



THE NCSTM
The National Citizen SurveyTM

Orland Park, IL

Trends over Time

2016



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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. The NCS captures residents' opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report discusses trends over time, comparing the 2016 ratings for the Village of Orland Park to its previous survey results in 2012 and 2014. Additional reports and technical appendices are available under separate cover.

Trend data for Orland Park represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially, represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Meaningful differences between survey years have been noted within the following tables as being "higher" or "lower" if the differences are greater than five percentage points between the 2014 and 2016 surveys, otherwise the comparison between 2014 and 2016 are noted as being "similar." Additionally, benchmark comparisons for all survey years are presented for reference. Changes in the benchmark comparison over time can be impacted by various trends, including varying survey cycles for the individual communities that comprise the benchmarks, regional and national economic or other events, as well as emerging survey methodologies.

Overall, ratings in Orland Park for 2016 generally remained stable. Of the 132 items for which comparisons were available, 120 items were rated similarly in 2014 and 2016, 5 items showed a decrease in ratings and 7 showed an increase in ratings. Notable trends over time included the following:

- Within Community Characteristics most items remained stable; however ratings for ease of travel by public transportation and public places where people want to spend time decreased while ratings for child care/preschool increased from 2014 to 2016.
- Most of the facets in Governance remained stable from 2014 to 2016. Five aspects received higher ratings in 2016 compared to 2014 (animal control, snow removal, sidewalk maintenance, recreation programs and the overall direction of the Village). Ratings for street repair were lower in 2016 than in 2014.
- As in the other pillars, most aspect of Participation were stable from 2014 to 2016. More residents reported that they had NOT observed a code violation, and fewer residents had stocked supplies for an emergency or had a positive economic outlook in 2016 compared to 2014.

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Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)			2016 rating compared to 2014	Comparison to benchmark		
	2012	2014	2016		2012	2014	2016
Overall quality of life	88%	91%	91%	Similar	Much higher	Similar	Similar
Overall image	84%	88%	86%	Similar	Much higher	Higher	Higher
Place to live	93%	95%	95%	Similar	Much higher	Similar	Similar
Neighborhood	92%	91%	93%	Similar	Much higher	Similar	Similar
Place to raise children	94%	92%	94%	Similar	Much higher	Higher	Higher
Place to retire	67%	64%	66%	Similar	Higher	Similar	Similar
Overall appearance	82%	89%	86%	Similar	Much higher	Higher	Similar

Table 2: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)			2016 rating compared to 2014	Comparison to benchmark		
		2012	2014	2016		2012	2014	2016
Safety	Overall feeling of safety	NA	90%	90%	Similar	NA	Similar	Similar
	Safe in neighborhood	95%	95%	97%	Similar	Higher	Similar	Similar
	Safe downtown/commercial area	85%	89%	89%	Similar	Much lower	Similar	Similar
Mobility	Overall ease of travel	NA	68%	68%	Similar	NA	Similar	Similar
	Paths and walking trails	69%	72%	76%	Similar	Much higher	Similar	Similar
	Ease of walking	59%	63%	61%	Similar	Similar	Similar	Similar
	Travel by bicycle	57%	55%	52%	Similar	Much higher	Similar	Similar
	Travel by public transportation	68%	47%	42%	Lower	Much higher	Similar	Similar
	Travel by car	41%	51%	54%	Similar	Much lower	Similar	Similar
	Public parking	NA	69%	72%	Similar	NA	Similar	Higher
	Traffic flow	31%	36%	36%	Similar	Much lower	Similar	Similar
	Natural Environment	Overall natural environment	81%	86%	85%	Similar	Much higher	Similar
Cleanliness		NA	89%	85%	Similar	NA	Higher	Similar
Air quality		NA	86%	86%	Similar	NA	Similar	Similar
Overall built environment		NA	80%	80%	Similar	NA	Higher	Higher
Built Environment	New development in Orland Park	71%	74%	78%	Similar	Much higher	Similar	Higher
	Affordable quality housing	63%	61%	61%	Similar	Much higher	Similar	Higher
	Housing options	78%	79%	80%	Similar	Much higher	Higher	Higher
	Public places	NA	82%	75%	Lower	NA	Higher	Similar
	Overall economic health	NA	84%	86%	Similar	NA	Higher	Higher
	Vibrant downtown/commercial area	NA	62%	59%	Similar	NA	Higher	Similar
	Business and services	85%	85%	84%	Similar	Much higher	Higher	Higher
	Cost of living	NA	53%	50%	Similar	NA	Similar	Similar
Economy	Shopping opportunities	92%	91%	92%	Similar	Much higher	Much higher	Much higher
	Employment opportunities	50%	50%	54%	Similar	Much higher	Higher	Higher
	Place to visit	NA	80%	81%	Similar	NA	Similar	Higher
	Place to work	71%	71%	72%	Similar	Much higher	Similar	Similar
	Recreation and Health and wellness	NA	87%	85%	Similar	NA	Higher	Similar

