The National Citizen Survey™

Village of Orland Park, IL
2012

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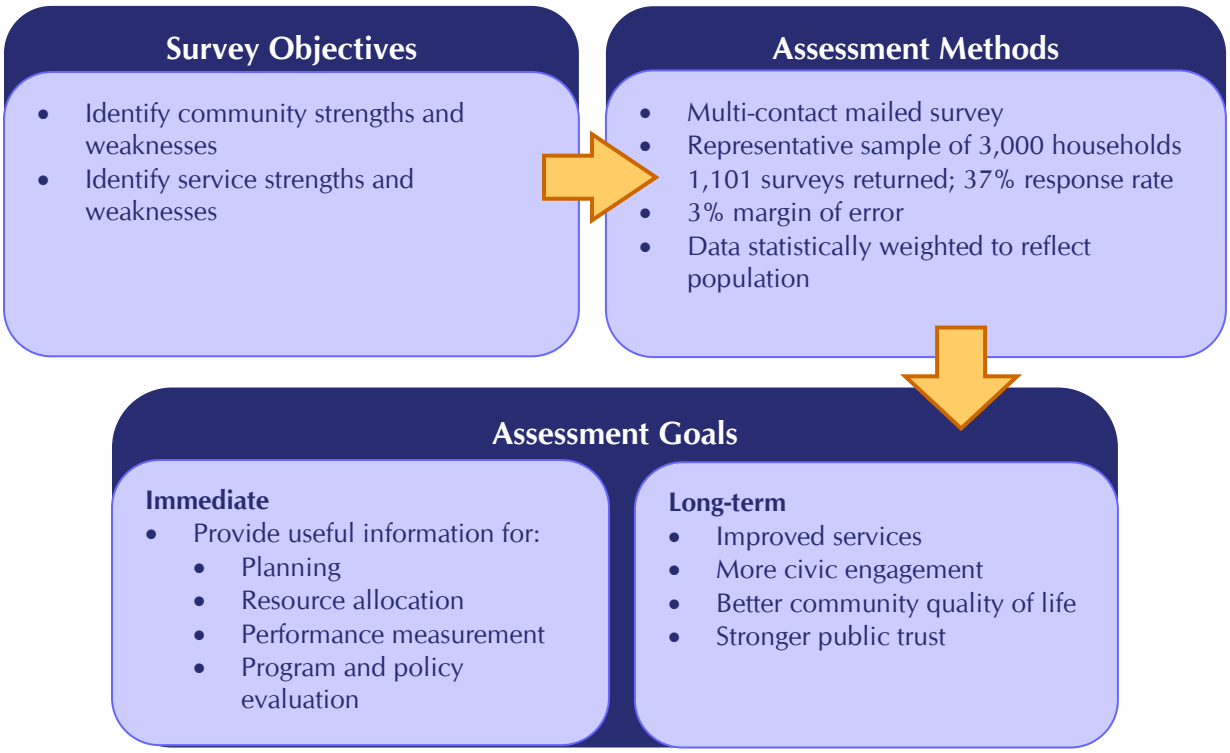
Survey Background

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 NCS was developed by NRC to provide a statistically valid survey of resident opinions about community and services provided by local government. The survey results may be used by staff, elected officials and other stakeholders for community planning and resource allocation, program improvement and policy making.

Figure 1: The National Citizen Survey™ Methods and Goals



The NCS focuses on a series of community characteristics and local government services, as well as issues of public trust. Resident behaviors related to civic engagement in the community also were measured in the survey.

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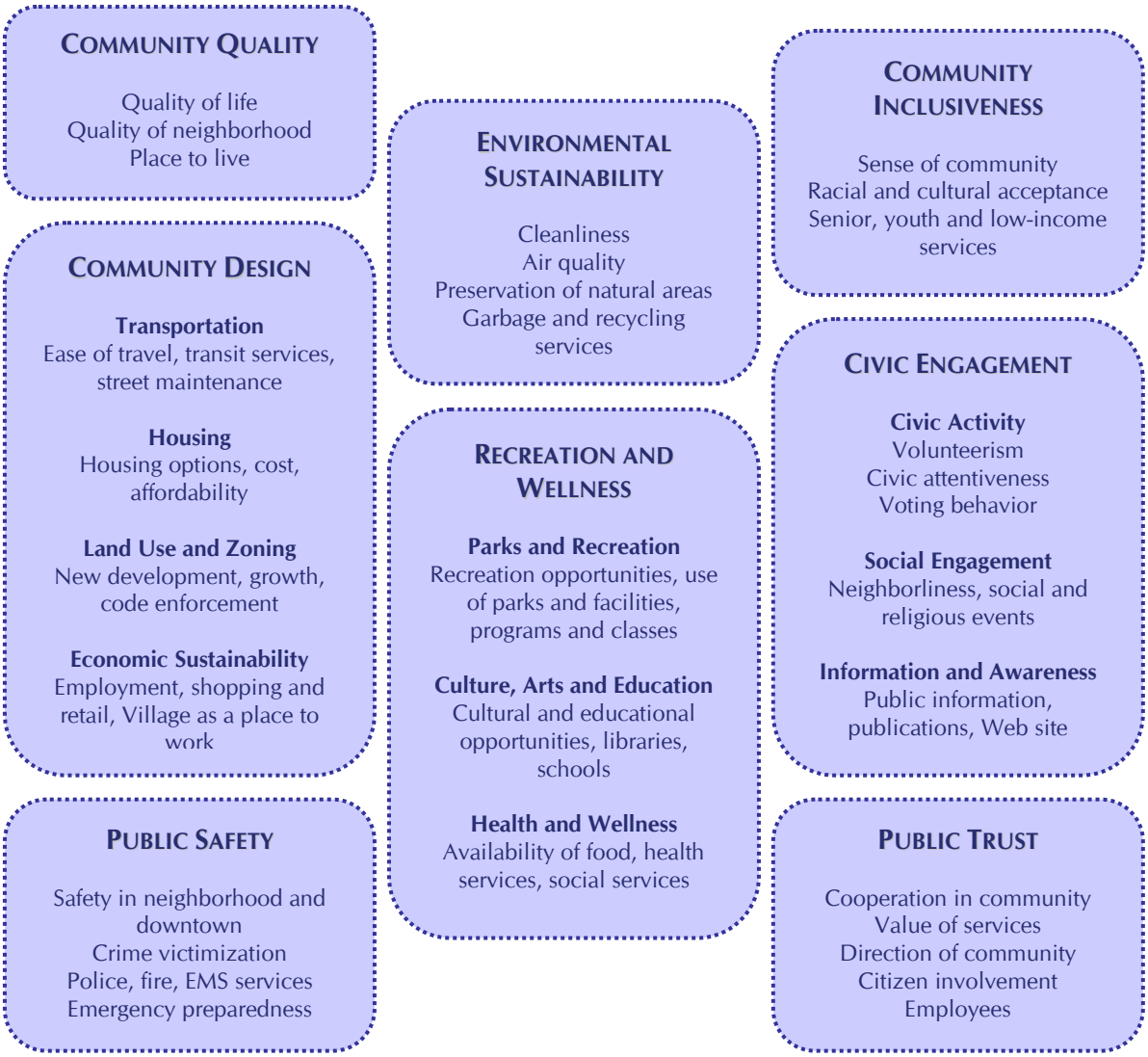
FIGURE 2: THE NATIONAL CITIZEN SURVEY™ FOCUS AREAS



The survey and its administration are standardized to assure high quality research methods and directly 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. A total of 1,101 completed surveys were obtained, providing an overall response rate of 37%. Typically, response rates obtained on citizen surveys range from 25% to 40%.

The National Citizen Survey™ customized for the Village of Orland Park was developed in close cooperation with local jurisdiction staff. Orland Park staff selected items from a menu of questions about services and community issues and provided the appropriate letterhead and signatures for mailings. Village of Orland Park staff also augmented The National Citizen Survey™ basic service through a variety of options including offering the survey online, geographic and demographic subgroup comparisons, and several custom questions.

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Understanding the Results

As shown in Figure 2, this report is based around respondents' opinions about eight larger categories: community quality, community design, public safety, environmental sustainability, recreation and wellness, community inclusiveness, civic engagement and public trust. Each report section begins with residents' ratings of community characteristics and is followed by residents' ratings of service quality. For all evaluative questions, the percent of residents rating the service or community feature as "excellent" or "good" is presented. To see the full set of responses for each question on the survey, please see Appendix A: Complete Survey Frequencies.

Margin of Error

The margin of error around results for the Village of Orland Park Survey (1,101 completed surveys) is plus or minus three percentage points. This is a measure of the precision of your results; a larger number of completed surveys gives a smaller (more precise) margin of error, while a smaller number of surveys yields a larger margin of error. With your margin of error, you may conclude that when 60% of survey respondents report that a particular service is "excellent" or "good," somewhere between 57-63% of all residents are likely to feel that way.

Comparing Survey Results

Certain kinds of services tend to be thought better of by residents in many communities across the country. For example, public safety services tend to be received better than transportation services by residents of most American communities. Where possible, the better comparison is not from one service to another in the Village of Orland Park, but from Village of Orland Park services to services like them provided by other jurisdictions.

Benchmark Comparisons

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The comparison evaluations are from the most recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant.

The Village of Orland Park chose to have comparisons made to the entire database. A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the Village of Orland Park survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

Where comparisons for quality ratings were available, the Village of Orland Park results were generally noted as being "above" the benchmark, "below" the benchmark or "similar" to the benchmark. For some questions – those related to resident behavior, circumstance or to a local problem – the comparison to the benchmark is designated as "more," "similar" or "less" (for example, the percent of crime victims, residents visiting a park or residents identifying code enforcement as a problem.) In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much less" or "much above"). These labels come from a statistical comparison of the Village of Orland Park's rating to the benchmark.

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"Don't Know" Responses and Rounding

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.

For some questions, respondents were permitted to select more than one answer. When the total exceeds 100% in a table for a multiple response question, it is because some respondents did select more than one response. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice of percentages being rounded to the nearest whole number.

For more information on understanding The NCS report, please see Appendix B: Survey Methodology.

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Executive Summary

This report of the Village of Orland Park survey provides the opinions of a representative sample of residents about community quality of life, service delivery, civic participation and unique issues of local interest. A periodic sounding of resident opinion offers staff, elected officials and other stakeholders an opportunity to identify challenges and to plan for and evaluate improvements and to sustain services and amenities for long-term success.

Most residents experienced a good quality of life in the Village of Orland Park and believed the Village was a good place to live. The overall quality of life in the Village of Orland Park was rated as "excellent" or "good" by 88% of respondents. A majority reported they plan on staying in the Village of Orland Park for the next five years.

A variety of characteristics of the community was evaluated by those participating in the study. Among the characteristics receiving the most favorable ratings were shopping opportunities, the overall image or reputation of Orland Park, and the opportunities to participate in religious or spiritual events or activities. The three characteristics receiving the least positive ratings were traffic flow on major streets, ease of car travel, and ease of bus travel in Orland Park.

Ratings of community characteristics were compared to the benchmark database. Of the 30[1] characteristics for which comparisons were available, 26 were above the national benchmark comparison, two were similar to the national benchmark comparison and two were below.

Residents in the Village of Orland Park were somewhat civically engaged. While only 25% had attended a meeting of local elected public officials or other local public meeting in the previous 12 months, 94% had provided help to a friend or neighbor. Less than half had volunteered their time to some group or activity in the Village of Orland Park, which was lower than the benchmark.

In general, survey respondents demonstrated trust in local government. A majority rated the overall direction being taken by the Village of Orland Park as "good" or "excellent." This was higher than the national benchmark. Those residents who had interacted with an employee of the Village of Orland Park in the previous 12 months gave high marks to those employees. Most rated their overall impression of employees as "excellent" or "good."

On average, residents gave favorable ratings to all local government services. Village services rated were able to be compared to the benchmark database. Of the 37 services[2] for which comparisons were available, all were above the national benchmark.

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[1] These 30 community characteristics were listed in question 2 on Orland Park's survey.
[2] These 37 services were listed in question 13 on Orland Park's survey.

A Key Driver Analysis was conducted for the Village of Orland Park which examined the relationships between ratings of each service and ratings of the Village of Orland Park's services overall. Those key driver services that correlated most strongly with residents' perceptions about overall Village service quality have been identified. By targeting improvements in key services, the Village of Orland Park can focus on the services that have the greatest likelihood of influencing residents' opinions about overall service quality. Services found to be influential in ratings of overall service quality from the Key Driver Analysis were:

- Land use, planning and zoning
- Police services
- Preservation of natural areas
- Public information services

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Community Ratings

Overall Community Quality

Overall quality of community life may be the single best indicator of success in providing the natural ambience, services and amenities that make for an attractive community. The National Citizen Survey™ contained many questions related to quality of community life in the Village of Orland Park – not only direct questions about quality of life overall and in neighborhoods, but questions to measure residents' commitment to the Village of Orland Park. Residents were asked whether they planned to move soon or if they would recommend the Village of Orland Park to others. Intentions to stay and willingness to make recommendations provide evidence that the Village of Orland Park offers services and amenities that work.

Most of the Village of Orland Park's residents gave high ratings to their neighborhoods and the community as a place to live. Further, most reported they would recommend the community to others and plan to stay for the next five years.

Figure 3: Ratings of Overall Community Quality

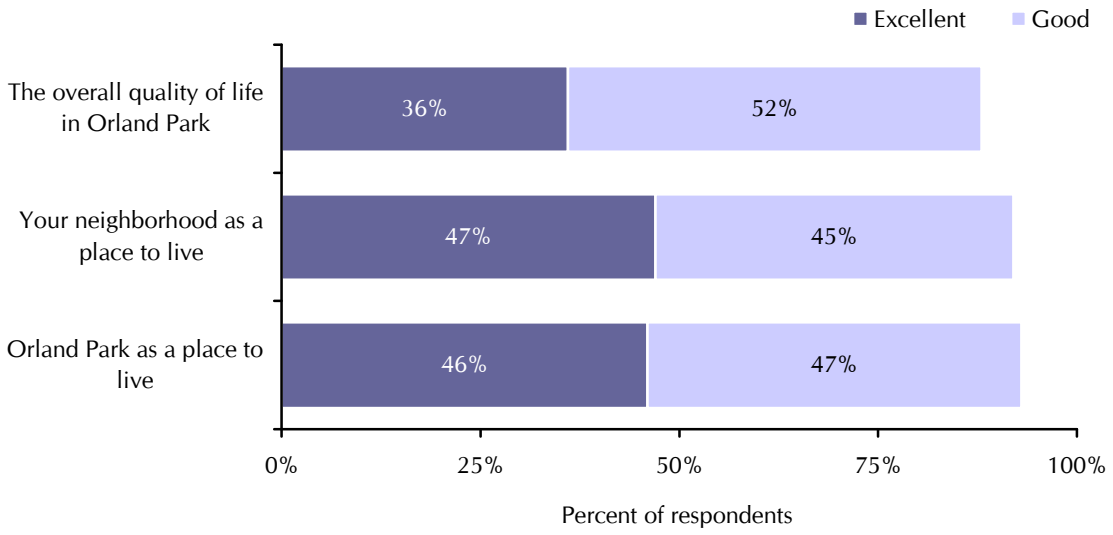

Figure 4: Likelihood of Remaining in Community and Recommending Community

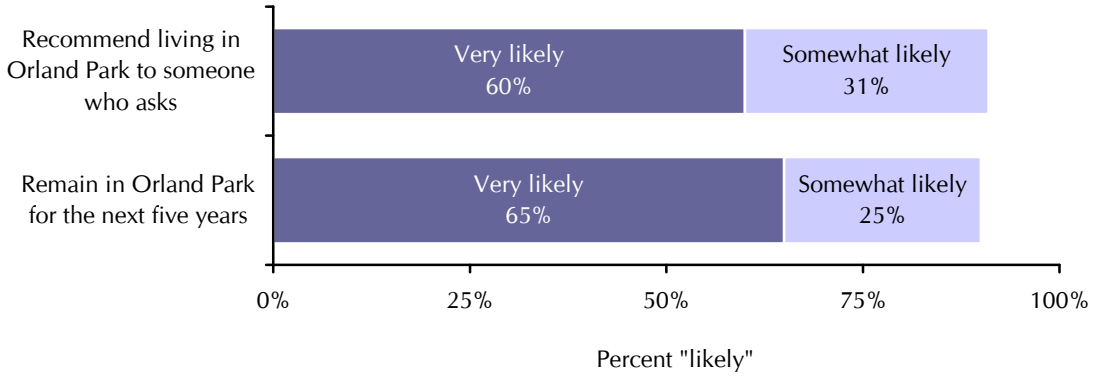

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FIGURE 5: OVERALL COMMUNITY QUALITY BENCHMARKS

	National comparison
Overall quality of life in Orland Park	Much above
Your neighborhood as place to live	Much above
Orland Park as a place to live	Much above
Recommend living in Orland Park to someone who asks	Much above
Remain in Orland Park for the next five years	Much above

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Community Design

Transportation

The ability to move easily throughout a community can greatly affect the quality of life of residents by diminishing time wasted in traffic congestion and by providing opportunities to travel quickly and safely by modes other than the automobile. High quality options for resident mobility not only require local government to remove barriers to flow but they require government programs and policies that create quality opportunities for all modes of travel.

Residents responding to the survey were given a list of seven aspects of mobility to rate on a scale of "excellent," "good," "fair" and "poor." Ease or rail travel in Orland Park was given the most favorable rating, followed by the availability of paths and walking trails.

Figure 6: Ratings of Transportation in Community

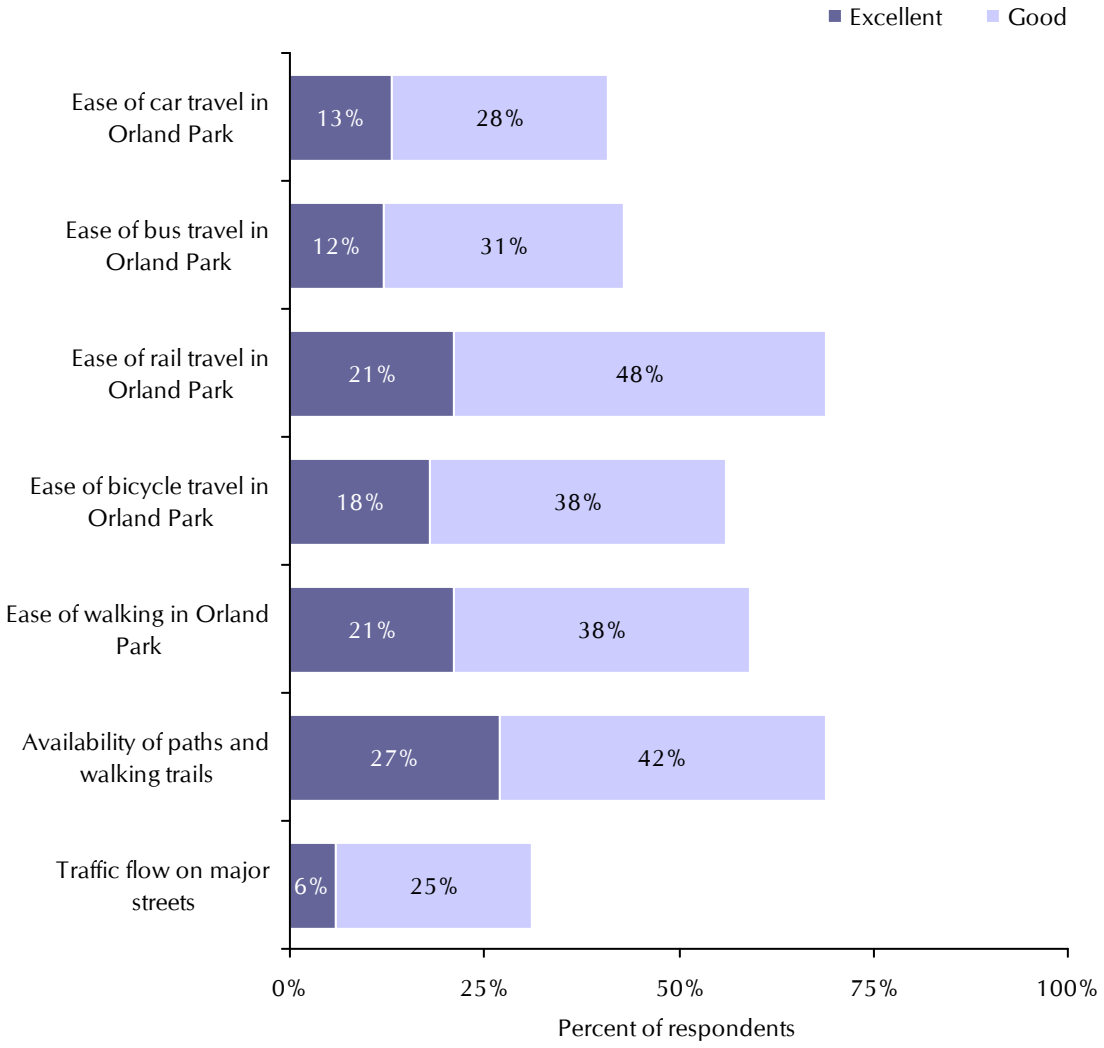

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FIGURE 7: COMMUNITY TRANSPORTATION BENCHMARKS

	National comparison
Ease of car travel in Orland Park	Much below
Ease of bus travel in Orland Park	Similar
Ease of rail travel in Orland Park	Much above
Ease of bicycle travel in Orland Park	Much above
Ease of walking in Orland Park	Similar
Availability of paths and walking trails	Much above
Traffic flow on major streets	Much below

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Eight transportation services were rated in Orland Park. When compared to most communities across America, ratings tended to be highly favorable. All eight services were above the national benchmark.

FIGURE 8: RATINGS OF TRANSPORTATION AND PARKING SERVICES

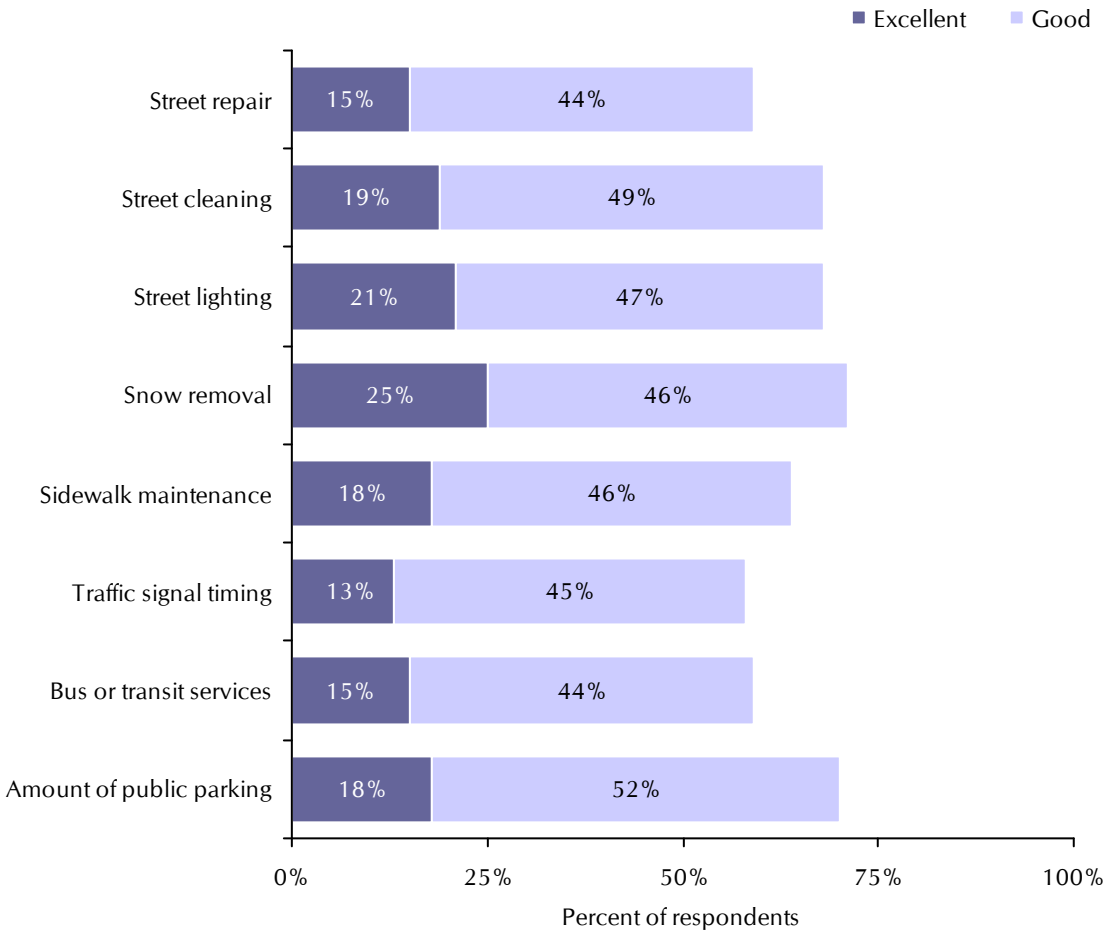

FIGURE 9: TRANSPORTATION AND PARKING SERVICES BENCHMARKS

	National comparison
Street repair	Much above
Street cleaning	Much above
Street lighting	Much above
Snow removal	Much above
Sidewalk maintenance	Much above
Traffic signal timing	Much above
Bus or transit services	Above
Amount of public parking	Much above

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By measuring choice of travel mode over time, communities can monitor their success in providing attractive alternatives to the traditional mode of travel, the single-occupied automobile. When asked how they typically traveled to work, single-occupancy (SOV) travel was the overwhelming mode of use. However, 8% of work commute trips were made by transit, 1% by bicycle and 1% by foot.

FIGURE 10: FREQUENCY OF BUS USE IN LAST 12 MONTHS

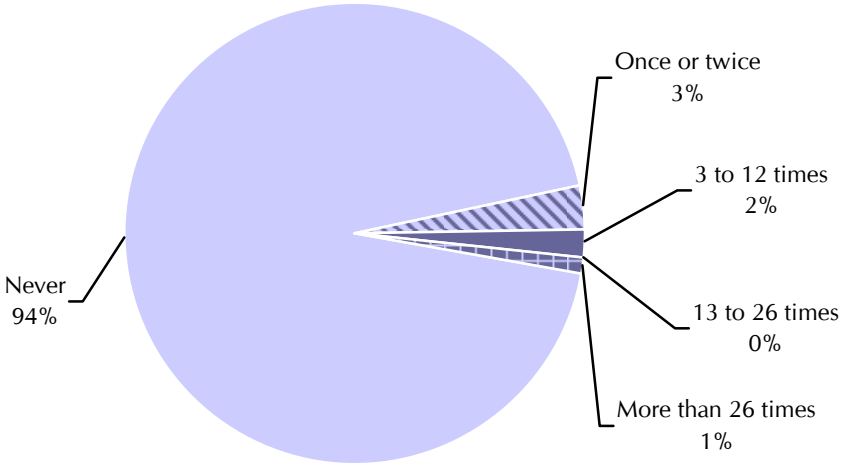

FIGURE 11: FREQUENCY OF BUS USE BENCHMARKS

	National comparison
Ridden a local bus within Orland Park	Much less

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FIGURE 12: MODE OF TRAVEL USED FOR WORK COMMUTE

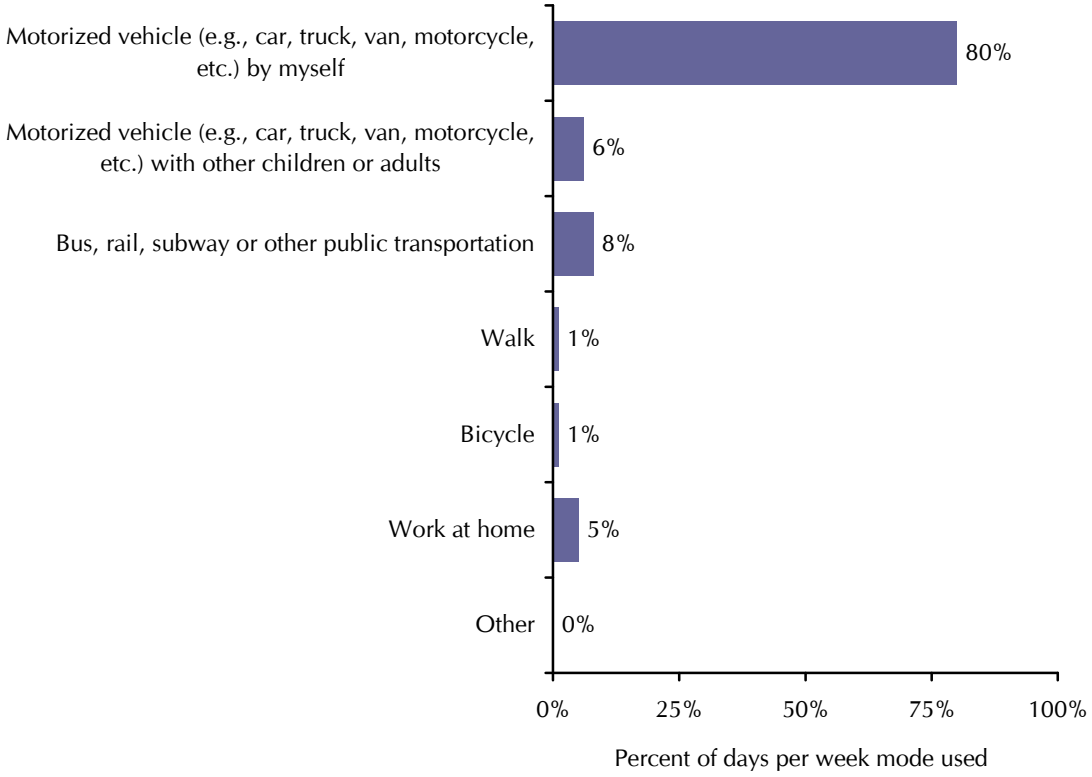

FIGURE 13: DRIVE ALONE BENCHMARKS

	National comparison
Average percent of work commute trips made by driving alone	Much more

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Housing

Housing variety and affordability are not luxuries for any community. When there are too few options for housing style and affordability, the characteristics of a community tilt toward a single group, often of well-off residents. While this may seem attractive to a community, the absence of affordable townhomes, condominiums, mobile homes, single family detached homes and apartments means that in addition to losing the vibrancy of diverse thoughts and lifestyles, the community loses the service workers that sustain all communities – police officers, school teachers, house painters and electricians. These workers must live elsewhere and commute in at great personal cost and to the detriment of traffic flow and air quality. Furthermore lower income residents pay so much of their income to rent or mortgage that little remains to bolster their own quality of life or local business.

