

THE NCSTM
The National Citizen SurveyTM

Orland Park, IL

Trends over Time

2016



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Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents' opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report discusses trends over time, comparing the 2016 ratings for the Village of Orland Park to its previous survey results in 2012 and 2014. Additional reports and technical appendices are available under separate cover.

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

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

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

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

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Table 1: Community Characteristics General

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

Table 2: Community Characteristics by Facet

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

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

Table 3: Governance General

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

Table 4: Governance by Facet

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

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

Table 5: Participation General

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

Table 6: Participation by Facet

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

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