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		Percent rating positively (e.g., excellent/good, very/somewhat safe)			2016 rating compared to 2014	Comparison to benchmark		
		2012	2014	2016		2012	2014	2016
Wellness	Mental health care	NA	67%	68%	Similar	NA	Higher	Higher
	Preventive health services	80%	82%	84%	Similar	Much higher	Higher	Higher
	Health care	74%	84%	80%	Similar	Much higher	Higher	Higher
	Food	75%	85%	87%	Similar	Much higher	Higher	Higher
	Recreational opportunities	84%	87%	87%	Similar	Much higher	Higher	Higher
	Fitness opportunities	NA	87%	86%	Similar	NA	Higher	Higher
Education and Enrichment	Religious or spiritual events and activities	85%	88%	83%	Similar	Much higher	Similar	Similar
	Cultural/arts/music activities	63%	71%	70%	Similar	Much higher	Higher	Similar
	Adult education	NA	72%	75%	Similar	NA	Similar	Similar
	K-12 education	79%	85%	88%	Similar	Much higher	Similar	Higher
	Child care/preschool	62%	75%	83%	Higher	Much higher	Higher	Much higher
	Social events and activities	76%	75%	76%	Similar	Much higher	Similar	Similar
Community Engagement	Neighborliness	NA	70%	70%	Similar	NA	Similar	Similar
	Openness and acceptance	74%	71%	71%	Similar	Much higher	Similar	Similar
	Opportunities to participate in community matters	68%	71%	71%	Similar	Higher	Similar	Similar
	Opportunities to volunteer	77%	76%	78%	Similar	Higher	Similar	Similar

Table 3: Governance General

	Percent rating positively (e.g., excellent/good)			2016 rating compared to 2014	Comparison to benchmark		
	2012	2014	2016		2012	2014	2016
Services provided by Orland Park	84%	87%	90%	Similar	Much higher	Higher	Higher
Customer service	86%	85%	87%	Similar	Much higher	Similar	Similar
Value of services for taxes paid	60%	63%	65%	Similar	Much higher	Similar	Similar
Overall direction	59%	71%	78%	Higher	Higher	Similar	Higher
Welcoming citizen involvement	56%	64%	67%	Similar	Much higher	Similar	Higher
Confidence in Village government	NA	68%	72%	Similar	NA	Higher	Higher
Acting in the best interest of Orland Park	NA	71%	74%	Similar	NA	Higher	Higher
Being honest	NA	69%	72%	Similar	NA	Similar	Higher
Treating all residents fairly	NA	70%	72%	Similar	NA	Higher	Higher
Services provided by the Federal Government	39%	36%	35%	Similar	Similar	Similar	Similar

Table 4: Governance by Facet

		Percent rating positively (e.g., excellent/good)			2016 rating compared to 2014	Comparison to benchmark		
		2012	2014	2016		2012	2014	2016
Safety	Police	90%	90%	92%	Similar	Much higher	Higher	Higher
	Fire	96%	97%	96%	Similar	Much higher	Similar	Similar
	Ambulance/EMS	NA	97%	97%	Similar	NA	Similar	Similar
	Crime prevention	84%	85%	86%	Similar	Much higher	Higher	Higher
	Fire prevention	91%	91%	93%	Similar	Much higher	Higher	Higher
	Animal control	79%	79%	84%	Higher	Much higher	Higher	Higher
Mobility	Emergency preparedness	80%	81%	81%	Similar	Much higher	Higher	Higher
	Traffic enforcement	74%	74%	71%	Similar	Much higher	Similar	Similar
	Street repair	59%	54%	49%	Lower	Much higher	Similar	Similar
	Street cleaning	68%	67%	65%	Similar	Much higher	Similar	Similar

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		Percent rating positively (e.g., excellent/good)			2016 rating compared to 2014	Comparison to benchmark		
		2012	2014	2016		2012	2014	2016
	Street lighting	68%	74%	71%	Similar	Much higher	Similar	Similar
	Snow removal	71%	65%	78%	Higher	Much higher	Similar	Similar
	Sidewalk maintenance	64%	61%	69%	Higher	Much higher	Similar	Similar
	Traffic signal timing	58%	56%	60%	Similar	Much higher	Similar	Similar
	Bus or transit services	58%	59%	62%	Similar	Higher	Similar	Similar
Natural Environment	Garbage collection	89%	91%	90%	Similar	Much higher	Similar	Similar
	Recycling	85%	87%	90%	Similar	Much higher	Similar	Similar
	Yard waste pick-up	87%	88%	89%	Similar	Much higher	Higher	Similar
	Drinking water	87%	88%	88%	Similar	Much higher	Higher	Higher
	Natural areas preservation	79%	83%	83%	Similar	Much higher	Higher	Higher
	Open space	NA	78%	81%	Similar	NA	Similar	Higher
	Storm drainage	73%	77%	77%	Similar	Much higher	Similar	Similar
	Sewer services	84%	86%	86%	Similar	Much higher	Similar	Similar
Built Environment	Power utility	84%	85%	84%	Similar	Much higher	Similar	Similar
	Land use, planning and zoning	63%	75%	75%	Similar	Much higher	Higher	Higher
	Code enforcement	67%	73%	73%	Similar	Much higher	Higher	Higher
	Cable television	66%	68%	65%	Similar	Much higher	Similar	Similar
	Economic development	63%	75%	80%	Similar	Much higher	Higher	Higher
Recreation and Wellness	Village parks	93%	91%	93%	Similar	Much higher	Similar	Similar
	Recreation programs	88%	88%	93%	Higher	Much higher	Higher	Higher
	Recreation centers	87%	87%	90%	Similar	Much higher	Higher	Higher
	Health services	83%	83%	86%	Similar	Much higher	Higher	Higher
Education and Enrichment	Special events	NA	84%	82%	Similar	NA	Higher	Similar
	Public libraries	89%	90%	91%	Similar	Much higher	Similar	Similar
Community Engagement	Public information	82%	85%	87%	Similar	Much higher	Higher	Higher