The survey of the Village of Orland Park residents asked respondents to reflect on the availability of affordable housing as well as the variety of housing options. The availability of affordable housing was rated as "excellent" or "good" by 64% of respondents, while the variety of housing options was rated as "excellent" or "good" by 78% of respondents. The rating of perceived affordable housing availability was much better in the Village of Orland Park than the ratings, on average, in comparison jurisdictions.

FIGURE 14: RATINGS OF HOUSING IN COMMUNITY

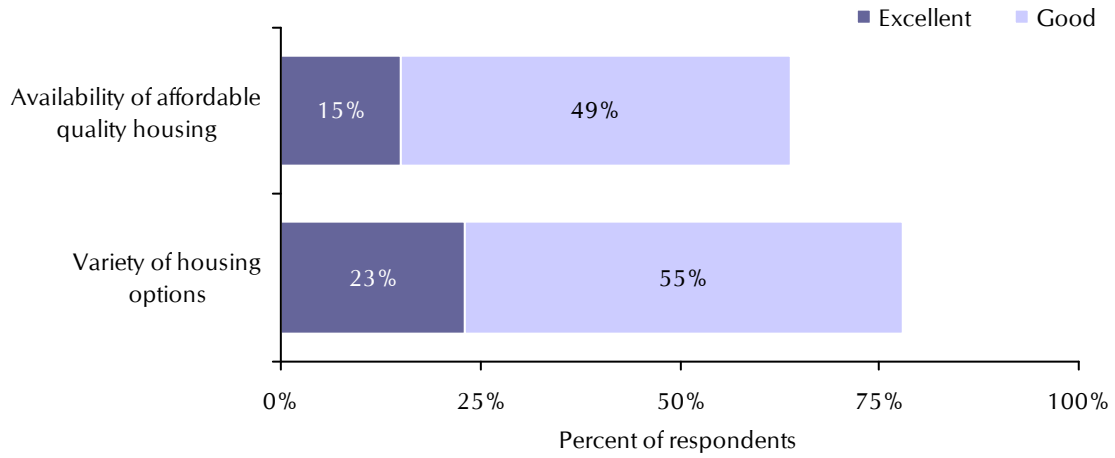

FIGURE 15: HOUSING CHARACTERISTICS BENCHMARKS

	National comparison
Availability of affordable quality housing	Much above
Variety of housing options	Much above

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To augment the perceptions of affordable housing in Orland Park, the cost of housing as reported in the survey was compared to residents' reported monthly income. About one-third of survey participants were found to pay housing costs of more than 30% of their monthly household income.

FIGURE 16: PROPORTION OF RESPONDENTS WHOSE HOUSING COSTS ARE "AFFORDABLE"

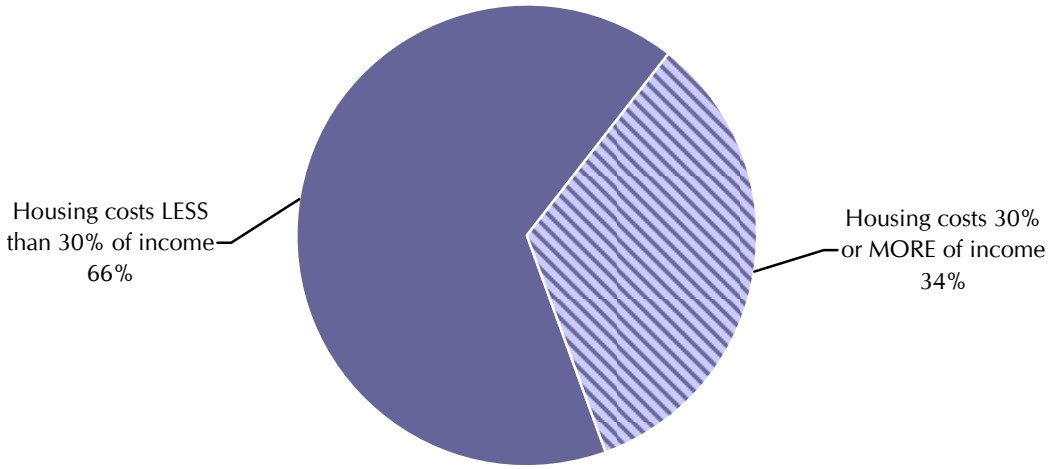

FIGURE 17: HOUSING COSTS BENCHMARKS

	National comparison
Experiencing housing costs 30% or MORE of income	Less

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Land Use and Zoning

Community development contributes to a feeling among residents and even visitors of the attention given to the speed of growth, the location of residences and businesses, the kind of housing that is appropriate for the community and the ease of access to commerce, green space and residences. Even the community's overall appearance often is attributed to the planning and enforcement functions of the local jurisdiction. Residents will appreciate an attractive, well-planned community. The NCS questionnaire asked residents to evaluate the quality of new development, the appearance of the Village of Orland Park and the speed of population growth. Problems with the appearance of property were rated, and the quality of land use planning, zoning and code enforcement services were evaluated.

The overall quality of new development in the Village of Orland Park was rated as "excellent" by 24% of respondents and as "good" by an additional 47%. The overall appearance of Orland Park was rated as "excellent" or "good" by 82% of respondents and was much higher than the national benchmark. When rating to what extent run down buildings, weed lots or junk vehicles were a problem in the Village of Orland Park, 4% thought they were a "major" problem.

FIGURE 18: RATINGS OF THE COMMUNITY'S "BUILT ENVIRONMENT"

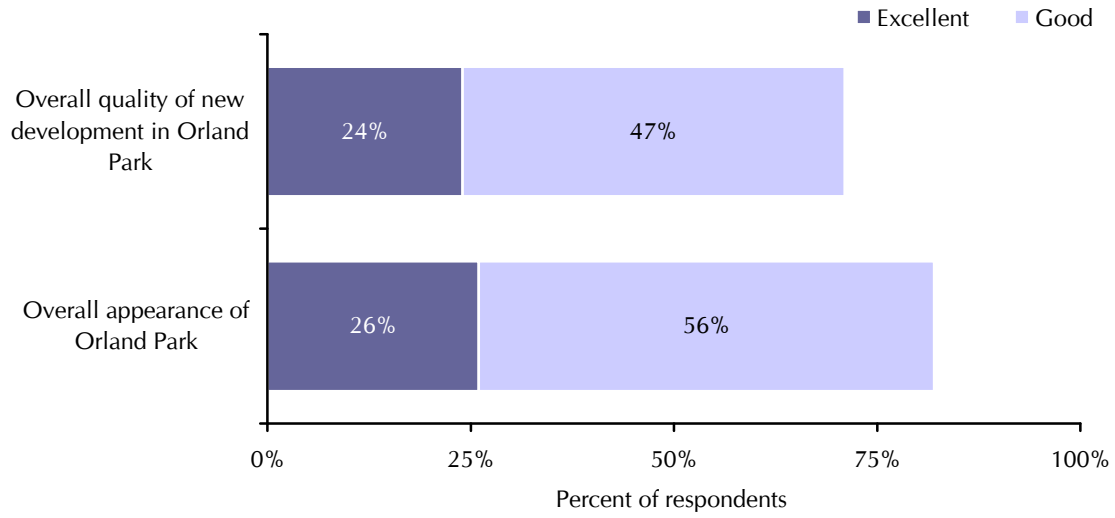

FIGURE 19: BUILT ENVIRONMENT BENCHMARKS

	National comparison
Quality of new development in Orland Park	Much above
Overall appearance of Orland Park	Much above

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FIGURE 20: RATINGS OF POPULATION GROWTH

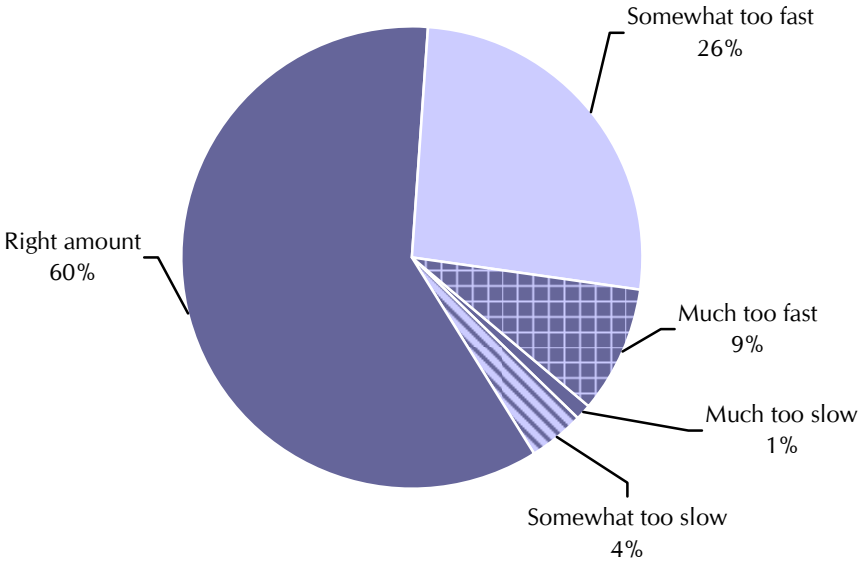

FIGURE 21: POPULATION GROWTH BENCHMARKS

	National comparison
Population growth seen as too fast	Much less

FIGURE 22: RATINGS OF NUISANCE PROBLEMS

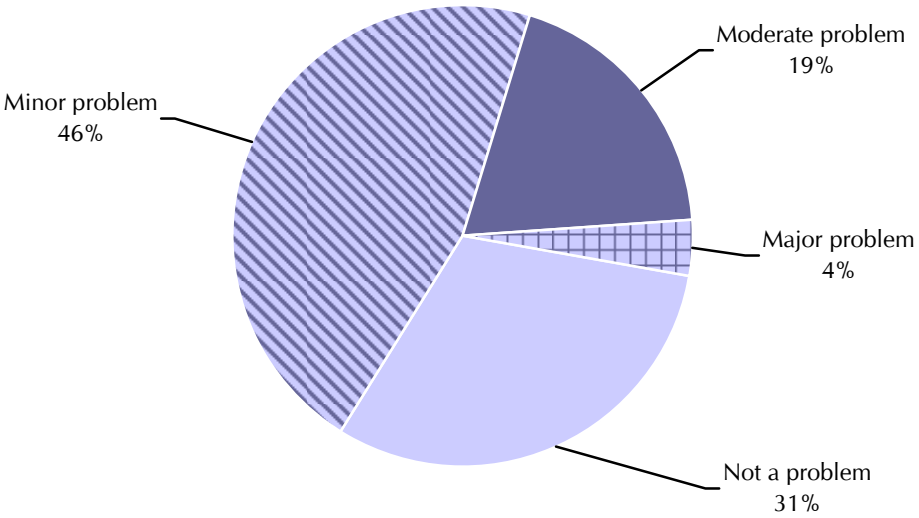

FIGURE 23: NUISANCE PROBLEMS BENCHMARKS

	National comparison
Run down buildings, weed lots and junk vehicles seen as a "major" problem	Much less

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FIGURE 24: RATINGS OF PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES

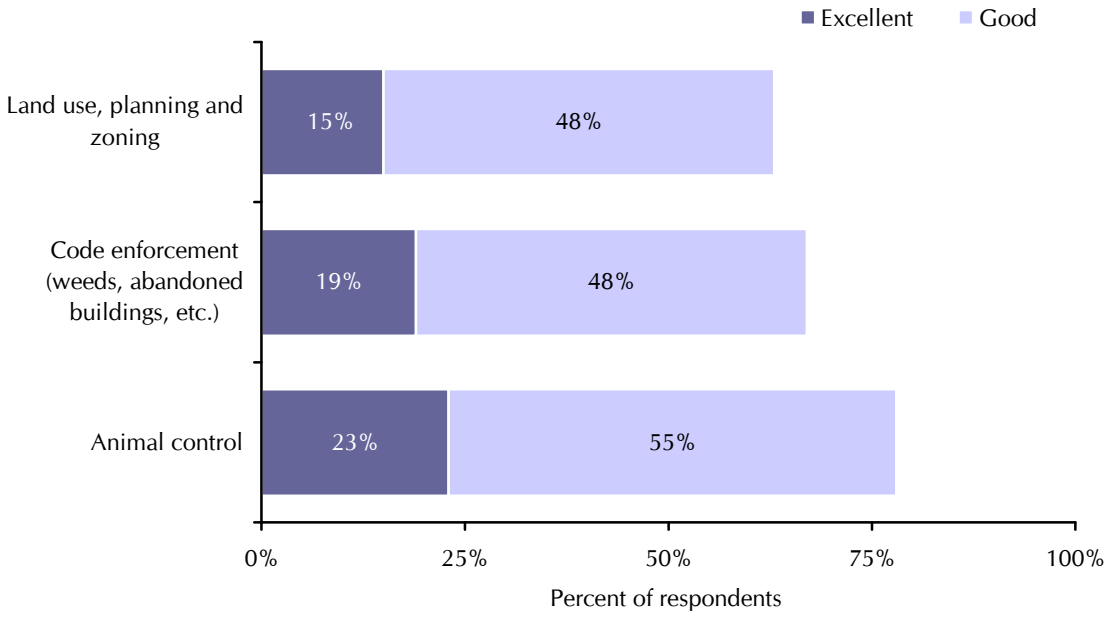

FIGURE 25: PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES BENCHMARKS

	National comparison
Land use, planning and zoning	Much above
Code enforcement (weeds, abandoned buildings, etc.)	Much above
Animal control	Much above

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Economic Sustainability

The United States has been in recession since late 2007 with an accelerated downturn occurring in the fourth quarter of 2008. Officially we emerged from recession in the third quarter of 2009, but high unemployment lingers, keeping a lid on a strong recovery. Many readers worry that the ill health of the economy will color how residents perceive their environment and the services that local government delivers. NRC researchers have found that the economic downturn has chastened Americans' view of their own economic futures but has not colored their perspectives about community services or quality of life.

Survey respondents were asked to rate a number of community features related to economic opportunity and growth. The most positively rated features were shopping opportunities and the overall quality of business and service establishments in Orland Park. Receiving the lowest rating was employment opportunities.

Figure 26: Ratings of Economic Sustainability and Opportunities

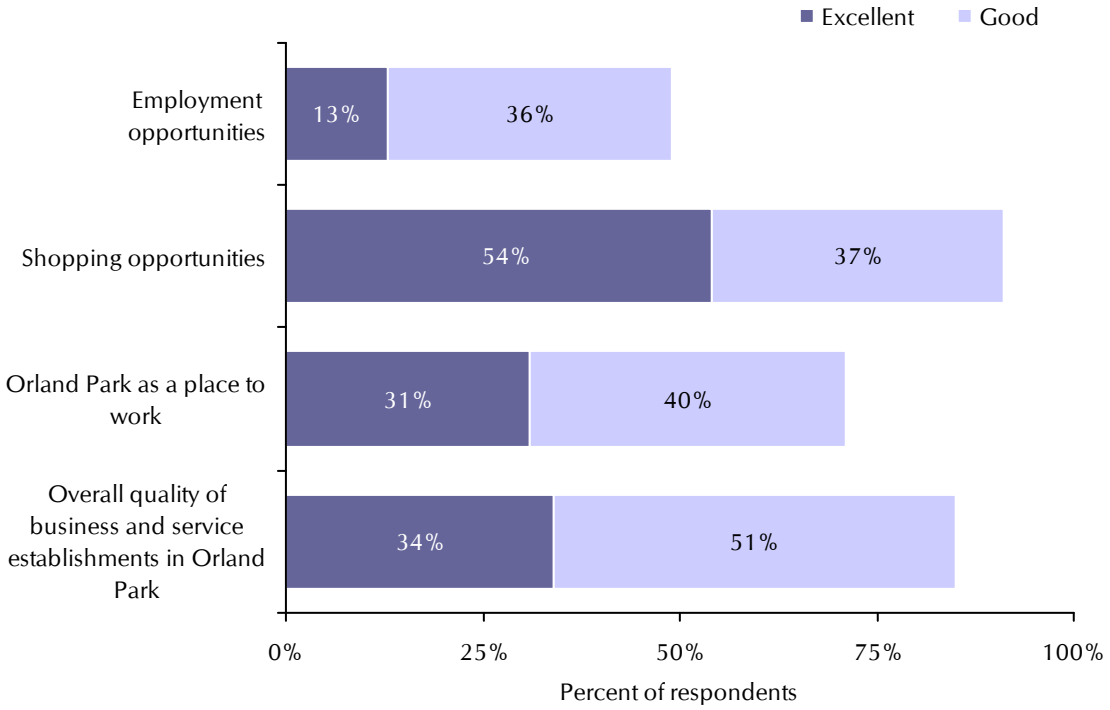

Figure 27: Economic Sustainability and Opportunities Benchmarks

	National comparison
Employment opportunities	Much above
Shopping opportunities	Much above
Orland Park as a place to work	Much above
Overall quality of business and service establishments in Orland Park	Much above

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Residents were asked to evaluate the speed of jobs growth and retail growth on a scale from "much too slow" to "much too fast." When asked about the rate of jobs growth in Orland Park, 72% responded that it was "too slow," while 24% reported retail growth as "too slow." Far fewer residents in Orland Park compared to other jurisdictions believed that retail growth was too slow. When compared to the national benchmark, fewer residents believed jobs growth was too slow in Orland Park.

FIGURE 28: RATINGS OF RETAIL AND JOBS GROWTH

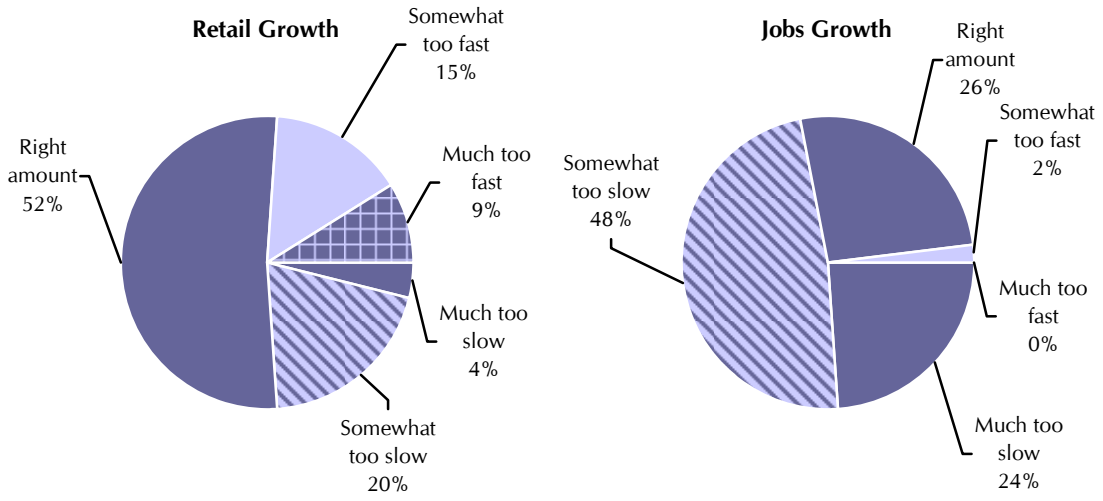

FIGURE 29: RETAIL AND JOBS GROWTH BENCHMARKS

	National comparison
Retail growth seen as too slow	Much less
Jobs growth seen as too slow	Less

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FIGURE 30: RATINGS OF ECONOMIC DEVELOPMENT SERVICES

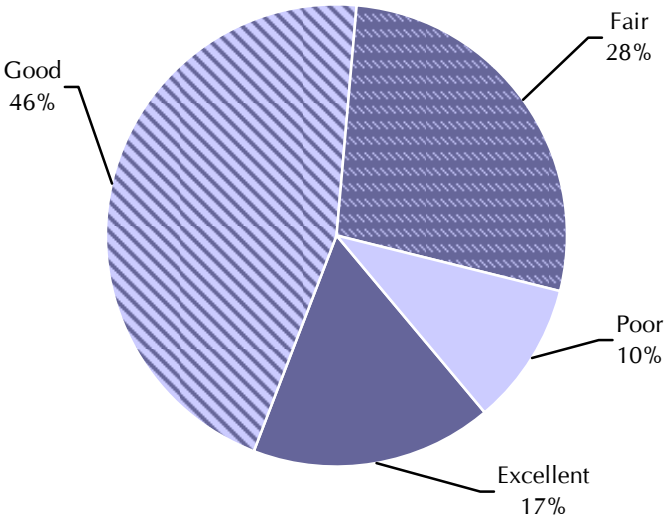

FIGURE 31: ECONOMIC DEVELOPMENT SERVICES BENCHMARKS

	National comparison
Economic development	Much above

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Residents were asked to reflect on their economic prospects in the near term. Eighteen percent of the Village of Orland Park residents expected that the coming six months would have a "somewhat" or "very" positive impact on their family, while 39% felt that the economic future would be "somewhat" or "very" negative. The percent of residents with an optimistic outlook on their household income was the same as in comparison jurisdictions.

FIGURE 32: RATINGS OF PERSONAL ECONOMIC FUTURE

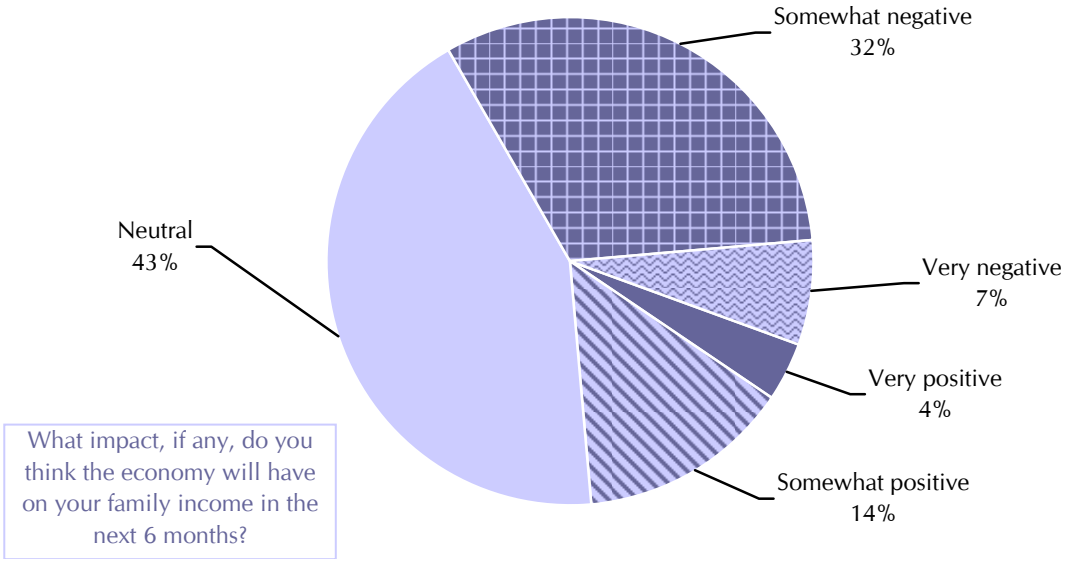

FIGURE 33: PERSONAL ECONOMIC FUTURE BENCHMARKS

	National comparison
Positive impact of economy on household income	Similar

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Public Safety

Safety from violent or property crimes creates the cornerstone of an attractive community. No one wants to live in fear of crime, fire or natural hazards, and communities in which residents feel protected or unthreatened are communities that are more likely to show growth in population, commerce and property value.

Residents were asked to rate their feelings of safety from violent crimes, property crimes, fire and environmental dangers and to evaluate the local agencies whose main charge is to provide protection from these dangers. Most gave positive ratings of safety in the Village of Orland Park. About 81% of those completing the questionnaire said they felt "very" or "somewhat" safe from violent crimes and 83% felt "very" or "somewhat" safe from environmental hazards. Daytime sense of safety was better than nighttime safety and neighborhoods felt safer than retail areas.

Figure 34: Ratings of Community and Personal Public Safety

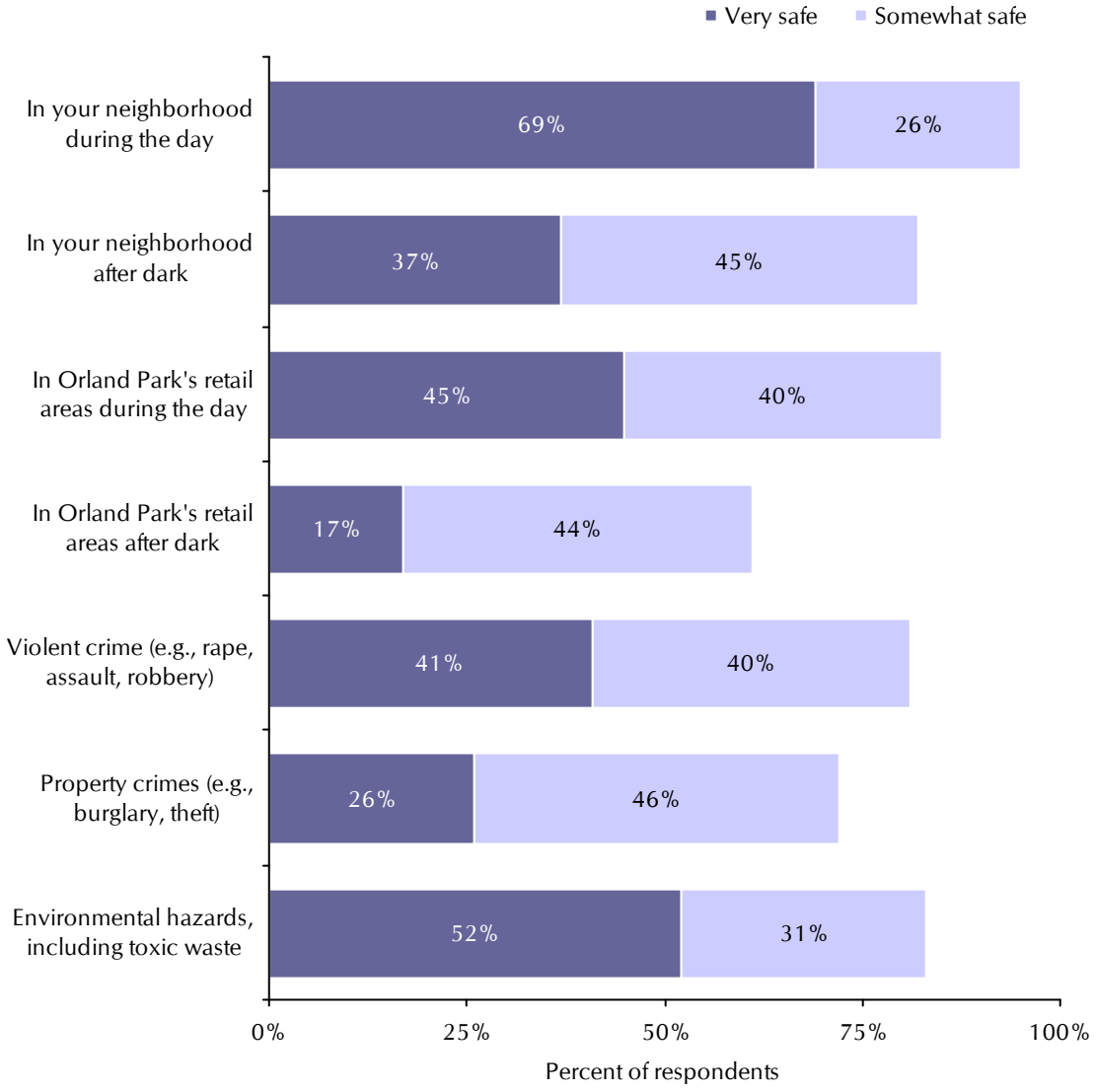

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FIGURE 35: COMMUNITY AND PERSONAL PUBLIC SAFETY BENCHMARKS

	National comparison
In your neighborhood during the day	Above
In your neighborhood after dark	Much above
In Orland Park's retail areas during the day	Much below
In Orland Park's retail areas after dark	Similar
Violent crime (e.g., rape, assault, robbery)	Much above
Property crimes (e.g., burglary, theft)	Much above
Environmental hazards, including toxic waste	Much above

The National Citizen Survey™ by National Research Center, Inc.

As assessed by the survey, 6% of respondents reported that someone in the household had been the victim of one or more crimes in the past year. Of those who had been the victim of a crime, 88% had reported it to police. Compared to other jurisdictions fewer Orland Park residents had been victims of crime in the 12 months preceding the survey and many more of Orland Park residents had reported their most recent crime victimization to the police.

