



THE NCSTM
The National Citizen SurveyTM

Orland Park, IL

Comparisons by Geographic Subgroups

2016



NRC

National Research Center Inc.

2955 Valmont Road Suite 300
Boulder, Colorado 80301
n-r-c.com • 303-444-7863

ICMA

Leaders at the Core of Better Communities

777 North Capitol Street NE Suite 500
Washington, DC 20002
icma.org • 800-745-8780

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. This report discusses differences in opinion of survey respondents by quadrant.

Responses in the following tables 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 attended a public meeting more than once a month. ANOVA and chi-square tests of significance were applied to these comparisons of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between quadrants 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 have been shaded grey.

The margin of error for this report is generally no greater than plus or minus four percentage points around any given percent reported for the entire sample (514 completed surveys). For each quadrant of the Village (Northwest, Northeast, Southeast or Southwest), the margin of error rises to approximately plus or minus nine percentage points since sample sizes were approximately 122 for the Northwest quadrant, 122 for the Northeast quadrant, 130 for the Southeast quadrant and 140 for the Southwest quadrant. Notable differences between quadrants included the following:

- Within Community Characteristics residents in the Northwest quadrant tended to give higher scores for Mobility than those in the other quadrants, including overall ease of getting to the places you usually have to visit and traffic flow on major streets. For Built Environment residents in the Northeast gave lower ratings for the overall built environment and the availability of affordable quality housing than residents in other quadrants. Those in the Southwest quadrant tended to give higher ratings for Recreation and Wellness as well as Education and Enrichment when differences were significant between the quadrants.
- In looking at the pillar of Governance, residents in the Northeast quadrant gave lower marks in Safety for fire services and ambulance or emergency medical services. The Southwest quadrant tended to give lower ratings for Built Environment including sewer services, land use, planning and zoning and code enforcement in comparison to other quadrants.
- Participation showed that the respondents in the Southwest quadrant indicated that they were more likely to recommend living in Orland Park to someone who asks and planned to remain in Orland Park for the next five years.

The National Citizen Survey™

Table 1: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
The overall quality of life in Orland Park	93%	88%	89%	93%	91%
Overall image or reputation of Orland Park	85%	80%	86%	91%	86%
Orland Park as a place to live	98%	92%	94%	95%	95%
Your neighborhood as a place to live	96%	89%	93%	94%	93%
Orland Park as a place to raise children	93%	94%	92%	95%	94%
Orland Park as a place to retire	69%	62%	63%	71%	66%
Overall appearance of Orland Park	87%	82%	86%	89%	86%

Table 2: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Overall feeling of safety in Orland Park	88%	94%	85%	92%	90%
In your neighborhood during the day	100%	94%	97%	99%	97%
In Orland Park's downtown/commercial area during the day	89%	88%	90%	89%	89%

Table 3: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Overall ease of getting to the places you usually have to visit	75%	58%	68%	72%	68%
Traffic flow on major streets	49%	35%	36%	30%	36%
Ease of public parking	74%	72%	72%	71%	72%
Ease of travel by car in Orland Park	58%	47%	62%	49%	54%
Ease of travel by public transportation in Orland Park	44%	39%	42%	42%	42%
Ease of travel by bicycle in Orland Park	51%	58%	51%	50%	52%
Ease of walking in Orland Park	57%	57%	64%	64%	61%
Availability of paths and walking trails	71%	73%	76%	81%	76%

Table 4: Community Characteristics - Natural Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Quality of overall natural environment in Orland Park	89%	79%	86%	89%	85%
Air quality	86%	81%	85%	89%	86%
Cleanliness of Orland Park	89%	81%	86%	86%	85%

The National Citizen Survey™

Table 5: Community Characteristics - Built Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Overall "built environment" of Orland Park (including overall design, buildings, parks and transportation systems)	80%	70%	86%	84%	80%
Public places where people want to spend time	79%	70%	70%	81%	75%
Variety of housing options	85%	78%	79%	80%	80%
Availability of affordable quality housing	69%	48%	62%	64%	61%
Overall quality of new development in Orland Park	80%	76%	74%	81%	78%

