

**THE NCS**<sup>TM</sup>  
The National Citizen Survey<sup>TM</sup>

**Orland Park, IL**  
Community Livability Report

2016



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# About

The National Citizen Survey™ (The NCS) report is about the “livability” of Orland Park. The phrase “livable community” is used here to evoke a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement).

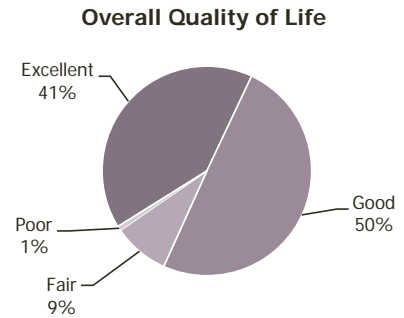
The Community Livability Report provides the opinions of a representative sample of 514 residents of the Village of Orland Park. The margin of error around any reported percentage is 4% for the entire sample. The full description of methods used to garner these opinions can be found in the *Technical Appendices* provided under separate cover.



# Quality of Life in Orland Park

About 9 in 10 residents rated the overall quality of life as excellent or good which was similar to the national benchmark (see Appendix B of the *Technical Appendices* provided under separate cover).

Shown below are the eight facets of community. The color of each community facet summarizes how residents rated it across the three sections of the survey that represent the pillars of a community – Community Characteristics, Governance and Participation. When most ratings across the three pillars were higher than the benchmark, the color for that facet is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.



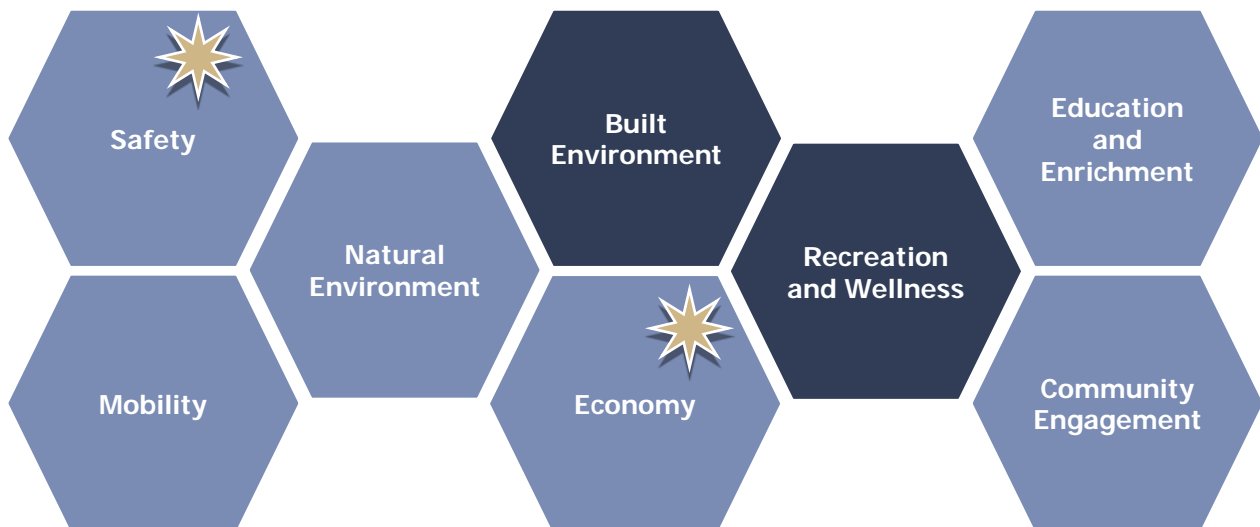
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified Safety and Economy as priorities for the Orland Park community in the coming two years. Orland Park residents gave strong ratings to both of these facets of community as well as to Education and Enrichment, Natural Environment, Community Engagement and Mobility. Ratings for Built Environment and Recreation and Wellness tended to be higher than in other communities across the nation. This overview of the key aspects of community quality provides a quick summary of where residents see exceptionally strong performance and where performance offers the greatest opportunity for improvement. Linking quality to importance offers community members and leaders a view into the characteristics of the community that matter most and that seem to be working best.

Details that support these findings are contained in the remainder of this Livability Report, starting with the ratings for Community Characteristics, Governance and Participation and ending with results for Orland Park's unique questions.

## Legend

- Higher than national benchmark
- Similar to national benchmark
- Lower than national benchmark

- Most important



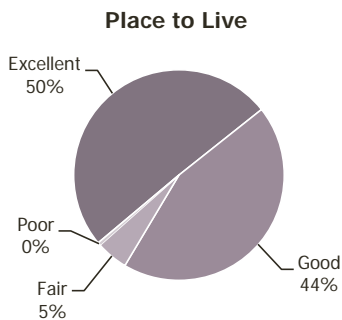
# Community Characteristics

*What makes a community livable, attractive and a place where people want to be?*

Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community. In the case of Orland Park, 95% rated the Village as an excellent or good place to live. Respondents' ratings of Orland Park as a place to live were similar to ratings in other communities across the nation.