FIGURE 36: CRIME VICTIMIZATION AND REPORTING

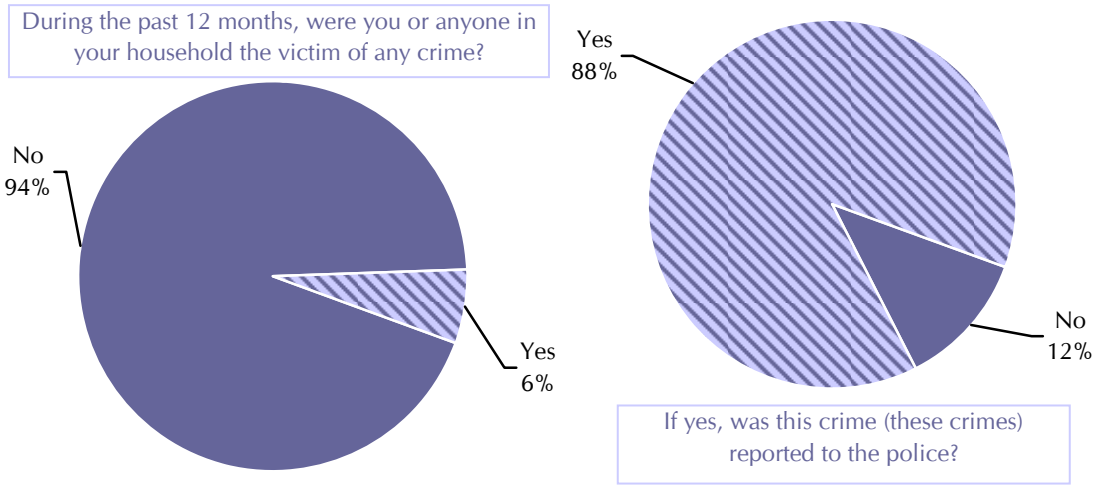


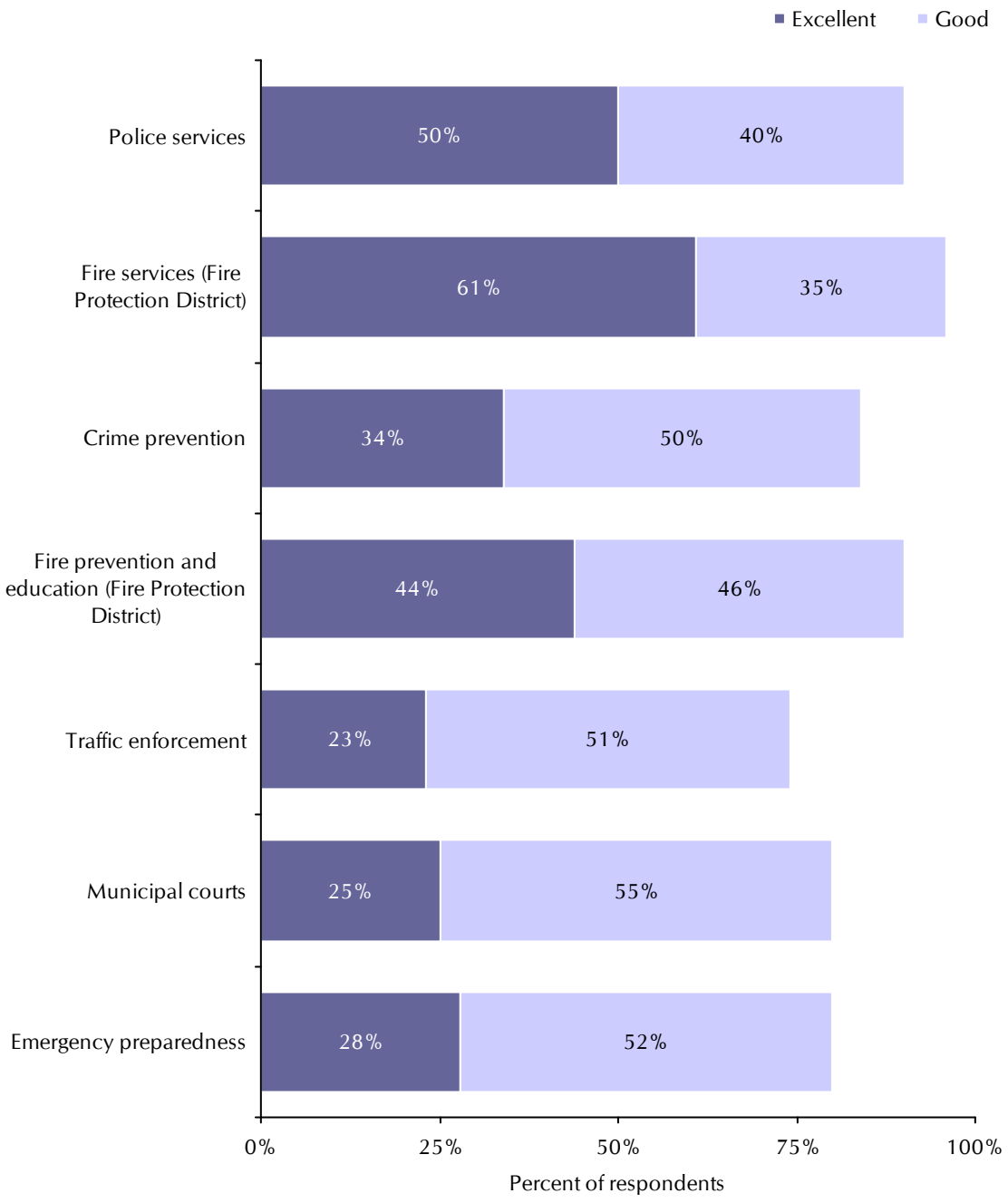
FIGURE 37: CRIME VICTIMIZATION AND REPORTING BENCHMARKS

	National comparison
Victim of crime	Much less
Reported crimes	Much more

The National Citizen Survey™ by National Research Center, Inc.

Residents rated seven Village public safety services; of these, all were rated much above the national benchmark comparison. Fire services and police services received the highest ratings, while traffic enforcement received the lowest ratings.

FIGURE 38: RATINGS OF PUBLIC SAFETY SERVICES



The National Citizen Survey™ by National Research Center, Inc.

FIGURE 39: PUBLIC SAFETY SERVICES BENCHMARKS

	National comparison
Police services	Much above
Fire services	Much above
Crime prevention	Much above
Fire prevention and education	Much above
Traffic enforcement	Much above
Courts	Much above
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Much above

The National Citizen Survey™ by National Research Center, Inc.

FIGURE 40: CONTACT WITH POLICE DEPARTMENT

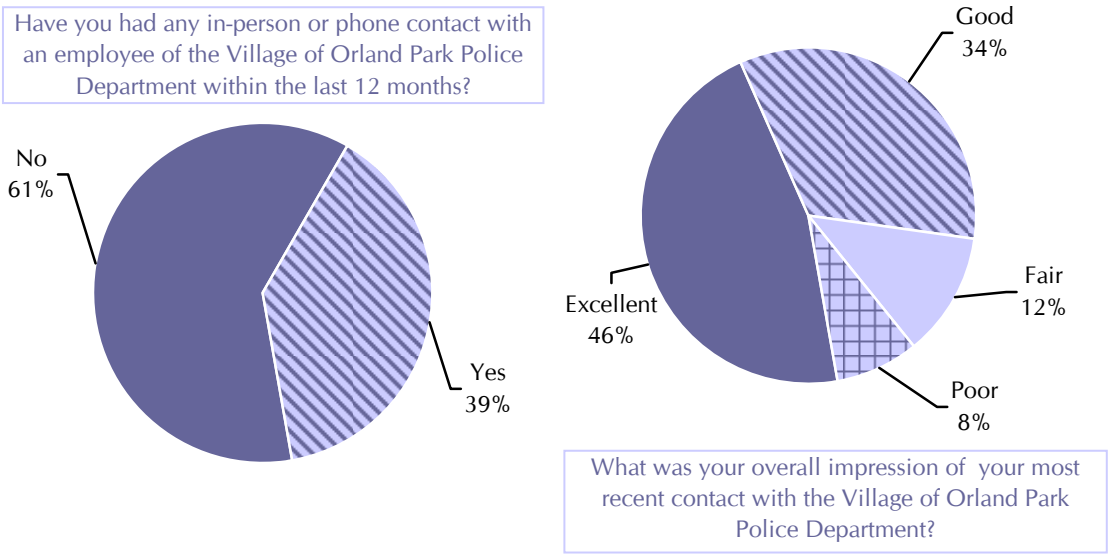


FIGURE 41: CONTACT WITH POLICE DEPARTMENT BENCHMARKS

	National comparison
Had contact with the Village of Orland Park Police Department	More
Overall impression of most recent contact with the Village of Orland Park Police Department	Much above

The National Citizen Survey™ by National Research Center, Inc.

Environmental Sustainability

Residents value the aesthetic qualities of their hometowns and appreciate features such as overall cleanliness and landscaping. In addition, the appearance and smell or taste of the air and water do not go unnoticed. These days, increasing attention is paid to proper treatment of the environment. At the same time that they are attending to community appearance and cleanliness, cities, counties, states and the nation are going "Green". These strengthening environmental concerns extend to trash haul, recycling, sewer services, the delivery of power and water and preservation of open spaces. Treatment of the environment affects air and water quality and, generally, how habitable and inviting a place appears.

Residents of the Village of Orland Park were asked to evaluate their local environment and the services provided to ensure its quality. The overall quality of the natural environment was rated as "excellent" or "good" by 81% of survey respondents.

Figure 42: Ratings of the Community's Natural Environment

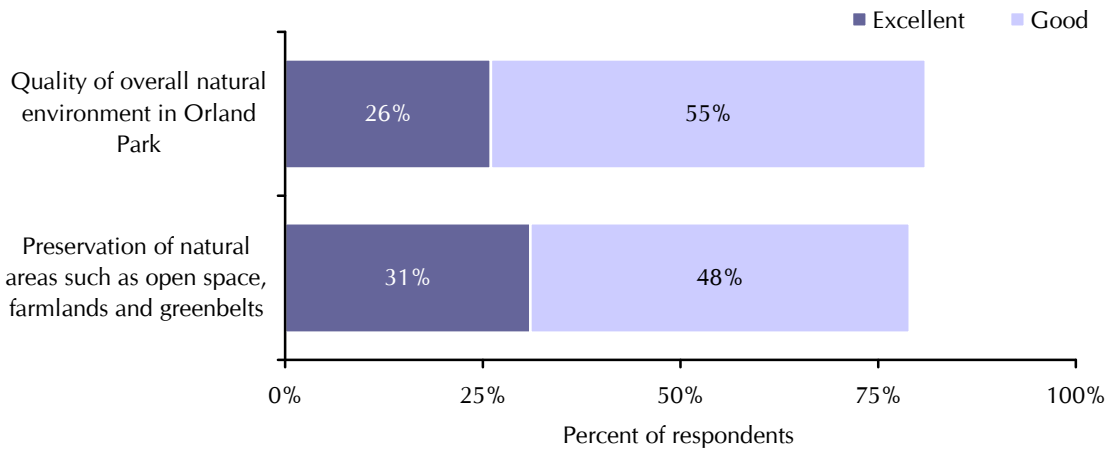


Figure 43: Community Environment Benchmarks

	National comparison
Quality of overall natural environment in Orland Park	Much above
Preservation of natural areas such as open space, farmlands and greenbelts	Much above

The National Citizen Survey™ by National Research Center, Inc.

Resident recycling was greater than recycling reported in comparison communities.

FIGURE 44: FREQUENCY OF RECYCLING IN LAST 12 MONTHS

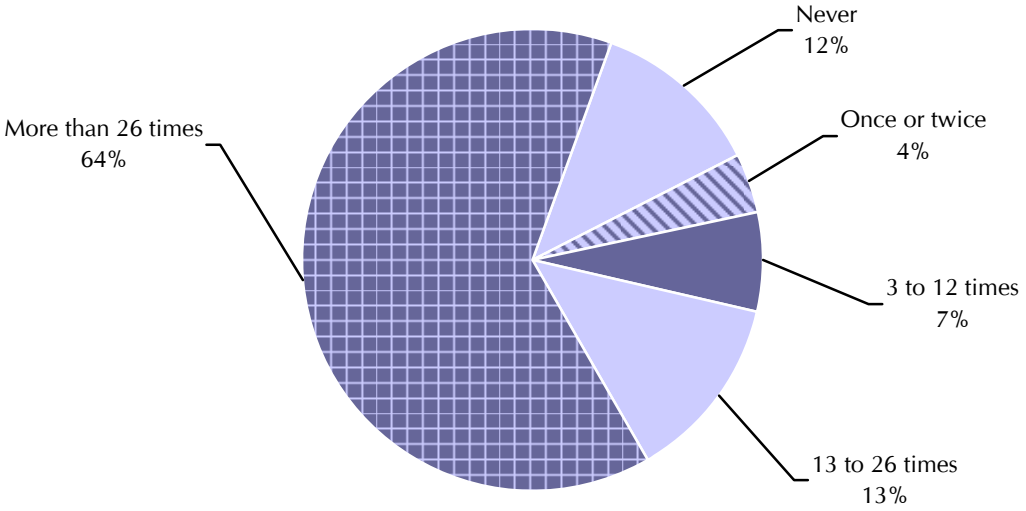


FIGURE 45: FREQUENCY OF RECYCLING BENCHMARKS

	National comparison
Recycled used paper, cans or bottles from your home	Much more

The National Citizen Survey™ by National Research Center, Inc.

Of the seven utility services rated by those completing the questionnaire, all were much higher than the national benchmark comparison.

FIGURE 46: RATINGS OF UTILITY SERVICES

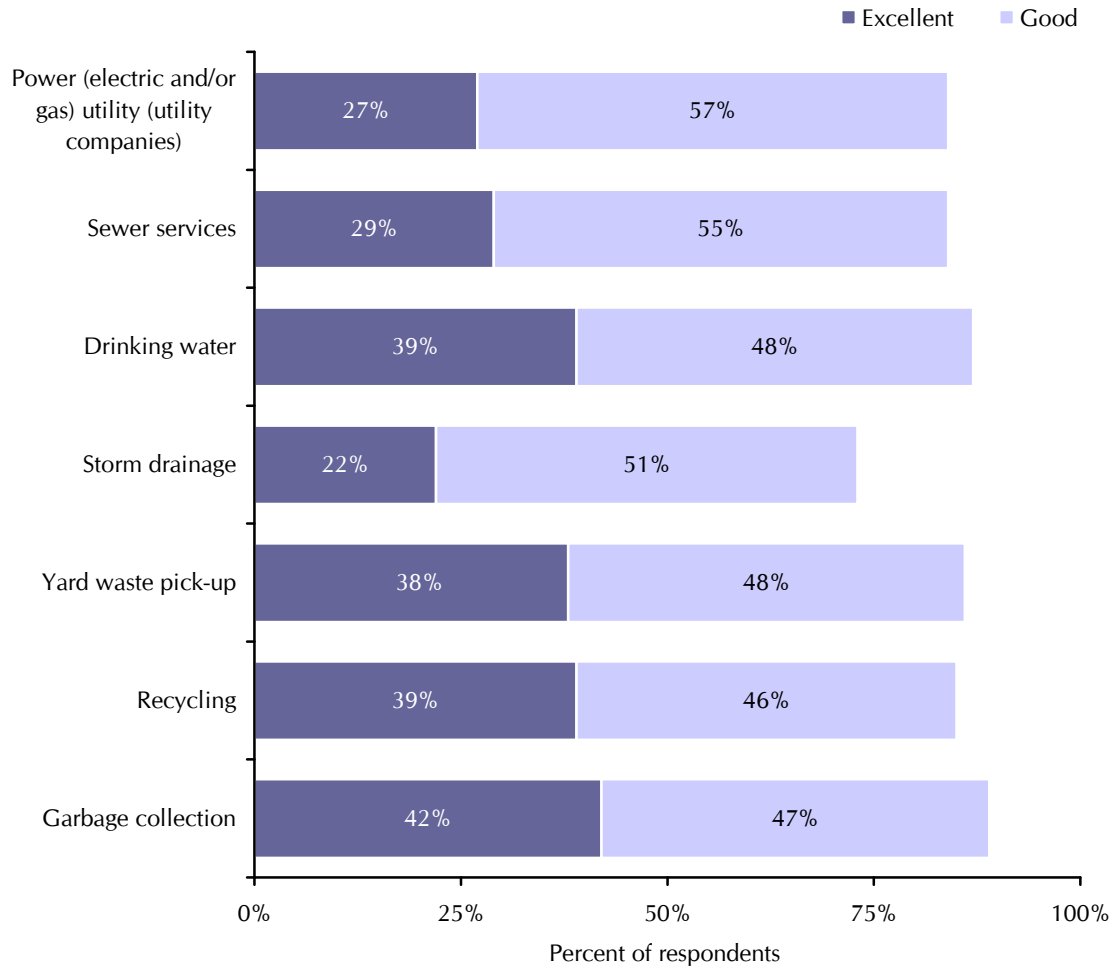


FIGURE 47: UTILITY SERVICES BENCHMARKS

	National comparison
Power (electric and/or gas) utility	Much above
Sewer services	Much above
Drinking water	Much above
Storm drainage	Much above
Yard waste pick-up	Much above
Recycling	Much above
Garbage collection	Much above

The National Citizen Survey™ by National Research Center, Inc.

Recreation and Wellness

Parks and Recreation

Quality parks and recreation opportunities help to define a community as more than the grind of its business, traffic and hard work. Leisure activities vastly can improve the quality of life of residents, serving both to entertain and mobilize good health. The survey contained questions seeking residents' perspectives about opportunities and services related to the community's parks and recreation services.

Recreation opportunities in the Village of Orland Park were rated positively as were services related to parks and recreation. Recreation opportunities, Village parks, recreation programs or classes, and recreation centers or facilities all received ratings much above both the benchmark.

Resident use of Orland Park parks and recreation facilities tells its own story about the attractiveness and accessibility of those services. The percent of residents that used Orland Park recreation centers was much greater than the percent of users in comparison jurisdictions. Recreation program use in Orland Park was about the same as use in comparison jurisdictions.

Figure 48: Ratings of Community Recreational Opportunities

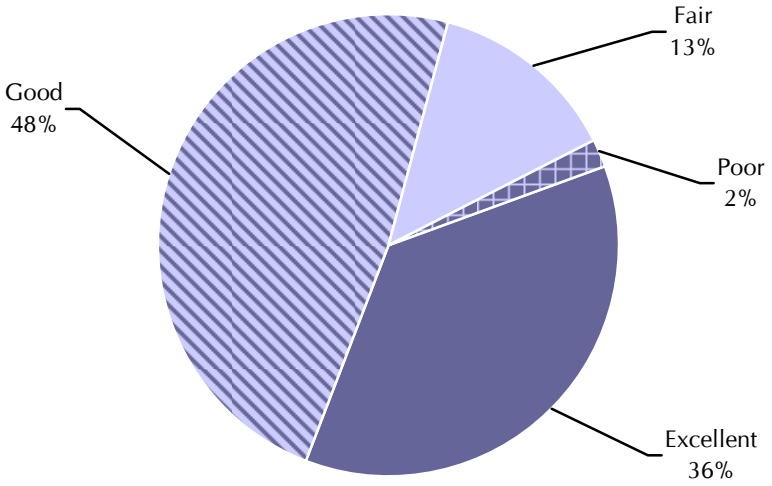


Figure 49: Community Recreational Opportunities Benchmarks

	National comparison
Recreation opportunities	Much above

The National Citizen Survey™ by National Research Center, Inc.

FIGURE 50: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES

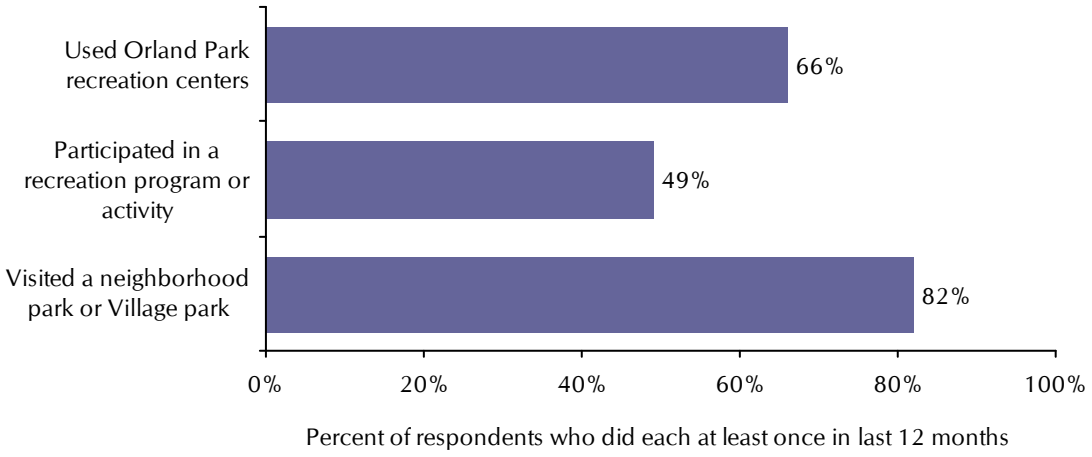


FIGURE 51: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES BENCHMARKS

	National comparison
Used Orland Park recreation centers	Much more
Participated in a recreation program or activity	Similar
Visited a neighborhood park or Village park	Less

FIGURE 52: RATINGS OF PARKS AND RECREATION SERVICES

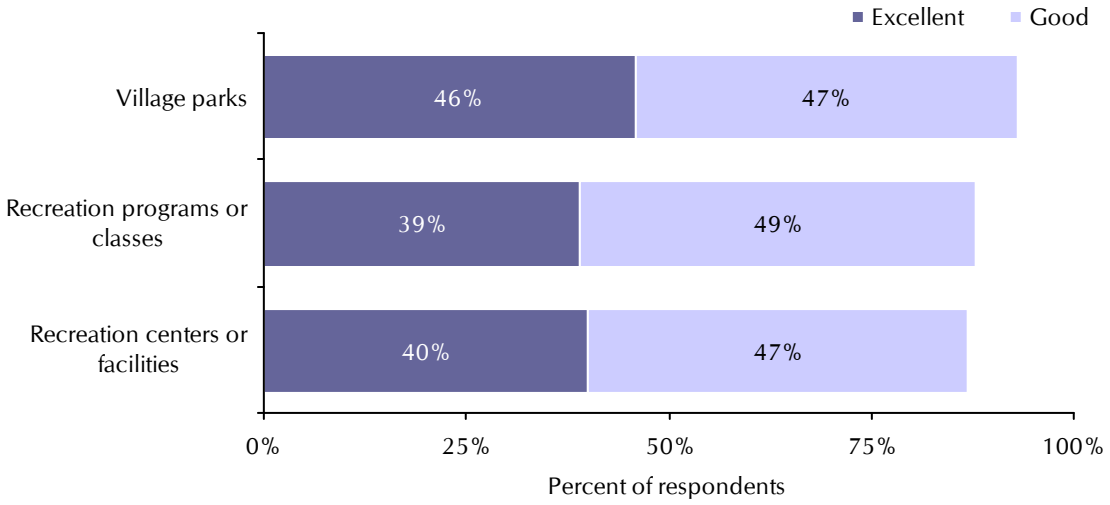


FIGURE 53: PARKS AND RECREATION SERVICES BENCHMARKS

	National comparison
Village parks	Much above
Recreation programs or classes	Much above
Recreation centers or facilities	Much above

The National Citizen Survey™ by National Research Center, Inc.

Culture, Arts and Education

A full service community does not address only the life and safety of its residents. Like individuals who simply go to the office and return home, a community that pays attention only to the life sustaining basics becomes insular, dreary and uninspiring. In the case of communities without thriving culture, arts and education opportunities, the magnet that attracts those who might consider relocating there is vastly weakened. Cultural, artistic, social and educational services elevate the opportunities for personal growth among residents. In the survey, residents were asked about the quality of opportunities to participate in cultural and educational activities.

Opportunities to attend cultural activities were rated as "excellent" or "good" by 63% of respondents. Educational opportunities were rated as "excellent" or "good" by 81% of respondents. Compared to the benchmark data, educational opportunities were much above the average of the national comparison jurisdictions, as was cultural activity opportunities.

About 79% of Orland Park residents used a Village library at least once in the 12 months preceding the survey. This participation rate for library use was above that of comparison jurisdictions.

FIGURE 54: RATINGS OF CULTURAL AND EDUCATIONAL OPPORTUNITIES

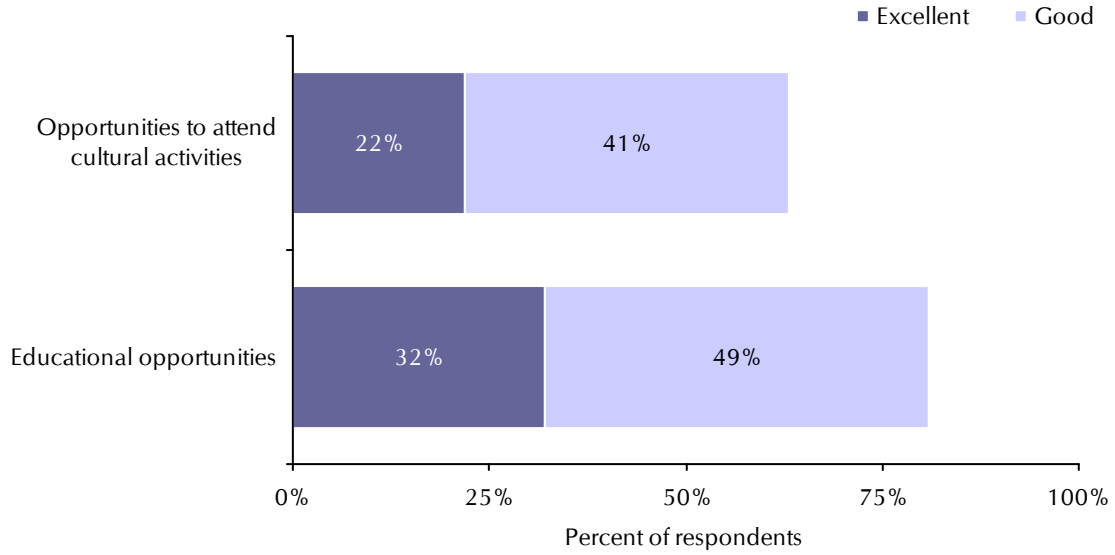


FIGURE 55: CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

	National comparison
Opportunities to attend cultural activities	Much above
Educational opportunities	Much above

The National Citizen Survey™ by National Research Center, Inc.

FIGURE 56: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES

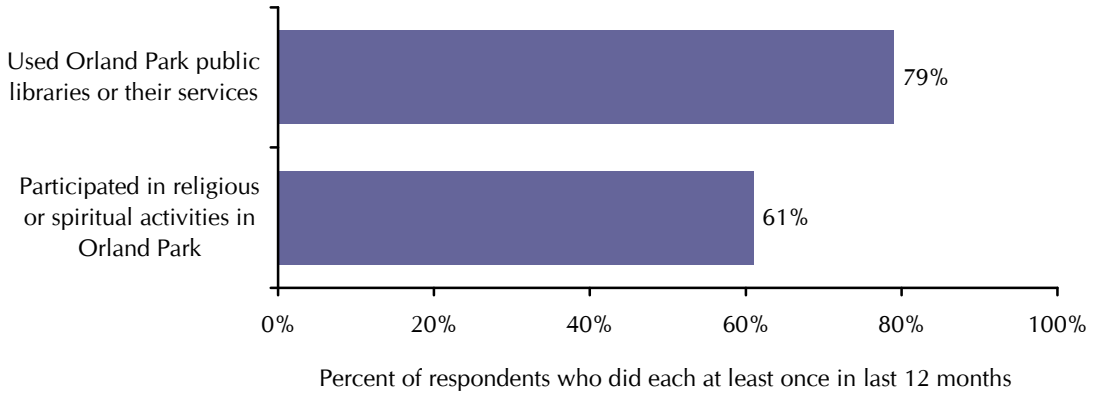


FIGURE 57: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

	National comparison
Used Orland Park public libraries or their services	Much more
Participated in religious or spiritual activities in Orland Park	Much more

FIGURE 58: PERCEPTION OF CULTURAL AND EDUCATIONAL SERVICES

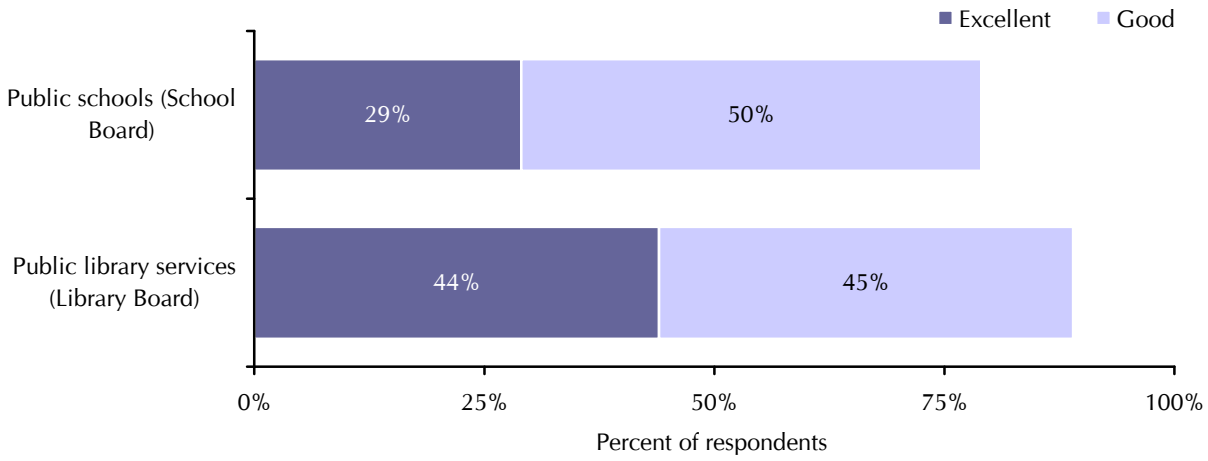


FIGURE 59: CULTURAL AND EDUCATIONAL SERVICES BENCHMARKS

	National comparison
Public schools	Much above
Public library services	Much above

The National Citizen Survey™ by National Research Center, Inc.

Health and Wellness

Healthy residents have the wherewithal to contribute to the economy as volunteers or employees and they do not present a burden in cost and time to others. Although residents bear the primary responsibility for their good health, local government provides services that can foster that well being and that provide care when residents are ill.

Residents of the Village of Orland Park were asked to rate the community's health services as well as the availability of health care, high quality affordable food and preventive health care services.

Among Orland Park residents, 22% rated affordable quality health care as "excellent" while 52% rated it as "good." Those ratings were above the ratings of comparison communities.

