------------------------|---------------------|--------------------------|----------------------|-------------------|
| Population growth | 1 | 2 | 3 | 4 | 5 | 6 |
| Retail growth (stores, restaurants, etc.)..... | 1 | 2 | 3 | 4 | 5 | 6 |
| Jobs growth..... | 1 | 2 | 3 | 4 | 5 | 6 |

4. To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Orland Park?
 Not a problem Minor problem Moderate problem Major problem Don't know

5. Please rate how safe or unsafe you feel from the following in Orland Park:

| | Very safe | Somewhat safe | Neither safe nor unsafe | Somewhat unsafe | Very unsafe | Don't know |
|--|-----------|---------------|-------------------------|-----------------|-------------|------------|
| Violent crime (e.g., rape, assault, robbery) | 1 | 2 | 3 | 4 | 5 | 6 |
| Property crimes (e.g., burglary, theft)..... | 1 | 2 | 3 | 4 | 5 | 6 |
| Environmental hazards, including toxic waste..... | 1 | 2 | 3 | 4 | 5 | 6 |

6. Please rate how safe or unsafe you feel:

| | Very safe | Somewhat safe | Neither safe nor unsafe | Somewhat unsafe | Very unsafe | Don't know |
|---|-----------|---------------|-------------------------|-----------------|-------------|------------|
| In your neighborhood during the day..... | 1 | 2 | 3 | 4 | 5 | 6 |
| In your neighborhood after dark..... | 1 | 2 | 3 | 4 | 5 | 6 |
| In Orland Park's retail areas during the day..... | 1 | 2 | 3 | 4 | 5 | 6 |
| In Orland Park's retail areas after dark..... | 1 | 2 | 3 | 4 | 5 | 6 |

7. 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?

No → Go to Question 9 Yes → Go to Question 8 Don't know → Go to Question 9

8. What was your overall impression of your most recent contact with the Village of Orland Park Police Department?

Excellent Good Fair Poor Don't know

9. During the past 12 months, were you or anyone in your household the victim of any crime?

No → Go to Question 11 Yes → Go to Question 10 Don't know → Go to Question 11

10. If yes, was this crime (these crimes) reported to the police?

No Yes Don't know

11. 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?

| | Never | Once or twice | 3 to 12 times | 13 to 26 times | More than 26 times |
|---|-------|---------------|---------------|----------------|--------------------|
| Used Orland Park public libraries or their services..... | 1 | 2 | 3 | 4 | 5 |
| Used Orland Park recreation centers..... | 1 | 2 | 3 | 4 | 5 |
| Participated in a recreation program or activity | 1 | 2 | 3 | 4 | 5 |
| Visited a neighborhood park or Village park | 1 | 2 | 3 | 4 | 5 |
| Ridden a local bus within Orland Park..... | 1 | 2 | 3 | 4 | 5 |
| Attended a meeting of local elected officials or other local public meeting | 1 | 2 | 3 | 4 | 5 |
| Read village publications | 1 | 2 | 3 | 4 | 5 |
| Visited the Village of Orland Park Web site (at www.orland-park.il.us) | 1 | 2 | 3 | 4 | 5 |
| Recycled used paper, cans or bottles from your home..... | 1 | 2 | 3 | 4 | 5 |
| Volunteered your time to some group or activity in Orland Park..... | 1 | 2 | 3 | 4 | 5 |
| Participated in religious or spiritual activities in Orland Park..... | 1 | 2 | 3 | 4 | 5 |
| Participated in a club or civic group in Orland Park..... | 1 | 2 | 3 | 4 | 5 |
| Provided help to a friend or neighbor | 1 | 2 | 3 | 4 | 5 |

12. About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?

Just about every day
 Several times a week
 Several times a month
 Less than several times a month

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13. Please rate the quality of each of the following services in Orland Park:

| | <i>Excellent</i> | <i>Good</i> | <i>Fair</i> | <i>Poor</i> | <i>Don't know</i> |
|--|------------------|-------------|-------------|-------------|-------------------|
| Police services | 1 | 2 | 3 | 4 | 5 |
| Fire services (Fire Protection District) | 1 | 2 | 3 | 4 | 5 |
| Crime prevention | 1 | 2 | 3 | 4 | 5 |
| Fire prevention and education (Fire Protection District) | 1 | 2 | 3 | 4 | 5 |
| Municipal courts | 1 | 2 | 3 | 4 | 5 |
| Traffic enforcement | 1 | 2 | 3 | 4 | 5 |
| Street repair | 1 | 2 | 3 | 4 | 5 |
| Street cleaning | 1 | 2 | 3 | 4 | 5 |
| Street lighting | 1 | 2 | 3 | 4 | 5 |
| Snow removal | 1 | 2 | 3 | 4 | 5 |
| Sidewalk maintenance | 1 | 2 | 3 | 4 | 5 |
| Traffic signal timing | 1 | 2 | 3 | 4 | 5 |
| Bus or transit services | 1 | 2 | 3 | 4 | 5 |
| Garbage collection | 1 | 2 | 3 | 4 | 5 |
| Recycling | 1 | 2 | 3 | 4 | 5 |
| Yard waste pick-up | 1 | 2 | 3 | 4 | 5 |
| Storm drainage | 1 | 2 | 3 | 4 | 5 |
| Drinking water | 1 | 2 | 3 | 4 | 5 |
| Sewer services | 1 | 2 | 3 | 4 | 5 |
| Power (electric and/or gas) utility (utility companies) | 1 | 2 | 3 | 4 | 5 |
| Village parks | 1 | 2 | 3 | 4 | 5 |
| Recreation programs or classes | 1 | 2 | 3 | 4 | 5 |
| Recreation centers or facilities | 1 | 2 | 3 | 4 | 5 |
| Land use, planning and zoning | 1 | 2 | 3 | 4 | 5 |
| Code enforcement (weeds, abandoned buildings, etc.) | 1 | 2 | 3 | 4 | 5 |
| Animal control | 1 | 2 | 3 | 4 | 5 |
| Economic development | 1 | 2 | 3 | 4 | 5 |
| Health services | 1 | 2 | 3 | 4 | 5 |
| Services to seniors | 1 | 2 | 3 | 4 | 5 |
| Services to youth | 1 | 2 | 3 | 4 | 5 |
| Services to low-income people | 1 | 2 | 3 | 4 | 5 |
| Public library services (Library Board) | 1 | 2 | 3 | 4 | 5 |
| Public information services | 1 | 2 | 3 | 4 | 5 |
| Public schools (School Board) | 1 | 2 | 3 | 4 | 5 |
| Cable television | 1 | 2 | 3 | 4 | 5 |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 1 | 2 | 3 | 4 | 5 |
| Preservation of natural areas such as open space, farmlands and greenbelts | 1 | 2 | 3 | 4 | 5 |

14. Overall, how would you rate the quality of the services provided by each of the following?

| | <i>Excellent</i> | <i>Good</i> | <i>Fair</i> | <i>Poor</i> | <i>Don't know</i> |
|----------------------------------|------------------|-------------|-------------|-------------|-------------------|
| The Village of Orland Park | 1 | 2 | 3 | 4 | 5 |
| The Federal Government | 1 | 2 | 3 | 4 | 5 |
| The State Government | 1 | 2 | 3 | 4 | 5 |
| Cook County Government | 1 | 2 | 3 | 4 | 5 |

15. Please indicate how likely or unlikely you are to do each of the following:

| | <i>Very likely</i> | <i>Somewhat likely</i> | <i>Somewhat unlikely</i> | <i>Very unlikely</i> | <i>Don't know</i> |
|---|--------------------|------------------------|--------------------------|----------------------|-------------------|
| Recommend living in Orland Park to someone who asks | 1 | 2 | 3 | 4 | 5 |
| Remain in Orland Park for the next five years | 1 | 2 | 3 | 4 | 5 |

16. 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:

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

17. Have you had any in-person, phone or email contact with an employee of the Village of Orland Park within the last 12 months (including police, receptionists, planners or any others)?
 No → Go to Question 19 Yes → Go to Question 18

18. What was your impression of the employee(s) of the Village of Orland Park in your most recent contact? (Rate each characteristic below.)

| | Excellent | Good | Fair | Poor | Don't know |
|-------------------------|-----------|------|------|------|------------|
| Knowledge..... | 1 | 2 | 3 | 4 | 5 |
| Responsiveness..... | 1 | 2 | 3 | 4 | 5 |
| Courtesy | 1 | 2 | 3 | 4 | 5 |
| Overall impression..... | 1 | 2 | 3 | 4 | 5 |