In addition to rating the Village as a place to live, respondents rated several aspects of community quality including Orland Park as a place to raise children and to retire, their neighborhood as a place to live, the overall image or reputation of Orland Park and its overall appearance. About two-thirds of residents rated Orland Park as an excellent or good place to retire and around 9 in 10 residents positively rated their neighborhood as a place to live and the overall appearance of Orland Park (ratings similar to comparison communities across the nation). Further, about 9 in 10 residents gave excellent or good ratings to the overall image of Orland Park and Orland Park as a place to raise children, these ratings were higher than the national benchmark.

Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. All aspects of Community Characteristics were at least similar to the national benchmark. Ratings for aspects of Safety, Natural Environment and Community Engagement were strong, at least 7 in 10 participants gave positive ratings for all the items, and these ratings were similar to the national benchmark comparisons. Within Mobility ratings were mostly similar to the national benchmark, except for public parking which was rated higher than the benchmark. When compared to the 2014 Orland Park survey results, ratings for travel by public transportation declined (for more detail, see the *Trends over Time* report provided under separate cover). Almost all aspects of Built Environment were higher in Orland Park than in other communities across the nation. All aspects of Economy were rated positively by a majority of respondents and a majority of the items received ratings higher than the national benchmarks. Recreation and Wellness was also a very strong facet; almost all aspects were higher than the national benchmarks. Within Education and Enrichment, ratings for child care and preschool increased from 2014 to 2016 and these ratings were higher than in other communities across the nation.



Percent rating positively (e.g., excellent/good)