FIGURE 60: RATINGS OF COMMUNITY HEALTH AND WELLNESS ACCESS AND OPPORTUNITIES

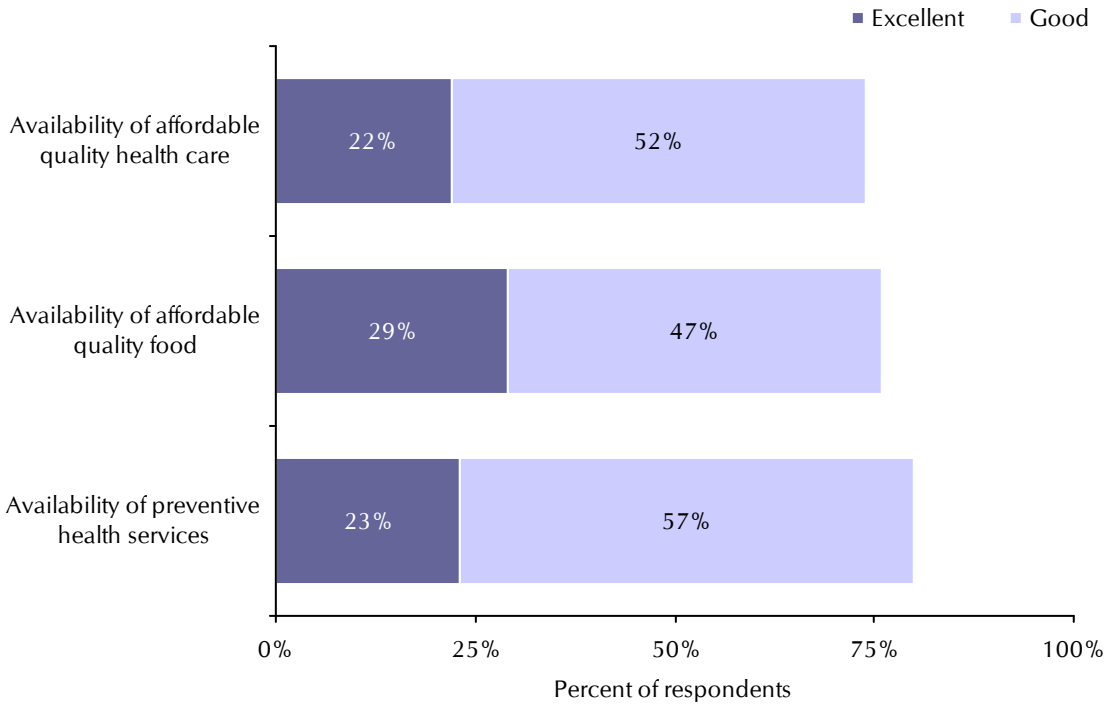


FIGURE 61: COMMUNITY HEALTH AND WELLNESS ACCESS AND OPPORTUNITIES BENCHMARKS

	National comparison
Availability of affordable quality health care	Much above
Availability of affordable quality food	Much above
Availability of preventive health services	Much above

The National Citizen Survey™ by National Research Center, Inc.

Health services in Orland Park were rated "excellent" or "good by 82% of respondents and were much above the national benchmark.

FIGURE 62: RATINGS OF HEALTH AND WELLNESS SERVICES

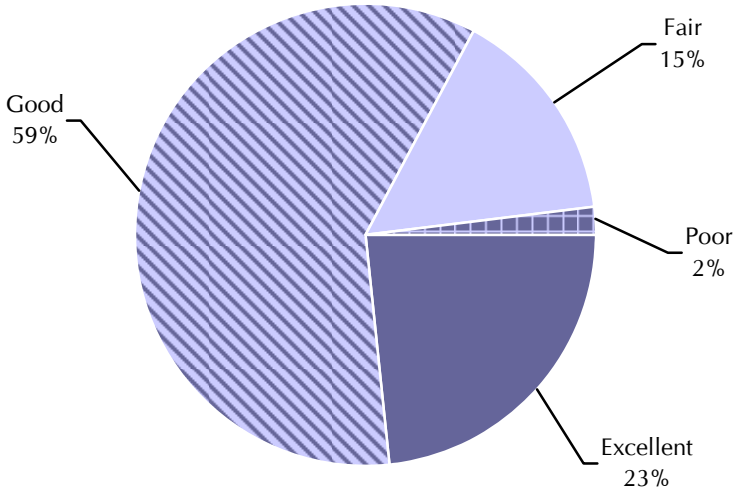


FIGURE 63: HEALTH AND WELLNESS SERVICES BENCHMARKS

	National comparison
Health services	Much above

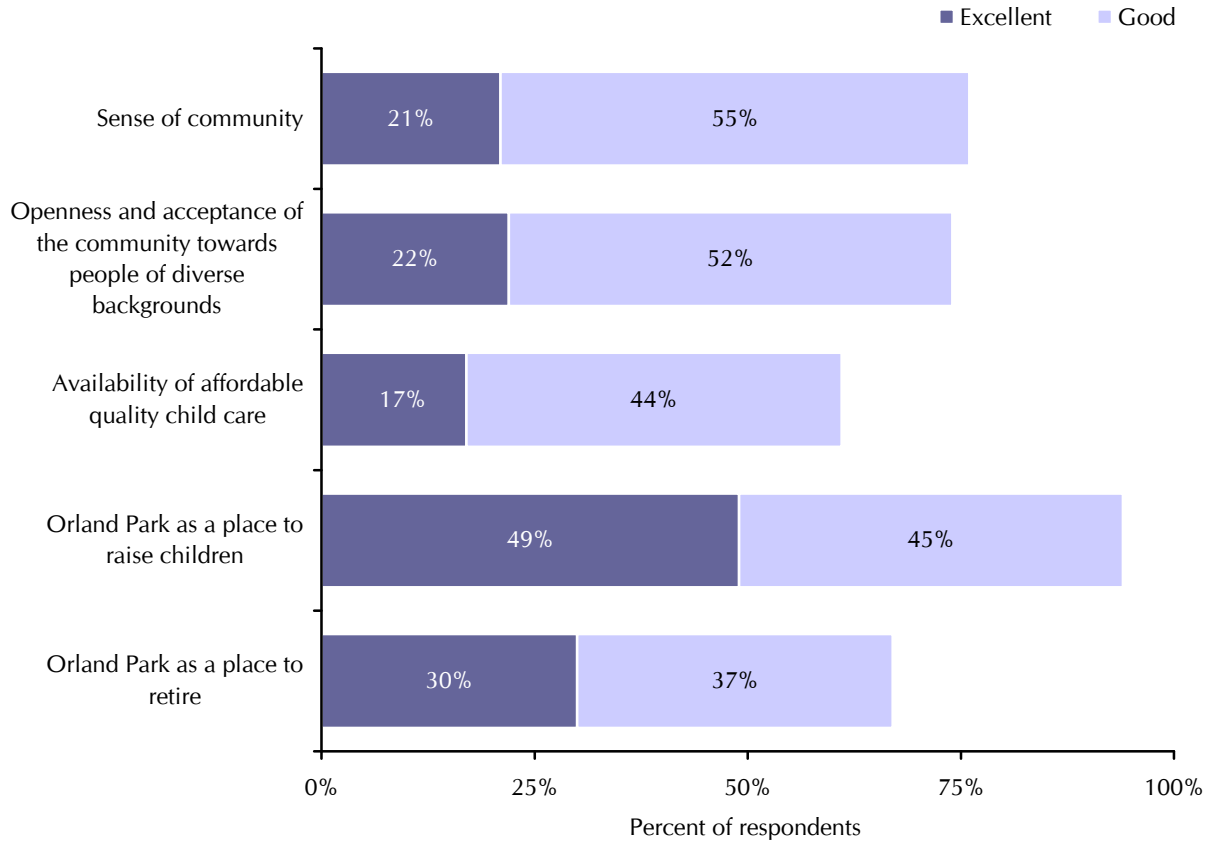
The National Citizen Survey™ by National Research Center, Inc.

Community Inclusiveness

Diverse communities that include among their residents a mix of races, ages, wealth, ideas and beliefs have the raw material for the most vibrant and creative society. However, the presence of these features alone does not ensure a high quality or desirable space. Surveyed residents were asked about the success of the mix: the sense of community, the openness of residents to people of diverse backgrounds and the attractiveness of the Village of Orland Park as a place to raise children or to retire. They were also questioned about the quality of services delivered to various population subgroups, including older adults, youth and residents with few resources. A community that succeeds in creating an inclusive environment for a variety of residents is a community that offers more to many.

Almost all residents rated the Village of Orland Park as an "excellent" or "good" place to raise kids and a majority rated it as an excellent or good place to retire. Most residents felt that the local sense of community was "excellent" or "good." Further, most survey respondents felt the Village of Orland Park was open and accepting towards people of diverse backgrounds. The availability of affordable quality child care was rated the lowest by residents but was much higher than the benchmark.

Figure 64: Ratings of Community Quality and Inclusiveness



The National Citizen Survey™ by National Research Center, Inc.

FIGURE 65: COMMUNITY QUALITY AND INCLUSIVENESS BENCHMARKS

	National comparison
Sense of community	Much above
Openness and acceptance of the community toward people of diverse backgrounds	Much above
Availability of affordable quality child care	Much above
Orland Park as a place to raise kids	Much above
Orland Park as a place to retire	Above

The National Citizen Survey™ by National Research Center, Inc.

Services to more vulnerable populations (e.g., seniors, youth or low-income residents) ranged from 69% to 84% with ratings of "excellent" or "good." Ratings for all services were much above the benchmark.

FIGURE 66: RATINGS OF QUALITY OF SERVICES PROVIDED FOR POPULATION SUBGROUPS

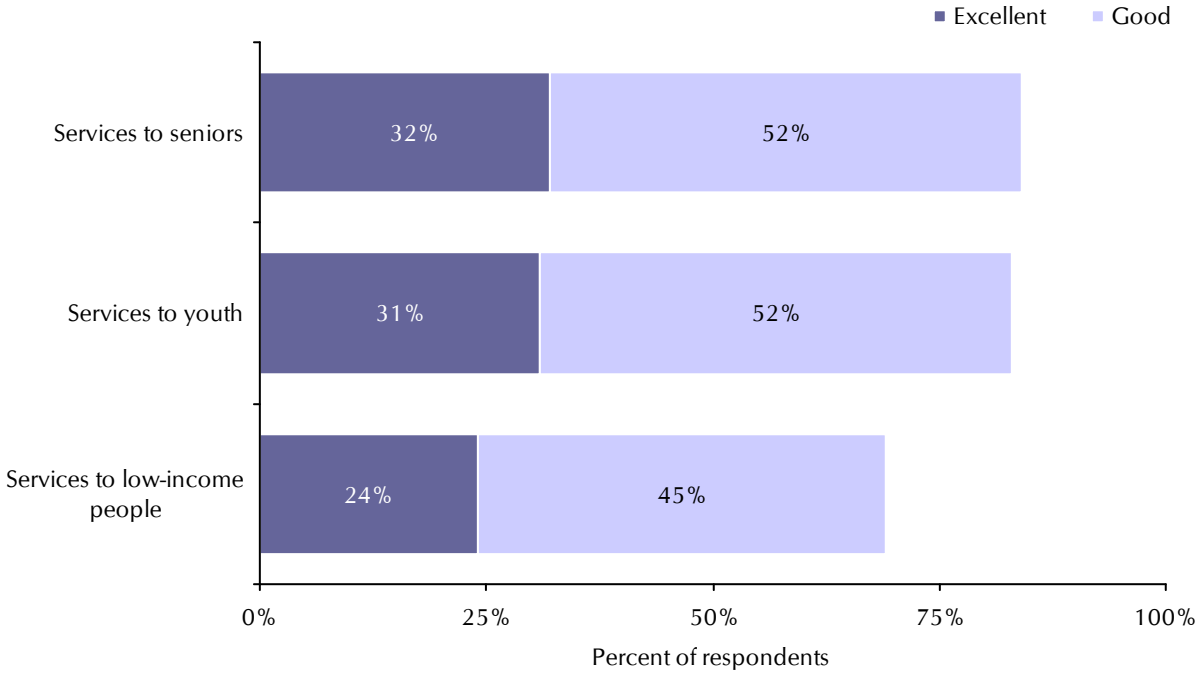


FIGURE 67: SERVICES PROVIDED FOR POPULATION SUBGROUPS BENCHMARKS

	National comparison
Services to seniors	Much above
Services to youth	Much above
Services to low income people	Much above

The National Citizen Survey™ by National Research Center, Inc.

Civic Engagement

Community leaders cannot run a jurisdiction alone and a jurisdiction cannot run effectively if residents remain strangers with little to connect them. Elected officials and staff require the assistance of local residents whether that assistance comes in tacit approval or eager help; and commonality of purpose among the electorate facilitates policies and programs that appeal to most and causes discord among few. Furthermore, when neighbors help neighbors, the cost to the community to provide services to residents in need declines. When residents are civically engaged, they have taken the opportunity to participate in making the community more livable for all. The extent to which local government provides opportunities to become informed and engaged and the extent to which residents take those opportunities is an indicator of the connection between government and populace. By understanding your residents' level of connection to, knowledge of and participation in local government, the Village can find better opportunities to communicate and educate citizens about its mission, services, accomplishments and plans. Communities with strong civic engagement may be more likely to see the benefits of programs intended to improve the quality of life of all residents and therefore would be more likely to support those new policies or programs.

Civic Activity

Respondents were asked about the perceived community volunteering opportunities and their participation as citizens of the Village of Orland Park. Survey participants rated the volunteer opportunities in the Village of Orland Park favorably. Opportunities to attend or participate in community matters were rated similarly.

Ratings of civic engagement opportunities were above ratings from national comparison jurisdictions where these questions were asked.

Figure 68: Ratings of Civic Engagement Opportunities

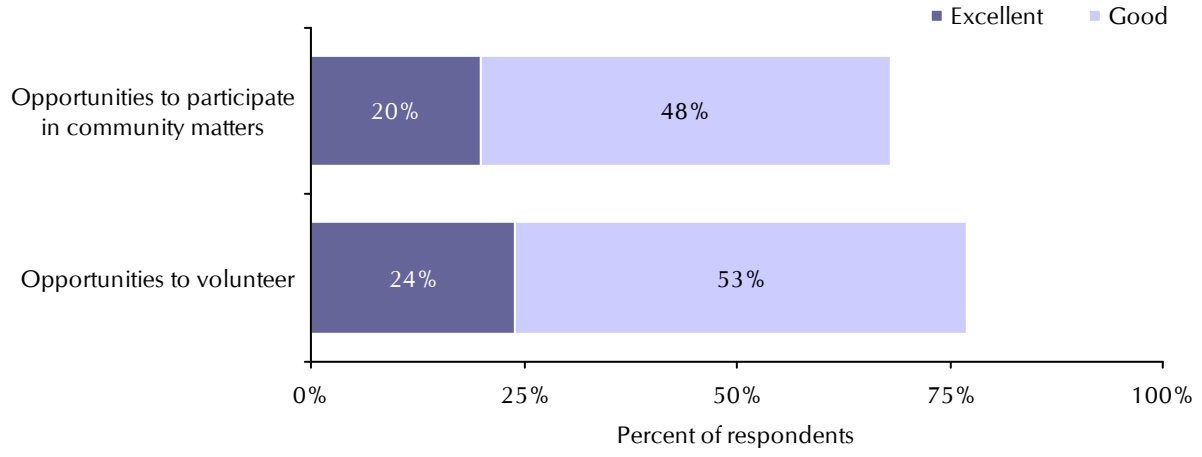


Figure 69: Civic Engagement Opportunities Benchmarks

	National comparison
Opportunities to participate in community matters	Above
Opportunities to volunteer	Above

The National Citizen Survey™ by National Research Center, Inc.

Most of the participants in this survey had not attended a public meeting, volunteered time to a group or participated in a club in the 12 months prior to the survey, but the vast majority had helped a friend. The participation rates of these civic behaviors were compared to the rates in other jurisdictions. Rates of involvement tended to be less or similar to rates in comparison communities.

FIGURE 70: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES

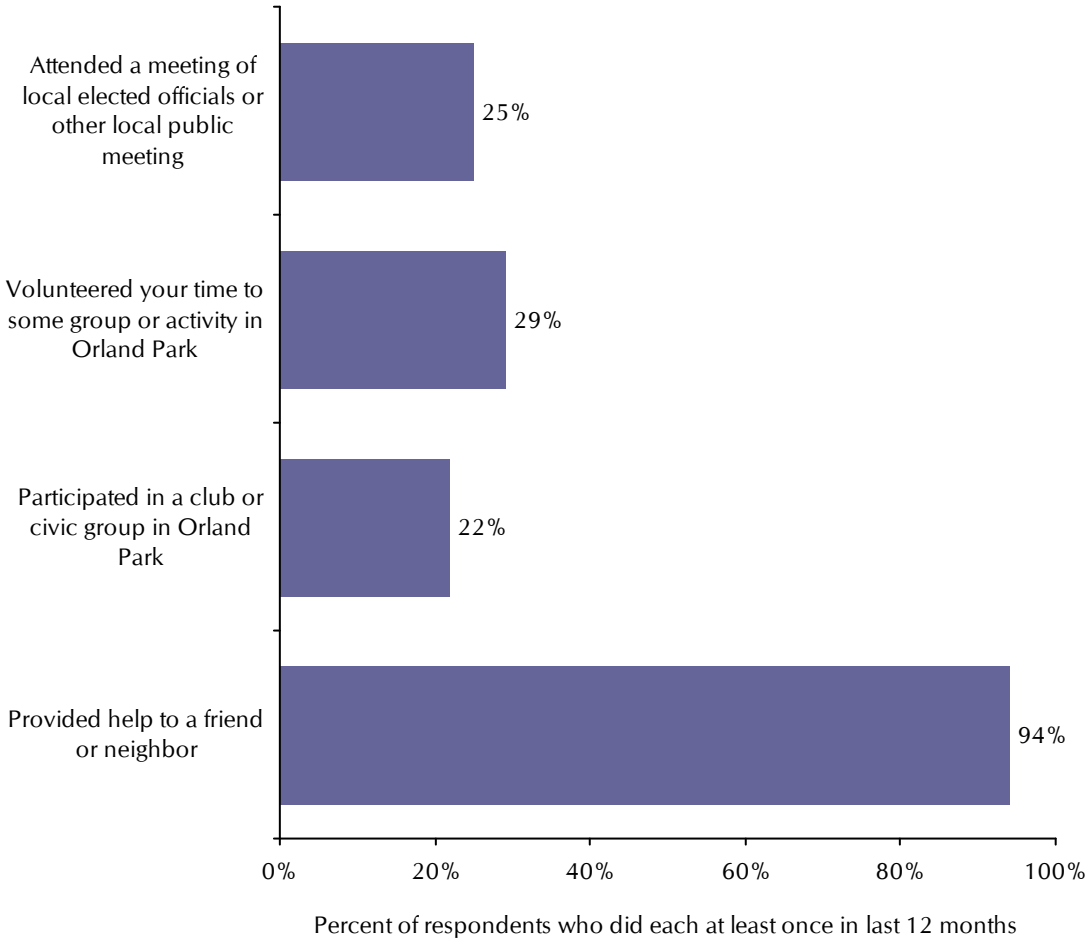


FIGURE 71: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

	National comparison
Attended a meeting of local elected officials or other local public meeting	Less
Volunteered your time to some group or activity in Orland Park	Much less
Participated in a club or civic group in Orland Park	Much less
Provided help to a friend or neighbor	Similar

The National Citizen Survey™ by National Research Center, Inc.

Village of Orland Park residents showed the largest amount of civic engagement in the area of electoral participation. Ninety-one percent reported they were registered to vote and 79% indicated they had voted in the last general election. This rate of self-reported voting was much higher than that of comparison communities.

FIGURE 72: REPORTED VOTING BEHAVIOR

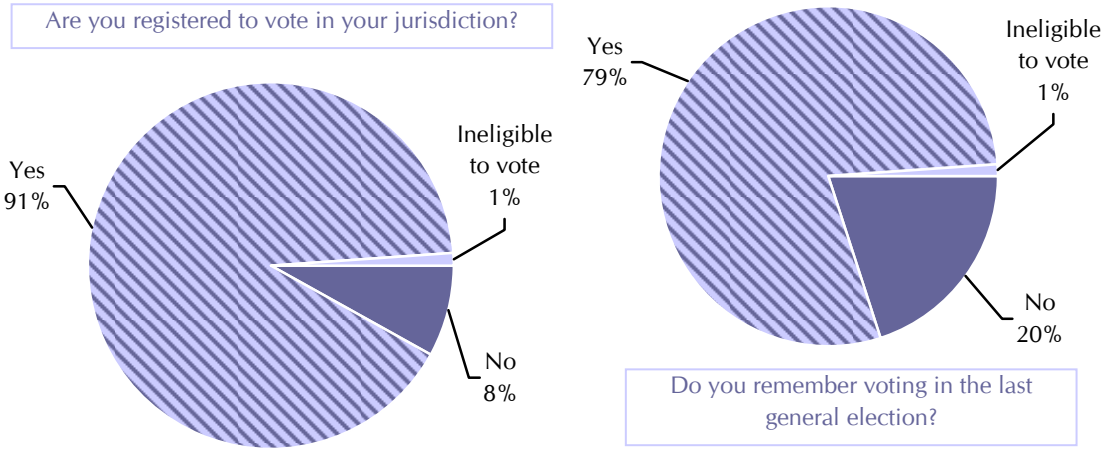


FIGURE 73: VOTING BEHAVIOR BENCHMARKS

	National comparison
Registered to vote	Much more
Voted in last general election	Much more

The National Citizen Survey™ by National Research Center, Inc.

Information and Awareness

Those completing the survey were asked about their use and perceptions of various information sources and local government media services. When asked whether they had visited the Village of Orland Park Web site in the previous 12 months, 65% reported they had done so at least once. Public information services were rated favorably compared to benchmark data.

FIGURE 74: USE OF INFORMATION SOURCES

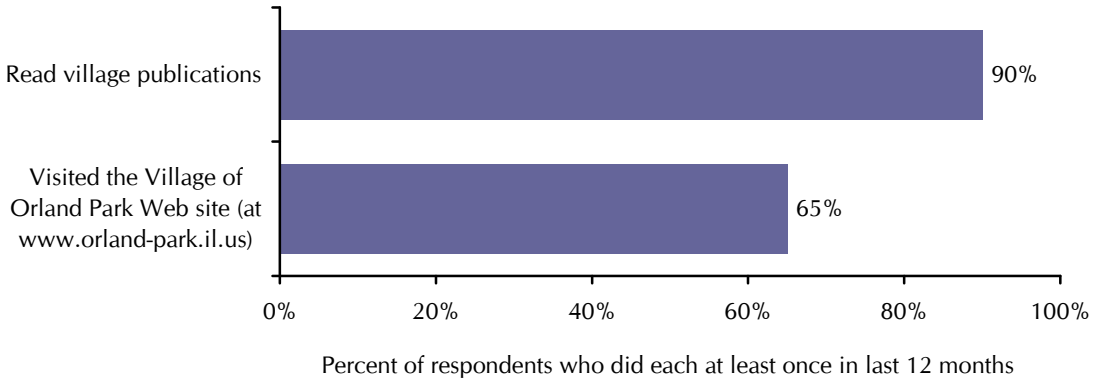


FIGURE 75: USE OF INFORMATION SOURCES BENCHMARKS

	National comparison
Read village publications	Much more
Visited the Village of Orland Park Web site	Much more

FIGURE 76: RATINGS OF LOCAL GOVERNMENT MEDIA SERVICES AND INFORMATION DISSEMINATION

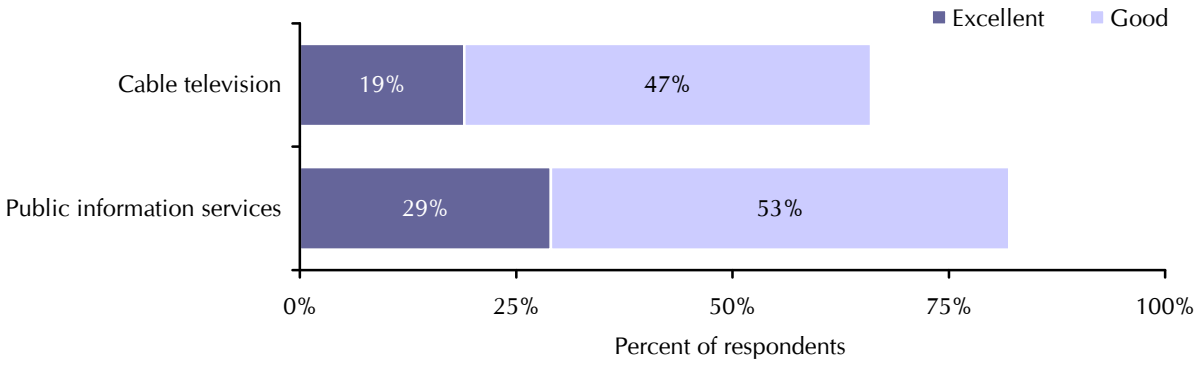


FIGURE 77: LOCAL GOVERNMENT MEDIA SERVICES AND INFORMATION DISSEMINATION BENCHMARKS

	National comparison
Cable television	Much above
Public information services	Much above

The National Citizen Survey™ by National Research Center, Inc.

Social Engagement

Opportunities to participate in social events and activities were rated as "excellent" or "good" by 76% of respondents, while even more rated opportunities to participate in religious or spiritual events and activities as "excellent" or "good."

FIGURE 78: RATINGS OF SOCIAL ENGAGEMENT OPPORTUNITIES

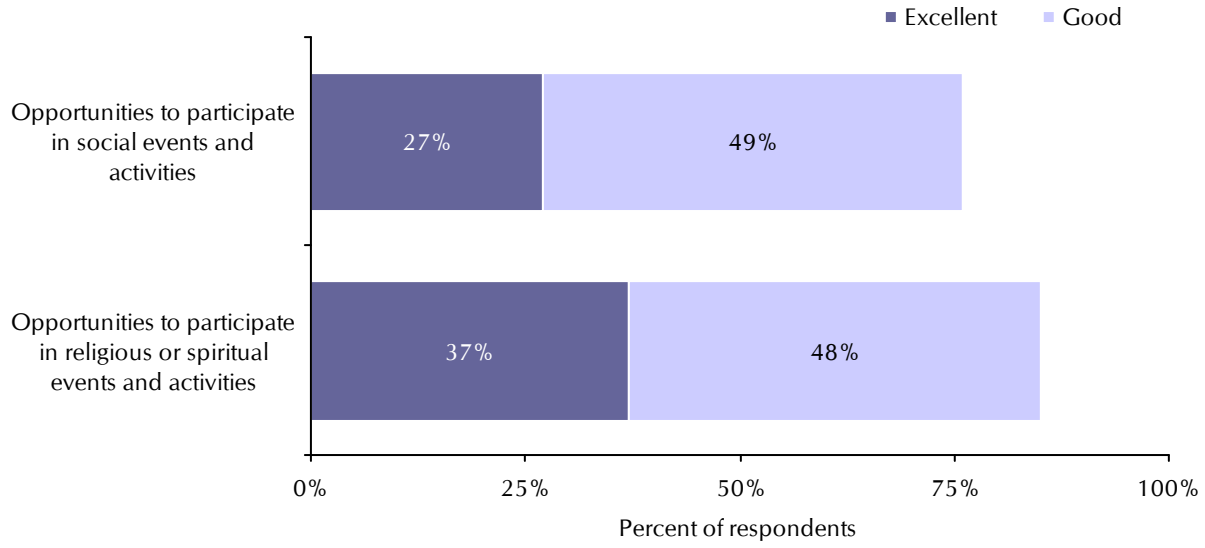


FIGURE 79: SOCIAL ENGAGEMENT OPPORTUNITIES BENCHMARKS

	National comparison
Opportunities to participate in social events and activities	Much above
Opportunities to participate in religious or spiritual events and activities	Much above

The National Citizen Survey™ by National Research Center, Inc.

Residents in Orland Park reported a fair amount of neighborliness. About 43% indicated talking or visiting with their neighbors at least several times a week. This amount of contact with neighbors was less than the amount of contact reported in other communities.