19. Please rate the following categories of Orland Park government performance:

| | Excellent | Good | Fair | Poor | Don't know |
|---|-----------|------|------|------|------------|
| The value of services for the taxes paid to Orland Park | 1 | 2 | 3 | 4 | 5 |
| The overall direction that Orland Park is taking..... | 1 | 2 | 3 | 4 | 5 |
| The job Orland Park government does at welcoming citizen involvement..... | 1 | 2 | 3 | 4 | 5 |

20. Please check the response that comes closest to your opinion for each of the following questions:

a. Please indicate what proportion of your property tax bill you think each of the following receives:

| | Most | Some | Least | Don't know |
|-------------------------------|------|------|-------|------------|
| Cook County Government..... | 1 | 2 | 3 | 4 |
| School District..... | 1 | 2 | 3 | 4 |
| Fire Protection District..... | 1 | 2 | 3 | 4 |
| Village of Orland Park | 1 | 2 | 3 | 4 |
| Township Government..... | 1 | 2 | 3 | 4 |

b. 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.

Excellent Good Fair Poor

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

| | Essential | Very important | Somewhat important | Not at all important |
|--|-----------|----------------|--------------------|----------------------|
| Make annual investments in facilities and equipment for police and public works | 1 | 2 | 3 | 4 |
| Make annual investments in municipal infrastructure (i.e., roads, water and sewer) | 1 | 2 | 3 | 4 |
| Make annual investments in parks and recreation/cultural facilities..... | 1 | 2 | 3 | 4 |
| Preserve natural areas (including open spaces, wetlands and woodlands)..... | 1 | 2 | 3 | 4 |
| Adjust new and existing services to address Orland Park's aging population..... | 1 | 2 | 3 | 4 |
| Promote services and programs for seniors..... | 1 | 2 | 3 | 4 |
| Expand and enhance recreation programs | 1 | 2 | 3 | 4 |
| Expand and enhance cultural programs | 1 | 2 | 3 | 4 |
| Promote and maintain high quality development..... | 1 | 2 | 3 | 4 |
| Enhance and invest in community policing and public safety programs..... | 1 | 2 | 3 | 4 |
| Expand and invest in the Village's outdoor concert series and develop a high quality venue for outdoor concerts..... | 1 | 2 | 3 | 4 |
| Other | 1 | 2 | 3 | 4 |

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- d. 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?
- Higher Lower About that percentage

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

| | <i>Major source</i> | <i>Minor source</i> | <i>Not at all a source</i> |
|---|---------------------|---------------------|--------------------------------|
| Village newsletter..... | 1 | 2 | 3 |
| E-mails from the Village..... | 1 | 2 | 3 |
| Village Web site (www.orland-park.il.us) | 1 | 2 | 3 |
| Internet blogs | 1 | 2 | 3 |
| Local cable channel (channel 4) | 1 | 2 | 3 |
| Local media (e.g, Southtown Star, OP Prairie, OP Patch) | 1 | 2 | 3 |
| Social media (e.g., Facebook, Twitter, etc.)..... | 1 | 2 | 3 |
| Phone (Code Red) | 1 | 2 | 3 |

- f. What are the top three issues that concern you and your family?

- g. In your opinion, what are the three biggest priorities that the Village of Orland Park should address in the next two years?

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

- D1. Are you currently employed for pay?**
 No → Go to Question D3
 Yes, full time → Go to Question D2
 Yes, part time → Go to Question D2
- D2. During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below? (Enter the total number of days, using whole numbers.)**
- Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself days
- Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with other children or adults days
- Bus, rail, subway or other public transportation days
- Walk days
- Bicycle days
- Work at home days
- Other days

- D3. How many years have you lived in Orland Park?**
 Less than 2 years 11-20 years
 2-5 years More than 20 years
 6-10 years
- D4. Which best describes the building you live in?**
 One family house detached from any other houses
 House attached to one or more houses (e.g., a duplex or townhome)
 Building with two or more apartments or condominiums
 Other
- D5. Is this house, apartment or condo...**
 Rented for cash or occupied without cash payment?
 Owned by you or someone in this house with a mortgage or free and clear?
- D6. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?**
 Less than \$300 per month
 \$300 to \$599 per month
 \$600 to \$999 per month
 \$1,000 to \$1,499 per month
 \$1,500 to \$2,499 per month
 \$2,500 or more per month
- D7. Do any children 17 or under live in your household?**
 No Yes

- D8. Are you or any other members of your household aged 65 or older?**
 No Yes
- D9. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)**
 Less than \$24,999
 \$25,000 to \$49,999
 \$50,000 to \$99,999
 \$100,000 to \$149,999
 \$150,000 or more