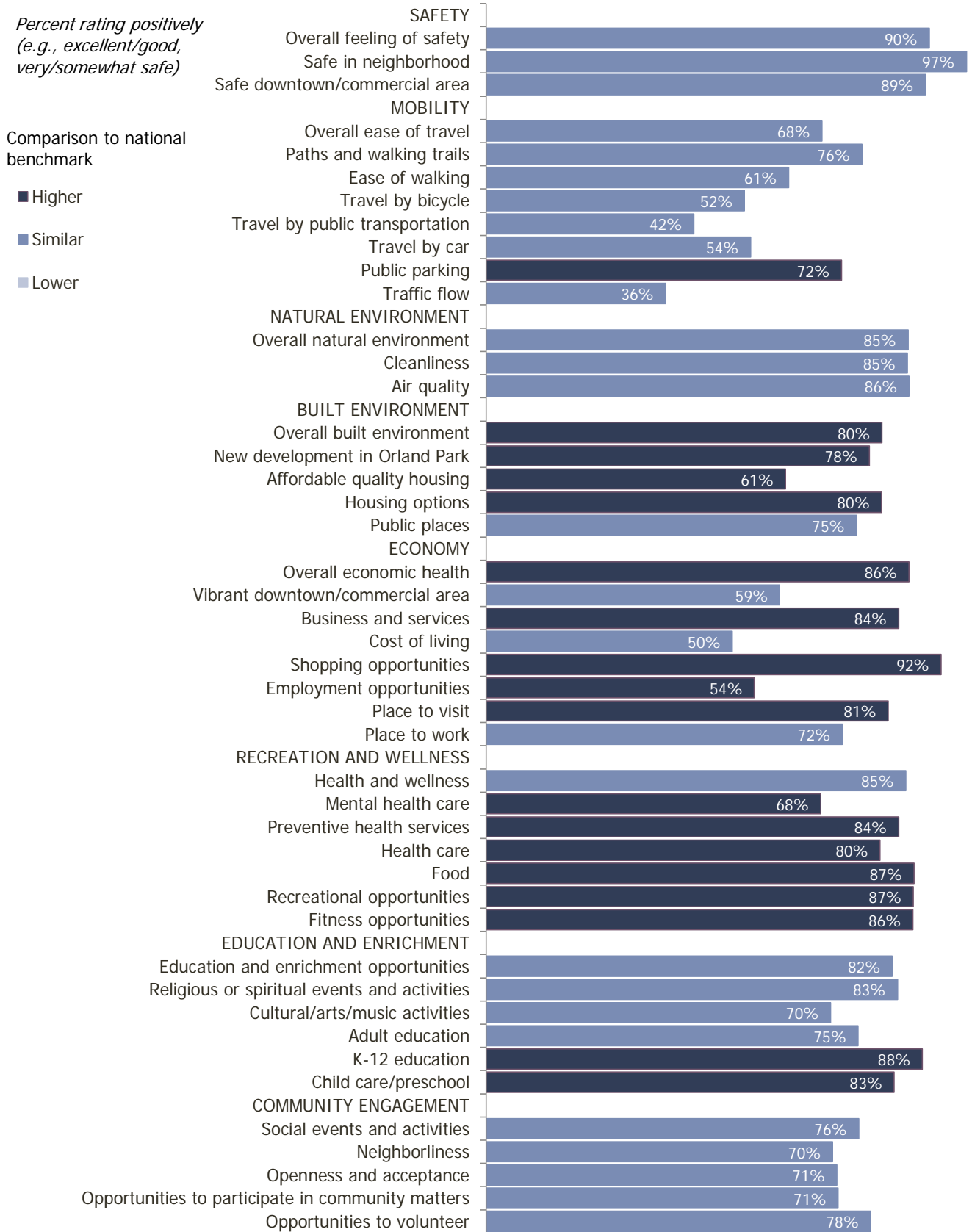
Comparison to national benchmark

■ Higher ■ Similar ■ Lower



# The National Citizen Survey™

Figure 1: Aspects of Community Characteristics



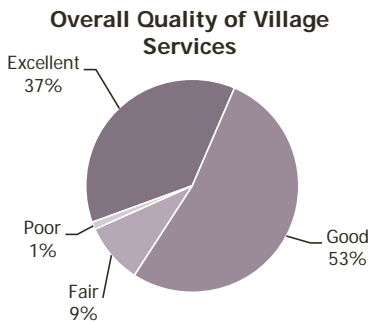
# Governance

*How well does the government of Orland Park meet the needs and expectations of its residents?*

The overall quality of the services provided by Orland Park as well as the manner in which these services are provided are a key component of how residents rate their quality of life. About 9 in 10 residents rated the overall quality of services provided by the Village of Orland Park as excellent or good, which was higher than the national benchmark. However, when asked to rate the overall quality of services provided by the Federal Government, only about one-third gave excellent or good ratings.

Survey respondents also rated various aspects of Orland Park's leadership and governance. About 6 in 10 residents favorably rated the value of services for taxes paid and the job Orland Park does at welcoming citizen involvement while at least 7 in 10 participants gave positive ratings to the confidence in Village government, the overall direction of Orland Park, acting in the best interest of Orland Park, being honest and treating all residents fairly. At least 4 in 5 respondents gave excellent or good ratings to the overall customer service provided by Orland Park employees.

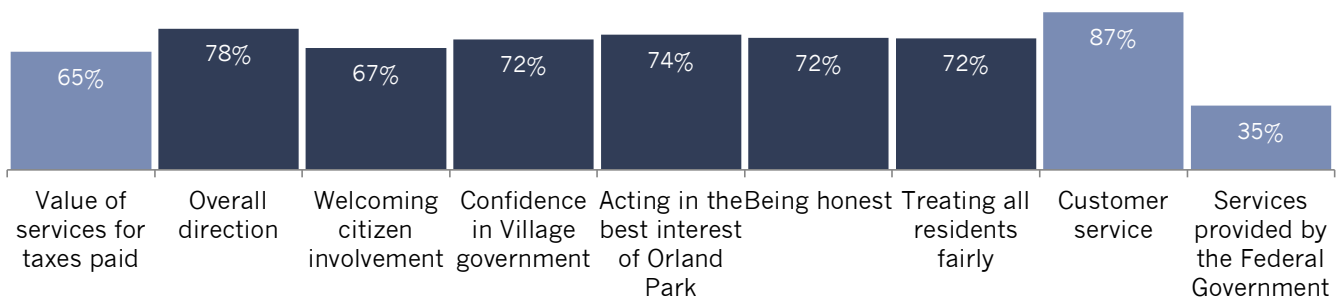
Respondents evaluated over 30 individual services and amenities available in Orland Park. All aspects of Governance received positive ratings from a majority of respondents and were similar to or higher than the national benchmark comparisons. All aspects of Mobility were similar to the national benchmark comparisons, ratings for snow removal and sidewalk maintenance increased from 2014 to 2016 while ratings for street repair decreased over time. Built Environment had favorable ratings, and ratings for land use and code enforcement were higher than the national benchmarks. At least 8 in 10 residents gave positive ratings for all aspects of Safety, Natural Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement. Ratings for animal control, recreation programs, and the overall direction of Orland Park increased from 2014 to 2016.



Percent rating positively (e.g., excellent/good)