FIGURE 80: CONTACT WITH IMMEDIATE NEIGHBORS

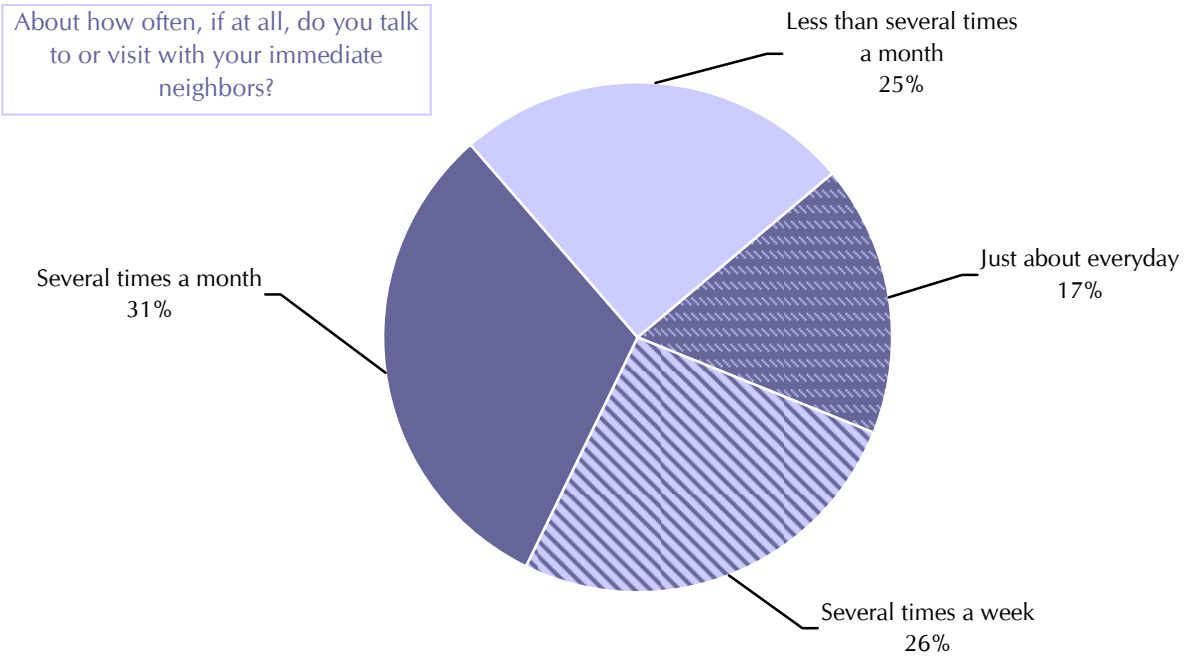


FIGURE 81: CONTACT WITH IMMEDIATE NEIGHBORS BENCHMARKS

	National comparison
Has contact with neighbors at least several times per week	Much less

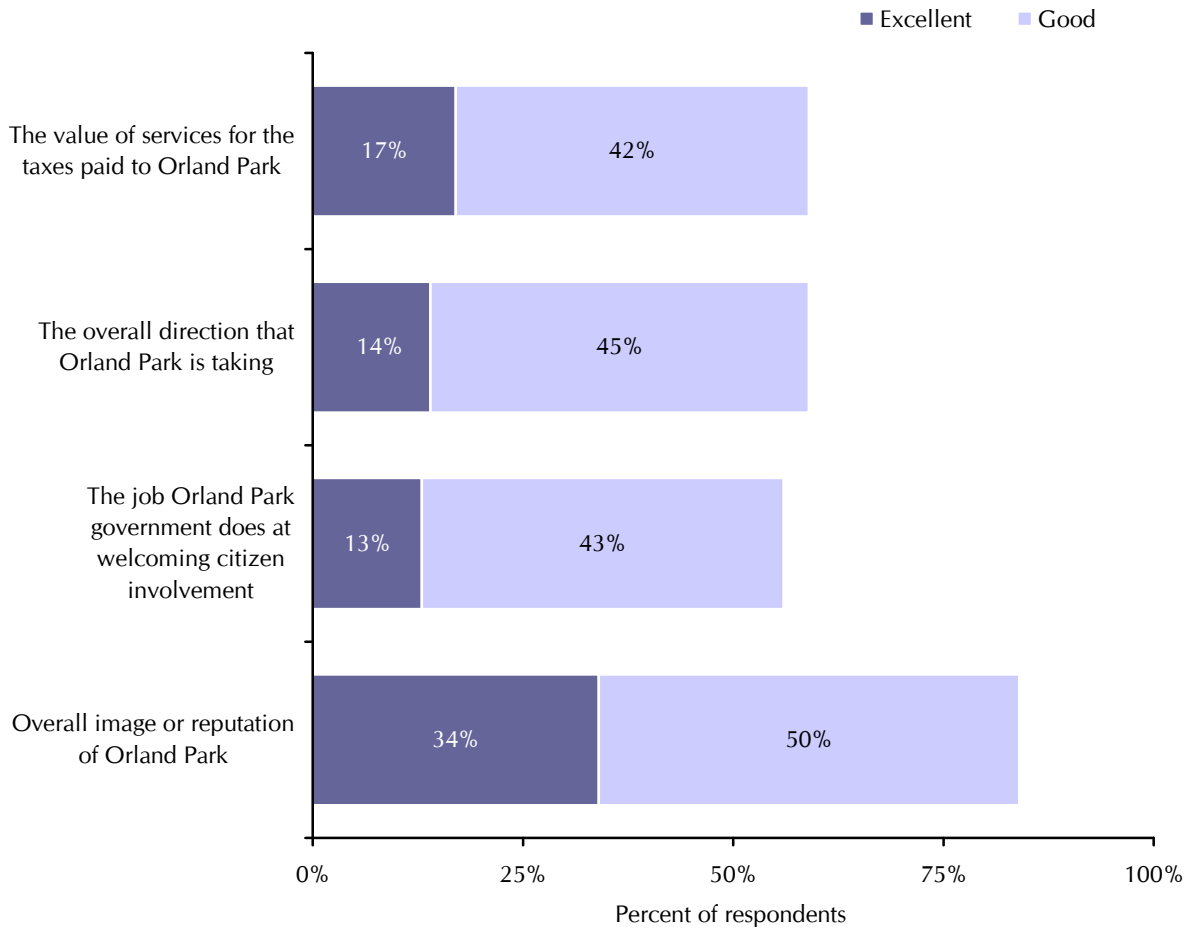
The National Citizen Survey™ by National Research Center, Inc.

Public Trust

When local government leaders are trusted, an environment of cooperation is more likely to surround all decisions they make. Cooperation leads to easier communication between leaders and residents and increases the likelihood that high value policies and programs will be implemented to improve the quality of life of the entire community. Trust can be measured in residents' opinions about the overall direction the Village of Orland Park is taking, their perspectives about the service value their taxes purchase and the openness of government to citizen participation. In addition, resident opinion about services provided by the Village of Orland Park could be compared to their opinion about services provided by the state and federal governments. If residents find nothing to admire in the services delivered by any level of government, their opinions about the Village of Orland Park may be colored by their dislike of what all levels of government provide.

A majority of respondents felt that the value of services for taxes paid was "excellent" or "good." When asked to rate the job the Village of Orland Park does at welcoming citizen involvement, 56% rated it as "excellent" or "good." Of these four ratings, all were above the national benchmark.

Figure 82: Public Trust Ratings



The National Citizen Survey™ by National Research Center, Inc.

FIGURE 83: PUBLIC TRUST BENCHMARKS

	National comparison
Value of services for the taxes paid to Orland Park	Much above
The overall direction that Orland Park is taking	Above
Job Orland Park government does at welcoming citizen involvement	Much above
Overall image or reputation of Orland Park	Much above

The National Citizen Survey™ by National Research Center, Inc.

On average, residents of the Village of Orland Park gave the highest evaluations to their own local government and the lowest average rating to the Cook County Government. The overall quality of services delivered by the Village of Orland Park was rated as "excellent" or "good" by 84% of survey participants. The Village of Orland Park's rating was much above benchmark when compared to other communities in the nation.

FIGURE 84: RATINGS OF SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS

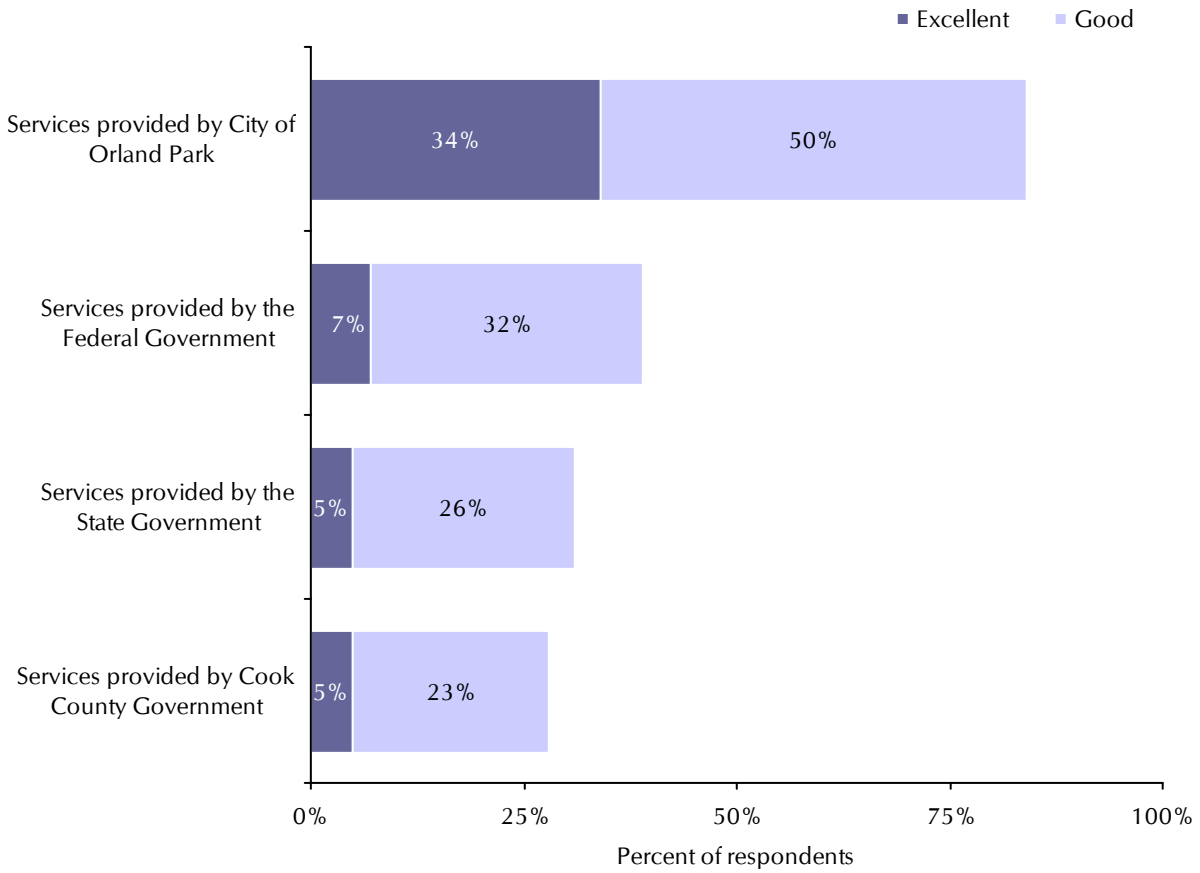


FIGURE 85: SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS BENCHMARKS

	National comparison
Services provided by the Village of Orland Park	Much above
Services provided by the Federal Government	Similar
Services provided by the State Government	Much below
Services provided by Cook County Government	Much below

The National Citizen Survey™ by National Research Center, Inc.

Village of Orland Park Employees

The employees of the Village of Orland Park who interact with the public create the first impression that most residents have of the Village of Orland Park. Front line staff who provide information, assist with bill paying, collect trash, create service schedules, fight fires and crime and even give traffic tickets are the collective face of the Village of Orland Park. As such, it is important to know about residents' experience talking with that "face." When employees appear to be knowledgeable, responsive and courteous, residents are more likely to feel that any needs or problems may be solved through positive and productive interactions with the Village of Orland Park staff.

Those completing the survey were asked if they had been in contact with a Village employee either in-person, over the phone or via email in the last 12 months; the 54% who reported that they had been in contact (a percent that is similar to the benchmark comparison) were then asked to indicate overall how satisfied they were with the employee in their most recent contact. Village employees were rated highly; 85% of respondents rated their overall impression as "excellent" or "good."

FIGURE 86: PROPORTION OF RESPONDENTS WHO HAD CONTACT WITH VILLAGE EMPLOYEES IN PREVIOUS 12 MONTHS

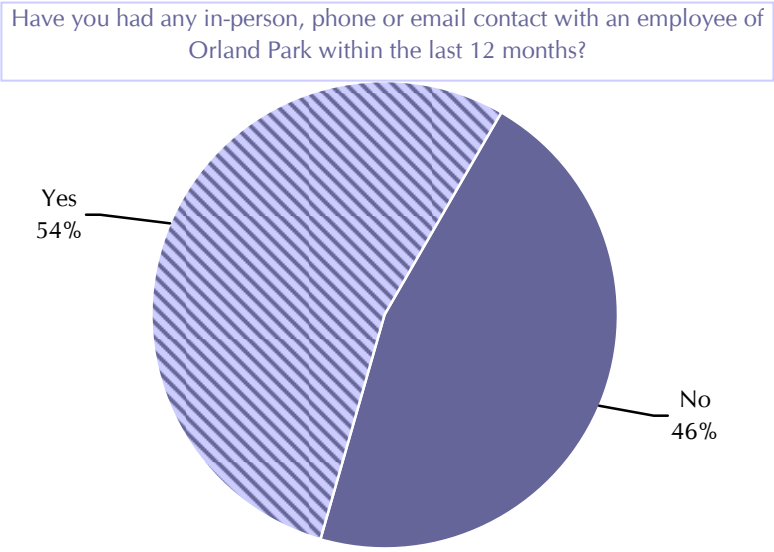


FIGURE 87: CONTACT WITH VILLAGE EMPLOYEES BENCHMARKS

	National comparison
Had contact with Village employee(s) in last 12 months	Similar

The National Citizen Survey™ by National Research Center, Inc.

FIGURE 88: RATINGS OF VILLAGE EMPLOYEES (AMONG THOSE WHO HAD CONTACT)

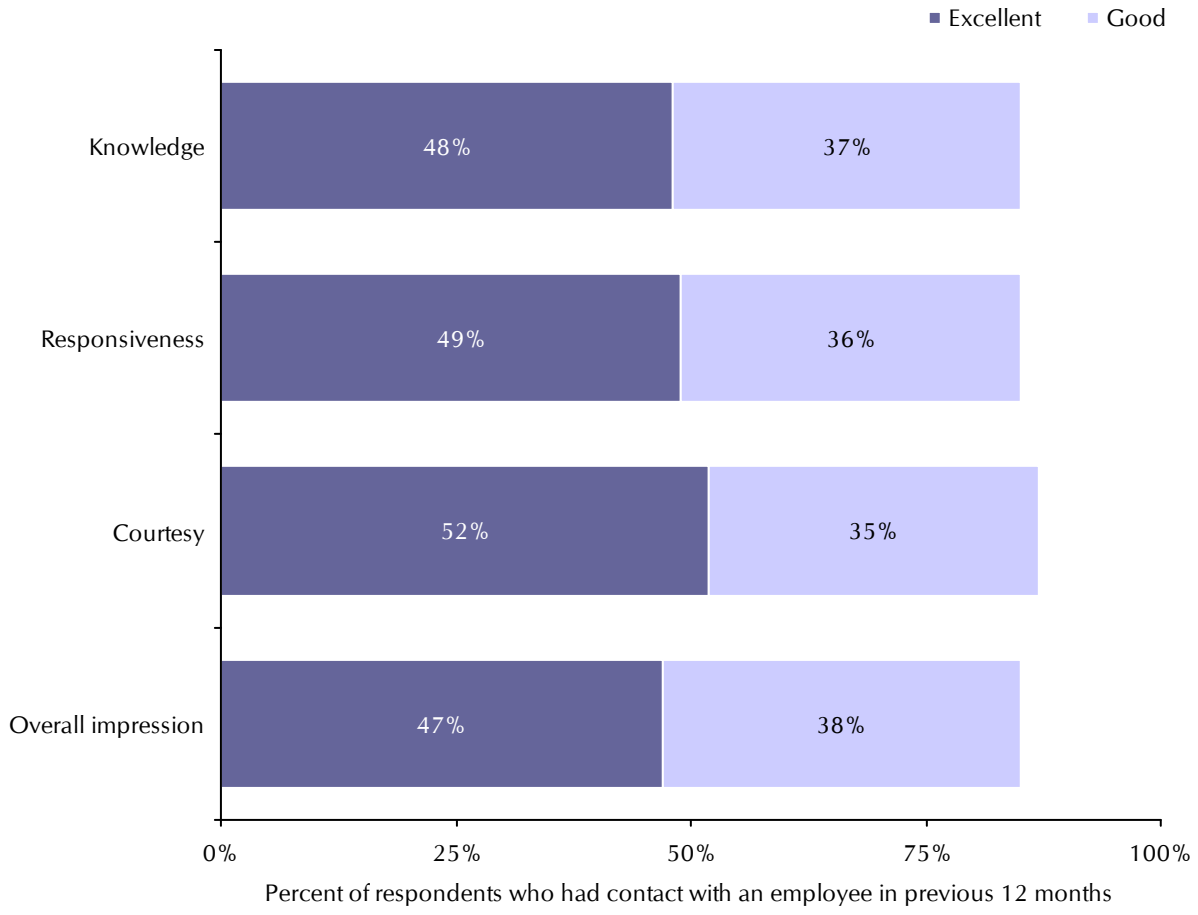


FIGURE 89: RATINGS OF VILLAGE EMPLOYEES (AMONG THOSE WHO HAD CONTACT) BENCHMARKS

	National comparison
Knowledge	Much above
Responsiveness	Much above
Courteousness	Much above
Overall impression	Much above

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From Data to Action

Resident Priorities

Knowing where to focus limited resources to improve residents' opinions of local government requires information that targets the services that are most important to residents. However, when residents are asked what services are most important, they rarely stray beyond core services – those directed to save lives and improve safety.

In market research, identifying the most important characteristics of a transaction or product is called Key Driver Analysis (KDA). The key drivers that are identified from that analysis do not come from asking customers to self-report which service or product characteristic most influenced their decision to buy or return, but rather from statistical analyses of the predictors of their behavior. When customers are asked to name the most important characteristics of a good or service, responses often are expected or misleading – just as they can be in the context of a citizen survey. For example, air travelers often claim that safety is the primary consideration in their choice of an airline, yet key driver analysis reveals that frequent flier perks or in-flight entertainment predicts their buying decisions.

In local government core services – like fire protection – invariably land at the top of the list created when residents are asked about the most important local government services. And core services are important. But by using KDA, our approach digs deeper to identify the less obvious, but more influential services that are most related to residents' ratings of overall quality of local government services. Because services focused directly on life and safety remain essential to quality government, it is suggested that core services should remain the focus of continuous monitoring and improvement where necessary – but monitoring core services or asking residents to identify important services is not enough.

A KDA was conducted for the Village of Orland Park by examining the relationships between ratings of each service and ratings of the Village of Orland Park's overall services. Those Key Driver services that correlated most highly with residents' perceptions about overall Village service quality have been identified. By targeting improvements in key services, the Village of Orland Park can focus on the services that have the greatest likelihood of influencing residents' opinions about overall service quality. Because a strong correlation is not the same as a cause, there is no guarantee that improving ratings on key drivers necessarily will improve ratings. What is certain from these analyses is that key drivers are good predictors of overall resident opinion and that the key drivers presented may be useful focus areas to consider for enhancement of overall service ratings.

Services found to be most strongly correlated with ratings of overall service quality from the Orland Park Key Driver Analysis were:

- Land use, planning and zoning
- Police services
- Preservation of natural areas
- Public information services

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Village of Orland Park Action Chart™

The 2012 Village of Orland Park Action Chart™ on the following page combines two dimensions of performance:

- Comparison to resident evaluations from other communities. When a comparison is available, the background color of each service box indicates whether the service is above the national benchmark (green), similar to the benchmark (yellow) or below the benchmark (red).
- Identification of key services. A black key icon (🔑) next to a service box indicates it as a key driver for the Village.

Thirty-one services were included in the KDA for the Village of Orland Park. Of these, all 31 were above the national benchmark.

Considering all performance data included in the Action Chart, a jurisdiction typically will want to consider improvements to any key driver services that are not at least similar to the benchmark. In the case of Orland Park, no key drivers were below the national benchmark. More detail about interpreting results can be found in the next section.

Services with a high percent of respondents answering "don't know" were excluded from the analysis and were considered services that would be less influential. See Appendix A: Complete Survey Frequencies, Frequencies Including "Don't Know" Responses for the percent "don't know" for each service.

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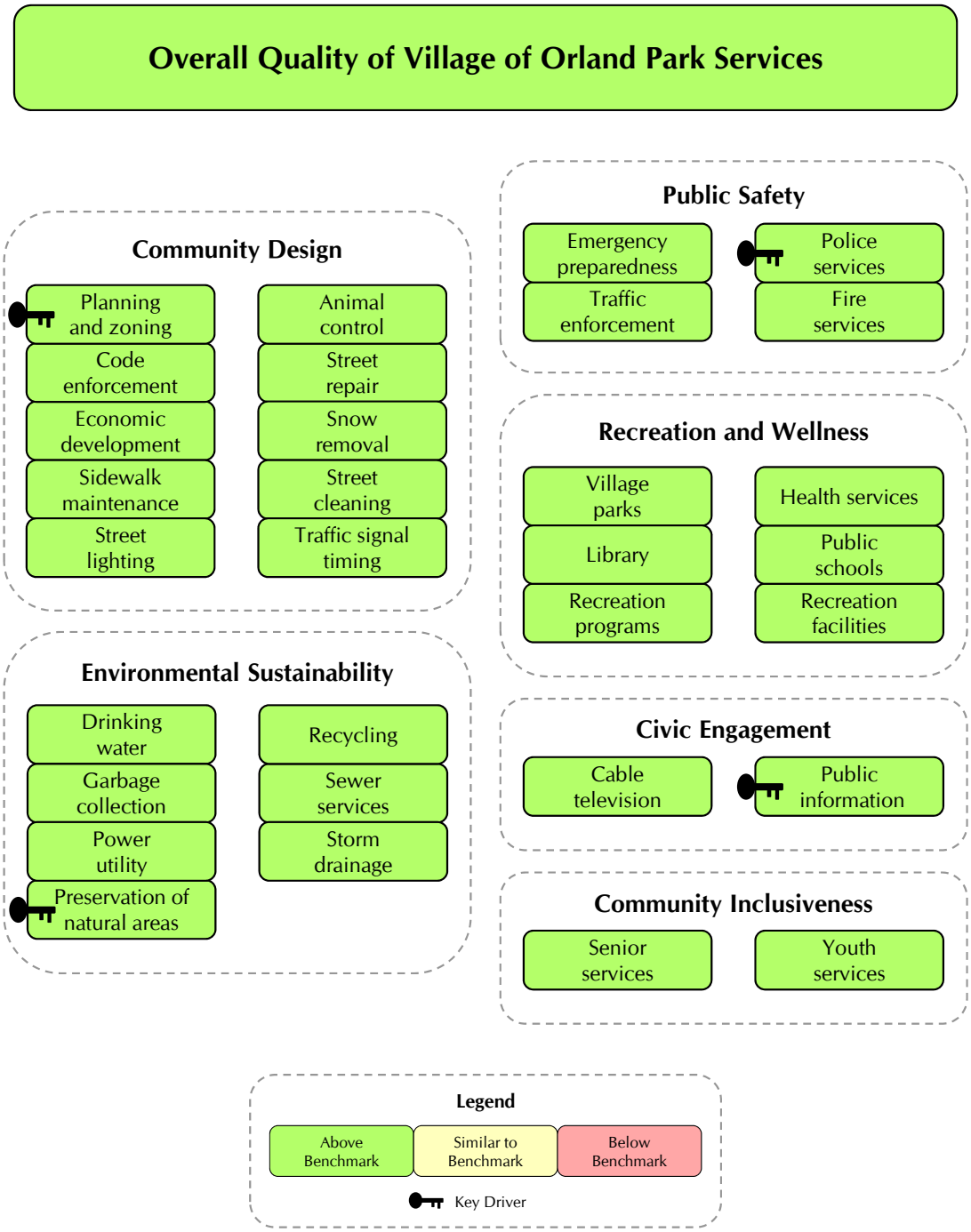
FIGURE 90: VILLAGE OF ORLAND PARK ACTION CHART



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Using Your Action Chart™

The key drivers derived for the Village of Orland Park provide a list of those services that are uniquely related to overall service quality. Those key drivers are marked with the symbol of a key in the action chart. Because key driver results are based on a relatively small number of responses, the relationships or correlations that define the key drivers are subject to more variability than is seen when key drivers are derived from a large national dataset of resident responses. To benefit the Village of Orland Park, NRC lists the key drivers derived from tens of thousands of resident responses from across the country. This national list is updated periodically so that you can compare your key drivers to the key drivers from the entire NRC dataset. Where your locally derived key drivers overlap national key drivers, it makes sense to focus even more strongly on your keys. Similarly, when your local key drivers overlap your core services, there is stronger argument to make for attending to your key drivers that overlap with core services.

As staff review key drivers, not all drivers may resonate as likely links to residents' perspectives about overall service quality. For example, in Orland Park, planning and zoning and police services may be obvious links to overall service delivery (and each is a key driver from our national database), since it could be easy for staff to see how residents' view of overall service delivery could be colored by how well they perceive police and land use planning to be delivered. But animal control could be a surprise. Before rejecting a key driver that does not pass the first test of conventional wisdom, consider whether residents' opinions about overall service quality could reasonably be influenced by this unexpected driver. For example, in the case of animal control, was there a visible case of violation prior to the survey data collection? Do Orland Park residents have different expectations for animal control than what current policy provides? Are the rare instances of violation serious enough to cause a word of mouth campaign about service delivery?

If, after deeper review, the "suspect" driver still does not square with your understanding of the services that could influence residents' perspectives about overall service quality (and if that driver is not a core service or a key driver from NRC's national research), put action in that area on hold and wait to see if it appears as a key driver the next time the survey is conducted.

In the following table, we have listed your key drivers, core services and the national key drivers and we have indicated (in bold typeface and with the symbol "•"), the Village of Orland Park key drivers that overlap core services or the nationally derived keys. In general, key drivers below the benchmark may be targeted for improvement. Additionally, we have indicated (with the symbol "○") those services that neither are local nor national key drivers nor are they core services. It is these services that could be considered first for resource reductions.

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FIGURE 91: KEY DRIVERS COMPARED

Service	Village of Orland Park Key Driver	National Key Driver	Core Service
• **Police services**	✓	✓	✓
Fire services			✓
° Traffic enforcement			
Street repair			✓
° Street cleaning			
° Street lighting			
° Snow removal			
° Sidewalk maintenance			
° Traffic signal timing			
Garbage collection			✓
° Recycling			
Storm drainage			✓
Drinking water			✓
Sewer services			✓
Power (electric and/or gas) utility			✓
° Village parks			
° Recreation programs or classes			
° Recreation centers or facilities			
• **Land use planning and zoning**	✓	✓	
Code enforcement			✓
° Animal control			
Economic development		✓	
Health services			✓
° Services to seniors			
° Services to youth			
° Public library			
• **Public information services**	✓	✓	
Public schools		✓	
° Cable television			
° Emergency preparedness			
Preservation of natural areas	✓		

• Key driver overlaps with national and or core services
° Service may be targeted for reductions it is not a key driver or core service

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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%

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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:	Essential	Very important	Somewhat important	Not at all important	Total
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.*

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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%

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Appendix A: Complete Survey Frequencies

Frequencies Excluding "Don't Know" Responses

Question 1: Quality of Life					
Please rate each of the following aspects of quality of life in Orland Park:	Excellent	Good	Fair	Poor	Total
Orland Park as a place to live	46%	47%	6%	1%	100%
Your neighborhood as a place to live	47%	45%	8%	1%	100%
Orland Park as a place to raise children	49%	45%	6%	0%	100%
Orland Park as a place to work	31%	40%	21%	8%	100%
Orland Park as a place to retire	30%	37%	20%	13%	100%
The overall quality of life in Orland Park	36%	52%	11%	0%	100%

Question 2: Community Characteristics					
Please rate each of the following characteristics as they relate to Orland Park as a whole:	Excellent	Good	Fair	Poor	Total
Sense of community	21%	55%	22%	2%	100%
Openness and acceptance of the community towards people of diverse backgrounds	22%	52%	21%	6%	100%
Overall appearance of Orland Park	26%	56%	16%	1%	100%
Overall quality of new development in Orland Park	24%	47%	23%	6%	100%
Variety of housing options	23%	55%	19%	3%	100%
Overall quality of business and service establishments in Orland Park	34%	51%	12%	3%	100%
Shopping opportunities	54%	37%	7%	1%	100%
Opportunities to attend cultural activities	22%	41%	31%	6%	100%
Recreational opportunities	36%	48%	13%	2%	100%
Employment opportunities	13%	36%	35%	15%	100%
Educational opportunities	32%	49%	16%	3%	100%
Opportunities to participate in social events and activities	27%	49%	21%	2%	100%
Opportunities to participate in religious or spiritual events and activities	37%	48%	14%	1%	100%
Opportunities to volunteer	24%	53%	20%	3%	100%
Opportunities to participate in community matters	20%	48%	24%	8%	100%
Ease of car travel in Orland Park	13%	28%	37%	22%	100%
Ease of bus travel in Orland Park	12%	31%	35%	22%	100%
Ease of rail travel in Orland Park	21%	48%	24%	8%	100%
Ease of bicycle travel in Orland Park	18%	38%	30%	13%	100%
Ease of walking in Orland Park	21%	38%	29%	11%	100%
Availability of paths and walking trails	27%	42%	22%	8%	100%
Traffic flow on major streets	6%	25%	40%	29%	100%

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Question 2: Community Characteristics					
Please rate each of the following characteristics as they relate to Orland Park as a whole:	Excellent	Good	Fair	Poor	Total
Amount of public parking	18%	52%	24%	5%	100%
Availability of affordable quality housing	15%	49%	29%	8%	100%
Availability of affordable quality child care	17%	44%	30%	8%	100%
Availability of affordable quality health care	22%	52%	21%	5%	100%
Availability of affordable quality food	29%	47%	19%	5%	100%
Availability of preventive health services	23%	57%	18%	2%	100%
Quality of overall natural environment in Orland Park	26%	55%	16%	2%	100%
Overall image or reputation of Orland Park	34%	50%	14%	2%	100%

Question 3: Growth						
Please rate the speed of growth in the following categories in Orland Park over the past 2 years:	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Total
Population growth	1%	4%	60%	26%	9%	100%
Retail growth (stores, restaurants, etc.)	4%	20%	52%	15%	9%	100%
Jobs growth	24%	48%	26%	2%	0%	100%

Question 4: Code Enforcement	
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Orland Park?	Percent of respondents
Not a problem	31%
Minor problem	46%
Moderate problem	19%
Major problem	4%
Total	100%

Question 5: Community Safety						
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	Total
Violent crime (e.g., rape, assault, robbery)	41%	40%	10%	7%	1%	100%
Property crimes (e.g., burglary, theft)	26%	46%	14%	11%	2%	100%
Environmental hazards, including toxic waste	52%	31%	12%	2%	2%	100%

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Question 6: Personal Safety						
Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
In your neighborhood during the day	69%	26%	3%	2%	1%	100%
In your neighborhood after dark	37%	45%	9%	7%	1%	100%
In Orland Park's retail areas during the day	45%	40%	8%	5%	2%	100%
In Orland Park's retail areas after dark	17%	44%	14%	20%	6%	100%

Question 7: Contact with Police Department			
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	Yes	Total
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?	61%	39%	100%

Question 8: Ratings of Contact with Police Department					
What was your overall impression of your most recent contact with the Village of Orland Park Police Department?	Excellent	Good	Fair	Poor	Total
What was your overall impression of your most recent contact with the Village of Orland Park Police Department?	46%	34%	12%	8%	100%

Question 9: Crime Victim	
During the past 12 months, were you or anyone in your household the victim of any crime?	Percent of respondents
No	94%
Yes	6%
Total	100%

Question 10: Crime Reporting	
If yes, was this crime (these crimes) reported to the police?	Percent of respondents
No	12%
Yes	88%
Total	100%