Table 6: Community Characteristics - Economy

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Overall economic health of Orland Park	91%	81%	83%	88%	86%
Orland Park as a place to work	74%	70%	69%	75%	72%
Orland Park as a place to visit	84%	78%	77%	87%	81%
Employment opportunities	58%	43%	58%	56%	54%
Shopping opportunities	91%	93%	90%	94%	92%
Cost of living in Orland Park	55%	44%	47%	54%	50%
Overall quality of business and service establishments in Orland Park	79%	83%	84%	86%	84%
Vibrant downtown/commercial area	59%	53%	54%	70%	59%

Table 7: Community Characteristics - Recreation and Wellness

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Health and wellness opportunities in Orland Park	84%	79%	80%	95%	85%
Fitness opportunities (including exercise classes and paths or trails, etc.)	85%	86%	83%	91%	86%
Recreational opportunities	87%	84%	81%	93%	87%
Availability of affordable quality food	89%	83%	83%	92%	87%
Availability of affordable quality health care	81%	76%	70%	91%	80%
Availability of preventive health services	81%	77%	80%	93%	84%
Availability of affordable quality mental health care	73%	55%	63%	77%	68%

The National Citizen Survey™

Table 8: Community Characteristics - Education and Enrichment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Overall opportunities for education and enrichment	83%	77%	78%	91%	82%
Availability of affordable quality child care/preschool	82%	86%	85%	79%	83%
K-12 education (School Board)	90%	83%	85%	93%	88%
Adult educational opportunities	75%	64%	75%	83%	75%
Opportunities to attend cultural/arts/music activities	73%	67%	67%	73%	70%
Opportunities to participate in religious or spiritual events and activities	83%	84%	79%	87%	83%

Table 9: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Opportunities to participate in social events and activities	78%	70%	73%	80%	76%
Opportunities to volunteer	77%	77%	78%	79%	78%
Opportunities to participate in community matters	70%	71%	69%	75%	71%
Openness and acceptance of the community toward people of diverse backgrounds	76%	70%	72%	68%	71%
Neighborliness of residents in Orland Park	72%	69%	68%	72%	70%

Table 10: Governance - General

Percent rating positively (e.g., excellent/good)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
The Village of Orland Park	93%	86%	91%	89%	90%
The value of services for the taxes paid to Orland Park	69%	60%	69%	62%	65%
The overall direction that Orland Park is taking	82%	77%	81%	73%	78%
The job Orland Park government does at welcoming citizen involvement	75%	62%	64%	68%	67%
Overall confidence in Orland Park government	78%	68%	75%	68%	72%
Generally acting in the best interest of the community	74%	72%	80%	71%	74%
Being honest	78%	72%	70%	71%	72%
Treating all residents fairly	74%	72%	65%	77%	72%
Overall customer service by Orland Park employees (police, receptionists, planners, etc.)	85%	86%	84%	91%	87%
The Federal Government	45%	41%	25%	33%	35%
The State Government	33%	34%	19%	24%	27%
Cook County Government	36%	28%	31%	27%	30%

The National Citizen Survey™

Table 11: Governance - Safety

Percent rating positively (e.g., excellent/good)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Police services	96%	89%	93%	91%	92%
Fire services (Fire Protection District)	99%	91%	97%	97%	96%
Ambulance or emergency medical services (Fire Protection District)	100%	92%	97%	98%	97%
Crime prevention	82%	92%	83%	86%	86%
Fire prevention and education (Fire Protection District)	97%	95%	94%	89%	93%
Animal control	88%	82%	81%	86%	84%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	91%	78%	75%	82%	81%
Municipal courts	82%	70%	73%	86%	79%