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



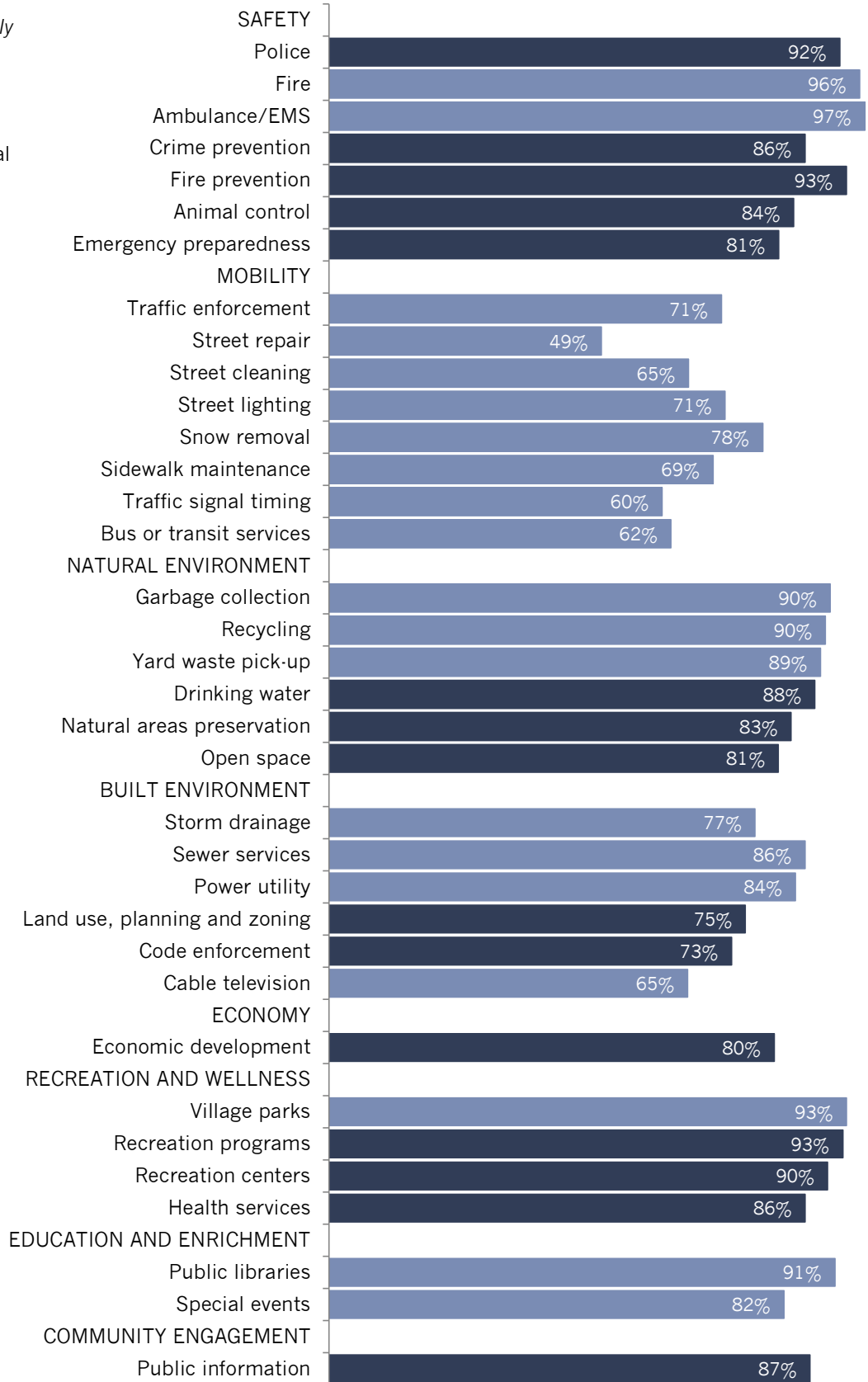
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Figure 2: Aspects of Governance

Percent rating positively  
(e.g., excellent/good)

Comparison to national  
benchmark

- Higher
- Similar
- Lower





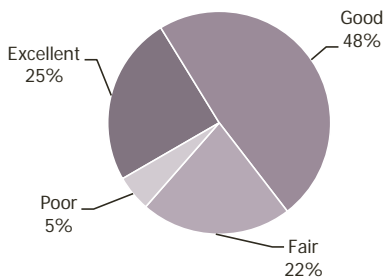
# Participation

*Are the residents of Orland Park connected to the community and each other?*

An engaged community harnesses its most valuable resource, its residents. The connections and trust among residents, government, businesses and other organizations help to create a sense of community; a shared sense of membership, belonging and history. Nearly three quarters of residents rated Orland Park as having an excellent or good sense of community which was similar to communities across the nation. Over half of the survey respondents had contacted Orland Park employees while nearly 4 in 5 would recommend living in Orland Park or planned to remain in Orland Park.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Most reported rates of Participation were similar to those seen in comparison communities and remained stable from 2014 to 2016. When compared to other communities across the nation, fewer Orland Park residents reported that they had carpooled instead of driving alone, worked in Orland Park or volunteered. More Orland Park residents had NOT observed a code violation than residents in comparison communities, and more Orland Park residents had NOT observed a code violation in 2016 compared to 2014. At least 9 in 10 respondents reported that they had NOT been the victim of a crime, had purchased goods or services in Orland Park, talked to or visited with neighbors, had done a favor for a neighbor, or read or watched local news in the last 12 months. These rates were similar to those in other communities.