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Question 11: Resident Behaviors						
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	Total
Used Orland Park public libraries or their services	21%	24%	31%	13%	12%	100%
Used Orland Park recreation centers	34%	22%	21%	10%	12%	100%
Participated in a recreation program or activity	51%	23%	15%	5%	6%	100%
Visited a neighborhood park or Village park	18%	24%	30%	16%	12%	100%
Ridden a local bus within Orland Park	94%	3%	2%	0%	1%	100%
Attended a meeting of local elected officials or other local public meeting	75%	19%	4%	1%	1%	100%
Read village publications	10%	19%	44%	14%	12%	100%
Visited the Village of Orland Park Web site (at www.orland-park.il.us)	35%	26%	27%	6%	5%	100%
Recycled used paper, cans or bottles from your home	12%	4%	7%	13%	64%	100%
Volunteered your time to some group or activity in Orland Park	71%	15%	7%	5%	3%	100%
Participated in religious or spiritual activities in Orland Park	39%	15%	14%	8%	25%	100%
Participated in a club or civic group in Orland Park	78%	11%	6%	2%	3%	100%
Provided help to a friend or neighbor	6%	21%	41%	15%	17%	100%

Question 12: Neighborliness	
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)?	Percent of respondents
Just about everyday	17%
Several times a week	26%
Several times a month	31%
Less than several times a month	25%
Total	100%

Question 13: Service Quality					
Please rate the quality of each of the following services in Orland Park:	Excellent	Good	Fair	Poor	Total
Police services	50%	40%	7%	3%	100%
Fire services (Fire Protection District)	61%	35%	3%	1%	100%
Crime prevention	34%	50%	13%	3%	100%
Fire prevention and education (Fire Protection District)	44%	46%	8%	1%	100%
Municipal courts	25%	55%	14%	6%	100%

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Question 13: Service Quality					
Please rate the quality of each of the following services in Orland Park:	Excellent	Good	Fair	Poor	Total
Traffic enforcement	23%	51%	18%	8%	100%
Street repair	15%	44%	29%	13%	100%
Street cleaning	19%	49%	23%	8%	100%
Street lighting	21%	47%	24%	9%	100%
Snow removal	25%	46%	20%	9%	100%
Sidewalk maintenance	18%	46%	25%	10%	100%
Traffic signal timing	13%	45%	29%	13%	100%
Bus or transit services	15%	44%	26%	16%	100%
Garbage collection	42%	47%	9%	2%	100%
Recycling	39%	46%	11%	4%	100%
Yard waste pick-up	38%	48%	10%	3%	100%
Storm drainage	22%	51%	18%	9%	100%
Drinking water	39%	48%	11%	2%	100%
Sewer services	29%	55%	12%	3%	100%
Power (electric and/or gas) utility (utility companies)	27%	57%	12%	4%	100%
Village parks	46%	47%	6%	1%	100%
Recreation programs or classes	39%	49%	10%	2%	100%
Recreation centers or facilities	40%	47%	11%	2%	100%
Land use, planning and zoning	15%	48%	24%	13%	100%
Code enforcement (weeds, abandoned buildings, etc.)	19%	48%	23%	10%	100%
Animal control	23%	55%	16%	6%	100%
Economic development	17%	46%	28%	10%	100%
Health services	23%	59%	15%	2%	100%
Services to seniors	32%	52%	12%	4%	100%
Services to youth	31%	52%	14%	3%	100%
Services to low-income people	24%	45%	20%	11%	100%
Public library services (Library Board)	44%	45%	9%	2%	100%
Public information services	29%	53%	15%	3%	100%
Public schools (School Board)	29%	50%	14%	7%	100%
Cable television	19%	47%	24%	10%	100%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	28%	52%	15%	5%	100%
Preservation of natural areas such as open space, farmlands and greenbelts	31%	48%	17%	5%	100%

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Question 14: Government Services Overall					
Overall, how would you rate the quality of the services provided by each of the following?	Excellent	Good	Fair	Poor	Total
The Village of Orland Park	34%	50%	12%	4%	100%
The Federal Government	7%	32%	41%	20%	100%
The State Government	5%	26%	36%	33%	100%
Cook County Government	5%	23%	34%	38%	100%

Question 15: Recommendation and Longevity					
Please indicate how likely or unlikely you are to do each of the following:	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Total
Recommend living in Orland Park to someone who asks	60%	31%	6%	3%	100%
Remain in Orland Park for the next five years	65%	25%	6%	4%	100%

Question 16: Impact of the Economy	
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:	Percent of respondents
Very positive	4%
Somewhat positive	14%
Neutral	43%
Somewhat negative	32%
Very negative	7%
Total	100%

Question 17: Contact with Village Employees	
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)?	Percent of respondents
No	46%
Yes	54%
Total	100%

Question 18: Village Employees					
What was your impression of the employee(s) of the Village of Orland Park in your most recent contact?	Excellent	Good	Fair	Poor	Total
Knowledge	48%	37%	8%	6%	100%
Responsiveness	49%	36%	8%	7%	100%
Courtesy	52%	35%	7%	6%	100%
Overall impression	47%	38%	7%	7%	100%

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Question 19: Government Performance					
Please rate the following categories of Orland Park government performance:	Excellent	Good	Fair	Poor	Total
The value of services for the taxes paid to Orland Park	17%	42%	28%	12%	100%
The overall direction that Orland Park is taking	14%	45%	28%	13%	100%
The job Orland Park government does at welcoming citizen involvement	13%	43%	30%	14%	100%

Question 20a: 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%

Question 20b: 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%

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Question 20c: 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:	Essential	Very important	Somewhat important	Not at all important	Total
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	37%	15%	23%	24%	100%

Question 20d: 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%

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Question 20e: 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%

Question D1: Employment Status	
Are you currently employed for pay?	Percent of respondents
No	36%
Yes, full-time	53%
Yes, part-time	11%
Total	100%

Question D2: Mode of Transportation Used for Commute	
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?	Percent of days mode used
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself	80%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with other children or adults	6%
Bus, rail, subway or other public transportation	8%
Walk	1%
Bicycle	1%
Work at home	5%
Other	0%

Question D3: Length of Residency	
How many years have you lived in Orland Park?	Percent of respondents
Less than 2 years	6%
2 to 5 years	11%
6 to 10 years	20%
11 to 20 years	31%
More than 20 years	32%
Total	100%

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Question D4: Housing Unit Type	
Which best describes the building you live in?	Percent of respondents
One family house detached from any other houses	55%
House attached to one or more houses (e.g., a duplex or townhome)	11%
Building with two or more apartments or condominiums	33%
Other	1%
Total	100%

Question D5: Housing Tenure (Rent/Own)	
Is this house, apartment or condo…	Percent of respondents
Rented for cash or occupied without cash payment	10%
Owned by you or someone in this house with a mortgage or free and clear	90%
Total	100%

Question D6: Monthly Housing Cost	
About how much is the total monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners" association (HOA) fees)?	Percent of respondents
Less than $300 per month	4%
$300 to $599 per month	10%
$600 to $999 per month	20%
$1,000 to $1,499 per month	27%
$1,500 to $2,499 per month	26%
$2,500 or more per month	13%
Total	100%

Question D7: Presence of Children in Household	
Do any children 17 or under live in your household?	Percent of respondents
No	68%
Yes	32%
Total	100%

Question D8: Presence of Older Adults in Household	
Are you or any other members of your household aged 65 or older?	Percent of respondents
No	66%
Yes	34%
Total	100%

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Question D9: Household Income	
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.)	Percent of respondents
Less than $24,999	10%
$25,000 to $49,999	22%
$50,000 to $99,999	39%
$100,000 to $149,000	15%
$150,000 or more	14%
Total	100%

Question D10: Ethnicity	
Are you Spanish, Hispanic or Latino?	Percent of respondents
No, not Spanish, Hispanic or Latino	96%
Yes, I consider myself to be Spanish, Hispanic or Latino	4%
Total	100%

Question D11: Race	
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent of respondents
American Indian or Alaskan Native	0%
Asian, Asian Indian or Pacific Islander	3%
Black or African American	2%
White	93%
Other	3%
Total may exceed 100% as respondents could select more than one option	

Question D12: Age	
In which category is your age?	Percent of respondents
18 to 24 years	3%
25 to 34 years	16%
35 to 44 years	12%
45 to 54 years	23%
55 to 64 years	18%
65 to 74 years	14%
75 years or older	15%
Total	100%

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Question D13: Gender	
What is your sex?	Percent of respondents
Female	54%
Male	46%
Total	100%

Question D14: Registered to Vote	
Are you registered to vote in your jurisdiction?	Percent of respondents
No	8%
Yes	91%
Ineligible to vote	1%
Total	100%

Question D15: Voted in Last General Election	
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents
No	20%
Yes	79%
Ineligible to vote	1%
Total	100%

Question D16: Has Cell Phone	
Do you have a cell phone?	Percent of respondents
No	8%
Yes	92%
Total	100%

Question D17: Has Land Line	
Do you have a land line at home?	Percent of respondents
No	22%
Yes	78%
Total	100%

Question D18: Primary Phone	
If you have both a cell phone and a land line, which do you consider your primary telephone number?	Percent of respondents
Cell	24%
Land line	58%
Both	18%
Total	100%

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Frequencies Including "Don't Know" Responses

These tables contain the percentage of respondents for each response category as well as the "n" or total number of respondents for each category, next to the percentage.

Question 1: Quality of Life												
Please rate each of the following aspects of quality of life in Orland Park:	Excellent		Good		Fair		Poor		Don't know		Total	
Orland Park as a place to live	46%	495	47%	502	6%	67	1%	6	0%	1	100%	1,070
Your neighborhood as a place to live	47%	501	45%	480	8%	81	1%	6	0%	2	100%	1,070
Orland Park as a place to raise children	44%	463	40%	424	5%	53	0%	4	11%	113	100%	1,056
Orland Park as a place to work	22%	230	28%	294	14%	153	5%	57	30%	319	100%	1,053
Orland Park as a place to retire	25%	271	31%	329	17%	183	11%	114	16%	167	100%	1,064
The overall quality of life in Orland Park	36%	390	52%	556	11%	121	0%	2	0%	2	100%	1,072

Question 2: Community Characteristics												
Please rate each of the following characteristics as they relate to Orland Park as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Sense of community	20%	213	53%	552	22%	225	2%	21	3%	32	100%	1,043
Openness and acceptance of the community towards people of diverse backgrounds	20%	213	48%	503	19%	204	5%	54	8%	84	100%	1,058
Overall appearance of Orland Park	26%	281	56%	597	16%	172	1%	15	0%	1	100%	1,066
Overall quality of new development in Orland Park	23%	244	45%	475	22%	234	6%	66	4%	44	100%	1,063
Variety of housing options	22%	233	53%	559	18%	193	2%	26	5%	49	100%	1,060
Overall quality of business and service establishments in Orland Park	34%	361	50%	530	12%	128	3%	29	2%	19	100%	1,066
Shopping opportunities	54%	580	37%	401	7%	76	1%	12	0%	1	100%	1,070
Opportunities to attend cultural activities	20%	209	37%	389	28%	295	5%	58	10%	111	100%	1,061
Recreational opportunities	35%	374	46%	491	13%	137	2%	23	4%	42	100%	1,067
Employment opportunities	9%	100	26%	270	24%	256	11%	114	30%	316	100%	1,056
Educational opportunities	28%	301	44%	462	14%	151	3%	31	11%	114	100%	1,058
Opportunities to participate in social events and activities	25%	269	46%	482	20%	212	2%	22	7%	74	100%	1,059

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Question 2: Community Characteristics												
Please rate each of the following characteristics as they relate to Orland Park as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Opportunities to participate in religious or spiritual events and activities	33%	350	43%	459	12%	131	1%	9	11%	115	100%	1,064
Opportunities to volunteer	19%	200	41%	432	15%	162	2%	24	22%	235	100%	1,054
Opportunities to participate in community matters	17%	176	40%	413	20%	205	7%	68	17%	176	100%	1,038
Ease of car travel in Orland Park	13%	135	27%	288	35%	373	21%	224	3%	36	100%	1,056
Ease of bus travel in Orland Park	7%	72	17%	179	19%	203	12%	126	45%	472	100%	1,052
Ease of rail travel in Orland Park	17%	175	38%	401	19%	200	6%	65	20%	208	100%	1,050
Ease of bicycle travel in Orland Park	14%	150	30%	314	23%	244	10%	109	22%	229	100%	1,046
Ease of walking in Orland Park	21%	218	37%	387	28%	301	11%	115	3%	36	100%	1,056
Availability of paths and walking trails	25%	268	40%	424	21%	224	8%	82	5%	57	100%	1,055
Traffic flow on major streets	6%	64	24%	260	39%	413	29%	307	2%	18	100%	1,063
Amount of public parking	18%	186	50%	524	23%	244	5%	55	5%	48	100%	1,057
Availability of affordable quality housing	13%	136	43%	452	25%	265	7%	75	13%	133	100%	1,060
Availability of affordable quality child care	8%	88	21%	224	14%	150	4%	42	52%	551	100%	1,054
Availability of affordable quality health care	18%	195	43%	457	18%	187	4%	40	17%	183	100%	1,061
Availability of affordable quality food	28%	303	46%	495	19%	202	5%	57	1%	15	100%	1,072
Availability of preventive health services	19%	203	47%	498	15%	157	2%	21	16%	171	100%	1,050
Quality of overall natural environment in Orland Park	26%	273	54%	571	16%	172	2%	26	2%	23	100%	1,066
Overall image or reputation of Orland Park	34%	364	49%	524	14%	152	2%	18	1%	9	100%	1,067

Question 3: Growth														
Please rate the speed of growth in the following categories in Orland Park over the past 2 years:	Much too slow		Somewhat too slow		Right amount		Somewhat too fast		Much too fast		Don't know		Total	
Population growth	1%	9	4%	39	49%	520	21%	220	7%	76	19%	206	100%	1,070
Retail growth (stores, restaurants, etc.)	3%	35	19%	199	49%	518	14%	153	8%	85	7%	75	100%	1,065
Jobs growth	14%	145	28%	292	15%	157	1%	10	0%	1	43%	458	100%	1,063

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Question 4: Code Enforcement		
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Orland Park?	Percent of respondents	Count
Not a problem	29%	306
Minor problem	42%	451
Moderate problem	17%	182
Major problem	3%	36
Don't know	8%	90
Total	100%	1,066

Question 5: Community Safety														
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		Total	
Violent crime (e.g., rape, assault, robbery)	41%	436	39%	425	10%	107	7%	75	1%	13	2%	19	100%	1,075
Property crimes (e.g., burglary, theft)	26%	276	45%	483	13%	144	11%	117	2%	26	3%	29	100%	1,073
Environmental hazards, including toxic waste	47%	505	28%	302	11%	116	2%	23	2%	17	10%	111	100%	1,072

Question 6: Personal Safety														
Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	69%	744	26%	278	3%	28	2%	19	1%	7	0%	2	100%	1,078
In your neighborhood after dark	36%	390	45%	478	9%	100	7%	76	1%	15	1%	12	100%	1,069
In Orland Park's retail areas during the day	44%	472	39%	421	8%	87	5%	56	2%	20	1%	10	100%	1,067
In Orland Park's retail areas after dark	16%	175	42%	456	14%	145	19%	208	5%	58	3%	31	100%	1,072

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Question 7: Contact with Police Department								
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		Yes		Don't know		Total	
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?	61%	643	39%	410	1%	7	100%	1,060

Question 8: Ratings of Contact with Police Department												
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		Total	
What was your overall impression of your most recent contact with the Village of Orland Park Police Department?	46%	187	34%	139	12%	49	8%	32	0%	0	100%	407

Question 9: Crime Victim		
During the past 12 months, were you or anyone in your household the victim of any crime?	Percent of respondents	Count
No	94%	995
Yes	6%	64
Don't know	0%	4
Total	100%	1,063

Question 10: Crime Reporting		
If yes, was this crime (these crimes) reported to the police?	Percent of respondents	Count
No	12%	8
Yes	88%	55
Don't know	0%	0
Total	100%	63

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Question 11: Resident Behaviors												
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		Total	
Used Orland Park public libraries or their services	21%	223	24%	257	31%	326	13%	140	12%	123	100%	1,068
Used Orland Park recreation centers	34%	353	22%	236	21%	226	10%	107	12%	131	100%	1,053
Participated in a recreation program or activity	51%	533	23%	246	15%	156	5%	52	6%	65	100%	1,052
Visited a neighborhood park or Village park	18%	183	24%	252	30%	313	16%	171	12%	126	100%	1,045
Ridden a local bus within Orland Park	94%	992	3%	29	2%	16	0%	4	1%	10	100%	1,050
Attended a meeting of local elected officials or other local public meeting	75%	802	19%	198	4%	42	1%	13	1%	8	100%	1,064
Read village publications	10%	109	19%	202	44%	457	14%	147	12%	123	100%	1,036
Visited the Village of Orland Park Web site (at www.orland-park.il.us)	35%	371	26%	275	27%	286	6%	68	5%	50	100%	1,050
Recycled used paper, cans or bottles from your home	12%	127	4%	45	7%	78	13%	133	64%	671	100%	1,054
Volunteered your time to some group or activity in Orland Park	71%	745	15%	155	7%	72	5%	53	3%	31	100%	1,056
Participated in religious or spiritual activities in Orland Park	39%	409	15%	153	14%	143	8%	85	25%	265	100%	1,056
Participated in a club or civic group in Orland Park	78%	824	11%	119	6%	60	2%	21	3%	35	100%	1,058
Provided help to a friend or neighbor	6%	60	21%	227	41%	431	15%	164	17%	179	100%	1,063

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Question 12: Neighborliness		
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)?	Percent of respondents	Count
Just about everyday	17%	186
Several times a week	26%	283
Several times a month	31%	332
Less than several times a month	25%	273
Total	100%	1,073

Question 13: Service Quality												
Please rate the quality of each of the following services in Orland Park:	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	47%	513	38%	416	6%	68	3%	34	5%	56	100%	1,086
Fire services (Fire Protection District)	53%	577	30%	325	3%	30	1%	9	13%	139	100%	1,081
Crime prevention	30%	319	44%	470	11%	117	3%	28	13%	142	100%	1,076
Fire prevention and education (Fire Protection District)	35%	375	37%	393	6%	69	1%	11	21%	220	100%	1,069
Municipal courts	11%	120	25%	264	7%	70	3%	29	54%	567	100%	1,049
Traffic enforcement	21%	221	46%	491	16%	173	7%	79	10%	107	100%	1,070
Street repair	14%	154	43%	462	28%	302	12%	132	2%	27	100%	1,076
Street cleaning	19%	202	47%	506	23%	243	8%	86	4%	42	100%	1,079
Street lighting	20%	220	46%	498	24%	253	9%	92	1%	15	100%	1,077
Snow removal	25%	267	45%	489	20%	211	9%	100	1%	8	100%	1,075
Sidewalk maintenance	17%	181	42%	453	23%	250	9%	99	8%	89	100%	1,073
Traffic signal timing	13%	134	43%	458	28%	298	13%	138	4%	39	100%	1,065
Bus or transit services	6%	66	18%	195	11%	116	7%	71	58%	621	100%	1,068
Garbage collection	41%	443	46%	494	9%	94	2%	23	2%	27	100%	1,081
Recycling	36%	387	43%	459	10%	112	4%	41	7%	77	100%	1,077
Yard waste pick-up	30%	325	38%	412	8%	86	2%	27	21%	223	100%	1,073
Storm drainage	20%	213	46%	492	16%	171	8%	87	10%	110	100%	1,072
Drinking water	38%	402	47%	500	11%	117	2%	22	3%	30	100%	1,072

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Question 13: Service Quality												
Please rate the quality of each of the following services in Orland Park:	Excellent		Good		Fair		Poor		Don't know		Total	
Sewer services	26%	277	49%	527	11%	116	3%	32	11%	117	100%	1,069
Power (electric and/or gas) utility (utility companies)	27%	285	55%	595	11%	122	4%	40	3%	31	100%	1,073
Village parks	44%	470	44%	478	6%	62	1%	14	5%	54	100%	1,077
Recreation programs or classes	28%	305	36%	381	7%	77	1%	14	28%	295	100%	1,071
Recreation centers or facilities	32%	343	38%	408	9%	97	1%	15	19%	208	100%	1,071
Land use, planning and zoning	11%	121	37%	390	18%	197	10%	106	24%	254	100%	1,068
Code enforcement (weeds, abandoned buildings, etc.)	14%	152	37%	389	18%	189	7%	79	24%	256	100%	1,064
Animal control	17%	178	39%	418	11%	121	4%	42	29%	312	100%	1,070
Economic development	14%	147	38%	402	23%	243	8%	84	18%	191	100%	1,068
Health services	18%	198	47%	502	12%	130	2%	16	21%	225	100%	1,071
Services to seniors	20%	213	33%	353	7%	80	3%	29	37%	401	100%	1,076
Services to youth	20%	210	33%	351	9%	94	2%	19	37%	395	100%	1,068
Services to low-income people	10%	105	18%	193	8%	89	4%	47	59%	613	100%	1,047
Public library services (Library Board)	37%	398	38%	411	7%	78	2%	19	15%	162	100%	1,067
Public information services	25%	261	45%	476	13%	134	3%	29	15%	161	100%	1,061
Public schools (School Board)	20%	218	35%	374	10%	101	5%	54	30%	317	100%	1,064
Cable television	16%	173	40%	428	21%	219	9%	94	14%	150	100%	1,063
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	21%	222	39%	410	11%	122	4%	41	25%	270	100%	1,065
Preservation of natural areas such as open space, farmlands and greenbelts	27%	285	43%	449	15%	154	4%	42	12%	125	100%	1,054

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Question 14: Government Services Overall												
Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The Village of Orland Park	33%	359	49%	535	12%	129	3%	37	2%	23	100%	1,084
The Federal Government	6%	65	27%	290	34%	369	17%	179	16%	168	100%	1,072
The State Government	5%	49	23%	242	31%	334	29%	311	13%	139	100%	1,073
Cook County Government	4%	47	21%	223	30%	323	34%	360	11%	121	100%	1,074

Question 15: Recommendation and Longevity												
Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in Orland Park to someone who asks	60%	639	31%	329	6%	65	3%	28	1%	10	100%	1,069
Remain in Orland Park for the next five years	63%	670	24%	256	6%	66	4%	43	3%	35	100%	1,070

Question 16: Impact of the Economy		
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:	Percent of respondents	Count
Very positive	4%	43
Somewhat positive	14%	151
Neutral	43%	467
Somewhat negative	32%	347
Very negative	7%	76
Total	100%	1,083

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Question 17: Contact with Village Employees		
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)?	Percent of respondents	Count
No	46%	493
Yes	54%	571
Total	100%	1,064

Question 18: Village Employees												
What was your impression of the employee(s) of the Village of Orland Park in your most recent contact?	Excellent		Good		Fair		Poor		Don't know		Total	
Knowledge	48%	270	36%	207	8%	46	6%	34	2%	10	100%	566
Responsiveness	49%	276	36%	204	7%	42	7%	38	1%	6	100%	566
Courtesy	52%	293	34%	195	7%	41	6%	33	1%	5	100%	566
Overall impression	47%	263	38%	215	7%	41	7%	39	1%	4	100%	564

Question 19: Government Performance												
Please rate the following categories of Orland Park government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Orland Park	16%	176	40%	431	27%	290	11%	122	5%	57	100%	1,077
The overall direction that Orland Park is taking	13%	144	42%	454	26%	278	12%	132	6%	67	100%	1,074
The job Orland Park government does at welcoming citizen involvement	10%	104	32%	344	22%	240	10%	108	26%	276	100%	1,072

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Question 20a: Custom Question 1										
Please indicate what proportion of your property tax bill you think each of the following receives:	Most		Some		Least		Don't know		Total	
Cook County Government	27%	281	44%	462	10%	106	20%	209	100%	1,058
School District	51%	546	27%	291	4%	44	17%	185	100%	1,065
Fire Protection District	11%	115	59%	627	11%	116	19%	201	100%	1,059
Village of Orland Park	9%	100	55%	582	17%	174	19%	198	100%	1,055
Township Government	5%	49	43%	460	28%	301	23%	248	100%	1,058

Question 20b: 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	Count
Excellent	18%	196
Good	53%	566
Fair	24%	251
Poor	5%	48
Total	100%	1,061

Question 20c: 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:	Essential		Very important		Somewhat important		Not at all important		Total	
Make annual investments in facilities and equipment for police and public works	26%	283	41%	438	28%	295	5%	55	100%	1,070
Make annual investments in municipal infrastructure (i.e., roads, water and sewer)	38%	404	49%	520	13%	135	1%	10	100%	1,069
Make annual investments in parks and recreation/cultural facilities	14%	145	43%	459	40%	432	3%	30	100%	1,066
Preserve natural areas (including open spaces, wetlands and woodlands)	26%	274	34%	360	34%	365	7%	71	100%	1,069
Adjust new and existing services to address Oakland Park's aging population	23%	241	40%	427	33%	347	5%	48	100%	1,064

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Question 20c: 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:	Essential		Very important		Somewhat important		Not at all important		Total	
Promote services and programs for seniors	20%	215	38%	406	34%	361	8%	90	100%	1,073
Expand and enhance recreation programs	10%	108	36%	379	43%	449	11%	119	100%	1,055
Expand and enhance cultural programs	9%	91	28%	297	44%	468	19%	197	100%	1,053
Promote and maintain high quality development	24%	256	45%	471	26%	273	5%	57	100%	1,056
Enhance and invest in community policing and public safety programs	26%	272	49%	518	23%	250	3%	28	100%	1,068
Expand and invest in the Village's outdoor concert series and develop a high quality venue for outdoor concerts	11%	113	24%	251	38%	407	27%	291	100%	1,062
Other	37%	140	15%	56	23%	88	24%	91	100%	375

Question 20d: 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	Count
Higher	34%	344
Lower	8%	81
About that percentage	58%	594
Total	100%	1,019

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Question 20e: Custom Question 5								
Please indicate how much of a source, if at all, 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%	671	30%	317	7%	71	100%	1,059
E-mails from the Village	21%	208	42%	420	38%	379	100%	1,008
Village Web site (www.orland-park.il.us)	39%	396	39%	391	22%	228	100%	1,015
Internet Blogs	6%	64	32%	324	61%	610	100%	998
Local cable channel (channel 4)	20%	208	41%	420	39%	401	100%	1,029
Local media (e.g., Southtown Star, OP Prairie, OP Patch)	71%	731	22%	223	8%	80	100%	1,034
Social media (e.g., Facebook, Twitter, etc.)	8%	83	29%	297	62%	627	100%	1,007
Phone (Code Red)	54%	546	26%	261	21%	208	100%	1,015

Question D1: Employment Status		
Are you currently employed for pay?	Percent of respondents	Count
No	36%	384
Yes, full-time	53%	557
Yes, part-time	11%	113
Total	100%	1,054

Question D2: Mode of Transportation Used for Commute	
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?	Percent of days mode used
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself	80%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with other children or adults	6%
Bus, rail, subway or other public transportation	8%
Walk	1%
Bicycle	1%
Work at home	5%
Other	0%

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Question D3: Length of Residency		
How many years have you lived in Orland Park?	Percent of respondents	Count
Less than 2 years	6%	65
2 to 5 years	11%	118
6 to 10 years	20%	212
11 to 20 years	31%	332
More than 20 years	32%	340
Total	100%	1,067

Question D4: Housing Unit Type		
Which best describes the building you live in?	Percent of respondents	Count
One family house detached from any other houses	55%	592
House attached to one or more houses (e.g., a duplex or townhome)	11%	113
Building with two or more apartments or condominiums	33%	353
Other	1%	10
Total	100%	1,068

Question D5: Housing Tenure (Rent/Own)		
Is this house, apartment or condo...	Percent of respondents	Count
Rented for cash or occupied without cash payment	10%	102
Owned by you or someone in this house with a mortgage or free and clear	90%	936
Total	100%	1,039

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Question D6: Monthly Housing Cost		
About how much is the total monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners" association (HOA) fees)?	Percent of respondents	Count
Less than $300 per month	4%	40
$300 to $599 per month	10%	103
$600 to $999 per month	20%	197
$1,000 to $1,499 per month	27%	267
$1,500 to $2,499 per month	26%	263
$2,500 or more per month	13%	135
Total	100%	1,004

Question D7: Presence of Children in Household		
Do any children 17 or under live in your household?	Percent of respondents	Count
No	68%	723
Yes	32%	336
Total	100%	1,059

Question D8: Presence of Older Adults in Household		
Are you or any other members of your household aged 65 or older?	Percent of respondents	Count
No	66%	708
Yes	34%	360
Total	100%	1,068

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Question D9: Household Income		
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.)	Percent of respondents	Count
Less than $24,999	10%	101
$25,000 to $49,999	22%	212
$50,000 to $99,999	39%	375
$100,000 to $149,000	15%	141
$150,000 or more	14%	139
Total	100%	968

Question D10: Ethnicity		
Are you Spanish, Hispanic or Latino?	Percent of respondents	Count
No, not Spanish, Hispanic or Latino	96%	985
Yes, I consider myself to be Spanish, Hispanic or Latino	4%	46
Total	100%	1,031

Question D11: Race		
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent of respondents	Count
American Indian or Alaskan Native	0%	2
Asian, Asian Indian or Pacific Islander	3%	33
Black or African American	2%	20
White	93%	974
Other	3%	34
Total may exceed 100% as respondents could select more than one option		

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Question D12: Age		
In which category is your age?	Percent of respondents	Count
18 to 24 years	3%	31
25 to 34 years	16%	173
35 to 44 years	12%	125
45 to 54 years	23%	241
55 to 64 years	18%	187
65 to 74 years	14%	144
75 years or older	15%	158
Total	100%	1,060

Question D13: Gender		
What is your sex?	Percent of respondents	Count
Female	54%	563
Male	46%	484
Total	100%	1,047

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Question D14: Registered to Vote		
Are you registered to vote in your jurisdiction?	Percent of respondents	Count
No	8%	86
Yes	88%	937
Ineligible to vote	1%	5
Don't know	3%	35
Total	100%	1,063

Question D15: Voted in Last General Election		
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents	Count
No	20%	209
Yes	78%	831
Ineligible to vote	1%	11
Don't know	1%	11
Total	100%	1,063

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Question D16: Has Cell Phone		
Do you have a cell phone?	Percent of respondents	Count
No	8%	82
Yes	92%	982
Total	100%	1,064

Question D17: Has Land Line		
Do you have a land line at home?	Percent of respondents	Count
No	22%	230
Yes	78%	829
Total	100%	1,059

Question D18: Primary Phone		
If you have both a cell phone and a land line, which do you consider your primary telephone number?	Percent of respondents	Count
Cell	24%	184
Land line	58%	436
Both	18%	138
Total	100%	759

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Appendix B: Survey Methodology

The National Citizen Survey™ (The NCS™) was developed to provide local jurisdictions an accurate, affordable and easy way to assess and interpret resident opinion about important community issues. While standardization of question wording and survey methods provide the rigor to assure valid results, each jurisdiction has enough flexibility to construct a customized version of The NCS™ that asks residents about key local services and important local issues.