Table 5: Participation General

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)			2016 rating compared to 2014	Comparison to benchmark		
	2012	2014	2016		2012	2014	2016
Sense of community	76%	75%	73%	Similar	Much higher	Similar	Similar
Recommend Orland Park	91%	94%	90%	Similar	Much higher	Similar	Similar
Remain in Orland Park	89%	91%	86%	Similar	Much higher	Similar	Similar
Contacted Orland Park employees	54%	55%	56%	Similar	Similar	Similar	Similar

Table 6: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)			2016 rating compared to 2014	Comparison to benchmark		
		2012	2014	2016		2012	2014	2016
Safety	Stocked supplies for an emergency	NA	34%	26%	Lower	NA	Similar	Similar
	Did NOT report a crime	NA	85%	83%	Similar	NA	Similar	Similar
	Was NOT the victim of a crime	94%	93%	93%	Similar	Much higher	Similar	Similar
Mobility	Used public transportation instead of driving	NA	24%	21%	Similar	NA	Similar	Similar
	Carpooled instead of driving alone	NA	30%	32%	Similar	NA	Lower	Lower
	Walked or biked instead of driving	NA	46%	49%	Similar	NA	Similar	Similar
Natural Environment	Conserved water	NA	87%	86%	Similar	NA	Similar	Similar
	Made home more energy efficient	NA	85%	85%	Similar	NA	Similar	Similar
	Recycled at home	88%	89%	89%	Similar	Much higher	Similar	Similar
Built Environment	Did NOT observe a code violation	NA	62%	67%	Higher	NA	Similar	Higher
	NOT under housing cost stress	66%	65%	64%	Similar	Higher	Similar	Similar
Economy	Purchased goods or services in Orland Park	NA	98%	97%	Similar	NA	Similar	Similar
	Economy will have positive impact on	18%	27%	21%	Lower	Similar	Similar	Similar

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		Percent rating positively (e.g., always/sometimes, more than once a month, yes)			2016 rating compared to 2014	Comparison to benchmark		
		2012	2014	2016		2012	2014	2016
	income							
	Work in Orland Park	NA	24%	20%	Similar	NA	Lower	Much lower
Recreation and Wellness	Used Orland Park recreation centers	66%	63%	62%	Similar	Much higher	Similar	Similar
	Visited a Village park	82%	77%	79%	Similar	Lower	Similar	Similar
	Ate 5 portions of fruits and vegetables	NA	83%	85%	Similar	NA	Similar	Similar
	Participated in moderate or vigorous physical activity	NA	83%	84%	Similar	NA	Similar	Similar
	In very good to excellent health	NA	61%	61%	Similar	NA	Similar	Similar
Education and Enrichment	Used Orland Park public libraries	79%	71%	71%	Similar	Much higher	Similar	Similar
	Participated in religious or spiritual activities	61%	58%	53%	Similar	Much higher	Similar	Similar
	Attended a Village-sponsored event	NA	52%	53%	Similar	NA	Similar	Similar
Community Engagement	Campaigned for an issue, cause or candidate	NA	17%	16%	Similar	NA	Similar	Similar
	Contacted Orland Park elected officials	NA	13%	13%	Similar	NA	Similar	Similar
	Volunteered	29%	23%	22%	Similar	Much lower	Much lower	Lower
	Participated in a club	22%	19%	19%	Similar	Much lower	Lower	Similar
	Talked to or visited with neighbors	NA	92%	95%	Similar	NA	Similar	Similar
	Done a favor for a neighbor	NA	90%	91%	Similar	NA	Similar	Similar
	Attended a local public meeting	25%	19%	21%	Similar	Lower	Similar	Similar
	Read or watched local news	NA	94%	92%	Similar	NA	Similar	Similar
	Voted in local elections	79%	83%	82%	Similar	Much higher	Similar	Similar