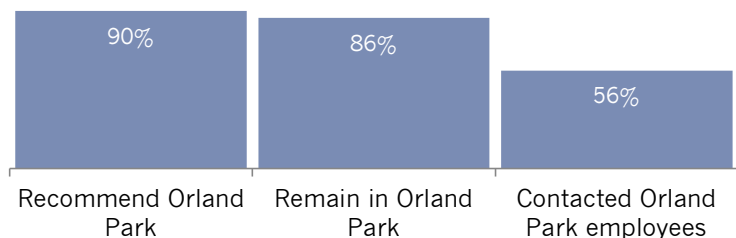
Sense of Community



Percent rating positively  
(e.g., very/somewhat likely,  
yes)

Comparison to national  
benchmark

■ Higher ■ Similar ■ Lower



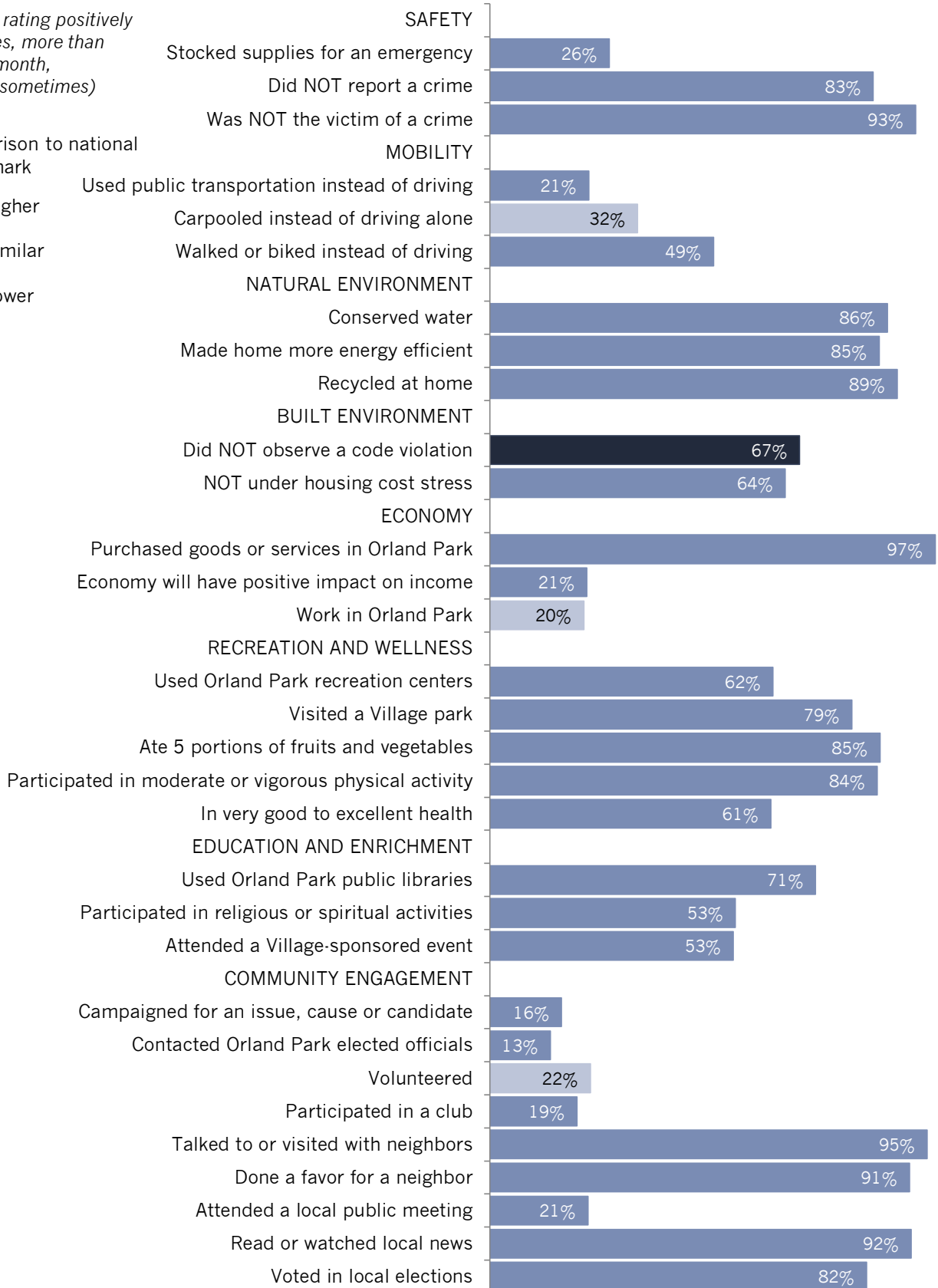
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Figure 3: Aspects of Participation

Percent rating positively  
(e.g., yes, more than  
once a month,  
always/sometimes)

Comparison to national  
benchmark

- Higher
- Similar
- Lower

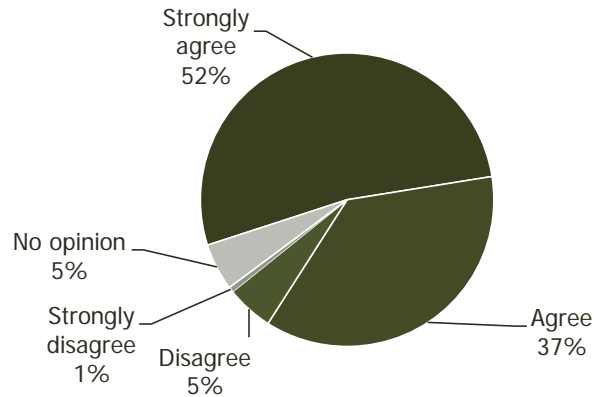


# Special Topics

The Village of Orland Park included four questions of special interest on The NCS. The first question asked residents about their support for investment in Open Lands. Almost all residents agreed that the Village should continue to invest in Open Lands.