Table 12: Governance - Mobility

Percent rating positively (e.g., excellent/good)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Traffic enforcement	75%	65%	68%	75%	71%
Street repair	53%	45%	40%	58%	49%
Street cleaning	75%	66%	56%	65%	65%
Street lighting	79%	73%	68%	69%	71%
Snow removal	78%	77%	81%	77%	78%
Sidewalk maintenance	72%	61%	68%	76%	69%
Traffic signal timing	65%	58%	57%	62%	60%
Bus or transit services	60%	66%	55%	65%	62%

Table 13: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Garbage collection	93%	90%	90%	89%	90%
Recycling	87%	90%	90%	90%	90%
Yard waste pick-up	89%	90%	83%	93%	89%
Drinking water	88%	85%	83%	94%	88%
Preservation of natural areas such as open space, farmlands and greenbelts	82%	84%	83%	84%	83%
Orland Park open space	82%	79%	82%	82%	81%

The National Citizen Survey™

Table 14: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Storm drainage	77%	74%	72%	84%	77%
Sewer services	86%	84%	79%	94%	86%
Power (electric and/or gas) utility (utility companies)	82%	85%	82%	87%	84%
Land use, planning and zoning	76%	70%	68%	84%	75%
Code enforcement (weeds, abandoned buildings, etc.)	82%	65%	63%	80%	73%
Cable television	74%	61%	58%	68%	65%

Table 15: Governance - Economy

Percent rating positively (e.g., excellent/good)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Economic development	82%	79%	76%	84%	80%

Table 16: Governance - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Village parks	98%	89%	92%	95%	93%
Recreation programs or classes	95%	90%	93%	94%	93%
Recreation centers or facilities	92%	86%	91%	92%	90%
Health services	89%	81%	82%	91%	86%
Services to seniors	90%	85%	79%	81%	83%

Table 17: Governance - Education and Enrichment

Percent rating positively (e.g., excellent/good)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Public library services (Library Board)	92%	93%	88%	93%	91%
Village-sponsored special events	83%	83%	79%	83%	82%

Table 18: Governance - Community Engagement

Percent rating positively (e.g., excellent/good)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Public information services	88%	83%	88%	88%	87%
Being transparent with information	69%	67%	61%	71%	67%

The National Citizen Survey™

Table 19: Participation General

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Sense of community	76%	68%	70%	78%	73%
Recommend living in Orland Park to someone who asks	92%	84%	91%	93%	90%
Remain in Orland Park for the next five years	87%	87%	79%	91%	86%
Contacted the Village of Orland Park (in-person, phone, email or web) for help or information	54%	48%	61%	59%	56%

Table 20: Participation - Safety

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Was NOT the victim of a crime	92%	91%	90%	96%	93%
Did NOT report a crime	90%	81%	77%	87%	83%
Stocked supplies in preparation for an emergency	23%	24%	32%	24%	26%

Table 21: Participation - Mobility

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Walked or biked instead of driving	47%	49%	55%	44%	49%
Carpooled with other adults or children instead of driving alone	23%	37%	32%	34%	32%
Used bus, rail or other public transportation instead of driving	31%	19%	20%	20%	21%

Table 22: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Recycle at home	85%	93%	88%	87%	89%
Made efforts to make your home more energy efficient	88%	81%	85%	85%	85%
Made efforts to conserve water	95%	86%	89%	80%	86%

Table 23: Participation - Built Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
NOT under housing cost stress	61%	70%	59%	66%	64%
Did NOT observe a code violation	75%	67%	65%	65%	67%

The National Citizen Survey™

Table 24: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Purchase goods or services from a business located in Orland Park	92%	97%	97%	100%	97%
Economy will have positive impact on income	29%	18%	18%	21%	21%
Work in Orland Park	23%	18%	20%	22%	20%

Table 25: Participation - Recreation and Wellness

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Used Orland Park recreation centers or their services	58%	61%	61%	65%	62%
Visited a neighborhood park or Village park	84%	79%	74%	79%	79%
Eat at least 5 portions of fruits and vegetables a day	80%	81%	91%	85%	85%
Participate in moderate or vigorous physical activity	78%	86%	84%	87%	84%
Reported being in "very good" or "excellent" health	59%	60%	54%	70%	61%