Results offer insight into residents' perspectives about local government performance and as such provide important benchmarks for jurisdictions working on performance measurement. The NCS™ is designed to help with budget, land use and strategic planning as well as to communicate with local residents. The NCS™ permits questions to test support for local policies and answers to its questions also speak to community trust and involvement in community-building activities as well as to resident demographic characteristics.

Survey Validity

The question of survey validity has two parts: 1) how can a jurisdiction be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire jurisdiction. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the jurisdiction to receive the survey. A random selection ensures that the households selected to receive the survey are similar to the entire population. A non-random sample may only include households from one geographic area, or from households of only one type.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income, or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Soliciting response on jurisdiction letterhead signed by the highest ranking elected official or staff member, thus appealing to the recipients' sense of civic responsibility.
- Providing a self-addressed, postage-paid return envelope.
- Offering the survey in Spanish when appropriate and requested by Village officials.
- Using the most recent available information about the characteristics of jurisdiction residents to weight the data to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for

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service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality tend to be ambiguous, some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Whether or not some research confirms the relationship between what residents think about a community and what can be seen "objectively" in a community, NRC has argued that resident opinion is a perspective that cannot be ignored by government administrators. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

Survey Sampling

"Sampling" refers to the method by which survey recipients were chosen. All households within the Village of Orland Park were eligible to participate in the survey; 3,000 were selected to receive the survey. These 3,000 households were randomly selected from a comprehensive list of all housing units within the Village of Orland Park boundaries. The basis of the list of all housing units was a United States Postal Service listing of housing units within zip codes. Since some of the zip codes that serve the Village of Orland Park households may also serve addresses that lie outside of the jurisdiction, the exact geographic location of each housing unit was compared to jurisdiction boundaries, using the most current municipal boundary file (updated on a quarterly basis), and addresses located outside of the Village of Orland Park boundaries were removed from consideration.

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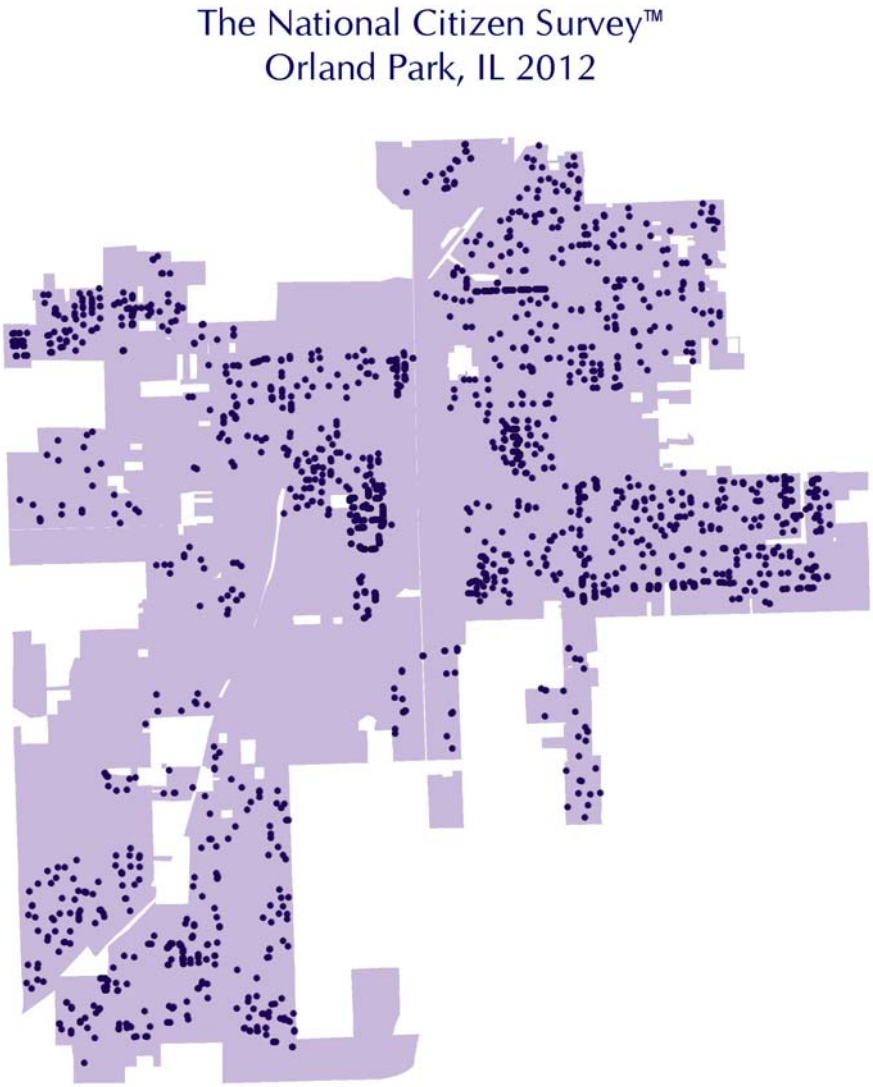
To choose the 3,000 survey recipients, a systematic sampling method was applied to the list of households known to be within the Village of Orland Park. Systematic sampling is a procedure whereby a complete list of all possible items is culled, selecting every Nth one until the appropriate amount of items is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units.

FIGURE 92: LOCATION OF SURVEY RECIPIENTS



An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

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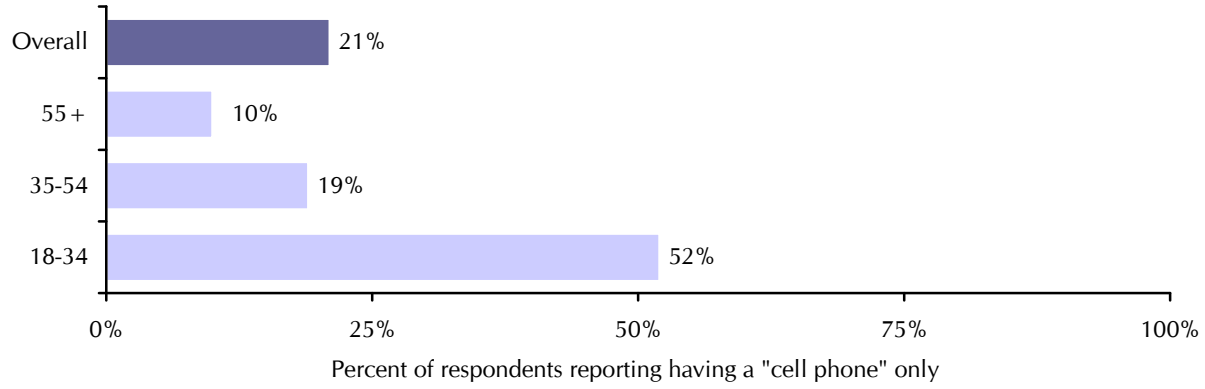
In response to the growing number of the cell-phone population (so-called "cord cutters"), which includes a large proportion of young adults, questions about cell phones and land lines are included on The NCS™ questionnaire. As of the middle of 2010 (the most recent estimates available as of the end of 2010), 26.6% of U.S. households had a cell phone but no landline.[4] Among younger adults (age 18-34), 53.7% of households were "cell-only." Based on survey results, Orland Park has a "cord cutter" population less than the nationwide 2010 estimates

FIGURE 93: PREVALENCE OF CELL-PHONE ONLY RESPONDENTS IN ORLAND PARK



SURVEY ADMINISTRATION

Selected households received three mailings, one week apart, beginning January 4, 2012. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Mayor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who have already done so to refrain from turning in another survey. Completed surveys were collected over the following six weeks.

Survey recipients also had the option of completing the survey online. Of the 1,101 completed surveys, 46 were completed online and 1,055 were returned via mail.

SURVEY RESPONSE RATE AND CONFIDENCE INTERVALS

It is customary to describe the precision of estimates made from surveys by a "level of confidence" and accompanying "confidence interval" (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents' opinions are relied on to estimate all residents' opinions. The confidence interval for the Village of Orland Park survey is no greater than plus or minus three percentage points around any given percent reported for the entire sample (1,101 completed surveys).

A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the "true" population response. This theory is applied in practice to mean that the "true" perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as

[4] http://www.cdc.gov/nchs/data/nhis/earlyrelease/wireless201012.pdf

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"excellent" or "good," then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire jurisdiction is between 71% and 79%. This source of error is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points

Survey Processing (Data Entry)

Completed surveys received by NRC were assigned a unique identification number. Additionally, each survey was reviewed and "cleaned" as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; NRC staff would choose randomly two of the three selected items to be coded in the dataset.

Once all surveys were assigned a unique identification number, they were entered into an electronic dataset. This dataset was subject to a data entry protocol of "key and verify," in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control were also performed.

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Survey Data Weighting

The demographic characteristics of the survey sample were compared to those found in the 2010 Census estimates and other population norms for adults in the Village of Orland Park. Sample results were weighted using the population norms to reflect the appropriate percent of those residents. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting were housing tenure, housing unit type, race and ethnicity, and sex and age. This decision was based on:

- The disparity between the survey respondent characteristics and the population norms for these variables
- The saliency of these variables in detecting differences of opinion among subgroups
- The importance to the community of correct ethnic representation

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. This is done by: 1) reviewing the sample demographics and comparing them to the population norms from the most recent Census or other sources and 2) comparing the responses to different questions for demographic subgroups. The demographic characteristics that are least similar to the Census and yield the most different results are the best candidates for data weighting. A third criterion sometimes used is the importance that the community places on a specific variable. For example, if a jurisdiction feels that accurate race representation is key to staff and public acceptance of the study results, additional consideration will be given in the weighting process to adjusting the race variable.

A special software program using mathematical algorithms is used to calculate the appropriate weights. Data weighting can adjust up to 5 demographic variables. Several different weighting "schemes" may be tested to ensure the best fit for the data.

The process actually begins at the point of sampling. Knowing that residents in single family dwellings are more likely to respond to a mail survey, NRC oversamples residents of multi-family dwellings to ensure their proper representation in the sample data. Rather than giving all residents an equal chance of receiving the survey, this is systematic, stratified sampling, which gives each resident of the jurisdiction a known chance of receiving the survey (and apartment dwellers, for example, a greater chance than single family home dwellers). As a consequence, results must be weighted to recapture the proper representation of apartment dwellers.

The results of the weighting scheme are presented in the table on the following page.

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Orland Park, IL Citizen Survey Weighting Table			
Characteristic	Population Norm[5]	Unweighted Data	Weighted Data
Housing			
Rent home	10%	11%	10%
Own home	90%	89%	90%
Detached unit	57%	42%	55%
Attached unit	43%	58%	45%
Race and Ethnicity			
White	91%	95%	92%
Not white	9%	5%	8%
Not Hispanic	95%	97%	95%
Hispanic	5%	3%	5%
White alone, not Hispanic	88%	93%	88%
Hispanic and/or other race	12%	7%	12%
Sex and Age			
Female	53%	59%	54%
Male	47%	41%	46%
18-34 years of age	21%	7%	19%
35-54 years of age	35%	24%	35%
55+ years of age	43%	69%	46%
Females 18-34	10%	4%	10%
Females 35-54	19%	13%	18%
Females 55+	24%	42%	26%
Males 18-34	11%	3%	10%
Males 35-54	17%	11%	16%
Males 55+	19%	27%	20%

[5] Source: 2010 Census/2005-2009 ACS

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Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). Frequency distributions were presented in the body of the report.

Use of the "Excellent, Good, Fair, Poor" Response Scale

The scale on which respondents are asked to record their opinions about service and community quality is "excellent," "good," "fair" or "poor" (EGFP). This scale has important advantages over other scale possibilities (very good to very bad; very satisfied to very dissatisfied; strongly agree to strongly disagree, as examples). EGFP is used by the plurality of jurisdictions conducting citizen surveys across the U.S. The advantage of familiarity was one that NRC did not want to dismiss when crafting The National Citizen Survey™ questionnaire, because elected officials, staff and residents already are acquainted with opinion surveys measured this way. EGFP also has the advantage of offering three positive options, rather than only two, over which a resident can offer an opinion. While symmetrical scales often are the right choice in other measurement tasks, NRC has found that ratings of almost every local government service in almost every jurisdiction tend, on average, to be positive (that is, above the scale midpoint). Therefore, to permit finer distinctions among positively rated services, EGFP offers three options across which to spread those ratings. EGFP is more neutral because it requires no positive statement of service quality to judge (as agree-disagree scales require) and, finally, EGFP intends to measure absolute quality of service delivery or community quality (unlike satisfaction scales which ignore residents' perceptions of quality in favor of their report on the acceptability of the level of service offered).

"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.

Benchmark Comparisons

NRC has been leading the strategic use of surveys for local governments since 1991, when the principals of the company wrote the first edition of what became the classic text on citizen surveying. In *Citizen Surveys: how to do them, how to use them, what they mean*, published by ICMA, not only were the principles for quality survey methods articulated, but both the idea of benchmark data for citizen opinion and the method for gathering benchmark data were pioneered. The argument for benchmarks was called "In Search of Standards." "What has been missing from a local government's analysis of its survey results is the context that school administrators can supply when they tell parents how an 80 percent score on the social studies test compares to test results from other school systems..."

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. NRC has innovated a method for quantitatively integrating the results of surveys that are conducted by NRC with those that others have conducted. The integration methods have been thoroughly described not only in the Citizen Surveys book, but also in *Public Administration Review*, *Journal of Policy Analysis* and *Management*. Scholars who specialize in the analysis of citizen surveys regularly have relied on this work (e.g., Kelly, J. &

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Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction. *Journal of Urban Affairs*, 24, 271-288.; Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331- 341). The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in NRC's proprietary databases. NRC's work on calculating national benchmarks for resident opinions about service delivery and quality of life won the Samuel C. May award for research excellence from the Western Governmental Research Association.

The comparison evaluations are from the most recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant.

The Role of Comparisons

Benchmark comparisons are used for performance measurement. Jurisdictions use the comparative information to help interpret their own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions and to measure local government performance. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up "good" citizen evaluations, jurisdictions need to know how others rate their services to understand if "good" is good enough. Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its fire protection rating to its street maintenance rating. That comparison is unfair. Streets always lose to fire. More important and harder questions need to be asked; for example, how do residents' ratings of fire service compare to opinions about fire service in other communities?

A police department that provides the fastest and most efficient service – one that closes most of its cases, solves most of its crimes and keeps the crime rate low – still has a problem to fix if the residents in the community it intends to protect believe services are not very good compared to ratings given by residents to their own objectively "worse" departments. The benchmark data can help that police department – or any department – to understand how well citizens think it is doing. Without the comparative data, it would be like bowling in a tournament without knowing what the other teams are scoring. NRC recommends that citizen opinion be used in conjunction with other sources of data about budget, personnel and politics to help managers know how to respond to comparative results.

Jurisdictions in the benchmark database are distributed geographically across the country and range from small to large in population size. Most commonly, comparisons are made to the entire database. Comparisons may also be made to subsets of jurisdictions (for example, within a given region or population category). Despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents. Though individual jurisdiction circumstances, resources and practices vary, the objective in every community is to provide services that are so timely, tailored and effective that residents conclude the services are of the highest quality. High ratings in any jurisdiction, like SAT scores in any teen household, bring pride and a sense of accomplishment.

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Comparison of Orland Park to the Benchmark Database

The Village of Orland Park chose to have comparisons made to the entire database. A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the Village of Orland Park Survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

Where comparisons for quality ratings were available, the Village of Orland Park's results were generally noted as being "above" the benchmark, "below" the benchmark or "similar" to the benchmark. For some questions – those related to resident behavior, circumstance or to a local problem – the comparison to the benchmark is designated as "more," "similar" or "less" (for example, the percent of crime victims, residents visiting a park or residents identifying code enforcement as a problem.) In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much less" or "much above"). These labels come from a statistical comparison of the Village of Orland Park's rating to the benchmark where a rating is considered "similar" if it is within the margin of error; "above," "below," "more" or "less" if the difference between your jurisdiction's rating and the benchmark is greater the margin of error; and "much above," "much below," "much more" or "much less" if the difference between your jurisdiction's rating and the benchmark is more than twice the margin of error.

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Appendix C: Survey Materials

The following pages contain copies of the survey materials sent to randomly selected households within the Village of Orland Park.

The National Citizen Survey™ by National Research Center, Inc.

Dear Orland Park Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the Village of Orland Park. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,

Daniel J. McLaughlin
Mayor

Dear Orland Park Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the Village of Orland Park. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,

Daniel J. McLaughlin
Mayor

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Sincerely,

Daniel J. McLaughlin
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VILLAGE OF ORLAND PARK
VILLAGE HALL
14700 Ravinia Avenue
Orland Park , IL 60462-3167

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MAYOR
Daniel J. McLaughlin

VILLAGE CLERK
David P. Maher

14700 S. Ravinia Ave
Orland Park, IL 60462
(708) 403-6100

www.orland-park.il.us

Village Hall

TRUSTEES
Kathleen M. Fenton
Brad S. O'Halloran
James V. Dodge
Edward G. Schussler III
Patricia A. Gira
Carole Griffin Ruzich

January 2012

Dear Village of Orland Park Resident:

The Village of Orland Park wants to know what you think about our community and municipal government. You have been randomly selected to participate in Orland Park's 2012 Citizen Survey.

Please take a small amount of time and make a large investment in your community by filling out the enclosed Citizen Survey. Your feedback will help the Village set benchmarks for tracking the quality of services provided to residents. Your answers will help the Village Board make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

To get a representative sample of Orland Park residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

Please have the appropriate member of the household make the investment by answering all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

You may complete the survey online if you would prefer, at:
http://www.n-r-c.com/survey/orlandpark.htm

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey please call (708) 403-6151.

Please help us shape the future of Orland Park. Thank you for your time and participation.

Sincerely,

Daniel J. McLaughlin
Mayor

MAYOR
Daniel J. McLaughlin

VILLAGE CLERK
David P. Maher

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Village Hall

January 2012

Dear Village of Orland Park Resident:

About one week ago, you should have received a copy of the enclosed survey. **If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.** If you have not had a chance to complete the survey, we would appreciate your response. The Village of Orland Park wants to know what you think about our community and municipal government. You have been randomly selected to participate in the Village of Orland Park's Citizen Survey.

Please take a small amount of time and make a large investment in your community by filling out the enclosed Citizen Survey. Your feedback will help the Village set benchmarks for tracking the quality of services provided to residents. Your answers will help the Village Board make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

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Please help us shape the future of Orland Park. Thank you for your time and participation.

Sincerely,

Daniel J. McLaughlin
Mayor

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:

	Excellent	*Good*	*Fair*	*Poor*	*Don't know*
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:

	Excellent	*Good*	*Fair*	*Poor*	*Don't know*
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:

	Much too slow	*Somewhat too slow*	*Right amount*	*Somewhat too fast*	*Much too fast*	*Don't know*
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:

	Excellent	*Good*	*Fair*	*Poor*	*Don't know*
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?

	Excellent	*Good*	*Fair*	*Poor*	*Don't know*
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:

	Very likely	*Somewhat likely*	*Somewhat unlikely*	*Very unlikely*	*Don't know*
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:

	Major source	*Minor source*	*Not at all a source*
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
- ❍ 2-5 years
- ❍ 6-10 years
- ❍ 11-20 years
- ❍ More than 20 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
- ❍ 25-34 years
- ❍ 35-44 years
- ❍ 45-54 years
- ❍ 55-64 years
- ❍ 65-74 years
- ❍ 75 years or older

D13. What is your sex?
- ❍ Female
- ❍ Male

D14. Are you registered to vote in your jurisdiction?
- ❍ No
- ❍ Yes
- ❍ Ineligible to vote
- ❍ Don't know

D15. Many people don't have time to vote in elections. Did you vote in the last general election?
- ❍ No
- ❍ Yes
- ❍ Ineligible to vote
- ❍ 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

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The National Citizen Survey™

Village of Orland Park, IL 2012

Benchmark Report

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The National Citizen Survey™ by National Research Center, Inc.

Understanding the Benchmark Comparisons

Comparison Data

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The comparison evaluations are from the most recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant.

The Village of Orland Park chose to have comparisons made to the entire database. A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the Village of Orland Park Survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

The jurisdictions in the database represent a wide geographic and population range as shown in the table below.

Jurisdiction Characteristic	Percent of Jurisdictions
Region	
West Coast[1]	17%
West[2]	20%
North Central West[3]	11%
North Central East[4]	13%
South Central[5]	7%
South[6]	26%
Northeast West[7]	2%
Northeast East[8]	4%
Population	
Less than 40,000	46%
40,000 to 74,999	19%
75,000 to 149,000	17%
150,000 or more	18%

[1] Alaska, Washington, Oregon, California, Hawaii
[2] Montana, Idaho, Wyoming, Colorado, Utah, Nevada, Arizona, New Mexico
[3] North Dakota, South Dakota, Nebraska, Kansas, Iowa, Missouri, Minnesota
[4] Illinois, Indiana, Ohio, Michigan, Wisconsin
[5] Oklahoma, Texas, Louisiana, Arkansas
[6] West Virginia, Virginia, Kentucky, Tennessee, Mississippi, Alabama, Georgia, Florida, South Carolina, North Carolina, Maryland, Delaware, Washington DC
[7] New York, Pennsylvania, New Jersey
[8] Connecticut, Rhode Island, Massachusetts, New Hampshire, Vermont, Maine

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Putting Evaluations onto the 100-point Scale

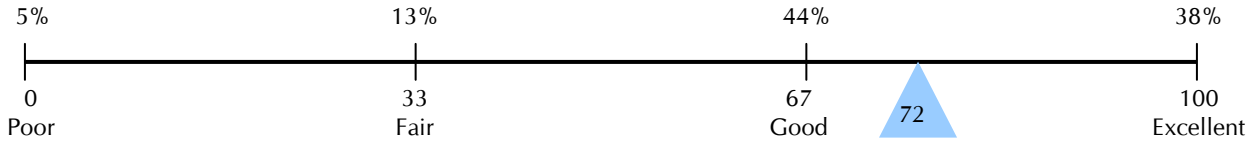
Although responses to many of the evaluative questions were made on a four point scale with 1 representing the best rating and 4 the worst, the benchmarks are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus two points based on all respondents.

The 100-point scale is not a percent. It is a conversion of responses to an average rating. Each response option is assigned a value that is used in calculating the average score. For example, "excellent" = 100, "good" = 67, "fair" = 33 and "poor" = 0. If everyone reported "excellent," then the average rating would be 100 on the 100-point scale. Likewise, if all respondents gave a "poor", the result would be 0 on the 100-point scale. If half the respondents gave a score of "excellent" and half gave a score of "poor," the average would be in the middle of the scale (like the center post of a teeter totter) between "fair" and "good." An example of how to convert survey frequencies into an average rating appears below.

Example of Converting Responses to the 100-point Scale

How do you rate the community as a place to live?						
Response option	**Total with "don't know"**	**Step1: Remove the percent of "don't know" responses**	**Total without "don't know"**	**Step 2: Assign scale values**	**Step 3: Multiply the percent by the scale value**	**Step 4: Sum to calculate the average rating**
Excellent	36%	= 36 ÷ (100-5) =	38%	100	= 38% x 100 =	38
Good	42%	= 42 ÷ (100-5) =	44%	67	= 44% x 67 =	30
Fair	12%	= 12 ÷ (100-5) =	13%	33	= 13% x 33 =	4
Poor	5%	= 5 ÷ (100-5) =	5%	0	= 5% x 0 =	0
Don't know	5%		--			
Total	100%		100%			**72**

How do you rate the community as a place to live?



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Interpreting the Results

Average ratings are compared when similar questions are included in NRC's database, and there are at least five jurisdictions in which the question was asked. Where comparisons are available, three numbers are provided in the table. The first column is your jurisdiction's rating on the 100-point scale. The second column is the rank assigned to your jurisdiction's rating among jurisdictions where a similar question was asked. The third column is the number of jurisdictions that asked a similar question. The fourth column shows the comparison of your jurisdiction's average rating (column one) to the benchmark.

Where comparisons for quality ratings were available, the Village of Orland Park's results were generally noted as being "above" the benchmark, "below" the benchmark or "similar" to the benchmark. For some questions – those related to resident behavior, circumstance or to a local problem – the comparison to the benchmark is designated as "more," "similar" or "less" (for example, the percent of crime victims, residents visiting a park or residents identifying code enforcement as a problem.) In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much less" or "much above"). These labels come from a statistical comparison of the Village of Orland Park's rating to the benchmark where a rating is considered "similar" if it is within the margin of error; "above," "below," "more" or "less" if the difference between your jurisdiction's rating and the benchmark is greater the margin of error; and "much above," "much below," "much more" or "much less" if the difference between your jurisdiction's rating and the benchmark is more than twice the margin of error.

This report contains benchmarks at the national level.

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National Benchmark Comparisons

Overall Community Quality Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Overall quality of life in Orland Park	75	87	410	Much above
Your neighborhood as place to live	79	34	271	Much above
Orland Park as a place to live	80	72	342	Much above
Recommend living in Orland Park to someone who asks	83	45	181	Much above
Remain in Orland Park for the next five years	83	40	180	Much above

Community Transportation Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ease of car travel in Orland Park	44	224	268	Much below
Ease of bus travel in Orland Park	45	96	188	Similar
Ease of rail travel in Orland Park	61	18	52	Much above
Ease of bicycle travel in Orland Park	54	87	259	Much above
Ease of walking in Orland Park	56	119	261	Similar
Availability of paths and walking trails	63	52	177	Much above
Traffic flow on major streets	36	194	245	Much below

Frequency of Bus Use Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ridden a local bus within Orland Park	6	147	161	Much less

Drive Alone Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Average percent of work commute trips made by driving alone	80	59	171	Much more

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Transportation and Parking Services Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Street repair	54	101	395	Much above
Street cleaning	60	89	274	Much above
Street lighting	60	62	302	Much above
Snow removal	62	68	250	Much above
Sidewalk maintenance	58	54	257	Much above
Traffic signal timing	52	48	212	Much above
Bus or transit services	52	100	200	Above
Amount of public parking	61	11	205	Much above

Housing Characteristics Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality housing	57	26	281	Much above
Variety of housing options	66	10	170	Much above

Housing Costs Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or MORE of income)	34	104	175	Less

Built Environment Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Quality of new development in Orland Park	63	44	246	Much above
Overall appearance of Orland Park	69	67	315	Much above

Population Growth Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Population growth seen as too fast	34	149	228	Much less

Nuisance Problems Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Run down buildings, weed lots and junk vehicles seen as a "major" problem	4	188	230	Much less

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Planning and Community Code Enforcement Services Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Land use, planning and zoning	55	39	275	Much above
Code enforcement (weeds, abandoned buildings, etc.)	59	43	338	Much above
Animal control	65	17	299	Much above

Economic Sustainability and Opportunities Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Employment opportunities	49	32	278	Much above
Shopping opportunities	82	8	263	Much above
Orland Park as a place to work	65	58	300	Much above
Overall quality of business and service establishments in Orland Park	72	5	165	Much above

Economic Development Services Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Economic development	57	32	262	Much above

Job and Retail Growth Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Retail growth seen as too slow	24	170	227	Much less
Jobs growth seen as too slow	72	147	230	Less

Personal Economic Future Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Positive impact of economy on household income	18	88	223	Similar

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Community and Personal Public Safety Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
In your neighborhood during the day	90	117	312	Above
In your neighborhood after dark	77	100	304	Much above
In Orland Park's retail areas during the day	80	176	263	Much below
In Orland Park's retail areas after dark	62	154	273	Similar
Violent crime (e.g., rape, assault, robbery)	78	96	265	Much above
Property crimes (e.g., burglary, theft)	71	67	265	Much above
Environmental hazards, including toxic waste	83	39	177	Much above

Crime Victimization and Reporting Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Victim of crime	6	217	233	Much less
Reported crimes	88	42	231	Much more

Public Safety Services Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Police services	79	22	390	Much above
Fire services	85	15	315	Much above
Crime prevention	72	29	319	Much above
Fire prevention and education	78	6	250	Much above
Traffic enforcement	63	65	336	Much above
Courts	66	13	170	Much above
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	67	17	198	Much above

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Contact with Police and Fire Departments Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with the Village of Orland Park Police Department	39	31	73	More
Overall impression of most recent contact with the Village of Orland Park Police Department	73	16	81	Much above

Community Environment Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Quality of overall natural environment in Orland Park	68	54	181	Much above
Preservation of natural areas such as open space, farmlands and greenbelts	68	15	181	Much above

Frequency of Recycling Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recycled used paper, cans or bottles from your home	88	85	216	Much more

Utility Services Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Power (electric and/or gas) utility	69	18	96	Much above
Sewer services	70	37	270	Much above
Drinking water	74	14	280	Much above
Storm drainage	62	57	325	Much above
Yard waste pick-up	74	27	231	Much above
Recycling	73	76	314	Much above
Garbage collection	76	49	335	Much above

Community Recreational Opportunities Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recreation opportunities	73	29	274	Much above

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Participation in Parks and Recreation Opportunities Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used Orland Park recreation centers	66	32	186	Much more
Participated in a recreation program or activity	49	85	217	Similar
Visited a neighborhood park or Village park	82	165	224	Less

Parks and Recreation Services Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Village parks	79	29	294	Much above
Recreation programs or classes	75	11	303	Much above
Recreation centers or facilities	75	16	245	Much above

Cultural and Educational Opportunities Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to attend cultural activities	60	76	279	Much above
Educational opportunities	70	35	230	Much above

Participation in Cultural and Educational Opportunities Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used Orland Park public libraries or their services	79	40	195	Much more
Participated in religious or spiritual activities in Orland Park	61	18	122	Much more

Cultural and Educational Services Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Public schools	67	75	231	Much above
Public library services	77	68	302	Much above

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Community Health and Wellness Access and Opportunities Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality health care	64	17	221	Much above
Availability of affordable quality food	66	19	166	Much above
Availability of preventive health services	67	10	138	Much above