Figure 4: Investing in Open Lands

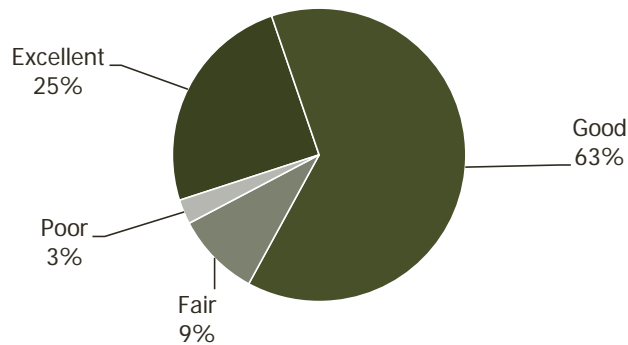
*The Village of Orland Park should continue to invest in Open Lands in addition to parks to ensure that acquired land is preserved for future generations:*



About 4 in 5 respondents believed the Village was doing an excellent or good job at being pro-active and responsible for the continued growth and development of the community.

Figure 5: Growth and Development of Community

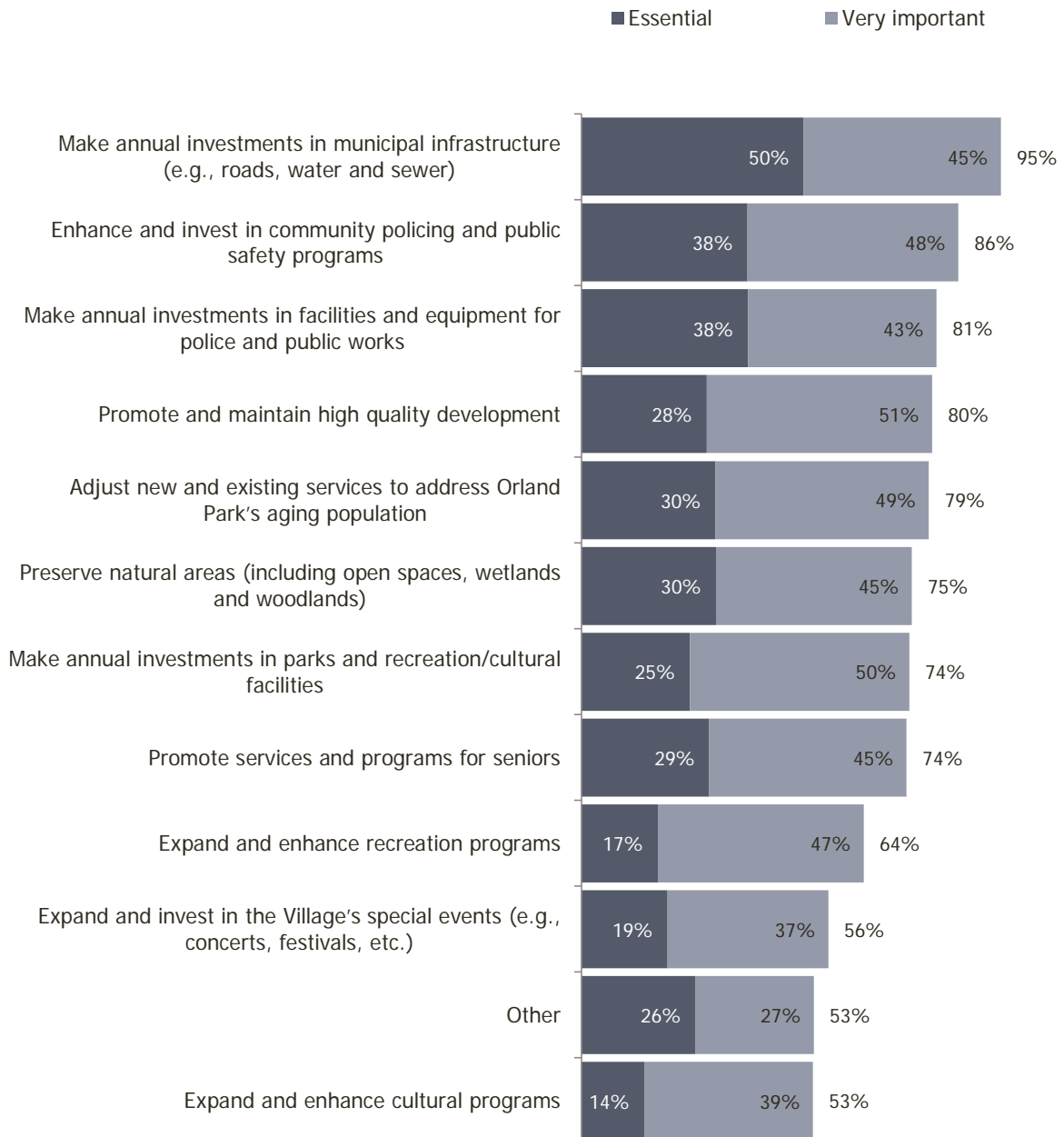
*Please rate the job the Village of Orland Park does at being proactive and responsible for the continued growth and development of the community that results in improving quality of life for residents and businesses.*