Please respond to both questions D10 and D11:

- D10. Are you Spanish, Hispanic or Latino?**
 No, not Spanish, Hispanic or Latino
 Yes, I consider myself to be Spanish, Hispanic or Latino
- D11. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)**
 American Indian or Alaskan Native
 Asian, Asian Indian or Pacific Islander
 Black or African American
 White
 Other
- D12. In which category is your age?**
 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years
- D13. What is your sex?**
 Female Male
- D14. Are you registered to vote in your jurisdiction?**
 No Ineligible to vote
 Yes Don't know
- D15. Many people don't have time to vote in elections. Did you vote in the last general election?**
 No Ineligible to vote
 Yes Don't know
- D16. Do you have a cell phone?**
 No Yes
- D17. Do you have a land line at home?**
 No Yes
- D18. If you have both a cell phone and a land line, which do you consider your primary telephone number?**
 Cell Land line Both

Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502

CUSTOM QUESTIONS

“Don’t know” responses have been removed from the following questions, when applicable.

| Custom Question 1 | | | | |
|---|------|------|-------|-------|
| Please indicate what proportion of your property tax bill you think each of the following receives: | Most | Some | Least | Total |
| Cook County Government | 33% | 54% | 12% | 100% |
| School District | 62% | 33% | 5% | 100% |
| Fire Protection District | 13% | 73% | 13% | 100% |
| Village of Orland Park | 12% | 68% | 20% | 100% |
| Township Government | 6% | 57% | 37% | 100% |

| Custom Question 2 | |
|---|------------------------|
| 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. | Percent of respondents |
| Excellent | 18% |
| Good | 53% |
| Fair | 24% |
| Poor | 5% |
| Total | 100% |

| Custom Question 3 | | | | | |
|--|-----------|----------------|--------------------|----------------------|-------|
| Please rate how important you think each of the following priorities should be to the Village of Orland Park over the next five years: | | | | | Total |
| | Essential | Very important | Somewhat important | Not at all important | |
| Make annual investments in facilities and equipment for police and public works | 26% | 41% | 28% | 5% | 100% |
| Make annual investments in municipal infrastructure (i.e., roads, water and sewer) | 38% | 49% | 13% | 1% | 100% |
| Make annual investments in parks and recreation/cultural facilities | 14% | 43% | 40% | 3% | 100% |
| Preserve natural areas (including open spaces, wetlands and woodlands) | 26% | 34% | 34% | 7% | 100% |
| Adjust new and existing services to address Oakland Park's aging population | 23% | 40% | 33% | 5% | 100% |
| Promote services and programs for seniors | 20% | 38% | 34% | 8% | 100% |
| Expand and enhance recreation programs | 10% | 36% | 43% | 11% | 100% |
| Expand and enhance cultural programs | 9% | 28% | 44% | 19% | 100% |
| Promote and maintain high quality development | 24% | 45% | 26% | 5% | 100% |
| Enhance and invest in community policing and public safety programs | 26% | 49% | 23% | 3% | 100% |
| Expand and invest in the Village's outdoor concert series and develop a high quality venue for outdoor concerts | 11% | 24% | 38% | 27% | 100% |
| Other ³ | 37% | 15% | 23% | 24% | 100% |

| Custom Question 4 | |
|--|------------------------|
| 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 of respondents |
| Higher | 34% |
| Lower | 8% |
| About that percentage | 58% |
| Total | 100% |

³ Respondents were given the opportunity to write in their response for "other". These responses can be found in the Orland Park Report for Open Ended Questions, 2012.

| Custom Question 5 | | | | |
|---|--------------|--------------|---------------------|-------|
| Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information from the Village: | Major source | Minor source | Not at all a source | Total |
| Village newsletter | 63% | 30% | 7% | 100% |
| E-mails from the Village | 21% | 42% | 38% | 100% |
| Village Web site (www.orland-park.il.us) | 39% | 39% | 22% | 100% |
| Internet Blogs | 6% | 32% | 61% | 100% |
| Local cable channel (channel 4) | 20% | 41% | 39% | 100% |
| Local media (e.g., Southtown Star, OP Prairie, OP Patch) | 71% | 22% | 8% | 100% |
| Social media (e.g., Facebook, Twitter, etc.) | 8% | 29% | 62% | 100% |
| Phone (Code Red) | 54% | 26% | 21% | 100% |