Health and Wellness Services Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Health services	68	19	184	Much above

Community Quality and Inclusiveness Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sense of community	65	58	280	Much above
Openness and acceptance of the community toward people of diverse backgrounds	63	46	248	Much above
Availability of affordable quality child care	57	14	217	Much above
Orland Park as a place to raise kids	81	47	339	Much above
Orland Park as a place to retire	61	126	324	Above

Services Provided for Population Subgroups Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services to seniors	70	20	276	Much above
Services to youth	71	9	252	Much above
Services to low income people	61	3	221	Much above

Civic Engagement Opportunities Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in community matters	60	58	172	Above
Opportunities to volunteer	66	72	171	Above

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Participation in Civic Engagement Opportunities Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	25	132	227	Less
Volunteered your time to some group or activity in Orland Park	29	201	227	Much less
Participated in a club or civic group in Orland Park	22	114	145	Much less
Provided help to a friend or neighbor	94	73	143	Similar

Voter Behavior Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Registered to vote	91	17	232	Much more
Voted in last general election	79	72	231	Much more

Use of Information Sources Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Read village publications	90	42	167	Much more
Visited the Village of Orland Park Web site	65	57	168	Much more

Local Government Media Services and Information Dissemination Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cable television	58	23	175	Much above
Public information services	69	17	261	Much above

Social Engagement Opportunities Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in social events and activities	67	20	169	Much above
Opportunities to participate in religious or spiritual events and activities	74	16	133	Much above

Contact with Immediate Neighbors Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Has contact with neighbors at least several times per week	44	130	163	Much less

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Public Trust Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Value of services for the taxes paid to Orland Park	55	93	361	Much above
The overall direction that Orland Park is taking	54	105	296	Above
Job Orland Park government does at welcoming citizen involvement	52	90	300	Much above
Overall image or reputation of Orland Park	72	58	290	Much above

Services Provided by Local, State and Federal Governments Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services provided by the Village of Orland Park	72	36	391	Much above
Services provided by the Federal Government	42	99	237	Similar
Services provided by the State Government	34	217	239	Much below
Services provided by Cook County Government	32	146	150	Much below

Contact with Village Employees Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with Village employee(s) in last 12 months	54	128	264	Similar

Perceptions of Village Employees (Among Those Who Had Contact) Benchmarks				
	Orland Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Knowledge	76	49	302	Much above
Responsiveness	76	34	297	Much above
Courteousness	78	46	248	Much above
Overall impression	75	47	347	Much above

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Jurisdictions Included in National Benchmark Comparisons

Valdez, AK 3,976
Auburn, AL....53,380
Gulf Shores, AL 9,741
Tuskegee, AL....9,865
Vestavia Hills, AL 34,033
Fayetteville, AR 73,580
Little Rock, AR 193,524
Avondale, AZ 76,238
Casa Grande, AZ 48,571
Chandler, AZ....236,123
Cococino County, AZ....134,421
Dewey-Humboldt, AZ 3,894
Flagstaff, AZ 65,870
Florence, AZ 25,536
Gilbert, AZ 208,453
Goodyear, AZ 65,275
Green Valley, AZ 21,391
Kingman, AZ 28,068
Marana, AZ 34,961
Maricopa County, AZ 3,817,117
Mesa, AZ....439,041
Peoria, AZ 154,065
Phoenix, AZ 1,445,632
Pinal County, AZ 375,770
Prescott Valley, AZ 38,822
Queen Creek, AZ 26,361
Scottsdale, AZ 217,385
Sedona, AZ 10,031
Surprise, AZ 117,517
Tempe, AZ 161,719
Yuma, AZ 93,064
Yuma County, AZ....195,751
Apple Valley, CA....69,135
Benicia, CA 26,997
Brea, CA....39,282
Brisbane, CA 4,282
Burlingame, CA....28,806
Carlsbad, CA 105,328
Chula Vista, CA 243,916
Concord, CA 122,067
Coronado, CA 18,912
Cupertino, CA 58,302
Davis, CA....65,622
Del Mar, CA....4,161
Dublin, CA....46,036
El Cerrito, CA 23,549
Elk Grove, CA 153,015
Galt, CA 23,647
La Mesa, CA....57,065
Laguna Beach, CA 22,723
Livermore, CA 80,968
Lodi, CA 62,134
Long Beach, CA 462,257
Lynwood, CA 69,772
Menlo Park, CA....32,026
Mission Viejo, CA 93,305
Mountain View, CA 74,066
Newport Beach, CA 85,186
Palm Springs, CA 44,552
Palo Alto, CA 64,403
Poway, CA 47,811
Rancho Cordova, CA 64,776
Richmond, CA 103,701
San Diego, CA 1,307,402
San Francisco, CA 805,235
San Jose, CA....945,942
San Luis Obispo County, CA 269,637
San Mateo, CA 97,207
San Rafael, CA 57,713
Santa Monica, CA 89,736
Seaside, CA....33,025
South Lake Tahoe, CA....21,403
Stockton, CA 291,707
Sunnyvale, CA 140,081
Temecula, CA 100,097
Thousand Oaks, CA 126,683
Visalia, CA 124,442
Walnut Creek, CA 64,173
Adams County, CO 441,603
Arapahoe County, CO....572,003
Archuleta County, CO....12,084
Arvada, CO 106,433
Aspen, CO 6,658
Aurora, CO 325,078
Boulder, CO 97,385
Boulder County, CO 294,567
Breckenridge, CO 4,540
Broomfield, CO 55,889
Centennial, CO 100,377
Clear Creek County, CO 9,088
Colorado Springs, CO 416,427
Commerce City, CO....45,913
Craig, CO....9,464
Crested Butte, CO 1,487
Denver, CO 600,158
Douglas County, CO....285,465
Durango, CO 16,887
Eagle County, CO 52,197
Edgewater, CO....5,170
El Paso County, CO....622,263
Englewood, CO 30,255
Estes Park, CO....5,858

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Fort Collins, CO 143,986
Frisco, CO 2,683
Fruita, CO 12,646
Georgetown, CO 1,034
Gilpin County, CO 5,441
Golden, CO 18,867
Grand County, CO 14,843
Greenwood Village, CO 13,925
Gunnison County, CO 15,324
Highlands Ranch, CO 96,713
Hot Sulphur Springs, CO 663
Hudson, CO 2,356
Jackson County, CO 1,394
Jefferson County, CO 534,543
Lafayette, CO 24,453
Lakewood, CO 142,980
Larimer County, CO 299,630
Lone Tree, CO 10,218
Longmont, CO 86,270
Louisville, CO 18,376
Loveland, CO 66,859
Mesa County, CO 146,723
Montrose, CO 19,132
Northglenn, CO 35,789
Park County, CO 16,206
Parker, CO 45,297
Pitkin County, CO 17,148
Pueblo, CO 106,595
Salida, CO 5,236
Steamboat Springs, CO 12,088
Sterling, CO 14,777
Summit County, CO 27,994
Teller County, CO 23,350
Thornton, CO 118,772
Westminster, CO 106,114
Wheat Ridge, CO 30,166
Windsor, CO 18,644
Coventry, CT 2,990
Hartford, CT 124,775
Dover, DE 36,047
Rehoboth Beach, DE 1,327
Belleair Beach, FL 1,560
Brevard County, FL 543,376
Cape Coral, FL 154,305
Charlotte County, FL 159,978
Clearwater, FL 107,685
Collier County, FL 321,520
Cooper City, FL 28,547
Coral Springs, FL 121,096
Dania Beach, FL .....
Daytona Beach, FL 61,005
Delray Beach, FL 60,522
Destin, FL 12,305
Escambia County, FL 297,619
Eustis, FL 18,558
Gainesville, FL 124,354
Hillsborough County, FL 1,229,226
Jupiter, FL 55,156
Kissimmee, FL 59,682
Lee County, FL 618,754
Martin County, FL 146,318
Miami Beach, FL 87,779
North Palm Beach, FL 12,015
Oakland Park, FL 41,363
Ocala, FL 56,315
Oldsmar, FL 13,591
Oviedo, FL 33,342
Palm Bay, FL 103,190
Palm Beach County, FL 1,320,134
Palm Beach Gardens, FL 48,452
Palm Coast, FL 75,180
Panama City, FL 36,484
Pasco County, FL 464,697
Pinellas County, FL 916,542
Pinellas Park, FL 49,079
Port Orange, FL 56,048
Port St. Lucie, FL 164,603
Sanford, FL 53,570
Sarasota, FL 51,917
Seminole, FL 17,233
South Daytona, FL 12,252
St. Cloud, FL 35,183
Tallahassee, FL 181,376
Titusville, FL 43,761
Volusia County, FL 494,593
Walton County, FL 55,043
Winter Garden, FL 34,568
Winter Park, FL 27,852
Albany, GA 77,434
Alpharetta, GA 57,551
Cartersville, GA 19,731
Conyers, GA 15,195
Decatur, GA 19,335
McDonough, GA 22,084
Milton, GA 32,661
Peachtree City, GA 34,364
Roswell, GA 88,346
Sandy Springs, GA 93,853
Savannah, GA 136,286
Smyrna, GA 51,271
Snellville, GA 18,242
Suwanee, GA 15,355
Valdosta, GA 54,518
Honolulu, HI 953,207
Ames, IA 58,965
Ankeny, IA 45,582

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Bettendorf, IA	33,217
Cedar Falls, IA	39,260
Cedar Rapids, IA	126,326
Davenport, IA	99,685
Des Moines, IA	203,433
Indianola, IA	14,782
Muscatine, IA	22,886
Urbandale, IA	39,463
West Des Moines, IA	56,609
Boise, ID	205,671
Jerome, ID	10,890
Meridian, ID	75,092
Moscow, ID	23,800
Pocatello, ID	54,255
Post Falls, ID	27,574
Twin Falls, ID	44,125
Batavia, IL	26,045
Bloomington, IL	76,610
Centralia, IL	13,032
Collinsville, IL	25,579
Crystal Lake, IL	40,743
DeKalb, IL	43,862
Elmhurst, IL	44,121
Evanston, IL	74,486
Freeport, IL	25,638
Gurnee, IL	31,295
Highland Park, IL	29,763
Lincolnwood, IL	12,590
Lyons, IL	10,729
Naperville, IL	141,853
Normal, IL	52,497
Oak Park, IL	51,878
O'Fallon, IL	28,281
Palatine, IL	68,557
Park Ridge, IL	37,480
Peoria County, IL	186,494
Riverside, IL	8,875
Sherman, IL	4,148
Shorewood, IL	15,615
Skokie, IL	64,784
Sugar Grove, IL	8,997
Wilmington, IL	5,724
Woodridge, IL	32,971
Brownsburg, IN	21,285
Fishers, IN	76,794
Munster, IN	23,603
Noblesville, IN	51,969
Abilene, KS	6,844
Arkansas City, KS	12,415
Fairway, KS	3,882
Garden City, KS	26,658
Gardner, KS	19,123
Johnson County, KS	544,179
Lawrence, KS	87,643
Merriam, KS	11,003
Mission, KS	9,323
Olathe, KS	125,872
Overland Park, KS	173,372
Roeland Park, KS	6,731
Salina, KS	47,707
Wichita, KS	382,368
Bowling Green, KY	58,067
Daviess County, KY	96,656
New Orleans, LA	343,829
Andover, MA	8,762
Barnstable, MA	45,193
Burlington, MA	24,498
Cambridge, MA	105,162
Needham, MA	28,886
Worcester, MA	181,045
Annapolis, MD	38,394
Baltimore, MD	620,961
Baltimore County, MD	805,029
Dorchester County, MD	32,618
Gaithersburg, MD	59,933
La Plata, MD	8,753
Montgomery County, MD	971,777
Ocean City, MD	7,102
Prince George's County, MD	863,420
Rockville, MD	61,209
Takoma Park, MD	16,715
Saco, ME	18,482
Scarborough, ME	4,403
South Portland, ME	25,002
Ann Arbor, MI	113,934
Battle Creek, MI	52,347
Escanaba, MI	12,616
Farmington Hills, MI	79,740
Flushing, MI	8,389
Gladstone, MI	4,973
Howell, MI	9,489
Jackson County, MI	160,248
Kalamazoo, MI	74,262
Kalamazoo County, MI	250,331
Midland, MI	41,863
Novi, MI	55,224
Ottawa County, MI	263,801
Petoskey, MI	5,670
Port Huron, MI	30,184
Rochester, MI	12,711
Sault Sainte Marie, MI	14,144
South Haven, MI	4,403
Village of Howard City, MI	1,808
Blue Earth, MN	3,353
Carver County, MN	91,042
Chanhassen, MN	22,952

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Dakota County, MN	398,552
Duluth, MN	86,265
Fridley, MN	27,208
Hutchinson, MN	14,178
Maple Grove, MN	61,567
Mayer, MN	1,749
Medina, MN	4,892
Minneapolis, MN	382,578
Olmsted County, MN	144,248
Scott County, MN	129,928
Shorewood, MN	7,307
St. Louis County, MN	200,226
Washington County, MN	238,136
Woodbury, MN	61,961
Blue Springs, MO	52,575
Branson, MO	10,520
Clay County, MO	221,939
Clayton, MO	15,939
Ellisville, MO	9,133
Harrisonville, MO	10,019
Jefferson City, MO	43,079
Joplin, MO	50,150
Lee's Summit, MO	91,364
Liberty, MO	29,149
Maryland Heights, MO	27,472
Maryville, MO	11,972
Platte City, MO	4,691
Raymore, MO	19,206
Richmond Heights, MO	8,603
Riverside, MO	2,937
Rolla, MO	19,559
Wentzville, MO	29,070
Starkville, MS	23,888
Billings, MT	104,170
Bozeman, MT	37,280
Missoula, MT	66,788
Asheville, NC	83,393
Cabarrus County, NC	178,011
Cary, NC	135,234
Charlotte, NC	731,424
Concord, NC	79,066
Davidson, NC	10,944
High Point, NC	104,371
Hillsborough, NC	6,087
Indian Trail, NC	33,518
Kannapolis, NC	42,625
Mecklenburg County, NC	919,628
Mooresville, NC	32,711
Wake Forest, NC	30,117
Wilmington, NC	106,476
Winston-Salem, NC	229,617
Wahpeton, ND	7,766
Cedar Creek, NE	390
Grand Island, NE	48,520
La Vista, NE	15,758
Papillion, NE	18,894
Dover, NH	29,987
Lebanon, NH	13,151
Summit, NJ	21,457
Alamogordo, NM	30,403
Albuquerque, NM	545,852
Bloomfield, NM	8,112
Farmington, NM	45,877
Los Alamos County, NM	17,950
Rio Rancho, NM	87,521
San Juan County, NM	130,044
Carson City, NV	55,274
Henderson, NV	257,729
North Las Vegas, NV	216,961
Reno, NV	225,221
Sparks, NV	90,264
Washoe County, NV	421,407
Canandaigua, NY	10,545
Geneva, NY	13,261
New York City, NY	8,175,133
Ogdensburg, NY	11,128
Blue Ash, OH	12,114
Delaware, OH	34,753
Dublin, OH	41,751
Hamilton, OH	62,477
Hudson, OH	22,262
Kettering, OH	56,163
Lebanon, OH	20,033
Orange Village, OH	3,323
Piqua, OH	20,522
Sandusky, OH	25,793
Springboro, OH	17,409
Sylvania Township, OH	18,965
Upper Arlington, OH	33,771
Broken Arrow, OK	98,850
Edmond, OK	81,405
Norman, OK	110,925
Oklahoma City, OK	579,999
Stillwater, OK	45,688
Tulsa, OK	391,906
Albany, OR	50,158
Ashland, OR	20,078
Bend, OR	76,639
Corvallis, OR	54,462
Eugene, OR	156,185
Forest Grove, OR	21,083
Hermiston, OR	16,745
Jackson County, OR	203,206
Keizer, OR	36,478
Lane County, OR	351,715
McMinnville, OR	32,187

The National Citizen Survey™ by National Research Center, Inc.

Medford, OR 74,907
Multnomah County, OR 735,334
Portland, OR 583,776
Springfield, OR....59,403
Tualatin, OR....26,054
Borough of Ebensburg, PA....3,351
Chambersburg, PA 20,268
Cumberland County, PA....235,406
Kutztown Borough, PA 5,012
Philadelphia, PA....1,526,006
State College, PA....42,034
East Providence, RI....47,037
Newport, RI....24,672
Greer, SC 25,515
Rock Hill, SC....66,154
Rapid City, SD....67,956
Sioux Falls, SD 153,888
Cookeville, TN 30,435
Johnson City, TN 63,152
Morristown, TN....29,137
Nashville, TN 601,222
Oak Ridge, TN 29,330
White House, TN 10,255
Arlington, TX....365,438
Austin, TX 790,390
Benbrook, TX 21,234
Bryan, TX 76,201
Colleyville, TX....22,807
Corpus Christi, TX 305,215
Dallas, TX....1,197,816
Denton, TX....113,383
Duncanville, TX 38,524
El Paso, TX 649,121
Flower Mound, TX 64,669
Fort Worth, TX 741,206
Georgetown, TX....47,400
Grand Prairie, TX 175,396
Houston, TX....2,099,451
Hurst, TX....37,337
Hutto, TX 14,698
Irving, TX 216,290
La Porte, TX....33,800
League City, TX 83,560
McAllen, TX 129,877
McKinney, TX 131,117
Pasadena, TX....149,043
Plano, TX 259,841
Round Rock, TX 99,887
Rowlett, TX 56,199
San Marcos, TX 44,894
Shenandoah, TX 2,134
Southlake, TX 26,575
Sugar Land, TX 78,817
Temple, TX 66,102
Tomball, TX 10,753
Watauga, TX 23,497
Westlake, TX....992
Farmington, UT....18,275
Park City, UT 7,558
Provo, UT 112,488
Riverdale, UT....8,426
Salt Lake City, UT 186,440
Sandy, UT 87,461
Saratoga Springs, UT 17,781
Springville, UT 29,466
Washington City, UT....18,761
Albemarle County, VA 98,970
Arlington County, VA....207,627
Ashland, VA....7,225
Blacksburg, VA 42,620
Botetourt County, VA....33,148
Chesapeake, VA....222,209
Chesterfield County, VA....316,236
Fredericksburg, VA....24,286
Hampton, VA....137,436
Hanover County, VA....99,863
Herndon, VA 23,292
Hopewell, VA 22,591
James City County, VA 67,009
Lexington, VA 7,042
Lynchburg, VA 75,568
Montgomery County, VA 94,392
Newport News, VA....180,719
Prince William County, VA 402,002
Purcellville, VA 7,727
Radford, VA 16,408
Roanoke, VA....97,032
Spotsylvania County, VA....122,397
Stafford County, VA 128,961
Virginia Beach, VA....437,994
Williamsburg, VA....14,068
York County, VA 65,464
Chittenden County, VT 156,545
Montpelier, VT....7,855
Airway Heights, WA 6,114
Auburn, WA 70,180
Bellevue, WA....122,363
Bellingham, WA....80,885
Clark County, WA....425,363
Federal Way, WA....89,306
Gig Harbor, WA....7,126
Hoquiam, WA....8,726
Kirkland, WA 48,787
Kitsap County, WA....251,133
Lynnwood, WA....35,836
Maple Valley, WA....22,684

The National Citizen Survey™ by National Research Center, Inc.

Mountlake Terrace, WA 19,909
Olympia, WA.....46,478
Pasco, WA.....59,781
Redmond, WA 54,144
Renton, WA 90,927
Snoqualmie, WA 10,670
Tacoma, WA 198,397
Vancouver, WA.....161,791
West Richland, WA.....11,811
Woodland, WA 5,509
Columbus, WI 4,991
De Pere, WI 23,800
Eau Claire, WI 65,883
Madison, WI 233,209
Merrill, WI 9,661
Oshkosh, WI 66,083
Racine, WI 78,860
Wausau, WI 39,106
Wind Point, WI.....1,723
Morgantown, WV 29,660
Casper, WY.....55,316
Cheyenne, WY.....59,466
Gillette, WY 29,087
Laramie, WY 30,816
Teton County, WY 21,294

The National Citizen Survey™ by National Research Center, Inc.

The National Citizen Survey™

Village of Orland Park, IL 2012

Report of Demographic Subgroup Comparisons

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The National Citizen Survey™ by National Research Center, Inc.

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).

The National Citizen Survey™ by National Research Center, Inc.

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.

The National Citizen Survey™ by National Research Center, Inc.

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%

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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%

The National Citizen Survey™ by National Research Center, Inc.

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%

The National Citizen Survey™ by National Research Center, Inc.

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%

The National Citizen Survey™ by National Research Center, Inc.

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%	34%
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%	4%

The National Citizen Survey™ by National Research Center, Inc.

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%

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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%

The National Citizen Survey™ by National Research Center, Inc.

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%

The National Citizen Survey™ by National Research Center, Inc.

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%	79%
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%

The National Citizen Survey™ by National Research Center, Inc.

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%

The National Citizen Survey™ by National Research Center, Inc.

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%

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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%

The National Citizen Survey™ by National Research Center, Inc.

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%

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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%	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%	18%

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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%

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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%

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The National Citizen Survey™

Village of Orland Park, IL 2012

Report of Geographic Subgroup Comparisons

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The National Citizen Survey™ by National Research Center, Inc.

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.

The National Citizen Survey™ by National Research Center, Inc.

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.

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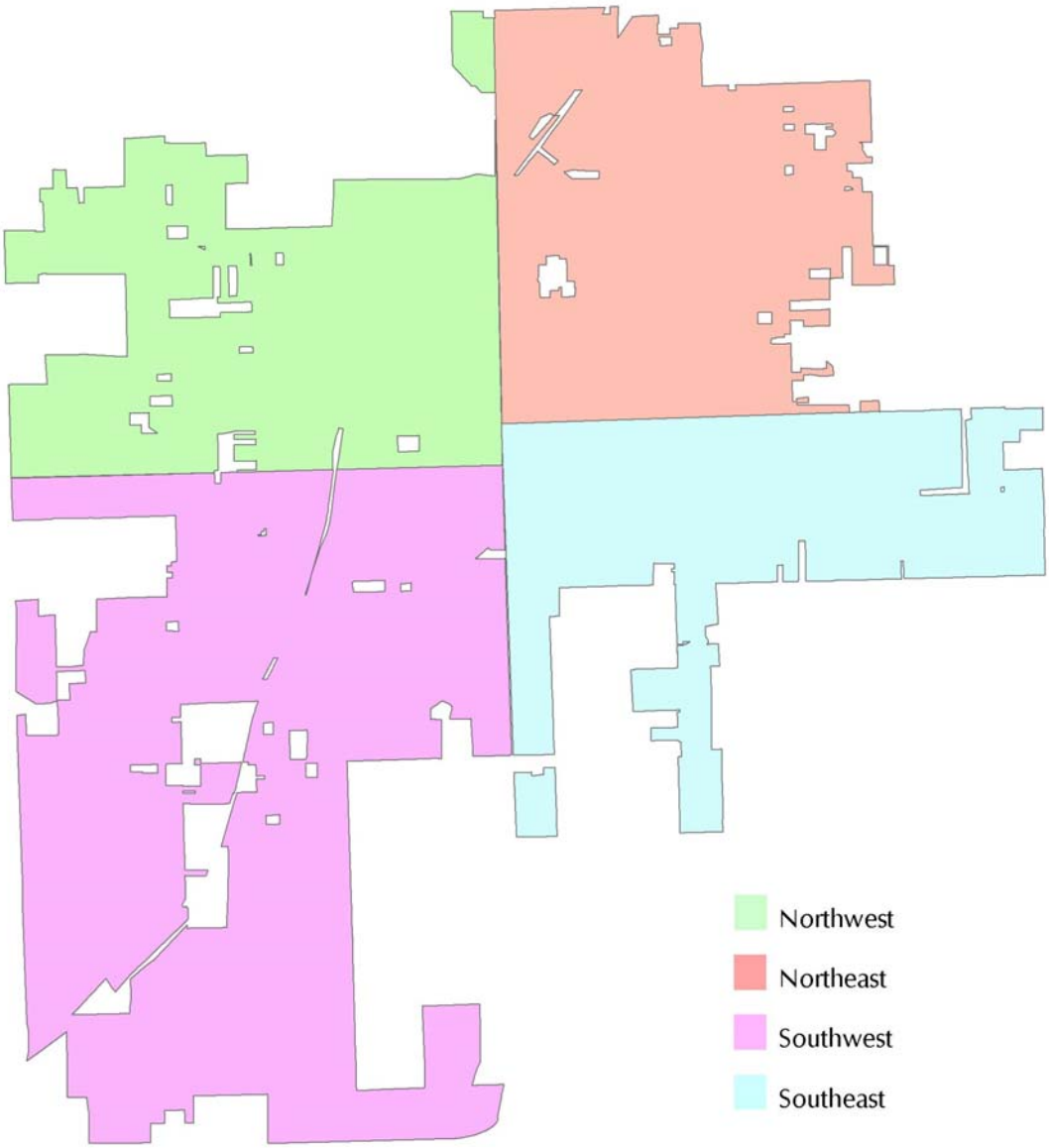
The National Citizen Survey™ Orland Park, IL 2012
Geographic Comparison Areas



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Comparisons

Cells shaded grey indicate statistically significant differences between subgroups.

Question 1: Quality of Life (Percent "excellent" or "good")					
	Quadrant				
Please rate each of the following aspects of quality of life in Orland Park:	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")					
	Quadrant				
Please rate each of the following characteristics as they relate to Orland Park as a whole:	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%

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Question 2: Community Characteristics (Percent "excellent" or "good")					
	Quadrant				
Please rate each of the following characteristics as they relate to Orland Park as a whole:	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)					
	Quadrant				
Please rate the speed of growth in the following categories in Orland Park over the past 2 years:	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%

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Question 5: Community Safety (Percent "very" or "somewhat" safe)					
	Quadrant				
Please rate how safe or unsafe you feel from the following in Orland Park:	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)					
	Quadrant				
Please rate how safe or unsafe you feel:	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%

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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%

The National Citizen Survey™ by National Research Center, Inc.

Question 13: Service Quality (Percent "excellent" or "good")					
	Quadrant				
Please rate the quality of each of the following services in Orland Park:	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%

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Question 13: Service Quality (Percent "excellent" or "good")					
	Quadrant				
Please rate the quality of each of the following services in Orland Park:	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")					
	Quadrant				
Overall, how would you rate the quality of the services provided by each of the following?	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)					
	Quadrant				
Please indicate how likely or unlikely you are to do each of the following:	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%

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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")					
	Quadrant				
Please rate the following categories of Orland Park government performance:	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%

The National Citizen Survey™ by National Research Center, Inc.

The National Citizen Survey™

Village of Orland Park, IL 2012

Report of Open-ended Questions

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The National Citizen Survey™ by National Research Center, Inc.

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.

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Understanding the Results

About Closed-ended and Open-ended Questions

Questions can either be asked in a closed-ended or open-ended manner. A closed-ended question is one where a set of response options is listed on the survey. Those taking the survey respond to each option listed. Open-ended questions have no answer choices from which respondents select their response. Instead, respondents must "create" their own answers and state them in their own words. The responses are categorized by topic area using codes. An "other" category is used for responses falling outside the coded categories. In general, a code is assigned when at least 5-10% of responses will fit the code.

Advantages of an open-ended question include:

- Responses are not prompted, allowing respondents to provide answers that are not anticipated or well known.
- This type of question tends to capture response options that come to mind most quickly.
- There is a smaller risk of missing important dimensions.

Open-ended Questions

Respondents were asked to record their opinions about Orland Park in the following questions:

- Please rate how important you think each of the following priorities should be to the Village of Orland Park over the next five years? (This was a closed-ended question on the survey, that listed a menu of responses as well as an "other" category, those that selected "other" could then write in their response. For the results to the closed-ended portion of this question, please see *The National Citizen Survey Report of Results, Orland Park, 2012*)
- What are the top three issues that concern you and your family?
- In your opinion, what are the three biggest priorities that the Village of Orland Park should address in the next two years?

The responses were categorized by topic area and those topics are reported in the following tables with the percent of responses given in each category. Because some comments from residents covered more than a single topic, each topic mentioned by a resident was categorized and counted for in the following tables.

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Question 20c: Please rate how important you think each of the following priorities should be to the Village of Orland Park over the next five years? ("other" responses)[1]	Percent of Respondents
Promote and maintain high quality development	24%
Enhance and invest in community policing and public safety programs	16%
Make annual investments in parks and recreation/cultural facilities	13%
Reduce taxes/spending	12%
Make annual investments in municipal infrastructure (i.e., roads, water and sewer)	10%
Promote services and programs for seniors	3%
Expand and enhance cultural programs	1%
Make annual investments in facilities and equipment for police and public works	0%
Preserve natural areas (including open spaces, wetlands and woodlands)	0%
Expand and invest in the Village's outdoor concert series and develop a high quality venue for outdoor concerts	0%
Other	20%
Total	100%

Question 20f: What are the top three issues that concern you and your family?	Percent of Respondents
Safety/crime concerns	40%
Taxes/government efficiency and cost of living	39%
Traffic/road maintenance	21%
Retail and economic development	20%
Education	15%
Housing concerns	15%
Economy/jobs	14%
City services	13%
Parks and recreation facilities /art programs/entertainment	8%
Healthcare concerns	6%
Programs and services for seniors/retirement	4%
Government organization and communication	4%
Transportation concerns	3%
Other	9%
Don't know	1%
Total may exceed 100% as respondents could select more than one category.	

[1] Please note that almost all of the responses that respondents wrote for "other" could be mapped back to the closed-ended list of responses. The categories listed in this table reflect this. Those that are "0%" typically reflect one response being coded into that category.

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Question 20g: In your opinion, what are the three biggest priorities that the Village of Orland Park should address in the next two years?	Percent of Respondents
Traffic/road maintenance	40%
Taxes/government efficiency and cost of living	30%
Retail and economic development	28%
Safety	26%
Parks and recreation facilities /art programs/entertainment	15%
Economy.jobs	12%
Education	9%
Government communication and structure/organization	8%
Housing concerns	7%
City services (sewer, trash, etc.)	7%
Transportation	3%
Programs and services for seniors	3%
Healthcare concerns	1%
Other	13%
Don't know	3%
Total may exceed 100% as respondents could select more than one category.	

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