When asked to rate the importance of several Village priorities, a majority of residents rated each one as essential or very important. Almost all respondents indicated that making annual investments in municipal infrastructure was essential or very important, and about 4 in 5 indicated that adjusting new and existing services to address Orland Park’s aging population, promoting and maintaining high quality development, making annual investments in facilities and equipment for police and public works and enhancing and investing in community policing and public safety programs were top priorities.

Figure 6: Priorities for Orland Park

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



Around half of participants believed that a priority not listed was essential or very important for the Village. In their own words, participants described other priorities for the Village. Those priorities are listed below in alphabetical order.

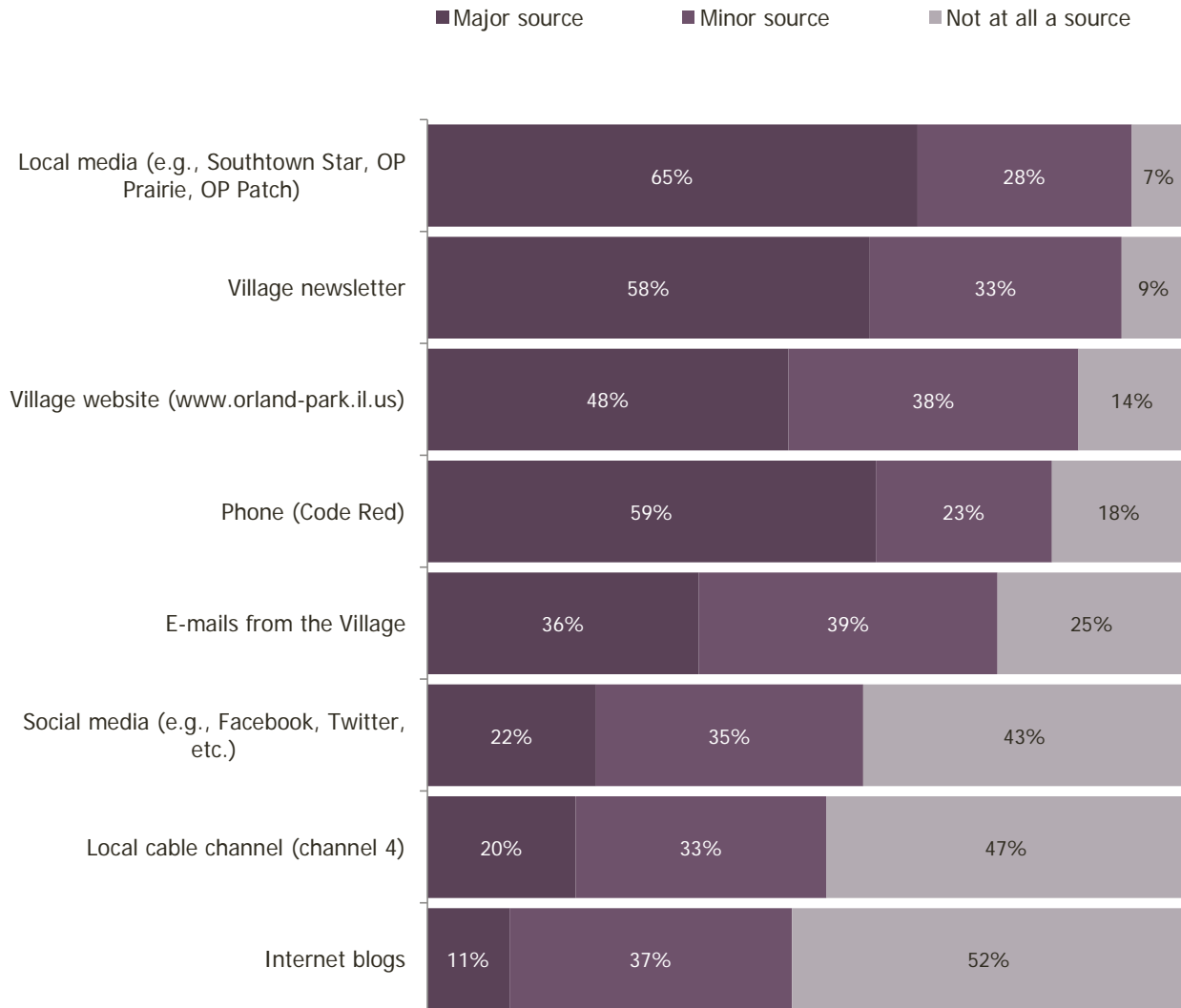
- Access to services for people w/special needs/disabled.
- An indoor pool.
- Condominium rule enhancement.
- Covering taking care of trimming the trees, (streets and sidewalks.)
- Develop existing unused buildings Vs more new structures.
- Education.
- Eliminate/sell unnecessary village buildings.
- Emergency services- fire/police.
- Enforce dog leashing dogs in parks.
- Fight crime in our mall and terrorism.
- Fill vacant retail space before adding new
- Finish LaGrange road for crying out loud!!
- Finish the roads.
- Healthcare & keep takes health of fitness approved.
- Invest in a cultural center for the arts.
- Keep PHFE open & no need for another cancer center.
- Limit number of rental homes in neighborhoods.
- Limit rental property.
- Lower real state taxes.
- Maintain PH & FC! It's a main source of therapy for myself and others!
- Making the community more close knit.
- More patrolling at Orland mall outside.
- More senior SVC to teach tech.
- No section eight.
- Not safe at mall anymore.
- Policing parks more at night.
- Protect pensions.
- Reduce property taxes!
- Residential street repair!
- Safety for residents.
- Schools!
- Sportsplex pool.
- Too vague to answer.
- Traffic.
- Walking paths that connect neighborhoods. My neighborhood is isolated. My kid had to ride his bike on the shoulders of busy streets to get to friend's houses. (Wolf Rd, 167th, etc.) Dangerous for kids, kids need exercise and should be able to ride or walk safely to friend's houses. My husband and I ride our bikes to the biking trail and there aren't any sidewalks from our subdivision to biking path, have to ride on busy streets/shoulder to get to the path. I think our subdivision is the "forgotten" one. We do not have a park either. It's terrible. We have many children in our subdivision.