Table 26: Participation - Education and Enrichment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Used Orland Park public libraries or their services	70%	72%	66%	74%	71%
Participated in religious or spiritual activities in Orland Park	59%	49%	55%	52%	53%
Attended a Village-sponsored event	53%	63%	44%	52%	53%

Table 27: Participation - Community Engagement

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Campaigned or advocated for an issue, cause or candidate	13%	23%	18%	8%	16%
Contacted Orland Park elected officials (in-person, phone, email or web) to express your opinion	9%	16%	11%	15%	13%
Volunteered your time to some group/activity in Orland Park	21%	29%	19%	19%	22%
Participated in a club or civic group	20%	20%	18%	19%	19%
Talked to or visited with your immediate neighbors	97%	94%	100%	91%	95%
Done a favor for a neighbor	92%	91%	93%	89%	91%
Attended a local public meeting	20%	17%	21%	26%	21%
Read or watch local news (via television, paper, computer, etc.)	90%	89%	93%	94%	92%
Vote in local elections	82%	80%	79%	87%	82%

The National Citizen Survey™

Table 28: Community Focus Areas

Percent rating positively (e.g., essential/very important)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Overall feeling of safety in Orland Park	89%	94%	95%	95%	94%
Overall ease of getting to the places you usually have to visit	87%	90%	87%	92%	89%
Quality of overall natural environment in Orland Park	77%	81%	83%	83%	82%
Overall "built environment" of Orland Park (including overall design, buildings, parks and transportation systems)	73%	79%	80%	81%	79%
Health and wellness opportunities in Orland Park	69%	80%	86%	79%	79%
Overall opportunities for education and enrichment	75%	77%	87%	78%	80%
Overall economic health of Orland Park	85%	93%	94%	90%	91%
Sense of community	72%	79%	90%	85%	83%

Table 29: Investing in Open Lands

	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
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:	92%	93%	92%	98%	94%

Table 30: Growth and Development of the Community

	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
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.	93%	86%	89%	86%	88%

Table 31: Priorities for the Village

Please rate how important you think each of the following priorities should be to the Village of Orland Park over the next five years: (Percent rating as "Essential" or "Very important").	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Make annual investments in facilities and equipment for police and public works	76%	82%	83%	79%	81%
Make annual investments in municipal infrastructure (e.g., roads, water and sewer)	90%	98%	98%	94%	95%
Make annual investments in parks and recreation/cultural facilities	72%	72%	73%	80%	74%
Preserve natural areas (including open spaces, wetlands and woodlands)	71%	78%	73%	77%	75%
Adjust new and existing services to address Orland Park's aging population	77%	79%	80%	78%	79%
Promote services and programs for seniors	71%	73%	72%	78%	74%
Expand and enhance recreation programs	60%	65%	58%	72%	64%
Expand and enhance cultural programs	50%	53%	48%	58%	53%
Promote and maintain high quality development	70%	81%	84%	81%	80%
Enhance and invest in community policing and public safety programs	82%	88%	82%	89%	86%

The National Citizen Survey™

Please rate how important you think each of the following priorities should be to the Village of Orland Park over the next five years: (Percent rating as "Essential" or "Very important").	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Expand and invest in the Village's special events (e.g., concerts, festivals, etc.)	47%	61%	52%	61%	56%
Other	38%	54%	59%	55%	53%

Table 32: 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: (Percent rating as "Major source" or "Minor source").	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Village newsletter	90%	86%	97%	93%	91%
E-mails from the Village	67%	71%	83%	77%	75%
Village website (www.orland-park.il.us)	78%	85%	86%	92%	86%
Internet blogs	46%	39%	50%	56%	48%
Local cable channel (channel 4)	47%	55%	51%	56%	53%
Local media (e.g., Southtown Star, OP Prairie, OP Patch)	90%	93%	92%	96%	93%
Social media (e.g., Facebook, Twitter, etc.)	61%	60%	48%	61%	57%
Phone (Code Red)	78%	84%	79%	87%	82%