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When asked what sources they turn to for information from the Village, at least 9 in 10 respondents turned to local media or the Village newsletter. At least three-quarters of respondents considered emails from the Village, phone (Code Red) and the Village website to be sources of information. About half of the respondents indicated that social media, the local cable channel and internet blogs were sources of information about the Village.

Figure 7: Sources of Information

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



# Conclusions

## Residents of Orland Park continue to enjoy a high quality of life.

Residents of Orland Park gave very high ratings for their overall quality of life. Almost all (91%) indicated that the quality of life was excellent or good and nearly all gave positive ratings for Orland Park as a place to live. Around 9 in 10 respondents gave excellent or good ratings when asked about the overall image of Orland Park, the overall appearance of Orland Park, Orland Park as a place to raise children as well as their neighborhood as a place to live. These ratings were similar to or higher than national benchmarks and tended to remain stable over time.

## Orland Park's Economy is a strong community feature.

Economy was one of the features of Orland Park that residents cited as a focus point for the next two years and residents also gave favorable ratings to aspects of Economy in the Village. Around 4 in 5 residents gave excellent or good ratings to the overall economic health of Orland Park, economic development, the Village as a place to visit, the overall quality of businesses and service and shopping opportunities. About half of participants also gave favorable ratings to the cost of living in Orland Park. Most Economy ratings remained stable from 2014 to 2016; however fewer residents had a positive economic outlook in 2016.

## Safety helps make Orland Park a livable community.

Orland Park residents gave high ratings for Safety and indicated that it was a focus area for the Orland Park community over the next two years. About 9 in 10 participants gave positive ratings for the overall feeling of safety and feelings of safety in the downtown or commercial area of Orland Park, and almost all residents reported that they felt safe in their neighborhoods. At least 9 in 10 residents gave excellent or good ratings to police services, fire services, fire prevention and ambulance/EMS. At least 8 in 10 residents gave positive ratings to emergency preparedness and crime prevention. All aspects of Safety were similar to or higher than the national benchmarks. Almost all Safety ratings remained stable from 2014 to 2016, however ratings increased for animal control and fewer residents reported that they had stocked supplies for an emergency in 2016.

## Orland Park residents appreciate their Built Environment.

Residents had high opinions of the Built Environment of Orland Park. Around 4 in 5 participants gave favorable ratings for the overall built environment as well as the variety of housing options and the overall quality of new development. About 3 in 5 gave positive ratings for affordable quality housing in Orland Park. Three-quarters of residents also gave strong ratings for public places in Orland Park as well as the Village's land use, planning and zoning. Around 7 in 10 residents gave positive ratings for code enforcement which was complimented by the resident's ratings where nearly 7 in 10 did NOT observe a code violation in the Village, an increase from the previous survey. Ratings for Orland Park's Built Environment tended to be higher than rating in comparison communities across the nation.